

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES**



BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)

PRACTICAL TRAINING (ADS 667)

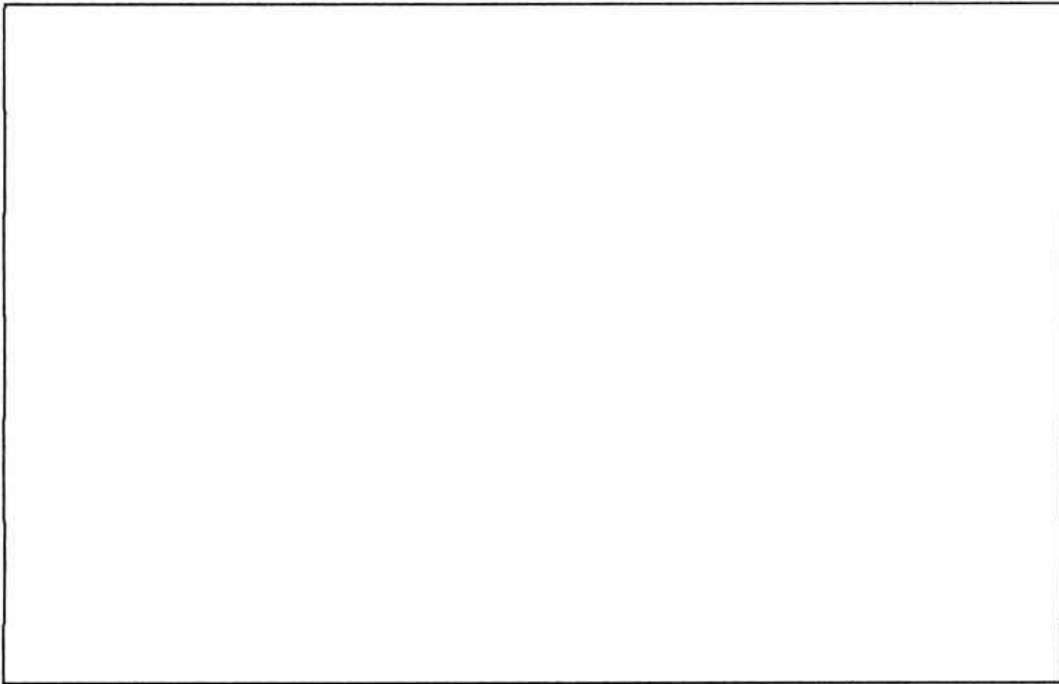
**PRACTICAL TRAINING REPORT IN PEJABAT PENDIDIKAN
DAERAH KUCHING**

NUR FITRI AFEEZA BINTI BEDUAN

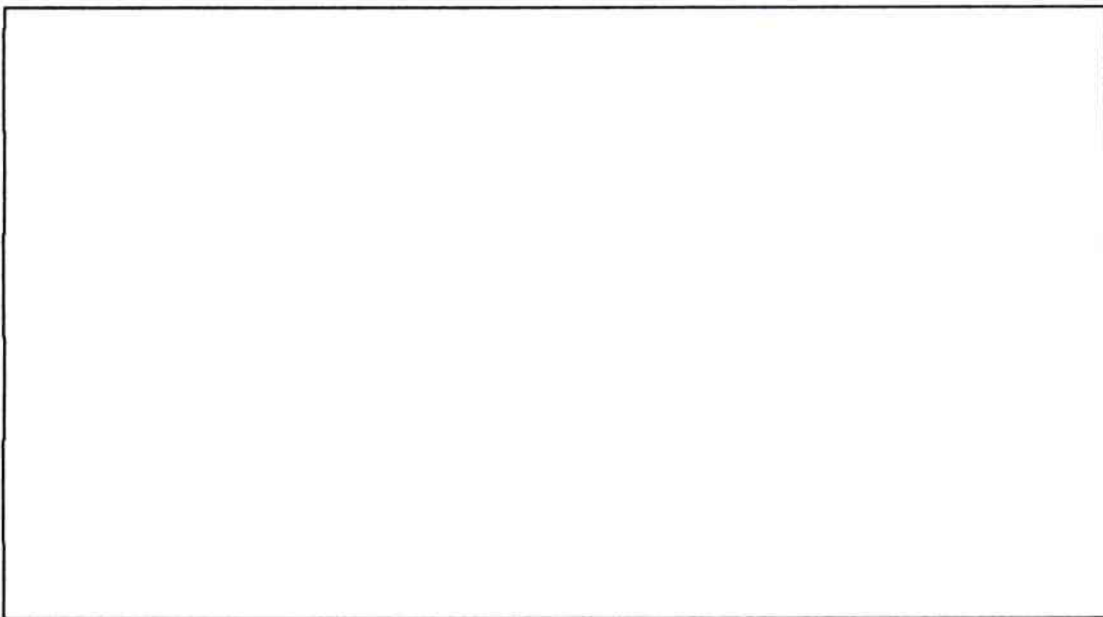
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MARCH-JULY 2018

Supervisor's Comments

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Moderator's Comments

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY
THE SUPERVISOR

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Place : Pejabat Pendidikan Daerah Kuching (PPDK)

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

.....

(Sharon Pearl Henry Serub)

Date :

THE DECLARATION

I hereby declare that the work contained in this Practical Training Report is my own except those that which have been duly identified and acknowledged. If I am later found to have committed plagiarism or other forms of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed,



(NUR FITRI AFEEZA BINTI BEDUAN)

ACKNOWLEDGMENT

I had undergone my practical training for two months at Pejabat Pendidikan Daerah, Kuching, Sarawak. The purpose of this practical training is to fulfil the requirement of the bachelor degree for Bachelor in Administrative Science (Honours) under Universiti Teknologi Mara (UiTM). Here, I would like to have the opportunity to thank everyone who have been supportive of me throughout my practical training.

I would like to thank my family for giving moral and financial support during the period of my practical training. I also would like to thank my host supervisor of PPDK, Mdm Khairunisa and Mr Yazit for accepting me into *Unit Gaji & Unit Pembangunan Kemanusiaan* and for giving the guidelines of the duties and tasks that need to be completed during my practical training. Not to forget other staff and colleagues who helped me a lot in adapting myself in the office's environment and sharing new experiences that are useful in completing my work.

Besides that, I would like to thank to my practical training supervisor, Madam Sharon Pearl, for helping and assisting me in completing our practical training report on time. I am also grateful that she provides us many useful guidelines in completing our practical report from time to time. Lastly, I would like to thank my classmates and friends for sharing their knowledge and information regarding the practical training report.

