



اَوْنُو تِكْنُوْلُو كِي مَارَا
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BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

PRACTICAL TRAINING REPORT

SARAWAK CHIEF MINISTER OFFICE

WISMA BAPA MALAYSIA

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THE DECLARATION

Declaration

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

Signed



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Acknowledgement

I am heartily thankful to the staff of the administration unit in the chief Minister Office and my supervisor, Alicia Tay Bui Kiaw, whose encouragement, guidance and support from the initial to the final level enabled me to develop an understanding towards the working process during the period of my attachment as a practical student in the Administration unit.

Lastly, I offer my regards and blessings to all of those who supported me in any respect during the completion of my practical training.

Background of the Chief Minister Office

In the administration unit in the Sarawak Chief Minister Office, this unit handles many type of things accordingly to the department in the unit and accordingly to the case, issue and application that require the officer who responsible with the application and issue to solve, approve and find the best solution regarding what people, organization and company have request. Every department in the administration unit has its own responsibility and every department have its own head of department to lead the people who are working under them to process a letter of reply to respond on what people, organization, and company have request. The Chief Minister's Department (CMD) is responsible for the State Public Services (PANS) as a whole. The CMD is led by the State Secretary who reports directly to the Chief Minister. The State Secretary is assisted by two Deputy State Secretaries.

Vision

High Performing Organization Spearheading the Transformation of Sarawak

Mission

We take the lead in the planning and implementation of administrative, development and public policies through a world-class delivery system that meets the expectations of the People.

Strategy Trust

- Research, Planning and Development
- Human Capital
- System and Technology
- Creativity and Innovation
- Team Synergy and High Performance

Core Value

- Integrity
- Kind and Caring
- Professionalism
- Sense of Urgency and Ownership
- Team Spirit and
- Result Oriented

WismaBapa Malaysia Building



Figure 1 (Source from www.sarawak.gov.my)

Wisma Bapa Malaysia was completed in 1976 and officiated by the former Chief Minister of Sarawak Tun Rahman Yaakub and he was the first Chief Minister of Sarawak. The Building have 22 storey and among the highest building that built during the time. The main purpose of the building was to become the central of administration foe Sarawak State Government and also the Chief Minister Office. It is located in Petra Jaya Kuching and the address is Jabatan Ketua Menteri, Wisma Bapa Malaysia, 93502 Petra Jaya Kuching.

