



**FACULTY OF ADMINISTRATION SCIENCE AND
POLICY**

BACHELOR OF ADMINISTRATIVE SCIENCE WITH HONOURS

INDUSTRIAL REPORT

**SEKOLAH MENENGAH KEBANGSAAN DATUK PATINGGI
HAJI ABDUL GAPOR, STAMPIN.**

SUBMITTED BY:

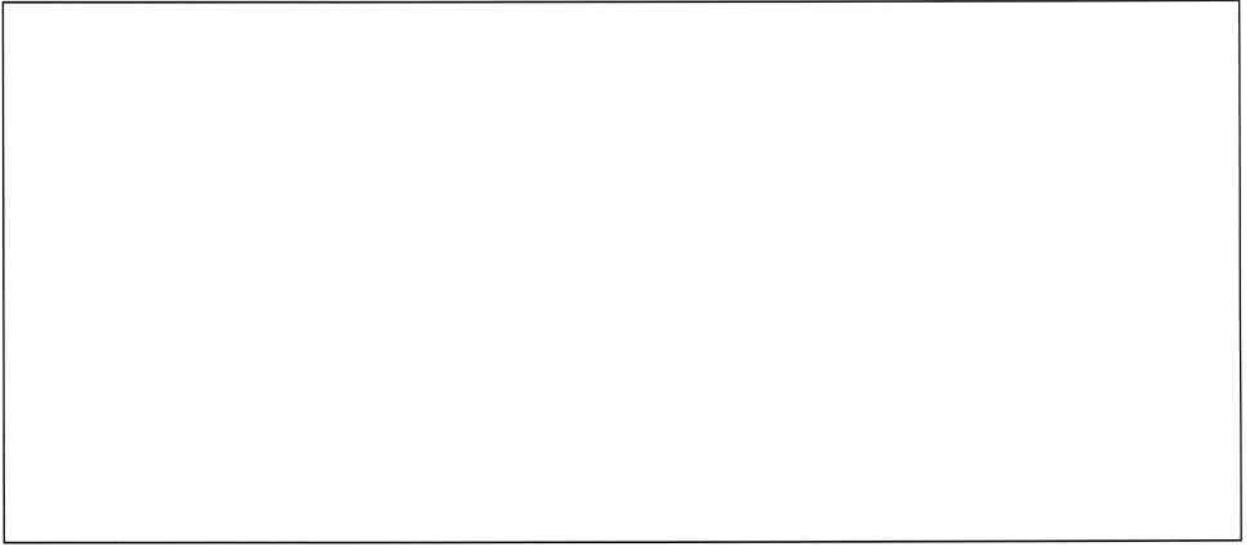
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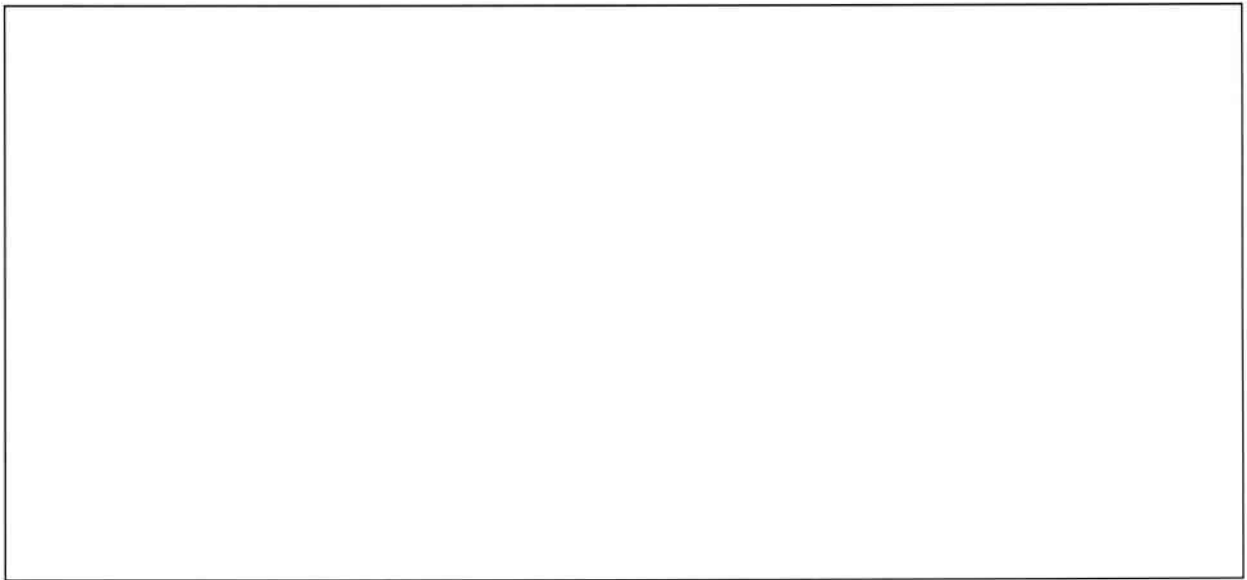
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SUPERVISOR COMMENT

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MODERATOR COMMENT

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CLEARANCE FOR SUBMISSION OF THE INDUSTRIAL REPORT BY THE SUPERVISOR

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Title of Industrial Report : Sekolah Kebangsaan Datuk Patinggi Haji Abdul
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I have reviewed the final and complete industrial report and approve the submission of this report for evaluation.

(Signature)

Date:

DECLARATION

I hereby declare that the work contained in this Industry Report is original and my own except those duly identified and recognized.

Signed:



(SALWA BINTI MATERANG)

ACKNOWLEDGEMENTS

First of all, I would like to thank God for His Blessings given to me to do and finish this report. Without His Blessings, I may definitely unable to finish this report.

I want to express my thanks and grateful to my supervisor, Madam Nadrawina. She had given a lot of advices, guidelines, and information which related to my report in order for me to complete this. Those advices, guidelines, and information were very useful for me to ensure my report successfully done.

I would also like to express my thanks to the people who have helped me to finish my report, directly or indirectly. I also thank to all my colleagues at Sekolah Kebangsaan Dato Patinggi Haji Abdul Gapor who give information to me.

Last but not least, I also want to thanks to my lecturer, Sir Fairuz Hidayat who taught me many things about report. Thank you very much.

Salwa Binti Materang

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CHAPTER 1

INTRODUCTION

1.1.1 Introduction

This chapter explains the organizational background which includes history, mission, vision, and any information that related to the organization.

