

UNIVERSITI TEKNOLOGI MARA SARAWAK
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES



AM228

BACHELOR OF ADMINISTRATIVE SCIENCE (Hons)

PRACTICAL TRAINING REPORT
UNIKOP COLLEGE KUALA LUMPUR

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2012362113

JUNE 2015

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ACKNOWLEDGEMENT

Assalamualaikum wbt. First of all, I would like to thank to Allah s.w.t for giving me this opportunity to complete my practical report for the practical session. Finally I have managed to complete my task smoothly. Besides that, I would like to express my deepest appreciation to all those who provide me the possibility to complete this report. A special gratitude I give to my parents who have assisted and guide me in successfully completing this project.

Furthermore, I also would like to acknowledge with much appreciation to Junior Executive Human Resource of Unikop College, Puan Hazwani Bt Azman for giving me an opportunities to having my internship there. Besides that, thanks also for being my Supervisor and also to my host supervisor, Encik Nazri who has sacrificed their time in order to supervise and guiding my work at the Unikop College Administration Office. Not to forget all the staff at Unikop College because make my internship went well besides give a lot of knowledge and guidance.

Special thanks also to my supervised my practical session Miss Azila from UiTM Seremban for giving some advices regarding doing my practical session and to person who guide me to finish my practical report Mrs Noor Fadhleen Mahmud. She is very supportive lecturer to give support to me finish up the report. Lastly, I would like to thanks to all my friends especially my classmate AM2286A for giving me ideas besides support each other to finish this report well.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 INTRODUCTION

This chapter focuses the introduction to the organization that the practical training student has successfully done their internship which is in the Unikop College Kuala Lumpur Office. Section 1.1 discusses on the history of the organization, Section 1.2 explain the mission and vision that the organization hold and Section 1.3 on the other hand states the division and the units that the organization have and Section 1.4 is shows the organizational chart. In addition, Section 1.5 explains the quality policies and Section 1.6 is all about the objectives. Lastly in 1.7 it mentioned about the client charter in the organization.

1.1 HISTORY OF ORGANIZATION

Unikop is an Associate College Universiti Teknologi MARA (UiTM), which was entrusted by the universities to offer programs in the Pre-Diploma, Certificate and Diploma in various fields due to very limited areas of study at UiTM. Partnership Program Universiti Teknologi MARA (UiTM) in Unikop began in 1998 when it was known as the Institute Teknologi MARA (ITM) again. First established in 1996, Unikop main campus located in Batu Caves, Kuala Lumpur has issued a total of more than 6,000 graduates in various levels and fields. Unikop College offers academic programs are conducted in

collaboration with the Institute of Higher Learning (IPTA), Universiti Teknologi MARA (UiTM).

Universiti Teknologi MARA Partnership Program is offered in Unikop aims to provide opportunities for students who are eligible but do not get a place at university. All courses are offered in Unikop has got Accreditation and recognition of the Malaysian Qualifications Agency (MQA) and the approval of the Ministry of Higher Education Malaysia. This means that all academic programs offered in Unikop have gained full recognition of all parties involved, especially by the Department of Public Service - JPA (Government).

Students who attend one joint program Universiti Teknologi MARA (UiTM) in Unikop are students registered with the university and will be subject to the rules used in academic campuses across the Universiti Teknologi MARA Malaysia. Students who successfully complete the program will receive a diploma at the Convocation of Universiti Teknologi MARA (UiTM), held at Universiti Teknologi MARA, Shah Alam.

Throughout its development, Unikop has successfully built an educational infrastructure in line with the needs of an institution of higher education. Now, Unikop has got the capability of the management team and staff initiatives that aim and strive to make higher education institution leading Bumiputera - to uncover the boundaries of science, master the latest technology and offer programs that are needed by our country in a bid to become the country by 2020, especially in the field of science and technology.



1.2 VISION AND MISION

Every organization has established their own vision and mission to ensure what their desire can be achieved successfully. Vision is very important in one organization to describe the future of the organization. It shows where the organization want to go and what are they going to be. For Unikop College, they have created their own vision which is to **“Become a premier institution of higher education by providing integrated and quality education through the integration cost of education, educational quality and customer interests”**. With this statement, it shows that as an institution of higher education, there will probably to help in term of the services of education to the people. The target to achieve is to give the best quality and fulfil the customer satisfaction.

As we know, every mission needed in one organization is to show the present state of the organization. Besides it also give an acknowledgement why the organization are exist and what are the service that provided by that organizations. The mission for Unikop College is **“Realizing the responsibility of the Royal Malaysia Police Cooperation with expand and streamline the quality of education, not having a tendency to gain, even helping police cooperative members and the public to get a quality education that is able to compete in any environment”**. From the mission,

we can see that Unikop College is too committed to the education and make the education is so important to have.

