



**FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES  
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**Practical Training Report  
(Sarawak Road Transport Department)**

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



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## 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,



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## **Acknowledgement**

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## CHAPTER 1

### INTRODUCTION OF THE ORGANIZATION

#### 1.0 Introduction

This chapter focuses on the background of the organization, organization's objectives, organization policy, its mission and vision. Besides that, it also emphasizes on the organization structure and also the core business of the organization. This chapter will help the trainee or intern to understand what are the nature of the organization and whether the organization practice is align with its mission, vision and objectives.

#### 1.1 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 was taken over by the Office of the Registrar and Motor Vehicles Inspection which covered the whole of Malaya.

Before 1937, the regulation of motorised 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 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 was 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.



#### 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

## **1.2 Organization's Objectives**

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

### **1.3 Vision**

To Become a World Class Road Transport Enforcement Management Organization World Class by 2020.

### **1.4 Mission**

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 Organization Structure

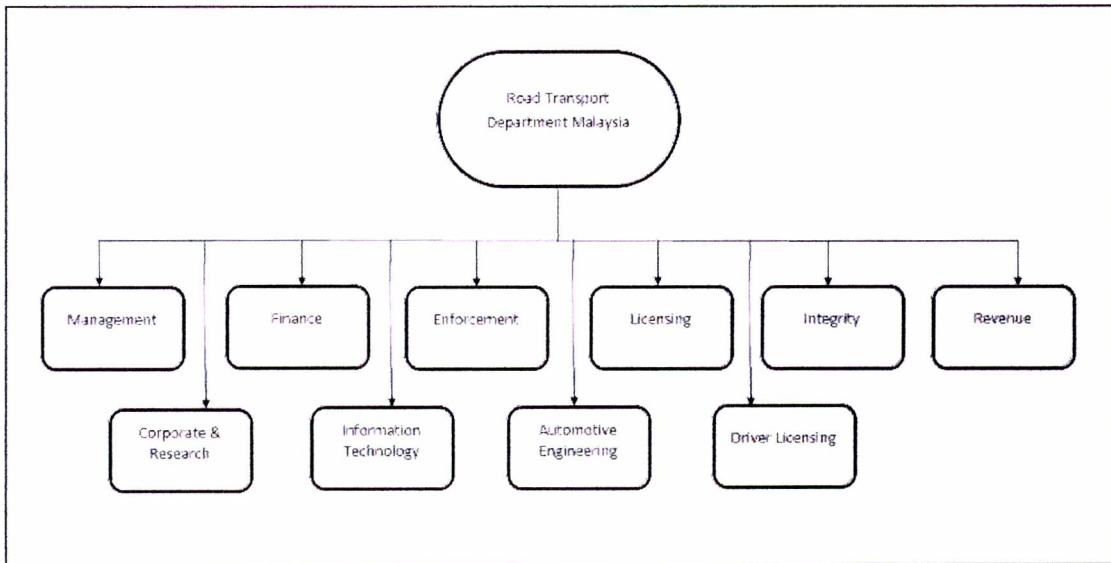


Fig 1.1

Organization structure of an organization determines how the roles, power and responsibilities are assigned, controlled, and coordinated, and how information flows between the different levels of management. Besides that, organization also involve organizational activities such as task allocation, coordination and supervision are directed toward the achievement of organizational objectives and goals. There are various types of organization structure based on the operation and environment of the particular organization.

In the Fig 1.1, it shows the organization structure of Road Transport Department Malaysia. Based on the figure above, Road Transport Department Malaysia uses functional structures because the department is organized by its functions such as management, corporate & research, finance, information technology, enforcement, automotive engineering, licensing, driver licensing, integrity and revenue. These 10 functions have their own role in the Road Transport Department Malaysia. The roles based on its functions as follows:

### 1.5.1 MANAGEMENT

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 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.

### 1.5.2 CORPORATE AND RESEARCH

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.

### 1.5.3 FINANCE

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.

#### 1.5.4 INFORMATION TECHNOLOGY

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.

#### 1.5.5 ENFORCEMENT

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.

#### 1.5.6 AUTOMOTIVE ENGINEERING

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.

#### 1.5.7 LICENSING

1. Conducts research, develops and monitors e-government projects, new registration, 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.