1.1.2 Organization History



The government Secondary School Datuk Patinggi Haji Abdul Gapor, Stampin Jalan Stampin established by the Sarawak Education Department and was named as the Government English School, Kuching in 1974. SMK Datuk Patinggi Haji Abdul Gapor located about 3 km from the Headquarters of the State Education, 4 km from Kuching International Airport and 8 km from Kuching. It is based around the hills and lowlands of 12:15 hectares.

In the early stages, Sekolah Menengah Kebangsaan Datuk Patinggi Haji Abdul Gapor stays at SRK Race Street William Tan on the 1st January 1974 until July 1975.

The first principal was Haji Abdul Rahman bin Sahari (1974-1976). At that time, the school has four classes, namely a transition class,

Two classes of Form One and two classes of Form Two. In 1974, there were only 182 students and some are student dormitories and only have four teachers.

At first, this school has two slogans that one, located on the school badge (BM), which means "SUCCESSFULLY DEVELOPED" or Bahasa Malaysia and another official were "TOWARDS EXCELLENCE". However, Mr .Bedui bin Une, the 10th school principals have to make some alterations to the school motto of Simple, Logical and Practical. The theme song of the school is to "BUSINESS AND CONFIDENT" created by Mr. Hj Zainuddin Suut.

In 1974, the number of classes increased by 4 more. 2 transition class, 3 classes of Form Two and one class for Form Three. April 1974 is the history of this school because it has moved from SRK Race to the new premises at Jalan Tun Jugah Stampin. That's why, SMK DPHA Gapor also known as SMK Stampin. The school is also the first school in the State of the use of Malay as the medium of instruction.

On July 18, 1987, the school was officially opened by the Minister of Finance at the time of the Honorable Tan Sri Tengku Razaleigh Hamzah. At 1986 was the most challenging year in the history of this school because this year, for the first time this school had admitted students Lower 6 Arts (3 classes) and hearing-impaired students in Form 3 (special class) . Thus, in 1987, the school was removing the candidates STPM and SRP (hearing impaired) first. At that time, the school principal is Mrs. Fatimah Matahir.

Form 3 special class is the class that has moved from SMK Batu Lintang with the first teacher is Miss Elizabeth and Mr. Adam. Two reasons why this class is moved to S.M.K. Stampin is: -

(i) S.M.K. Stampin a boarding school. Most of the student's hostel at that time came from the Bau, Lundu, Serian, Tebakang, Santubong and Bako.

(ii) S.M.K. Batu Lintang has set up special classes for the blind (Near Central) and it could not handle two special classes at once.

These special students come from all corners of the State. A special class is growing to 5 classes in 1996. These students have special examinations SRP / PMR; they pursue Secondary Schools Special Education Vocational Shah Alam, Selangor. After more than a decade (1986-1999), the number of classrooms increased from 43 classes to 58 classes. This shows how quickly the development of this school to have two sessions of morning and afternoon sessions.

1.1.2 School Motto

The new school motto Easy, Logic, Practical has been amended by the 10 school principals, Mr Bedui bin Uni in 1999. The original motto of the school is "Towards Excellence" created by the first principal, Mr. Abdul Rahman bin Sahari in 1974.

Then, in year 2010 Ms. Hasanah binti HjJunaidi has improved with the addition of the motto "We Care".

"SIMPLE, LOGICAL, PRACTICAL"

"We Care"

1.1.3 Vision

According to David L. Goetsch and Stanley B. Davis, vision is an organization's guiding force, the dream of what it wants to become, and its reason for being should be apparent in its vision. Everything about the organization such as structure, policies, procedures, and allocation of resources should support the realization of the vision. It is relatively easy to stay appropriately focused in an organization with a clear vision.

The vision of SMK DPHA Gapor is to Makes SMK Datuk Patinggi Haji Abdul Gapor a superior educational institution in 2015.

1.1.4 Mission

A mission statement is a statement of the purpose of a company, organization or person, its reason for existing. The mission statement should guide the actions of the organization, spell out its overall goal, provide a path, and guide decision-making. It provides "the framework or context within which the company's strategies are formulated." It's like a goal for what the company wants to do for the world.

The mission of SMK DPHA Gapor is to empower holistic human capital through quality education in a responsible manner. Its mean that, all together to responsibility to improve and achievement our quality education.

1.1.5 School goal

A goal is a desired result a person or a system envisions plans and commits to achieve a personal or organizational desired end-point in some sort of assumed development. The school goal is to become The School of Hope National in 2015.

1.1.6 School Slogan

A slogan is a memorable motto or phrase used in a political, commercial, religious, and other context as a repetitive expression of an idea or purpose.

So the school slogan is BM: Successful Move or Bahasa Malaysia

SCHOOL MOTTO: SIMPLE, LOGICAL, PRACTICAL "We Care"

1.1.7 School Logo



School logo was created by the first principal of this school, Mr. Abdul Rahman Haji Sahari in 1974.

School Motto is Easy, Practical; Logic was amended by Mr. Bedui bin Une in 1999.

The colors that are available in the school badge are White, Yellow, Green and Yellow.