The Organization Chart in the Chief Minister Office

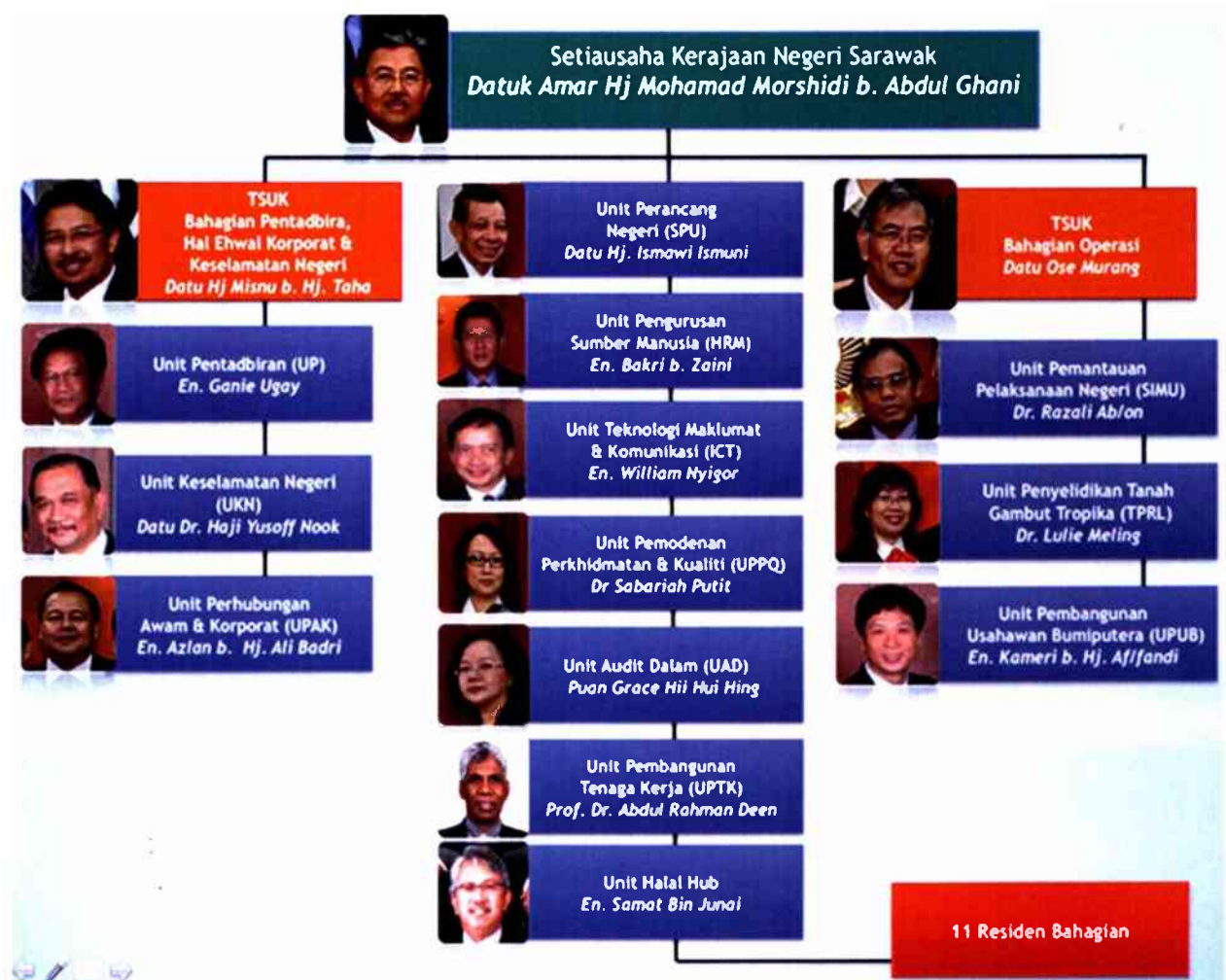


Figure 2 (Source from www.cm.sarawak.gov.my)

- | | |
|-----------------------|----------------------|
| 1) Kuching Resident | 7) Miri Resident |
| 2) Samarahan Resident | 8) Limbang Resident |
| 3) Sri Aman Resident | 9) Kapit Resident |
| 4) Betong Resident | 10) Bintulu Resident |
| 5) Serikei Resident | 11) Mukah Resident |
| 6) Sibu Resident | |



Figure 3 (Source from www.cm.sarawak.gov.my)

Background of the Administration Unit

Administration Unit is responsible for the formulation of policies and guidelines relating to accounting, and operational coordination of activities relating to payment transactions, investments, warrants, procurement, payroll input, audit issues, loan accounts, preparation and examination of annual budget estimates and ad-hoc requests.

From the aspect of social and safety, this unit responsible for formulating, monitoring, evaluating, providing guidelines related to issuance of shotgun license, working permits of foreign workers, permits and production of licenses under regulatory of Chief Minister department. In addition, they coordinate matters or issues between provincial, federal, division, Security and Development Committee (JKKK), and the Board of Trustees of the Islamic Welfare.

The unit also responsible for formulation matters, implementation of policies and regulations relating to the use of government assets (buildings, equipment and vehicles), matters relating to human resources in the Administration and privileges under Excellency (Tuan Yang Terutama TYT), the Ministers and the Assistant Ministers, Speaker and Deputy Speaker, ADUN and Political Secretary.

-Department in Administration Unit-

- 1) To manage Financial and Account
- 2) Asset Management (Government Buildings)
- 3) General Administration
- 4) Town Administration
- 5) Region Development Pembangunan Wilayah
- 6) Government Transportation Management
- 7) Immigration and Labor

Schedule of Practical Training

Date	Exact Nature of Work Done
22 July 2013	<ul style="list-style-type: none">• Briefing from Mr Suria Bin Bujang regarding my attachment in the Administration unit. He explains the issue that every department deals with every day and tells us which officer that responsible to handle the issue.• Key in data and information into the Correspondent and Case Tracking Unified System (CACTUS) regarding issue that Administration Unit has to settle.
23 July 2013	<ul style="list-style-type: none">• Key in data and information into the Correspondent and Case Tracking Unified System for April 2013 issue and transaction.
24 July 2013	<ul style="list-style-type: none">• Key in data and information into the Correspondent and Case Tracking Unified System for April and May 2013 issue and transaction.

