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BACHELOR IN ADMINISTRATIVE SCIENCE (Hons)

PRACTICAL TRAINING REPORT

MIRI RESIDENT OFFICE

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MARCH- JULY 2016

CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT

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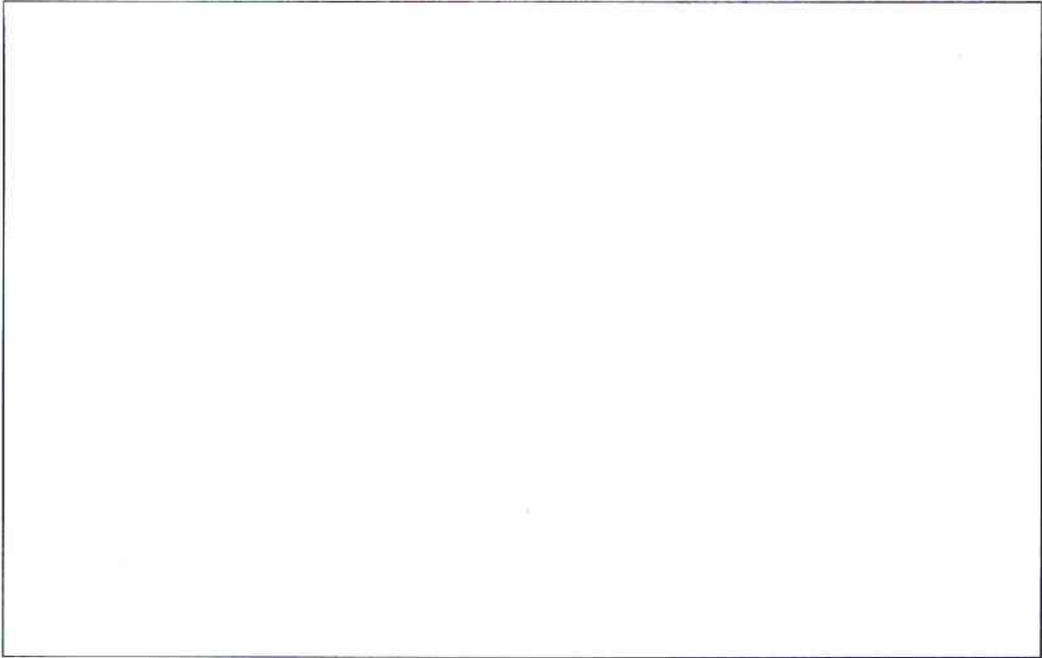
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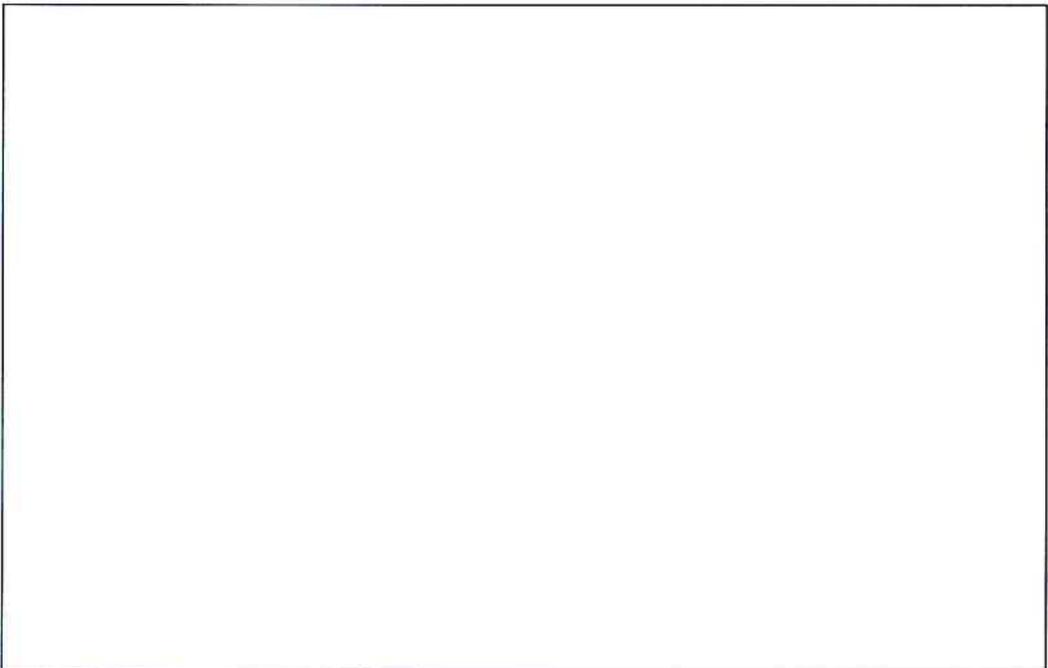
I have reviewed the final and complete practical training report and approve the submission of this report for evaluation.

(Signature)

Supervisor's comment

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DECLARATION

I hereby declare that the work contained in this research report is original and our own except those duly identified and recognised. 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 academic regulation.

Signed.