#### 1.5.8 DRIVER LICENSING

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.

#### 1.5.9 INTEGRITY

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.

#### 1.5.10 REVENUE

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.

## **1.6 Core Business of the Organization**

The core business of the organization is referring to the main activity of the organization. As for Sarawak Road Transport Department, the main responsibility is providing counter service for the licensing of vehicles and drivers and enforce the Road Transport Act 1987 to ensure that drivers and vehicles. 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 explains on the daily activities of the practical training by the students and highlights their daily tasks throughout the practical training. This chapter also summarized the tasks handled by the students that they write in their Log Book and every description of the task must be fully written in further details. Various tasks handled will be classified according to the students' field of study.

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

##### 2.1.1 Week 1

On the January 20<sup>th</sup>, I had started my practical training at Sarawak Road Transport Department (Jabatan Pengangkutan Jalan Negeri Sarawak). I came there around 8 o'clock in the morning and report duty that I started my practical training at that particular place. I was warmly welcomed by the staffs and being lead to meet my supervisor for the practical training, Miss Stephenie Yee Miew Fen. She was appointed by the department to become my supervisor throughout my practical training. The first week of practical training was the introductory week to the department where I was introduced to the department environment where the staffs in the department works. On that week, I had also been introduced to the Head of Assistant Officer of Administration Division, Mr.

Zainal. On that particular week, I had been assigned to work in the Vehicle and Logistic Unit (Unit Kenderaan & Logistik) and the officer in-charged to teach and monitor me is Mr Ah Chun. The first tasks under the Vehicle and Logistic Unit is documentation which to study the relevant forms that used by the particular unit in the department. The forms that I familiarized with such as *Borang Aduan Kerosakan Harta Modal Kerajaan*, *Borang Membaiki Kenderaan Pejabat*, *Borang Pesanan/Pembelian Barang-Barang/Perkhidmatan*, and *Borang Aduan Kerosakan Peralatan Pejabat*.

#### 2.1.2 Week 2

On the second week, I had been given to accompany the person in-charged under Vehicle and Logistic Unit, Mr. Ah Chun to do some outdoor task. I was brought to lead the contractor (client) to check for damages that occurred around the one of the building at the department which is Block A. Any damages that being spotted by the contractor will be list down and later will be filled in into the form. The forms will be submitted to Head Administration Officer for further action. On the third day of the week, I had been assigned to Confidential Unit (Unit Sulit). The task in the Confidential Unit is more on Administrative task. I had been taught to arrange confidential files that are ready for disposal. The files for disposal purpose must be updated and group it by its types. The same types of files that are ready for disposal must be grouped together and placed in the archive box. The files must be placed in the box according to its

volume number and generally one archive box fitted with 3 files which also brings 3 volumes. After that process, the archive box contained with the files will be labelled with the tagging form. Tagging form will be filled with the name of the file, the volume number of the file and the year of that file being closed. The year is stated in the tagging form for future reference that will be useful in case the essential contents of the file are needed. The archive boxes were stacked in the proper place so that it is easier for reference if they need any. According to the department, the files in the archive box will be ready for permanent disposal if it passed 5 years and above from the present year.

### 2.1.3 Week 3

On the third week, I had been taught to update the content of the files. Updating content of the files is where the letter, e-mail and other written documents are recorded whether it is being send in or send out from the department. The written documents that is being sent or received by the department must be inserted to the particular files for example the letter of promotion must be put into the file named *Kenaikan Pangkat Pegawai-Pegawai JPJ/Gunasama*. The rule of updating files is written documents that being send in to the department must be recorded using red inked pen while the written documents that is being send out from the department will be recorded using black inked pen. Aside from that, I also being given a task to update the file. Updating files is different with

updating its content. When updating the file, it means that we should open up new file because the present file needed to be close for some reason such as the file inventory is full. 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 100<sup>th</sup> content and the file should be replaced. Updating file involve two main process opening up a new one and close the file that is being replaced. Closing the file involve 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 01/01/2015". After that, 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. For example, the file of authority card needs to be replaced or updated. The present file with the name of 'Kad Kuasa JPN' with file reference number '(S) JPJQ:10-02/428/1 Jld 2'. The new file will have the same name but different reference number and in this example it will be written as '(S) JPJQ:10-02/428/1 Jld 3' and volume increase if there is need to open up new file. Later, the file that is being closed will be group together with other files that are ready for disposal. Besides that, I was also being given the task to label the archive box with the tagging form like I did before and it being mentioned in Week 2. Other than that, I had been given the task to assist prepared particular documents for disciplinary meeting. Documents

