

# UNIVERSITI TEKNOLOGI MARA SARAWAK FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

#### PRACTICAL TRAINING REPORT

# "AN OVERVIEW OF PROGRAM PEMBUDAYAAN KEUSAHAWANAN POLITEKNIK KUCHING SARAWAK"

(Multiskills Training Centre)

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January 2015

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# CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Maine of Supervisor	. Widiii. Arenawati Senat Bt. Omai
Title of Report	: Practical Training Report
	Multiskills Training Centre
Name of Student	: Christina Muti Anak Alexander
I have reviewed the fir	nal and complete practical training report and approve the
submission of this repo	ort for evaluation.
(Signature)	
Date:	

#### THE DECLARATION

#### **Declaration**

I hereby declare that the work contained in this practical training report is original and my own except those duly identified and recognized. If I was later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with the Academic Regulations of UiTM's.

Signed.

Christina Muti Anak Alexander (2012912387)

#### **ACKNOWLEDGEMENT**

First of all, I would like to thanks the mighty God for His blessing that He gave to me during practical training at Multiskills Training Centre, Kompleks MARA Satok Parade, Lot 17D (3.04), Jalan Satok, 94000, Kuching. With His blessing, I have managed to complete my practical training in this organization. Thus, God gave His willing in helping me to complete my practical training and report in successfully.

Secondly, I would like to thank you a lot to the manager of Multiskills Training Centre, Tn. Haji Abang Yusuf bin Abang Spawi who helped me to gain the knowledge and taught me how to do any kind of task during practical training which it gave me a challenge as a practical training student in a new organization.

Lastly, I would like to express thousands of thanks to my supervisor, Mdm. Arenawati Sehat Bt. Omar for the guidance in writing the practical report. Last not least, I would like to thanks everyone for their patience, prayers, understanding, generous help and supports that they had given to me.

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#### **CHAPTER 1**

#### INTRODUCTION OF THE ORGANIZATION

#### 1.0 Overview

Multiskills Training Centre is a new company which to provide an effective training to people especially to the Bumiputera in order to gain the development of society and economy into the business. This company owned by Tn. Haji Abang Yusuf bin Abang Spawi. Thus, in this chapter explain about the background, objective, mission and so forth.

#### 1.1 Background

Multiskills Training Centre was established on January 23, 2009. The location of this company at Kompleks MARA Satok Parade, Lot 17D (3.04), Jalan Satok, 94000, Kuching. The status of this company was hundred percent of Bumiputera and registered with Ministry of Finance Malaysia on July 22, 2013 (Perbendaharaan Malaysia Sarawak Ref: 357-3001746).

Tn. Haji Abang Yusuf bin Abang Spawi was the owner of Multiskills Training Centre which it registered under his name for that company. The company will provide and implement training in entrepreneurship and technical skills for those who is interesting in business and also for others to open up their mind into the business.

When the company has been established, they also provide facilitators lecturing and invitation to the ministries, departments and government agencies to deliver specific topic such as Pusat Sumber Pembangunan Sumber, Jabatan Kerja Raya Negeri Sarawak, Politeknik dan Kolej Komuniti Sarawak and so forth.

#### 1.2 Objective

Prepare and implement training programs that are relevant to the client through the coach, facilitator and support staff are professional and experienced in their respective fields.

#### 1.3 Vision

A skills training center and a broad line with relevant social and economic development of the country.

#### 1.4 Mission

Developing societies to become citizens knowledgeable, innovative, creative, competitive, patriotic and capable facing challenges and changes to achieve progress.

#### 1.5 Organization Structure

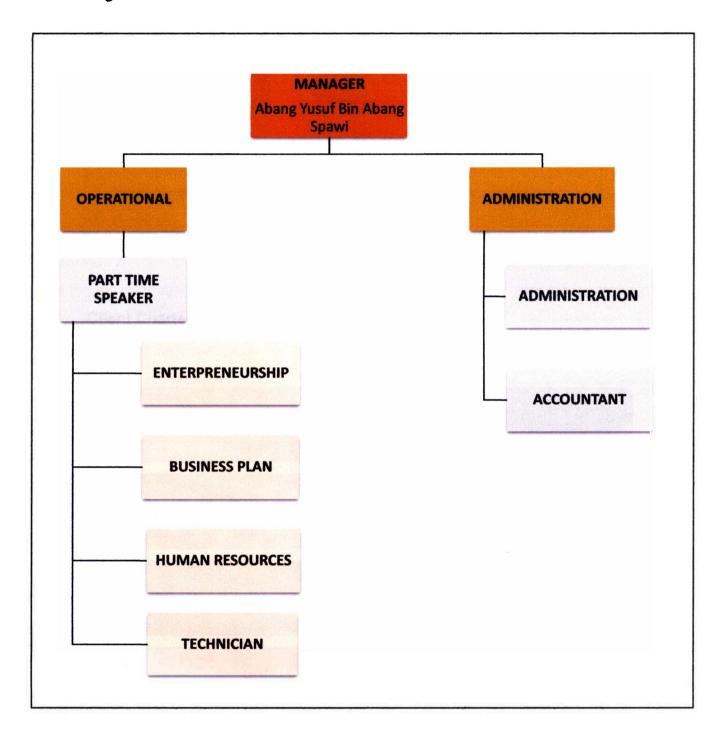


Figure 1.1: Organization Structure of Multiskills Training Centre

#### 1.6 Logo



Figure 1.2: Logo of Multiskills Training Centre

#### 1.7 Client Charter

- 1. Create and maintain a clean, polite and professional appearance at all times
  - 2. Work tidily, listen and pay attention to a detail needed
    - 3. Deliver efficient consultancy and training services
  - 4. Maintains an extended good relationship with clients to ensure they achieve and maintain long-term outcomes

