UNIVERSITI TEKNOLOGI MARA

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES



PRACTICAL TRAINING REPORT CAHAYA MATA SARAWAK CEMENT [CMS]

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Table of Contents

DECLARATION	5
ACKNOWLEDGEMENT	6
CHAPTER LINTRODUCTION OF THE ORGANIZATION	7
CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING	8
WEEK 1(24 JULY 2018-27 JULY 2018)	8
WEEK 2 (30 JULY 2018-3 AUGUST 2018)	8
WEEK 3 (6 AUGUST 2018-10 AUGUST 2018)	10
WEEK 4 (13 AUGUST 2018-17 AUGUST 2018)	11
WEEK 5 (20 AUGUST 2018-24 AUGUST 2018)	11
WEEK 8 (10 SEPTEMBER 2018-14 SEPTEMBER2018)	14
CHAPTER 3: ANALYSIS	15
1.HUMAN RESOURCES DEPARTMENT	
1.STRENGTH	
2. WEAKNESS	
3.RECOMMENDATIONS	
CONCLUSIONS	22
ADDENIMY ES	23

SUPERVISOR'S COMMENTS

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Name of Supervisor: Madam Noorfadhleen Binti Mahmud
Place of Training: Cahaya Mata Sarawak Cement[CMS]
Name of Student: Siti Nas'Atia Elona Binti Yaacob
I have reviewed the final and complete practical training report and approved the submission
of this report for the evaluation.

(Madam Noorfadhleen Binti Mahmud)
Date:

DECLARATION

I hereby declare that the work and information contained in this practical training report is my
own except those that have been duly identified and acknowledged. If I were later found to
have committed plagiarism or other form of dishonesty, action can be taken against me unde
the Academic Regulation of UiTM's.
Signed

(SITI NAS`ATIA ELONA BINTI YAACOB)

ACKNOWLEDGEMENT

First of all. I would like express gratitude on Almighty Allah for all his blessing in enabling me to finish my practical training and also in completing my practical training in Cahaya Mata Sarawak Cement[CMS].

I would like to express my special thanks of gratitude to my supervisor Madam Noorfadhleen Binti Mahmud, the one who share the knowledge with me in doing this practical training report. Without her support, I may not be able to finish my practical training report and also to all of lecturers for the endless support. Other than that, I also want to thanks the staff from Cahaya Mata Sarawak Cement[CMS], especially to my in-charge supervisor Rosnani Roslan for accepting me and giving the opportunities for me to gain experience and knowledge in the organization.

I also convey my sincere thanks to my parents and family for the continuous support given to me during the duration of my practical training, and also to my friends in sharing the ideas with to complete my report.

A big thanks to all of those people who have helped and supported me during the completion of my practical from day one until the finishing of this practical report.

CHAPTER 1:INTRODUCTION OF THE ORGANIZATION



Cahava Mata Sarawak Berhad [CMSB] is a leading corporation listed on the Main Market of the Malaysian stock exchange, Bursa Malaysia and also CMS Berhad company is a major private sector player in Sarawak, the largest state in Malaysia. Before this CMSB are known as Cement Manufacturers Sarawak Berhad where in 15 December 1996 the CMS Board agreed to change the company's name from Cement Manufacturers Sarawak Berhad to Cahaya Mata Sarawak berhad through approval from the Sarawak State Secretary's Office. In Malay 'Cahaya Mata' are refers to a special child or literally 'apple of the eye' and other mean of Cahaya Mata Sarawak berhad is 'Sarawak's favourite son'. In beginning during 1974 CMS Berhad has evolved from a single product manufacturer of cement where these company to become a corporation focused on its Vision 'To be the PRIDE of Sarawak & Beyond'. Mision of CMS company is P-Producing Quality, On Spec&On Time, R-Respect & Integrity, I-Improving. Innovating&Investing In People, D- Delivering Sustainable Growth And E-Environmentally Conscious, Safe & Conductive Workplace. In terms of corporate structure CMSB has over 2,700 employees and today, CMSB has more than 35 companies that involved in specialised fields such as cement manufacturing, construction materials, trading, construction, road maintenance, property development, financial services, smelting, telco infrastructure, education and other services.

CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING

WEEK 1(24 JULY 2018-27 JULY 2018)

24 JULY 2018	On the first day of practical, I has been introduced to my
	supervisor Madam Rosnani Roslan where she briefly explain on
	the history of the CMS company, how many branch of CMS
	company, the main activities of the other branch and also she
	explain about the rules and regulation of the company during
	working hours, and other information that related to the
	company. Apart from that, the head of manager of health and
	security department also explain on the safety at the workplace
	where he concerns on the issues of safety employee.
25 JULY 2018	On the second day of practical I have been placed in Human
	Resources department and has been asked to photocopy all the
	document information on the key performance individual [KPI]
	of employee which consist of all department's employee. This
	is because to ensure that all the information has a copy to save
	in the drawer information.
26 JULY 2018	On the third day of practical, I don't do anything task during
	working hours.
27 JULY 2018	On the third day of practical, I don't do anything task during
	working hours.

WEEK 2 (30 JULY 2018-3 AUGUST 2018)

30 JULY 2018	On the second week of practical, I have been asked to write all invoice of medical claim from the employees on the book manually where these tasks will make the activities of paying the expenses easier for the finance departments. Thus, throughout these activities I has been exposure on how the medical claim of employees has been recorded manually on the
	book.

	Next, after write all the medical claim of employee I has been
	asked to send that book to the finance department for the
	approval sign and after that the activities of paying expenses will
	carry out by the employee of finance departments.
31 JULY 2018	On the Human Resource department I has been asked to record
	individual leave on Microsoft Excel where my supervisor
	Madam Rosnani Roslan teach me how to key in data of
	individual leave one by one accordingly different of
	departments.
	Throughout of these activities I has been exposure on how the
	employee leave has been recorded on the system where each of
	employee has different days leave each year because the senior
	employee has more days leave per year than the junior
	employee. Thus, I have been informed that balance of employee
	days leave on the previous year can be bring forward on the next
	year.
1 AUGUST 2018	On the Human Resources departments, I have been asked to key
	in teambuilding feedback template of the staff after training
	activities has been implemented on the Microsoft Excel which
	for the improvement on the training activities purposes. Apart
	from that, it also to know which employees don't satisfied or
	satisfied with the training programme and these training
	programme has been participated by different kind branch
	department of employees.
2 AUGUST 2018	I have been placed in the Human Resources departments and has
	been asked to record all individual leave on Microsoft Excel one
	by one accordingly different of departments.
3 AUGUST 2018	On the last day of second week, I don't do anything task during
	working hours.
	3

WEEK 3 (6 AUGUST 2018-10 AUGUST 2018)

6 AUGUST 2018	 After I finish recorded all individual leave on Microsoft Excel one by one accordingly different of departments, I arrange or filling the individual leave form accordingly each of departments. This is because for filling purposes and also to ensure that all of the individual leave form has been safe into files. Throughout of these activities I has been exposure on the information of employees leave files and know all of the employee name.
7 AUGUST 2018	 On the next day, I have been asked to stamp company logo on all of the medical individual leave form or known as medical chit because not all of the employee medical individual leave is under CMS Cement as same as previously. Thus, the medical individual leave form is divided into two different branch of CMS company which is some of employee under CMS Cement and some of employees under CMS Concrete Products.
8 AUGUST 2018	 I has been asked to update all the individual leave on Microsoft Excel one by one accordingly different of departments where each time of employees send their medical leave form, I need to update their individual leave for record purposes.
9 AUGUST 2018	 After I finish key in data all individual leave on Microsoft Excel one by one accordingly different of departments, as usual I arrange or filling the individual leave form accordingly each of departments into file for filling purposes.
10 AUGUST 2018	 On the last day of third week, I don't do anything task during working hours.

WEEK 4 (13 AUGUST 2018-17 AUGUST 2018)

13AUGUST 2018	• I have been asked by the senior Human Resources department employee to key in all of the information overtime claim from the staff on Microsoft Excel accordingly different kind of CMS branch for paying overtime purposes before end of the months. Thus, I need to key in data and calculate manually all of the time overtime of staff correctly before submits the task to the
	senior Human Resources department employee.
14 AUGUST 2018	 During the next day, I don't do anything task during working hours.
15 AUGUST 2018	During the entire of the day, I don't do anything task during working hours.
16 AUGUST 2018	During the entire of the day, I don't do anything task during working hours.
17 AUGUST 2018	 During the entire of the day, I don't do anything task during working hours.

