

2023-24

INDUSTRIAL TRAINING REPORT

4th September 2023 - 9th February 2024

Daulat Tuanku



اَبُو سَيِّدِي تَيْكُو لُو كِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA



SURUHANJAYA PERKHIDMATAN AWAM
NEGERI KEDAH DARUL AMAN

**BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN
RESOURCES MANAGEMENT**

**AZRIN IZZAT BIN ABDUL BARI
2021858458
RBA243 6C**



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Perlis
Kampus Arau

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR OF BUSINESS ADMINISTRATION (HONS.)
HUMAN RESOURCES MANAGEMENT

INDUSTRIAL TRAINING REPORT

HRM 666



SURUHANJAYA PERKHIDMATAN AWAM NEGERI KEDAH

PREPARED BY:

NAME	STUDENT ID
AZRIN IZZAT BIN ABDUL BARI	2021858458

PREPARED FOR:

DR SABIROH MD SABRI

DATE OF SUBMISSION:

28 OF JANUARY 2024

EXECUTIVE SUMMARY

The Public Service Commission of the State of Kedah Darul Aman was established by the Kedah State Legislative Assembly on August 24, 1959, under the "State Public Service Commission Enactment 1959" or the State Public Service Commission Act 1959. The enactment received the consent of His Royal Highness the Sultan of Kedah on October 20, 1959, and was subsequently gazetted on October 29, 1959.

According to the enactment, the Kedah State Public Service Commission is responsible in several processes which are recruitment, termination, disciplinary action, promotion, and pension.

This internship report is highlighting the overview of the human resources process that I have been experienced especially from the recruitment perspective.

TABLE OF CONTENT

NO.	CONTENT	PAGE NUMBER
	ACKNOWLEDGEMENT	
1	STUDENT'S PROFILE	5
2	COMPANY'S BACKGROUND	6-9
3	TRAINING REFLECTION	10
4	SWOT ANALYSIS	11-12
5	TOWS ANALYSIS	13
6	RECOMMENDATION	14-18
7	CONCLUSION	19
8	APPENDICES	20

COMPANY'S BACKGROUND

 SURUHANJAYA PERKHIDMATAN AWAM NEGERI KEDAH	
Name	Suruhanjaya Perkhidmatan Awam Negeri Kedah
Location	Wisma Darul Aman, Blok E, Aras 1, 05503 Alor Setar, Kedah Darul Aman.
Phone Number	+6047027000
E-mail	spa@kedah.gov.my
Faks	+6047048900
Helpdesk SPA Kedah +60 13 538 3903 (WhatsApp) Emel: espa@kedah.gov.my	 eSPA <small>SISTEM PERMOHONAN JAWATAN KOSONG</small> <small>SURUHANJAYA PERKHIDMATAN AWAM NEGERI KEDAH</small>

OBJECTIVES

"Execute Responsibilities in Accordance with the Commission's Enactment with Transparency, Integrity, and Professionalism"

"Melaksanakan Tanggungjawab Berdasarkan Kepada Enakmen Suruhanjaya Dengan Telus, Amanah dan Professional"

VISION

"Acquiring Human Resources Capable of Serving in Alignment with Current Challenges and Technology"

"Mendapatkan Sumber Tenaga Manusia Yang Berkebolehan Untuk Berkhidmat Selaras Dengan Cabaran Semasa dan Teknologi"

MISSION

"Assisting the State Government in Establishing an Integrity-Based Public Service"

"Membantu Kerajaan Negeri Dalam Mewujudkan Perkhidmatan Awam Yang Berintegriti"

SURUHANJAYA PERKHIDMATAN AWAM NEGERI KEDAH'S ORGANIZATIONAL FLOW

CHAIRMAN



YBhg. Dato' Haji Mohamad Bin Che Nai
DSDK., AMK., BCK.

MEMBER 1



YBhg. Dato' Hajah Nawadzir
binti Haji Abdul Ghani
DSDK., AMK., BCK.