Figure 1.3: Client Charter of Multiskills Training Centre

#### 1.8 Conclusion

Based on above, it is about the background, objective, vision, mission, organization structure logo and client charter of organization. This organization still new and it gave me a challenge and an experience where Tn. Haji Abang Yusuf bin Abang Spawi asked to implement and create the new logo, organization structure and client charter of Multiskills Training Centre.

#### **CHAPTER 2**

#### SCHEDULE OF PRACTICAL TRAINING

#### 2.0 Introduction

This chapter will be focused on the tasks that I had done during practical training by using tabular form in order easier to understand. The schedule of practical training will be describe the tasks day by day of training in 5 weeks at Multiskills Training Centre (21 July 2014 until 29 August 2014).

### 2.1 Schedule of Practical Training

#### **❖ Week 1 (21 July 2014 – 25 July 2014)**

Date	e Exact Nature of Work Done		
21 July 2014	Simple briefing about the organizations by Tn. Haji Abang		
(Monday)	Yusuf bin Abang Spawi.		
	<ul> <li>Attached in training and development division.</li> </ul>		
22 July 2014	Briefing on modules.		
(Tuesday)	First module (Politik dan Pentadbiran) in documentation by		
	using Microsoft Office Power Point.		
	Bab 8: Institusi Asas Kerajaan.		
23 July 2014	Continue the documentation in first module.		
(Wednesday)	Bab 9: Badan Eksekutif: Kabinet.		
24 July 2014	Continue the documentation in first module.		
(Thursday)	Bab 10: Pentadbiran dan Birokrasi.		
1	Bab 11: Ancaman dan Masalah Birokrasi.		
25 July 2014	Outdoor task at Kampung Panchor Dayak Hotspring		
(Friday)	(Assistant).		
	Name of program: Meninjau Peluang Perniagaan untuk		
Penduduk di Kampung Panchor Dayak Hotspring.			

	Organized by: Jabatan Ketua Menteri with MARA,
	Kementerian Perlancongan Sarawak and Suruhanjaya
1	Koperasi Malaysia.
	Participants: 20 people of Jawatankuasa Kemajuan dan
	Keselamatan Kampung (JKKK).
	Speakers: Tn. Haji Abang Yusuf bin Abang Spawi, Mr.
	Abang Zahari and Mr. Richard.

# ❖ Week 2 (4 August 2014 – 8 August 2014)

Date	Date Exact Nature of Work Done			
4 August 2014 (Monday)	Outdoor task at Dewan Serbaguna Politeknik Kuching Sarawak (Assistant).  Name of program: Modul Keusahawanan Program Pembangunan Keusahawanan Politeknik Kuching Sarawak.  Organized by: Jabatan Perdagangan.  Participants: 500 students (Semester 1 and Semester 2).  Facilitators: 30 students.  Lecturer in-charge: Ms. Helen Unyan.			
5 August 2014 (Tuesday)	<ul> <li>Speakers: Tn. Haji Abang Yusuf bin Abang Spawi.</li> <li>Second module (Reformasi Pentadbiran di Malaysia) in documentation by using Microsoft Office Power Point.</li> <li>Bab 1: Pengenalan Kepada Reformasi Pentadbiran.</li> <li>Bab 2: Konsep Reformasi Pentadbiran.</li> </ul>			
6 August 2014 (Wednesday)	<ul> <li>Continue the documentation in second module.</li> <li>Bab 3: Agen-agen Pembaharuan Pentadbiran.</li> <li>Bab 4: Birokrasi dan Peranannya di Malaysia.</li> </ul>			
7 August 2014 (Thursday)	Continue the documentation in second module.      Bab 5: Dasar-dasar Pembangunan di Malaysia.      Bab 6: Usaha-usaha Pembaharuan Pentadbiran yang Utama Malaysia.			
8 August 2014 (Friday)	<ul><li>Preparing and assist to make on:</li><li>1. Organization structure</li><li>2. Client charter</li></ul>			

