



**FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (Hons.)
UNIVERSITI TEKNOLOGI MARA**

Practical Training Report

**Road Transport Department Malaysia (JPJ) - Sarawak Road
Transport Department**

**PREPARED BY:
DEBORAH ANAK DARBIN
2014238168**

**SUPERVISOR:
Dr. NADRAWINA BINTI ISNIN**

JULY 2016

CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR

Name of Supervisor : DR. NADRAWINA HAJI ISNIN

Title of Practical Report : ROAD TRANSPORT DEPARTMENT
MALAYSIA (JPJ) - SARAWAK ROAD
TRANSPORT DEPARTMENT

Name of Student : DEBORAH ANAK DARBIN

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



(Signature)

Date:

1/7/16

DECLARATION

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

Signed,



Name: DEBORAH ANAK DARBIN

ACKNOWLEDGEMENT

Upon completing the two months practical training, I had went through numerous hardships and difficulties from the first process of applying for practical training in numbers of places that I have chosen until completing my practical training. Nonetheless, I am blessed that I had help from many parties in which makes the process of completing this two months practical training less challenging. Therefore, I would like to thank all that have involved in these two months of my practical training from the bottom of my heart for being there in the moments of need. Thank you!

First and foremost, I would like to thank Sir Fairuz Hidayat Merican bin Wan Merican, our lecturer in charge-cum-practical training coordinator for all the students that involve in the practical training for two months. Here, I would like to bid my appreciation especially in processing all our documents needed for the practical training. Despite being busy with lectures and other responsibilities, you have always ensured that all the practical training students your priority.

Here also I would like to bid a special thanks to the department that have warmly welcomed me to do my practical training which is the Sarawak Road Transport Department in which is also under the Road Transport Department Malaysia. Thank you very much for allowing me to complete my practical training and also in guiding me in various tasks in which gives me the opportunity to experience the real working life that are useful in my future undertaking.

My Supervisor cum my Research lecturer, Dr Nadrawina binti Isnin also deserves a special mention here. She is a person who is very insistent on the meetings and deadlines which I have fully utilized it well. I hope so. But looking back, her toughness made me work harder and for that I will always be grateful. I would

also like to thank her for guiding me in many things in completing my practical report in which I grasped a lot of the valuable lessons in action. You have made it easier for me in doing this practical report especially at times when things do not always go as expected or planned.

Last but not least, a greatest thanks to God Almighty without whom blessing I will not have successfully completes my two months practical training as well as my practical report.

Deborah anak Darbin

Bachelor of Administrative Science (Honors)

Faculty of Administrative Science and Policy Studies

Universiti Teknologi MARA, Samarahan, Sarawak.

TABLE OF CONTENT

Chapter 1: Introduction of the Organization

| | | |
|-----|---|----|
| 1.0 | Introduction..... | 1 |
| 1.1 | History and Background of the Organization..... | 1 |
| 1.2 | Logo of the Organization..... | 4 |
| 1.3 | Vision of the Organization..... | 6 |
| 1.4 | Mission of the Organization..... | 6 |
| 1.5 | Objectives of the Organization..... | 6 |
| 1.6 | Organization Structure..... | 7 |
| 1.7 | Core Business of the Organization..... | 14 |

Chapter 2 : Schedule of the Practical Training

| | | |
|-------|--|----|
| 2.0 | Introduction..... | 15 |
| 2.1 | Description of the Tasks Done Throughout the Practical Training..... | 15 |
| 2.1.1 | Week 1 st | 15 |
| 2.1.2 | Week 2 nd | 16 |
| 2.1.3 | Week 3 rd | 18 |
| 2.1.4 | Week 4 th | 19 |
| 2.1.5 | Week 5 th | 20 |
| 2.2.6 | Week 6 th | 21 |
| 2.2.7 | Week 7 th | 22 |
| 2.2.8 | Week 8 th | 23 |

Chapter 3 : Analysis

| | | |
|-------|---|----|
| 3.0 | Practical Training Analysis..... | 25 |
| 3.1 | Correlation between Theories and Practices..... | 25 |
| 3.2 | Definition of Concept..... | 26 |
| 3.2.1 | Organizational Behavior (ADM 501)..... | 26 |
| 3.2.2 | Human Resource Management (ADM 551)..... | 26 |
| 3.2.3 | Knowledge Management (ADS 607)..... | 27 |
| 3.2.4 | Project Management (ADS 512)..... | 27 |
| 3.2.5 | Ethics in Administration (ADS 452)..... | 28 |
| 3.3 | Application of the Theoretical Knowledge in the Workplace..... | 28 |
| 3.3.1 | The Application of Organizational Behavior in the Workplace..... (ADM 501) | 28 |
| 3.3.2 | Application of Human Resource Management in the Workplace..... (ADM 551) | 29 |
| 3.3.3 | Application of Knowledge Management in the Workplace (ADS 607)..... | 31 |
| 3.3.4 | Application of Project Management in the Workplace (ADS 512)..... | 32 |
| 3.3.5 | Application of Ethics In Administration in the Workplace (ADS 452)..... | 33 |

Chapter 4 : Recommendation

| | | |
|-------|--|----|
| 4.0 | Introduction..... | 34 |
| 4.1 | Recommendation Based On Improving Administration System..... | 34 |
| 4.1.1 | Online Filing System..... | 34 |
| 4.1.2 | Online Application Form for the Application of JPN Authority Card..... | 35 |
| 4.1.3 | Online Conference and Meetings..... | 36 |
| 4.2 | Recommendation Based On Enhancing Service Delivery..... | 37 |
| 4.2.1 | One Stop Centre Counter (OSCC)..... | 37 |

Chapter 5 : Conclusion

5.0 Conclusion for Chapter 1 – Introduction.....38

5.1 Conclusion for Chapter 2 – Schedule of Practical Training.....39

5.2 Conclusion for Chapter 3 – Analysis.....40

5.3 Conclusion for Chapter 4 – Recommendation.....41

5.4 Conclusion for Chapter 5 – Conclusion.....42

APPENDICES.....44

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

This chapter emphasizes on the background of the organization particularly the organization's history, organization's goals and objectives, organization policy as well as its mission and vision. Besides that, this chapter also accentuates on the organization structure and the central business of the organization. Essentially, this chapter assists the trainee to fully understand the nature of the organization and finds out whether the organization's practice make parallel with its mission and vision as well as its goals and objectives.

1.1 History and Background of the Organization

The Road Transport Department (JPJ) was established in 1937, under the Traffic Enactment 1937 of the British military law in the Federated Malay States. The administration was then known as the Road Transport Board, tasked with the regulating and licensing of public enterprises. With the establishment of the administration of Malaya in April 1946, the powers of the board were taken over by the Office of the Registrar and Motor Vehicles Inspection in which covered the whole of Malaya.

Before 1937, the regulation of motorized vehicles covered only the four Federated Malay States of Lower Perak, Selangor, Negeri Sembilan and Pahang. The administration was not extended to the Unfederated Malay States, until Traffic Enactment 1937 was enforced.

In line with the establishment of the department, a law called the Road Traffic Ordinance 1953 was approved to replace the Traffic Enactment 1937. Given the importance of the duties to enforce the law, especially for commercial vehicles, the Enforcement Division was set up to carry out the enforcement functions.

On 1 April 1946, the Road Transport Department was established with the aim to coordinate all aspects of transportation across the country. In connection with the establishment of this department, various related acts were enacted, such as the Road Transport Ordinance 1958 and the Road Transport Act 1987. This was intended to streamline the country's transportation laws as well as a platform for JPJ responsibilities. Following significant improvements to the transportation system in country in the 80's, JPJ was increasingly burdened with multiple responsibilities to improve its service quality. Accordingly, the internal restructuring of the department was carried out to increase the efficiency to suit current needs and interests. Due to the diversity of functions in all parts of the department, various innovations have been implemented to improve the

efficiency of the service. The 90's showed the most promising progress because of the demands of the placed by the transportation system.