that are needed must be signed by particular officers. Signed documents then photocopied for several copies that will be needed during the meeting. Documents that had been photocopied will be sort accordingly. Before the meeting started, I had assisted to set up the meeting room and brings the particular documents that are needed for the meeting to the meeting room. Another task that being given is to send in letters to the file room for further action and also search for officers' information in the file room. In this week, I had attended the monthly assembly of Road Transport Department. The next task is to handle the Authority Card application. First thing that I had to do is sorting and separating the application form by its completion. The completed form is grouped together as well as the incomplete form before the issuance of letters being made. Other than that, I had been asked to shred the confidential documents that are no longer used by the unit.

#### 2.1.4 Week 4

On the fourth week, I had been given the same task on the Authority Card application. I started on sorting and separating the application form by its completion. The form is considered complete when the requirements are fully fulfilled. Completed form must have 3 pieces of passport-sized photo, a copy of MyKad/identification card, a copy of officers' duty & responsibilities. Besides that, the form must be written with black inked pen and officers' signature must be placed in the provided box

in the form. 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.

#### 2.1.5 Week 5

On the fifth week, I had been given the task to help the preparation of the interview rooms for the 3-days interview for promotion purpose. I had to check every interview rooms are well-prepared and ensure that everything had been set up before the interview begins. After the interview ended, the rooms used must be tidied up for future convenience. Other than that, I had been asked to made few phone call contacting the officers that had incomplete Authority Card application form and asked them to hand in complete form and further action could be taken. Besides that, I also assist on writing summary of excellence service for the candidates of the Excellent Service Award (Anugerah Perkhidmatan Cemerlang). Another tasks are the normal task that is conducted merely everyday such as photocopying documents, scanning documents, sending letter to the file room, sending letter for signing, sending invitation forms to the particular officers and pick up letters at the file room.



### 2.1.6 Week 6

On the sixth week, I still had the task on updating the content of the files in the Confidential Unit. On the same day the person in-charge to monitor me in the Confidential Unit had to attend organizational training for one week and I was left with no task. However, my supervisor temporarily assigns me to the 'Unit Latihan'. 'Unit Latihan' is where the unit held responsible to manage any programs and activities for the officers in the Sarawak Road Transport Department. It is compulsory for the officers in this department to attend at least 7 activities in one year as the service requirement as stated in Sarawak Road Transport Department policy. Under this 'Unit Latihan', I was monitored by officer named Nancy. The first task given is to scan particular documents and email it to the particular officers and mostly the documents is for invitation for the officers to attend activities or programs that is either organized by the department or external organization. Another task given by the unit is to type the cover letter and the name of the participants for the activities that organized by Bank Negara Malaysia which is called 'Taklimat Kesedaran & Pendidikan Kewangan'. The letter distributed to the other units in the means to inform the other units the venue, time and day when the program held. The letter will be distributed to the letter section and the letter will be put in the box provided for other units. Besides from that, I had taught how to fill in the catering form which is for providing the foods and drinks for any

activities organized within the department. Besides that, I was also given the task to type the name of the participants in the certificate as the means that they participated in the program organized in the department and later the participation certificate will be printed out. After that, the process of recording the attendance officers begin. Any activities or programs that attended by the officers will be recorded in their Service Book (Buku Perkhidmatan). The service book is where the activities of the officers will be recorded such as leaves, awards, disciplinary actions and participation in any activities. Before their participation are recorded, their certificate will be photocopied and stamp with 'Telah Direkod Dalam Buku Perkhidmatan pada...[date]...' stamp. After that, the photocopied certificate then will be sent to the file room for filing which it will be put in the personal file of the officers. Then, the original certificate will be distributed to the officers. Other than that, I had to photocopy various documents for the need of the unit.