## Week 3 (11 August 2014 – 15 August 2014)

Date	Exact Nature of Work Done		
11 August 2014	Third module (Pengurusan Perbandingan) in documentation		
(Monday)	by using Microsoft Office Power Point.		
	Bab 1-3 (Modul 1: Ideologi untuk Pengurusan).		
	Bab 1: Agama dan Pengurusan.		
	Bab 2: Pemikiran Pengurusan Konvensional.		
12 August 2014	Continue the documentation in third module.		
(Tuesday)	Bab 3: Ideologi untuk Pengurusan: Penolakan Terhadap		
	Sekularisme.		
	Bab 4-5 (Modul 2: Reformasi Pengurusan: Satu Anjakan		
	Paradigma).		
	Bab 4: Pemikiran dan Teori Pengurusan Islam.		
13 August 2014	<ul> <li>Continue the documentation in third module.</li> </ul>		
(Wednesday)	Bab 5: Asas, Falsafah dan Kepentingan Pengurusan Islam.		
	Bab 6-10 (Modul 3: Islam dan Model Alternatif Pengurusan).		
	Bab 6: Manusia dan Kemanusiaan dalam Pengurusan.		
14 August 2014	<ul> <li>Continue the documentation in third module.</li> </ul>		
(Thursday)	Bab 7: Pengurusan Islam: Model Alternatif Pengurusan		
	Moden.		
	Bab 8: <u>Pengurusan Dengan Syura: Alternatif Proses</u>		
	Pembuatan Keputusan.		
15 August 2014	Continue the documentation in third module.		
(Friday)	Bab 9: Institusi Al-Hisbah: Alternatif Kawalan Pengurusan		
	Moden.		
	Bab 10: Kepimpinan Pengurusan dan Organisasi: Alternatif		
	dan Perspektif Islam.		

### Week 4 (18 August 2014 – 22 August 2014)

Date	Exact Nature of Work Done			
18 August 2014	Administration: File management.			
(Monday)	Separate those document into section:			
	1. Receipt.			
	2. MTC Business.			
1	3. Personal File.			

1	
	4. MARA.
	5. Company File.
19 August 2014	<ul> <li>Administration: File management.</li> </ul>
(Tuesday)	<ul> <li>Print the list name of file and put it on the file:</li> </ul>
	1. Receipt.
	2. MTC Business.
	3. Personal File.
	4. MARA.
	5. Company File.
20 August 2014	<ul> <li>Assist in preparing the document slide for training officer in</li> </ul>
(Wednesday)	SEDC.
	Name of slide: Single Entry System
21 August 2014	<ul> <li>Continue the documentation slide for SEDC and arranging</li> </ul>
(Thursday)	sequence on slide for training officer of SEDC company.
22 August 2014	<ul> <li>Outdoor task at Pusat Belia dan Sukan Kuching (Assistant).</li> </ul>
(Friday)	Name of program: Ramah Tamah Aidilfitri Saribas.
	<ul> <li>Preparing and organizing the event (Before, during and after).</li> </ul>

# ❖ Week 5 (25 August 2014 – 29 August 2014)

Date	Exact Nature of Work Done		
25 August 2014 (Monday)	Design the logo of Multiskills Training Centre.		
26 August 2014 (Tuesday)	<ul> <li>Sir Abang Yusuf bin Abang Spawi taught on how preparation before, during and after for the motivation speech to audience.</li> </ul>		
27 August 2014 (Wednesday)	<ul> <li>Key-in the data or document by using Microsoft Office (Words).</li> <li>Persatuan Warga Islam Saribas (PERWARIS):</li> <li>1. Ahli Seumur Hidup.</li> </ul>		
28 August 2014 (Thursday)	<ul> <li>Continue with the key-in data or document by using Microsoft Office (Words).</li> <li>Persatuan Warga Islam Saribas (PERWARIS):</li> <li>1. Ahli Seumur Hidup.</li> </ul>		
29 August 2014 (Friday)	<ul> <li>Last day of practical training.</li> <li>Filing the document (PERWARIS).</li> </ul>		

#### 2.2 Conclusion

In conclusion, I have been assigned with different tasks that related to subject I studied during 5 weeks such as outdoor task; preparing new organization structure, logo, and client charter; slide module; key-in the data and so forth. Tn. Haji Abang Yusuf bin Abang Spawi had taught me how to speech in front of people by confidence and also he gave me an opportunity to experience in the environment work.

#### **CHAPTER 3**

#### **ANALYSIS**

#### 3.0 Introduction

In this chapter, it has discussed by analysis of task that had been given during practical training. The analysis will organizing Program Pembudayaan Keusahawanan Politeknik Kuching Sarawak by Human Resource Development where HRD plays important role to provide effective training. By that, the analysis show on how the task can relate to the subject that had been learnt during class lecture.

#### 3.1 Human Resource Development

Human resource development is the part of people management that deals with the process of facilitating, guiding and coordinating work-related learning and development to ensure that individuals, teams and organizations can perform as desired (Gibb, 2011). This could improve the development in the organization which to gain the employee's performance skills and ability to reach the organization's objective. By human resource development, to organize training courses in the workplace can lead to organization being successful and the individuals or teams are being motivated to done their job or task in excellence to achieve their objective.

Human resource development can relate to the training program that had analyze on conducting program of training at Politeknik Kuching Sarawak, Program Pembudayaan Keusahawanan on 4<sup>th</sup> August 2014. The person who was in charge the

training was Ms. Helen Unyau by 500 participants and 30 facilitators. Tn. Haji Abang Yusuf Bin Abang Spawi was a speaker for that event by the purpose of training was to gain the interest of students to pursue entrepreneurship after graduating; to exposure characteristics of entrepreneurship and business to students who want to start a business; and last to exposure by sharing their knowledge and experience by young entrepreneurs. Training is very important where to help people gain their skills and ability to perform the task in excellence which it need to conduct training in proper way so that the training could bring the effect on people. To conduct the event need follow the process in order to reach the objective of training.

