



Universiti Teknologi MARA

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Bachelor of Administrative Science (Hons)

Kuching District Office

Practical Training Report (ADS667)

Prepared by

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DECLARATION

We hereby to declare that the work contained in this practical training report is my own except those which have been duly identified and acknowledged. If we are later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against us under the Academic Regulations of UiTM's.

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Madam Sarehan Binti Sadikin

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

(signature)

Date : 11/9/18

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CHAPTER 1

INTRODUCTION TO THE ORGANIZATION

1.1 Introduction

This chapter will briefly explain the background of the organization which is Kuching District Office of Sarawak. Besides, this chapter also include other relevant information about the organization, its vision, and mission, tagline, structure of the organization and its policies.

1.2 Background of the organization

Kuching District Office or known as the “Pejabat Daerah Kuching” .History of the early establishment of the Kuching District Office was unrecognized and no records were recorded in detail until now. Most of the records obtained only describe a little bit about the early history of the Resident Office's establishment which is the backbone of the District Office. According to Ho Ah Chon, all government offices have been in Kuching since 1874 when Sarawak was in the second reign of Brooke's king, Charles Brooke. In 1874, "The Court House" was constructed and was the site of the Resident Office before the Kuching District Office was known by the residents until now.

In 1874, Sarawak Second Figure together with Captain W.H Rodway as the Sarawak Resident officially opened the newly established Government House "The Court House". At that time, the building was the prettiest building that had been built. The Court House also included Resident's Office and Government Printing Department at the time

Kuching District Office differs from the District Office on the peninsula. In Sarawak, each section is administered by a Resident and then these divisions are divided into districts and governed by District Officers who are also known as DOs among locals and Assistant District Officers. They also received advisory services from Native Officers on customary matters

Kuching District Office has moved four times and the latest location is located at P.Ramlee, Kuching Complex Building Complex. The first location of the District Office and Resident Office was identified starting at Astana when it was established as a residence for Rajah Brooke in 1870 by Charles Brooke. Astana has been used as an office primarily to hold a council with Officers and Tribes (Ho Ah Chon, 1995), then it was placed at The Court House in 1874 which was 22 square feet wide. Then from 1885 to 31 May 1998, the Kuching District Office moved to the Sarawak Foundation building next to the Sarawak Museum building. On August 19, 2013 once again the Kuching District Office moved to the latest location at the Sarawak Complex Islamic Building up to now.

1.3 Vision and Mission of the Organization

Every organization either it is public or private sector, Kuching District Office also had their own vision and mission to be achieved as stated below.

1.3.1 Vision

Kuching District Office as the Main Leadership of District Administration and Development

1.3.2 Mission

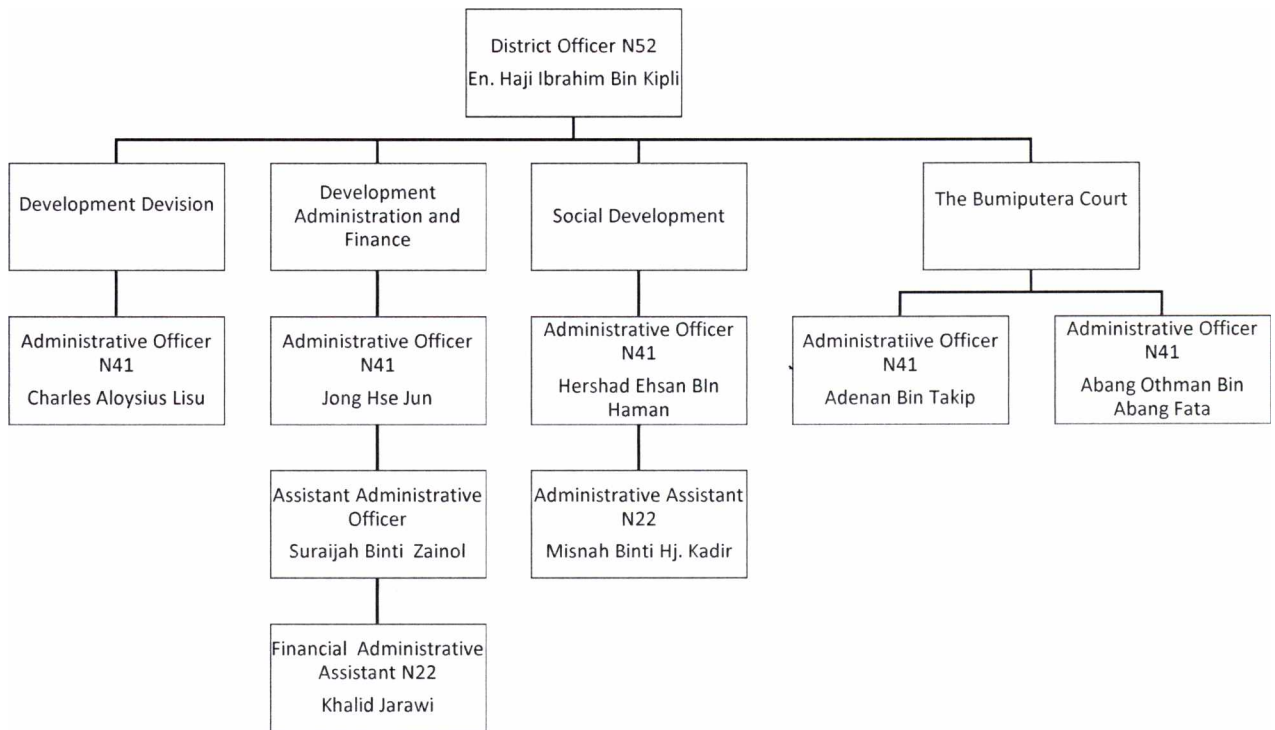
Providing Efficient Services and As a Catalyst of Socioeconomic Development of Kuching District Based on Professionalism and Integrity