.....
Catherine Urai Laing

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 INTRODUCTION

This chapter will discuss and summarize the history and background, vision, mission, function, logo, motto and organizational chart of Miri Resident Office. This chapter also will describe the section within the Miri Resident Office.

1.1 ORGANIZATION'S HISTORY AND BACKGROUND

Miri is a coastal city in the north-eastern Sarawak, Malaysia, located near the border of Brunei, on the island of Borneo. The city covers an area of 997.43 square kilometres with the population of 234,541 people. The city is also the capital of Miri district of the Miri division. This make it as the administrative centre for the small district in the Miri division.

Miri resident office and District building is a colonial-era building located alongside Kingsway that served as top government administrative office in Miri since the 1950s. In the past, the urban district council was located in this building. Then in between of the 50s and 80s, it was used as the Miri Resident and District Office until today.

Miri resident office is the government agency that ensuring the development of Miri division are accordance to plan. The resident office also carries out many function and services that are needed by the public in Miri division area. Miri resident office is located in the middle of Miri town area that are easily access by the public and will ensure that the public from rural area will not have the burden to locate the office for any enquires or services.

1.2 MISSION AND VISION

Miri resident office has their own designated mission to show the public what are they intend to do and provide encouragement to the staff members to providing the best quality of service to the public as well as to ensure that its vision will be achieve.

Mission

“To plan, coordinate and monitor the effective implementation of programs, projects and people-oriented services to improve the quality of life of the people”

“Untuk merancang, mengkoordinasi dan memantau secara berkesan pelaksanaan program, projek dan perkhidmatan berorientasikan rakyat demi peningkatan taraf dan kualiti hidup rakyat”

The mission clearly stated that Miri resident office aim to improve the quality of life of the people in Miri division by planning, coordinating and monitoring the effectiveness of implementation of programs, projects and the people-oriented services. Its consider as a pledge of the staff of Miri resident office to ensure that the development that are necessary will be done and completed to improve the standard of life of the people.

Besides that, Miri resident office also has its own vision which consider as the long term goals of Miri resident office. The vision show what Miri resident office are intend to be in the future.

Vision

“To be a leading public service sector through positive collaboration between the agency and a close relationship with the people of Miri”

12. Secretariat of ICZM-MISPA
13. Secretariat of city prosperous
14. Secretariat of resort
15. Secretariat of totally protected area (TPA)
16. Secretariat of the permanent forest reserve

And many more. Meanwhile the function of monitoring section in the development section are as follow;

1. Monitoring and evaluating 9th Malaysian plan projects
2. Monitoring and evaluating MRP projects
3. Project performance report (9th MP, MRP & special projects)
4. Project completion report
5. Projects implementation status report
6. Secretariat of DDC
7. Secretariat of PMS and DPMS
8. Secretariat committee of division security
9. Secretariat committee of natural disasters
10. Land disputes secretariat (NCR)
11. Secretariat of division security
12. Secretariat committee of the road safety
13. Secretariat of division data & information development
14. Secretariat of squatter settlements

The administration and financial section are more toward handling affair within the resident office itself. The function of the section are as follow;

1. Administration and human resource management:
 - Managing office layout and correspondence
 - Managing officer career progression

- Managing disciplinary action
 - Managing training (internal & external)
 - As resident office focal HR
 - Managing officer service record
 - Managing officer affairs and welfare
 - Finance administration and accounts
2. Warrant holder
 3. Budget preparation department affairs
 4. Managing budget allocation to the district office and small district office
 5. Supervise expenses and payment of financial allocation of department and other agencies
 6. Control office's financial and expenditures
 7. Managing money lenders
 8. Manage vehicles: for secretariat duties
 9. Monitor vehicle usage and cards indent
 10. Secretary of departmental council (MBJ) joint PRM
 11. Secretary of the management integrity committee
 12. Miri procurement board secretariat (federal/state)
 13. Chairman of Miri open tender/ quotations
 14. Secretariat in events, meeting and so on
 15. MS ISO9001: 2000 Quality Officer
 16. Native court
 17. Produce permit (Barrio/Brunei)
 18. Special secretariat for non-Muslim marriage
 19. Magistrate class 2

1.4 MOTTO

Miri resident office motto is the same like most of the government agencies of Sarawak which is;

“An honour to serve”

This motto show that the organization under that government are ready to serve that public. It also delighted the public that Miri resident office are always honoured to be able to serve the public and given the best motivation for the staff member to serve the public.

1.5 LOGO

The logo that are used by the Miri resident office are the Sarawak's state crest. This is due to Miri resident office is a Sarawak state body. It used the Sarawak's state crest to show that they ae representing the government to serve the public.



Figure 1.1 Sarawak's state crest

1.6 ORGANIZATIONAL CHART

Miri resident office organizational chart show the hierarchy in the organization. The organizational chart shows all section in the Miri resident office and the staff that attached in the section.