WEEK 5 (20 AUGUST 2018-24 AUGUST 2018)

20 AUGUST 2018	On the first day of fifth week, I don't do anything task during working hours.
21 AUGUST 2018	During the entire of the day, I don't do anything task during working hours.
22 AUGUST 2018	Hari Raya Haji[holiday]
23 AUGUST 2018	I has been asked to update all the individual leave on Microsoft Excel one by one accordingly different of departments where each time of employees send their medical leave form, I need to update their individual leave for record purposes.
24 AUGUST 2018	I have been asked to key in sick leave data all of the employee on Microsoft Excel one by one accordingly different of departments where sick leave form are different from the individual leave form. The sick leave form is the

form that approved by the doctor to take the sick leave day.
Thus, the employees sick leave will be deducted on the
balance of the sick leave where each of employee has
different days of sick leave.
Throughout these tasks I has been exposure on the different
kind of leave that has been provided by the CMS company
towards their employee.

WEEK 6 (27 AUGUST 2018-31 AUGUST 2018)

27 AUGUST 2018	 As usual, I has been asked to update all of the individual leave on Microsoft Excel one by one accordingly different of departments where each time of employees send their medical leave form, I need to update their individual leave for record purposes.
28 AUGUST 2018	 During morning, I has been asked to update all the individual leave on Microsoft Excel one by one accordingly different of departments where each time of employees send their medical leave form, I need to update their individual leave for record purposes. After lunch hours, I have been asked to arrange all the Key Performance Individual [KPI] of staff accordingly different branch of departments into file where it makes the Human Resources staff easier to find the information of KPI of staff.
29 AUGUST 2018	 On the next days, my supervisor asked me to check list all of the Key Performance Individual [KPI] of staff accordingly different branch of departments. This is because to ensure that the current year of KPI has been saved into the file. Throughout these activities I need to make sure that all the KPI has been save and filling correctly accordingly each of departments.

30 AUGUST 2018	After I finish update key in data all individual leave on
	Microsoft Excel one by one accordingly different of
	departments, as usual I continue arrange or filling the
	individual leave form accordingly each of departments into
	file for filling purposes.
31 AUGUST 2018	Independent Day

WEEK 7 (3 SEPTEMBER 2018-7 SEPTEMBER 2018)

3 SEPTEMBER 2018	 During the entire of the day, I help my supervisor to fill in the medical leave form or known as medical chit of the staff for those staff that come to the Human Resources office. This is because before the staff go the clinics, they need to get the medical chit first where from the medical chit of individual leave or sick leave form will be given by the doctor make the key in data of leave on Microsoft Excel easier.
4 SEPTEMBER 2018	• I have been asked to record and key in data of the training attend into Microsoft Excel which Is consist of 2018 training where all the training need to save on the summary purposes. Thus, on the summary of the training attend has different kind of branch which is Kuching, Miri, Sibu and Bintulu.
5 SEPTEMBER 2018	 I have been asked to print out all the resume application for the preparation of interview session where the resume has been got from different sources such as JobStreet. Throughout of these tasks I has been see and knew different kind of resume from different candidate of University that apply for the current available post of the company.
6 SEPTEMBER 2018	On the entire of the day, I have been carried out the record and key in data activities of all the list of candidate on Microsoft Excel from the list candidate of resume. Throughout these tasks I need to separate all of the resume accordingly different category which is accordingly

	different kind of post they apply or according to their certification before carried out the key data activities. Thus, it to ensure that the key in data easier.
7 SEPTEMBER 2018	 During morning I continue the activities of record and key in data of all the list of candidates on Microsoft Excel from the list candidate of resume. During evening I update key in data all individual leave on Microsoft Excel one by one accordingly different of departments,

WEEK 8 (10 SEPTEMBER 2018-14 SEPTEMBER2018)

10 SEPTEMBER 2018	During the entire of the day, I don't do anything task during working hours.
11 SEPTEMBER 2018	 During the entire of the day, I don't do anything task during working hours.
12 SEPTEMBER 2018	 During the entire of the day, I don't do anything task during working hours.
13 SEPTEMBER 2018	 During morning I compile each of the bundle of candidate resume accordingly to the number and category as in the file of summary of resume. After that I continue to label each of the candidate resume accordingly number. This is because to ensure that the resume is arranged accordingly the number and make the activities easier. During evening I write all the invoice of medical claim from the clinic on book manually because to ensure that the finance department easy to record the data and pay the employee claim easier.
14 SEPTEMBER 2018	On the last day of practical, I continue writing up all the invoice of medical claim from the clinic on book manually before submits the invoice book to the finance department.