1.4 Client Chartered

1. Ensure customer dissatisfaction by responding to complaints within three (3) working days.
2. Ensure Probate Registration is completed within fourteen (14) days.
3. Ensure Enrollment Certificate of Adoption is completed within fourteen (14) days.
4. Ensure that the project under the Rural Development Project "Minor Rural Project (MRP)" is completed by project duration, cost and specification.
5. Issuance of a permit purchases a shotgun bullet on the same day.
6. Approval of the shotgun ownership in probate is resolved within three (3) months (Excluding POLICY SECURITY FILES).
7. Ensure the Issuance of Public Collection Licenses is completed within fourteen (14) days (Not Including PERIOD being referred to the District Police Chief

1.5 Organizational Structure

Figure 1.1 below describe the organizational structure of Kuching District Office



(Source: Kuching District Office,2018)

1.6 Conclusion

In nutshell, this chapter clarifies the brief introduction about Kuching District Office. These include its history, which is how it is constructed before, its vision and mission, organizational structure and its own policy to cater the customer. Therefore, this chapter is summarize information regarding Kuching District Office.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

This chapter will discuss on the task that has been given to me during the practical training. All the task will be explained accordingly by week which is from week 1 until week 8. During my internship in Kuching District Office (PDK), I was asked to do various types of tasks in PDK.

2.1 Week 1 (29th January 2018-2nd February 2018)

The first week has started on 29th January 2018. During the first day, I was report in duty with our Administrative Officer, Sir Jong Hse Jun as he was my supervisor during the industrial training in PDK. There was a simple briefing about the organization and I was introduced to all the staff in PDK including to the District Officer himself.

For the first day, I am started working at the counter front office. The first task given was helping and assisting on the verification of certificate counter. From the task given, one of the staff in charge that counter, Sir Gibson Anak Fraddie have told me that original certificate or documents must be brought together when verifying that the certificates to be authenticated are correct for official reference. The validation can be done by group B officials which is Grade 27 and above.

On the first week, I have been introduced on the e-Kasih system. E-Kasih system is a needy family's database system which was establish at the national level to support the planning, implementing and monitoring the poverty program. At the e-kasih counter, I have told by one of the staff in charge on that counter, Miss Shyazzane Vyra Anak Sally, that registration must be made at the respective district office according to the residence address

of the applicant (KIR). When there is too many public coming with their matters, I will help to assist the staff to ensure the smoothness of the operation.

Moreover, I have been taught by the staff how to use the photocopy machine. In order to photocopy identification card of the public which is monitoring by the staff. I have to photocopy the e-kasih form to be given to the public who are first time register into e-kasih system.

2.2 WEEK 2 (5th February 2018-9th February 2018)

There are different service at the counter at Kuching District Office which is Certification of the certificate, e-Kasih, Statutory Declaration, Child Adoption Certified, and Shotgun License. On the next week, I have been introduced on the other counter. I have been asked to help and assist Puan Julia Anak James at the Shotgun License counter. When there is public come to renew their license of guns and ammunition, I will prepared form to fill for renew the license in their license book. I have record their information in the system and the form which tittle license to purchase or obtain or transfer arms and ammunition. The payment have been made which cost them to pay for renew and for the guns bullet.

Proceed with the other counter, which is Probate. Probate is a process of administering the estate of a deceased person to be administered and transferred to the beneficiary or other party. At the probate counter, I have been assist by the staff Sir Mohammad Shahrul Izam Bin Sahbudin. Sir Shahrul assist me to record the information related to the probate matters in the book. I should record the name, address, occupation, and the relationship to the deceased of all the person in the probate book. I have compile all the complete document that is needed for probate to be send to the Sarawak Administration Officer for approval and sign. The approval is important in order to proceed to the next step which is original Letter of Administration and other related to probate matter.

Besides that, I have been given tasks continuing to assist the staff at the counter because at PDK there is have less workers as they have their own responsibilities. At the front counter, I have meet the public with different types and attitude. I have learnt and experience something new at PDK. All of the staff also give their full cooperation while I am doing my industrial training at PDK.

At the end of this week, I have assigned by my supervisor Sir Jong to report on duty at Accountant Unit. I have been located at accountant unit to assist Sir Khalid Bin Jarawi as the financial administrative assistant. Sir Khalid give short briefing about the tasks and some demonstration regarding recording the data and upcoming General Election preparation. Sir Khalid have taught me how to call the election officer for their verification. This is for the demonstration and ask me to continue for the next week which is week 3 during my Industrial Training.

2.3 WEEK 3 (12th February 2018-16th February 2018)

In this week, I have given fully responsibilities to in charge on the election officer for verification at the accountant unit. In the accountant, everything is related to the preparation for the upcoming general election. I have been introduced on of the staff in the accountant unit which is Sir Awang Kamil Bin Awang Lee. Sir Awang have the responsibility regarding the salary of the staff at the PDK. When Sir Khalid in not around, Sir Awang will assist me regarding the general election.