The Resident of Miri is YB. Antonio Kahti Galis, the deputy resident (development) is Mr. Abdul Aziz bin Hj. Mohd Yusuf meanwhile the deputy resident (social) is Mdm. Majenah binti Lass. Each section have their own Administrative Officer (AO) and Assistance Administrative officer (AA). The AO of finance and administrative section is Mdm. Geraldine JD Kulai while the AA is Mr. Omar bin Hj. Hepeni. Meanwhile the AO of social section is Mdm. Masnona binti Abdul Kadir and there is no holder of the post as the AO in the development section as the officer have retired while the AA for development section is Md. Norliza binti Othman. The other staff of resident office are as seen on the organizational chart (figure 1.2)

1.7 CONCLUSION

These are the background of the Miri resident office. During the first day of my report duty as practical student, I have been introduce to the background and structure of the organization. These help me a lot in elaborate the basic information of the organization in this chapter. Other than that, I also have the opportunity to analyse the objective and the desire goal of Miri resident office.

CHAPTER 2

SCHEDULE OF THE PRACTICAL TRAINING

2.0 INTRODUCTION

This chapter will discuss and summarize on the task and schedules of the practical training that held in Miri resident office during the period of 20th January 2016 till 16th March 2016. Other than that, it also show what are the schedule of practical training department rotation and daily tasks completion.

2.1 FIRST WEEK (20TH JANUARY – 26TH JANUARY 2016)

It is my first day of report for practical training at the Miri Resident Office. On the first day of practical training, I have been introduce to Mr. Omar Bin Hj. Hopeni the assistance of administration officer. These is where I been brief on the task and what are the function of resident office. I also clarify all the necessary document that needed to be fill and being faxed back to UiTM. Mr. Omar also brief me on the rule and regulation of the office. After clearing the document and briefing, I have been introduce to all the staff of Miri Resident Office and the other practical student in the office by Mdm. Sarimah. She also show me all the department in the Miri Resident Office and send me to my first attachment which is the development section. In the development section, the officer in charge of me in the development section is the deputy resident of development which is Mr. Abdul Aziz.

During my attachment in the development section, I being supervise by Mdm. Norliza. She are the one that guide me on the tasks that being given to me. On my first day of attachment, there are not much work been given to me. The first task that been given to me is rearranging the document related to the native court and

some light work such as Photostatting document and fetching or sending memo to the other department. During these week.. I have been given the task by Mdm. Norliza to convert the document which is in open office document into Microsoft office document. These document are then being email to the deputy resident of development for his meeting agenda. Other than that, I also help to fetch the letter and memo from the administration office for the secretary of the deputy resident of development which is Mdm. Rosa. I have been given the task to classify and documenting the activities that have been done and being attend by the Resident of Miri. These are being used by the administration department for their record. I also help in arranging the meeting room for the meeting that are held in the resident office meeting room. For most of the time I also help the other staff to do some simple task such as Photostat document, faxes letter and distributed memo.

During these week, I have been given the task to update the meeting record book for the development section based on the reference that been given by Mdm. Norliza. After getting her approval on the draft of the meeting record book, I then print the record book. I also help in setting up the meeting room for meeting and sending some document to the other section in the office. Other than that, I continue on the meeting record book printing. After done with the printing, I then bind the book and place it in the designated shelf for meeting materials. I also given briefing by Mdm. Norliza on the website and online based record that are used by the resident office to retrieve the needed information such as the CORIS website.

2.2 SECOND WEEK (27TH JANUARY – 2ND FEBRUARY 2016)

During these week, I have been given multiple task by my supervisor in term of the development section work scope. I have been given the tasked to faxed letter to the respective government agencies on the matter of Miri UTC meeting. I also help in Photostat the document on the tender that being supervise by the Miri Resident

office. Other than that, I also been given the task to write memo for meeting and distribute the memo within the office. My supervisor have given me the task to update the list of contractor. The list of contractor are extracted from the contractor's registration information system v2.2 (CoRIS). CoRIS is a website that are used to store the contractor details and information. The contractor need to update their detail in CoRIS to ensure that they will be assigned with contract or project that are suitable for them. During extraction of the contractor list for the development section, I notice that most of contractor in the current list have not updated they detail and did not renew they contractor licences. The contractor list are consist of contractor with licence class which is D, F, EX and E.

On the next day, I still work on the updating the list of contractor. The new contractor are being extracted for the purposed of the latest project draw for the Rural Transformation Projects (RTP). After completion of the list of contractor list, I then print the list for the use of the development section. I also are given the task to revise the list of Rural Transformation Projects (RTP) for the year 2016. These is to ensure that there are no projects are left out from the list. I also have ensure that the projects that have been listed are being aligned with the number of contractor that are available and the contractor that will be call for the project draw are within the respective division. Next, I have faxed the list of RTP of 2016 to the respective YB. Which is the ADUN of N.71 Bekenu, N.72 Lambir, N.75 Senadin, N.76 Marudi and N.77 Telang Usan.

I also have been assigned to arrange the BR1M during these week. The task required me to check the list of receiver of BR1M and the division of the recipients. The recipients are divided according their eligibility on receiving BR1M. There are 4 categories of BR1M which is e-kasih household income, household income below RM3000, household income between RM3000-RM4000, and single individual 21 years old and above with income less than RM2000. I was given the task to handle

the BR1M document for the DUN N.71 Bekenu, DUN N.72 Lambir, and DUN N.75 Senadin. During execute the task, I need to ensure that the recipient name are in the list provided and the BR1M voucher are attached to the letter and seal before being bundle for post. Other than that, I also being given task such as faxed document to several government agencies and Photostat document and files.