MEMBER 2



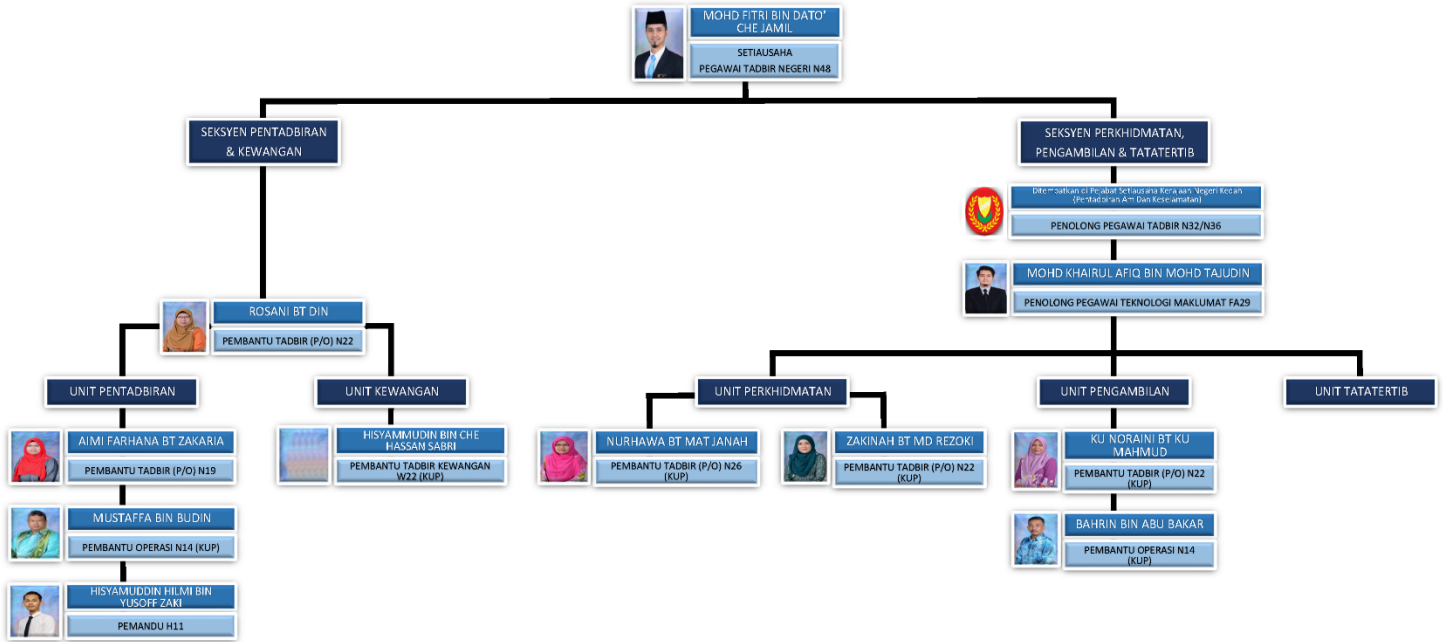
YBhg. Dato' Haji Md Nordin Bin
Yahya
DSDK., AMK., BCK.

MEMBER 3



YBhg. Dato' Wira Sheikh Yahaya
Bin Haji Jusoh,
DGMK., DSDK., BCK.

CARTA ORGANISASI SURUHANJAYA PERKHIDMATAN AWAM NEGERI KEDAH



Tarikh kemaskini: 02.04.2023

RESPONSIBILITIES AND SERVICES

Recruitment –Suruhanjaya Perkhidmatan Awam is responsible in recruiting employees for state offices" means that the Public Service Commission, or Suruhanjaya Perkhidmatan Awam, oversees hiring people to work in different state offices.

Postings and adverts for open positions in state government offices are created and disseminated by the Suruhanjaya Perkhidmatan Awam.

For the application review, our task is to analyse the candidate's background, skills, and experience to see if they are a good fit for the open positions.

Suruhanjaya Perkhidmatan Awam also responsible for coordinating and conducting interviews with candidates who have made it to the final round may. The objective is to find out if the candidates have the right personality traits, level of experience, and skill set for the open jobs.

Promotion - Based on the Circular on PSU(K) Civil Service No: 1/1388 from May 5, 1968, the Commission gave the Promotion Board its power to handle issues related to the promotion of civil servants in the state of Kedah Darul Aman. But the Commission is still in charge of promoting people to jobs in the Mainstream Civil Service (Jawatan Utama Sektor Awam, or JUSA).

Disciplinary Action - Regarding disciplinary matters, the Commission follows the Regulations for Public Officers (Conduct and Discipline) of the State of Kedah Darul Aman 2007 Vol. 51 No. 7 dated March 27, 2008, K.P.U 8, and the State Public Service Commission Enactment of Kedah 1959.

Termination - The power to terminate employment and demote officers in all groups, including the Highest Management Group and the Management and Professional Officers Group of the Civil Service of the State of Kedah Darul Aman, remains under the authority of the Commission.