I have given one book with recorded the name of the previous election officer. Which is consists of 94 teams. Each team have assigned different places that allocate them to held the election. I have been assign to call all the election officer listed in the book to ask for their conformation. Either they want still to proceed to continue their duty as election officer or not. While I am trying to reach all the election officer, I have face several problem. Some of them have change their contact number and some of them did not responding. I have the responsibility ensuring that receive all of their conformation.

In addition, in the process of record all their conformation, some of them rejected and some of them accepted and still continuing their duty. As for the accept continuing as the election officer, i will update their conformation and inform Sir Khalid. As for the rejected and refuse to continue, Sir Khalid ask me to inform them that they need to return the yellow file regarding the general election. If there is rejection, Sir Khalid have prepared me with the name list of the waiting list that apply as the election officer.

Then, Sir Khalid have assign me to call and interview the participants to fill the vacant. Interview on their interest as the election officer and based on their experience. If fully information given, I ask them either they agree or not to work as the election officer. I have give briefly information regarding the duty that they will be face. I have called them, and interview them by record all their information. This is to ensure for Sir Khalid to choose

the better based on the requirement given. Some of the election officer reject the task due to pregnancy and we find the new participant to replace them. I keep continuing call them and those who are not be able to reach, we are ready for their calling back. It includes 94 teams which each teams have 6 members.

Furthermore, I have participated on the fire drill activity. The fire drill activity include the whole Majma' building out from the building. As we reach out from that building, we are ask to gathered at the assembly point. It is done for 30 minutes. After they give the talk regarding the fire drill, I continue on the calling the election officer and record their conformation.

2.4 WEEK 4 (19th February 2018- 23rd February 2018)

In this week, I keep continuing my task by calling all the election officer and do some interviewing session by phone call to the new participant. If there is any rejection, I record why they are stop from delegate the duty as the election officer. Meanwhile, if I have free time, I will go to the front counter to assist the staff when there is too many public arrive. This is important to avoid the complaint arise from the public when the service is slow. The staff that have some work to do ask me for the replacement while they completing the other tasks. It is good experience for me and the teamwork in one particular organisation is important in order to smooth the operation.

The tasks for calling all the election officer keep continuing. Most of them are unreachable. I tried to find them by calling based on their office number. Some of them have changed department. This is challenges for me because Sir Khalid need all their conformation. Those new applicants, I have called them again for the conformation and if they are ready to committed to the task, I have record their information such as identification card number, office number, and fax number. I also updating the grade and position of the election officer if there is any changes. All of the updated information, I will inform Sir Khalid.

The next task given by Sir Awang in filling ledger book. Fill in the ledger book regarding the BR1M allowances to the worker that involve in BR1m duty before. Do the filing which compile all the document according on their resit number. I have do the photocopy the voucher and the warrant from the government and divide the original and copy to different file. Then, I will submit all the document in file to the District Officer, Sir Haji Ibrahim Bin Kipli to sign for approval. After sign by District Officer, I have returned back the file to Sir Awang.

Sir Charles Aloysius Lisu one of the administrative officer in that PDK. He has assign me to key-in data of the total number of public that come to the PDK counter every day. It have 9 counter service open for public. Sir Charles ask me to total up the number of public monthly from the year January 2016 until October 2017. I have recorded all of the data by using Microsoft excel and print it out. Compile it by year and send it to Sir Charles to be check.

Madam Surajjah Binti Zainol which is one administration officer at PDK assign me to collect the data of the PDK staff in the file given. The file include all of the account statement of all the staff in PDK. Madam Surajjah ask me to fill in the bank account number with the name of bank each of the staff. All of the data is to be fill in the Microsoft excel document. This is to facilitate and smooth the operation of pay the salary to the staff.

2.5 WEEK 5 (26th February 2018-2nd March 2018)

In this week, I continued my task by calling the election officer. I have been given the new name list of new participants to be interviewed. I need to call them and ask them if interested or not in accepting the duty as the election officer on the Election Day. This acceptance by the election officer is due to the place of election. Some of them not accept the appointment because it is far and due to transport problem. Sir Khalid have assign me to listed down all the new election officer to attend the meeting. The meeting scheduled for the new officer that is for briefing the task regarding election to them. All of the name list then call again for their conformation if they can come for the meeting or not. If they can't attend the meeting, they need to state the reason why.

I help in recording information the name of officer based on their position, and list their name. I need to do verification on the attendance to the meeting on briefing about their job during upcoming election day. The name that accept and agree to attend the meeting also been listed. This will be inform and update to Sir Khalid.

Moreover, Sir Khalid has prepared the letter for release new officer at their current organization to attend the meeting for the purpose of information. Listing the name that attend the meeting at 'Dewan Institut Kemahiran MARA(IKM)' on the 6th March 2018. I have been ask by Sir Khalid to call again for the conformation, to ensure everything is prepared and how many officer will attend to smooth the meeting programme.

Update all the information in the book of election officer names. This update information is use for the purpose of display during the meeting programme. The update information by entering the person that replace of the rejection, update the position and grade, and changes number. This is important in order to easy keep in touch with them. If there is rejection, I am responsible to find the replacement for them, before the Election Day. The preparation before the meeting by prepare all the stuff such as the name list that will attend,

the book that has been update, and yellow file for the new election officer. The book also use for the references during registration process for the new election officer.