CHAPTER 3: ANALYSIS

1.HUMAN RESOURCES DEPARTMENT

1.1 Selection	Human Resources management is refers to the management of
	organization employee. Function of Human Resources
	management is selection, recruitment, training, compensation and
	employee benefits. Firstly, in terms of selection. Selection is
	process where organization choose in a group of applicants that
	best suited the position and company. Its' is very important to carry
	out the selection process because to ensure that the candidates is
	job fit and organization fit and to recruit and hire people are costly
	so, the proper selection must be done to ensure only right and
	selected people hired to work with the organization.
	• The CMS company has been carried out selection process of
	candidate before implement the interview session. For example,
	within practical I need to record and key in data of all the list of
	candidates on Microsoft Excel from the list candidate of resume.
	Throughout these tasks the assistant human resources manager will
	choose the right or suitable candidate for the interview session
	where it depends on the post they apply or accordingly qualification
	of candidate. Therefore, throughout the selection process the
	candidate must matching and fit with the organization due to meet
	organization requirements and the individual personality is match
	with the organization climate or systems so that the goal of
	selection is being achieved and successes.
1.2	Recruitment is refer to process of attracting individuals on a timely
Recruitment	basis, insufficient numbers and with appropriate qualification and
	encouraging them to apply for jobs with an organization. Before
	implement the external recruitment process among the fresh
	graduates or public, the company need to identify the needs or
	requirements of Human Resources where if there is a shortage the
	company need to look for additional manpower and need to identify
	the alternatives to recruitment and sources of recruitments whether
	and another to the formal and boardes of formal and whomen

internal or external sources. For example, the CMS company carry out the external recruitment process such as through advertisement on the newspaper. Through the advertisement the company put job title, date line for application, a description of company job specification, name and logo of the company and also the main responsibilities and type of person that company are looking for.

• During practical I have been asked to print out all of the candidate resume application for the preparation of interview session such as from JobStreet sources due to the recruitment process. Throughout these tasks the assistant human resources manager will recruitment the most suitable of candidate for the interview session where it depends on the qualification of candidate such as through resume application. Therefore, through these external recruitment process it gives advantage and disadvantage towards the company where the company can gain various sources available, wider choices of applicants and has new ideas and expertise. Meanwhile, the disadvantage towards company is the time consuming, difference in terms of cultural, beliefs and value and the high cost of training and development recruitment process.

1.3 Training

- Training is the process of acquiring knowledge, developing competencies and skills, and adopting behaviours that improve performance in currents jobs. Thus, the company implement training activity due to aims to improve an employee's current performance. Every month in a year CMS company will implement training activity to their employees where the human resource officers will conduct the training to employee which is every branch of company have different training will implement. Usually training will be conducted in three until four days in different places.
- For example, I have been asked to fill in the data of training attend summary which is the annual training plan in 2018. Throughout these tasks I has been exposure where the company are being conducted the internal and external training methods where every branch and department has different skills development. Apart from that, the training activity are targeted on different category of

employee. Meanwhile, usually training has been conducted internally at workplace or outside workplace which is organized by Human Resource Department. However, the training also can be conducted by external training provider. For example, type of training that has been conducted by the Human Resource Department is Security T-Baton Training, Managerial Decision Process, Systematic Practical Approach in reducing Human Error on the step floor, Basic / Advance Microsoft & Excel and Understanding MS EN 197 requirements. After training has been conducted the feedback from the employee are needed where to know their perception on the training programme and also to knew what action would the participate like the organizers to take after the training has been conducted. Thus, through these feedbacks also the organizers will improve and take an action to make improvement on the training programme in order to make the training more effective.

