



**University Teknologi Mara Kampus Samarahan 2**  
**Faculty of Administration Science and Policy Studies**  
**Bachelor of Administrative Science (Hons.)**

**INDUSTRIAL TRAINING REPORT**  
**SEKOLAH MENENGAH KEBANGSAAN MARUDI**  
**98050 Baram, Sarawak, Malaysia.**

**Practical Training Report**  
**24 December 2018 - 15 February 2019**

**Prepared by**  
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## ACKNOWLEDGEMENT

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Apart from that, I want to thank all the other staffs of Sekolah Menengah Kebangsaan Marudi Baram, especially Madam Maria Jau as the Principal, whom had provided me with a lot of useful information and guided me throughout my internship period. Next, I would like to thank my family and friends that are always there by my side and offer help to overcome all the difficulties during the process of completing this industrial training.

Last but not least, I would like to thank my supervisor of this industrial report, DR. Noni Harianti bt Junaidi for helping me and be my advisor in order to complete this report and also providing me to embark on my academic writing. Without her help and effort, I would not be able to complete this report.

In a nutshell, although Sekolah Menengah Kebangsaan Marudi Baram specializes in education, but I can learn many thing from them, not only about finance but I also had learned how to manage and communicate with people and about the Sarawak Native Law. Itis a new experience for me.

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### **DECLARATION**

I hereby declare that the work contained in this Industrial Report is my own except those which have been dully identified and acknowledge. If this report are later found to have committed plagiarism or other form of academic dishonesty, action can be taken against me under Academic Regulations of UiTM's.

Signed:

Name: Rosita Anak Steven

## Chapter 1

### Introduction

#### 1.1 Chapter Review

This chapter focuses on the background of Sekolah Menengah Kebangsaan Marudi in Baram, Sarawak. There are section will be mention or highlights the vision and mission along with motto or slogan. Section where the trainee states the logo of SMK Marudi had been used as their official logo in organization. Following that, Section about the organization song followed by the Section about states the organization oath by following Section that states the organization structure. Following that, last scction the trainee will conclude the chapter 1.

Figure 1.1



Figure 1.1 Sekolah Menengah Kebangsaan Marudi, Baram

## **1.2 Organization Background**

Sekolah Menengah Kebangsaan Marudi or the short name known as SMK Marudi is one of school at rural area at Baram. SMK Marudi was established in year 1962. This school are provides dorms for students who came from far place from Baram. For example, students came from Miri, Tutoh Apoh, Mulu, Telang Usan, Bario and Benawa. This organization want to help those students who are does not have home at Marudi can stay at the dorms. The main language that used by SMK Marudi was Bahasa Melayu instead of English. Besides that, the main business of SMK Marudi it based on educational which it is able to help those who stayed at rural area in Baram. During 2017, Puan Maria Jau is the first female to be principal in SMK Marudi, Baram.

The latest data for students and teachers in 2019, is 953 total of student are register for 2019 and there is 150 are the total amount for teachers in SMK Marudi.

### **1.3 Vision and Mission**

The Sekolah Menengah Kebangsaan Marudi organization also has its own vision which is “Pendidikan berkualiti insan terdidik negara sejahtera”. Meanwhile, the school mission is “Melestarikan sistem pendidikan yang berkualiti untuk membangunkan potensi individu bagi memenuhi aspirasi negara”. The school slogan is “Sting MARUDIAN Sting”. This slogan they get inspiration from one of the insects which is known as bees. They believe that bees have a lot of good characteristics that can be followed which are hardworking, persistent and diligent, they also practice good spirit in one team and are submissive, agreed and loyal to the leader. Lastly, the school motto is “Maju Terus Maju”.



## 1.4 The Organization Logo

Figure 1.2



The SMK Marudi Logo

This school logo has its own meaning to interpret their organization. The black colour is known as “Kemegahan dan keunggulan” and can be defined as “warga SMK Marudi yang sentiasa menunjukkan potensi yang tinggi dalam segala bidang yang diceburi untuk memartabatkan diri”. Meanwhile red colour known as “keberanian” and can be defined as “mempunyai kekuatan dan keberanian yang kental dalam menghadapi segala cabaran demi mencapai kejayaan hakiki”. White colour are known as “kesucian” and can be defined as “mempunyai hati yang murni dan luhur dalam segala usaha untuk mencapai kejayaan tanpa dosalur prinsip negatif”. Bentuk Lencana known as “perisai” and can be defined as melambangkan kekuatan, kejituan, kesetiaan dan keberanian warga SMK Marudi. Other than that, corak lencana ukiran tradisional Sarawak can be defined as Melambangkan budaya dan tradisi masyarakat. The school Motto is Maju Terus Maju can be defined as Usaha yang berterusan untuk meningkatkan potensi diri dalam pelbagai aspek tanpa mudah merasa bangga dengan kejayaan yang dikecapi sekarang.

### **1.5 Organization Oath**

There are a few of SMK Marudi oath that they always said during the school assembly which is menepati dan mematuhi masa, belajar bersungguh-sungguh dengan tekun dan sabar, berdaya saing, kreatif, inovatif dan berdikari, menghormati dan mematuhi peraturan sekolah, berdisiplin, beretika dan memelihara kebersihannya, menghormati, mengasihi dan menyayangi ibu bapa, warga tua, guru-guru dan rakan-rakan

## **1.6 Chapter Summary**

Throughout the first chapter, trainee had briefly explained the background of Sekolah Menengah Kebangsaan Marudi in Baram included its vision and mission. Subsequently, trainee had also identified activities of trainee department (Facilities Management and Administration) together with the organization structure. Even though they have a small organization but they provide the first internship at SMK Marudi.

## CHAPTER 2

### SCHEDULE OF PRACTICAL TRAINING

#### 2.1 Chapter Review

In this chapter, schedule of the practical training is persistently recorded in the logbook by trainee during the 8 weeks of interships. It started with the trainee which is explaining of the introduction. Followed by Section in explanation about the scope of works and daily activities that had been recorded in the logbook. Last section will be summarizes the chapter.