TRAINING REFLECTION

Training Reflection	
Duration of Internship	
Date	4 th September 2023 until 15 th February 2024
Working Days	Sunday to Thursday
Working Time	Sunday to Wednesday (8.00 a.m. – 5.00 p.m.) Thursday (8.00a.m. – 3.30 p.m.)
Industrial Training Scope	
Department	Recruitment and Administration
Roles	Practical Students
Responsibilities	<ul style="list-style-type: none"> • Arranged files according to the time frame and job position. • Prepared the offer letters to candidates for upcoming interviews. • Appointed to be customer services handling through phone calls and messages from WhatsApp. • Monthly tasks to do the posters for upcoming events and TikTok's videos. • Appointed to become the support for the recruiting process. • Being exposed to the procedures and job scope of the recruiting process. • Arranged files according to the time frame and job position. • Prepared the offer letters to candidates for upcoming interviews. • Handling Interview from registration until interview session. • Checked all the documents and certificates of candidates for interview purpose.
Extra Involvement	<ul style="list-style-type: none"> • Participate in "Records and Files Disposal Workshop. • As a committee for "Rakan Integriti Program: Kerja Sebagai Ibadah". • As a committee for "Kedah Assessment Program Postmortem".

SWOT ANALYSIS

SWOT ANALYSIS	
STRENGTH	WEAKNESSES
<i>Excellent Facilities</i> <i>Website</i>	<i>Lack of Workforce</i> <i>Customer Service</i>
OPPORTUNITIES	THREATS
<i>Other organizations as a benchmark</i>	<i>Wi-Fi Connection</i> <i>Confidential Resources</i>

1. STRENGTH

- *Excellent Facilities*

Suruhanjaya Perkhidmatan Awam Kedah has the excellent facilities that ease the interview process during the recruitment. Suruhanjaya Perkhidmatan Awam Kedah provides conducive and spacious interview facilities that consist of 4 rooms and a waiting room that can allow around 40 candidates per session. It allows the interview process going smoothly from the registration, checking documents, briefing and interview itself.

- *Website*

Suruhanjaya Perkhidmatan Awam Negeri Kedah's portal or website has become one of the strengths that allow the organisation to share information, announcement, and news regarding its responsibilities. Official Portal of Suruhanjaya Perkhidmatan Awam provides numerous information that allows people to seek for the information and get to know important announcement.

2. WEAKNESSES

- *Lack of Workforce*

Suruhanjaya Perkhidmatan Awam Kedah only has few members that are responsible in the recruitment process. Apparently, our presence as an internship student has helped the recruitment team to fulfil the recruitment target for the state.

- *Customer Service*

Suruhanjaya Perkhidmatan Awam Kedah is often get called by candidates during the job vacancy advertisement. Candidates may ask about the scheme and how to apply for certain job position, in addition, they also may address the difficulty that arise during it.

3. OPPORTUNITIES

- *Other organizations as a benchmark*

There are several organizations that have a similar service as Suruhanjaya Perkhidmatan Awam. As we investigate others states of Suruhanjaya Perkhidmatan Awam, we can have a proper bench marking and a reference for scaling up the services provided. For instance, we can have a look into state Johor management which they have better performance than other states. In the other hand, federal Suruhanjaya Perkhidmatan Awam Malaysia, has various of positive outcomes that should Suruhanjaya Perkhidmatan Awam Kedah follows such as systematic management, records and files management, up to date system and effective ways of recruitment process.

4. THREATS

- *Wi-Fi Connection*

The assessment for interviews is conducted through the e-Spa system, which requires an excellent internet connection. The interview panel will score candidates immediately after the interview session ends to facilitate the decision-making process. However, there are often issues with the internet connection, forcing the panel to resort to manual forms and slowing down the decision-making process.

- *Confidential Resources*

Confidential resources that include any sensitive information, data, or assets that are necessary for Suruhanjaya Perkhidmatan Awam Negeri Kedah's operation and prosperity. Financial data, customer information, ideas, corporate plans, and other comparable papers may fall into this category. Protecting these confidential resources is critical to the state workers and company's reputation. Confidential Resources may lead into the sworn statement of regulatory to make sure the data is not leak to public.

TOWS ANALYSIS

TOWS ANALYSIS	STRENGTHS	WEAKNESSES
OPPORTUNITIES	<ul style="list-style-type: none">I. Enhance facilities for interview process.II. Upgrade websites through following other excellent organization.	<ul style="list-style-type: none">I. Appoint a customer services officer mainly focus on phone call.II. Scale up number of staff in every section.
THREATS	<ul style="list-style-type: none">I. Allocation of workforce into several section focusing on interview process.	<ul style="list-style-type: none">I. Update a Wi-fi connection coverage and standby a technician.II. Protect the confidential resources.

RECOMMENDATION

Strength / Opportunities (SO)

- ✓ Enhance facilities for interview process.