2.6 WEEK 6 (5th March 2018-9th March 2018)

The day before the meeting was scheduled, I prepare all the requirement for the meeting to bring together to the meeting. The day of meeting, when I am arrived at the 'Dewan Serbaguna Institut Kemahiran MARA,Kuching' I have report on my duty and sign for my attendance. I have assign as a committee by Sir Khalid at the registration counter during the meeting. I am giving the new yellow file regarding the election officer responsibility and morning meal to them. Finish with the registration, I will attend the meeting as I am as the new election officer at that time.

On the next day, Sir Jong has assign me to print the document from the 'Talikhidmat' website regarding the complaint, feedback or anything from public. The website is use for the feedback purpose. I have print all the feedback based on the date issue. After print all the document on feedback, I have submitted it to Sir Jong for the checking.

From the meeting before, Sir Khalid has informed me to do the name list those election officer that have not attend the meeting. Finalize their name to be attend another meeting for briefing for upcoming Election Day.

During this week, I am able to help the front desk counter at certified the document, e-kasih, declaration and probate. The declaration counter is new for me, and Sir Gibson Anak Fraddie was the staff that in charge the counter. I am assists Sir Gibson by giving the document for declaration to public regarding public matters. The declaration is either on the issue of missing passport, AKPK, and others. When the form of declare have been fill in by the public, I will bring the form to be sign by the District Officer, Sir Haji Ibrahim for approval and bring back to Sir Gibson. In addition, Sir Charles ask me to help him to binding the book for meeting. After binding, I give it back to Sir Charles.

2.7 WEEK 7 (12th March 2018-16th March 2018)

In this week, I have assign by Sir Khalid to ensure that all the information by the name of election officer must be exactly the same as in their identification card. Double check all the data and finalize it. Do the filling by include all of the officer document, which is their copy of identification card, account bank statement, 'appointment' form, and 'secret sworn' form. I have to make sure all of the election officer to send their document to PDK. All the document compile together based on their team. Each team has their own file so it is to check any detail of them.

The next task given is, fill in the voucher number in the ledger book and send it to the District Officer, Sir Haji Ibrahim for the sign in the ledger book. Photocopy the voucher document and the copy of that document send to the Resident Office. Resident office is located at the 7th floor at Majma' Building.

The correction of the name of election officer is still in progress. The updated document and finalize the name in the document, print out the document. Then attach each of team members infront of the file. The document been compiled together based on the group members. The document that should be submitted to PDK such as their copy of the identification card, statement account and form that related to election. Furthermore, some of the officer come to the PDK to submit their document to me to be compile. The list name also print to be submitted to all of the voting chairman 'Ketua Tempat Mangundi' (KTM). Some of the officer, tend to email to me their document. After all the updated information, send the updated document to Sir Charles via email to be send to the Election Commision(SPR).

2.8 WEEK 8 (19th March 2018-23rd March 2018)

On the last week of my Industrial Training, I still continuing on the matters regarding the election. Sir Charles has assigned me to total up the items needed for the election day such as the laptop and canopy. After total up how many laptop and canopy needed, print it out and send it to Sir Charles. Then I received the document from Sir Charles to be print out two copy via Microsoft excel.

Sir Khalid ask me to do a list based on the election officer name. Do the listing by compute the table using Microsoft excel on the 'estimation allowances for election officers'. Meanwhile, I have received the copy of IC and account bank statement from the election officer.

I have written down and list down regarding ledger book on the statement payment in and out inside the book ledger. Record all the payment at the 'Lampiran A' by using Microsoft Excel, print it out and sign by Sir Khalid to be approved. Separate the original and copy of the document. The copy of document compile in the file, while the original will be send to Sir Khalid. In addition, assist Sir Khalid to copy the voucher and divide it by two which is original and copy document. Record the data in the 'Lampiran A' and sign by Sir Khalid.

Then, I help at the front desk counter at the e-kasih section. Check on the public status on e-kasih system either their name have been listed or out of list in the system. This is due to their income per capita. I also assist the public by give the new form for register them as the new that have not yet registered before. All of this information has shown in the system, by fill in their IC number into the system.

CHAPTER 3

TASK ANALYSIS

3.0 Introduction

This chapter will explain on task or work that has been given to me which related with the subject that has been learnt before. I will be explain both the theoretical and practical terms of the task that I have chosen. This is the main task that I've been doing during my Industrial training.

3.1 Quality Management (ADM510)

Quality management is the process to ensure the organization provide a good and consistent product or services. In the syllabus AMD510 Quality Management, we learnt how to provide good service delivery to the customer. Good public service leads to satisfied customer, job satisfaction or public officers and promote positive image of public organization. The impression one gets from a counter or customer service is thus of crucial importance that reflect the efficiency and effectiveness of the organization which are perceived through the attitude of front-line officers, the response time and service delivered.

A good service counter include a strategic location of the counter, number of staff in charge at the counter, the guideline provided in front of the counter and duration of the whole service take place at the counter. It include three phase which is front stage, during process, and the backstage. This three stage must execute effectively and efficiency in delivering good and services to the public.

As for my internship at the Kuching District Office (PDK), I have learnt how to manage the font-line counter and to communicate with the customer. At the PDK, our customer is the public. We need to deliver the services to public effectively and efficiency.