The Road Transport Department of Malaysia is one of the departments under the Land Division, Ministry of Transport Malaysia. It is responsible for providing counter services for licensing of vehicles and drivers and the enforcement of the Road Transport Act 1987 to ensure safe drivers and safe vehicles. It is an organization that provides high quality services, with the responsibility to manage and enforce the collection of revenue in a transparent and efficient manner.



1.2 Logo of the Organization



BLUE

Description of road transport department Malaysia logo

RED

Enthusiasm and strong discipline in the service

YELLOW

Services based on moral values and ethical standards, and strong in religious and spiritual values

MOON AND STARS

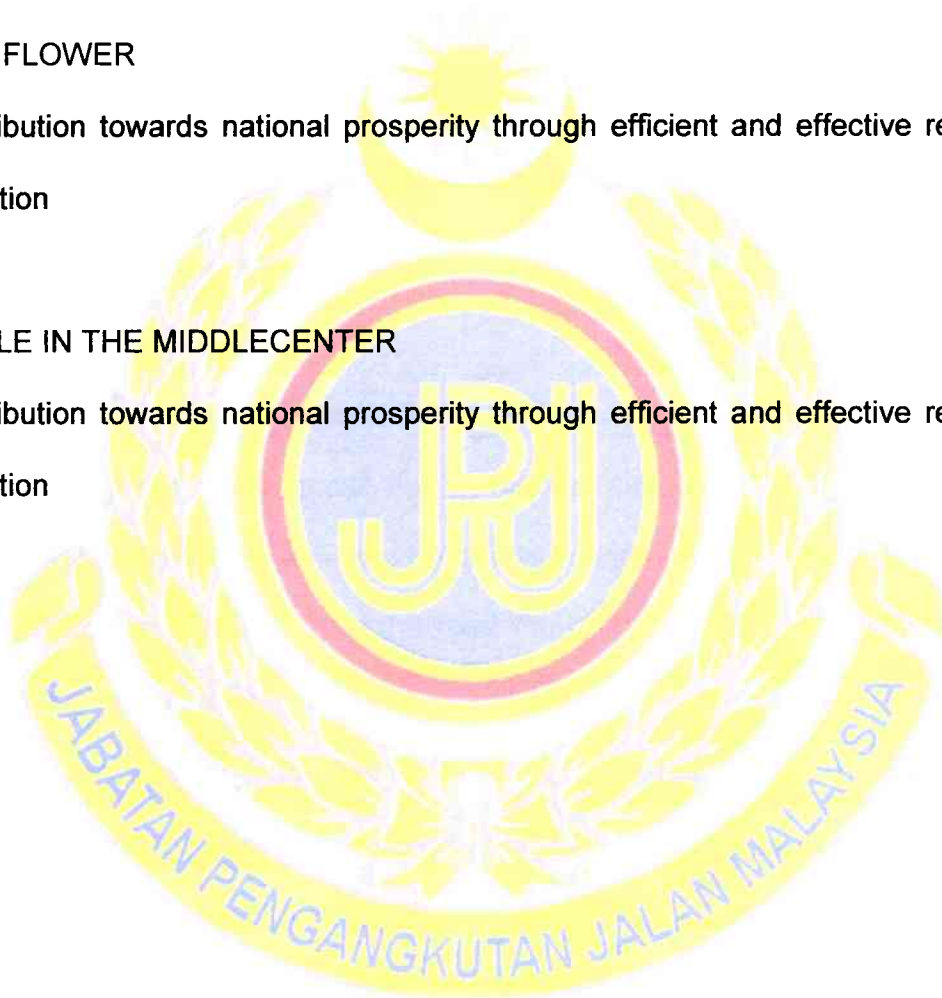
Provision of services based on religious values

RICE FLOWER

Contribution towards national prosperity through efficient and effective revenue collection

CIRCLE IN THE MIDDLECENTER

Contribution towards national prosperity through efficient and effective revenue collection



1.3 Vision of the Organization

To become a world class Road Transport Enforcement Management Organization World Class by 2020.

1.4 Mission of the Organization

To regulate motor vehicles and road traffic safely and efficiently through efficient, reputable and high technology enforcement and service deliveries to meet the nation and customer needs, and to ensure the welfare and professional growth of JPJ citizens.

1.5 Objectives of the Organization

1. To establish and regulate the registration and licensing of motor vehicles in a systematic, reliable and innovative manner.
2. Establish and administer the road transport law with the commitment to produce competent, law abiding and prudent drivers of motor vehicles.
3. To enforce and administer the road transport law with integrity and commitment to create a society that has a culture of adherence to the rules of the road.
4. To monitor and administer motor vehicle safety standards with efficiency and integrity to meet the needs of the environment and the country's automotive industry

1.6 Organization Structure

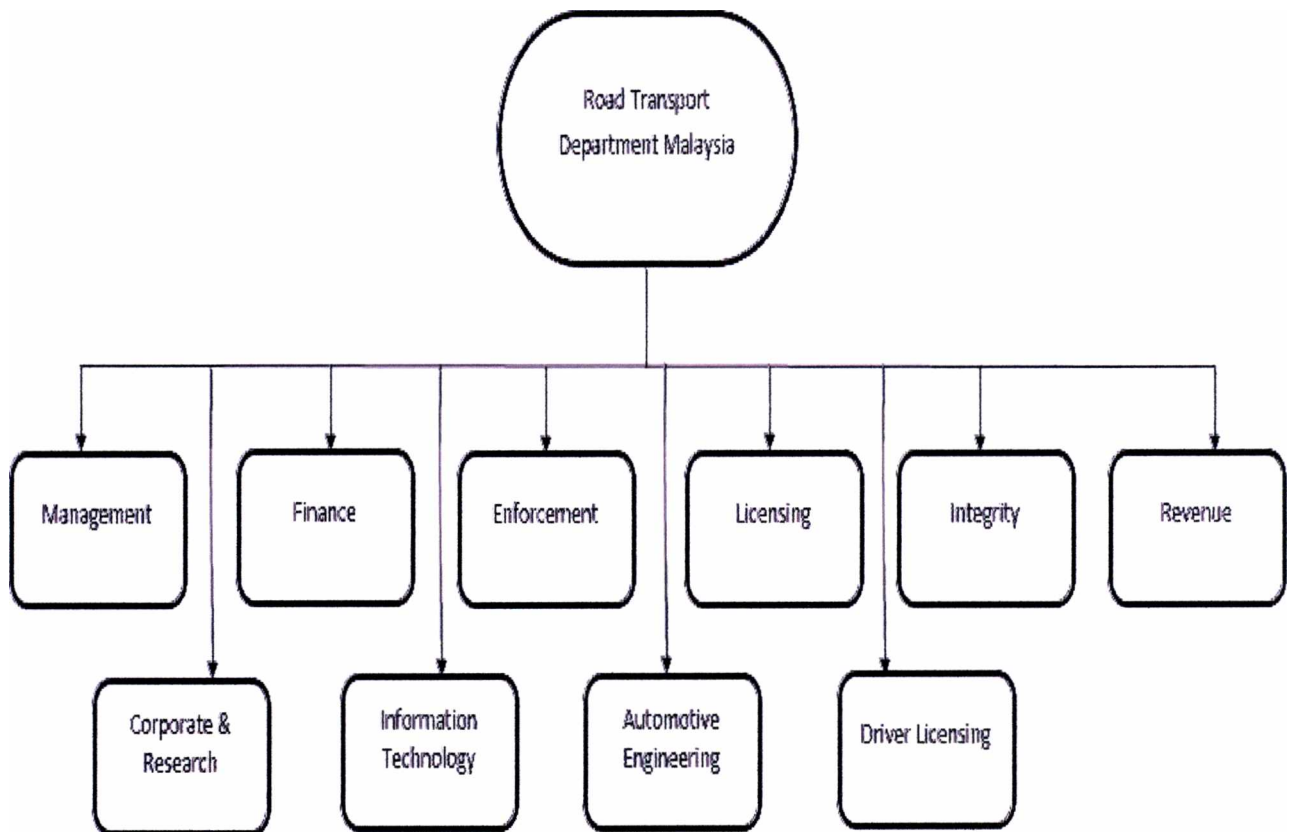


Figure 1.1

Generally by definition, an organizational structure defines how activities such as task allocation, coordination and supervision are directed toward the achievement of organizational aims. It can also be considered as the viewing glass or perspective through which individuals see their organization and its environment.