1.3 DIVISION AND UNIT

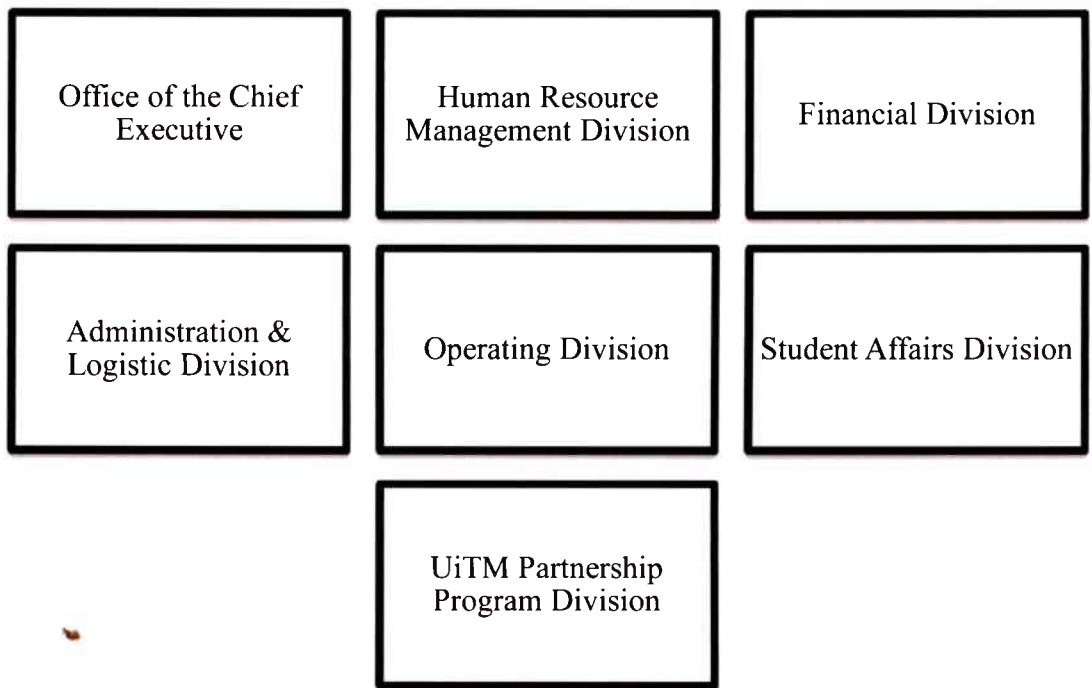
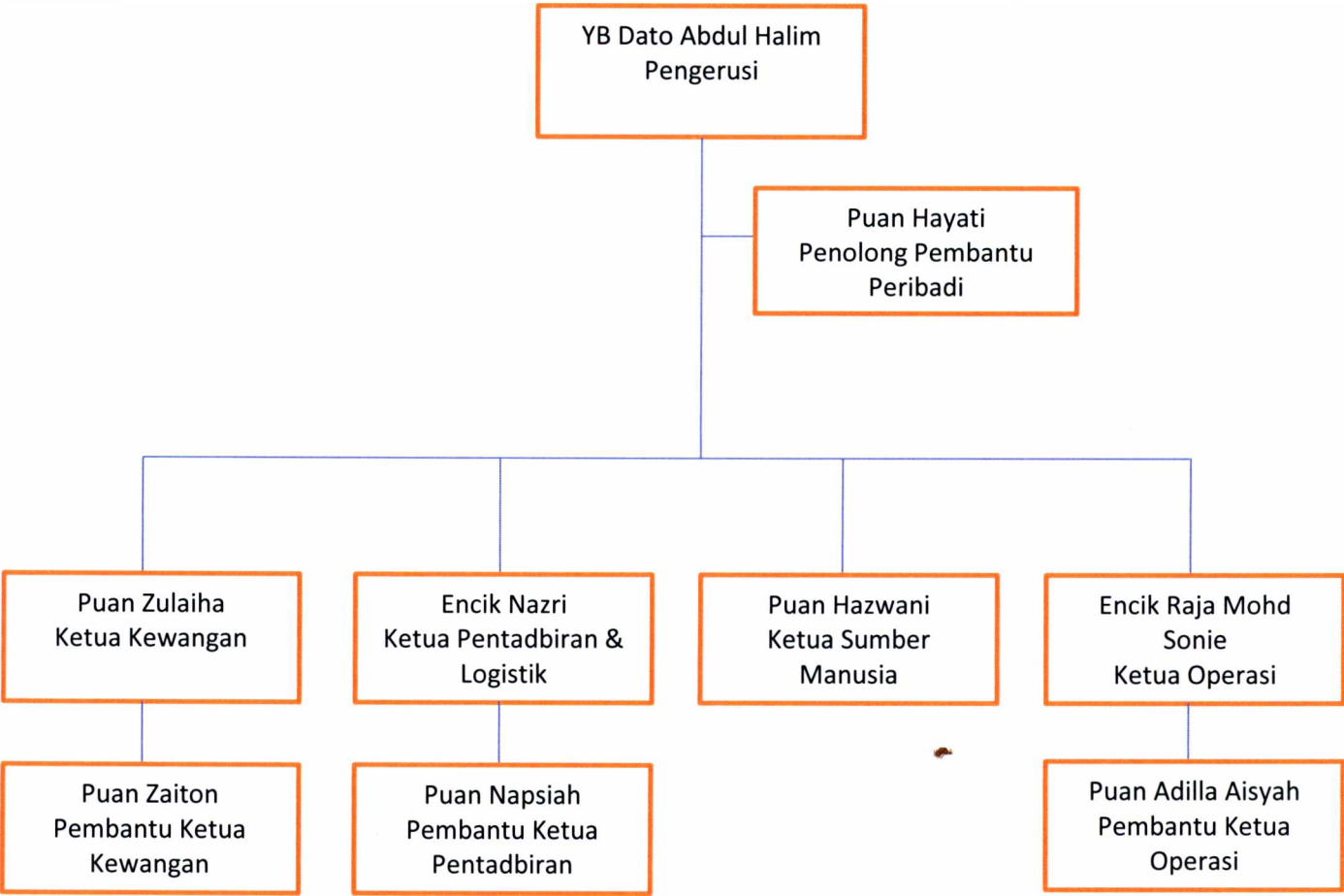


Figure 1 : Kolej Unikop, Kuala Lumpur

1.4 ORGANIZATIONAL CHART



1.5 QUALITY POLICY

Unikop College is practices continuous quality improvement in providing the best teaching and learning services in an environment conducive to learning through the implementation of quality management system to fulfil clients' satisfaction.

1.6 OBJECTIVES

There are six objectives of the Unikop College purpose to achieve the target in the future and also to show the commitment that will be present to the customers.