UNDERSTANDING COLOR WHITE, YELLOW, GREEN, RED

White: Discipline and Trust

Yellow: Obedience

Green: Advanced

Red: Bold and Hold Suspected

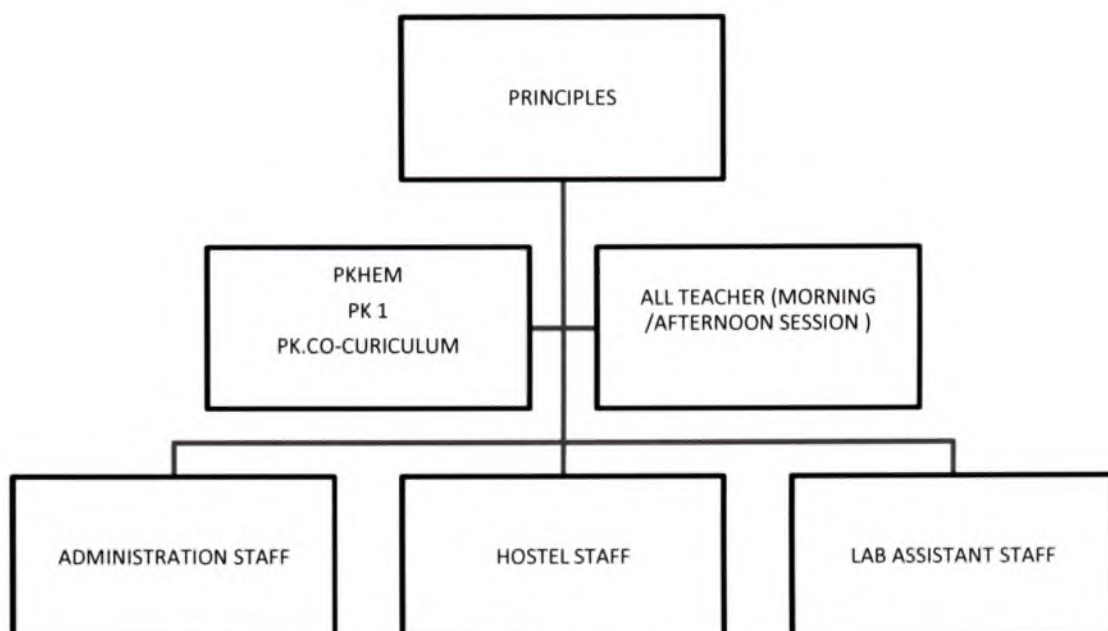
Torch Symbol: Knowledge as our Living light

Hornbills: Sarawak State Symbols

1.1.8 List of Principals Who Ever Served in DPHA GAPOR

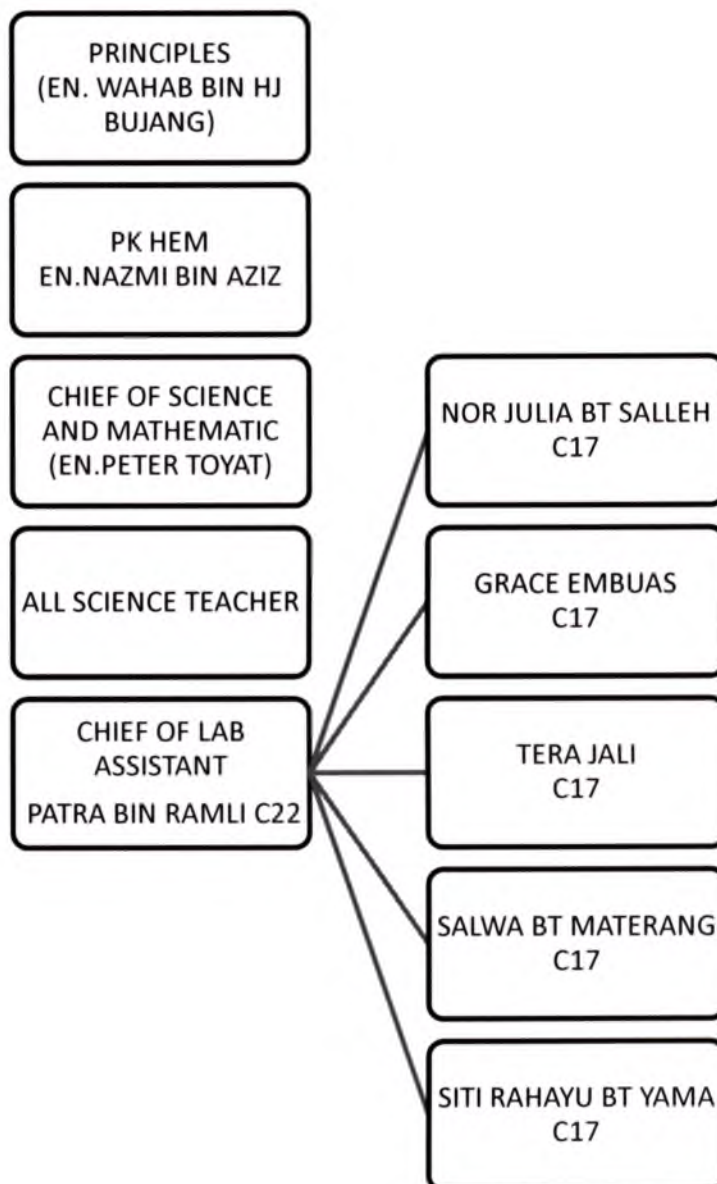
1. Mr. Abdul Rahman Hj. Sahari (1974-1977)
2. Mr. Johari bin Ali (1977)
3. Mr. Zamhari bin. Mustapha (1978-1981)
4. Mr. Abdul Rani bin.Ojek (1982-1985)
5. Mdm. Fatimah bt. Matair (1985-1987)
6. Mr. Ricky Ho (1987-1989)
7. Mdm. Saadiah Bujang (1989-1992)
8. Mdm. Maimunah bt Bujang (1992 – temporary for 6 month)
9. Mr. Mohd. Zain Ismail (1993-1994)
10. Mr.Bedui b. Une (1996 - 2003)
11. Mdm. Hasanah binti Haji Junaidi (2004 -2013)
12. Mr. Wahab bin Hj Bujang (2014 and now)

1.1.9 Organizational chart



1.1: Organizational Chart

1.1.10 Science Laboratory organization chart



1.2: Lab organization chart

CHAPTER 2

CURRENT JOB DESCRIPTIONS

2.1 Introduction

This chapter explains about my daily routine task during me working in SMK Datuk Patinggi Haji Abdul Gapor. Since I work her, there are a lot of daily task and activity to be my performed. As a lab assistant I need to know how to operations planning and control laboratory,preparing and conducting materials,preparing, maintaining and handling equipment, assist in managing practical or experiment, and managing the laboratory administration.

2.1.1 Operations preparing and control laboratory.

In operations preparing and control laboratory, I need to prepare a schedules (daily, monthly and annually) for lab to be implemented, arrange the priority activities or practical in the laboratory, ensure that any work carried out in accordance with procedures put safely and tidy, provide laboratory rules and signs that need to guide students when use the lab and I also must ensure cleanliness, safety and happiness laboratory environment (indoor and outdoor) as well as suitability of the furniture layout in the lab.

2.1.2 Preparing and conducting materials

The next is preparing and conducting materials. I need to classifying material in the laboratory, receive and store materials/specimens/samples as appropriate. For

example, store in dry place, keep in low temperature) and I must ensure safety, cleanliness at layout of the material is well managed and carefully.