#### 3.2 Training

Training is an activity within organization to improve the employee's knowledge, skills and ability to perform their job to ensure they can reach the organization's goal. The participation in training is play important role for employee within organization to be participate where it helps employee more motivated, correct their behavior, work as a team in efficiently, increase their confidence and also sharing knowledge from top manager.

In addition, training also can be refer a planned effort by an organization to train their employee's learning based on their job in order to performance in excellence. By that, it can gain competencies among themselves or even to gain competition with other organization that have the same main purpose of training.

Multiskills Training Centre is consultation centre for people to give skills and knowledge by excellence performing especially in business. The objective of training is to prepare and implement training programs that are relevant to the client through the coach, facilitator and support staff are professional and experienced in their respective fields. By that, it can helps to develop the economy, sociality and country especially for Bumiputera to involved more on business which to give Bumiputera a chance to involve in business by providing a training to become successful in their country.



Figure 3.1: Tn. Haji Abang Yusuf bin Abang Spawi gave speech to student at Politeknik Kuching Sarawak

Effective training is to inspire and motivate to employees where they believe that by effective training will change their skills and gain the knowledge which they can perform well on their task. Multiskills Training Centre also to providing an effective training to let the people know what is benefit of training and how important to train the person become

successful in future as employee and as a businessman or businesswoman that not on only based on permanent job. The behavior can affect by an effective training where it gives the challenges to individuals or teams to take responsibilities for their duty within organization to reach the organization's objective. Multiskills Training Centre helps to change their mindset which how important to be successful in business or organization to be responsibility together to achieve the successful.

Personal and group achievement where an incentives to mark learning milestones are incorporated into effective training (Journal of Extension, 2003). By learner based feedback and on-going assessment is the key to success of training program which Multiskills Training Centre gives an opportunity to individuals or teams to change become a professional or a successful person that they can to gain their knowledge, skills and ability to perform during training program.



Figure 3.2: Effective Training

#### 3.3 Systematic Approach

Systematic approach is where to organize the training program before the training is started. The trainer need to plan, discuss and preparing before the training on how to create an effective training before it is implement to the people. This could help the training program successfully by following the step or process for organizing training program.

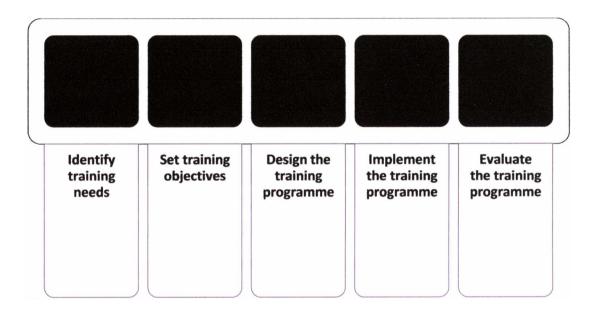


Figure 3.3: Systematic Approach to Organizing Training Programme

#### 3.3.1 Identify training needs

It is important to identify the needs, decision making and planning to achieve the objective of training. For example, who will need training? Under the specific task during practical training, the person who really need training or the target audience is Politeknik's

student. The Program Pembudayaan Keusahawanan Politeknik Kuching Sarawak is focusing on students which to provide them motivation into the business after they are graduating.



Figure 3.4: Tn. Haji Abang Yusuf bin Abang Spawi giving speech to

Politeknik's student about business

Before the event, Tn. Haji Abang Yusuf Bin Abang Spawi got offered from Politeknik Kuching Sarawak by telephone which asked to give a speech for the Politeknik's student about the business. After accept the offer, he provided the topic which is Pembudayaan Keusahawanan Politeknik Kuching Sarawak and at the same he gave the quotation for the event in terms of the quantity of student, duration, location, fee, the objective of program, modules, equipment and tools for speaker and students.

#### **MULTISKILLS TRAINING CENTRE**

Lot 17D (3.04), Kompleks MARA Satok Parade, Jalan Satok 94300 Kuching, 019-8882424, aabangyusuf@yahoo.com

Bilang Kami

: MTC5/03122013(1)

Tarih

: 05 Disember, 2013

#### Kepada

Pengarah Politeknik Kuching KM22, Jalan Matang 93050 Kuching

#### Tuan.

Perkara: Sebutharga Melaksanakan Program Latihan & Bengkel

Perkara di atas dengan segala hormatnya adalah dirujuk dan dengan ini kami kemukakan sebutharga untuk dipertimbangkan.