1. To prepare and strengthen distinguished educational programs with market value.
2. To produce competitive, balanced and productive graduates in line with national aspirations.
3. To provide professional and committed service.
4. To provide sufficient infrastructure, equipment and environment for educational program implementation.
5. To inculcate quality work culture.
6. To be a financially sound higher learning education institution.

1.7 CLIENT CHARTER

Client charter act as part of its continual efforts to improve client services in line with high standards of quality, and seeking to maintain leadership by delivering locally and internationally distinguished projects and services. In Unikop College there are several charts that can be referred by customer.

In realising Unikop College vision and mission of being a higher education institution of choice, we vow to:

1. Provide recognised, quality and market driven educational programs.
2. Produce knowledgeable, quality and competitive graduates.
3. Offer affordable educational programs.
4. Provide professional and committed workforce.
5. Provide sufficient and complete facilities

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

This chapter provides a schedule of practical training of the internship student in Office Unikop College. Sections 2.0 explain on what we are going to discuss in this chapter while Section 2.1 is to determine the chronology and description of the task. Under this section it was divided into six week of the internship time. In Section 2.2 it will shows the conclusion of this chapter that summarize all ask and the student own personal reflection.

2.1 CHRONOLOGY AND DESCRIPTION OF TASK

In this chapter, the student are given six (6) weeks which are 27 days accomplish the practical training in the organization that have been choose by the students. According to the format given, the task and job will be described based on the chronology from week to weeks.

2.2.1 Week 1 (20/1/15 – 23/1/15)

On the first day which is in 20th January the student has reported for the duty in the College Unikop Office. The supervisor in charged to manage the student for the six weeks is Puan Hazwani Binti Azmin hold a position as Junior Executive Department Human Resource Unikop College. Once the student reported for the duty, Puan Hazwani had introduced with the all staff in that department and the supervisor will give information regarding the department

that student already allocated. The first duty that have been given is by using computer such as Microsoft word to create title page to keep in the file.

The next day duty, one of the staff had taught me about system filing. System filing is one of the tasks that close to the any administrative department in the every organization. Filing is about keeping the files with many type of letter from in and out organization beside it will be a record to keep for future use. I have been teaching on looking to the date, title and the sender.

Besides that, I have been experience to helping the staff to handle the interview session on the morning until afternoon by distribute the form to fill up by the applicant on the lecturer positions and also bring the applicants to the interview room. In the evening side, I am helping one of the staff to preparing the warning letters that will distribute to the students that have a discipline problem.

The next day, my task is separate the letters that received according to the number of reference that already be done by the staff. There have six division of number reference that stated the different type of sender. This task is probably to make the work become easier and more efficient to search and use in the future.

2.1.2 Week 2 (26/1/15 – 30/1/15)

On this week the practical trainee only been asked to do a filling task which only checking all the letter receive by the department and make sure all the letter be in the file which should be based on filling system. Beside that trainee have to record the date, name of the sender and also what are the title of the letter. Some of the letters are from the internal organization which is from

“Koperasi Polis Berhad” and the total is more than 100 letters. The separated of the letters is not just to be put in the file, but it also have to be update the data and information into the computer files.

The trainee also have given the task to fill up the names of the staffs which involve in the every department into the URL form.

2.1.3 Week 3 (4/2/15 - 6/2/15)

For the third week of our internship, at the first day of week, the trainee have been given the task which deal with the computer to make an evaluation staff form to evaluate by head of department to give a comment, suggestion according to the performance by the staff. Besides that, the trainee also have been given to help the staff make 22 files for the use by the office.

On this week, the task is more to create file for every staff for their personal informations. The task also include by typing the name of the staff with their position at the College. The purpose of separate the information is to make it easier for searching the information and also for the future use.

2.1.4 Week 4 (9/2/15 - 13/2/15)

For 4th week, the trainee have been given the task by the Puan Hazwani to update the files from Unikop College Melaka branch by two information wich is their leave form to another file and personal information in to the other file and also doing the task such as fill in the name of the staff at “URL” form. The purpose is to make the Human Resource Manager which handle the leave record to make it more easy to search and record the data.

Besides that, the task that have been done is helping Puan Linda which is the position is Junior Executive Acedamy to prepared the warning letters for distribute to the 15 students based on their subjects. Task on photostat also given to the trainee for make the task more quickly.

2.1.5 Week 5 (16/2/15 – 18/2/15)

On this week, the task are more challenges because one of the staff which is Puan Zainab is not available on Wednesday and automatically the task are handle by the trainee.

Besides to helping Puan Hazwani on searching the form from the internet, the trainee also have to type the name of contract person and put in the file as a record. On the task to replace Puan Zainab, the trainee have to look into the letters that been faxes to record it to the specific book. The letter are received came from the official purposes and also for inviting from their programs.

Answering the phone calls and also make a call to outside also one of trainee task. This is the most challenging part because have to handle the telephone for the any inquiry from external and also to make a transfer call from the any internal department. Other task is to make a memo and also bring the letters to get the sign and approval from the chief executive.

2.1.6 Week 6 (23/2/15-27/2/15)

The task on anwering the phone call have been part of the trainee task because they consider that the trainee had already know how to use the telephone. Then, one of the staff Puan Napsiah had been shown and gave a little bit on how to different the letters that received to create their reference number. The

trainee also have to write the title of the letters and from who the sender to the one form that call table of content to put at the front page of the file. There have three file which is the letters from the SESCO, Ministry of High Education and from the tenant premises.

Besides that as usuall the repeation on the same task of photostat, put the letters based on the type of files are still doing on the last week. Also have been given task to fold the new white file to been using for the office purposes.

Puan Hazwani also had ask a favor to separate all the resume that have been received based on their qualification and also based on their application position.