2.1.3 Preparing, maintaining and handling the equipment

In this part I need to classifying laboratory equipment, receive and store equipment as appropriate. For example, in a non-hazardous and away from heat sources, testing and verifying equipment to function properly, ensure safety, cleanliness and layout of the equipment is in good hands and is careful, cleaning and maintenance of scientific equipment (for example, a magnifying glass ,microscope) and repair minor damage the apparatus.

2.1.4 Assist in managing practical or experiment

The next is,assist in managing practical or experiment. I must being in laboratory science during practice class to assist teachers when needed, monitor student to follow the procedure while conducting experiments with safely, ensure that adequate equipment is used and in good condition before and after use, ensure that the apparatus was thoroughly cleaned after use in accordance with certain procedures.(cleaning apparatus using distilled water), ensure that the material provided adequate and appropriate to needs of the experiment before the session begins and I also must ensure that waste and excess materials experiments stored/disposed of in accordance with established procedures

2.1.5 Managing the laboratory administration.

In this part, I need to assist the administrator manages the procurement of materials/ equipment for laboratory use, manage material inventory/ equipment's storage and handling in accordance with the procedure, manage the safe disposal of wastes and control, assist the administrator manage the disposal equipment damaged and could not be repaired and I also receive and collect damage/ equipment's to be reported to the authorities to take action.

2.2 Daily Tasks

2.2.1 Week one (16th September-20th September 2013)

Every morning, I open the science lab door before time learning session starts and lockouts lab when lab sessions ended .I need to ensure that the science lab cleanup is always clean, cheerful and safe. I provide a tools, apparatus and materials science as ordered by science teacher preparation book device / apparatus or order form. To order some tools, apparatus or material science for experiment, all science teachers must fill one form called 'the order form'. This order form wasconsisting the material name, quantity, name of teacher and the date when to use it. This form must send to us three day before the teacher want to do the experiment. This is because to make sure that we as a lab assistant enough time to prepare it, especially to prepare the chemical solution.

On the next day, I need to ensure that all equipment and materials science works and in good condition before practical work carried out. Such as electronic balance, and magnetic stirrer. Electronic balance is us for weight the chemical powder, while magnetic stirrer is for mixing chemicals quickly. This equipment is important to prepare the chemical solution for experiment.so I need to make sure that both is in good condition and work.

Besides that, I also prepare a schedule (daily, monthly and annually) for lab for easy to implemented, arrange the priority activities or practical in the laboratory, ensure that any work carried out in accordance with procedures put safely and tidy, provide laboratory rules and signs that need to guide students when use the lab and I also must ensure cleanliness, safety and happiness laboratory environment (indoor and outdoor) .

2.2.2 Week two (23th September-28th September 2013)

This week I involved in school sports day, my duty is as register assistant. Two days before sports day we have a meeting, with all teachers who involved in these events. Mr. Nazmi and Datin Diana Tay who is responsibility with this event give some explanation about our duty during the sports day.

On the first days, the situation is very busy and noisy, the teachers who being a leader for student register come late and all the form for register is with him. This situation makes us delay to register the student and the activities also cant performed on time. For a while, we just use the other paper to write the information student such as name, school, and what the event they are taken. The situation becomes noisy when

have students from others school come late and didn't bring the sport number . Finally, we just ask them to use F4 paper to write the number. The second day of sports days, the situation not busy as the first day. The activities were not crowded and the events finish at the half day.

On the next day, I prepared the material and equipment as the teacher request for experiment.Ensure the safeness and cleanness when student us the lab.

I also assist in managing practical or experiment. I must being in laboratory science during practice class to assist teachers when needed, monitor student to follow the procedure while conducting experiments with safely, ensure that adequate equipment is used and in good condition before and after use, ensure that the apparatus was thoroughly cleaned after use in accordance with certain procedures. For example cleaning apparatus using distilled water. I also ensure that the material provided adequate and appropriate to needs of the experiment before the session begins and I also must ensure that waste and excess materials experiments stored/disposed of in accordance with established procedures.

2.2.3 Week three (30th October - 4th October 2013)

This week as usual, my duty is open the science lab door before time learning session starts and lockouts lab when lab sessions ended. I maintaining and caring for plants and animals needed for practical work. I also implement all safety precautions in the handling of equipment and materials science. Take appropriate action in the event of an emergency such as fire and injury. Cleaning and storing equipment and materials science to the initial set upon completion of internship. And then Cleaning of the laboratory table, sink and cover gas pipe, water, fans and lights on completion of each practical work.

Apart from that, I also assist the administrator manages the procurement of materials/ equipment for laboratory use, manage material inventory/ equipment's storage and handling in accordance with the procedure, manage the safe disposal of wastes and control, assist the administrator manage the disposal equipment damaged and could not be repaired and I also receive and collect damage/ equipment's to be reported to the authorities to take action.

2.2.4 Week four (7th October – 11th October 2013)

This week I was appointed as an examination invigilator for MUET (speaking). We used the library as a venue for this exam. Early morning I already at the library to prepare the examination facilities. I setting the chair and the table, put the white paper, pencil, rubber for student and stop watch for examiner. I also put the 'examination in progress' signboard outside the library. All students who taken the MUET examinations are from

art students. Together with form six students in quarantine room, being challenger to me, because they sometime make noisy and didn't listen my order. Have some students ask me to going to toilet. But I already told them that their didn't allow to going outside the quarantine room when the examination already begin. But they ignore it.

On The next days, I help science teachers at the lab. I need to supervise and help students get the equipment and materials science during practice. I must inspect and maintain laboratory science, including furniture, electricity, water and gas.

2.2.5 Week five (14th October - 18th October 2013)

This week as usual, I open the science lab door before time learning session starts and lockouts lab when lab sessions ended. I must ensure that the following actions are taken after the last practical work on a daily basis: Cleaning containers and waste material science that has been used, Closing the supply of gas, water and electricity, Close the windows lock the door and door prep laboratory science, and Keeping key science laboratories principal directions.

The next day I preparing and conducting materials. I need to classifying materials in the laboratory, receive and store materials/specimens/samples, as appropriate. For example, store in dry place, keep in low temperature and I must ensure safety, cleanliness ad layout of the material is well managed and carefully.

2.2.6 Week six (21th October - 25th October 2013)

This week I preparing, maintaining and handling the equipment. I classifying laboratory equipment, receive and store equipment as appropriate.(for example, in a non-hazardous and away from heat sources), testing and verifying equipment to function properly, ensure safety, cleanliness and layout of the equipment is in good hands and is careful, cleaning and maintenance of scientific equipment (for example, a magnifying glass ,microscope) and repair minor damage the apparatus.