Strategic option:

A look up into opportunities that provide by Suruhanjaya Perkhidmatan Awam Malaysia, our organization can follow the strategic that used by federal services commission. One of the strategic that mentioned in Strategic Plan of SPA Malaysia is to increase the technology involvement in interview process. Mentioned that, technology will ease the process of interview by shorten the allocation of time during the registration. SPA Malaysia plan to have an automatic kiosk machine that conduct a self-registration before entering the interview process. Other than that, facilities that fulfil the requirement of comfort and accessibility for candidates to have excellent experience for the ensuring they are easily accessible mainly focus on candidates with disabilities and providing a comfortable and professional environment for candidates.

Recommendation:

Suruhanjaya Perkhidmatan Awam Negeri Kedah can consider both option that mentioned because both options can give advantages for parties, organization, and candidates. For the short term, SPA Kedah can focus on scaling up the facilities for physical interview because the quality of interview process will affect the outcomes of the interview. Comfort and accessibility of facilities can boost the candidate's spirit and avoidance of anxiety for sitting for interview process. In the other hand, artificial intelligence (AI) is one of the most interesting and hopeful technologies of our time. It is constantly changing people's lives and having a huge effect on almost every part of organization (Hemalatha, P., Nawaz, & Gajenderan, 2021). Intervention of technology throughout the interview absolutely give extra hand for SPA Kedah's staff since we are lacking staff for interview process. Complete and safe facilities also play an important role in creating satisfaction in carrying out the duties (Aziz, 2021).

- ✓ Upgrade websites through following other excellent organization.

Strategic option:

Improving a website requires a methodical approach to strategy development that comprises benchmarking and mimicking the actions of other top-notch organisations. Our

organization need to investigate and locate organisations in the industry or ones with a reputation for having top-notch websites. Research into their websites to learn about the layout, features, functioning, and user experience. State organisation such as SPA Kedah can update the technology systems that the SPA Malaysia that serve as benchmarks use. Spa Kedah can add new technology and features that make websites work better in the future for example is SPA9 websites and Myrecruitment 2.0.

Recommendation:

By using a systematic strategy based on comparing and copying the actions of respected organisations like SPA Malaysia, SPA Kedah is about to make a big change to the way its website works and how people interact with it. SPA Kedah learns how to improve its own online presence by carefully studying the structure, features, and operations of the best websites. Adding cutting-edge technologies like SPA9 websites and Myrecruitment 2.0 is a big step forward that will improve the user experience and make the hiring process more efficient. This project will make sure that SPA Kedah stays on the cutting edge of new technology, giving it an even bigger edge in its field. By making sure its website follows best practices, SPA Kedah not only makes it easier to recruit and connect with people, but it also builds a good image for the organisation and shows that it is forward-thinking and dedicated to excellence. Overall, this strategy method looks like it will lead to a complete and significant upgrade, preparing SPA Kedah to do well in the digital world.

Weakness / Opportunities (WO)

- ✓ Appoint a customer services officer mainly focus on phone call.

Strategic option:

Putting together a Customer Services Officer whose main job is to take calls is a smart move that can make the whole customer experience much better. communicating with this person by phone is the main way that customers will get information, help, or answer to problems. The long-term goal is to make it easier for candidates to talk to our organization by making their service better and more suited to their needs.

Recommendation:

Customer Services Officers in charge might take a personalised method to make sure that every customer who calls gets special attention. Consequence to this implementation, staff of SPA Kedah will be happier with this method because it finds trends of problems and helps them fix them before they happen. The officer can also ask customers for constructive feedback and ideas on how to make overall customer service better. Our

commitment to offering excellent customer service over the phone is in line with our high-quality standards. This builds trust and loyalty among people and helps us keep up our great track record.

- ✓ Scale up number of staff in every section.

Strategic option:

Adding more staff to each area is a strategic option that could make the company much more efficient and effective. The company is trying to deal with rising demand, increase productivity, and ease capacity issues by hiring more people in more areas. A fairer distribution of tasks is made possible by this strategy choice. This keeps the current workforce from getting tired and creates a healthier work environment. The extra staff could improve service performance, cut down on response times, and make the interview process more capable overall.

Recommendation:

The most efficient use of human resources can be achieved by letting employees specialise within parts. This lets workers focus on certain tasks or areas of their expertise. This choice of strategy gives the company the flexibility to face problems head-on and seize new opportunities as they come up. SPA Kedah various sections need to fill with extra staffs as each section are linking to one another. To make sure all the process is going well, the strategy of conduct a competency-based interview to recruit newcomers that specialise in every section. As the organization hires more people, it improves its chances of growth, stability, and long-term success.