#### SEBUTHARGA

Sebutharga bagi melaksanakan (1) Program Motivasi Keusahawanan untuk 100 orang peserta dan (2) Program Kepimpinan di Politeknik Kuching selama dua hari (0800 – 1700). Sebutharga ini termasuk kos persediaan seperti berikut:

PE	RKARA	KUANTITI	HARGA /UNIT (RM)	JUMLAH HARGA (RM)
1.	Yuran professional, penceramah & pengangkutan untuk Program Motivasi Keusahawanan.	100 orang peserta	Kadar yg ditetapkan	2,000.00
2.	Yuran professional, penceramah & pengangkutan untuk Program Kepimpinan.	eraman 30 orang peserta	tanpa fasilitator.	1,000.00
3,	Alat-alat untuk bengkel dan aktiviti berkumpulan bagi Program 1 & 2. Peserta dibahagi kpd beberapa kumpulan.	10 kumpulan bagi Program 1 dan 3 kumpulan bagi Program 2		1,000.00
	Jumlah (RM) : Emp	at Ribu Sahaja		4,000.00

#### Terma dan syarat

Sebutharga ini sah selama sembilan puluh (90) hari sahaja mulai dari tarikh di atas.

Yang benar

ABANG YUSUF BIN ABANG SPAWI Pengurus

Figure 3.5: The quotation

The quotation must send it to the Politeknik Kuching Sarawak within 1 month or 2 weeks before the event started in order to take time to see the quotation and to approve it. After the quotation been approved by Manager of Politeknik Kuching Sarawak, Tn. Haji Abang Yusuf Bin Abang Spawi will start to prepare module and he provide three modules which are Keusahawanan Sebagai Kerjaya, Usahawanan-usahawanan Malaysia and Perkongsian Pengalaman. Then, he make it a slideshow for the modules and present it to the management to ensure the modules are suitable and can be change the student's mind set about the business. Lastly, negotiation whereby the process achieving agreement through discussion between employer and employee before it give speech to the student.



Figure 3.6: The facilitators who participant on event

#### 3.3.2 Set training objectives

Tn. Haji Abang Yusuf Bin Abang Spawi has set the objective on training program for Politeknik's student. This is to ensure the training can reach the objective by providing some kind of effective trainings that helps the student improve their knowledge and ability to perform.



Figure 3.7: First module on Keusahawanan Sebagai Kejaya



Figure 3.8: The Politeknik's student

The objective of Program Pembudayaan Keusahawanan Politeknik Kuching Sarawak is to gain the interest of students to pursue entrepreneurship after graduating and business to students who want to start a business and last to exposure by sharing their knowledge and experience by young entrepreneurs. Thus, it help the students to change their mindset and know what they are going to decide after graduation and also it can be their extra income that not only depending on their income's permanent job to live their life in future.

#### 3.3.3 Design the training programme

Tn. Haji Abang Yusuf Bin Abang Spawi have to make a plan and design first in order to get a good strategy to reach the training program objectives. It take time to implement by making decision, design it and planning the program such as venue, duration, schedule, budget, number of participants and many more. Before implement the topic during practical training at Politeknik Kuching Sarawak is to organize the location, durations, number of student and facilitators and the payment for the event.



Figure 3.9: Politeknik Kuching Sarawak

The event was implement on 4<sup>th</sup> August 2014 which is on Wednesday by 20 facilitators and around 500 students from semester 1 and semester 2 that involved the event. There are slots for each module which are Keusahawanan Sebagai Kerjaya, Usahawanan-usahawanan Malaysia and Perkongsian Pengalaman with started at 8 am until 5 pm.

The purpose of this event is to change their mindset of people to more creative, motivation and encourage to open their own business. The responsible for this event is to ensure the students paying attention towards the topic which it helps the students can think about what are they going to do after graduate and it must to achieve the objective of the event.

#### 3.3.4 Implement the training programme

Implementation is where they need to list down what should have during the training to avoid unnecessary training such venue, budget, resource person and participants. Thus, Tn. Haji Abang Yusuf Bin Abang Spawi needed to plan training program and decide how much budget be used. Same goes to the event at Politeknik Kuching Sarawak, Tn. Haji Abang Yusuf bin Abang Spawi, Nurfadzilla and I have discussed to prepare for the event. Before the event started the facilitators need to prepare for the screen, LCD projector, laptop, pens, A4 paper, files, attendance list, and evaluation questionnaire. Besides, we need to check for the seating in order to get enough chair for students, check the electricity sockets and microphone before it started.

#### 3.3.5 Evaluate the training programme

Every training or session program must be evaluated in order to investigate or analyze either the training or session achieve or not towards the objective. In the specific task during practical training at Politeknik Kuching Sarawak have provide evaluation questionnaire which is entrance survey and exit survey. This evaluation is for Politeknik's student whether the topic that bring to the students are effective or not and also either both the students and facilitators are satisfied during the event. This will help to improve the skills of speech, detect what the people need to improve and creativity during event.

After the event, the assistants of Tn. Haji Abang Yusuf Bin Abang Spawi will provide the questionnaire about that event to the students and also to submit training evaluation which is entrance survey and exit survey. This questionnaire helps to improve for event or program and by that they know whether the topic that have been given speech is effective or not to the audience. In addition, submit of claim which is the payment for the event and payment for the Program Pembudayaan Keusahawanan Politeknik Kuching Sarawak is RM 4,000.00.