2.2 CONCLUSION

Based on the above chronology there are a lot of thing that we can learn even though only six week the practical training. As mentioned above, the practical student has been done the practical training in Unikop Colleege Office and put under the Administrative Office. The practical student have to go through all the division and learn something that can give the good knowledge that cannot received in other place.

Besides that, the experinced that we can get during the six weeks are, we can see all the processes and work flow made to ensure that all task going smooth and satisfifed the customer with the services. For example, they manage the letters that come in and out. They arrange properly which is from the external letters and which is from the interna letters.

Other than that, what we received in this organization is the task that had been given by the supervisor to the practical student are appropriate to what we are study. This is because with the appropriate task, students can gain the knowledge and also know in term of the procedures such as in the office or any work tasks that relate to the important things.

The role of the staff and also for the people at the top management level is very important to give the knowledge. Thus, staff and also the top management gave a lot of help and also taught the practical students about the taks and procedures to ensure six weeks of the internship are going well and the student at least can gain something from this training. Moreover, the environment at the Unikop College was very comfort to a newbie to learning more about the organization and office environment and all the procedure that need to take especially in the office areas.

CHAPTER 3

ANALYSIS ON THE TASK

3.0 INTRODUCTION

In this chapter, the analysis on the task explained about how the task given in the organization relate with the practical student learn in university. 3.1 discussed about one specific task given by organization that chooses by the student and all the theory and the concept of the file management. 3.2 states about the bases of classification of file that have conduct in the organization that experience in the organization choose. While section 3.3 is discuss about the importance of file in the organization. For the section 3.4 describe about the qualities of a good files. Lastly is 3.5 is about reflection on the filing management task.

3.1 CONCEPT OF THE TASK

On this chapter, we need to describe on one specific task that relate to the study field that have been given by the organization to the practical training student. The task that been choose for this analysis is regarding on handling file management in the office administration. Learned the process flow of the file and letters are important to ensure the process are managed well and run smoothly.

3.1.1 Definition of filing system

Filing is an important thing in the every organization. Collin dictionary had defined file management as the work of organizing and arranging files in a

computer for the computer method. File management can be in traditionally or in modern way. A traditional or manual filing system is one done by hand the traditional way-using folders in a cabinet. This method is contrasted with a filing system that is computer-based. Computer databases approach, many businesses simply organized files by creating folder structures and placed documents and files into folders based on category or type. According to the ukessays website, it stated that the traditional filling system (TFS) is a method of storing and arranging computer files and the information in the file (data). In the traditional approach, we used to store information in flat files which are maintained by the file system under the operating system's control. Traditional filing is sometimes advantageous if have a relatively small number of files. In the Unikop College, practical student have been given the task for filing by using the traditional system.

3.1.2 Functions of filing system

Filing system was held to fulfil the purposes that can achieve the objectives of the organization. A file system is a method for storing and organizing computer files and the data they contain to make it easy to find and access them. There is some purpose of filing system that should be understood by all the staff before conduct the filing. First, the function of filing is to help in framing business policies because of maintaining records of previous decisions. Next, the function of filing is filing sorting and arranging records for reference at future date and also to make the organization be more effective and efficient. Records are very important as to make a decision in the future. The role of records is as the reference in any type of matters that relate to the organization. Besides that, filing system functions is by maintaining,

protecting and supplying various types of information as they contain many records in every type. Once the record had been made, it cannot change unless for a permission from the higher level. Filing is as to keep the originality of the letters from any amendment of the irresponsible people. Lastly, filing system function is for the important records on the progress of the organisation are kept in systematic manner. As there are lot of the letters that should be keep and records, so filing system function is to make it properly keep from misplace or wasted.

3.1.3 Types of filing system

There are two type of filing system as mention above. Firstly is traditional way and secondly is modern way. Both of these methods give their own advantages and disadvantages in the organization. Usually, the best method for the small organization is by using traditional method and for modern way, it very recommended for the large company.

For the traditional system, it is old method of filing. It is used basically in small and medium scale organizations. The reason might be because of easy to handle or the organization is not too complicated in their works fields. There are four types of traditional filing which is wire fling; pigeon hole filing, cardboard filing and box filing. These four types have their own advantages and disadvantages. Same goes to the modern ways, there also have two types which is horizontal filing and vertical filing.

First type of traditional system is wire fling. It is also known as spike filing. It is the oldest filing method in the traditional system. In this method a piece of wire is fixed in wooden stand and that stand is kept on table or hanged

somewhere. The letters and documents are inserted inside the spike. Whenever letters and documents are required for reference all subsequent letters are taken out. This type mostly to be used in banks, retailer shop, hospitals etc. It would be advantages for the organization because of it is the cheapest method, useless space and it is very simple. However the advantages might be inconvenient, possibility of leakages and limited number of documents can only be filed.

Second type is pigeon hole filing and also known as docket filing. A small cabinet is used for filing. The holes look like pigeon hole and each hole is given alphabet label. The letters and documents are kept into related holes. It is usually kept in post office. Unikop College is using this type where there have different cabinets for different categories of files. For this method, the unnecessary files are destroyed for a period of time. This is because due to the limited places for keeping to many files. The advantages of this type are it is simple and easy, besides that it takes less time and it is economical. It is only suitable for small organization, difficult to keep old records and limited number of documents can be kept is some of the disadvantages. Only the important matters will be kept and it depends to the certain limited period of time.

Next type is cardboard filing. It is one of the popular traditional methods of filing. In this, a thick cardboard file and folding sheet are placed one upon another. The two ends are tied with each other with the help of rubber. For the papers, they are kept in chronological order. It is used for few transactions. The files can be kept in cabinet for protection. One of the most advantages is it

helps in fast recording of documents and the disadvantages is chances of loss of document is high.