#### 2.2 Introduction

Before the commencement of practical training, trainee Rosita Anak Steven (2016669384) was given practical training logbook to record the summarize the daily tasks done during the 8 weeks of practical training which is from 24 December 2018 until 15 Febuary 2019. Hence, this chapter focuses more on the duty carried out by by the trainee at Sekolah Menengah Kebangsaan Marudi, 98050, Baram, Sarawak. In addition, during the practical training, trainee was attached to Administration Department and Account Department which is supervised by Mrs. Norliza Bt Man (Pembantu Tadbir). Following section us in the practical schedule executed by the trainee during the intership period in weekly order.

#### 2.3 Practical Training Schedule

Trainee was provided with the log book by UiTM Samarahan Campus 2. all duties and task done by trainee was recorded in the logbook as well as signed by the supervisor weekly.

The first week, trainee reported duty to the Administration Office because the day report for duty, the school was on holiday. The first they need to is brief about the rules and regulation of the school and duty that trainee have to do. Since the organization are small, the trainee have to do multi- tasking. In the office, Since Mrs. Norliza Bt Man are on vacation, one of Accountant Department Mrs. Aqiqah are responsible to supervised the trainee for one weeks. Before that, the trainee had to register the code for thumbprint as a regular staff in this organization. They also train the trainee to how to use the fotocopy machine so that it can help to their task if the trainee keep asking on how to used the fotocopy machine.

Figure 2.1



Figure 2.1 The thumbprint machine

The first task given to the trainee is arrange the fail about annual statement in the Account Department. Besides that, trainee also have to tidy the file at the room file according to its category.

Figure 2.2

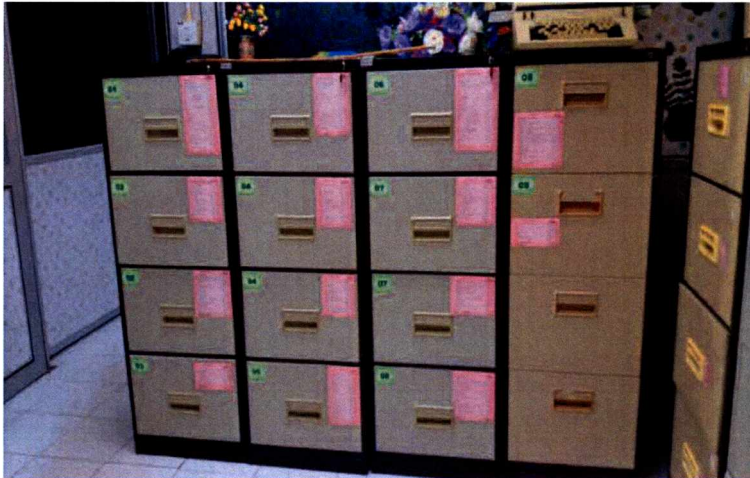


Figure 2.2 the file room

They also assign trainee to wrote down the receipt number before the student pay the school fees. They also assign the trainee to cop the invoice and compile in the file according to category.

Figure 2.3

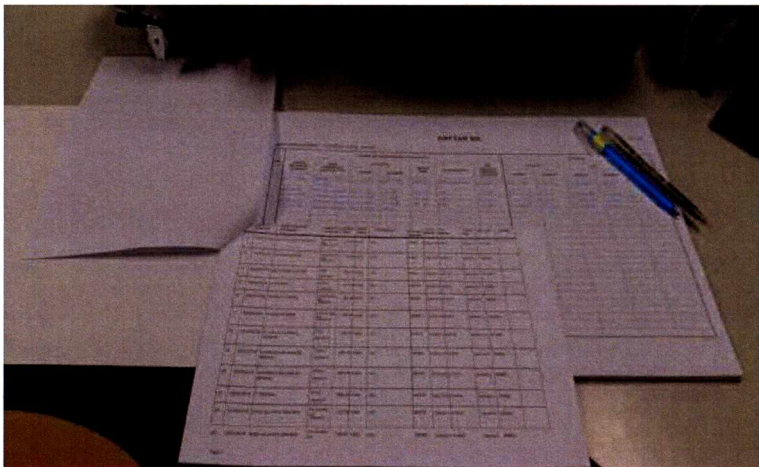


Figure 2.3 the register bil

In the Account Department, they assign trainee to wrote down the register bil on hostel money category, category of SUWA and category government money.  
given

Figure 2.4



Figure 2.4 In the meeting room

On 29 December 2018, the trainee are required to attend the school first meeting with staffs and teachers. In the meeting, they are briefing about agenda during the school registered and divide the task for the staffs and teachers.

Second weeks On 31 December 2018, the day student have to registered. The trainee have been to do task on arrange the file before put into file room.

Figure 2.5



Figure 2.5 the file that have to put in file room

Besides that, trainee also helping to give the result for PT3 and Form 5 student at the front counter. While waiting for the students to get their result the trainee are helping to cuts and cop the sticker that claims the student has been paid their debts for loss text books or others debts.