2.3 THIRD WEEK (3rd FEBRUARY- 9th FEBRUARY)

During these week, I still being assign on the BR1M distribution. Like the week before, the tasks required me to ensure that the BR1M recipients name are in list and the BR1M voucher are being attach together with the letter before being seal before send for delivery. Other than that, I also being assign to the task on RTP. I was required to fax the letter on the meeting on the RTP to the respective person. These meeting are to be conducted on the 4th February 2016 which involve the respective representative of the other government agencies that are involve in the RTP 2016. Then during these week, I also help in assign the meeting room for RTP meeting between the resident office and the other government agencies. These is where I ensure that the projector and audio unit in the meeting room are being set up before the meeting start.

The day after RTP meeting, I being assign to give a call to the contractor that have been listed as the possible contractor to conduct the selected projects. These contractor are the one that have been extracted from the CoRIS. Most of the contractor that are being invited to are new contractor and contractor that haven't receive project on the previous year. These is to ensure that the contractor are fairly given project and no biasedness on selecting of the contractor. The contractor that have been contacted need to come to the office within 2 days times to collect the invitation letter to attend the project draw meeting. They would be required to pay for the fee of bidding of the project to the Miri City Council. These would enable

them to involve with the draw of projects. During these week I also being given other tasks such as Photostat and faxed documents and sending memo and letter within the organization. The 8th February is public holiday which is Chinese New Year holiday.

2.4 FOURTH WEEK (10th FEBRUARY – 16th FEBRUARY)

During this week, I still assign with the task to contact the contractor for the RTP. These is due to some of the contractor are failed to be reached on the other day. The contractor that couldn't be reach would be replace with other contractor as we need to ensure that each of the project are only being given to one contractor. The contractor that have been selected for these bidding process would only be given the projects that have been listed in the list of the RTP projects. Most of the project are projects that are allocated with the budget of RM 50,000 and only one of the project needed for contractor with the licence class D as it involve large construction and budget. The projects are involving construction of main drainage in several areas in Miri, construction of wet market in Mosjaya and multipurpose hall in Lambir.

During these week, the meeting draw for contractor for the RTP project are conducted and I have been pick to be the secretariat of the meeting. My supervisor have given me the task to conduct the draw and noted the contractor with the project that they get from the draw process. The project draw involve the contractor draw ball from the draw box and the one that getting the ball with a mark will get the project that been bid. The contractor that have gain a project would not be able to involve with the draw again as the projects that involve with these draw are accordance with the number of contractor present.

After all the contractor are being draw all the bided projects, they would need to conforming their project and being send back to the Miri City Council for the next

action. I then given the task to make a list that show the project and contractor that are responsible to the projects. These are then be given to Madam Norliza for further action. After the meeting, the material for the draw process are being send back and all the tools that are used during the meeting are being packs and organize back to its original position for the use of next meeting.

I also been give other tasks during these week such as faxed letter of invitation for the Tilawah Al-Quran to the ADUN N.72 Lambir and HOD of government agencies in Miri. Other than that, I also been given the task to distribute memo and notices in the offices and sending document on the letter of RTP to the Deputy Resident development to be review and sign by him. I also helping the other staffs to do some light task such as Photostat document and letter and answering the phone call in the office.

2.5 WEEK 5 (17th FEBRUARY – 23nd FEBRUARY 2016)

During these week, I am doing my first section rotation. Where I been switch to the administrative section after being at the development section for almost one month. During my first day of changing department, I been given the task to handle the counter services. This task required me to interact with the public and being sociable with the people that come to the resident office to gain services. I also being brief on what are the services are available at the resident office such as express marriage, money lender licenses, public donation permit and more. The details of the services was explained by the staffs within the administration section which is Madam Sarimah and Mister Rahman. The other practical students in the office also leading me a hand when I'm in need of help and needed an assistance when handling the counter services.

During this week, I also being given the task by Madam Sarimah to look up for the detail of employment of the staff which is Mister Mohd. Seli and Mister Hj. Hassan.

The employment detail are extracted from the employee personal files. The files are obtain from the file area that coded PRM as employee personal files. The personal file are included the files from the 1980s to the recent one. These files contain all the employee details and information on their services such as promotion, transfer letter, the application of loans, application leaves and others can be seen in these files.

The task given by Madam Sarimah required me to extract the “Salinan notis perlantikan jawatan pertama dan notis perlantikan kenaikan pangkat khas untuk penyandang (KUP)”, “Salinan notis pengesahan dalam jawatan pertama”, “Salinan notis pemberian taraf berpencen”, “Salinan borang opsyen SSB mengikut P.P.il 9/1991”, “Salinan surat tawaran dan opsyen sistem saran baru (SSM) P.P.Bil 4/2002”, and “Salinan opsyen bersara wajib mengikut P.P.Bil 6/2008 & P.P.Bil 11/2011” from the personal files of both of the staffs. After extracting the document, I then make several copy for the purpose of Madam Sarimah and put the original document into the files and put the fails back to the files area.