Figure 1.1 basically displays the organization structure of Road Transport Department Malaysia. Based on the figure, Road Transport Department Malaysia has various functional structures as the department is organized by its functions such as management, corporate & research, finance, information technology, enforcement, automotive engineering, licensing, driver licensing, integrity and revenue. All in all these 10 functions have its own roles and responsibilities to play in the Road Transport Department Malaysia. Fundamentally, the roles and responsibilities based on its functions are as follows:

1.6.1 MANAGEMENT FUNCTION

1. Coordinates aspects of human resource management such as recruitment, appointment, salary and allowances, retirement, promotion and SISPEN.
2. Coordinates general office management covering aspects of cleanliness and comfort, management of facilities such as parking, telephone, water, electricity, toilets and library.
3. Performs as Secretariat for Disciplinary Management, Promotion, Office Integrity, Service and Excellence Awards.
4. Plan, conduct and coordinate PTK examinations and confirmations.

1.6.2 CORPORATE AND RESEARCH FUNCTION

1. Plans and implements corporate and organizational development, and develop the department's web portal.
2. Plan and carry out research and undertake continuous improvements on department's processes and products.
3. Oversee quality management services to customers and act as secretariat for meetings and programs undertaken by the department.

1.6.3 FINANCE FUNCTION

1. Manage the financial administration of affairs, assets and logistics.
2. Manage and supervise the affairs of the annual budget and payments.
3. Prepare reports on five-year plan and the midterm review, making coordination and monitoring of developments project.
4. Act as Secretarial Financial Management Committee Meeting Accounts Department level.

1.6.4 INFORMATION TECHNOLOGY FUNCTION

1. Plan, implement and manage data, and Local Area Network (LAN) and Wide Area Network (WAN).
2. Implement and monitor the electronic delivery of system applications and services.
3. Plan, implement and monitor Knowledge Management (Knowledge Management) services.

1.6.5 ENFORCEMENT FUNCTION

1. Plan, coordinate and monitor the activities undertaken to improve the effectiveness of enforcement of the Road Transport Act 1987/ Commercial Vehicle Licensing Act 1987.
2. Manage activities related to black list, KEJARA records, suspension or revocation of a driver's license.
3. Plan, implement, monitor and evaluate enforcement program or new enforcement policies.

4. Manage and maintain enforcement equipment such as firearms, vehicles and uniforms.

1.6.6 AUTOMOTIVE ENGINEERING FUNCTION

1. Coordinates and regulates the inspection quality and standards at PUSPAKOM.

2. Coordinates and monitor the legal and technical standards of vehicles.

3. Manages the approvals of change of engine and chassis, commercial vehicle construction plans, light transparency and others.

4. Works as Research and Development Center for Automotive Engineering.

1.6.7 LICENSING FUNCTION

1. Conducts research, develops and monitors e-government projects, new registration, and change of ownership and updates relevant acts and rules.

2. Streamlines the registration and licensing of commercial and private.

3. Manages the storage and maintenance of records of vehicles including those at the Central Recordkeeping.

1.6.8 DRIVER LICENSING FUNCTION

1. Plans, implements, reviews and sets the syllabus for Driver Education Curriculum and theoretical and practical trainings for all classes of driving license.
2. Acts as the secretariat for meetings of the Committee for Driving Institute Grading (JKPIM) and provides accreditations to driving Institute.
3. Plans, implements, reviews and monitors the activities of driver licensing under the scope of the e-Services project, in line with policy, legislations and agreements.

1.6.9 INTEGRITY FUNCTION

1. Conducts investigations on lawsuit cases, misconducts in licensing transactions, driver licensing and Approve Site.
2. Monitors the activities of JPJ state and branch offices to ensure compliance with procedures, instructions and circulars of the Department.

3. Performs audits on transactions involving vehicle and driver licensing and enforcement, storage management, finance, records, and screenings of promotion and awards.

4. Perform audits of information data system for all transactions across the JPJ.

1.6.10 REVENUE FUNCTION

1. Conducts accounting on all department revenues at JPJ branches, Pos Malaysia, PUSPAKOM, e-Khidmat and collection agents.

2. Coordinates and oversees the preparation of reconciliation reports of revenue and revenue collection.

3. Manages financial documents received from Pos Malaysia, PUSPAKOM and collection agents.

4. Monitors and inspects revenue collection procedures.

5. Checks and verifies bank discounts to Service Providers and service fees for Gateway Provider.

6. Develops and implements improvement on revenue collection system.

7. Acts as the secretariat for Revenue Account Officer meetings.

8. Manages the disposal of documents and financial records of revenue at the Headquarters.

1.7 Core Business of the Organization

The core business of the organization is referring to the key activity of the organization. As for Sarawak Road Transport Department, the main responsibilities are providing counter service for the licensing of vehicles and drivers and enforce the Road Transport Act 1987 to ensure that drivers and vehicles abide to the rules and regulations relating to road safety. In addition, it is also an organization that provides high-quality services, manage revenue collection and enforce transport act transparently and effectively.

CHAPTER 2

SCHEDULE OF THE PRACTICAL TRAINING

2.0 Introduction

This chapter basically explains the day-to-day accomplishments of the practical training done by the students and also highlights their daily tasks throughout the practical training. In this chapter, it summarizes the tasks given and done by the students in which every description of the tasks done is jot down in detail in the Log Book. There are various tasks given by the organization to the students based on the students' major.

2.1 Description of The Tasks Done Throughout the Practical Training (Weekly Basis)

2.1.1 WEEK 1ST

On the first day of my practical training; Wednesday, 20th January 2016, I reported on duty at Sarawak Road Transport Department (JPJ Negeri Sarawak) at 8 o'clock. Upon arriving there, I was warmly welcome by all the staffs there and one of the staff which is Mr Ah Chun led me to meet my supervisor-in-charge throughout the two months of practical training, Miss Stephenie Yee Miew Fen; Administrative Assistant of Management and Financial Division. On the first meeting with my supervisor, I was asked to fill in few forms related to the practical training such as personal information form, law abiding forms and other related forms. I was also given an attendance card in which is to be punched every hour I come to work and leave the office. Basically, this week is the

introductory week in which I was introduced to all the staffs and enforcement team working under that particular department. I was also being introduced to Mr Zainal Abiddin Bin Salleh, Head of the Administrative Division in which I was assigned by him to be attached under the Promotion and Achievement Unit (Disciplinary Unit) and there I was monitored by Madam Samba Mula. On the first week, Madam Samba explains to me all the do(s) and don't(s) since I was attached under one of the most confidential unit. She also familiarized me with all the confidential files and data that I am going to be working on throughout the practical training. In this week, the first task given to me was to update all the confidential letters received and posted out in the letter log book. Overall, throughout the first week of practical training, the ambience in the workplace was good and warm.