25 July 2013

- Key in data and information into the Correspondent and Case Tracking Unified System for June 2013 issue and transaction.
- Dispatch letter in the Chief Minister Office and help the registry department to sort in letter into the file accordingly to with the title of the letter.

26 July 2013

- Key in data and detail into the Correspondent and Case Tracking Unified System for June 2013 issue.
- Help the registry department to sort in letter into the proper file for future references for the officer in the Administration Unit.

29 July 2013

- Received incoming mail for the officer in the Administration unit and key in the detail of the letter into the Correspondent and Case Tracking Unified System for the Officer who are responsible to process and solve the issue.
- Key in the detail and process the outgoing mail so that the detail can be use for future references.
- Key in the letter detail into the Correspondent and Case Tracking Unifies System.

30 July 2013

- Prepare the files that are needed to sort in all of the mail received and record the mail detail into the Correspondent and Case Tracking Unified System.
- Record the mail detail for future uses and reference.

31 July 2013

- Receive incoming mail for the officers who are responsible for the issue so that it can be process and take the next step to solve the issue.
- Key in the folio number for the letter that received for future reference into the Correspondent and Case Tracking Unified System.

1 August 2013

- Received all the incoming mail and key it in into the Correspondent and Case Tracking Unified System for future references.
- Insert and list down the folio number so the process of filing and process of searching the letter can be done easily.
- Arrange letter from the lawyer firm to be record as gazette.
- Help the registry department to store the closed file.
- Replied the application for the usage of conference room in the Chief Minister Office

2 August 2013

- Key in detail into the Correspondent and Case Tracking Unified System for future reference. Keep the closed file into the store so that it can be use in the future.
- Help the immigration and labor department to get information regarding the foreign labor and key in all the detail into the Correspondent and Case Tracking Unified System.

5 August 2013

- Record and email Gazette to the organization and association that responsible or handle the case of bankruptcy.
- Write the folio number for the letter that the unit just receives for reference.
- Record the detail and information into the list of officer who are responsible with the case.

6 August 2013

- Key in detail of letter into gazette and email it to the organization who responsible to solve the problem.
- File in letter into the proper file for future reference.

7 August 2013

- Key in the detail, date and the title of the letter so that it can be record and be gazette.
- Email the gazette to the organization that responsible with the cases.

12 August 2013

- Key in gazette into the Correspondent and Case Tracking Unified System and email it to the organization that responsible with the bankruptcy case.
- Sort in letter into the proper file for future references.
- Arrange letter from the lawyer firm all around Sarawak regarding the bankruptcy of their client.
- Receive incoming mail for the officer that responsible with the cases that are needed to settle and solve.

13 August 2013

- Key in the gazette and email it by using Correspondent and Case Tracking Unified System to SCIENCE to be audit and record.
- Receive letter from lawyer firm so that it can be record into the gazette.
- Receive incoming mail for the officers who are responsible with the case and issue that need to be settled.

14 August 2013

- Dispose old letter and gazette and key in the new gazette into the Correspondent and Case Tracking Unified System for future references.
- Sort in the letter into the proper file for the officer reference and guideline for handling issue and cases that they have to face in the future.

15 August 2013

- Record detail of the letter for the officer who are involve with the application and the usage of 'Bangunan Lama, Dewan Undangan Negeri Sarawak' for their organization event.
- Key in gazette for future references and email it to the organizations that are responsible with the issue and cases.
- Compose a letter to the organization and unit that have booked for the usage of meeting room in the Chief Minister Office.

16 August 2013

- File in letter into the proper file so that the officers who responsible with the case and issue can take the next step in handling the matter.
- Key in the gazette into the Correspondent and Case Tracking Unified System for record and future references.

19 August 2013

- Receive incoming mail for the officers who are responsible to the case and issue.
- File in the incoming mail into the proper file for future references.