Figure 2.6

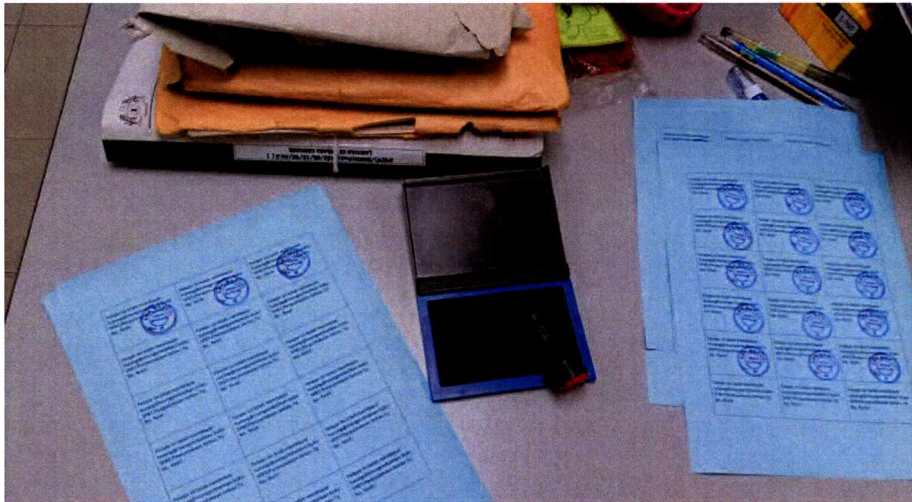


Figure 2.6 the sticker use in registration payment

If the staff are busy, the trainee will help to give the instruction for the new students where is they class. Then trainee continues on write the bil registered in different category. The trainee will help give direction to the new students where is the place to pay the textbooks. Due to shortage staff, the trainee are helping counting how many total amount of eraser before it contribute to the each of class. Trainee also have to the task on correcting the class and the identification card numbers of students. Besides that, checking the list name of female student who are staying at hostel so that we can identify which students are not in the list. Then, trainee help to delivery the record of teaching method to the teachers room. Trainee also have to do the task on correcting the class and the identification card numbers of students. Besides that, checking the list name of female student who are staying at hostel so that we can identify which students are not in the list. Trainee also help the staff to delivery the record of teaching method to the teachers room.



The third weeks, trainee helping staff to arrange the teachers holiday document before keep it in the teachers personal file. The trainee also had been assign the tasks to key in the teachers data in 'E-Perolehan'. In this portal teacher in to log in this portal as a statement that they are still active as a teachers.

Figure 2.7

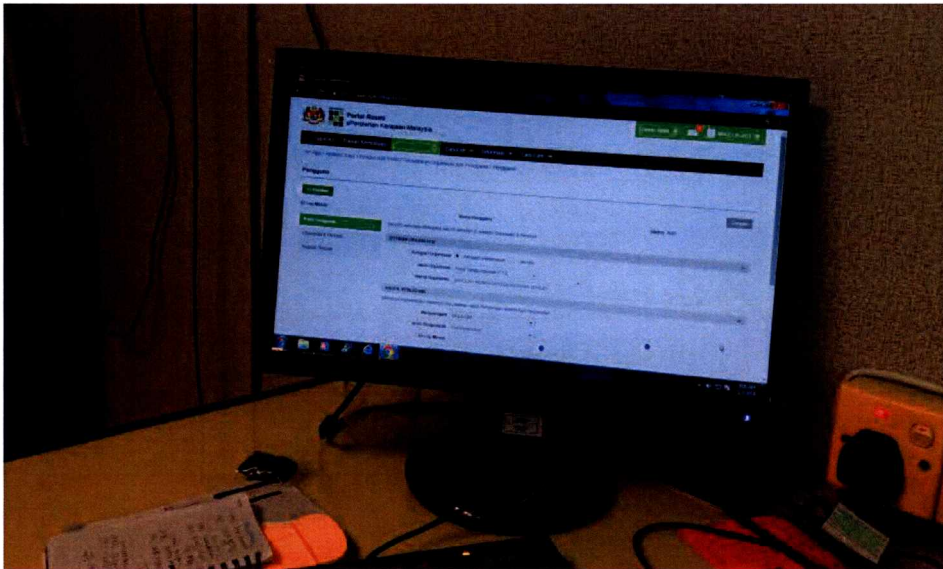


Figure 2.7 keyin the teachers data in software

The trainee helping the staff to find the result for 'SPM' student in 2017 in the file room and then helping the principal to find the number of hotel for the staff who are follow to attend the programmes. Trainee are given the task to fulfill the document before its faxes to the Datuk Penguang Manggil to attend the sport day ceremony and marathon in year 2019.

Figure 2.8

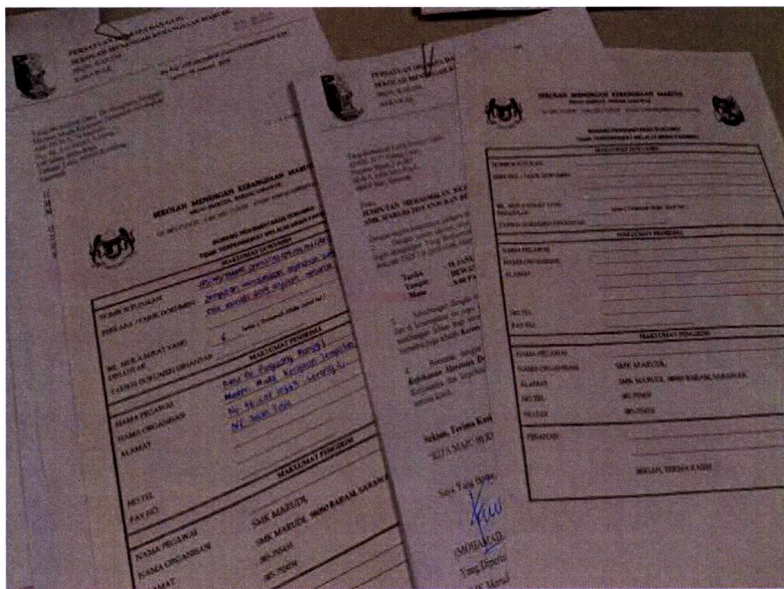


Figure 2.8 the formal letter

The staff ask help from trainee to arrange and cut TS25 3.0 before its eliminate.

Figure 2.9



Figure 2.9 the TS25 3.0

In the Account Department, they assign trainee to wrote down the register bil on hostel money category, category of SUWA and category government money. They also assign the task to the trainee to keyin the hostel student data in one of software.