Lastly is the type of box filing. In this filing method, boxes are made up of wood or cardboard. The spring clips are fixed inside the box to hold papers. Whenever letters and documents are required for reference all subsequent letters are taken out. The documents are kept chronologically one upon another. One of the advantages for this type is it protects the documents from fire, dust, insects, water. However, sometimes paper cannot be held properly.

For the modern filing system, it is very simple yet sometime it is complicated. Traditional system of filing sometimes it didn't fulfill the requirement of the business. This is because the way of keeping and also the way of use it will probably give any problems especially for big organizations. So it has been replaced with modern filing system that is more appropriate for keeping. Modern filing system is the improvement of traditional method of filing to be better. There have two types.

Firstly is Horizontal filing. In this system, the documents or letters are chronologically placed in folders one upon another in a horizontal way. It is of two types which is flat file and arch level file. For flat file, it is made up of cardboard or thick paper. Each flat file is attached with a pair of metal clips or laces on the left hand side of it to tightly hold the papers. Pair of holes is made on the left hand side of the paper using a punching machine. Then the papers are inserted into the clips or laces and the clips are locked or the laces are tied up to tightly hold the papers. The papers are chronologically placed one upon another in a flat position in a file. However for arch level file it is made up of

cardboard or thick plastic. The metal arches are made for holding papers or documents. Pair of holes is made on the left hand side of the paper using a punching machine. Then the papers are inserted into the arches and the arches are locked to tightly hold the papers. The papers are chronologically placed one upon another in a flat position in a file in alphabetical order. In this papers can be taken out or inserted without disturbing other papers. The advantage is papers are chronologically placed in alphabetical order which helps in easy location of documents. Even though it is easy for the location, it is difficult to take papers out and insert them in.

Second type is vertical filling type which is the most popular type of filing in modern offices. In this method, documents are kept on upright position in especially pre prepared folders or files. The folders or files are made up of cardboard or papers which are folded in the middle to hold the documents in them. Documents are placed in a chronological order without punching and typing them up in a pair of clips. It requires following tools and equipment's. The tools and equipment are folder, cabinet or drawer and guide cards. Folders are made up of strong cardboard papers to hold the documents. The back of the folder is higher than the front part. They are placed in cabinet and their external part is visible, for cabinet it is necessary to keep the folders properly. Folders are kept vertically inside it. The size of drawer is dependent upon the number of papers to be kept in it. Generally 5000 papers are kept in one drawer and for guide cards the files are kept in a drawer of filing cabinet. A guide card is placed between the folders to divide the drawer. This type is costly compared to horizontal filing even though it is very secrecy.

3.2 BASES OF CLASSIFICATION OF FILE

This section, it is focus on the process of selecting heading whether the documents are grouped or classified. This process is important process for starting the filing process. For this classification of files, there have five bases.

Firstly is according to alphabetical order. The filing method under which files and folders are arranged in order of alphabets of the names of person or institution concerned with such file is alphabetical classification. It is most popular and common method of filing system. However, this system proves to be problematic when lots of clients or customers sharing the same name have. In case name of more than one person starts with same letter then second letter of name is taken into consideration. It is flexible method. It is used in both small and large organization.

Secondly is numerical classification which is the filing method under which files and folders are arranged in order of number is called numerical classification. Files on people with the same name won't have duplicate headings as with the alphabetical system. This is because all files and folders are given separate numbers and it is offers better file confidentiality. It is indirect method of classification of filing and alphabetical index is required. It includes name, address, phone number, subject and other information along with file number.

Thirdly is subjective classification that is filing method, records are classified according to their subject; letters and documents are classified and arranged in files and folders into subject or sub-subject wise. In this filing, subject must be arranged alphabetically. It is widely used in those cases where subject is more

important than the name of the person or organization. All documents relating to same subject are filed together in one file.

For the next bases is geographic. In this method, files are grouped according to the geographical location of firm, organization or person. Under this method name of places are written in file and are arranged in drawer either in alphabetical or numerical order whichever is suitable for organization. It used in multinational companies or those organizations whose business and branches are located in many places of the nation or the world.

Last but not least is chronological classification. In this method, files and folders of documents are arranged in an order of their date, day, and time. In an office, several letters and documents may be received and dispatched. They all are arranged according to time and date when they were received and dispatched.

3.3 IMPORTANCE OF FILE

Filing has a lot of importance in the organizations. This is because it will lead to the successfully of the managements and also to achieve the goal for the long-term. The importance of the filing is same with the purposes of it. They have the same functions which is they relate with each other. Here is some of the importance of filing according to the one of the anonymous.

Firstly, it helps in increasing efficiency of office because filing helps in providing records in required time to make quick decisions. Every letters which is informal or formal, it has to be recorded to the file because it will be as a reference in the future. So, the important of filing is, it can make the flow

of the task is more efficient and besides that it can make the less time of making decision.

Secondly, the important of filing is it will help in providing legal proofs to fulfil legal formalities. Sometimes, we couldn't not what are the things that are going to be happen in the future, so as to avoid the bad things happen, the reason or the important of the filing is it can be a proofs in matter what condition that related to the recorded.

Future plan are something that we could not expect what is really happen. We cannot predict weather it would be success or not. So, here is the function why filing is important in the every organization. Filing of the letters will be a reference for the future use. For example, if the organization wants to implement something new, so to apply it to get the approval from the authority party, they can refer to the recorded letter about how to apply it and how to formulate. To get the successful letter or the successful contain, so they can used the past letters.

Next, important of filing is to help in handling customers and correspondence carefully to maintain the goodwill of the office. There are lot things that need to be managed in the office. It involves the staffs stuff, besides that equipment and many things and it can be relate to the customers or any correspondence. For example, Unikop College had stated that every month there must have a certain time which the services people from company that provide Photostat machine that in charge to give a check on their product to maintain it quality. So, every time they came, they have to sign the letter. The letter are keeps in certain file to make it easier to find when need it. With that record, Unikop

College can make a proof if they have breach of contract between them. The purpose is to maintain the goodwill of the office.