Other than that, I also attend a meeting during these week. I have been asked to accompany AO Majenah for the meeting. The meeting are held at Miri City Council meeting room. The meeting are on “Mesyuarat Penyelarasan Penubuhan UTC Miri Bil. 1/2016”. During the meeting various issues on the UTC have been highlighted and a site visit to the construction area also been done. The contractor that working on the construction of the UTC given brief explanations on the interior designs and show the location of the offices or services centres of the several government agencies that will be located in the UTC. The government agencies that will be located in the UTC are such as LHDN, Pejabat Pendaftaran Negara and many more. After the meeting, I been given the task to make the minute meeting for the meeting by AO Majenah for the purpose of internal distribution.

Other than that, I also attended a program conducted by PUSTAKA Miri with collaboration with Mister Terry Justin Dit, lecturer of business and humanities from Curtin University on the program of “behind the scene of Sarawakian series: people of forest: the Penan”. I also been given the task on handling the gift for Tilawah Al-Quran that will be held in these week. That required me to wrapping the gifts for the participants of the Taliwah Al-Quran and the VIPs that attend the program. I also helping the other staffs with simple tasks such as Photostat and faxed document and letter and set up the meeting room.

2.6 WEEK 6 (24th FEBRUARY – 1st MARCH 2016)

During these week, I have receive a task from AO Majenah to write a letter and memo. These task required me to make a letter regarding the application of aids for building a long house in Long Anyat, Patah Baram to replace the one that have been destroy in the early dawn fire on the New Year eve early these year. These letter will be send to the Marudi distric office to further the action that will be taken to help the people that affected with the early dawn fire. The aid that are being consider are in term of tools and materials that will be used to build a new long house and maybe some financial aids based on the decision that are made later on.

Meanwhile the task of writing a memo that been given to me are on the matter of (a) “memohon kelulusan dibawah seksyen 34 ordinan makhamak bumiputera 1993-pelantikan pengapit makhamah bumiputera” and (b) “memohon kelulusan dibawah seksyen 7 ordinan makhamah bumiputera 1992”. I was given an official memo format as an example for me to study on how a memo are being written. After completing my part on writing the memo, I then send a draft of the memo\ to AO Majenah for a review before being faxed to the respective person. After receive back the draft of memo that have been revise by AO Majenah, I have made some of adjustment on the highlighted point and faxed the memo.

During these week, I also have attended a program in PUSTAKA Miri on “Ceramah Cegah Jenayah: Pecah Rumah” that are being presented by DSP Collin from the Crime Prevention Unit, Miri Malaysia Royal Police Division. At these program, we are being highlighted on the number of crime that have happen around Miri City areas. I also being given the task by AA Omar to make a list on the public servant that apply for “undi pos” for the Sarawak State election. I would need to update the list if there any new application are made and ensure that there are no duplicate application are made. Other than that, I have been given the task to be the usherette for the seminar “Public Private Research Network (PPRN). I and several resident office staffs have been chosen to help in ushering the seminar and helping in ensuring the seminar going on smoothly. Other than that, I have been helping the staffs of the resident office in other task such as Photostat document and letter, handout memo and faxed letter and document.

2.7 WEEK 7 (2nd MARCH- 8th MARCH 2016)

These week I have helping Madam Lucy in processing the express marriage application. These is where the couple that wanted to get their marriage certificate early or the couple are underage or the partner of the person that wanted to married are an foreigner. The Malaysian citizen that want to get their marriage certificate early without waiting for 21 days could asked for express marriage certificate. Meanwhile the underage marriage required the male to be 21 years old and above while the female are 18 years old and above. The couple where one of them are a foreigner needed to register their marriage express as the foreigner couple need to take oath to the magistrate on the genuinely of their citizenship and fasten the process of getting the marriage certificate of the couple. These process include the couple need to take the letter from the “pejabat pendaftaran negara” then go to the “pejabat daerah Miri” for oath in front of the magistrate and lastly come to resident

office to secure the marriage certificate application with the Resident sign and acknowledgment of the marriage certificate application.

During these week, I also been given the task to make a list for certificate distribution list for baton run that have been conducted last week. These list are used to ensure that all participant and representative of government agencies will receive the certificate and non will left out. I also been given the task to be the usherette for the “Program Pecah Tanah Masjid Bakam” that are attended by Sarawak TYT, Tun Pehin Sri Hj. Abdul Taib bin Mahmud and several minister. During waiting for the arrival of TYT, we have help in arranging the sitting of the audience and ensuring that the hall are in a good shape and every detail need to be double check. These are to ensure that the program would run smoothly.

Other than that, I also being given the task to faxed letter on the event of FIT Malaysia that will be held in Miri. The letter are being faxed to the ADUN in Miri, HOD of government agencies and NGOs representatives in Miri. These is to ask for their participation on the FIT Malaysia program that will be attend by Ministry of youth and sport, Khairy Jamaludin. I also handle the reply letter on the attendance of the VIPs, HOD of the government agencies and NGOs representative. During these week, I also helping in arranging the tender document and passing the letter and document to the Long Bedian representative. I also help in delivering simple task such as Photostat and distribute memo and letter within the department.