Figure 2.10

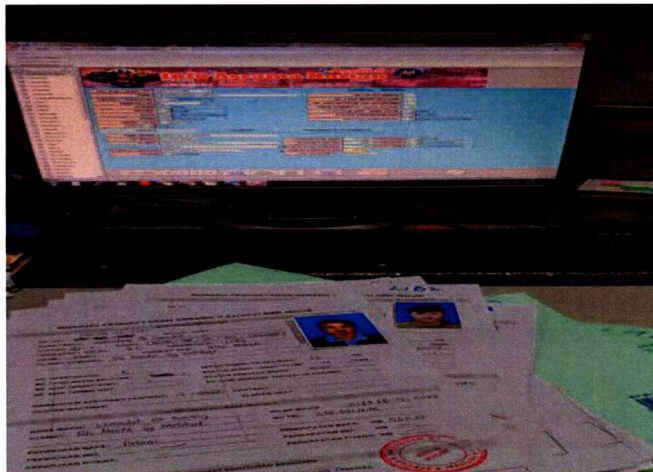


Figure 2.10 keyin data about the hostel student

Trainee also had been assign the task about wrote down the subsidiary bil in the differnt category and it takes time to completed the task.

In week four, trainee are arrange in Account Department. In department, trainee are assign to wrote down in and out money,debt or unpaid by the suppliers for 2018 such as account subsidiary with different category. For example, the government money on form 1 until form 3 student in Geography subject. This were continues until 2 or 3 days to complete because its has a lots category to keep it as a records.

Figure 2.11

**AKAUN SUBSIDIARI  
BAGI TAHUN 2018**

JENIS KUMPULAN AWANG: ASBAMA  
PERLUNTUKAN: PELBAGAI  
SUBSIDIARI: KAJI-UMBERKULUM

Tarikh	Partner	No. Bil. dan Jumlah	Debit	Kredit
21/01/2018	Bank Perm			
10/03/18	KPMI BANTUAN KAJI-UMBERKULUM			
10/04/18	KOPERASI SMK MARUDI BERHAD			
10/04/18	KOPERASI SMK MARUDI BERHAD			
06/08/18	KOPERASI SMK MARUDI BERHAD			
01/08/18	KUMI TERBUKANG EMERENI ENTERPRE			
23/08/18	KUMI TERBUKANG EMERENI ENTERPRE			
11/09/18	KOPERASI SMK MARUDI BERHAD			
11/09/18	KELAB HOKI WARRIOR MBS			

**REKOR SUBSIDIARI  
BAGI TAHUN 2018**

JENIS KUMPULAN AWANG: ASBAMA  
PERLUNTUKAN: PELBAGAI  
MUTUHAN: KAJI-UMBERKULUM

Tarikh	Partner	Debit	Kredit	Jumlah
01/01/18	Bank Perm	14,200.00		14,200.00
10/03/18	KPMI BANTUAN KAJI-UMBERKULUM		5.00	5.00
10/04/18	KOPERASI SMK MARUDI BERHAD	4.00		4.00
10/04/18	KOPERASI SMK MARUDI BERHAD	3.00		3.00
06/08/18	KOPERASI SMK MARUDI BERHAD	6.00		6.00
01/08/18	KUMI TERBUKANG EMERENI ENTERPRE		14,200.00	14,200.00
23/08/18	KUMI TERBUKANG EMERENI ENTERPRE		6.00	6.00
11/09/18	KOPERASI SMK MARUDI BERHAD		14,200.00	14,200.00
11/09/18	KELAB HOKI WARRIOR MBS		5.00	5.00

Figure 2.11 the record of subsidiary

the teacher ask help from the trainee to stamping the document before pass its to the Principal and sign the document and then helping to made fotocopy on teachers weekly reports. Besides that, the trainee are assign to do failling in before keep it in the fail room according to its category and help to cut the label for failling.

In the week five, trainee are assign to help to do punch the teachers monthly salary slip before put in the fail as a record.

Figure 2.12

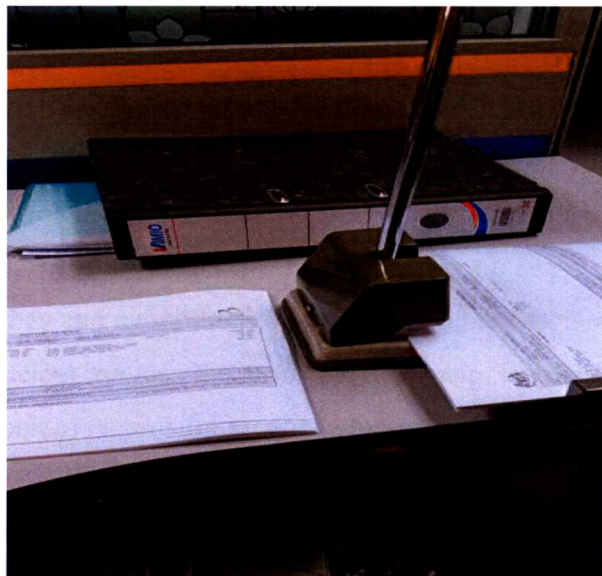


Figure 2.12 punch the teachers monthly salary slip

The trainee volunteers to help the one of the staff decorate the board of news since one of the staff are pregnant such as helping to attach the label of board. Then, the trainee are assign to find a file to increase rank in the organization in the file room. Since the trainee are free, they ask for help to counting how many the total of the book of record that student attend the school.,

Figure 2.13



Figure 2.13 The book records of student attendance to the school

Trainee also help to decorate the Chinese New Year theme in the office since they have shortage of staff. Then, checking whether the file are in the drawer that suppose to to it be so that they can avoid the file mix with another file. Since the trainee table are closed to principal rooms, the principal ask help from trainee to attach the certificate in the book of records for visitors who came to the school.

Figure 2.14

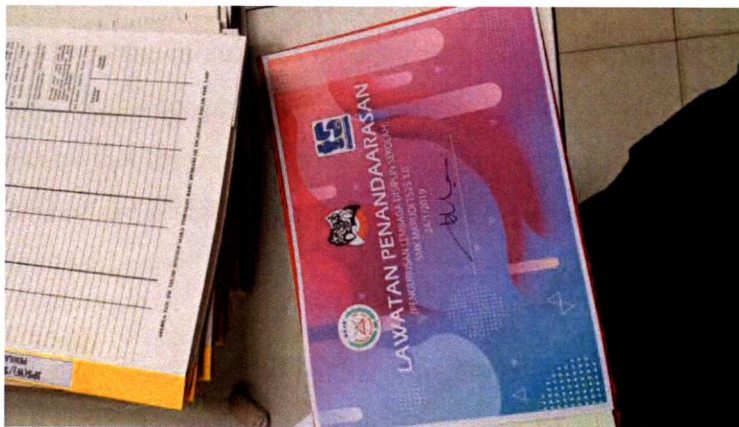


Figure 2.14 The visitors certificate

Trainee continue checking and wrote down whether the file are in the drawer that suppose to to it be so that they can avoid the file mix with another file. Then, helping the teacher to made fotocopy of students exercise, it can be used as method of teaching. Since this lot of using teachers personal file, the trainee are assign to arrange the teachers personal file in the room file.