I also take appropriate action and report immediatlyif any loss, damage and leaks to the science teacher, Head of Committee, Head of the Science and Mathematics or principals.I also was conducting science laboratory information system such as updating stock and so on. Helping make an order for the purchase and receive materials and apparatus of the supplier.Then performs other duties as directed by the Principal from time to time.

2.2.7 Week Seven (28th October- 1th November2013)

In this week, I was being in science laboratory during practice last to assist teachers when needed. There I monitor student while conducting experiments that safety and hygiene procedures are followed. Ensure that adequate equipment is used and in good condition before and after use.I also ensure that the apparatus was thoroughly cleaned after use in accordance with certain procedures. For example, cleaning apparatus using distilled water.If the apparatus didn't clean by distilled water, its cant us for other

experiment. This is because the apparatus might be still have chemical reaction and able to change the result for other experiment. I also ensure that the material provided adequate and appropriate to the needs of the experiment before the session begins and ensure that waste and excess materials experiments stored / disposed of in accordance with established procedures.

2.2.8 Week eight (*11th November – 15th November 2013*)

This week is a school holiday. When the school holiday begins, my duty is different like before. This week I assist the Head of the Science and Math and science teachers to update stock records. We identify the chemical stock, which is chemical usually to use and finish quickly, we list it and after that we can order for the next year. I also prepare chemical reagents, etc. as an indicator of solution needed to work in practice for next year. Refill reagent bottle with a chemical solution and replace the label on the bottle of reagent if necessary. Modify and make innovation of materials used that can be used in the science lab. And then produce distilled water.

2.2.9 Week Nine (*18th November -22th November 2013*)

In this week I help the colleague to repair minor damage apparatus. Charge and discharge the accumulator. Maintain a microscope, lens, balance, slides, charts, models, weighing scales and so on. I also sort equipment and apparatus safely and systematically. Check and ensure that toxic substances and hazardous materials are

stored in accordance with regulations prescribed. Check and make sure the first aid kit and fire-fighting equipment is always complete, functional and its expiry date.

2.2.10 Week Ten *(25th November -29th November 2013)*

On this week, I review and report materials science expired on science teachers for further action. The chemical which already expired, we place it in other place and label it's as a good disposal. To disposal the chemical, I need to write the formal letter for Department of Environment to collect the chemical and manages it's as procedure .Beside that, I also update the details of the card stock on the invoice record for science equipment, chemicals and biological materials received.

The others days, I Assist the Head of the Science and Mathematics in supervise and in repairing the science laboratory furniture. Ensure that all scientific equipment, chemicals and biological materials are arranged in an orderly manner.

2.2.11 Week Eleven *(2th December – 6th December 2013)*

On this week, I inspecting, maintaining laboratory facilities including furniture, electricity, water and gas. Review and ensure that toxic and hazardous materials are stored according to regulations. Prepare a list of items required by science teacher and request a quote from certain companies in the early years (pre- school term).I also helping to write messages in the order form to order some chemical and apparatus. There I also learn to write the letter of enquiry and letter of order.Letter of inquiry is to

seek information on a variety of matters such as availability of products, their prices, terms of payment and delivery dates. While letter for order is when we already have a catalogues and know their prices and want to purchase stock for them, we can write the letter for order to the suppliers. All orders must be made through the Principal / Head of the Science and Mathematics / General Committee. And then examine the tools and materials to all orders are in good condition and in accordance with the science teacher as soon as received from the supplier

Apart from that, I also was managing the laboratory administration. I assist the administrator manages the procurement of materials/ equipment for laboratory use, manage material inventory/ equipment's storage and handling in accordance with the procedure, manage the safe disposal of wastes and control, assist the administrator manage the disposal equipment damaged and could not be repaired and I also receive and collect damage/ equipment's to be reported to the authorities to take action.

2.2.12 Week 12(9th December-13th December 2013)

On this week, I Prepare charts, models, microscope slides, CDs and other teaching aids needed for teaching science. Help manage the books stock / inventory. Receiving and checking apparatus and chemicals newly purchased and put into book stores and record in the major stock and card stock. I list of the apparatus and materials that are less in the order form. I also installing the alligator clips to the wire, provide apparatus and chemicals for science fairs, science camps and Sharpen cutting tools.

On the next days, me and other staff cooperation to move all tables and chairs that were used during the SPM and STPM exam into the class. Here we just use a class at Block A and Block B for this examination. This is because here have a limit space at the School Hall for examination place.

The others day, all science lab assistant gardening at the herbs garden. We update and invigorate the herb garden, planting new herbs, pruning large branchy tree and which the signboard name of herbs are faded and damaged we changed with a new signboard.

Beside that's we also together cleaning the lab, wash the lab floor, cleaning the window and fan, keeping all the apparatus into the cupboard and which chair that not stable we repair and fix it.

CHAPTER 3

ANALYSIS OF TASKS

3.1 Introduction

As a lab assistant, I'm not only doing my basic job. But I'm also do some administration task for laboratory officesuch as filing, writing the inquiry and order letter to supplier, manage the capital asset and inventory, and manage the science laboratory store.

3.1.1 Writing a letter

In my workplace, I involve with many suppliers to supply our chemical and apparatus for the laboratory. So when we want to purchase some stock for science laboratory, we need to send the letter of inquiry to the supplier to ask them about the catalogues, price list and sample of the chemical and apparatus. Luckily when I'm study at the Universiti Teknologi Mara, I have taken subject BEL 432 (Business and Professional Correspondence).This subject teach me how to write the letter for inquiry, letter for order and letter of complaint. Letter of inquiry is to seek information on a variety of matters such as availability of products, their prices, terms of payment and delivery dates. Letter for order is when we already have a catalogues and know their prices and want to purchase stock for them, we can write the letter for order to the suppliers.And letter for complaint is the letter for express our unsatisfaction when receipt the material in bad condition.