2.8 WEEK 8 (9th MARCH- 16th MARCH)

During these week, I continue my task on handling the FIT Malaysia letter of invitation to the HOD of government agencies and receiving their reply on the attendance. The HOD that did not able to attend would need to state they reasons and send a representative as a substitute. Other than that, I also been given the task to respond to the application of practical training attachment that are send by

Mister Simon ak Kiai. The respond are on the acceptance on the attachment of his application. The letter of respond are being faxed back to him.

Other than that, I have been given the tasks on key in the data into Correspondence and case tracking unified system (CACTUS). These task are given to me as the staffs that hold this position is on leave for one week. CACTUS is a system that used by the Resident office to store and share information and data within the office. These system are also used to notify the staff on the tasks that required their action. These are also include the key in of mail that are being receive by the resident office and the mail that will be post out of the office. These is to ensure that the mail and data are easy to be accessible by the staffs.

After key in the data and mails into the system, I also do the filling for the document that have been key in into CACTUS. The filling of document required me to make a copy of the document and keep the master document into a file for master document. The document are files according to the coded file management such as code A is only for account section. In addition the document are arrange according to the file number and the date the document receive. These is to ensure that the sequence of the data and document are organised and easy to be access. I also been doing simple task such as Photostat and faxes documents, distribute memo and sending out document to other agencies.

These is the last week of my practical training. So the staff of resident office make a small farewell party for me. I receive a token of appreciation and words of encouragement from AO Geraldine. I then been given the opportunity to give a speech to the staffs and having simple lunch with them. I also settle all the tasks that have been given to me before I finish my practical training at the resident office.

2.9 CONCLUSION

This is the schedule of my practical training in the Miri Resident office. I have been given variety types of task to be done. Its help me to be more confident to completing my tasks as the staffs are being so supportive and always available when needed. The tasks that given to me also from the simplest tasks to the complicated task. This help to boost my experience with the environment of working in the real life.

CHAPTER 3

ANALYSIS OF THE PRACTICAL TRAINING

3.0 INTRODUCTION

This chapter are about the analysis of the practical training which will be analyse and focus on areas of task as covered in the practical training. This chapter will reflect on the definition of concept, demonstration of practical and theoretical aspects, how knowledge transform are gained in workplace to reinforce the understanding based on the concepts that are learned in classroom. This chapter also will show on the reflection of the student's personal experience during the practical training.

3.1 ETHICS

The term ethics are derived from the Greek word 'ethos' which can bring the meaning of custom, habit, character or disposition. Ethics is concerned with what is good for individuals and society and is also described as moral philosophy (BBC, 2014). According to Boundless (2016), ethics reflect beliefs about what is right and wrong, what is just and unjust and what is good and bad in term of human behaviour. Ethics are tend to be divided into three ethical theories areas such as metaethics, normative ethics and applied ethics. Metaethics are dealing with the nature of moral judgement meanwhile normative ethics is concerned on the content of moral judgement and the criteria for what is right or wrong while applied ethics are more toward controversial topic like war (BBC, 2014)

3.1.1 DRESS CODE

To maintain the professional and ethical standard of the public servant, it is important for the public servant to dress themselves in a modesty and proper attire accordance to the code of conduct. There are uniform that are prescribe to the government agencies to differentiate them from each other. Therefore the uniform that have been prescribe to the government agencies shall be worn accordance to the assigned schedule when reporting for duty.

As for Miri Resident Office, they have their own dress code and schedule. For the staffs, it is a must for them to wear formal attire during working hours. These can be seen that the ladies are encourage to wear baju kurung and any suitable formal attire with suitable footwear meanwhile the men are encourage to wear collar shirt and trousers or batik pattern or any suitable formal attire and leather black footwear. However, the support staffs and driver have their own designated uniform which assigned as their corporate attire to conduct their daily duties.

3.1.2 PUNCTUALITY

Miri resident office have their own operation hours. The normal working hours for a government agencies start at 8:30 o'clock in the morning and ended in 5 o'clock in the evening. These are the standard working hours that have been assigned by the government. The lunch hours for Monday till Thursday is from 1 o'clock to 2 o'clock while the lunch hours for Friday is at 11:45 o'clock to 2:15 o'clock. The lunch hours for Friday are longer as to enable the Muslim staffs to conduct their Friday prayer. By stating their operating hours, it make the customer convenient to know when the staffs are available and when can they gain service from the resident office. These

also help the staffs to know when they should be in the office and when their time to leave the office are.

3.2 MANAGEMENT

Management can be defined as an act of getting people to work together to accomplish the desired goals and objectives using the available resources effectively and efficiently. According to Boundless, organization can be viewed as a system, so management can be defined as human action, that includes design, to facilitate the production of useful outcomes from the system. Management functions are divided into which are planning, organizing, directing and controlling. These are to ensure that the organization's desired goals will be able to be accomplished in the future.