For the front line, firstly I will greet the public and let the public introduce themselves. The public then tell the matters to us and we as the officers greet them with the good attitude and shows our effort to help and assist them.

Then, after we know the matter by the public, we will proceed to process their matter. It is depend on what kind of matter or service that they need, for example at the PDK counter we provide the statutory declaration service. At this declaration service, public tend to stating their problem for example, losing the passport. In order to proceed the process on the renewal of their passport, they need to have declare the loss of the passport at PDK.

For the matter of loss passport, firstly I will give the form of the declaration for them to fill in. The form include all the detail, the name of the owner of the passport, the reason why the passport loss, the last seen of the passport and the estimation where do the passport was loss. Then, after the public fill in the form, they meet any of Administrative Officer to make the declaration on their issue of loss passport. The payment for the declaration cost RM2.00 at the payment counter. This service delivery process shows that the whole process has a good element of counter service.

3.2 Management Information System (CSC408)

The information system is a software that helps in organize and analyse data. In a general sense, the term information system (IS) refers to a system of people, data records and activities that process the data and information in an organization, and it includes the organization's manual and automated processes (Ray J. Paul, 2009). Information systems is the study of complementary networks of hardware and software that people and organizations use to collect, filter, process, create, and distribute data. Information systems also interrelated components working together to collect, process, store, and disseminate information to support decision making, coordination, control, analysis, and visualization in an organization. In our state government system there would be a server for online database. This include all the information of the civil servant.

Information management system is important and useful to all level in the organization. There are various characteristics of information, which is relevant, complete data, accurate data, current data and economic data. System is a set of component that work together to achieve the common goals. In computer system, basically the system will take data as the raw material for input, and the process the data to become an information as the output.

During my practical in PDK, any data or information would be entered into the system. I have been exposed to the online system where I will enter the data on the e-Kasih system. At the e-kasih counter, I have taught by the staff in using the e-kasih system. Everything regarding the public detail is recorded in the e-kasih system. I firstly tend to key in the public identification card number into system. Either they are registered or not. If their name is shown as the e-kasih system, all the detail regarding what assistance given to them

in term of financial assistance , house repair, other requirement such as sewing machine to those public that are needed.

Moreover, if their name is not listed in the system of e-kasih, I will give them a form of registered as the new to e-kasih. They need to fill in the form, and send back to PDK. All their information then , recorded in the e-kasih system either they are listed or not based on their income per capita. All of the information each of the public that registered in the e-kasih sytem has properly recorded. I have learnt how to manage the e-kasih system which is all the information is private and confidential at the Kuching District Office.

3.3 Ethics in Administration (ADS452)

Ethics provide a framework for accountability between the public and administration. Ethics are the rules that define moral conduct according to the ideology of specific group. According to the Shane Hall (2017), one of the biggest challenges facing government agency administrator involves establishing and maintaining standard for ethical behaviour by employees. Moreover, ethics in public administration are important for good business conduct based on the need of the specific town, state or country. Adhering to a code of ethics ensures that the public receives what it needs in a fair manner.

In addition, a code of ethics create standards of professionalism that co-worker or staff in the public sector can expect from each other which is the public can also expect the same from their leaders. Another positive outcome of good ethics in public administration is timely and informative communication with the community. Communication also keeps all parties involved so that they can all work toward a common goal.

In order to maintain the standard of personal integrity, public administrator should promote ethical behaviour on an organizational level by enhancing open communication, subordinating agency loyalties to the public interest, establishing standards for ethical behaviour by agency employees and adopting policies that promote organizational accountability.

As for my practical training at Kuching District Office (PDK), I was being assign to do a calling and answering phone call. Under that section really need to expose the wise emotional, ethic and behavioural management also because different public different attitude and I need to have proper communication management to solve problem. Not only that, there I also have exposed more well in order to deal with public because as the internal person we need to communicate well with public as they are customer of organizations in order to

maintain the professionalism in dealing with other, I apply the concept of ethics in administration. I need to respond to their questions and enquiries in a very ethical manner. I need to ensure that, I am able to deliver the service effectively and efficiency in order achieve the expectation of the public.

3.4 Chapter Review

In nutshell, the task that has been assigned to me was really related to my study field. I can apply the theory that I have learnt in class during my practical training. Moreover, I have gain new experience and knowledge from the tasks given. For the overall, the tasks given is very challenging for me as an intern in the department but it is still interesting to apply the knowledge in the real life.

CHAPTER 4

RECOMMENDATION

4.1 Introduction

This chapter highlight on the strength and weaknesses of the task that I have been elaborate in the previous chapter. Thus, I will emphasize in detail the strength and weaknesses of the specific task based on the organization I participate for the practical training, Kuching District Office (PDK). In addition to that, I will include some of the recommendation according my own point of view. As we know that, this chapter is focusing on the SWOT analysis. The purpose of this is to ensure that PDK can be improve their management system in the future.

4.2 SWOT Analysis

SWOT Analysis is a useful technique for understanding your Strengths and Weaknesses, and for identifying both the Opportunities open to you and the Threats you face. Strength and weaknesses are often internal to your organization, while opportunities and threat generally relate to external factors. SWOT analysis is a precursor to strategic planning and is performed by a panel of experts who can assess the organization from a critical perspective (Wayne Gretzky,2010). For this reason, SWOT is sometimes called Internal-External Analysis and the SWOT Matrix is sometimes called IE Matrix. Its key purpose is to identify the strategies that will create a firm specific business model that will best align an organization's resources and capabilities to the requirements of the environment in which the firm operates. In this section, I will discuss on the strength and weaknesses in the Kuching District Office.