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Table of contents

Chapter 1: Introduction	
1.0 Chapter Review	1
1.1 Organization Logo	1-2
1.2 Organization Background	2-3
1.3 Organization Objectives	3
1.4 Organization Vision and Mission	4
1.5 Organization Policy	4
1.6 Organization Structure	5
Chapter 2 : Schedule of Practical Training	
2.0 Chapter review	6
2.1 Introduction	6
2.2 Weekly practical training report	6-14
2.3 Chapter summary	14
Chapter 3 : Analysis	
3.0 Chapter review	15
3.1 Introduction	15
3.2 Types of meeting	16-21
3.3 Preparation of the meeting	22-25
3.4 The purpose of meeting	26
3.5 Result of meeting	27
3.6 Chapter Summary	27
Chapter 4 : Recommendation	
4.0 Chapter review	28
4.1 Introduction	28
4.2 Strength and weaknesses	28-29
4.3 Recommendation for strength	30-31
4.4 Recommendation for weaknesses	32-34
4.5 Chapter summary	34
Chapter 5 : Summary	35-37
References	38
Appendix	40-41

List of Images and Figures

Image 1.0 : Organization Logo	1
Image 1.1 : Organization Logo	2
Image 1.2 : Organization Structure	5
Figure 3.1 : Types of meetings	16

Chapter 1

Introduction

1.0 Chapter review

The introductory part for this practical report will explained regarding on the organization's logo in section 1.1, background of the company on section 1.2, organization objectives in section 1.3, organization mission and vision in section 1.4, organization policy in section 1.5 and the organization structure in section 1.6.

1.1 Organization logo



Image 1.0

Sources: <https://ppdkuchingweb.wordpress.com/>

Pejabat Pendidikan Daerah Kuching (PPDK) basically do not have their own logo for their districts like most of the PPD in Peninsular Malaysia

because they only come out with the special logo designed for all districts education office in Sarawak as shown below :



Image 1.1

Sources: <http://jpnsarawak.moe.gov.my/index.php/ms/>

1.2 Organization background

Living in the country that have people with various characteristics from different background such as multicultural and multi religious will definitely give impacts towards education system in Malaysia itself. Education is compulsory to everyone. Apart from that, the ministry of education is under of federal government. Meanwhile, the education department for every district will be under State government. Next, the education system in Malaysia is divided into various stages, such as preschool, primary education, secondary education, post-secondary education and lastly the tertiary education. Back in the year of the education being established, *sekolah pondok*, *madrasah* and *other Islamic school* are among the earliest school in Malaysia. Then,

during the British colonial government, there were innovation in education system.

The history of education in Sarawak started under the Brooke rules back in the year 1814 until 1946, and then continued under British administration from the year 1946 until the formation of Malaysia in 1963. Furthermore, education system Brooke administration were focusing on the government workforce and to develop the standard of living among the society in Sarawak. Apart from that, the plural school system in Sarawak has been set their main specifications such as; Malays education, Native education, Chinese education, Indian education and English education.

As for the administration of ministry of education Sarawak, it has being divided into five part for all districts in Sarawak. Kuching district education office (*Pejabat Pendidikan Daerah Kuching*) falls under the first part of the division. Somehow, the districts education office has been restructured into two parts which is *Pejabat pelajaran Gabungan(PPG)* and *Pejabat Pelajaran Daerah Kecil(PPDK)* on 2003. There were 90 schools under Kuching district education office which consist of 64 primary schools and 26 secondary schools.

1.3 Organization objectives

- Improving the physical condition of school building and facilities and the attractiveness of the surrounding.

- Enhancing the effectiveness of the school leadership and management.
- Enhancing staff professionalism.
- Diversifying the school curricular and co-curricular programmes to meet the diversify of potential, talent and interests of students
- Establishing a network of international cooperation in arts, culture and heritage.

1.4 Organization vision and mission

- **Vision**

Excellent schools producing distinguished generations

- **Mission**

Developing the potential of individuals through quality education

1.5 Organization policy

- **Malaysia education blueprint 2013-2025(MEB)**

There are three waves for MEB (2013-2025):

Wave 1 (2013-2015): Turn around system by supporting teachers and focusing on core skills.

Wave 2 (2016-2020): Accelerate system improvement.

Wave 3 (2021-2025): Move towards excellence with increased operational flexibility.

Objectives

1. Understanding the current performance and challenges.

2. Establishing a clear vision and aspiration
3. Outlining a comprehensive transformation programme for the system, including key changes to the ministry.