3.2.1 FILE MANAGEMENT

Miri resident office is a government agency that is responsible for the local government development and driving the public service delivery system. As an administrative agency of the government in the Miri division, they are handling and receiving many documents and files that are related to their roles and services. These lead to having a good file management system that will enable them to organize the material that they have by the section in the organization.

Based on my observation, Miri resident office has a good and organized file system as each section has their own filing system where each section has their own code and tag for their documents and each of the files are put in their respective file section in the file room. Other than that, each section in Miri resident office has their own cabinet to put their most used files so it will be arranged more systematically and for easy access for the staffs. It is the responsibility of the staffs

to ensure that the files and document are being place back at the designated place and in a proper placement.

Other than that, Miri Resident office also have their own databased system for the internal communication system. The databased are known as Correspondence and Case Tracking Unified System (CACTUS). These databased are used to spread the mail or memo to the staffs within the organization. The staffs will receive any notification on the tasks or any event that needed their action or attention. Based on my observation, the staffs that handle the documentation of the mails into the databased are very efficient as the staff will directly upload the document and letters into the system as soon as she receive it. These is to ensure that the other staffs would be able to receive the latest information without waiting for the document and letter are being deliver to them.

3.2.2 CUSTOMER MANAGEMENT

Based on my observation, Miri Resident office have a proper customer management. These is due to the staffs are being actively participate in counter service tasks. The staffs are really giving their best to ensure that the service through the counter are very smooth. It is to ensure that the customer satisfaction level are high and any complaint from the customer will be taken seriously as this will effected the image of the organization. The staffs also did not being selective in helping the customer that needed their help.

Other than that, Miri Resident office service counter also serve as information counter as we also provided information on the tender and events that are conducted in Miri division. These involve in an active participation of the staffs as they need to have the information on the tender and events. The counter service also serve as the main counter for the small district office that located in the rural

areas such as Long Lama, Marudi and Beluru. These show that the customer satisfaction and convenient are the priority of the organization.

3.3 TRAINING AND DEVELOPMENT

Training can be define as an organization activity that aims to increase and improve an employee current performance to a better level. Training is an education process which involve sharpening the skills, concepts, changing of attitude and gaining more knowledge to enhance the performance of the employees (mbaskool, 2008). Training and development are done whenever the management thinks that there are room for improvement and it is a need to improve the performance of the employees.

The staffs of Miri Resident office are provided with training that related to their scope of jobs. The training that been given to the staffs are consisting of workshop, programs and seminar. The employer are actively encouraging the staffs to attend the training that available whenever they have the opportunities. These is to ensure that the staffs can cope with the staff annual training hours. These also will enable the staffs to gain promotion or advancement during their services. Other than that, training that given to the staffs may increase their productivity and efficiencies in handling their tasks. The staff's job satisfaction level also would be increase as they would have better understanding on the scope of job and how they should handle their tasks. The staffs skills and knowledge also will be enhance due to the training and development that are done by the organization. These will boost the motivation of the staffs and ensure their staffs retention in the organization.

3.4 CONCLUSION

This chapter help me to relate what have I learnt in classroom with the task that have been given during my practical training at the organization. I have recognize several task that are applicable to both of my studies and practical training. This help me in understanding more on the concept, skills and knowledge that are needed in doing the task that given to me.

CHAPTER 4

RECOMMENDATIONS

4.0 INTRODUCTION

This chapter explain on the recommendation on the strengths and weaknesses that can be seen in Miri resident office. After having 8 weeks of practical training at Miri resident office, I have gain much knowledge and experience. Therefore, in this chapter I would highlighted some improvement that can be made in the Miri Resident Office to enhance the staffs efficiencies and effectiveness.

4.1 PUNTUALITY

Punctuality are the keys to the effective and efficient staffs. The method of getting the attendant of the staffs currently are using log book, where the staffs write in their in and out time. This could trigger the staffs to become less punctual as they could manipulate their in and out time. These would lead to several issues such as the customer hardly can get the services that they needs as sometime the staffs are not yet in the office during the time. These would make a bad impression on the staffs and the Resident office itself.

I would recommended that the ways of getting the staffs attendance should be improve by using thumbprint method. By using the thumbprint machine, the staffs would need to be punctual as that time of their come in the office will be recorded in the system. They would not be able to manipulate the system as it required themselves to thumb in and thumb out for their own attendance. They would not have the opportunity to ask for others help to time in for them.

These would ensure that the staffs are in the office before the operating hours start. As these would enable the service deliver to the customer without fails. The customer would not have to wait for the staffs for a long time as currently most of the staffs are not available in the morning and going back from office earlier than they should be. These are effecting the effectiveness and efficiencies of the services deliveries and staffs performance.

4.2 FILE MANAGEMENT

It is important that the organization have a proper management system. These is to ensure that the staffs would be able to perform effective and efficiently in doing their tasks. The file management really affected the performance of the staffs as their tasks required them to use the document and data that they receive. A proper file management would give an advantages to the staffs in achieving their standard in completion of their task.