#### 2.1.7 Week 7

On the seventh week, I had been assigned to the 'Unit Latihan' for one week. I had to continue my tasks from last week which involve typing the letters that contains the participants' name, scanning and emailing the files to the particular officers that is related to the programs including distributing the letters to other units. Besides that, I also continue to record the attendance of the officers in their Service Book and I had been taught

to fax letter. While working in the 'Unit Latihan', I was also allowed to assist Confidential Unit if my task for the day is done. I help the Confidential Unit to handle the Authority Card Application of the officers. Aside from that, I also help to type some confidential letters and also edit some letters on its wording plus sending some files to the file room. In the same week, I had attended the talk organized by Bank Negara Malaysia in the department called 'Taklimat Kesedaran & Pendidikan Kewangan' which held at the Audio Room from 8.00 am to 4.00 pm. There is various knowledge that I get from the talk on how to manage our financial accordingly to what we earn and how to prevent ourselves from bankruptcy which often experienced mostly by students.

#### 2.1.8 Week 8

On the last week of my practical training, I was assigned back to the Confidential Unit. As usual I had the task to manage the Authority Card Application. I had to sort out the complete and incomplete form and process the forms accordingly with the relevant letters and memos that is needed for the application. Besides that, I had to record letter entry and letter out from the unit. Every letter that being received and sent by the unit must be recorded in two different books respectively. Some information that needed to be recorded is the where the letter came from or sent to, the reference number of the letter and the date of the letter. Besides that, I had assisted on made the tagging the files in the

confidential drawer and I had to update some files by closing it and open up a new one to replace it. The files are closed for the disposal purpose and placed in the archive box. Besides that, I had attended the talk on fire prevention in the office, homes and car by external organization.

## **CHAPTER 3**

### **ANALYSIS**

#### **3.0 Practical Training Analysis**

This chapter explains on the analysis of the job or task conducted throughout the practical training in the organization. The analysis consists of the relationship of theoretical knowledge of the student and what they actually do in practices on the task. It is how the students can understand the tasks given and relate it to their knowledge on what they had learnt in the class.

#### **3.1 Correlation Between Theories and Practices**

During the practical training in the Sarawak Road Transport Department, there are various tasks given to fill the requirement for the training. Those tasks given are somewhat related to what had been taught theoretically in the class. Generally, the tasks that I had conducted in the organization are more to the scope of services and administration. Scope of services includes disciplinary action process, promotion process and documentation whereas scope of administration includes office administration and file management. Those tasks conducted on the mentioned scope are related with the subjects that had been taught in the class such as Human Resource Management, Knowledge Management,

Ethics in Administration, Organizational Behaviors and Introduction to Public Administration.

### **3.2 Definition of Concept**

#### **3.2.1 Human Resource Management (ADM551)**

According to Snell & Bohlander, the process of managing human talents to achieve an organization's objectives. 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. This course is compulsory to be taken by students of Bachelor of Administrative Science in Semester 5.

##### **3.2.1.1 Employee Discipline & Management**

Discipline can be defined as the state of employee self-control and orderly conduct. Disciplinary action invokes the penalty against employee who fails to meet established standard. It shows how the organization handles the misconduct or problems of the employees in the organization.

### 3.2.1.2 Safety & Health in the Workplace

Safety can be defined as act of protecting employees from injuries caused by work-related accidents while Health is employees' freedom from physical or emotional illness. Safety & Health in Human Resource Management is usually correlation with Occupational Safety & Health Administration in the organization which helps to encourage employees to reduce safety and health hazards, to provide and establish measures of safety and health standards and also to implement programs to improve the quality of people engaged in safety and health field.

### 3.2.2 Knowledge Management (ADS607)

Knowledge management is the process of capturing, distributing, and effectively using 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. This course is one of the

elective courses taken by students of Bachelor of Administrative Science in Semester 4.

### 3.2.3 Ethics in Administration (ADS452)

Ethics originated from the Greek word 'ethos' which means character. It is a moral philosophy which deals with what is right or wrong in human behavior and conduct. It can be considered as the major branch of philosophy encompassing right conduct and good life. According to National Integrity Plan, ethics defined as a set of moral values & principles which form the standards guiding the code of conduct of individual, organizations and professions. This course is compulsory to be taken by Bachelor of Administrative Science in Semester 4.