20 August 2013

- File in letter for the officer to respond and process some application, case and issue that they have to settle.
- Keep the close file in the store for future references and key in the letter detail into the correspondent and Case Tracking Unified System.

21 August 2013

- File in letter accordingly to the title of the letter and record the letter for references.
- Key in gazette and record all the detail for storage.
- Receive booking for the usage of the conference room in the Chief Minister Office.
- Email all letter and fax the gazette to the organization that responsible for the case and issue.

22 August 2013

- Print out the gazette so that it can be hand to the local authority in the case of the bankruptcy.
- File in letter into the suitable file accordingly with the title and its date so that it can be track easily.
- Key in gazette for August 2013 so that it can be record and trace easily by the local authority firm.

23 August 2013

- Key in gazette for the officer and separate all the incoming mail accordingly to the section in the administration unit so that the officer can track new case and issue easily.
- File in the entire letter accordingly to the title, date and the department who are responsible to the problem.

26 August 2013

- File in letter into the proper file and write the folio number for the file so that the letter can be arrange in order.

27 August 2013

- Briefing from Mr Johan Achu regarding the account department under the Administration unit and he explain the basic information and the basic transaction that the they deal with every day.

28 August 2013

- Understand the process of transaction for expenditure and revenue in the Administration unit and learn and understand the scale of salary in the Chief Minister Office. The travel allowance is different accordingly to the grade of the officer.

29 August 2013

- Sort in gazette into the right order and prepare the receiver address so that the gazette can be mail to the right organization. Observe the accounting department and understand the process of settling the issue in the state government expenses.

30 August 2013

- Receive advice from our supervisor Alicia Tay Bui Kiaw and having question and answering session regarding our knowledge and the experience that we gain during the practical training.

Weekly Report

1st Week (22 July -26 July)

During the first week, Mr Suria Bin Bujang has explained to us and regarding the basic structure of the Chief Minister Office and briefly explains the background of the Administration Unit. I learned that all of the departments in the Administration Unit have its own responsibility and the scope of responsibility that every department has to deal with. During my first week, our advisor Madam Alicia Tay Bui Kiaw wants us to learn about the transactions that have been made by every department. To learn and experience the transaction itself, I have volunteered myself to help the registry department and during my attachment in the registry department, Madam Habibu Binti Borhan one of the experience clerk in the in the department asked me to help her with the outgoing mail. By helping her preparing the outgoing mail, I can see clearly which departments are responsible to handle the issue or cases and the other organization that they deal with. During the first week, Madam Habibu Binti Borhan had exposed me to the usage of the Correspondent and Case Tracking Unified System (CACTUS) by letting me to key in the important data and information into the system.

2nd Week (29 July – 2 August)

During my second week in the Administration Unit, I have make myself familiar with the Correspondent and Case Tracking Unified System. For my second week, I was helping Madam Noraini Binti Ibrahim to record the incoming mail for the Administration Unit. For recording data and information into the Correspondent and Case Tracking Unified System (CACTUS) for the incoming mail, we need to identify the title of the letter and

the issue of the letter. This process need to be done because we need to know which departments are responsible for the cases and issue and identify which officer that should be responsible to the case. Other than that, Madam Noraini Binti Ibrahim also teaches me to record the folio number for the incoming mail. The folio number is very important because it will help the process of letter searching becoming much easier by using the CACTUS system. She also has taught me on the file that we should to use to sort in the letter. The letter that we have received should be sort in the file accordingly to the title. It is very important because the letter will be use again for future references. Besides that, Madam Noraini Binti Ibrahim also assists me to store the closed file into the store accordingly to the file title.

3rd Week (5 August – 7 August)

For the third week, it was a short week and during that time, I volunteer myself to learn the wage of E-gazette system. This system is to compile all letter information that has the same issue and topic. The entire letter need to be scan and save into the E-gazette system and E-mail the compilation to the organization that is responsible to the cases and topic before it being printed out. Before recording letter to be gazette, the letter must be arranged accordingly with the date so that it will be in order. Madam Seknency anak Ina is the one who responsible to prepare the gazette. Madam Seknency anak Ina have taught me so many things on how to use the E-gazette system.