Every year the prices for chemical and apparatus always change, so we need to compare between the supplier and order for suitable prices and their quality. Here, we have four suppliers such as, Syarikat Dunia Jaya, Syarikat Modern Berhad, Syarikat Peter Scientific, and Topmark Marketing. But we always order the chemical and apparatus from Syarikat Modern Berhad and Syarikat Peter Scientifics, because of their price is affordable and have a good quality. When we want to other some stock for science laboratory, we must follow the procedure. The First is, we need to fill the Request Note Form (Borang Nota Minta), sign by Head of Science and Mathematics and Leader of Lab Assistant and then send it to administration office to get principle approve. After that, the administration will manages and deal with the supplier. Usually this stock will arrive two month later and make trouble to teacher when they want to do the experiment. But for the urgent case, when teacher want to use some chemical urgently, the Leader of Lab Assistant will purchase directly to the supplier. But the price is more expensively we order directly from them.

3.1.2 Key in the Data

Besides that, as a lab assistant we also must know how to use a computer, this is because, we need to key in all data about in and out stock, write the letter for inquiry and letter for order laboratory stock, write the label, and manage the register form for inventory and capital assets. At campus Samarahan I'm also learn about computer in subject CSC 208 Management Information System. In this course, I learn how to save a Data, how to search information by using internet, and know about hardware and software.

All this knowledge I apply it into my workplace. This information system helps me to manage and save all data, information and knowledge about science laboratory into computer. Furthermore, at my department the administration officer gives information to all staff by using an e-mail. An e-mail is a method of exchanging digital messages from an author to one or more recipients'. So, all staff must have their own e-mail address. Besides that, my organization also uses intranets. Intranets are set of services for distributing private information throughout the organization. Networks also support communication between individuals and groups within my organization. For example, my organization has their own website-(smkgapor.webs.com). All teacher, staff, student can see all information about SMK DPHA Gapor, such its history, vision, mission, their staff, and a future activities or event at the website. Besides that, parent also able to check their children examination results by using SAPS (System Analysis Peperiksaan Sekolah). To check the result, parent just log in the system by using the identity card or date of birth of their children.

3.1.3 Store Management

I also manage the science laboratory store. That why I need to have a knowledge, regarding how to manage the store. To get the knowledge I have taken training about store management at INTAN(National Administration Institute).Have training and practical is apart from Human Resource. So when I have taken a subject ADM 551 Human Resource Management at Samarahan campus. From there I know what the issue appears in human resource, such as recruiting, training, strategic planning, job analysis, employee's benefits, employee right and discipline. I also know the important the training and practical toward employees to increase their job. I take the Store management because my job involved with chemical and apparatus. So we must to know how to manage and store the chemical; such as separate it with liquid chemicals and powder chemical. Record all new stock in green card (we called it kad petak) and able to identify which one is inventory and capital assets. The inventory asset is their price is below thousand and easy to damage and missing. For examples, the apparatus that easy to breakable, such as beaker, test tube, conical flask measuring cylinder and other glass apparatus we record as inventory asset. While, capital asset is the good price is above thousand and able to repair when damaged .for example, the expensive goods like, the electronic balance, stirrer balance, and microscope we record it as capital assets. To manage the inventory asset is easy than capital asset. This is because if the inventory asset is damaged and breakable, we just record it in the lab only while if the capital asset is damaged, it must be repair but when the capital asset were missing. It

can cause trouble to us and need a lot of procedure to do solve it, such as write a report and investigate

3.1.4 Record keeping

Besides that, I also manage the record keeping for all form and information about the asset and the stock. I able to manage the record keeping because I have taken a subject ADS 460 Principles of Management at University Teknologi Mara, Samarahan. These subjects also teach me about 5S, how to manage file systematically and tidy. Here, all the form and information regarding the stock and capital asset and inventory need to filling and labelling. Then I will keep it into the cabinet. Filling the information make me easy to search the information in future.

3.2 PROBLEM

3.2.1 INTRODUCTION

There are several problems that occurred during I doing my task, There are is an internet problem, printing, and science laboratory and employee's behavior.

3.2.1.1 Internet

The wireless at this organization always problem and slow. This problem makeme can't finishmy work on time. The staff here also can't access the organization websites to get new information. Sometimes I need to send an e-mel regarding list of an order to supplier for direct order. So when the internet problem its make me can't continue my work. Sometime I need to bring my broadband when want to use the internet.

3.2.1.2 Printing

The second problem is, my office didn't have any printer.Printer needed when I want to print the letter for order, letter for enquiry, and form for stock and labelling file. Usually when I want to print something, I need to going to the office administration to use the printer. As we know that the administration is a busy place. So, sometimes I need to waiting when want to use the printer. This condition makesme uncomfortable and also can't finish my work on time.

3.2.1.4 Employees Behavior

People in organization form attitudes about many different things. For example, employees are likely to have attitudes about their salary; their boss; promotion possibilities; organization's activities; and other employee's personal matters. Employee's attitudes can lead to satisfaction or dissatisfaction in creating the comfort working environment.

SMK DPHA Gapor has about hundred above teachers including staff. Either academic or non-academic staff; there have their own personality and belief. It is difficult to control the employee's attitudes as majority of them had worked at school for more than fifteen years and they feel that they live in the comfort zone. They prefer to maintain their attitudes rather than change it to become better. This was proved as some of the employee may absent or missing during working hours without valid reasons. They are delaying their jobs by keep repeating it for few days until the date of submission.

Besides that, there also female employee that like to gossiping with each other even they have free time during working hours. Gossiping also can be considered as grapevine in an organization. The grapevine is an informal communication network that can permeate an entire organization. Gossip occurs when one person spreads the personal information to many other people. Some may either keep the information confidential or pass it on to others. Gossiping is not proper as it usually involves other person's personal matters and their pride.

3.2.1.3 Science laboratory

Science laboratory is a workplace for the conduct of scientific research, a place for practice, observation, or testing. An academic period devoted to work or study in such a place.

Since this school was established, here have one block for science laboratory. This block has two levels. Each level has three classes. At level one, two classes is for chemical class (one is for senior student: form six and one class for junior student: form four and form five.) and one classes for science basic. While level two is for physic, biology and science basic also.

The class forms six sharing with afternoon session student. It's not suitable because all solution of chemical were placed there. Form six science student must have their own specific lab for them. sharing with other students will make it trouble because, the student will disturb their thing at the laboratory, especially chemical solution.

Besides that, here also only have a small store to keep the all chemical and the space to move in the store also limits. All powder and liquid chemical are placed in one store. Its very dangerous if the chemical reaction with each other.

Here, science laboratory also didn't have a preparation room to prepare a chemical to experiment. We prepare the chemical in the lab which also for teaching and learning session, this situation become problem when have a teacher want to using the laboratory for teaching and learning sessions at the same time.