#### 3.3.5.1 Finding of Questionnaire

Questions	Agree	Neutral	Disagree
The objectives of the training	47	200	53
were clearly defined	(55%)	(40%)	(11%)
The trainer can deliver a way	205	245	50
to increase the skill and knowledge	(41%)	(49%)	(10%)
Tools and equipment were	186	64	250
well prepared	(37%)	(13%)	(50%)
Training program has	288	200	12
improved my skill and knowledge	(58%)	(40%)	(2%)

Table 3.1: The questionnaire of Training Program

Based on the table 3.1, it is an evaluation for respondent which is Politeknik's student on what they are respond toward the program. This is important to see the result after the program whether is reach to the objective's program or not. The first question in evaluation is about whether the objectives of the training were clearly defined and only 55% (agree) to the question, while 11% (disagree) that the objective was not clearly defined. The highest percentage for second question is 49% (neutral) that the trainer can deliver a way to increase the skill and knowledge. However, in terms of tools and

equipment are more likely to disagree which is 50% (disagree), 58% (agree) that training program has improved their skill and knowledge.

#### 3.4 Strength of training program

#### 3.4.1 An experienced speaker

Tn. Haji Abang Yusuf Bin Abang Spawi is a person who had a lot of experiences as a speaker that he able to communicate with the students where he gave his knowledge and share his experience to students on how to become a successful person. The students attracted the way he give the speech which can helps to change their mindset about what are they going to do after graduate.

#### 3.4.2 The benefit of training program to Politeknik's student

This training program has put the benefit on Politeknik's student where the student can decide what they want to be after they are graduate. The students have took a lot of knowledge and informations for this training program. It also helps the students to improve their level of confidence to take a new step for business and be able to think out of box after given speech by Tn. Haji Abang Yusuf Bin Abang Spawi.

#### 3.4.3 The involvement from facilitators

Since the number of students is high, there are 30 facilitators involved in training program which they are also from Politeknik's student in semester 6. It helps the training program smoothly and easy to handle during the program. The

facilitators have been divided to themselves into the different task in order to avoid any problem during program.

#### 3.5 Limitation of training program

#### 3.5.1 Time consuming

This training program was a whole day program where it took a time consuming since there was not enough for break time. The program started at 8 a.m. until 12 p.m. and the program continued at 12.30 p.m. until 5 p.m. with the break time only half of hours. The students did not enough paying attention when it comes too long on speech by Tn. Haji Abang Yusuf Bin Abang Spawi.

#### 3.5.2 The limitation of tools and equipment

The tools and equipment did not provide enough for the program which it caused of complicated before and during the program. The facilitators are did not enough provide an extra chairs where some of students have to sit without using chair. Besides, they are also did not enough to provide for pen and paper for each student.

#### 3.5.3 The speaker is inflexible

This is because when Tn. Haji Abang Yusuf Bin Abang Spawi too formal when he gave the speech to the students. The students felt bored and most of them are not paying much attention on what he talk about. The students talked a

lot and played their hand phone without listening the speaker. The impression about this program is not what we expected.

#### 3.5.4 The huge number of students

The number of students who joined the program was about 500 students. It is difficult to handle a huge number of student where some of students did not cooperate to the facilitators. Not all of students will pay the attention about the training program and it was difficult to identify the students either the program can improve their knowledge or not.

#### 3.6 Conclusion

In conclusion, the difficult part is when we need to identify training needs in order to meet the objective of training program to Politeknik's student. Under the evaluation is going to determine the lack of program and also the satisfied of program. By the questionnaire will evaluate and analyze after the training program which it gives an opportunity to improve the next training program in successfully.

#### **CHAPTER 4**

#### RECOMMENDATION

#### 4.0 Introduction

In chapter 3, I have discussed the strength and limitation during event at Politeknik Kuching Sarawak on 4<sup>th</sup> August 2014. By that, in this chapter provided the recommendation in order to gain improvement or solve the problems.

#### 4.1 Need another speaker or partner

Tn. Haji Abang Yusuf Bin Abang Spawi need to have another speaker or partner in order easier to handle during training program especially when it is a whole day of programs. By having another speaker or partner also can create a lot of ideas to achieve the training program whereby it would not give a burden to Tn. Haji Abang Yusuf Bin Abang Spawi when to implement the next training program.

#### 4.2 Increase the effectiveness of training program

The effective of training program will helps to maximize success where Tn. Haji Abang Yusuf Bin Abang Spawi have to be more creative and be flexible during program. By that, it can pay more attention and get attraction which the individuals or teams can enjoy the moment during training program. Besides, it give the motivation to them to improve their skills and knowledge.

### 4.3 Time management

The Program Pembudayaan Keusahawanan Politeknik Kuching Sarawak has spent a whole day and only half an hour for once break time for students. Tn. Haji Abang Yusuf Bin Abang Spawi need to manage the time more efficiently to avoid taking much time during program which at least to give a few sections such as every section should take 2 hours and for the time break at least gives twice. Tn. Haji Abang Yusuf Bin Abang Spawi also need trying to manage his time when he gave the speech to audience on time.