4.2.1 Strength

The strength at the Kuching District Office (PDK) based on their relationship between the leader and subordinate. During my practical at the PDK I can see that, the leader have good communication to their subordinate. They have good mutual relationship that can enhance them to work together in achieving the goals of the organization. The purpose of this kind good communication between the high officer and subordinates is to ensure the collaboration among them will be keeping long in longer periods in order to achieve the organizations goals. The employees at PDK are treated well as their own family but still maintain the professionalism in the work ethics. Other than that, good communication skills can be seen in good convincing their customer to trust their services in PDK. Being open minded which can respect each point of views and different understanding from their customers.

The next strength that can be seen at the PDK during my practical training is in term of good knowledge and sharing culture. During my practical training as a trainee, most of the staff at the PDK have given and share to me a lot of knowledge and their experiences. From that, I can observe that they are very supportively in order to spread their knowledge. Moreover, I have learnt to share knowledge between trainees at the PDK at that time. In other words they are very friendly and willingness to guide me during executed the task. Moreover, they had taught me the real working experiences.

4.2.2 Weaknesses

The first weaknesses at the PDK is lack of staffs. The number of staffs at the PDK was small since that the office was not big enough. Since I am being practical at PDK, I have seen that the front desk counter have less worker. Especially staff that in charge at the e-kasih counter. Because they are going outside by carrying out population census tasks. This is because, at the e-kasih system, the officer need to go for the census each of the household to be analyse whether they can be include as the beneficiaries from the e-kasih system. That is why the staff that handling the e-kasih is less.

The next weaknesses that can be seen at the PDK are in term of ethics. Ethical behaviour or the attitude of the staffs on the problem at the PDK, which is in term of the punctuality. Employees are expected to be punctual and dependable in order to meet the needs of their department and the College. When employees are absent or tardy, work and service are interrupted and an additional burden is placed on colleagues. There are also the times of public that comes to PDK are so crowded. It is also the attitude of the staff itself. After the launch hour, there have no staff at the front line counter, but the public has waiting up for the services. This is because of the attitude of the staff itself. In addition, life happens and unexpected problems do come up occasionally. What's not acceptable is an employee who shows up late most of the time. That can give bad impression of the organization toward the public.

4.3 Recommendation

As I was enlisted the weaknesses of the front office counter earlier which is lack of staffs and attitude of the staffs in term of punctuality, I have come out with two recommendation that I personally think relevant in order to cater the weaknesses.

Primarily, I highly recommend that Kuching District Office to recruit and select more competent staffs in order to cater the lack of the staffs. The Human Resources Department must take the responsibilities to arrange for job interview and have the adequate knowledge in recruiting and selecting the right candidates to be list down. They must carefully observe every applications so that they do not have to waste money and energy to do the same thing in the future for the betterment of the PDK.

Secondly, regarding the attitude of the staff on the punctuality go to work. There are some steps that the organization should take to deal with the late employee and change their habits once. First of all, the organization need to have the document the rules which is regarding the lateness policy in its own right might be considered excessive. The policy should include the standard expected of employees on the detail working hours, the consequences of frequently arriving late to work, the procedure for reporting lateness, record all the time working time and stated comment on the potential disciplinary action which could be taken for persistent lateness. Make sure the procedure is communicated to all employees and implemented fairly throughout the entire company.

4.4 Conclusion

Every organization certainly have their own strengths and weaknesses for them to stay motivated to do better in the future. Every strength and weaknesses that I pointed out in this chapter come from my own experience during my practical training at the Kuching District Office. Moreover, same goes to my recommendations, all are coming from my very own observation and point of view.

CHAPTER 5

CONCLUSION

5.1 Introduction

This chapter is the last chapter of my report in which this chapter will conclude the job scope, observation and experience throughout my practical training in Kuching District Office. Additionally, this chapter will summarize my recommendation and future hope for this organization as this organization is one of the government machinery to achieve the nation goals and objective.

5.2 Conclusion

I personally have chosen Kuching District Office as my practical training place as I want to be out of my comfort zone in delivering service to the people. It is which conducted on 29 January 2018 until 23 March 2018. Plus, it is taken within eight weeks during semester breaks. Apart from that, all the task that is assigned to me are successful carried out. Indirectly, all the task that is done accordingly with relevant chapter too.

Firstly is based on chapter 1, I had been explained about the background and history of Kuching District Office and also had identifies and understands the mission, vision, and the organization structure of the organization.

Secondly is under chapter 2, I have explained on my schedule during my practical training and all the task that giving to me had been explained accordingly to every week on the log book. As discussed with my supervisor previously, Sir Jong Hse Jun which is my host supervisor agreed to evaluate my task during his free time after I do my task. As a conclusion field of the task or the scope of job I have done related to administration worked and corporate that are dealing with public development matters. In this kind of organization also I had learned many new things which can be related with what I had been studied at UiTM which will be explained at the chapter three (3).