1.6 Organization structure

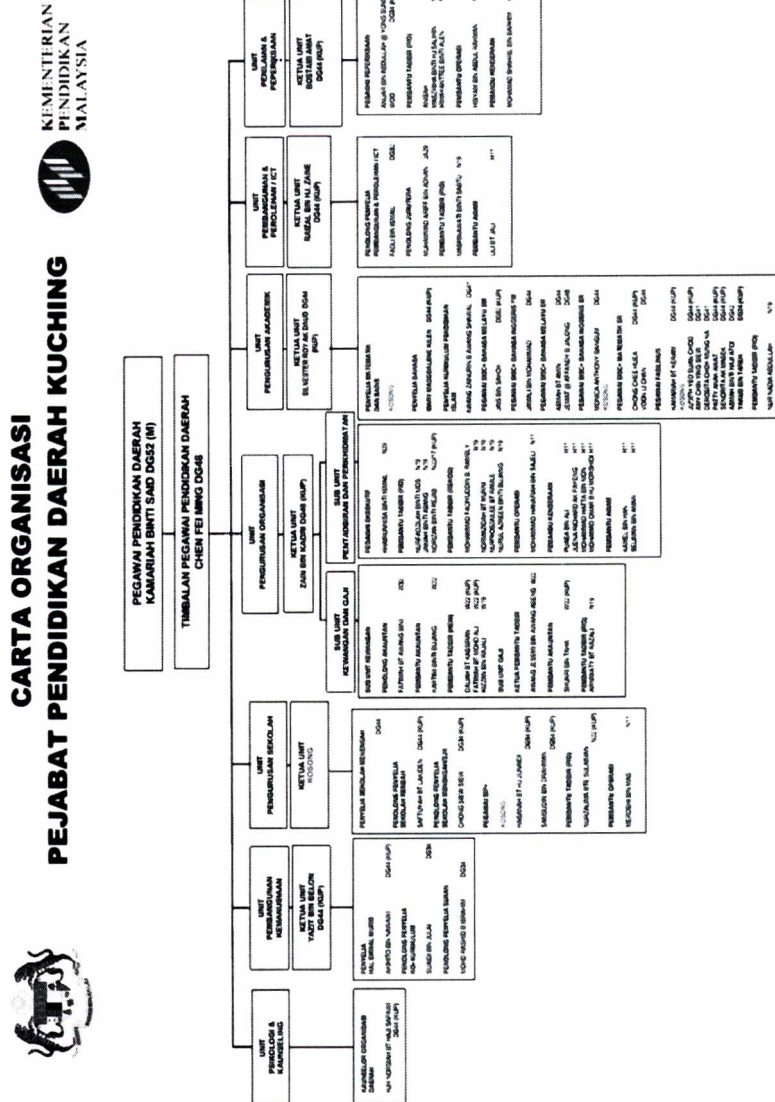


Image 1.2 Source: <https://ppdkuchingweb.wordpress.com/> on 25 April 2018

Chapter 2

Schedule of practical training

2.0 Chapter review

In this chapter will emphasizing on the schedule of the practical training that has been recorded in the logbook. The introduction of the task will be on section 2.1. On section 2.2 is for the explanations of task given according to weeks and the reflections during the internship. Lastly, in section 2.3 is the chapter summary.

2.1 Introduction

As for the practical training attachment, I need to record and summarize all the tasks given to me during two months of my practical training in the logbook given. This chapter will explaining on every daily task that has been executed. During my practical training, I has been placed in two departments which are the remuneration department and human development department and being assisted under two supervisors.

2.2 Weekly practical training report

2.2.1 Week 1 (29th January 2018-2nd February 2018)

On the first week of practical training, I have report for my duties on 29th January 2018 to my supervisor, Madam Khairunnisa, the executive officer for remuneration department. Then, the supervisor brief regarding the organization

such as departments in PPDK, rules and regulation, job scopes, positions and task of their staff. Within this week, I have being given task by the supervisor for filling the document. The first thing that needed to be done before filling is to rearranged the letter based on the date in which it must be from the previous year until the latest year. After that, I need to list down the information of the letter based on the stamp colour. Red stamp is for outside company meanwhile the blue stamp is for PPDK. The colour of the stamp is to show 'receive' and 'send' letter by the company.

Reflection week 1

For the task on first week, I can relate to the subject that I have learn which is public administration. The task given was regarding on the file management where I managed to arranged the file based on the flow of the process. It must be arrange by following the process that has been stated by the organization itself.

2.2.2 Week 2(5th February 2018- 8th February 2018)

On the 6th of February, I have being placed to other department which is human development department, under new supervisor, Mr Yazit, the head of department. For the first task in this department was the filling system. Next, I have attended the first meeting as the secretary as I have to jotting down the important content during the meeting which called as minute meeting. The meeting was regarding the 'cha-ching' curriculum that has been presented by the team from Putrajaya. They were proposing on financial management

program especially for the primary school student as they want to combat bankruptcy among young generation. Then, I have attended an outdoor event (*Majlis Sukan Sekolah Menengah*) to be part of the committee. Hence, I have learn the flow on how the program are being manage based on the protocol. The program was involving 23 secondary schools from all districts in Kuching area such as Bau, Lundu and Padawan.

Reflections

For the second week of internship, the task were related to public relation course as it has the matters relating to the event which I learned and observed how PPDK as the main department for all education districts office in Kuching were bring handled. Moreover, I have learned how the flow of the meeting and how to deal with client.

2.2.3 Week 3 (12th February 2018-15th February 2018)

On the third week of internship, I have being given the task to key in the data of the students. Moreover, I have being taught on how to use Microsoft excel. There were few information needed such as student's name, student's identification number and their school name. After done listing the name of the students, I have another filing task for the sports unit.

Reflection

During this week, I can relate my task to the interactive multimedia course that learned on the use of software application, such as Microsoft excel. Moreover, it really help me in gaining new knowledge in learning basic software that I may use in the future.

2.2.4 Week 4 (19th February 2018-23rd February 2018)

The first task for the weeks was continuing the filing system for sports unit. Then, I attended meeting for *Majlis Cabutan Undi Projek PPKHAS zon1 Kuching 2018*, which was held on 26th of February at *Jabatan Pendidikan Negeri, Sarawak*. For this event, I have been chosen as the committee for the actual event. The event was mainly for touch points for budget 2018 such as *Projek Penambahbaikan dan Penyelenggaraan sekolah menggunakan peruntukan Tabung Khas(PPKHAS)*. Furthermore, I attended another meeting at KPDNKK with the head of department HEP, Mdm Marrienne ak Jemelin. The meeting was on the explorace which will be involving 61 schools in Kuching. Their targeted audiences was primary school students, 2 persons from each school and 1 teacher to become the committee. The objective of the event was to encourage the student to become good buyer, to give awareness regarding on financial management and to encourage integration relationship among the students from different school. Other than that, I also been given another task which is to prepare the proposal regarding on the event that will be held from April to May.

Reflection

The fourth week of internship teach me how to interact and communicate to people well. Moreover, meetings taught me to be more confident when facing the client. I can relate the task with project management course, in which during joining the activity conduct for the course, I have to interact a lot with people and trying to solve any problem professionally.

2.2.5 Week 5(26th February 2018- 2nd March 2018)

On the 26th of February, I participated as the committee in the PPKHAS 2018. Other than that, registered contractors will be voting for a poll that has been provided. Beforehand, the contractors must registered their company, then if their company name stated in the list provided, then they can proceed to the next stage. For the next stage, their documents must be completed as stated in the requirement. After their documents being verified to the counter they choose, they will put the ping pong ball in the box given. Another task for this week was preparing for carnival CATS event paperwork. I will focusing for the activities involve during the carnival such as PES2018 and Dota2. Other than that, I attended another meeting for UPPK(Kokurikulum 2018). The meeting was describing on the need of the *Penolong Kanan Kokurikulum Kanan (PKKK)* to emphasized the use of iKeps in data management. In this week, I was also being responsible to key in the data by using excel for the website.

Reflection

As for the task given in week 5, I can relate to more for few courses such as, public relation, organizational behavior and ethics. The task are more to the associate with the people, how can I solve the problem face by the client and how can I deal unnecessary event professionally. Apart from that, I can try to fulfill the demand by the client in the actual event.