### 4.4 Provide more on tools and equipment

Before the program begin, Tn. Haji Abang Yusuf Bin Abang Spawi need to provide an extra equipment and tools for the event to ensure to have enough equipment and tools. By that, it can to prevent any many mistake during event especially during speech to audience. Mr. Abang Yus Tn. Haji Abang Yusuf Bin Abang Spawi also need to provide equipment and tools that can makes the audiences entertain during the event so that the event will be success and achieve the event's objective. Thus, the students will be satisfied, focus the speech and feel comfortable with equipment and tools have been provided.

### 4.5 Conclusion

As a conclusion, recommendation can helps the limitation during event of training to gain the improvement for the next training program in order to reach and to achieve the

objective's training. Multiskills Training Centre can be more efficient and effective training for those who need training.

### **CHAPTER 5**

### CONCLUSION

### 5.0 Introduction

In this chapter is going to summarize all the chapters that had been discussed during practical training.

### 5.1 Chapter 1

In chapter 1, I had discussed about the organization which is the background of organization, objective, vision, mission, organization structure, logo and client charter that I have been attached into the company in 5 weeks. Whereby, the purpose of this organization is to improve the knowledge and skill of performance of employees that can meet the objective of their organization and helps the people to gain their knowledge into the business. This organization plays important role to guide and development on individuals to ensure that they can perform in effectively and be successful in future.

### 5.2 Chapter 2

Chapter 2 is discussed about what I have done during practical training in 5 weeks such as doing the modules, filling, key-in the data and implement the organization structure, logo and client charter. I did learned how to communicate with the people that what they need to improve their business which I attended at Kampung Panchor Dayak Hotspring and Politeknik Kuching Sarawak. Thus, I did learned many things during

practical training with various tasks and Tn. Haji Abang Yusuf Bin Abang Spawi gave me a chance to experience in conducting training.

### 5.3 Chapter 3

Chapter 3 is discussed about analysis on practical training which the subject that I had been learned in the classroom. The specific task was the outdoor task at Politeknik Kuching Sarawak on 4<sup>th</sup> August 2014 which going to analyze on training under Human Resource Development. Tn. Haji Abang Yusuf Bin Abang Spawi was a speaker on that event by the purpose of training was to gain the interest of students to pursue entrepreneurship after graduating; to exposure characteristics of entrepreneurship and business to students who want to start a business; and last to exposure by sharing their knowledge and experience by young entrepreneurs for the Politeknik's student. I had been analyzed on the subject that I have learned to relate with my specific task during practical training at Politeknik Kuching Sarawak.

### 5.4 Chapter 4

Chapter 4 is about the recommendation which refer to in Chapter 3. Every organization has their own strengthen and limitation which by that they can give a recommendation to solve the problem and at the same time to improve within organization. This chapter has provided the recommendation to improve the conducting the training or event become effective. It can lead to successful and effectiveness in next coming event or training.

### 5.5 Conclusion

During 5 weeks of practical training have gave me an opportunity to experience in work environment either indoor or outdoor task which I also learned how to filling, key-in the data, doing documentation on modules and communicate with audience during event. In this practical training, Tn. Haji Abang Yusuf bin Abang Spawi shared his knowledge about training and also he taught me on how to improve our confident when we speech with others.

### **REFERENCES**

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### **APPENDICS**



# FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI UNIVERSITI TEKNOLOGI MARA

## BORANG PERJUMPAAN DENGAN PENYELIA LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR : CHRISTINA MUTI ANAK ALEXANDER

NO MATRIK UITM : 2012912387

NO KAD PENGENALAN : 910821-12-6080

PROGRAM : AM228/AM225\*

NAMA PENSYARAH PENYELIA : MDM. ARENAWATI SEHAT BT. OMAR

\* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

Bil	TARIKH	MASA	TANDATANGAN CATATAN	CATATAN
-	19.09.2014	9.30 am		Briefing by the practical training report supervisor
2	14.10.2014	9.00 am		Discuss the progress of the practical training report
8	22.10.2014	1.00 pm		Submit the practical training report in chapter 1 until chapter 4 to the supervisor
4	28.10.2014	10.00 am		First check practical training report to supervisor
S	26.11.2014	11.00 am		Discuss practical training report to supervisor
9	08.12.2014	11.20 am		Second check practical training report to supervisor
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### **UNIVERSITI TEKNOLOGI MARA SARAWAK**

### PRACTICAL TRAINING LOG BOOK

### Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

### Student's responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the details required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that;

- 1. It is available at your place of work during your training.
- 2. All entries, except sketches, are made in ink.
- 3. Entries are made within a week of the work to which they refer.
- 4. The book is handed to your Training Officer for retention on your return to UiTM and this will later be handed to the Faculty for grading.

### Recording

The log book should contain the following information:

- 1. A neat concise description of each of your training locations and the work on which you are engaged.
- 2. Relevant sketches, data and circuit diagrams.
- 3. References to textbooks, standards and other technical information related to the work being under taken.
- 4. Constructive comments on the work being undertaken and your considered opinion as to its value as training.