1.4 Compensation

- Compensation is all forms of pay or rewards going to employees and arising from their employment. The objectives of employee compensation are to retain and improve loyalty of current employees, to reduce unnecessary turnover, to encourage motivation by providing a system that able to improve satisfaction and to make sure the compensation systems comply with legal requirement. There are two types of compensation which is financial compensation is consist on wage, salaries incentives, commission, medical, insurance and company car. Meanwhile, non-financial compensation is recognition, career opportunities and advancement, comfortable conditions and flexible working hours.
- The CMS company has been allocated medical compensation towards their employee where each employee has medical claim instead of having wages every month. For example, before the staff go to the clinic, they need to get medical leave form or known as medical chit of the staff from human resource department. Through this medical leave form the employee can go any clinic to get their

- prescription of health and the finance department will carry out paying activities accordingly invoice of medical claim from clinic.
- For example, within practical period I need to fill in the medical leave form of the staff for those staff that come to the Human Resources office. This is because after the Human resource gain the sick leave form from the clinic I need to key in data of leave on Microsoft Excel.

1.5 Employee Benefits

- Employee Benefits is an indirect form of compensation intended to improve the quality of the work lives and the personel lives of employees. There are two types of benefits which is mandatory benefits and non-mandatory benefits. The CMS company has provided mandatory benefits towards their employee which is maternity leave, annual leaves, sick leave and compassionate leave. Every employee has different days of annual leave each year because senior employee has given more days leave per year than the junior employee. Thus, I have been informed that balance of employee days leave on the previous year can be bring forward on the next year.
- For example, I has been asked to record individual leave on Microsoft Excel where my supervisor Madam Rosnani Roslan teach me how to key in data of individual leave one by one accordingly different of departments where each time of employees send their medical leave form, I need to update their individual leave for record purposes. Meanwhile, the employee has being given weekly rest day where two days rest day per week which agreed upon by the employee and employers, but some employee has one day rest day such as employees those work on operation branch and production branch.
- Apart from that, the company also provide compassionate leave towards their employee those has sick leave with hospitalization. Throughout these benefit the company are concern on their employees benefits on the workplace.

CHAPTER 4: RECOMMENDATIONS

1.STRENGTH

One of the strength CMS company is separate legal entity. The CMS has a wide legal capacity and can own properties without any limitation. The members such as shareholders or directors of a company have no liability to the creditors of a company for such debts. Therefore, The CMS company are a legal entity separate from their member.

Apart from that, limited liability. Limited liability is being legally responsible only to a limited amount for debts of a company. Unlike proprietorship and partnership, in a limited liability company the liability of the members in company debts is limited. In other words, the liability of the members of a company is limited only to the extent of the face value of shares taken by the members. Therefore, if a company goes through certain loss or liabilities the owners of the company enjoy limited liability and the personel assets also being protected.

Next, the distributions of profit. The company can decide on how they distribute profits to their owners. Unlike corporations, they are not required to share profits equally to shareholders. The company can distribute a larger share to an owner because they contributed more in a labour or money to the business. Thus, a company is a flexible form of business entity that offers many advantages. Its limits the personal liabilities of the owners, doesn't require a lot of record-keeping, avoids double taxation and gives the owners plenty of options for a management structure that fits their situations.

Furthermore, management flexibility. As we know corporations have a formal management structure where they have a board of directors to oversee corporate policies and to appoint officers to manage the daily operations of the business. Therefore, the CMS company are not required to have a rigid structure and they have more flexibility about who and how they make decisions and run the business.

Lastly is in terms of employee shareholders. This is where the employees can purchase shares or be granted shares via a company shares schemes and becomes shareholders of the company. This are gives advantage towards the employee for their work where it gives motivations beyond their salary. Meanwhile, the employees not only have a vested interest in seeing the business succeed but they will know how it run.

2. WEAKNESS

The weakness of company is in terms of selection. Selections process can be affected due to the environmental factors such as speed of decision making, organizational hierarchy and applicant pool. Firstly, in terms of speed of decision making where the slower the decision made by the authority in charge, the least chances of getting the best employees. Secondly, in terms of organizational hierarchy where the authority given to officer to make decision selection decision. At lower level position, the selection is normally done at supervisory level while higher level position involves top management. Meanwhile, the applicant pool is refer to the smaller the number of candidates, the less possibilities of making the right choices or decisions.

Next, external recruitment methods. The factors can be affected the external recruitment methods is terms of time consuming to choose the right applicants to recruit for the interview session. For example, the CMS company carry out the external recruitment process through advertisement on the newspaper and through resume application such as JobStreet where it takes time to choose which applicants are really has a right qualification with the current available post need to carry out the interview session in next step. Apart from that, the company faces high cost of training and development and recruitment process. This is because the training process need to implement for those new employees so its affect towards the company. Meanwhile, the new employee needs to face difference of cultural, beliefs and value in new working place. Therefore, the new employee needs to adapt with these changers.