2.2.6 Week 6 (5th March 2018-9th March 2018)

In week 6, I am responsible to make 162 copies of letter to be distributed to school in Kuching. Then, there were magazine that needed to be distribute and put into every school's pigeon hole. Moreover, I was also appointed as secretariat for eSPBT (*taklimat pesanan 2018*) at SK (A) Datuk Haji Abdul Kadir Hassan from 8 A.M until 5 P.M . The main objective of the program was for briefing on e-SPBT rather than using the traditional method. The participants involve were from every chosen school for listed districts such as Sibul, Bau and Sri Aman. I also attended another meeting at SMK Tun Abang Haji Openg as a secretariat. The meeting was emphasizing on the carnival CATS2018 activities. During the meeting, every teachers from schools under Kuching education district office were being delegated to the team task forces. The chairman of the meeting was explaining on every task that given to the teachers and how they can exercise their power on the actual event. Next, I make a copies of letters to be delegate for all schools under PPD Kuching, Bau and Lundu. Then I made the reservation room for e-SPBT second meeting that will be held on 14 March 2018. On the 9th of March, I attended dinner at Imperial Hotel Boulevard which

it was for *Majlis Apresiasi dan Jasamu dikenang Hem PPD Kuching*. The dinner basically a farewell dinner for HEM teachers who will retire.

Reflection

For the task given during this week, I can relate it more to the project management course as I attended few meetings. I can adapt what I have learn in UiTM at the workplace. Moreover, the most important part of the meeting was, I can learn how the chairman answering every enquiries in order to makes thing clear to the audience.

2.2.7 Week 7 (12th March 2018- 16th March 2018)

In this week, I went to the NREB(Natural Resources And Environment Board) department at *Pelita* to proposed paperwork regarding on eco-camp to Miss Jenefer Lu Yann Rong the environment control officer (PALS monitoring). We went there to discuss on the allocation of fund for eco-camp. Then, I attended another meeting at SMK Matang Hilir. For this meeting, we were discussing on further delegation task tor team force. I was also responsible for faxing letters to the schools listed. In this week, we proposed paperwork to Professor Nurakmal in Unimas. PPD decided to make a collaboration with Unimas regarding on an activity which is engineering and architecture project. Their games will required the students to build the bridges model. The team who succeed during the CATS carnival will be chosen as international team for another league in China. The concept of the activity is STEAM (Science, Technology, Engineering And Mathematic). They add another A which referring

to Art because it will be the symbol of esthetic value for the bridges design. The competition is focusing on the innovation skills and creativity among the students. Other than that, I attend for ASAT meeting which it is mainly for the delegation of task for team taskforce for PKKK of secondary school. ASAT is stands for *Anugerah Seri Asrama Terbilang*.

Reflection

I can relate the task given is more to human resource management course because I can observe how the teachers are being recruited as the team task force based on their capabilities. Other than that, it also related to project management where the task is given based on the activities that will be conduct. Each team will handle their activities may be in term of the venue, date, accommodation, and cost.

2.2.8 Week 8 (19th March 2018-23rd March 2018)

On the final week of practical training, my task was to key in the asset information into the template provided (*senarai asset alih*). The asset list is to see the types and amount of asset in every unit. Other than that, I am responsible to faxing the letter to the principle and education districts office. Then, on the last day of the internship, my colleague and I were involved in EKSA that usually will required the workers to rearrange their stuff based on corporate style. EKSA is stands for *Ekosistem Kondusif Sektor Awam* which encourage good environment and creativity of worker. Other than that, I responsible for the counter service.

Reflection

For the last week of practical training, I can relate it more to the ethic course as there will be few ethic needed when we face the client. I will try to find the solution and even if I am clueless, I will ask my colleague on how to solve the matters. I also can relate it to interactive media as I learn on how to manage long listed assets by using software provide.

2.3 Chapter summary

As for the summary of all tasks throughout practical training, all the tasks given are in accordance to the guideline as required by Faculty of Administrative Science and Policies Studies. It will be the advantage for the practical student in working environment. Hence, the task basically very useful to me as a trainee for future undertaking.

Chapter 3

Analysis

3.0 Chapter review

This chapter will explained more about the task given the most during the practical training which is meeting. On section 3.1 will explain about the meeting. Then, section 3.2 will explain on the types of meeting, meanwhile section 3.3 is for the preparation of meeting, section 3.4 is the meeting agenda and 3.5 is the result of the meeting. Lastly, section 3.6 is the chapter summary

3.1 Introduction

When I was being placed under *Unit Pembangunan Manusia*, I have attended a lot of meeting. Furthermore, I have been appointed as the secretariat for every meeting that conducted. Usually my task would be focusing for the minute meeting, jotting down the important issue, distributing the form or copies of documents and checking for the attendance for the meeting. Other than that, the meeting conducted usually for the important event that may need team building from schools. Meeting that are conducted could be done formally or informally. In addition, formal meeting means the meeting is schedule and have proper arrangement such as minute meeting and the meeting has its own agenda in order to gather the people for a discussion session. Meanwhile, the informal meeting is less planning on the meeting or in other words it is the occasions without formality. People who attend the informal meeting can be more relax since it is more to casual talk. Apart from that, informal meeting can be done in no

specific place such as meeting room because it only require the people to meet and discuss on certain matter.

3.2 Types of meeting

Based on Thill and Bovee(2008), meeting basically conducted to share the information or to solve the problem. In other words, meeting play as the crucial part for the organization in order to conduct event, program or dealing with the uncertainty be it positive or negative matters. Moreover, meeting will be the occasions for the people to gather and share ideas or opinion for the problem solving. Apart from that, meeting will help to discussing about any matter involving the organization that may need decision agreed by the majority. There are few types of meeting, which consist of :