1.	Student's name: CHRISTINA MUTI BK ALEXANDER
2.	Date & Place of Birth: 21.08.1991 (Hospital Bakagian Kapit,
3.	UITM No: 2012912387
4.	Program: BACHELOR OF ADMINISTRATION SCIENCE (HONOR)
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7.	Address during practical training: Sub Lot 307, Lotory 7F6,
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8.	Place of training: (Moltiskill Training Centre)
9.	Komplex MARA Satok Parado LOT 170, Jalan Satok, 94000, xuckiy farawak. Name of Supervisor in-charge: Encik Heary Yusuf
10.	Duration of training: From: 14.07.2014 to 29.06.2014
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### PROGRAM PEMBUDAYAAN KEUSAHAWANAN POLITEKNIK KUCHING SARAWAK (PKS)

### 1.0 PENGENALAN

Kertas kerja ini disediakan khas oleh *Multiskills Training Centre* untuk Unit Keusahawanan PKS bagi melaksanakan Program Pembudayaan Keusahawanan pada 11hb dan 18hb Julai 2014. Program ini mengandungi tiga (3) modul yang akan disampaikan dalam tiga (3) sesi. Modul 1 (Pengenalan Kepada Keusahawanan) yang akan mempaparkan persediaan untuk menjadi seorang usahawan, cabaran-cabaran dan halangan-halangan yang akan dilalui, dan seterusnya kaedah-kaedah untuk menangi cabaran dan halangan tersebut. Modul 2 (Usahawan-usahawan Malaysia) akan mempaparkan latar belakang usahawan-usahawan yang berjaya dan juga yang tidak berjaya. Ia akan menekankan kepada ciri-ciri kejayaan dan membincangkan sebab-sebab kegagalan seseorang usahawan dalam perniagaan. Dan Modul 3 (Berkongsi Pengalaman Sebagai Seorang Usahawan) akan mempaparkan pengelaman yang sebenar — detik keseronokan dan detik keistimewaan sebagai seorang usahawan.

### 2.0 OBJEKTIF PROGRAM

Objektif program ini adalah bertujuan untuk :

- 1. Menimbulkan minat pelajar untuk berkecimpung dalam bidang keusahawanan selepas menamatkan pengajian di politeknik.
- 2. Memberi pendedahan ciri-ciri keusahawanan dan perniagaan kepada pelajar yang ingin memulakan perniagaan.
- 3. Memberi pendedahan melalui perkongsian ilmu serta pengalaman oleh usahawan muda.

### 3.0 JADUAL SESI PERTAMA

TARIKH & MASA	7.30 8.00	8.00 – 10.00	10.00 – 10.30	10.30 – 12.00	12.00 – 2.30	2.30 – 4.30
11. 07. 2014 (Jumaat)	Pendaftaran	Slot 1	Rehat	Slot 2	Rehat	Slot 3

### **JADUAL SESI KEDUA**

TARIKH & MASA	7.30 - 8.00	8.00 – 10.00	10.00 – 10.30	10.30 - 12.00	12.00 – 2.30	2.30 – 4.30
18. 07. 2014 (Jumaat)	Pendaftaran	Slot 1	Rehat	Slot 2	Rehat	Slot 3

### 5.0 ISI MODUL

### Modul 1 (Slot 1)

- 1. Pengenalan Kepada Keusahawanan
- 2. Persediaan (Sebelum, Semasa dan Selepas) Memulakan Perniagaan;
- Cabaran dan Halangan (Fisikal & Mental) Dari Segi Dalaman dan Luaran
- 4. Kaedah Yang Rasional Untuk Menangi Cabaran dan Halangan.

### Mudul 2 (Slot 2)

- 1. Pengenalan Kepada Usahawan Malaysia
- 2. Rahsia Kejayaan
- 3. Rahsia Kegagalan
- 4. Rumusan dan Pengajaran

### Modul 3 (Slot 3)

- 1. Pengenalan Kepada Pengertian 'Pengalaman' Keusahawanan
- 2. Generasi Y ke Usahawan Muda dan Keusahawanan........

### 6.0 KUMPULAN SASARAN

Pelajar Semester Satu dan mana-mana individu yang berminat untuk memilih keusahawanan sebagai kerjaya.

### 7.0 KAEDAH PENYAMPAIAN

Memandangkan jumlah peserta agak ramai, modul ini akan disampaikan melalui ceramah dan sedikit mainan keusahawanan (business games) untuk menjimatkan masa.

### 8.0 LOKASI PROGRAM

Program ini lebih efektif jika dilaksanakan dalam dewan tertutup atau auditorium agar peserta berasa selesa dan bebas dari pencemaran bunyi dan sebagainya.

### 9.0 KELENGKAPAN DAN ALAT-ALAT KEPERLUAN UNTUK PENCERAMAH

- 1. Notebook atau PC
- 2. LCD Projector
- 3. White Board atau Flipchart dan Marker
- 4. Pembesar suara

### 10. KELENGKAPAN DAN ALAT-ALAT UNTUK PESERTA

Dalam program ini ada sedikit *business games* yang berlainan untuk dua kumpulan peserta. Peserta Kumpulan 1 (11hb Julai 2014) tidak diperlukan membawa apa-apa alat sementara Peserta Kumpulan 2 (18hb Julai 2014) diperlukan membawa pembaris, pensel dan pemadam.

### **SEKIAN DAN TERIMA KASIH**