This may bring bad impression especially to the new employee as they may feel prejudice to the people that they gossip. This can be worsening when they gossip about their top management because the top management is less socializes with lower management. The lower management can talk anything about the top management and comment about their works or attitude among the other employee.

3.3 CHALLENGES

My challenges during I'm working here is we need to speak English. Here majority teacher and their student is a Chinese. So I need to speak English to communication with them. Especially student, they didn't able to speak Malay properly. Its challenger to me because, my English was not really good. First time it's really hard, but when I'm study at UITM and always communication with them I able to practice and improve my English.

My second challenges is, in week 4, when I duty as examination invigilator for MUET (speaking test). The student didn't listen to me when I ask them to keep quiet and not too noisy when discuss in group. They not really respect me because I'm not their teacher and have student ignore me when I didn't allow them to going to toilet. But after that I can handle the situation properly.

My next challenges are in week two, when I suddenly have a duty as register assistant at school sports. That is the first time I get involved in school sports day. The first day of sports, the situation a really busy. I have no idea what to do, when student want to register. The teacher who responsibility to guide us come late. After that, have a teacher help and teach me what to do when student want to register. I need to write their name, sports number and what the sporting events their take. On the second and the next day I already can handle the situation smoothly.

CHAPTER 4

RECOMMENDATION

4.1. Recommendation

Not much to recommend here, but there a several part that organization need to improved. This is to ensure the organization can improve the job and provide a better environment at the workplace.

4.1.1 Reduce the Procedure

Here, when we want to other some stock for science laboratory, we must follow the procedure. The First is, we need to fill the Request Note Form (Borang Nota Minta), sign by Head of Science and Mathematics and Leader of Lab Assistant and then send it to administration office to get principle approve. After that, the administration will manages and deal with the supplier. This procedure should be systematic and the management should let the laboratory staff to deal with the suppliers to make sure all job can do smoothly. This is because, when the administration manages the laboratory Science to order stock, its take a long time and usually this stock will arrive two month later and make trouble to teacher when they want to do the experiment. But for the urgent case, when teacher want to use some chemical urgently, the Leader of Lab Assistant will purchase directly to the supplier. But the price is more expensively we order directly from them.

4.1.2 Sharing the knowledge

The organization should do some program such as seminar to sharing the knowledge.as we know, the Knowledge has no value if it cannot be shared. Knowledge sharing is an exchange of knowledge, including information, skills or expertise among people, members of an organization or a community. Knowledge sharing can saving our costs and improved our productivity. Because we no need send the staff to practical or invite the outside person to share their knowledge to us, because here have many person who have more experience and expert with their job. They can to share their knowledge to among people at the organization.

4.1.3 Communication skills

The organization should support and do some program for English communication skills for their staff, especially for non-academic staff. Majority teacher and student here is a Chinese. So, usually they used English to communicate. Especially student, they didn't able to speak Malay very well.so its will problem if they ask something regarding experiment andhave staff didn't understand and can't communication with them. Cooperation among collogues also able to help each other to practice to communicate, because now fluent with other languages willgives benefit to us in future.

4.1.4 Science Laboratory.

At SMK DPHA Gapor only have one block for science laboratory. This block has two levels. At level one, two classes is for chemical class (one is for senior student: form six and one class for junior student: form four and form five.) and one classes for science basic. While level two is for physic, biology and science basic also.

Science form six student usually used a lot of chemical and apparatus for experiment. To help science teacher easy to find and using the chemical and apparatus, we didn't keeping it into the store. The formsix scienceclasses should not share with others classes especially afternoon session student. It's not suitable because all solution of chemical we placed at there .sharing with other students will make it trouble because, the student might disturb the thing at the laboratory, especially chemical. SMK DPHA Gapor must prepare one classor build a one block just for form six sciencestudents. There have physic; chemistry and biology subject of science. so when having one block that can consist all science class for form six make us as lab assistant able and easy to manage it.

Besides that, here also only have a small store and didn't enough to keep the all chemical. all powder and liquid chemical are placed in one store. It's very dangerous if that chemical reaction with each other. Because of the crowded, its make the store space limits to move. So to make sure safeness in this school, SMK DPHA Gapor should take an action and initiatives to build one store and complete with safety facilities for science laboratory.

Here also, didn't have any preparation room to prepare a chemical to experiment. We prepare it in the lab which is for teaching and learning session, it's not suitable because

it's getting problem when have a teacher want to using the laboratory for teaching and learning sessions at the same time. To improve the quality of working and more comfortable for student and teacher, SMK Datuk Patinggi Haji Abdul Gapor should have a new building for science laboratory.

4.3.5 Employees behavior

SMK Datuk Patinggi Haji Abdul Gapor has about hundred above an academic staff, including none an academic staff, which have their own personality and belief. It is difficult to control the employee's attitudes as majority of them had worked at school for more than fifteen years and they feel that they live in the comfort zone. They prefer to maintain their attitudes rather than change it to become better. This was proved as some of the employee may absent or missing during working hours without valid reasons. They are delaying their jobs by keep repeating it for few days until the date of submission. To keep an aging workforce motivated as well as trained, top management need to talk to middle-aged and older employees to find out what they really want from their jobs at these points in their careers. What they tell will be the most powerful motivators for individual employees. They also need to be provided with challenges. The principles need to give them their share of interesting and motivating assignments where they have chance to excel and earn the recognition that they deserve and want.

Besides that, there also female employee that like to gossiping with each other even they have free time during working hours. Gossiping also can be considered as

grapevine in an organization. The employees need to dealing with company issues such as layoffs, new hiring, work ethics that will reduce the employees urge to discuss such issues, which in turn will reduce the untrue rumors. The employees also need to remind one another not to gossip by creating an environment that supports non-gossiping activities as the norm.

CHAPTER 5

CONCLUSIONS

5.1 Conclusion

For conclusion, I conclude chapters that I've covered in this report; Chapter 1 is more on explaining the background of the place that I work. Its mission, vision and objectives of the organization. There is also the organization logo, chart showing who's who and their job title and the list of principles who ever serve here. For the Chapter 2, I have explained my job descriptions and duties covering from Day 1 until my final day of practical. From this chapter, you can find out the job tasks that I have done. In Chapter 3, it is about task analysis. In here, I am taking out few job tasks from what I do and relate it to the subject that I've studied in Campus Samarahan. While for Chapter 4 is about recommendations that I can suggest to the organization that may help to improve the task and environments at workplace.