2.1.2 WEEK 2ND

On the second week, I still continue on updating all the confidential letters received and posted out in the letter log book. New tasks being assigned to me was to update the contents of all the personal and confidential files. Upon updating the files, I was taught on how to update according to its various contents. Contents of the files may vary from letter, emails and other written documents such as memos. In updating the files, I was also taught on how to identify whether the documents are being received or sent out. All the documents received must be inserted according to its particular and must not be wrongly inserted as it may cause many complications during updating the files and when

the audits come to check all the files. The rule of updating files is the written documents that being sent in to the department must be recorded using red inked pen while the written documents that are being send out from the department will be recorded using black inked pen. Other than that, I was also taught how to do filing. Upon doing filing, I was also being explained on the details regarding filing. Updating files is different with updating its content. When doing filing, it is necessary to open up new file if the present file needed to be close for some reason such as the file inventory is full or if there are no existing file. The rule for full inventory means that the content of the file must be at least one (1) inch thick or the file had reached its 100th content and the file should be replaced. Updating file involve two main processes which are opening up a new one and close the file that is being replaced. Closing the file involves recording the date of the last content and that particular date will be used as the closing date of the file. In the front of the file that is being closed will be written with "Ditutup Pada (Date of the last content in the file)". For example "Ditutup Pada 01/01/2016" and only then we can open up new file which involve writing the new volume number of the file. Opening up new file also means that there will be new volume number of the file with the same name. Other than that, I also assisted in updating documents related to salary of the staffs as well as the enforcement teams in the Microsoft Excel. On this week also, I did a lot of scanning of confidential documents that are mostly to be used in the meetings. I also assisted in sorting as well as tagging documents that are to be disposed according to its numbers and labels in the archive box. Other tasks given to me was shredding

boxes full of confidential documents that are no longer used. All this documents needed to be shredded as it is important to ensure all the data remain confidential.

2.1.3 WEEK 3RD

Third week of my practical training is one of my busiest weeks as for this week it is the week of the Disciplinary Unit's meeting. Basically, this week I was assigned to assist in photocopying a box full of confidential documents that are going to be used in the disciplinary meeting. I was asked to photocopy all the documents in the Director's office because all the documents that I am dealing with are very confidential. Since there are too many documents to be photocopied, it takes 3 days to complete photocopying it. Then, after finish photocopying all the documents, I then sorted them according to the numbers of officers attending the meeting and placed all the documents in each of the officers' files. I was also asked to meet few enforcement officers to get them to sign several confidential documents that are also going to be used in the meeting. I also helped Madam Samba to make catering orders for the meeting which was held on Thursday this week. As making the catering order, I was also being taught on how to fill the catering forms according to its particular. On the day of the meeting, I assisted Madam Samba in the meeting preparation such as setting up the meeting room as well as getting ready all the documents that has been sorted and arranged it in the meeting room. Here, I was exposed on how to prepare for a meeting. As the meeting was a confidential meeting, I was not

invited to join in the meeting. While the meeting was on, I continued my regular tasks which were updating files, opening and closing files as well as sending letters to the File Room to be posted. After the meeting ended, I also assisted in carrying back the documents to the Confidential Unit. On Friday, I attended the monthly assembly. For Sarawak Road Transportation Department, they hold monthly assembly with different theme. Since this month is the Chinese New Year celebration, hence the theme is that all the non-enforcement staffs must wear Samfoo for the men and Kebaya Nyonya for the women. The assembly was held in the front compound of the main building. Here, I was too exposed to the organizational culture of Sarawak Road Transportation Department.

2.1.4 WEEK 4TH

On the fourth week, the task given to me was related to the Authority Card application. First and foremost, the first thing to do before processing the application is that I need to sort all the application forms based on its completion. The sorting of the application forms is based on the completion of the requirements needed. Hence, all the complete forms are gathered together and the incomplete ones are also being grouped together. This will eventually makes it easy to proceed to the next stage of processing the application form. Basically, for the application form to be considered complete is when the requirements are fully fulfilled. Completed form must have 3 pieces of passport-sized photo with only blue-colour background, a copy of MyKad/identification card, a copy of officers' duty & responsibilities as well as a copy of the JPN authority card if the

application is to replace the old ones. Besides that, the form must also be written with black inked pen and officers' signature must be in the provided box in the form. If the signature is outside of the box or even touched the line of the box, the application form is to be considered incomplete and will be rejected. The completed form then will be grouped together and a letter will be issued to particular authority for further action. As for the incomplete form, a rejection letter will be issued to the officers if the officers are from other branches except for Headquarters. The officer in headquarters will be either given a memo or contacted directly so that they can hand in complete form immediately. Therefore, this week I was exposed on the processes related to applications of authority card of the enforcement team as well as learnt on how to prepare official letters.

2.1.5 WEEK 5TH

On the fifth week, the task given to me was to assist in the preparation of the 3-days interview for promotion purposes. For the interview event, I was asked to prepare stationaries as well as photocopying documents needed for the interview session. I also assisted in checking every interview rooms and make sure that all of it are well-prepared and ensure that everything had been set up before the interview begins. After the interview ended, I also assist in tidying up the rooms so that it can be used for other purposes. Besides that, while the interview was on I had also been asked to make few phone calls contacting the officers and even look for them personal who had incomplete Authority Card

application forms and asked them to hand in complete form so that action could be taken. On the other hand, new task given to me was to also assist on writing summary of excellence service for the candidates of the Excellent Service Award (Anugerah Perkhidmatan Cemerlang). I also continued my regular tasks which are steered every day such as photocopying documents, scanning documents, sending letter to the file room, and sending letter for signing as well as sending invitation forms to the particular officers and pick up letters at the file room.

2.1.6 WEEK 6TH

On Week 6, the staff-in-charged to monitor me which is Madam Samba was not around because she had to attend organizational training for one week. However, she did left me a few tasks to be completed while she is not around. In this week, I continued my regular task which is updating all the files that are still left and not updated yet. Besides that, I was also asked to do new tagging for all the files and change the old ones since the old ones are not in a good condition anymore. While Madam Samba was gone for the course and seminar in Pulau Langkawi for a week, I was monitored by Madam Siti Hajar who also works under the Confidential Unit. Madam Siti Hajar deals with promotion and achievements whereas Madam Samba is more on disciplinary. For that 1 week, I learned new tasks related to promotion and achievement of the staffs as well as enforcement team. Hence, the first tasks given to me by Madam Siti Hajar was to scan confidential documents related to award-giving of the staffs and enforcement officers that performed well in their work. Basically, these documents are to be

used during Hari JPJ. Other than that, I was also given the task to make photocopies of the confidential document which is the result of the promotion interview of the enforcement officers that got promoted. After that, I searched for their data regarding their file number in the JPJ Database and sort as well as update the contents according to their personal files. Besides assisting Madam Siti Hajar, I also indirectly helped Madam Samba in certain tasks in which the task that is to be done is urgently needed while she is in Pulau Langkawi. One of the tasks is that she required me to type a list of her duties in an official manner and emailed it back to her. Another task was she asked for my help to search for a particular personal confidential file and snapped the photo of the documents needed by her. Basically, this week I get to learn about details regarding promotions and achievements working under Madam Siti Hajar.