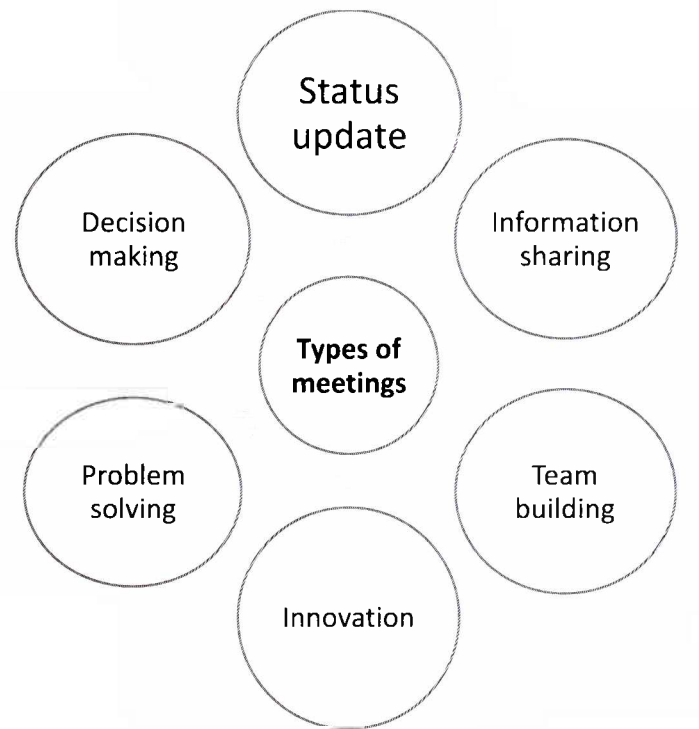


Figure 3.1 sources: <http://meetingsift.com/the-six-types-of-meetings/>

As shown in the figure, there were various types of meeting. Firstly is the status update meeting. This meeting usually the common meeting held by the organization. Apart from that, the meeting will involve the update regarding on the progress of the activity conducted. Furthermore, this meeting will emphasize on the barriers or what is their next strategy to continue their progress in order to achieve the objective. Usually this kind of meeting is focusing on the problem solving, discussion for decision making, the task and their priority. As for example, PPDK always conduct this type of meeting. In the meeting, the participant of the meeting can help to contribute their idea and opinion regarding on the issue arise. For instant, the meeting regarding on the CATS carnival 2 was involved by the teachers from various school. During the meeting, the teachers are being informed on how the event should be conduct, when it will be held, who will participate and preparing for any uncertainty. They also being informed on the update of the program which automatically will encourage the two ways communication in the meeting. The teachers will giving their opinion on the efficient way for the program being held.

Second type of meeting is the information sharing type .This types of meeting usually consist of visual presentations of meeting, the debates or lectures which will required the speaker to explain further information about the meeting. Other than that, it must contain the new knowledge to be share to the audience. Moreover, this types of meeting will be using visual presentations such as slide or videos that may help the audiences to understand better on the purpose of the

meeting. They can help themselves to get the clear idea on the main topic presented and the audience can remember the slightly details during the meeting. As for example, when I attended my first meeting during the practical training in which the meeting was regarding on the Cha-cing curriculum program presented by representative from Putrajaya that considered it was the new knowledge to PPDK as it has not been practice in any school in Kuching. Therefore, the representative presenting their program in visual form which was in slides to give a clear idea regarding on the program to the PPDK chairman, Puan Kamariah.

The thirdly types of meeting is decision making meetings. In this types of meeting, there would be brainstorming session made by the participants in order to gain the solution for the decision making. A group of people will think on the decision making process and evaluating the best solution that may fit to the situation. Other than that, it requires the group of people to gather their ideas, come out with idea and may be vote for the decision based on majority. As for instant, I have attended the meeting regarding on the delegation of task at SMK Matang Hilir in which the meeting focusing on the delegation of task for team task forces for CATS carnival event. The committee was pointing out their opinion on how to handle every activity conducted so it will be convenient to the participant and the team. Apart from that, they will voting on the task delegation. For example, SMK Santubong is having the majority vote for becoming the organizer for one of the activities. Meanwhile, Politeknik Kuching will become the organizer for DOTA2 and PES2018 game competition. It show how the task are being delegate based on their capabilities.

The fourth types of meeting is the problem solving meeting. For this types of meeting, the meeting is focusing on the problem identification. They have to analyze and evaluate on every situation so that they can pointing out on the issue arise. Therefore, they will come out with few steps or strategies to ensure the can solve the problem. Moreover, this types of meeting is the advantages for any circumstances that may happen in future. Beforehand, they have to understand and fully analyze on the issue arise in which they cannot simply come out with instant solution without thinking the long term effect to cover up the defect. Somehow, they must decide long term solution that can help to prevent the problem to appear in future. The participants in the problem solving meeting must be professional in handling problem, they should not thinking with the best solution that may benefits to all. As for example, Mr Yazit can handle the problem arise in the meeting among the curriculum teachers in which the issue was the lost data of the students that they need to key in back to the system.

The fifth meeting is the innovation meeting. Apparently, this meeting will emphasizing on the sharing of ideas among the meeting participants. However, the meeting will be discussing on the broad scope of ideas that will contribute towards newest idea either for problem solving or the decision making. The meeting can teach the participants to come out with various strategies in order to reduce the time constrain. Basically, the meeting can encourage the participant to thinking outside the box rather than come out with the common solution. If they could make the innovation for their problem solving, then they can have better evaluations on problem. Other than that, this types of meeting can enhance the

creativity of the workers in their performances. Usually, the innovation of idea can let the people know that they have no limitation in order to gain new knowledge or information.

The last types of meeting is the team building meeting. This types of meeting will help to generate the good relationship among the workers and may contribute towards a good corporate culture. Apart from that, team building can ensure the teamwork among the workers so that they are involving in any matters without being a parasite in the team. In the other hands, team building can managed to generate a better ideas or engagement between employer and employees. The workers will play their part by become active rather than passive during meeting. Therefore, the team building meeting can enhance good performance for the organization. As for example, sir Yazit conducted few meeting and I can see the participants of the meeting were involving themselves very well for the CATS carnival. Politeknik Kuching and they are few schools in Kuching are being chosen as the organizer for certain activities conducted such as the public speaking, explorace, eco-camp and many more. Therefore, they are willing to become the committee to support the event. Other than that, I attended PPKKHAS meeting for the delegation and briefing on the task given. Then, on the actual day after the meeting, I can see the teamwork among the committee and we were giving our full commitment for the program. Hence, we have created the good relationship among ourselves as a good team building even though the event was combining the PPD in Kuching, Bau, Lundu and the JPN. We can work as a team due to the good understanding for the work commitment.

In conclusion, there were five types of meeting that I can conclude for all of the meetings that I have attend. It consists of the status update meeting, information sharing meeting, decision making meeting, problem solving meeting and team building meeting. From all of these meeting, I can have the clear idea regarding on the work environment especially on how to decide for the best solution and dealing with the client.

3.3 Preparation Of The Meeting

The preparation of meeting is the crucial part before the meeting is started. In order to conduct the meeting, they should have a proper preparation so that the people who will attend the meeting is comfortable and motivated. According to Kevin Daum, there are seven techniques for a productive preparation of meeting.

i. Information of attendees

The board of meeting should have really known the attendees of the meeting. They must inform the attendees early so that they are well prepared for the meeting. They can inform the attendees through fax, email, memo's or letter's. Then, the list of the attendees should have being provided. It is to ensure the attendees invited are attending the actual meeting.