### 3.2.4 Organizational Behaviors (ADM501)

Organizational behavior can be defined as the study of how people interact within groups. The central idea of the study is on a scientific approach which can be applied to the management of workers. Normally this study applied in an attempt to create more efficient business and organizational behavior theories are used for human resource purposes to maximize the output from individual group members. This



course is compulsory to be taken by students of Bachelor of Administrative Science in Semester 3.

#### 3.2.5 Introduction to Public Administration

Public Administration is the branch of government that is responsible for the execution or implementation of policy and it is a set of organization, rules and laws that ensures the intentions of elected legislature are carried out through their laws. This course provides the overview on the field of public administration by focusing on its structural components and theories. Besides that, it introduces the principles and constraints that form the environment of the public administrator. This course shows different concepts and major topics of public administration and its intellectual development besides from addressing the structure, issues and 'themes' of the public service especially in Malaysia. This course is compulsory to be taken by students of Bachelor of Administrative Science in Semester 2.

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

#### 3.3.1 Application of Human Resource Management (ADM551) in the Workplace

The course of Human Resource Management can be applied in the task of preparation of evidences or related documents for disciplinary actions in the Sarawak Road Transport Department. Working in the Confidential Unit had exposed me as a student on how and what are the procedures of taking disciplinary action to the allegedly misconduct or problematic officer. Generally, the disciplinary actions will be taken if there is report made by the leader of the unit on their officers. The report that will process by Disciplinary Committee and they will collect enough evidences and with the references of previous cases. The evidences that had been collected then compiled and brought to meeting. Normally if the cases considered being light cases the decision on the disciplinary action will be made by the branch department themselves and if the case is considered heavy which will affect the department massively, the decision on the disciplinary action will be decided by the main department or 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 resources management also can be applied to the talk that I had attended while having

my practical training in the Sarawak Road Transport Department. One of the components of human resource management course is the safety & health in the workplace. One of the talks that I had attended is the talk on fire prevention at the offices, homes and car. The talk provides various information for the officers on how to prevent fire, how to be safe from fire and what are good tools or fire extinguisher to be used on certain situation. It brings many benefits on the general knowledge on facing the situation with the occurrence of fire. It is a great effort for the department to conduct such program like the talk for their employees and it is the sign that the department is concerned with the safety and health of their employees in the workplace.

Aside from that, human resource management also can be applied with the promotion interview, reward such as Excellent Service Awards and also training for the employees of the department. However, I am not directly and fully involved in the task of such human resource management component which holds me from giving details information on it.

### 3.3.2 Application of Knowledge Management (ADS607) in the Workplace

The application of knowledge management course can be seen on the knowledge sharing that had been conducted by the Sarawak Road Transport Department. I had been involved twice in the knowledge sharing activities while I was assigned in the 'Unit Latihan'. The first program that I had participated is the talk on the awareness and education of financial which share information on how to manage financial of the officers, prevent bankruptcy which proven nowadays mostly are students. It gives various knowledge on how to keep our financial stable with the expenditure depends on our needs and whatnot. It is also a great effort by the department to organize such programs so that its employees get to know on how to save and encourage saving due to currents economic situation.

Aside from that, knowledge storing also can be applied in the department which emphasize on the filing system of the department. Every files are systematically stored in the File Room and the access to the file are using technology and what I mean is the database and software that specially design for the access to every files.

### 3.3.3 Application of Ethics in Administration (ADS452) in the Workplace

The course of Ethics in Administration can be applied in term of the organizational and individual values. Organizational values are in term of what are the policies and regulation that are being set up to control the conduct of the organizational members especially in Sarawak Road Transport Department. Individual values are more on how the staff react and communicate with each other, how the staff communicate with their superior officer, what conduct will indicate their rudeness, and whatnot. While having my practical training, Sarawak Road Transport Department equipped me with punch card system which to assure my attendance and also my punctuality coming to work. This shows that Sarawak Road Transport Department practice the value of punctuality towards all members in the organization.

Besides that, being assigned to assist and work in the Confidential Unit taught me the value of integrity which consist of responsibility, honesty and accountability while doing my job. Most of the documents in the Confidential Unit are heavily confidential and should not be disburse easily. It shows that the department trust me handling the job given

and it taught me well enough to prove myself are trustworthy and honest doing all the task given.