In this weeks six ,the trainee had been assign the tasks to do help teacher to print the exerice for the student as figure 2.15 shown below.

Figure 2.15

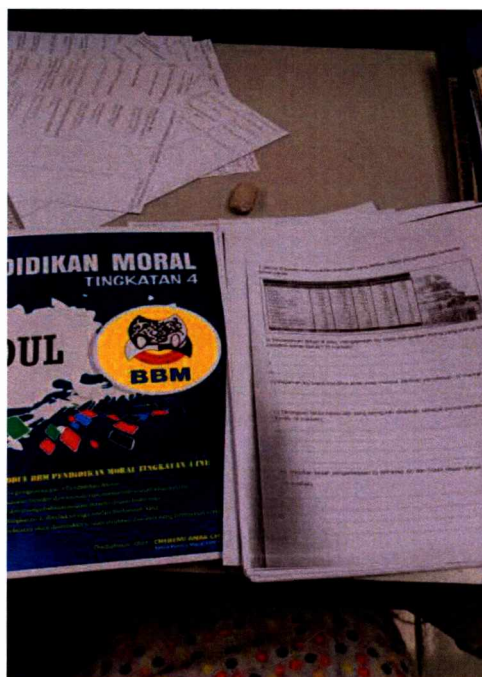


Figure 2.15 One of method of teaching

Other than that, the trainee also help the staff to find the file 'Bahasa Iban' in the file room drawer to keep the minutes of meeting as a record and helping the teachers to made a fotocopy receipt for payment. Trainee also continue to typing the file code at the label drawer so that they easy to find the file in the file room before it paste at the drawer. The trainee are assign to made fotocopy the support document to attachment before apply the sick leaves or holiday.

On the weeks 7, there is no tasks assign because it was school holiday. the week of holiday is during Chiness New Year.

On the last week of practical training, trainee was assign to typing the fail code in the fail room. Besides that, trainee also have to typing the file code at the label drawer so that they easy to find the file in the file room.

Figure 2.16

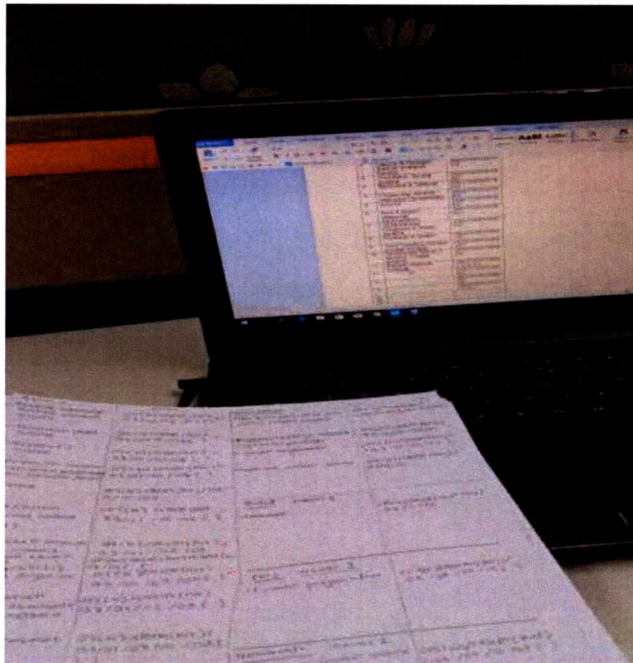


Figure 2.16 Keyin the code file

Trainee also typing the code file into register bil book and add on which file are not yet register in the book of record file. Besides that, the trainee also have to do fotocopy of the teachers shedule that are required when they are apply for sick leave or holidays. The trainee also help the teacher to made a fotocopy exercise for 'Pendidikan Moral' subject for the student. Trainee continue on task to typing the code file into register bil book and add on which file are not yet register in the book of record file. On 14 Febuary 2019, trainee and others staff going to the staduim since its school sport day.

Figure 2.17



Figure 2.17 The picture of Sport Day

## **2.4 Chapter Summary**

Throughout this chapter, trainee had concisely listed down and explained the duties and tasks that were carried out during 8 weeks of practical training. The tasks given and executed by trainee based on the stand guidelines as provided by Faculty of Administrative Science and Policy Studies. In conclusion, upon the end of practical training, trainee was able to apprehend Sekolah Menengah Kebangsaan Marudi working environment. It was valuable experience for trainee to gain such worthy and beneficial knowledge from supervisor throughout trainee's attachment in the department.



## **CHAPTER 3**

### **ANALYSIS**

#### **3.1 Chapter Review**

The third chapter for this practical training will be embark on the analysis of the content of practical training of the trainee. In this matter, the trainee will explain the analysis of training specifically focuses on one area of task as covered in the Practical Training Handbook. Moreover, it will explain further of the definition of the concept which is theoretical part of the task and therein,, the demonstration which is what the trainee experienced hand-on on the concept and lastly how the student tranforms in gaining knowledge at workplace to reinforce and enhance in understanding on the concepts learned in the learning process of any subject in the class.

#### **3.2 Introduction**

For that, the trainee will explain the concept of work and process in every unit of Sekolah Menengah Kebangsaan Marudin which will encompass the definition and also the functions. Then it will be explained from the trainee personal experience during practical training when they were assigned on the process of the work. Alas, this chapter will be closed with the provided conclusion on Chapter 3, analysis.