2.1.7 WEEK 7TH

On the seventh week, I was given the task to search for confidential documents and information in the closed file kept in the File Room as well as in the employee service book. This was actually for the meeting purposes. Other than that, I was also asked to print hundreds of pages of slides regarding Disciplinary Actions as well as making one copy of it and bind them into becoming a reference book. New task given to me on this week was that I was taught to prepare letter of appointment for the new member of the disciplinary board. I was also asked to prepare the list of duties of the disciplinary board in an official manner in which is to be sent to the JPJ Headquarters. Besides that, I

was also taught on how to edit meeting agendas. I also assist in editing meeting agenda for the upcoming meeting of the disciplinary unit. I also continued the task in which to prepare letters regarding the application of the JPN authority card that is complete in terms of the requirements in which applied by the enforcement officers and to be send to JPJ Headquarters for further action. Other regular tasks done are also being continued such as photocopying documents, scanning documents, sending letter to the file room, and sending letter for signing and pick up letters at the file room. On Friday, I attended the second monthly assembly with the theme of "Old School".

2.1.8 WEEK 8TH

For the last week of my practical training, as usual I still continue the task regarding the Authority Card Application. New tasks given regarding the authority card application was that I was asked to prepare appendix regarding incompleteness on the application of the JPN Authority Card in which the appendix is to be attached with the accompanying letter and is then to be emailed to the respective branch of JPJ in Sarawak. Besides that, I also assisted Madam Siti Hajar in photocopying letters received for the JPJ Headquarters in which is to be distributed according to its placed. The original copies of the letters are handed to the Director for signing. New task given to me was that I was taught on how to prepare letter regarding disciplinary matter. Hence, I assisted in preparing letter regarding the disciplinary matter of the officer concern and this letter is to be sent to JPJ Headquarters. Other regular tasks done are also being continued such as

photocopying documents, scanning documents, sending letter to the file room, and sending letter for signing and pick up letters at the file room. At the end of the day, I attended a short farewell meeting with the Director of JPJ Sarawak and few other enforcement officers and received a certificate of appreciation and small gifts from the Sarawak Road Transport Department team.



CHAPTER 3

ANALYSIS

3.0 Practical Training Analysis

This chapter enlightens on the analysis of the entire task conducted throughout the practical training in the organization. The analysis highlights the liaison of theoretical and academic knowledge of the student and what they actually do in practice. It is basically on how the students relate the tasks given to them to their knowledge that they gained in class.

3.1 Correlation Between Theories and Practices

For the duration of two months practical training in the Sarawak Road Transport Department, there are various tasks assigned in accordance to the requirement for the training. Most of the tasks given are to a certain degree related to what had been taught theoretically in the class. In general, most of the tasks that I had conducted in the organization are in the scope of service and administration. Scope of services ranging from disciplinary action process, promotion process and documentation whereas the scope of administration comprises of office administration and file management. Basically, those tasks done are related to the subjects that had been learnt in the class such as Organizational Behavior, Human Resource Management and Knowledge Management.

3.2 Definition of Concept

3.2.1 Organizational Behavior (ADM 501)

Organizational behavior by definition is the study of how people interact within groups. It is also the study of human behavior in organizational setting, the interface between human behavior and the organization, and the organization itself. The central idea of the study is on a scientific approach which can be applied to the management of employees. Customarily this study applies in an attempt to create more efficient and effective business and the organizational behavior theories are used for human resource management purposes in which is to make best use of the output from each individual.

3.2.2 Human Resource Management (ADM 551)

Human Resource Management by definition is a function in the organizations designed to maximize employee performance in the service of an employer's strategic objectives. Human Resource is primarily concerned with the management of people within organizations, focusing on policies and on the systems. Human Resource Management also involves the policies and practices involved in carrying out the human resource aspects of a management position including recruiting, screening, training, rewarding and appraising. Human Resource Management is crucial for the organization in order for them to achieve the organizational objectives.

3.2.3 Knowledge Management (ADS 607)

Knowledge management is the process of capturing, distributing, and effectively using knowledge. Generally, it refers to a multi-disciplinary approach to achieving organizational objectives by making the best use of knowledge. Knowledge management is also a discipline that promotes an integrated approach to identifying, capturing, evaluating, retrieving, and sharing all of an enterprise's information assets. These assets may include databases, documents, policies, procedures, and previously un-captured expertise and experience in individual workers.

3.2.4 Project Management (ADS 512)

Project Management by definition is the application of processes, methods, knowledge, skills and experience to achieve the project objectives. Generally, a project is a unique, transient, endeavor and undertaken to achieve planned objectives which could be defined in terms of outputs, outcomes or benefits. Besides, project management also involves the discipline of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria. In Project Management, there are several challenges that will be faced as it is not simple to execute one according to the black and white. This is because it involves all levels of management in the organization as well as the resources available in the organization. By all means, project management is essential in every organization.

3.2.5 Ethics in Administration (ADS 452)

Ethics, firstly, or also known as moral philosophy is the branch of philosophy that involves the systemizing, defending, and recommending concepts of right and wrong conduct. The terms *ethics* generally originated from the Ancient Greek word *ethikos* which is derived from *ethos* which means habit. Essentially, in practice, ethics seeks to resolve questions of human morality, by defining concepts such as good and evil, right and wrong, virtue and vice, justice and crime. Today, there are three major areas of study within ethics which are meta-ethics, normative ethics and applied ethics. Fundamentally, ethics in administration is one of the important part in an organization.

3.3 **Application of the Theoretical Knowledge in the Workplace**

3.3.1 The Application of Organizational Behavior in the Workplace

(ADM 501)

Organizational behavior can be pragmatic in the workplace of Sarawak Road Transportation Department. This can be seen in the events of monthly assembly organized by the Sarawak Road Transport Department. After attending two monthly assemblies, I get the exposure to learn the culture of the department in terms of having monthly assembly in which held every month and the most fascinating is that it is held with different theme. The assembly organized focuses on the reflection and evaluation of the department on their monthly goings-on and if there is any suggestion it would be announced during the assembly. Hence, it can also be seen that through the monthly assembly all the staffs and

enforcement officers get together and this binds the bonds between not only department and staffs as well becoming stronger.

Besides that, organizational behavior also can be applied in terms of the communication system and tools used by the department in terms of interacting between one another within the organization. Various communication tools were also used to interact within and also outside of the department. For instance, the department uses emails and memos as well as phone calls to communicate within the organization for any official matters. Generally, during the practical training I can see that it is an effective way to use those communication tools because it does not only ensure the information sent will be received by the particular officers but also it eases the staffs and officers in terms of cost and time. Hence, the way of communicating with each other using those tools have become part of the culture and behavior of Sarawak Road Transport Department.

3.3.2 Application of Human Resource Management in the Workplace

(ADM 551)

During the practical training, I see that the course of Human Resource Management can be applied in the course of disciplinary actions in the Sarawak Road Transport Department. Upon doing my practical training attached under the Confidential Unit, I was given the exposure on how and what are the procedures in terms of disciplinary action needed to be taken towards the allegedly misdemeanors and problematic enforcement officer and staffs. Basically,

disciplinary issue arises when there are reports on it. The report then will be processed by Disciplinary Committee by collecting enough evidences and facts especially when there is reference of previous cases. Now, strong evidence is needed to call it a disciplinary issue otherwise it will not be a disciplinary issue. The evidences collected then will be analyzed to make sure it is the right evidence to support the issue. Then, all the facts will be compiled and brought to meeting. Normally if the case is considered to be a small case that it can be solve by the department itself then the decision on the disciplinary action will be made by the branch department. However, if the disciplinary case is considered to be heavy which will affect not only the officer involve but the department tremendously; the decision on the disciplinary action will be decided by the main department or the headquarters. The disciplinary action taken is based on the Peraturan Pegawai Awam (Kelakuan & Tatatertib) 1993 which applied to the all government officers.

