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**FACULTY OF ADMINISTRATION SCIENCE AND POLICY STUDIES**  
**BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)**

**MONEYLENDERS AND PAWNBROKERS DIVISION IN KUCHING SARAWAK**

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**JUNE 2016**

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## CHAPTER 1

### INTRODUCTION OF ORGANIZATION

#### 1.1 Introduction

In its early establishment, Ministry of Urban Wellbeing, Housing and Local Government was known as Ministry of Housing and Local Government. From 1971 to 1978, the main function of the ministry was separated; the housing function was under the purview of the Ministry of Housing and Village Development while the local government was under the Ministry of Local Government and Federal Territories.

After 13<sup>th</sup> General Election, KPKT was restructured and now known as the Ministry of Urban Wellbeing, Housing and Local Government. The Ministry of Urban Wellbeing, Housing and Local Government or called KPKT (Kementerian Kesejahteraan Bandar, Perumahan dan Kerajaan Tempatan) abbreviated KPKT is a ministry of Government of Malaysia that is responsible for urban wellbeing, housing, local government, town planning, country planning, fire and rescue authority, landscape, solid waste management, strata management, moneylenders and pawnbrokers.

Moneylenders and pawnbrokers division was established to ensure that there are no illegal moneylenders and pawnbrokers. With this establishment, the moneylenders and pawnbrokers are secure, care and the society will not defrauded by “Ah Long” illegal moneylenders and pawnbrokers.

## CHAPTER 2

### JOB DESCRIPTIONS

#### 2.1 Introduction

In this chapter, I will introduce my past and current job description. I have been working with Moneylenders and Pawnbrokers Division (enforcement) as Executive Officer (Penolong Pegawai Tadbir-PPT) N27 since December 5, 2010. In Februari 2011, I moved to Moneylenders and Pawnbrokers Division in Sarawak till now. Below are my job description.

#### 2.2 Previous Job Description

Years	Section	Job Description
2010 – 2011	Moneylenders and Pawnbrokers Division Headquarters, Damansara Kuala Lumpur	<p>Introductions:</p> <p>I have been assigned to handle on moneylenders and pawnbrokers report, take the complainant statement, and assist in inspection moneylenders and pawnbrokers premises.</p> <p>1. Moneylenders and pawnbrokers report</p> <ul style="list-style-type: none"><li>❖ Receive a report from client</li><li>❖ Fill in the report form and certified by client</li></ul>

## CHAPTER 3

### ANALYSIS OF TASKS

#### 3.1 Introduction

Analysis of tasks specially focuses on one of the task that reflect my personal experience such as challenges and strengths during the tasks.

#### 3.2 Task Analysis

Investigation on Moneylenders and Pawnbrokers report is due to client or customer who comes to my office to do moneylenders or pawnbrokers report, through phone or through email. All the report will manually recorded and each report will be investigating either the cases are true or false.

However, investigation on moneylender and pawnbrokers report needed to meet the client satisfaction and to monitor the premises either follow the rules or not. From here, it can be monitor which premises did not follow the rules and regulation that has been given and authorized.

Investigation happen when there are report about illegal moneylenders or pawnbrokers business, unsatisfied client that deal with the legal moneylenders and pawnbrokers premises, high interest rate of loan, there are no agreement form from premises to their client.

With this investigation, the client or complainant will feel protected, and their rights are cared. This is to prevent the client or complainant from irresponsible and unlicensed moneylenders or pawnbrokers premises.