Lastly, filing also can help in protecting of important documents from fire, dust, insects, theft and mishandling. This is because in the big company, there probably protect their file in the special room which is fireproof. So that is why it can say it can protect from fire if anything bad happen. Besides that, the keeping of the file in the cabinets properly and tidily, it can avoid form dust and insects that can destroy the letters.

3.4 QUALITIES OF GOOD FILING

Traditional or modern method of filing system should have good qualities. The qualities will affect the filing system or filing management in the organization. It can be very easy and lead to the proper systems. Here are some of the good qualities as the guide to them follow and apply in the organization system.

Firstly the filing should be economy. A good filing system should be economical. This means that filing should be cheap and must come under the budget of the organization to install and operate. For example the installation and operation cost should be low. Even though the filing is very important in the every aspect, but the organization should know how to manage it. The cabinets and the files are all the things that include in the budget of organization that should not be high. So they could use and spend according to their affordable.

Accessibility is also one of the good qualities in the filing system. It means that the files and folders must be preserved for future and must be easily accessible. As the purpose of the filing is to use for future purpose, so it should

easy locate to make it accessible to find it when the time when need it. For example, the file is keeping in the certain area and put it the different categories such as the letter from the internal organization separate with the external organization.

Next is it should be simple. This quality is the most important criteria in the organization which is the filing system should be easy and simple to be understood by the entire employees. Its operation should be dependent on skilled employees. This is because, there are not all of the staffs are good in the filing systems and also not good in finding the documents. So, these criteria will affect the staffs to search and find what those need it. The staffs who are in charge filing system should think about the other employees' accessibility. The example of the simple criteria is where the place of the file is keeping and also the reference numbers and the labels must be clear to see. The files are too many to find it and it should be easy to find.

Safety criteria also will lead to the good quality of filing system. Safety criteria is not much different with the important of filing system because good quality is a good filing system must preserve all the necessary documents from insects, dust, fire, water and so on. The files are very important to keep and store because it contain the records that will be benefit for the organization use. Protect them from those thing will lead to the long term record keeping. There must have some rules and regulation to be stated and follow. For example, there is no food and drinks that near to the file cabinets to protect from water or any stain.

Lastly, a good indexing and classification will give a good quality of the filing system. Indexing mean file system must have proper indexing and meanwhile classification mean that the files should be classified in proper way so that it helps in easy location to keep and find. In every organization, the file management should be managing properly starting from the beginning until the end steps. The staffs have to classify based on the letters which is refer to the purpose of the letters, who are the sender. These classified would make the process run smoothly.

3.5 REFLECTION

Based on the experience of work received in the Unikom College, the trainee will receive a lot of knowledge that could not receive during the learning session in university. Experience always teaches us how to survive in the future. It will also help them a lot and also able to differentiate the task and adapt to real work experience, and the work that have been given to the student, helps the student to figure out all the things that they have not understood before and the understanding in perform task are improve during this internship program.

When the organization gives the opportunity to the practical student to involve in the file management process, it gives a new experience to students. Practical students are able to understand deeper on how to conduct the proper filing system.

Other than gaining an experience to handle a filing, filing is the process of managing the letters that important to the organization matters. Because of this

opportunity, the student able to improved their way of time management and also know and alert on responsibility of the task given.

So with all the experience and knowledge received by the trainee, on future later when they have enter the working life, they may adapt whatever things they have learned in the organization.

CHAPTER 4

RECOMMENDATION

4.0 INTRODUCTION

In this chapter, it will explain about the recommendations to the organization regarding the task given to the student. In section 4.1 will discuss about the strengths of the task given. While in the section 4.2 it will mentioned about the weaknesses of the task during the practical period. And last part which is section 4.3 will provide solution for improvement

4.1 STRENGTHS OF TASK

When the practical students are given opportunity to handling the filing system in the Administration Office Unikop College, there are some advantages that the practical student may see in order to accomplish the task given.

There is some strength that the trainee may analyse. Firstly is when the staff has shown the way to manage the file and also the letters that relate to the organization, it would make the process of receiving and delivering the information will be smoothly and accurately. This is because; to manage an organization is not an easy way due to a lot of tasks. As mention before, the function of the file management is to make sure all the letters will be easy to use for the future. The letters will be dividing in to the different categories to and also files. What can the trainee learn from this is, to make the works more proactive and systematic. When the process is systematic, it will show how effective you are working on the tasks.

Secondly is, the strength of the task will give a benefits on the time management. The manual filing system works well when the number of items to be stored is small. Time management is the important part in the working area because it will affect the performance an individual. With these tasks, the trainee can learn to manage the task with the time. Filing process will make the task be more quickly and faster as the letters that receives and deliver is in deferent categories. The trainee could be well on managing according to the duration of time. For example, if the letters are receive and the same time has to get the approval from the Chief Executives or any authority, so they can put the letters into one file. So that when the time is needed to be done, it already arrange properly.

Thirdly, the strength of the task is it gives the students the value of awareness and responsible. When we received the letters from the other organizations or any fax received, the next task is to write some details of the documents to the special books. This task automatically will give students a new spirits of doing the things that have been appoint which is carry the important part in the organization task.

4.2 WEAKNESSES OF TASK

In the early of chapter four we have discussed about the strength of the filing conduct by the practical student. Now, we will discuss about the weaknesses that can be seen by the student when they organize the filing process.

Traditional file organization describes storing data in paper files, within folders and filing cabinets. When the filing process is doing by the traditionally, so there have some of the weaknesses or lack which is first in

term of the data security. Even though traditional file process has advantages over the electronic ways, it also has its disadvantages which is the paper files can be lost. When there are lot of the files to update, the papers will be easily lost or misplaced. So, as the responsible to carry out, the practical students should be carefully in doing this task.