Other than that, human resource management can also be applied in terms of the promotion and achievement. Some of the examples that can relate to this are the promotion interview, rewards such as Excellent Service Awards and also training for the employees of the each department. It can be seen that the Road Transportation Department are fully concerned with the performance of the staffs as well as enforcement officers in which the ones that performs well will be awarded and gets recognition including getting promotion. Therefore, this indirectly boosts the staffs and enforcements officers' enthusiasm to perform better for the goodness and benefits of the department and themselves.

3.3.3 Application of Knowledge Management in the Workplace (ADS 607)

The application of knowledge management course can be seen on the knowledge sharing that had been conducted by the Sarawak Road Transport Department. In terms of knowledge storing it can be seen that the entire department emphasizes on the filing system of the department. Every file are systematically stored in the File Room and the access to the file are using technology such as the database and software that specially design to access to every files. The systematic way of file storing not only eases the staffs to search for the file but also helps the staffs to find all the information needed even if the information is 2 years ago.

Besides knowledge storing, the Sarawak Road Transport Department also involved in knowledge sharing. I have seen the department especially the "Unit Latihan" providing courses and talks for the staffs and enforcement officers of the departments. Some of the example of the talks is financial awareness talk and safety talks. However, I am not directly and fully involved in those particular events which hold me from giving detail information on it. Nonetheless, there are many courses and talks held by the department to boost the knowledge of the staffs as well as the enforcement officers.

3.3.4 Application of Project Management in the Workplace (ADS 512)

During the practical training for approximately two months in Sarawak Road Transport Department, the application of Project Management can be seen being applied in the organization. This can be seen during the 3-days interview for promotion. During the 3-days interview, Sarawak Road Transport Department was the organizer of the interview session. In terms of the application of project management onto the interview session held for 3 days, it can be seen that the management responsible of the event distributed the responsibility well among the staffs.

For instance, Madam Siti Hajar was one of the people responsible in making sure the facilities required during the 3 days interview session is ready and in good condition. For example, Madam Siti Hajar and the staffs working under her supervision will ensure that the tables, chairs, stationaries and documents required during the interview such as forms needed during the interview are ready before the interview. I was also exposed to assist in handling this 3 days interview session as I was assigned to work together with Madam Siti Hajar. Besides that, there is also an after-event meeting for evaluation of the 3 days interview. Hence, this has exposed me well on how to handle these kinds of events which involves many branch of the organization and people. Generally, Project Management is one of the things that I learnt while doing my practical training and has helped me well in handling many events and projects in university.

3.3.5 Application of Ethics In Administration in the Workplace (ADS 452)

The application of Ethics in Administration course can be seen on the ethics and values among the staffs of every levels of management in the Sarawak Road Transport Department. In terms ethics and values it can be seen that the entire department emphasizes ethics and values among the department. In any organization, ethics and values are the core of the organization as this is what bring the organization together and stands strong.

For example, when I was assigned under the Promotion and Achievement Unit (Disciplinary Unit), I was first explained on the ethical values by Madam Samba especially working under this unit. This is because when working under this unit, the number 1 most important value that oneself must have is integrity. This is because working under this unit does not only involve confidential documents but also the confidential information of every staffs of Sarawak Road Transport Department which comprises of branches all around Sarawak. Nonetheless, this does not only encompass under this unit only but also every unit under the Sarawak Road Transport Department. For instance, the value of integrity is also important under the Enforcement Unit. This is because their responsibilities involve not only integrity but also honesty.

Generally, ethics is crucial in any organization whether public or private sector as ethics is the main agent that brings together the whole organization becoming one and ensures that all the works done in the organization by every staffs runs smoothly, effectively and efficiently.

CHAPTER 4

RECOMMENDATION

4.0 Introduction

This chapter enlightens on the recommendations that can improve as well as enhance every activity done in the organization. These recommendations highlight based on the strengths and weaknesses of the organization in terms of its system as well as service delivery. Generally, this chapter focuses on the student's idea in recommending based on the organization strengths and weaknesses by relating it also on the subjects that they have learnt.

4.1 Recommendation Based On Improving Administration System

4.1.1 Online Filing System

Since the filing system in the Sarawak Road Transport under administrative department especially is done manually it which involves an enormous amount of paper which can increase the risk that the paper might lose or ruin by accident, I humbly suggest that the department should start on creating an online filing system. Generally, this idea is similar to "cloud" documentation online. Basically, this is like keeping documents or other personal items online whereby one can access his or her documents anytime in case if the hardcopy of the document loses or ruins. Same goes to filing system, the department can create a "cloud" filing system whereby all the documents being

scan and kept in the “cloud” file. This is to ensure that the department has a backup in case the hardcopy of the documents especially the confidential documents relating to confidential issues lose or ruin by accident for instance got caught on fire. Besides that, this is also to ensure that the department works effectively and efficiently. Effectively here means that the staffs utilize well the technology that is provided to the department. Efficiently on the other hand means the staffs does not have to do any more photocopying or printing documents. This also indirectly reduces the expenses on purchasing papers. Hence, this also leads to an effective and efficient filing system.

4.1.2 Online Application Form for the Application of JPN Authority Card

For the Enforcement Unit, there is specific duration whereby their JPN Authority Card will expire and that they have to apply to renew the duration of the authority card. When the duration of their JPN Authority Card expired, the enforcement officers will have to go to the administration department to fill in the form and submit it to the unit handling the process of the application of the card. Now, this actually creates bureaucracy whereby it involves many processes and again papers. Instead of doing that, I modestly recommend that the administrative department should create an online application form for the application of the JPN Authority Card. This eventually will lessen the process that involves in the application of the card. Essentially, instead of having the officers to come all the way to the administration department just to fill in the form, it is more easy and efficient for the officers to fill the form online. This basically

reduces the time of the officers which involves more on the ground tasks and expenses especially if the officers is from other branch in which they have to post the application forms. If the form is online, it also indirectly reduces the risk of losing the forms or ruin by accident. Hence, it will also be easier to process if the forms are online in which it can directly be transmitted to the headquarters for further action without worrying about time and expenses.

4.1.3 Online Conference and Meetings

In terms of conference and meetings especially, during the two months of practical training, I have seen that sometimes not everyone is available to involve in the meetings sometimes especially the top management as they are sometimes away from the office having outstation. To make the meeting or conference more effective and efficient, I basically suggest the Sarawak Road Transport Department to involve in online meeting and conference. This eventually can ensure that all the top management especially to fully involve in the meeting whenever and wherever there are. This basically can be done through Skype and other live communication through online. Essentially, this can ensure thorough information being distributed among every staffs of every level of management.

4.2 Recommendation Based On Enhancing Service Delivery

4.2.1 One Stop Centre Counter (OSCC)

The Sarawak Road Transport Department has continues to transform its delivery by having strategic cooperation with N.B Motors Sdn Bhd as its business partner in setting up a One Stop Centre Counter (OSCC) for an on-line registration of new vehicles. Basically, the implementation of the One Stop Centre Counter (OSCC) is part of the transformation of JPJ delivery system in which the initiative was aimed to ensure that the process of registration of the new vehicle could be carried out efficiently and speedily. Besides that, the transaction at the One Stop Centre Counter (OSCC) will also give comfort to the public and reduce congestion at the JPJ office counters. It will also indirectly reduce cost of the organization. However, what I would like to recommend is that the Sarawak Road Transport Department should expand its business partner to other driving institutions in opening up the One Stop Centre Counter (OSCC). Other than that, I also would like to recommend that the Sarawak Road Transport Department to open up more One Stop Centre Counter (OSCC) especially in the rural area. This is to ease the people living in the rural area to do any payments or registration regarding their vehicle through the One Stop Centre Counter (OSCC) without having to go to the main office. Eventually, this boost the effectiveness and efficiency level of the Sarawak Road Transport Department especially in terms of service delivery to the public.