Next is under chapter 3, I had explained the task that has related to course of Bachelor of Administrative Science. The related subject with my task done at Kota Samarahan Municipal Council is Quality Management subject, which is related to counter service delivery process. How to delivery service to the public effectively and efficiency. The other subject related is information system subject. The subject of information management where during practical training in the task given to me need to applying on how using Microsoft software and system to edit and disseminate key in data information regarding the e-kasih

system. Next, ethics subject is also related to my practical training. Study and experience on how to communicate with the public.

Last but not least which is under chapter 4, I have explained about the SWOT analysis regarding on the strength and weaknesses in Kuching District Office that I have found during my practical training. I also had explained about the recommendation of solving the weaknesses from the organization.

To conclude, I have learnt and gained lots of knowledge and information in Kuching District Office during my practical training. Other than that, I took every challenges and working experience there as my lesson in order to pursue myself for future working environment. Then, every job scope that was assigned to me during practical training are very exposed to me regarding on the real working situation and it also related to the all of subject under course Bachelor of Administrative Science.

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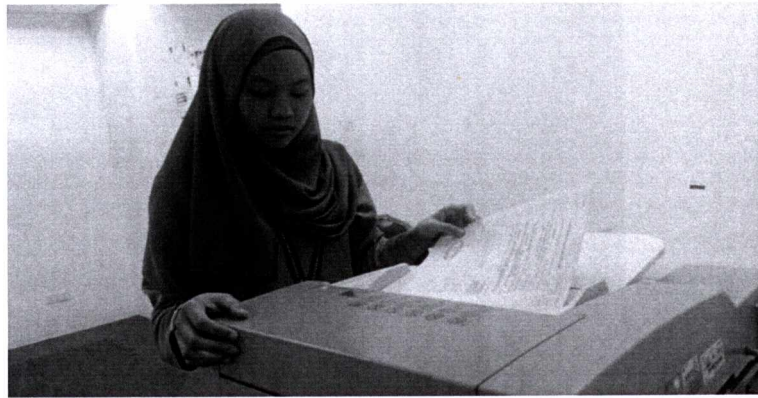
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APPENDIXES

Picture 1.1 Activities at Front Desk Counter



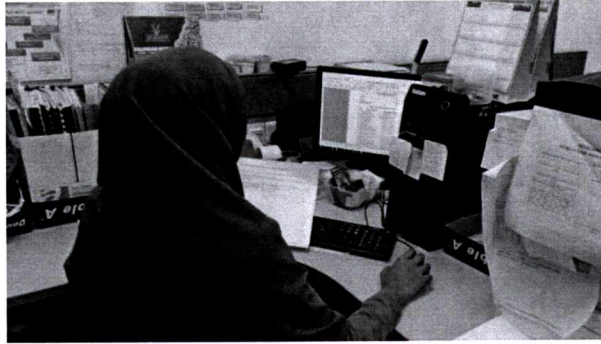
Pincture 1.2 Photocopy Activities



Picture 1.3 Phone Call Activities and Record the Election Officer Conformation



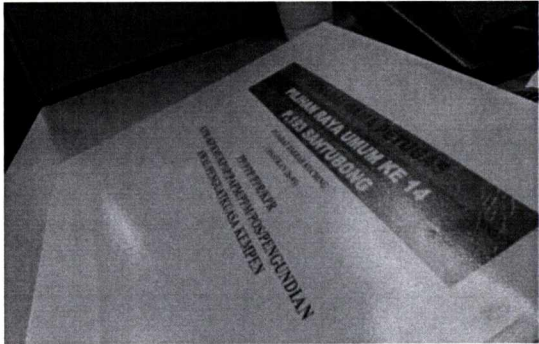
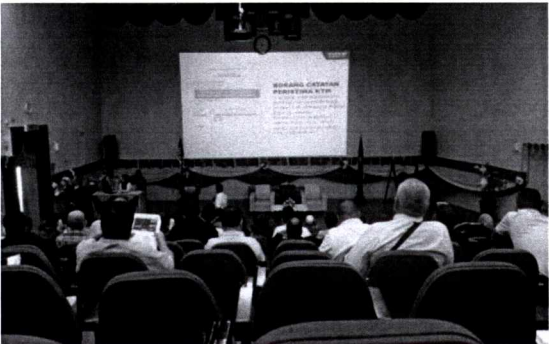
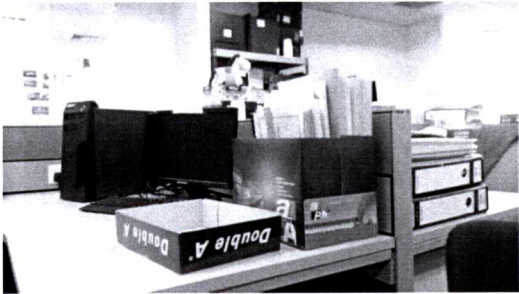
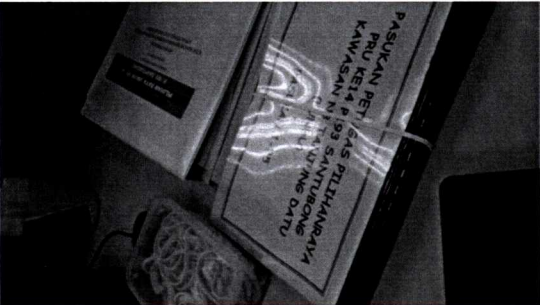
Picture 1.4 Activities in key in data in the 'Lampiran A'