Next is a problem regarding the complexity. Traditional filling systems are less complex than electronic systems, which can make it easier for untrained people to access and manipulate data. This is because; anyone can look through alphabetized filing cabinets to find a file. So the practical students required to keep and manage appropriately the file and also keep it safely because the records are important for the organizational. This will bring to the weaknesses of the task is to focus on the keeping data and also file cabinets from the others people who might interrupted the file cabinets. Besides that, this task also means that the staffs have gave the trust to the students practical to work with the cabinets.

Thirdly, the weakness of this task is dealing with the editing and communication. Traditional file systems are cumbersome in that they do not allow users to easily edit files or send information to others. Paper files often cannot be edited directly, forcing users to make new copies to update old files. So, the practical students should work properly to avoid the wrong data when key in and before to distribute or send to the official matters or to send to the others.

Lastly is data can get out of order in traditional filing systems. If someone accidentally puts a file in the wrong place, or takes a file out of a cabinet and forgets to put it back, it can lead to lost data or the creation of additional copies of files.

4.3 RECOMMENDATIONS

On this section, the students will explain on the solution regarding the problem had happen in the administrative office due to filing process. There are four problems that have mentioned in the previous section, so we need to provide four solutions to overcome all the problems.

The first problem that had been found out is in term of data security. Keeping file in the cabinets can bring a lot of disadvantages. As discuss before, it can lead to the lost and misplace. So the level of security is very weak. The solution for this problem is by collect the every letters into one box of the day. So in the evening, set the specific time to record the data into the files. This task should be done consistently every day and the same time, same place and same way. To some extent, it can prevent to the lost and misplace of the letters. For example, trainees that receive the letters through fax make a photocopy first and then write up in the special books and put it on the special box. When there have a lot of letters, in the evening before when back it should record it to the files such as Perkeso file for example.

Secondly, the problem is in term of complexity. The way to solve this problem is, the staff should take turn the task with the trainee. As the task is too complexity which need the fully attention, the staff can make a rotation which not only focus on the certain task.

Thirdly is regarding to the editing and communication. To solve the problem regarding this matter is the practical student should make a double check with the senior staff that handles the same tasks. This is to prevent from the mistake of the recording data and besides that, it will save the times from recover the mistake again and again.

Lastly, to solve the last problem is by doing rechecking. This is mean that the staffs and the trainee should make rechecking the files every day with in a twice to avoid from the accidentally puts a file in the wrong place, or takes a file out of a cabinet and forgets to put it back.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

On this chapter it will summarize each chapter in this report, from backgrounds of organization into recommendations and suggestions. This chapter also required students to provide the overall conclusion. Section 5.1 discuss about the organizational background. While in section 5.2 discuss about the schedule of practical training. In section 5.3 tell about the analysis of the task that chooses by the practical student. Then in section 5.4 describe about the recommendation given by the student to the organization to improve the problem happen in the selected task. Lastly in section 5.5 it will tell about the overall conclusion of this practical training.

5.1 ORGANIZATIONAL BACKGROUND

In chapter one of this practical report, it discussed on background of Unikop College that choose by the student to finished their internship. During internship period of time at Unikop College, trainee had explain about the background of organization which is they have collaborated with Universiti Teknologi Mara. In Unikop College, there have seven division and unit with different role to manage the flow of the organization. All of these divisions are under Chief Executive Officer which is Dato Abdul Halim. The vision of Unikop College is **“Become premier institutions of higher education by providing integrated and quality education through the integration cost of education, educational quality and customer interests”**. Meanwhile, the

mission of Unikop college is **“Realizing the responsibility of the Royal Malaysia Police Cooperation with expand and streamline the quality of education, not having a tendency to gain, even helping police cooperative members and the public to get a quality education that is able to compete in any environment”**. Beside in this chapter had discussed on motto, client charter, objective and function, division of unit, quality policies and also quality objective of Unikop College.

5.2 SCHEDULE OF PRACTICAL TRAINING

During my undergo training in Unikop College, all the tasks that had given to the practical students by the host supervisor need to be complete within 27 days of practical training and need to be recorded in the practical training book (log book) as a prove the student have do all the task given. During internship period, students have been introducing several kinds of tasks and this automatically leads to the responsible on our own works. The tasks related with the administrative office itself besides deal with the information technology and time managements. The important part is the trainee has learnt about the filing system which is filing process is the major task in the administrative office. This is because filing will control the flow of the future decisions and plan of the company. It can say that filing is saving many data and also a lot of information regarding of the organization matters such as the record of the letters that come in and out. This filing as mention before this, it involve in the traditional and modern methods. Both of these methods have their own advantages and disadvantages and also give different benefits. In the Unikop College, traditional systems are been approach to the trainee with the files, cabinets and many more. For the information technology part, trainee has

learnt about the matter regarding that use of computer and printer. This part also is important to learn because in the globalisation now days, information technology are used mostly in every time and everywhere. The supervisor not put the student specifically under one task because she want the student to learn and gain as much as experience from the Unikop College. The reason also is to make the trainee prepare well before his or her go into the real world after finish the study.

5.3 ANALYSIS

In the chapter three of the practical report, the student has been asked to make an analysis for the specific task of the practical training. The student has decided to choose filing management on the analysis. The student had chosen this task because the host supervisor has given opportunity to become a good filing keeper. When handle the filing process, there are few steps that need to be taken by the student. First, there have two ways which is some letters are received by hand or post and some by fax. So student need to always write up the title date and from who the letter for. For example if the letter for the staff, it should be write to the special record book and when the belonging of the letter take the letter, they have to sign and write the date as witness that the letter is taken. Second, if the letter is for the office or any division, it should be put in to the files according to the specific files. For example, if the letter is from the Kementerian Pengajian Tinggi, so letter should be kept in that file. Besides put into the file, there are some things that need to fill up such as the arrangement of the letter must according to the date of the letter.