CHAPTER 5

CONCLUSION

5.0 Conclusion for Chapter 1 – Introduction

Generally, Sarawak Road Transport Department (JPJ) is one of the Road Transport Department of Malaysia under the Land Division, Ministry of Transport Malaysia. It is responsible in providing counter services for licensing of vehicles and drivers as well as the enforcement of the Road Transport Act 1987 to ensure safe drivers and safe vehicles. It is an organization that provides high quality services, with the responsibility to manage and enforce the collection of revenue in a transparent and efficient manner with the vision of becoming a world class Road Transport Enforcement Management Organization World Class by 2020 and the mission which is to regulate motor vehicles and road traffic safely and efficiently through efficient, reputable and high technology enforcement and service deliveries to meet the nation and customer needs, and to ensure the welfare and professional growth of JPJ citizens. This chapter also enlightens on the history and background of the Road Transport Department Malaysia, logo description, objectives of the organization, organizational structure, functions as well as the core business of the organization. Overall, Sarawak Road Transport Department is an elite unit which is responsible in ensuring safe drivers and safe vehicles in Sarawak.

5.1 Conclusion for Chapter 2 – Schedule of Practical Training

This chapter highlights the overall of my internship activities at Sarawak Road Transport Department under the Promotion and Achievement Unit (Disciplinary Unit) on the 20th January 2016 until 16 March 2016. During the my practical training, I was exposed to various courses of work especially in terms of administrative tasks which is align with my studies such as filing of documents in which in my unit deals with mostly confidential documents, preparing letters which also includes confidential letters, processing the applications of JPN Authority Card applied by the enforcement officers, preparing documents for meeting, assist in project which is the 3days Promotion Interview event which also involve all the JPJ enforcement officers of Sarawak and many more . The entire tasks are based on the AM228 Bachelor of Administrative Science syllabus. Being a student undergoing practical training under the Promotion and Achievement Unit (Disciplinary Unit) is the most valuable experience that I ever had because not only I was exposed on the real working environment but also I was taught on the values needed during working such as integrity, honesty as well as responsibility. Hence, this unit has assisted me in gaining a lot of real job experience and how I can apply theoretical knowledge into real working ambience. Most importantly, I have gained various skills especially in terms of soft skills applications in which are useful in my future undertaking.

5.2 Conclusion for Chapter 3 – Analysis

This chapter encompasses on the analysis of the tasks done during my two months internship based on several subjects that I have taken during my studies. Basically, this chapter focuses on the applications of the theoretical knowledge gained during my studies to the working environment. There are several subjects that I have learned in which I applied it during my internship such as Organizational Behavior (ADM 501) in which under this subject I was able to learn the culture of Sarawak Road Transport Department. Besides that under the subject of Knowledge Management (ADS 607), I was also able to learn on how the Sarawak Road Transport Department ensure continuous learning by organizing courses for its staffs in which is the responsible of 'Unit Latihan'. In terms of Human Resource Management (ADM 551), I also gained the knowledge in terms of dealing with disciplinary issues among the staffs and how to resolve it as I was placed under the Disciplinary Unit as well. For Project Management (ADS 512), I was involved in the 3 days Promotion Interview which involve all the JPJ enforcement officers of Sarawak and here I learned on how to organize big project like this. Last but not least, in terms of Ethic in Administration (ADS 452), I learned the values that bring the organization together which are integrity, honesty as well as responsibility. Essentially, I used all the knowledge that I have acquired in the class into all the tasks that I have done during my practical training.

5.3 Conclusion for Chapter 4 – Recommendation

In this chapter, it emphasizes on the recommendations that I have come up with that I believe will be able to improve and enhance the administrative system as well as service delivery system of the Sarawak Road Transport Department. For instance, in terms of administrative system, I have come up with several recommendations such as online filing system, online application of JPN Authority Card as well as online conference and meetings. In terms of online filing system, this will help in avoiding incidence of loss of documents especially the confidential documents. On the other hand, in terms of online application of JPN Authority Card, this is to reduce the time taken to process the application especially now when the Sarawak Road Transport Department are still using the manual system of application in which is still using application forms in paper. In addition, in terms of online conference and meeting, I recommended it because during the two months of my internship, I saw that not only are always available and present during any meetings or conference since some are not around or having outstation work. Now, instead of having the traditional way of meeting which is having everyone present in the room in terms of person, online meeting is more efficient since the person still can involve in the meeting even though he or she are not present in person. This will be more effective and efficient as the meeting will not have to be cancelled if anyone is not present and this will also ensure thorough information among all. Another recommendation in terms of service delivery system, I have focused on the One Stop Centre Counter (OSCC). This One Stop Centre Counter (OSCC) is part of the transformation of

JPJ delivery system in which the initiative was aimed to ensure that the process of registration of the new vehicle could be carried out efficiently and speedily. The Sarawak Road Transport Department has continues to transform its delivery by having strategic cooperation with N.B Motors Sdn Bhd as its business partner in setting up a One Stop Centre Counter (OSCC) for an on-line registration of new vehicles. My recommendation was instead of only opening the One Stop Centre Counter (OSCC) with N.B Motors Sdn Bhd, the Sarawak Road Transport Department should also open up the One Stop Centre Counter (OSCC) in other driving institutions as well as focusing in rural area as these will ease the burden of those from the rural area to resolve problems dealing with vehicle instead of coming to the main office which is probably far from their hometown. All in all, these recommendations will help to boost the effectiveness and efficiency of the Sarawak Road Transport Department both in terms of administrative system as well as service delivery system to the public.

5.4 Conclusion for Chapter 5 – Conclusion

To sum it all up, the internship program was a perfect medium of experiencing the real life job. It enables me to apply all the knowledge that I have learnt in theories into practice though the practical training. I managed to survive and learned a lot from this training. Besides, I also have acquired skills and knowledge from the practical training which I can use in my future work undertaking. The job environment also gave me a view on how to adapt and what to do and others related as part of disciplinary processes and educational

benefits. From the first day I started my internship, I was introduced to the Sarawak Road Transport Department working environment as well as the profile of the organization as highlighted in Chapter 1. During the two months of the internship, as enlightened in Chapter 2, I have learnt a lot especially in terms of administrative tasks which includes filing and documentation, letter preparation, meeting preparation and many others. In Chapter 3, it essentially focuses on how I apply on the knowledge and theories that I have learned in classes into practice. Basically, there are several subjects that I have learned in which I applied it during my internship such as Knowledge Management, Ethic in Administration, Project Management and others. Essentially, I used all the knowledge that I have acquired in the class into all the tasks that I have done during my practical training. As for Chapter 4, through the several strengths and weaknesses that I have discovered during the two months of practical I have also come up with quite a few recommendations to improve and enhance the Sarawak Road Transport Department especially in terms of the administrative system as well as in terms of the service delivery. In a nutshell, I hope for extending furthermore the internship because there are a lot to learn. If and only if the practical training can be extended to one whole semester I personally think that it will be a priceless experience that the students will attain for the purpose of future undertaking especially when the student are finally venturing into the working world.