Strength / Threats (ST)

- ✓ Allocation of workforce into several section focusing on interview process.

Strategic option:

The purpose of the organization's strategic choice to split the workforce into multiple sections with a focus on the interview process is to improve and streamline the hiring and selection process. The company might be able to be more efficient and get better at what it does by dividing its employees into sections, with each section in charge of a different part of the interview process. One group might be in charge of the first round of candidate screening, another of the qualified evaluations, and the third of the final interviews.

Recommendation:

Improved recruiting decisions and the ability to attract and retain the best candidates are outcomes of this workforce resource allocation strategy, which boosts interview quality and consistency. The interview process is kept up to date with sector best practices and the organization's changing needs through regular training and knowledge-sharing methods within sections, which further promote a culture of continuous development.

Weakness / Threats (WT)

- ✓ Update a Wi-fi connection coverage and standby a technician.

Strategic option:

Improving the organization's technology infrastructure and making sure connections work smoothly could mean updating Wi-Fi coverage. The digital implementation of key in candidates interview marks can lead to possible outcome of fast generate of decision. In the other hand, SPA Kedah should hire a technician can be the first person to call for quick maintenance and fixing, making sure that any problems are fixed right away. This is because currently our organization is stick with Information Technology Department for any troublesome within the connections network.

Recommendation:

SPA Kedah should take a serious action about preventing and fixing future problems, minimising downtime, and fixing connection issues quickly, they put a worker on call. Monitoring and keeping the system on a regular basis can also help stop problems before they happen during the interview process. Overall, this move not only makes the Wi-Fi network more reliable and faster, but it also shows that the company is serious about giving its employees a modern, strong workplace that lets them do their interviews without any problems.

- ✓ Protect the confidential resources.

Strategic option:

"Protecting confidential resources" is a strategy necessity that makes it even more important for SPA Kedah to strengthen their defences against possible breaches, unauthorised access, and data compromises. Personal Data that is important to the organization's operations and image safe. Strong access rules should be put in place so that only authorised people can see private data. This is one of the strategy's main suggestions.

Recommendation:

Developing a security-conscious mindset among employees requires training programmes that educate them on the significance of privacy and the measures they can undertake to safeguard it. Additionally, endpoint security measures, such as device encryption and antivirus software, serve as the primary barrier against potential threats. Conducting routine assessments, encompassing both internal and external evaluations, can facilitate the identification of vulnerabilities and verify the continued efficacy of security protocols. In order to safeguard sensitive information, it is imperative to adopt a comprehensive and proactive stance, actively monitoring emerging cyber threats and implementing necessary modifications.

CONCLUSION

To sum up, the many ideas made for Suruhanjaya Perkhidmatan Awam Negeri Kedah show a planned way to deal with certain problems in the business and take advantage of chances to make things better. By doing things like making interview rooms better, improving the organization's website, assigning a customer service rep to answer the phone, and hiring more people in different departments, steps are being taken to improve operational effectiveness, user satisfaction, and the overall performance of the organisation. These strategy options are in line with known areas of strength and opportunity. They offer practical ways to fix weak spots and lower the chances of problems happening.

By following these ideas, SPA Kedah can make its operations more up-to-date and strengthen its position in the industry, ensuring that its services and processes are customer-focused, efficient, and on the cutting edge. This document's strategy plan lays the groundwork for SPA Kedah to thrive in the age of technology, adapt to constantly changing conditions, and stay committed to providing excellent public service.

References

(n.d.). Retrieved from <https://espa.kedah.gov.my>

(n.d.). Retrieved from <https://www.kedah.gov.my/profil-suk-kedah/>

Aziz, A. S. (2021). Elements of Facility In Job Satisfaction Of Special Education Teachers In Malaysia. *Turkish Journal of Computer And Mathematics Education*.

Hemalatha, A., P., B. K., Nawaz, N., & Gajenderan, V. (2021). Impact of Artificial Intelligence on Recruitment and Selection of Information Technology Companies. *Institute of Electrical and Electronic Engineering*.

Isaeva, N., Gruenewald, K., & Saunders, M. N. (2020). Trust theory and customer services research: theoretical review and synthesis. *The Services Industries Journal*.

Li, Y., Barthelemy, J., Shuai, S., Perez, P., & Moran, B. (2022). A Case Study of WiFi Sniffing Performance Evaluation. *Institutes Of Electronic And Electricals Engineer*.

Ozkan-Ozen, Y. D., & Kazancoglu, Y. (2021). Analysing workforce development challenges in the Industry 4.0. *Emeral Insight*.

APPENDICES