#### 3.3.4 Application of Organizational Behavior (ADM501) in the Workplace

The course of Organizational behavior can be applied in the events of monthly assembly organized by the Sarawak Road Transport Department. It exposed to me the culture of the department by having monthly assembly which they had once every month with different theme involved. The assembly organized is focus on the reflection and evaluation of the department on their monthly activities if there is any suggestion it would be announced during the assembly.

Other than that, organizational behavior also can be applied to the communication system or tools used by the department to interact with each other within the organization. There are various communication tools used to interact within and also outside of the department. For example, the department uses both emails, and memos to communicate within the organization in terms of official matters. In my opinion, it is effective to use more than one

tools of communication because it ensures the information sent will be received by the particular officers.

### 3.3.5 Application of Introduction to Public Administration (ADS 404) in the Workplace

The course of Introduction to Public Administration can be applied in terms of personnel administration and ethics in administration since this subjects related to the comprehensive element in public administration. In terms of personnel administration, Sarawak Road Transport Department provide training to their staff in terms of providing additional information such as organized a talk on awareness and education on finance which this emphasis on the responsibility of their staff to manage their financial properly so that they will not let their financial problem affect their work performance. Asides form that, while in 'Unit Latihan' the department also organized personnel training on how to explore the usage of Microsoft Word, Power Point and Excel. This training is to help the staff to add their knowledge on using the Microsoft Word, Power Point and Excel to ease their work which mostly involved with that particular software. This talk in line with the role of personnel administration which to provide sufficient and suitable

training programs and also to take care the welfare of the personnel.

Moreover, this course also can be applied in terms of disciplinary control. Being assigned to Confidential Unit had expose me on the disciplinary commission of the Sarawak Road Transport Department on how the disciplinary action taken on the staff that are problematic or having misconduct. Usually the disciplinary action taken depend on the cases. If the case of misconduct is quite heavy the disciplinary action would be decided by the headquarters and every action taken will based on 'Peraturan Pegawai Awam (Kelakuan & Tatatertib) 1993.



## **Chapter 4**

### **Recommendations**

#### **4.0 Recommendations on The Tasks Conducted Throughout Practical Training**

This chapter elaborate on the recommendations for the organization. Besides that, it also highlights the strength and weaknesses of the task conducted throughout the practical training in the organization. The recommendation made must be based on the strength and weaknesses of the tasks given by the organization where the students having their practical training. This chapter will provide solutions for improvement of the tasks conducted throughout the practical training.

#### **4.1 Strengths and Weaknesses of Tasks Conducted Throughout Practical Training**

##### **4.1.1 Filing**

Filing in the Confidential Unit of Sarawak Road Transport Department involve manual updating process. Every letter that come in and out must be recorded manually using foolscap paper and filled in using pen. The strength conducting this task is that the files are sorted properly according to its group which ease the process searching for the file if the staff wanted to use the file. However, the

updating process using foolscap paper and pen is one of the drawbacks because it takes a lot time to fill in the data of the documents and letter in and out from the Confidential Unit. Besides that, the cabinet is where the files are placed is taking too much space in the Confidential Unit's office.

#### 4.1.2 Disposal of Files

Disposal of Files is where the files that had been closed will be put in the archive box which shows that it is ready for disposal. The strength of this task is the process of tagging and grouping the box is properly conducted because they are grouped by their types and years. Nevertheless, the archive boxes are not placed in the specific place which placed on the locker that is quite high to be reached and also taking too much space in the office. It will make the staff facing difficulty to take the files for reference.

#### 4.1.3 Application of JPN (Authority Card)

This task involved on how to manage the application of the authority card which consist of reviewing the submitted form, if there is mistake made the form will be rejected. A letter or memo will be issued through postage or email to the respective branch of the Sarawak Road Transport

Department or issued directly to the officer if he works in the Sarawak Road Transport Department in Kuching. The strength of this task is centralization in term of submitting the form which centered in Sarawak Road Transport Department in Kuching. Other branch will submit the form in one place so that there will be no issue of multiple responsibilities from other branch. However, the weakness of this task is the department using conventional methods which using paper type of form. Manual forms are not suitable because it could face the risk of losing the form while being postage and also the issue of missing relevant document. For example, incomplete form in term of missing document. The respective officer will have to send the missing document again to the main department and will slower the process of application of the authority card.