APPENDICES

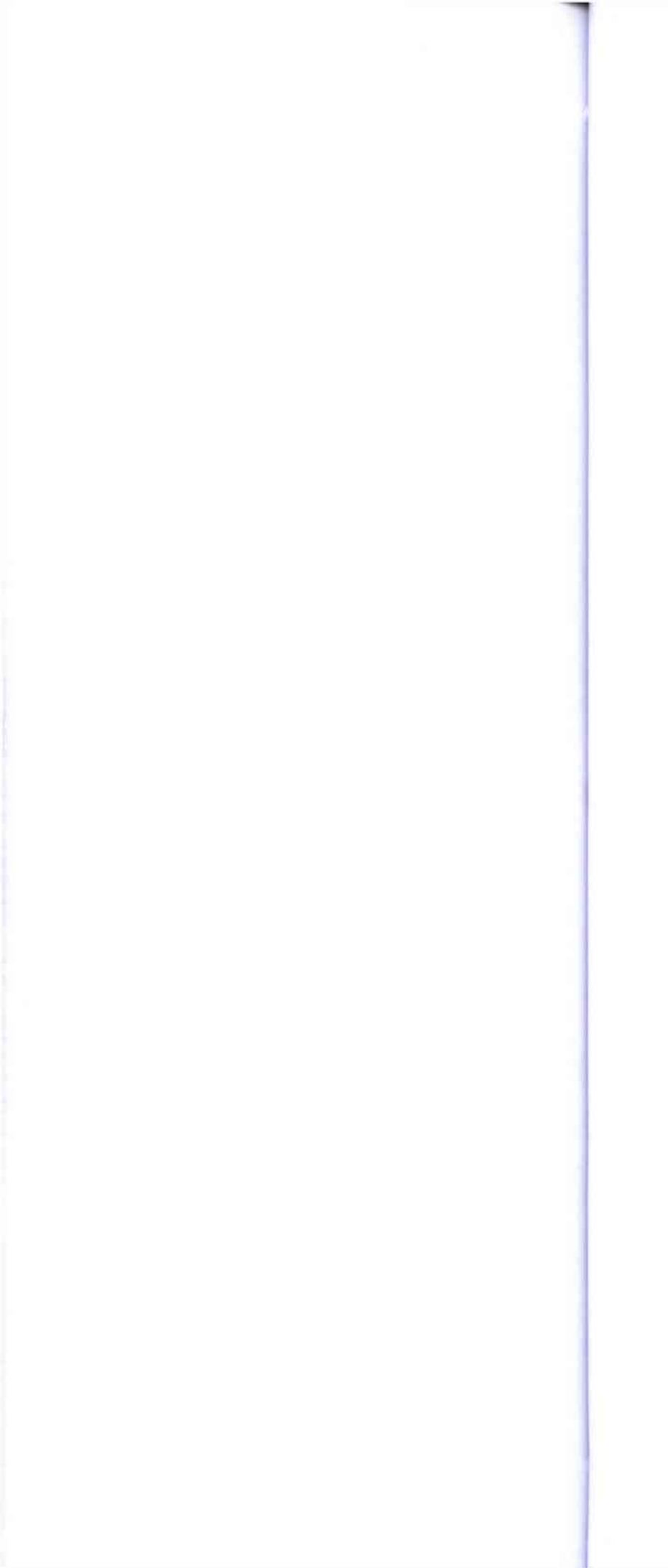




Image 1: The Confidential Unit (Promotion and Achievement Unit & Disciplinary Unit) in which I was attached to for the 2 months of internship.



Image 2: Meet my second in command supervisor under the Confidential Unit, Puan Samba Mula.



Image 3: Part of the task done during the 2 months of internship was to delegate the letters regarding the result of the promotion interview to the enforcement officers that are successful in the interview for each JPJ department throughout Sarawak.



Image 4: 2nd last day of my internship and spending my lunch hour with the staffs of JPJ Sarawak.

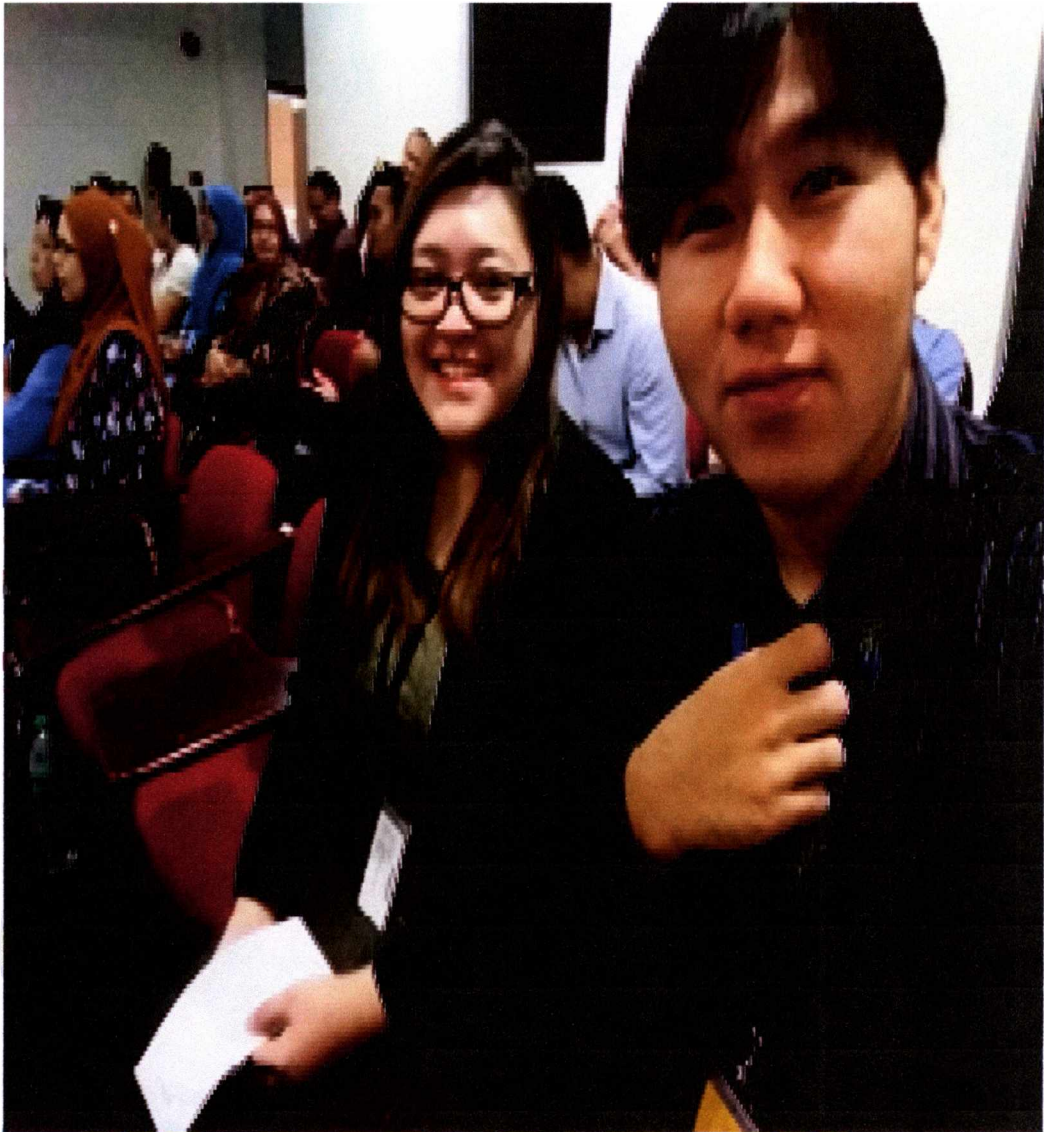


Image 5: During one of the monthly assembly with the theme of “Old School”.



Image 6: Received an appreciation certificate and a small gift from the Director of Sarawak Road Transport Department, Tuan Ibrahim bin Othman.