4th Week (12 August – 16 August)

On the fourth week, I have familiar myself with Correspondent and Case Tracking Unified System (CACTUS) and E-gazette system. During my fourth week, I have no

problem on using the Correspondent and Case Tracking Unified System and the E-gazette system. During the fourth week, I was able to record the incoming mail, prepare the outgoing mail independently without any help from other. I was able to identify the cases and issue and able to identify which department and officer who are responsible with the cases and issue. Other than that, I was able to record the folio number and search the letter and file that officer required as references without any help from others. In order to search for a letter and file, we need to refer to the master list and search the letter and file in the Correspondent and Case Tracking Unified System (CACTUS). On the fourth week, I was able to key in data into the E-gazette system independently. The task that I'm dealing with is to gazette the bankruptcy all around Sarawak. This cases need to be gazette and need to be email to the local authority court for settling the case.

5th Week (19 August – 23 August)

On the fifth week, task was similar with the fourth week task which is recorded the incoming mail, prepare the outgoing mail and key in data and information into the E-gazette system. Every task that I did on the fifth week was done smoothly without any complication. I have familiar myself with the organization itself and feel very comfortable in the organization. On the fifth week, I have noticed that when we are working in an organization, team work is the key point to success. For example, other worker should always support their colleague in term of motivation and in term of team work. When one of the staff could not come to work because of personal problem, the other staff must have the willingness to cover their colleague so that there will be no delay in completing their job and responsibility. During Madam Seknency anak Ina couldn't

come to work because of personal problem, I was able to cover her place for the one whole day. Same goes during Hari Raya, I was able to cover Madam Habibu Binti Bohari and Madam Noraini Binti Ibrahim even when I could not complete the task in time but at least we showed some effort and show that we are care about our job and responsibilities.

6th Week (27 August – 30 August)

On the six week, Madam Alicia Tay Bui Kiaw transfers us to the account department. During my attachment at the account department, we were being monitored by Mr Johan Anak Achu. He had briefly explained the information that we need to know regarding the account department. He explained the scope of work that they to handle and explain briefly the job specification and description of the accounting department. On the final day of my attachment in the Administration Unit as a practical student, Madam Alicia Tay bui Kiaw give us some advice and wish us the best in the future. Besides that, she asks a few questions regarding the experience and the knowledge that we have gain during the attachment.

Analysis

Every organization in the world needs a very good Human Resource Management which they continuously take a good care of the entire employee in the organization. Human Resource Management can be define as a process, which consists of four main activities, namely, acquisition, development, motivation, as well as maintenance of human resources.

During my practical training, I was attaching in the Chief Minister Office of Sarawak under the Administration Unit. During my attachment in the Administration Unit, I have learned so many things and I can see how the staff in those unit handle problem, provide solution for every issue and cases that they were facing. The power of critical thinking in providing solution to settle every case or issue are the most important thing and step to take. All application that involve the Administration Unit such as applying for foreign maid, shotgun for security, request for office renovation need to be approve by our State Secretary. The officers need to write a letter to notify our State Secretary regarding those matters. According to Agarwala, T. (2003) every employee that work for any organization should know and aware with their responsibility and complete their task with full commitment.

During attachment in the Administration Unit, I have observed and try to understand the process and which department who are suppose to responsible to the issue and cases. I have spent most of my practical period in the registry department because in the registry department, we can see clearly the process, the flow and the transaction of every application, booking and purchasing in the Chief Minister Office.

The practical training is very important to every student because the student need to experience them self the real environment of working and prepare them self with the basic knowledge of working condition and environment. The practical training also will provide student with self confidence and how important for them to suit themselves in the environment if there are changes in the working condition, job specification, and the environment of the work place. Student need to adapt with all the changes that they are facing from time to time so that they can catch up with all the new policy that have been made. Boselie, P. and J. Paauwe (2005) stated that environment in a workplace can affect your performance in the organization. By having good working condition and facilities will improve the employee productivity.

The experience of this practical training can be apply in the campus life as a student of UiTM such as every student need to adapt with all changes for example changes of syllabus, changes of lecturer and much more. As a student, we also need to focus in the class room and alert with all the things that the lecturer have told us because the information that we learn and get from the lecture are very important so that we can develop a very brilliant idea in making a decision or answering our final exam. I have noticed that the working environment and the environment in the class room are almost a like because we need to be focus and alert with all task given and do not ever push our self too much because it can cause stress and depression.