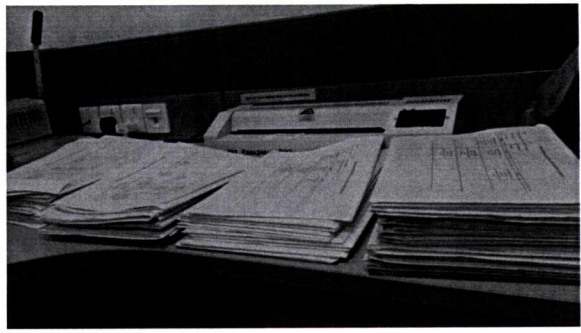
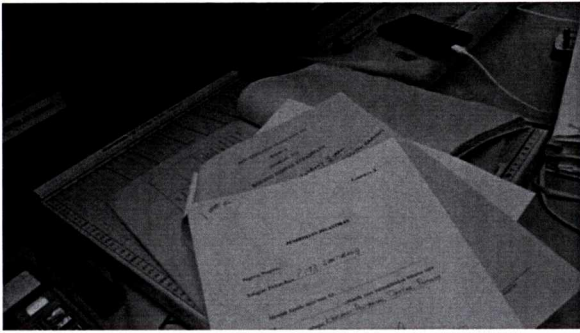
Picture 1.5 Fill in the Ledger Book



1.7 Activities in preparing for the Meeting at IKM and during Meeting Programme



1.8 Collect the document from the election officer and do filling



1.9 Binding



1.10 Prepare the copy of slide before meeting



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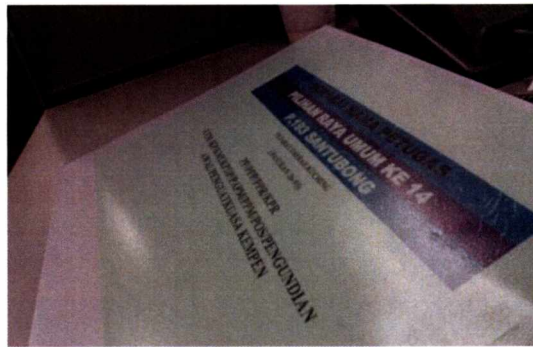
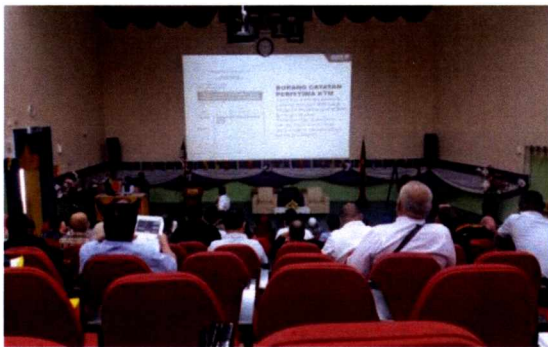
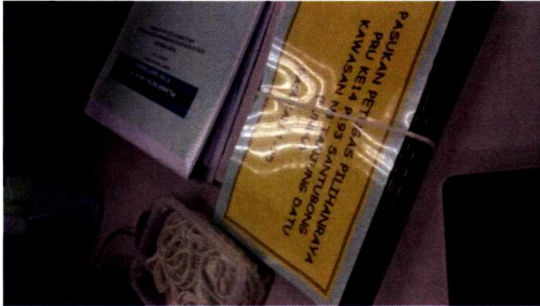
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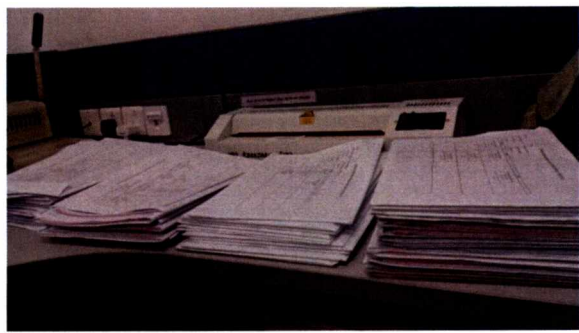
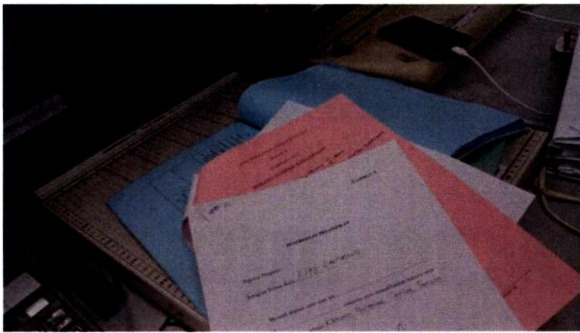
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SIJIL PENGHARGAAN

Pihak Pejabat Daerah Kuching
merakamkan setinggi-tinggi penghargaan kepada

EZATUL ATHIRAH BINTI HASSAN

Daripada :

**UNIVERSITI TEKNOLOGI MARA
[UITM]**

atas sumbangan dan khidmat bakti anda semasa
menjalankan Latihan Industri di Pejabat ini

mulai

29 Januari 2018 hingga 23 Mac 2018



[IBRAHIM BIN KIPLI]
Pegawai Daerah Kuching
Sarawak

Tarikh: 23 Mac 2018