## **4.2 Solutions for Improvement**

### **4.2.1 Filing**

The task on filing I would recommend that the usage tabulated form which organized the input of data on the documents that come in and out for the files. When you have the form that ease the input of data the job would be so much faster to be done and this will save more times than

filling in the data that are not so organized. Besides that, the cabinet to place the files should be put in the file room which every other files are placed. Since the files are confidential, the cabinet should be complemented with lock system so that only authorized personnel could have access to the cabinet of confidential files. This would give more space to the office of the confidential unit and it prevent the office to be so dull due to the large cabinet and will give more comfortable working environment in the office.

#### 4.2.2 Disposal of Files

In my opinion, the files that are ready for disposal should be placed in a specific place or particular room. It is because it eases the process of disposal and also gives more space in the office of confidential unit. Aside from that, this specific place also eases in terms of reference of the files. The files can be reached easily and it prevents unnecessary incidents that could happen when the files are placed on the locker which is quite high and it could lead to unnecessary incidents.

#### 4.2.3 Application of JPN (Authority Card)

I would recommend this task in terms of the usage of manual form which forms that is made from paper and filled using pen. Instead using the conventional method, the Sarawak Road Transport Department should use electronic forms or known as online forms. Since the technology are getting advanced day by day, they should establish a system for the application of the authority card. Online application is more time saving compare to conventional method. Besides that, the relevant documents such as photocopy of MyKad could be scanned and submitted directly to the system. Another thing is that, through online form if the form is incomplete the form cannot be submitted and this will save time in terms of reviewing the manual form all over and issuance of letter that is too time consuming and make the application process become slower.

## Chapter 5

### CONCLUSION

#### 5.0 Conclusion

##### 5.1 Conclusion on Chapter 1

In Chapter 1, this report highlights on the organizational background of the Sarawak Road Transport Department. It includes the date of establishment of Road Transport Department in Malaysia also introduce the related law governing this particular department which is Road Transport Ordinance 1958 and Road Transport Act 1987. In the early establishment, Road Transport Department aim to coordinate all aspects of transportation across the country but due to increase of demand in transportation system it held the responsibilities to provide counter services for licensing vehicle and drivers and also enforcing the Road Transport Act 1987. also Aside from that, it also emphasis on the Sarawak Road Transport Department's vision which to become world class Road Transport Enforcement Management Organization by 2020, aside from the mission, objectives, organizational structures which highlights on the 10 functional roles and its core business.

## 5.2 Conclusion on Chapter 2

Generally, in Chapter 2 of this report it highlights on what are the tasks that had been conducted while having the practical training in Sarawak Road Transport Department. The task that had been written in this report were extracted from the Practical Training Log Book that had been provided for students to record any related task and activity that had been conducted which for this report particularly for the practical training in the Sarawak Road Transport Department. The tasks had been summarized and written in terms of weekly basis which comprises of 8 weeks of practical training. Starting from Week 1 to Week 8, all the essential details on the practical training were highlighted so that the various task related can be analyzed in Chapter 3.

### 5.3 Conclusion on Chapter 3

Chapter 3 focus on the analysis of the task conducted. The analysis involved the theoretical knowledge that we gained through learning and lecture session in the classroom being applied to the tasks given through the practical training. It involves how do we apply those theoretical knowledges to the task conducted and what should we reflect on those task based on what we learn in the classroom. It shows what are the correlation between theories that we had learn in classroom and practices in the real world and also what are the significant aspect that student can get by comparing and relating these two different scope. The significant aspect is essential for student to further understand how to relate the theoretical knowledge to the task given and this may indirectly increase the knowledge of the students and also they can gain more experience in terms of the practices that being practiced in the real world of working.