#### **3.3 Task Analysis**

During the trainee practical training, the trainee have experienced lots of tasks and also been exposed to the environment in the various unit and sections. The trainee was assigned to do filling management in every unit in the departments and being controlled by the Administrative Department at SMK Marudi, Baram. Even though the trainees had experienced many task but the most task that had been done by trainee is filling activities or task which the trainee had being done in every units in department.

### 3.4 Filing

Every unit in the department will give a various task or job that need to be done by the trainee. Filing was frequently task that the trainee must be done in evry single unit in the department. According to Business Dictionary, filing is means by put and keep the legal document into the public record and can be referred as a physical act of an employees by organize the contents in the file by separating it in a different file or documents. Besides, filing is the activity in task or work in arranging the file into correct files by easy to find, handle and record respectively. Filing is means to keep and take care of the file that had been recorder and separate well in a safe place and easy to find them easily and quickly. In the department, every file will be keep in on place which means that in a file room in where all the file that had been recorded being keep to avoid any misuse and missing file.

A filing system is the one of the central record- keeping system that any organization will need to do. Its can help the organization to keep their files in organized ways also systematic, efficient and transparency alternatives. Being that, it wills the employees can reach the files in order to access the information easily. In the department, every file is being kept in the file rooms by following alphabetical and code in the name of employees. Every single of files will include the information of the employees and include some file record about accounting or other record about the school. All of this file are confidential and only the staff are allows to open the file and to get the information that they needed. (University of Washington,2018)

The situation will be become more conveniences when the employees can reach the files easily and find it without any difficulties and barriers. In the SMK Marudi the admin staff will be in charger to keep any documents safe and recorded well in a file. Since SMK Marudi have a small organization all employees works at the admin, account department or higher level of management such as Principal and some of teachers with official title has easily to access to find the files in the file room if they need the files. The documents will need to be keep for the future reference of the department in order to know easily all the department activities. For example, finance department are very important in every of organization in order to dectect in and out the money that had been spend by the school.

In SMK Marudi, documents are needed to be file when any documents are to sent to the department or organization. The documents is in the category of letters, memos, reports, financial department or to the principal of the SMK Marudi to check or sign

the documents. All the informations will be keep in one file so that it will be easy to reach or faster ways. Besides, the department always being busy with the letters and memos in every day week and it will need in the proper ways in handling its as to avoid any file being missing and cannot being recorded. Als, the memos and letters will be sent to the department in every day and the person in charge will responsible to know where to keep and recorded its.

Figure 3.1



Figure 3.1: The example of cabinates that being used to keep the files

### **3.5 Filing Management**

Files management is being referred to records management. Records management is the application in whereas the systematic control to record information which is includes the information for the information for the organization too. File management is a logical and practical ways and approaches in creating or making, maintenance, use and disposition of records. Thus, files management applies records management applies records management principles for both paper and electronic records such as by using Microsoft Excel in order to create and used by the department or the organization. The use of information is must meant if being file and documented. Plus, it is to make sure that the records of files are able to be retrieved when needed. (Sherman Faser, 2018)

The purpose of file management is in order to provide a basic guideline to establish and maintain the records in the organization or department in the most effective and efficient ways and keep recorded file in the department or organization well. SMK Marudi Baram, the traditional ways still being used as the employees record any documents by write but some document record by using computers system. But it only for several times only, the employee or staff will keep also record by use the file management system. Any organization will need the system as to avoid wasting time to find any file in file store.

A file management system is one of the types in software that handles the data files in a computers system. It is design to handle the individual or group files for example special office documents and records. In SMK Marudi Baram, the employees using PDF element as to keep any information of file in on documented files. PDF is the one manageable and easy to use by everyone. As we know, some of the files cannot be exposed and to keep the information of the file more convenience the system had been used in the department. The security of any file is important with not all files can be access to the employees or the staff. Some of the documents need restricted access and with the help of the password protect feature, the task can be manage in convenient ways.

For example the organization keeping about personal staff information in a file by following alphabetical of teachers name. In this file, there is information or record about teachers holiday, outstation and promotion position. This record is very important in this organization because it can be used as a references in the future.

Figure 3.2

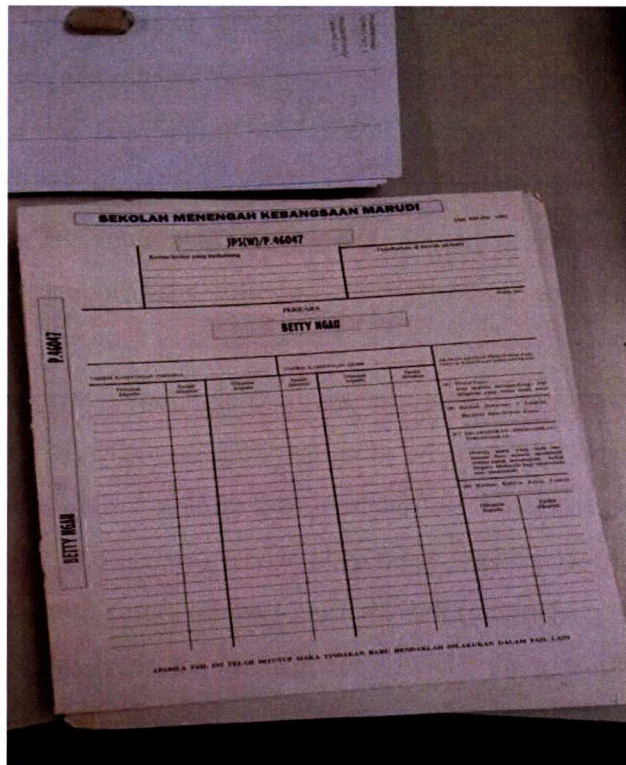


Figure 3.2: The example personal staff files

### **3.6 The Purpose of Filing**

In every organization will preserve the important letters and documents safely in order to information accessible and easy to reach. Scientific and systematic methods are applied in order any documents can be found and access easily and quickly for reference in the future.

The purpose of the filing can be seen as to collect and classify the documents. This means that in the department, often receives and sends a documents that come from internal and external sources in a day. This can be known as being seeing in memos, letters or also for the shipping information. Everything is under control by the administration management and it is important to know the information in different aspect and side also information in every units. So, all of these documents being classified in various categories by followed the importance and the event that will happen.