During the practical training, motivation from the top level management towards their employee is very important because it helps the staffs who work under he or she can feel that they are being appreciated. By giving a quality level of motivation, the employee will feel that are so important to the organization. The top management

usually shows their appreciation towards their employee by rewarding them and organizes an event that they can go and do together. It can help them to build strong relationship and strong bound between each other. Besides that, the top management needs to understand their employee feeling, emotion and problem. By knowing their employee well, conflicts between the top management and their employee can be avoided. As we can refer to the Human Resource Management subject, motivation and understanding between top level management and the employee is so important because it help to improve their performance and their ability to solve problem and completing the task that they received. Jackson, S. and R. Schuler (1995) stated that, rewards can assure employee motivation and can be given in term of gift or employee acknowledgement. Reward system can keep the employee being motivate during their contribution of knowledge, skill and ability for the organization. Reward system will make the employee feel more appreciated for their contribution in the organization.

Recommendation

During my practical training in Chief Minister Office under the Administration Unit, I have learned and experienced so many things. During the practical training, I have gain few basic skills that require to process some application for example the usage of Bangunan Lama, Dewan Undangan Negeri Sarawak, permission to use government ground (Padang Merdeka) and the usage of conference room in Chief Minister Office for the Asset Management department. By processing the letter and the application myself for our State Secretary approval, we can see more clearly the flow of application and letter and stages that we need to take before the approval by our State Secretary and this is the strength of this practical training. By processing the letter our self, the learning process will become faster and more effective.

The weakness of this practical training is we have less chance to process other application for other department due to lack of supervision from the supervisor. On top of that, the supervisor does not prepare any kind of task for the practical student do and learn. This situation happen because the supervisor that taking in charge of the practical student was bombarded with work or task that need to be handle urgently. In this situation, we have to observe ourselves the flow of letter for other department so that we can see the stages that need to take before we are moving to the next process. We have to learn independently without a proper supervision from our supervisor.

For a practical training, the supervisor needs to spend more time with the student because the student needs to be monitored most of the time during the practical period. The Chief Minister Office should develop a training department or unit so that the

employee can be train within the organization itself and the practical student will be in charge by them. With this method, the practical students have a proper guideline and diversify their knowledge under full supervision. Besides that, the student also needs to do and process the task itself so that they can learn more efficiently and more effectively. Finally, the staff in the work place need to give the student full support so that the student will be motivated and the self confidence of the student will grow from time to time so that they will be mentally and physically prepare for their future career.

Conclusion

The Chief Minister office of Sarawak is where all the management of this state is being held. All of the thirteen units in the Chief Minister building have its own responsibility and their own function and every department in the units have their own departments which have their own responsibility to handle and to manage.

During my attachment in the Administration Unit as a practical student, I have experienced and learned a lot of things. During my attachment as a practical student in the Administration Unit, thanks to all the staff in the unit for being such a good sport, assist and support me within the period of my practical training. With their experience and advice, I can apply myself better during my attachment. They also motivate me and help me to relate the working experience that I have face.

Administration Unit plays a very important role in the Chief Minister office. During my attachment, I can see the importance of working in a team. By working together, they can keep on motivating each other and support each other in order to completing their task. The top management in the unit will always appreciate their worker by rewarding the employee that work under them. As we can see in the Human Resource Management Subject, reward system is an effective way to appreciate the employee so that they will feel motivated to go to work and make them to feel that they are important to the organization. Every unit in the Chief Minister office is suitable for every student that wants to have their practical training. They can experience so many things and learn so many things so that they are ready to face the real working condition in the future right after completing their study in UiTM. The Sarawak Chief Minister Office can

offer many types of knowledge that can be so useful to the student. All the knowledge that they have experience can be used to be a better human being.

Appendix



SEJIWA SENADA EVENT



SARAWAK CIVIL DAY



THE SARAWAK STATE IS CELEBRATING THE 50TH YEAR'S ANNIVERSARY OF INDEPENDENT IN MALAYSIA



THE SARAWAK STATE IS CELEBRATING THE 50TH YEAR'S ANNIVERSARY OF INDEPENDENT IN MALAYSIA

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