As for example, before the PPKKHAS event started, PPDK were conducting meeting for all the committee by informing us through memo's . As the memo's received, we as the attendees will aware on the meeting. Next, when I was appointed as the secretariat, I was given the list of the school involved for the attendees. The representative will fill their name, email, contact number and their position at their school list. Meaning to say, the list is provided to ensure the school invited for the meeting will attend their meeting.

ii. Clear objectives for meeting

Every meeting conducted should have a clear objective so that the attendees can be well prepared for the meeting. The objectives is important to ensure the people will aware to their responsibilities. As for example, every meeting conducted in PPDK has their on objective to drive people towards the main goal. Moreover, they have set the objective to ensure the participants are clear on the idea of certain program, such as, the objective of the usage of e-spbt for the teachers in which the teachers can key in the data automatically through series number rather than fill in the information manually.

iii. Agenda

Agenda here means the purpose of the meeting conducted. According to Patrick, the meeting should have clear agenda from the beginning of the meeting. This is because it is to ensure the attendees do not feel wasting their time for attending meeting. Moreover, it is to avoid waste of cost in conducting the meeting that may require the organization to prepare for the food. For example, I attended the meeting regarding on PPKHAS program, we were being invited for the meeting for the briefing of the program. The meeting was regarding on the voting for a tender in which the voters should follow the procedure in order to take their part in voting session.

iv. Considering for any uncertainties

A good preparation is very important to avoid any uncertainties that may occur. The uncertainties may affect the meeting, in order to ensure the meeting will be held in a good way, the one who conducted the meeting should have solutions. As for example, if the attendees is not coming for the meeting, the organizer should confirm on the absenteeism of the attendees by calling their organization to ask whether they could make it or not. It is to ensure the organizer aware to those who cannot attend the meeting.

v. Remove the roadblocks

The meeting must be conduct based on the priorities. Therefore, the organizer should have prioritize the potential issues in order to save time. It is to avoid the attendees become boring to the meeting. Meaning to say, the meeting must be prioritize the matter rather than thing that can be solve anytime. For instant, I can see that Mr Yazit were prioritizing the event that may happened around the corner rather that activity that may took few month to settle down.

vi. Decide for the best solution for outcome

Basically, the meeting should have proper solution for any problem nor uncertainties. Therefore, the organizer should have a clear solution or strategy for any agenda they made in order to have the desirable outcome. As for example, what I have experience during most of the meeting I attended, there were informal meeting with the KPDNKK in which the meeting was regarding on the collaboration with PPDK, they were

discussing on the allocation of fund for the CATS carnival, at the same time they are discussing on how to handle the safety of the student and how to make the event being involved by all parties invited. Therefore, I can see that they could come out with the idea that may be fair to all of them.

vii. Focusing on the activities

The meeting must focusing on the meeting agenda, meaning to say they have to do the follow up for the meeting from the beginning till the end of it. They must set the time to ensure that the meeting did not exceed the time set as the attendees has other commitment. Moreover, during the meeting session, the organizer should focus on the topic without wasting time with unnecessary talks. It will show the professionally and commitment of the organizer towards their objective. For example, most of the meeting I have attended was focusing on their agenda. They were very professional by taking thing seriously.

3.4 The purpose of meeting

In every organization, there must be goals that they want to achieve even if the organization may have few department with different objective, they still need to focus on the goals. The first purpose of the meeting is, it is one of the main approach for the organization to gather the information and share their knowledge among themselves. Moreover, it will help to generate more ideas for better outcome. The participant in the meeting can manage to give their opinion regarding on the organization matter. Based on my experience during the practical training, I attended both informal and formal meeting. For the informal meeting, I went to the Unimas, NREB and KPDNKK for a relax and more to casual discussion. As for example, we can express our idea with a friendly environment. Apart from that, we keep changing our ideas without judging or in other words we were having brainstorming session.

Next, the purpose of meeting is to discuss for the solution and problem solving. There must be issue arise face by every organization. Somehow, they have to find solution to eradicate the tendency of the issue to arise again in future. Meeting is the best approach for the organization to remove the barriers and defect. They can review and evaluate the past performance to be the guideline to come out for the best solution. As for example, I can apply what I have experience during practical training. During the PPKKHAS meeting, they are reviewing and evaluate the previous event that have being done in 2017 in which there were so many weaknesses they have to overcome.

3.5 Result Of Meeting

Based on the meeting I have attended, most of the meeting are getting positive feedback as the attendees can understand better the purpose of the meeting. Other than that, meeting can help to reach their solution. The result of the meeting either to be continued for next meeting or already achieved their aim. Furthermore, meeting can help towards achieving the desirable outcome as if they can exchanging the idea among themselves.

3.6 Chapter Summary

To be concluded for this chapter, meeting is among the crucial part of the organization. Therefore, without meeting, the employer and employee could not work on their organization program or activity efficiently. Somehow, meeting can help to engage the people in the organization to work together as a team. Apart from that, the purpose of the meeting and outcome of the meeting is to measure whether they can achieve their objective in a proper manner and effectively.

Chapter 4

Recommendation

4.0 Chapter Review

In this chapter will be divided into few sections. For the first section, 4.1 is the introduction for the chapter. Section 4.2 will point out the strength and weaknesses for the task mentioned in chapter 3. Next, section 4.3 and section 4.4 is for the recommendations for the task and lastly section 4.5 is the chapter summary.

4.1 Introduction

As for this chapter, I will emphasizing on the strength and weaknesses of the task given to me during my practical training by the organizations that I specifically choose in chapter 3. Apart from that, I am required to identify and analyze their strength and weaknesses in the organization that needed to be maintain and overcome. Then, I will come out with few recommendations for the organizations.

4.2 Strength and weaknesses

Apparently, the strength of the organizations during meeting is they are able to conduct meeting in accordance to the time planned. It shows that the organizations is able to have proper planning for any meeting to ensure they can deliver the information effectively. Other than that, during the meeting there will be the 'question and answer session' which allow the attendees to express their

opinion. The strength of the organizations also encourage the information sharing and teamwork among the attendees. It can encourage a two way communication among the participants in meeting hall. It automatically allow communications and discussion for the topic that had have issued. As for example, any formal meeting conduct in PPDK will have a proper planning in term of its objective and the tentative such as e-Spbt and PKKK meeting. They also come out with the questions and recommendations for the meeting topic. Therefore, they can also pointing out their opinion that may help to contribute towards any strategy needed in the organizations.