Furthermore, the preservation of the file is important in order to keep the file for future reference also. Filing provides protection to all important documents and files from rats, insects, dust, water and from dishonest staff of the department. For example, the file being keep tight and in safe place to keep those files did not being throw away, some of the event that the employee will need the information of the past employee that had been discharge from the department to help them track and know the employees where and being sent.

A systematic arrangement is the one ways to make sure and keep those files always organize and tidy. Besides that, those files also in the good condition when the file are need during the meeting or to be reference at works. The purpose and the objectives in order to have any files being arranged well and no risks and difficultly happen. When the document in the file is being arranged properly, which means in a proper drawer, racks and cabinets, it can be obtained and get without any delay in finding the files. The employees able to find the files in the file room in the short of period because the files is already label and arranged according to alphabetical or the code of files. In SMK Marudi, those files were keep by five year back then until the latest year of file. If the the document are more than five years it will be kept in store room just in case they need the documents as a references again.

### **3.7 The Procedures of the Filing**

Every department in the organization will need the ways and strategies in handling filing system and also their filing management. In SMK Marudi Baram in a day they will received different memos and letters from different organization.

The things and step that the organization need to is save the email or the memos in the computer or fotocopy the email and memos as a record in case they need it as a references in the future. Thus, if the document came through fax machine, they will attach it in one files and save for order to stamp its with organization official logo and name. Otherwise, the documents will difficult to found without know where the resources that they get the documents and the employees will get confused about the documents. Then, they need to hand in the document to the Principal to check and sign the documents. After the letters get authorize by the principal, the admin compile in the files according to name and code before put it in file rooms. Besides that, the reply letter of any matter will be collected and will be arrange in drawer for reply letters if any organization asking about their letter have been accepted or not in SMK Marudi. If the letters have been accepted, it must get stamping and arrange by following the date received the letters so that the organization able to find the letters easily. This is to ensure all the work or the job in organization handling in smooth and good process.

The trainee have been done the work as the work in filing had been frequently they in every small department. Thus, they can absorb the filing job in the scope and concept in related subject which they had been learned in the classroom.

### **3.8 The Benefits and Limitation of Filing**

Filing is the important and as a core of record management in any department or organization. Every organization will need proper arrangements in filing system and managements. A good and effective in filing will contribute to the goods and benefit in doing filing work.

The benefits of filing work are faster filing and retrieval of information. Any staff in the department have many experience in which has been by years to years in the department especially the officers and the staff that been serve for the department for 10 years and above. When they are frequently do a filing work this will encourage them to do the job in fast and do not too much time needed to complete their work in filing.

Protection of the records important to keep all the information of the students, teachers and others in the safe place so that the information will no be leak to other. Any information are confidential and there only the person in organization able to read or reference in their works. During the practical training, the trainee only able to access to some of information that confidential so that there is no too much information or leak to others. For example, they must be afraid the trainee may get bribery or fraud by other to get the information. So that some of the information will be keep safe the files room. Besides that, the employees also can help to keep the information well to protect their image and work of ethics.

Any jobs or task will reach the good quality result as well arise also limitation in the filing job. In SMK Marudi job or task which are editing and communication which means that the organization still implement the traditional ways to do filing because some of them are still record by writing instead record in computer but this will contribute to risk and difficulties. For example, the organization need used a lots of paper in order to record about files and used a lots of files to puts some document. Other than that, they employees will be face difficulties to update the information so that they need to a new copies in order to update the files. They also need to retyping the document in case there is need a email or fix the dates in the documents. The employees will be faced a problem such as time constraint in order to find the files.

If the organization still practice the traditional ways to records the data in files, they might be faced some of problem such as the employees accidentally puts or keep the document in the cabinets. They took time and confused to find the files if this



problems arise in the organizations. This problem will lead the organization does not have a good systems and organized in filing.

### **3.9 Chapter Summary**

Throughout the trainee attachment at SMK Marudi Baram, the trainee have a gained a lot of experience and knowledge especially to the working environment in the department. Even though, SMK Marudi have small organization to do the practical training. The trainee can apply the subject that related to Administrative Science course with the task given by the organization during practical training period. There were strengths and limitation that mention by the trainee mentioned previously which shows that the trainee acknowledge the job and task given and make full of it. Hence, there are always practical encourages the trainee to access and learning the management of the organization or department in all aspect in order to gained more knowledge.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.1 Chapter Review**

This particular chapter will be describe about strengths and weakness of the job or the task assigned during the intership period as discussed in Chapter 3 of this practical training report. Not for that, this chapter will be encompass on recommendation for the organization, SMK Marudi, Baram Sarawak.

#### **4.2 Introduction**

After done on practical taraining trainee able to give recommendation some of suggestions that can be used to enhance and can be alternatives ways to improves the performance of the staffs and employees. Thus, the recommendations can help the organization to improve their effectiveness and efficiency as some of strengths and limitations have been highlighted.

#### **4.3 Strength and Weakness Analysis**

Being trainee at SMK Marudi, Baram has given the trainee the opportunity to gain knowledge and improve the trainee skills overall in various aspect. Below are strenght and weaknesses that has been discovered by the trainee during the trainee practical training in SMK Marudi, Baram.

#### 4.4 Strengths

**Strength** refers to the internal outcomes and resources that support a successful effect. Practically, it also refers to the advantage of individual, group and organization occurs on certain event and situation. Besides that, it is something that supports the organizations to become more advance and better than others. For example, some organization may have their own strength which can make themselves can compete with their competitors such as good supervision and commitment by the staffs. As a result, it will lead to high productivity and to improve the department profile and images. From the analysis and observation on SMK Marudi, Baram, the trainee was able to identify and clarify the strengths of the filing management through observation and analysis of the system management.