The practical student should be responsible on the task of record the details correctly because it will effect for future use. The letters that received should be inform or send to the owner of the letter. This is also part of the task to let them know if the letter is for them because they would not know anything as the address is directly to the administrative office. The trainee also should keep the letter confidential especially when it involves the matters of the organizations.

During this period of time the student has enjoyed the working environment because they may gain a lot of new experience and new dimension of life that they may not receive before. The responsibility for the success and effectiveness of the filing process is depending also to the responsible staffs that manage the filing system. A systematic plan and good in time management are the most important keys to running effective filing system.

5.4 RECOMMENDATIONS

In chapter three, the student had discuss about the task that been chosen which is filing management and have make some analysis. Then in this part, the student have analyse the strength and also the weaknesses of the filing system that been done at the Administrative Office of Unikop College. There have several strength that be analysed by the student. Firstly is when the staffs has shown the way to manage the file and also the letters that relate to the organization, it would make the process of receiving and delivering the information will be smoothly and accurately. Secondly is, the strength of the task will give a benefits on the time management. Third point is the task gives the students the value of awareness and responsible.

For the weaknesses also the student has come out with several points. Firstly is in term of the data security. Next is a problem regarding the complexity. Thirdly is dealing with the editing and communication. Lastly is data can get out of order easily.

Then the student has been asked to make some recommendation to the problem of filing system that occurs in that organization. There are four recommendation provided by the student. Firstly is by collect the every letters into one box of the day. Secondly is staff should take turn the task with the trainee. Thirdly is practical student should make a double check with the senior staff that handles the same tasks. Lastly is by doing rechecking

Analysis need to be done by go through all the weaknesses in previous chapter. There are important of organization to manage the effectiveness of filing system. But not all the requirement that the organization may fulfil and done it properly. It is due to the limited resource and situation.

5.5 OVERALL CONCLUSION

The work tasks that were assigned to the practical student during practical training are much recommended to the other practical trainers as it covers a lot of subjects or topics that was leaned in UiTM especially for those students that took Bachelor of Administrative Science. It will expose the students in real working environment with various tasks to create multi-task employees in the future. During practical training, it is easier as when the trainees do not know how to do certain tasks because it is a process of learning and they able to ask from supervisors or lecturers but when in real working environment, they may able to perform and come out with their own ideas and formula to solve any

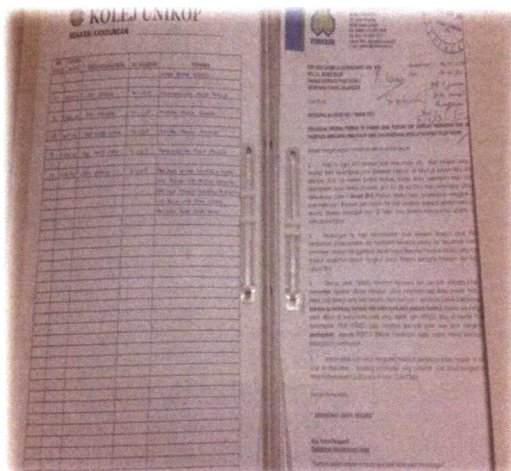
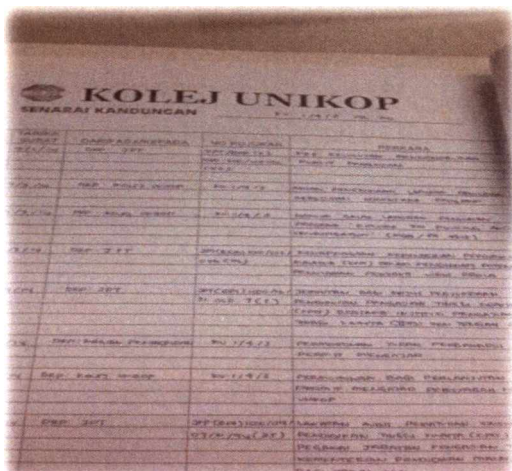
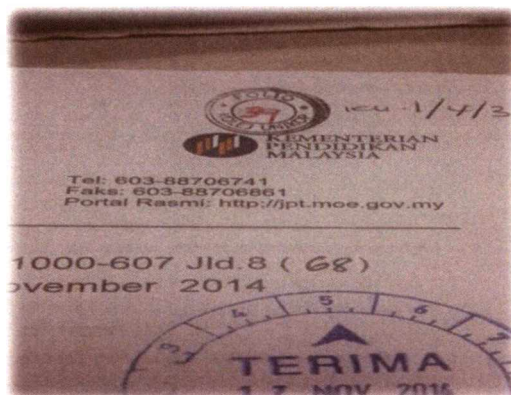
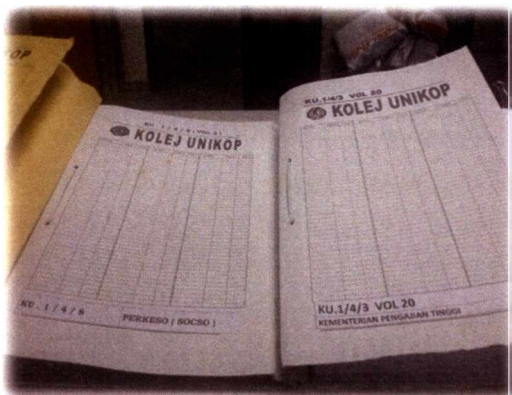
problems and matters in the workplace. Real working environment will be more challenging as the students will confront with a lot of adaptations on policies and bureaucracies in administration. So the practical training is the best way to expose them with a great knowledge and also great experience.

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APPENDIXES

1.) Examples of Files and Reference Number.



2.) Administrative Office of Unikop College Kuala Lumpur