Working in SMK DPHA Gapor teaching me a lot of things. Even though I'm just have a little experience here than other senior. But I easy understand and learn something. Beside that's the senior also willing to share their knowledge and skills in other to improve my knowledge and experience. As lab assistant, now I already know how to operating the planning and control laboratory, preparing the conducting material, maintaining and handling equipment, and assist in managing practical or experiment. Besides that, doing another task can improved our productivity and gets more experience.

Having an advance knowledge and communication skills can give advantage to the me. This knowledge can help to improve the job and apply it into my daily task. Sharing the knowledge with my colleagues can give benefits to each other and this organization. Knowledge has no value if it cannot be shared. Knowledge sharing is an exchange of knowledge, including information, skills or expertise among people, members of an organization or a community. Knowledge sharing can saving our costs and improved our productivity. This knowledge sharing can give benefits for each other and increase the spirit of cooperation among colleague.

The all problem and challenges that we are faced make us more mature and know how to handle it. It's as our experience and teach us how to improved our job, increased our knowledge and skill that can implemented in organization.

APPENDIXES

MANTAN PENGETUA DAN PENGETUA



**PENGETUA PERTAMA
ENCIK ABD RAHMAN HJ
SAHARI
(1.1.1974 — 1.7.1977)**



**PENGETUA KEDUA
ENCIK ZAMHARI HJ.
MUSTAPHA
(1.1.1978 — 1.8.1981)**



**PENGETUA KETIGA
ENCIK ABDUL RANI BIN OJEK
(1982 — 1985)**



**PENGETUA KEEMPAT
PUAN FATIMAH BT MATAIR
(1985 — 1987)**



**PENGETUA KELIMA
ENCIK RICKY HO
(1987 — 1989)**



**PENGETUA KEENAM
PUAN SADIYAH BUJANG
(1989 — 1992)**



**PENGETUA KETUJUH
HAJI MOHAMED ZAIN BIN
ABANG ISMAIL
(1993 — 1994)**



**PENGETUA KELAPAN
ENCIK BEDUI BIN UNE
(1996 — 2003)**



**PENGETUA KESEMBILAN
PUAN HASANAH BT HJ
JUNAIDI
(2004 — SEKARANG)**

edisi ulang tahun ke 40

THE MEASURE OF SUCCESS

How do we measure the success of a person? Is it measured by awards, happiness, fame, money, a respectable job, valuable possessions or the number of friends one has? Different people have different interpretations. At SMK DPHA GAPOR, there are many success stories. We interviewed five successful products of the school and we celebrate their success. They are a group of 2002 Form 5 Alpha students and they are Kho Boon Phiaw, Sam Froze, Noor Arinna bt Jaddil, Vincent Chong Yung Fatt, and Voon See Hua. The first four have chosen to step into the medical field when the fifth has chosen the IT field. They are all doing pretty well in their lives.

According to Kho Boon Phiaw, the Class Monitor of Form 5 Alpha 2002, five of his classmates have become doctors, one of whom will soon be a full-fledged surgeon while 9 of them are engineers, 4 educators, one IT consultant and one pharmacist. The rest are working in varied professional fields. Four of them were offered the JPA scholarship and another four were offered the ASEAN scholarship. One was also offered a scholarship by the Singapore government. This is really impressive because a class of thirty-one students could produce so many professionals to serve our country. These members of the school's alumni who graduated a decade ago have chosen different paths in life. They went to different colleges and universities to

He is currently working as a Senior Assistant-Director in charge of Human Resource and Development in the State Pharmacy Management Branch in Kuching. Previously, he was a hands-on pharmacist in Mukah Hospital, dealing with the procurement of medical items and also patient care like dispensing of medications, patients' counselling and more.

Kho has happy memories of his school accomplishments. As a student in SMK DPHA Gapor,



THEN: Kho with a friend

he had an impressive list of achievements. He was the Class Monitor from Form Two to Form Five. He was the President of the Board of Class Monitors, the



pursue their tertiary education. Their choice of careers depended on their interests. Now, they are already part of the workforce.

Kho Boon Phiaw headed south and graduated with 1st Class Honours at Monash University, Melbourne, Australia with a Bachelor of Pharmacy.

second year the Board was set up. As the President, he organized leadership programmes and was instrumental in drafting a set of rules and regulations for the Board. He was also the Deputy President of the English Club and a cadet in St John Ambulance. He represented the school in many competitions such as MSSM International Chess, Inter-school Parliamentary Style English Debate, and the Inter-school Chinese Debate. He participated in the Junior Journalist Programme organized by a local college, IBMS (now Segi College) and wrote articles for newspapers. He was a sub-editor of the school magazine. For all his hard work and dedication, he received the prestigious '*Anugerah Bestari Serba Boleh*'.

PERTANDINGAN KESENIAN DAN EKSPEDISI SENI PENDIDIKAN KHAS KEBANGSAAN 1 MALAYSIA 2013

Kumpulan D' SEMESTA SMK DPHA Gapor Stampin sekali lagi diberi penghormatan untuk mewakili Sarawak dalam Pertandingan Kesenian dan Ekspedisi Seni Peringkat Kebangsaan 2013 di Ayer Keroh-Melaka. Rombongan ini terdiri daripada 12 orang penari dan 3 orang guru pengiring.



*Keputusan Pertandingan adalah seperti berikut :

Kategori Bermasalah Pendengaran :

Johan : Negeri Sarawak

Naib Johan : Negeri Pahang

Ketiga : Negeri Perlis

Hadiah – hadiah telah disampaikan oleh YB Datuk Haji Md.Yunos Bin Husin, Pengerusi Jawatankuasa Negeri Pelajaran, Pengajian Tinggi, Sains dan Teknologi, Teknologi Hijau dan Inovasi pada Majlis Makan Tengahari di D' Village Resort .

"Jika anda pernah gagal, bermakna anda semakin menghampiri kejayaan"

"Ramai akan tersenyum melihat anda gagal, putus asa, tidak berduit dll"

"Jika anda berhenti berusaha, maka matilah cita-cita, tiadalah harapan... Jangan berputus asa, buktikan!"

*Orang yang berjaya adalah orang yang sentiasa mencari peluang.
Orang yang gagal selalu mencari alasan*

edisi ulang tahun ke

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**SMK DPHA Gapor website
(www.smkdphagapor.com)**