3.RECOMMENDATIONS

In order to match the right person into the right jobs in company the company must have the selection methods which is in terms of applications form, test, interview, background investigation and reference choices. Firstly, is applications form are where the company need to have two types of applications form which is online applications form and biographical information blanks. Online applications form is refer to an internet-based automated posting, application and tracking process that helps company to more quickly fill position by attracting a broader and more diverse applicant pool and collecting and mining resumes with keyword searches to identify qualified candidates. Next, biographical information blanks is where reveal information about a person's history that shaped his or her behaviour. Secondly is carry out the test where it is an effective selection relies on the basic conceptual reliability and validity. Third method is carried out interview where it is a procedure designed to obtain information from a

person through oral responses to oral inquires. Therefore, the effective interview to design such as based on job analysis, rate the job duties, create interview questions and appoint the interview panel. Lastly, background investigation and reference choices method are to check and verify the candidates background information and references on many aspects such as criminal records, education history, driving records and verification of education and employment history.

Next, improving the external recruitment effectiveness. Firstly, in terms of cost of recruitment for each employee hired. The company need to consider on the source cost, advertising costs which is total monthly expenditure, agency fees which is total for the month fees and referral bonus which is total paid. Thus, some of the company has different on some cost. Secondly, organizational recruiters must knowledgeable, enthusiastic, friendly and well-prepared more likely to be successful than those who lack these characteristics. This is because the action and attitudes of recruiters affect the employment decision of job applicants. Therefore, the requirement for effective recruiter is knowledge of the recruited job requirement and the organizations and the training as an interviewer. Apart from that, the company need has a realistic job preview where informing applicants about all aspects of the jobs including both its desirable which is positive thing about the work and undesirable facets which is negative thing explain on what real task in future to candidate.

CONCLUSIONS

<u>CHAPTER 1: INTRODUCTION OF THE ORGANIZATION</u>

In conclusion the CMS company has many branches in Sarawak this is where apart from Kuching branch the CMS company also has branches in Miri, Bintulu and Sibu. Thus, the CMS Cement Manufacturers Sarawak Berhad is the most branch of company that contribute to the profit of the CMS company in Sarawak because CMS Cement Manufacturers Sarawak Berhad has the higher production of products.

CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING

In conclusions within practical periods I has been exposure on many differences of task where it give advantage to me because I can gain more experience, knowledge and additional skills that can't be gain in the classroom. Throughout these tasks it makes me feel confident to communicate with other people and increase my motivation and communication skills.

CHAPTER 3: ANALYSIS

In conclusion I can relate all concepts that I learned in classroom at work place and can apply the knowledge on my task given by my supervisor. Therefore, throughout applying the knowledge in classroom at the work place it increases my understanding on the concepts that I learned in classroom.

CHAPTER 4: RECOMMENDATIONS

In conclusion throughout identify the strength, weakness of the company and give recommendations I knew that every company has different strength and weakness that need to face and make a changer to improve. However, the private sector is differently than public sector.

APPENDIXES



Filling the individual leave from and sick leave into file accordingly different departments.

Calculate manually all of the time overtime of staff correctly before submit the task to the senior Human Resources department employee.

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Luan

KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN PRAKTIKAL BAGI PELAJAR UITM DARI FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI (FSPPP)

NAMA PELAJAR: Siti: Nos 'Atia Elona binti Yaqcob

NO KAD MATRIK: 20(63) 75 83

KOD PROGRAM: AM 228

Dengan hormatnya permohonan tuan menerusi surat bil (MSMS | SHA | OF5 | 18 (L6) bertarikh

24/6/18 mengenai perkara tersebut di atas adalah dirujuk.

2. Adalah dimaklumkan bahawa setelah pertimbangan teliti diberikan terhadap permohonan tersebut maka pihak kami BERSETUJU / TIDAK BERSETUJU* untuk menerima pelajar berkenaan dari Fakulti tuan bagi menjalani latihan praktikal di organisasi kami mulai 23 JULAI 2018 hingga 14 SEPTEMBER 2018 berdasarkan syarat-syarat yang ukan ditentukan oleh kami.

Schian, terima kasih.

Yang benar

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landatangan Regawai tlan Cop Organisasi

^{*} Potong mana yang tidak berkenaan

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