Based on my observation, Miri Resident office have a proper file management system. The staffs are provided the access to the file room whenever they needed any document of information related to their work. The document are being file and coded according to the section and place in the cabinet the designated. However, the preservation of file should be enhance as most of the older file such as the employee's personal file are not being preserve well. The file that contain important information on the past event or transaction should be take care and being preserve well as the information may be useful in the future.

The files that have been closed should be arrange and place in one place so that it will be easy for the staffs to access. The file that have been damaged should be replace with new file so that the contain of the damaged file will not be mixed with other file and document will not be lost. The track record of file should be done so that the other staffs know who was the last person that taken the files out. These

will help them to locate the files that they needed if the files are not in the files room. These would help to boost the staff's performance in dealing with their tasks.

4.3 TRAINING AND DEVELOPMENT

Training and development are the key to improve the employee performance. A management should ensure that the employee are given proper training that related to their scope of job. The training must be consistence with the dynamic changing technology and communication system. These is to ensure that the employees are not being left behind in the fast changing technological and advance communication system.

In Miri Resident office, training are given to the staff's accordance to the need of the knowledge and skill. However, some of the staffs did not want to attend the training. These is due to their load of work that they need to complete within the deadline given. Some of the staffs also avoid going for training as they feel that it is not necessary to go for training. When it come to the use of technology, some of the staffs still have problem in using the computer that are provided in the office. When problem occur to the computer, the staffs would need to ask for the maintenance to come and solve the problem even when the problem can be solve by themselves. These show that the staffs are not well verse in the usage of the technology.

I would like to recommend that the staffs should be given a proper training on usage of computer and given the skills and knowledge on solving the issues related to the use of computer.as this will help them to be more productive. They would also be benefits from the training as they could be more independent and not need to get the help of technician on the matter of the computer.

CHAPTER 5

CONCLUSION

In chapter 5, I will summarize the whole practical report. This summary is to conclude on what I had been doing throughout my practical training in Miri Resident office.

On chapter 1, I introduce the organization that I choose to have my practical training which is Miri resident office. My report for practical training is on the 20th January 2016 till 16th March 2016 which are equivalent to 8 weeks of practical training. I have been given a brief on the history and the function of a resident off by Mister Omar during my first day of practical training. There are three section in the Miri resident office which are development section, social section and administrative and finance section. I have be assign the development section on my first day and will have rotation to the other section according to the schedule that have been provided.

Chapter 2 summarize on my daily task during the practical training. The daily routine of my practical training are extracted from my practical training log book. The summarization daily task are being divided into weeks which consisting 8 weeks of the practical training. I have been given various types of task during my practical training. The task consist of simple task to complicated task which come from different section in the organization. Most of the complicated task come from development section as in the development section are more toward handling tender, project and development related tasks. Other than that, I also have some repetitive task as most of the time I would help the other staffs to do simple task and handling the counter service.

Besides that, I also been given the opportunity to carry my task outside the organization. Where I being chosen to be the usherette at several programs. The program that involve my participation at the field are such as the "Majlis Pecah Tahan Masjid Bakam" where it is attended by Sarawak TYT, Tun Pehin Sri Hj. Abdul Taib bin Mahmud and several minister. I also been given the opportunity to handle project draw meeting for the RTP project bidding. These give me the experer on how the draw process are done and how a project are being given to a contractor for the development of the division. Hence, I think the task that are given to me are really giving a positive impact to me and boost my knowledge about the experience of working in the public sector organization. I will certainly will able to use the knowledge that I have receive during these internship to my future job.

Next, chapter 3 is about the analysis of concept. Therefore I have been doing some analysis on the practical and theories of the work and task given during the internship in Miri resident office. The analysis are based on the related situation and working expererence during the internship in Miri resident office with the concept and theories that I have studied in class. Some of management theories that I have studied are being related to file management and customer management of the organization. Beside the theories on ethic are being related to the dress code and punctuality of the staffs are being analyse. Last but not least, the training and development theories are also being analyse where the staffs are being expose to the latest training corresponding to the dynamic changes of technology and communication method.

Chapter 4 shown the recommendation that I suggested to improve the Miri resident office performance. The punctuality, file management and training and development of the staffs need to be improve. These is due to some disadvantages that I have notice that can affect the performance of the staffs. On the punctuality, a new method of taking attendance should be consider as these would help to track the

staff's attendance and ensure that the staffs are being punctual. Meanwhile, improving the file management system and databased could ensure that the document are easily being track and can be preserve for a long time. Training and development could consider on the update on the technological skills and knowledge so that it will be convenient for the staffs to do their daily tasks.

As a conclusion, basically there are merits and demerits that I could see during my internship in Miri resident office. Therefore, I would use the merits that I have got during the internship for the future purposes of improvement and taking the demerits as a reminder and as a motivator on improving the practise in the future. Thus, I would like to express my gratitude to the Miri resident office staffs for giving me the chance to have my internship at the organization. I am really appreciate with all the knowledge and opportunities that have been given to me during my internship. If I being given an opportunity to work with them again, I would be my pleasure to do so and I would apply the knowledge that I have receive in my future employment.

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APPENDIXES