##### 4.4.1 Good in Relationship Between Department

During the trainee practical training, the trainee had acknowledge that at the SMK Marudi, Baram, **have a good relationship and great bonding with each other.** Although they have an issues or crisis that had been occur, they face its together and know how to handle it by following the rules and regulations that have been aligned in the SMK Marudi. Their also try to do discussion on how to solve the problems, because this problem can be identify if the solve it with sound mind. Since, SMK Marudi have a small organization its easy to solve the problems without yelling and angry with each others or put blame on others in order to avoid responsibility in this problems. Alas, this means that they can communicate well and handling any issues in professional ways also with their relationship with the trainee in which they create good environment in relationship by helping the trainee in understanding their scope of work in every department.

As the trainee teach on how handling the task with without asking any payment, because they believes that sharing knowledge with trainee it would benefits for the trainee during work in the future. In every department, the trainee had been explained by the officer about the process and in some event that did not being exposed as well as the process being in confidential matters in the practical report

#### **4.4.2 Responsibility in the Scope of Job**

During the practical training, the trainee observed that the SMK Marudi officer conduct their work or responsibility in effective ways. Although many work that they need to do but they handle it with care and follow the orders that had been given. Besides that, they also assist the trainee on how to do the task. Each of the task will be explained detail so that the trainee will not doing some mistake during complete their task. They also believe that the explanation would be useful for the future after the trainee dealing with real working environment.

#### **4.5 Weaknesses**

**Limitation** which is also defined as the weakness of an event or situation. The limitations means that something that needs improvement and changes to improves its. In the industrial training, the trainee participates in filing management of the SMK Marudi, Baram. Trainee was able to determine several limitation that happen and arise throughout the project itself. Identifying limitation benefits the whole department as they can record and take into account those potential and may maintain the current strengths and make the effort to enhance the detected limitation.

##### **4.5.1 Completing the Task in Unproductive Ways**

During the practical training, the trainee found that the some officer not doing their job or task well as they did not being serious in implementa its. Sometimes it was take several weeks to be completed even though they know how to do it and being experienced for the task over years. For example, the assistant had been given an order to make official letter, but the assistant make a mistake by typing error and keep repeating even though their have been warning by the organisation. Besides that, some of the staff take the opportunity to chit chat with the colleague when the top management are not in the office. Even though, the organization of SMK Marudi, Baram are small but they cannot avoid this problem could arise in their organization.

##### **4.5.2 Schedule of Time**

The time management among the staff was quite important and as a sign for trainee to be punctual because as the trainee, the trainee needs to discipline themselves by coming early. But, different from what the staffs are because some of them arrived late which is half an hour after the office hours is being and start. In other words and

more further explanation regarding the issues, the starting hour of the of working hour time at SMK Marudi, Baram is 8.00 a.m. Even though, the thump print machine are provided by the organization to detected the staff attendance but the staff still late came to work. Some of the staff give the reasons why being late came to work because they have to sent their children go to the school. They keep repeating the same reason when they came to work. Thus, this problem will lead to the staff lack of intergrity and honesty.

## **4.6 Recommendations**

### **4.6.1 Serve more Infrastructures for Practical Training**

In this part, the trainee would like to recommend the management of SMK Marudi, Baram to provides more infrastructures for the practical training students. For example, the organization need to provide the computer so that the trainee will not used their own laptop to do their jobs. This also to help the organization prevent their information exposed to others organization. Besides that, it is easy to the trainee if they key in the data because in their computer might be have the apps or programs that trainee have in the inside the laptop. If trainee used the organization laptop it would help the trainee able to completed their task in the time frame.

### **4.6.2 Giving Advance Training**

In this section, every staffs need an adequate knowledge and also their productivity in doing their task and jobs. Not just that, the manners and the attitude were quite important in every department or organization. During the practical training, the trainee had found that, the staffs in department still not have enough knowledge as they attend any course to enhance their productivity in doing and completed the scope of the task. In the school organization, teachers are required to give the performance after teaching so that they able to measure how is their KPI and it will affect their working performance. This KPI is every important because they can always improve their skills of teaching the students. This KPI also apply to the administrative staff so that there no unfair and all the staff are treat equally. The administrative staff able to improve efficiency so that they do not came late tpo work.

#### **4.7 Chapter Summary**

At last, the trainee is satisfied with the effort of Faculty of Administrative Science and Policy Studies in making this program run smoothly and successfully. There are always issues and loop holes during this practical training such as the scarcity of facilities for the trainee to undergo their practical training but there always room for improvement.



## CHAPTER 5

### CONCLUSIONS

#### 5.1 Chapter Review

This chapter will explained the summary of each chapter by highlighting its main point and section as in section 5.2

#### 5.2 Introduction

This chapter clarified and justified about every chapter that been describing throughout this practical report.

#### 5.3 Overall Summary

**Chapter 1** discuss mainly about the background of the organization where the place that trainee doing the practical training. In this chapter also will be explained about vision, mission, corporate logo, organization song and motto for the organization. Besides that, the trainee also mentioned that the organization that trainee doing the practical training at the school with small organization..

**Chapter 2** discuss about the schedule of the trainee practical report at the department that they are working in SMK Marudi, Baram. The trainee has made many networking with the staff also the officers in the organization and other organization during the practical training.

**Chapter 3** discusses about the task and also the types of job or task the trainee involved in and how they demonstrate the work in working environment as to what the University and Faculty expectations. The trainee explained the concepts theoretically and demonstrate the concept from what the trainee had learnt from school and transform the knowledge into the workplace so that the trainee have into the workplace so that the trainee have better understanding on the task that the trainee had done. In addition, traditional ways cannot be demolished well as the department still using fax machine rather than using upcoming and outgoing mails by internet.

**Chapter 4** this encompasses about the strength, weaknesses and recommendations that the trainee can give to the to the department during the trainee practical training with them. There are always issues and loop holes during this practical such as the scarcity

of facilities for the trainee to undergo their practical training but there always room for improvement. The trainee can conclude that there have been a lot that the trainee learnt from the work at SMK Marudi, Baram. The trainee learnt to have soft skills appropriate to the work environment. Besides that, the trainee also can improved inn communication skills because some of the task required trainee to interaction with the staff in the organization. Other than that, the good experience during practical training so that the trainee can be prepare face working world in the future.

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