As for the weaknesses of the meeting in the organization is when the attendees could not attend at the right time in which some of them may forgot, coming late to the meeting or are not aware on the meeting. It show that the meeting is affected due to the lack of awareness on punctuality. Apart from that, the weaknesses from the meeting conducted is the attendees is lack of focus for the meeting. It may be due to the side conversation then the attendees get distracted. Other than that, the attendees may get distracted due to the devices. They are playing with their phone while the meeting in which it cause them distracted and left out. Therefore, recommendations are needed to overcome the matter. As for example, the weaknesses usually happened among the attendees that invited for the meeting in PPDK. They may came late for the meeting because they forgot on the schedule of the meeting.

4.3 Recommendations for strength

i. **Maintain the commitment**

Since the organizations are having a good planning of meeting that will be conducted, that should be maintain or improved by the organizations in order to deliver their services efficiently and effectively. Furthermore, they can ensure that they will deliver sufficient information effectively in which the attendees can get a clear framework of the meeting agenda. They already know the strength of their organizations so it should be maintain in order to gain the loyalty from the participants regarding on their services. Then, they need to ensure that they can provide the best services to gain trust from client for the commitment that they can handle. As for example, based on my experience in PPDK, the organization is providing the best service they can to their client especially the teachers. They are giving the best that they can on accordance to the requirement needed.

ii. **Make sure the attendees opinions are being heard**

Every meeting will have the question and ask session or the brainstorming session in which it will required involvement by all the attendees of the meeting. The brainstorming session is where the idea are being heard by the people and there will be no judgment are allowed for giving their opinion. Therefore, the organizations can keep encouraging the participants or the attendees to express their ideas and recommendations on the topic or issues arise during the meeting. Apart from that, it can ensure

the understanding of the participants of the real agenda of the meeting. Then, it will automatically encourage the teamwork among the participants. A great idea usually came from a discussion from teamwork in which the attendees will contribute their ideas and then the idea will be gathered to see whether they can argue with their relevant ideas or whether the idea need to be improve. Based on my experience for attending the meeting at KPDNKK, the collaboration between PPDK and KPDNKK will required a huge amount of project. Both representative of the organizations are pointing out their opinion and idea to contribute towards the project plan.

iii. Define the agenda of the meeting

Every meeting will have their own agenda or goals that need to be accomplish. Therefore, they will need to inform the attendees or participants involve for the meeting the real objective or plan that needed to be accomplished. In order to be understood by the participants on the meeting agenda, the organizations will provide a clear framework that can be review by the participants. For instant, they may provide the brochure or copies of the document that can be read by the participant. The understanding of the participant is the crucial part of the organization as they can evaluate the best strategy needed. As for example, Mr Yazit will explained on the agenda of the meeting before he begin to the main focus. It can also attract the attention of the audience because he can deliver new information which is important to the teachers. They cannot skip the meeting as the meeting will give the useful information to them.

4.3 Recommendation on weaknesses

i. Time and information management

The organization must know how to conduct their meeting without interrupting working hour of their client. Therefore, they should know how to manage the appropriate time for the meeting schedule unless it is due to urgency. The organizations should informed their client regarding on the meeting through formal method such as email, call or faxing the letter. They should not spread the meeting invitation through the word of mouth because it may cause misinterpretation by few informer regarding on the actual meeting. Then, it also cause some participants to come late or coming for the meeting at the wrong time. This is why the management of time and information is crucial because it will not cause problem to any parties. For example, a few participants invited to the meeting were having difficulties in giving their commitment towards punctuality. They may be late due to the certain factors such as picking their children from school or traffic jammed.

ii. Selecting the right participants for the meeting

Next, I recommend the organization to select the participant of the meeting wisely. This is because the meeting must be meant to the right participant. If the meeting is not aligned to the meeting conduct then they will not understand the purpose and what should be done for the meeting. As the meeting required many attendees, then there will be various problem that may occurred such as the participants are being

distracted by side conversation. This show that the participants involve are not into the meeting topic.

The participants may be coming to the meeting to replace the real participants but they do not understand the meeting agenda. Therefore, they will be easily distracted because they do not know the meeting focus. Then, the selection of participants must be based on their work background to ensure that they know what and how do the task works. For examples, for the participants who cannot attend the meeting will be replace by the person to represent on their behalf for the meeting, but the person was not focus for the meeting because it is not related to their task.

iii. Establishing certain rules for the meeting

According to the weaknesses occurred during the meeting, rules are needed to ensure that the participants can pay their attention during the meeting by following the rule. Previous meeting show that the organizations cannot handle the distraction face by the participants. The attendees tend to be distracted due to the side conversation or lack of understanding on the topic arise. It may cause problem to attendees as if their organization or department asking on the input of the meeting, they may become clueless on how to answer the question. Then, it will contribute towards other negative impact such as waste of time and waste of money on transportation. For example, the rules that will

standardize the punctuality of the attendees so that the meeting is not being interrupt by the late comers.

iv. **Make the participants to do their homework**

By making the participants studying and do their homework regarding on the meeting, then it can help to prevent the distraction among the participants. Furthermore, it will encourage the participants to have the clear information of the meeting purpose. Other than that, they can gain their information about the focus and objective of the project or program that conduct. The attendees then can gain their focus during the meeting as they understand the purpose of the meeting.

4.5 Chapter summary

As for the summary of this chapter, every organizations will have their strength and weaknesses which can contribute towards their organizations achievement. The organization also need to emphasize the SWOT analysis through the meeting session. SWOT is stands for strength, weaknesses, opportunities and threats that can contribute towards the improvement and development of the organization.

Chapter 5

Summary

For this chapter, I will summarize the overall conclusion for my practical training at education district office (*Pejabat Pendidikan Daerah, Kuching*) from 29th of January 2018 until 23rd of March 2018, in total of 8 weeks for the training. During my practical training, I was placed under two unit in which, *Unit Pembangunan Kemanusiaan and Unit Gaji*. I have learned many new things during my practical training. In *Unit Pembangunan Kemanusiaan*, I have given so many task related to my course in UiTM. As for example, public relations and meeting.

Apart from that, in this practical report also mentioning on the tasks given during the trainee's internship. The task given are in accordance to the guideline as required by Faculty of Administrative Science and Policies Studies. It will be the advantage for the practical student in working environment. Hence, the task basically very useful to me as a trainee for future undertaking. In addition, the task given usually challenging trainee and as for me, I agreed on how they giving the same or different task to make me acknowledge on the real working situation.

As in chapter 3, I emphasized on the meeting task. In addition, meeting is among the crucial part of the organization. Therefore, without meeting, the employer and employee could not work on their organization program or activity efficiently. Somehow, meeting can help to engage the people in the organization to work together as a team and can help to build good cooperation among themselves. Apart from that, the purpose of the meeting and outcome of the

meeting is to measure whether they can achieve their objective in a proper manner and effectively. It is to emphasized on the importance of the task and the output of the task.