#### 5.4 Conclusion on Chapter 4

Chapter 4 emphasize on the recommendation of the tasks conducted. This chapter also emphasize on the strengths and weaknesses of the tasks conducted throughout the period of practical training. The strengths and weaknesses comes from the experience and also observation of the students while having their practical training. This helps the students to think critically on analyzing and identifying the strengths and weaknesses of the task that had been given by the department to the students. The strengths of the task might be good and ensure the continuity of the task and the weaknesses need the solutions or improvement so that it can be overcome in the future. Solutions for the improvement will be made based on the weaknesses of the tasks mentioned in this particular chapter in this report. The solutions provided based on critical thinking of students by deliberating essential aspects so that we can overcome the weaknesses.

## 5.5 Conclusion on Chapter 5

Chapter 5 emphasis on the summary of all chapters in this reports. All of the chapters had been concluded based on the highlights that had been stated in each of the conclusion of the chapters in this report. Starting from Chapter 1 which highlighted the introduction of the organization that includes the organizational background, its vision and mission, the objectives, organizational structures, core business and so forth. Besides that, Chapter 2 which emphasizes on the schedule of the practical training which consist of the tasks given to the students in the period of 8 weeks and all the details were elaborated in weekly basis. While Chapter 3 explain on what are the significant aspect that essential on the correlation between theoretical knowledge and real world practices and how the students relate both of the scope. Lastly, Chapter 4 emphasizes on how the student identifies the strengths and weaknesses of the task given by the department and provide solutions for improvement on task for future implementation. All of the conclusion on each chapters had discussed the essential highlights on the organization throughout the practical training period.

APPENDIXES



Photo 6.1 Leader of Confidential Unit

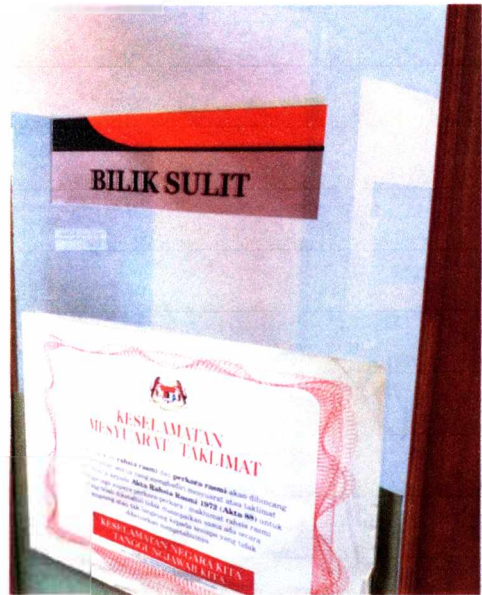


Photo 6.2 Confidential Unit Office



Photo 6.3 During Monthly Assembly of Sarawak Road Transport Department



Photo 6.4 Stacks of Archive Boxes that contain files that are ready for disposal



Photo 6.5 With the Director of Sarawak Road Transport

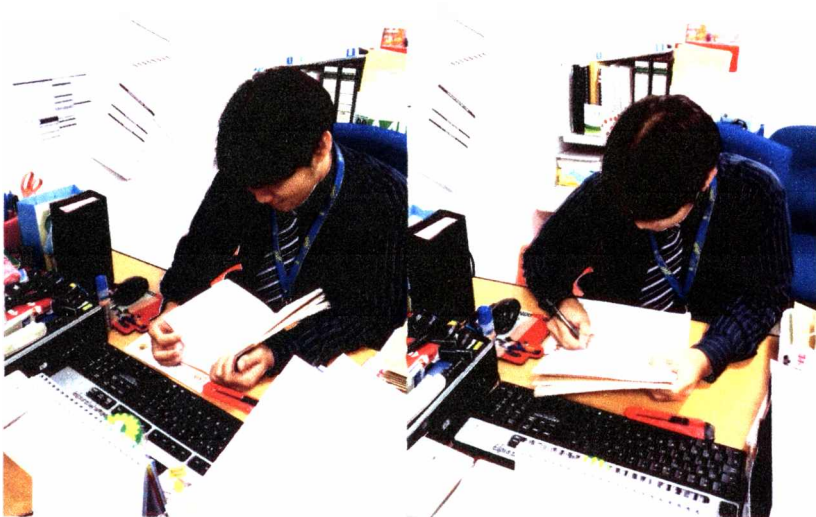


Photo 6.6 Diligently conducting the task given



Photo 6.7 At the entrance of the main office