Next, I emphasize on the strength and weaknesses in *PPDK*. It is a normal situations in every organizations in which they will have their own strength and weaknesses. Moreover, it is a platform for the organizations in which it can contribute towards their organizations achievement. The organization also need to emphasize the SWOT analysis through the meeting session. SWOT is stands for strength, weaknesses, opportunities and threats that can contribute towards the improvement and development of the organization.

As I have attended a lot of meetings in *PPDK*, people surrounding taught me to be more confident when dealing with problem and meeting with strangers. Basically, the people that I met was older than me and they may have different perceptions and wants than the people who was the same age with me. I try to deal with the people professionally with the best that I could so that the customer satisfied with the services provided even though I am just a trainee. Then, by meeting a lot of people often, I can encourage and boost my confident level when facing people. Hence, I learn how to communicate with people and I also observe how my supervisor deal with their client professionally.

Apart from that, I have been expose to new people every meeting session and I have to deal will their demand and dissatisfaction which I have to overcome it on the same time. Moreover, public relations is when I as a trainee get invited to big event organized by *PPDK* and *JPNS* in Stadium Sarawak regarding on sports

day among schools from different districts. Therefore, I can learn how the procedure works, how the event handled and how do they copped with uncertainties. I also learned on how they did the protocol during the event as different event will have different protocol as for example on the arrangement of the VVIP chair on the stage.

In addition, when I was placed under *unit gaji*, I learned on managing the filing system and handling the counter service. As for the filing system, I being given the task to arrange the letter in which I have been exposed to the various types of letter and how they want write down letter if they want to conduct an event. If there is a client asking for enquiry we have to provide them with appropriate answer. Sometime, we have to deal with different types of client. Some of them may be polite and some may not. Therefore, we have to deal with both types of client professionally in order to gain their trust on the organizations capabilities.

As a conclusion, practical training do benefit me a lot for my future undertaking. Therefore, I can learn many things and be prepare for my actual work situation. I thanked them for the guidance and every experiences that I have gain.

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7 May 2018

APPENDIX



Image 1.1

Attending meeting for CATS carnival



Image 1.2

Attending dinner for *Malam Apresiasi dan Jasamu dikenang* at Imperial hotel

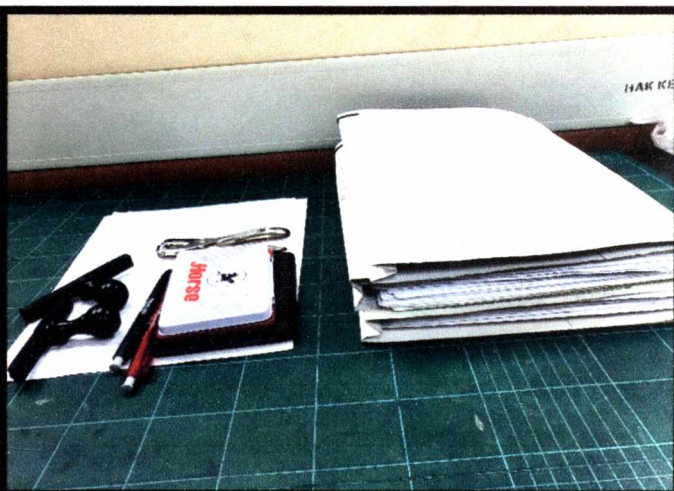


Image 1.3

Filling task

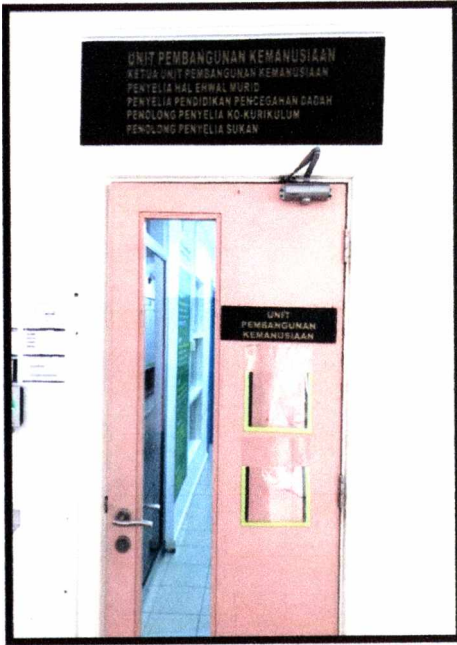


Image 1.8

Placed under this unit for 6 weeks.

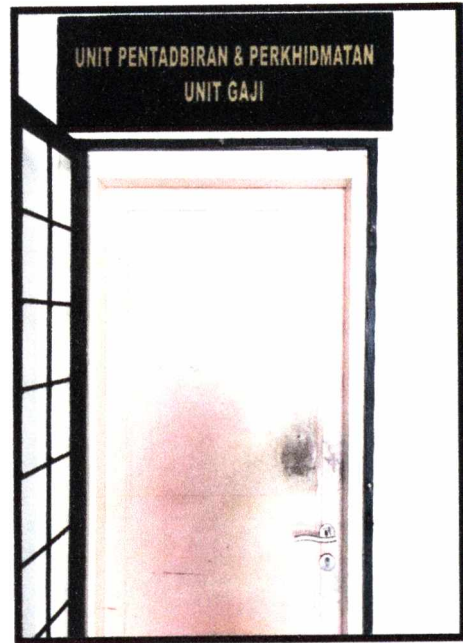


Image 1.9

Placed under this unit for 2 weeks.

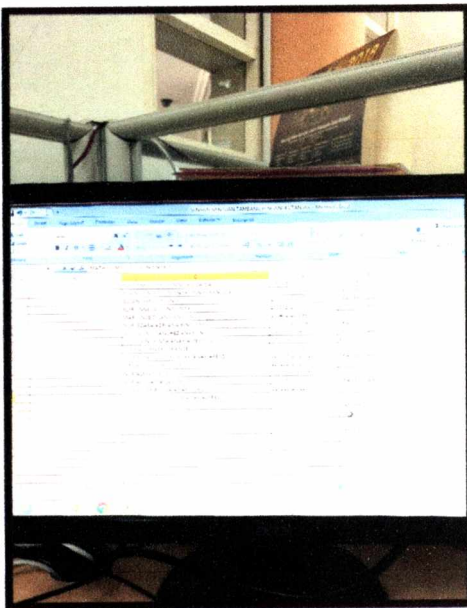


Image 1.10

Key in the schools data.