

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY
STUDIES

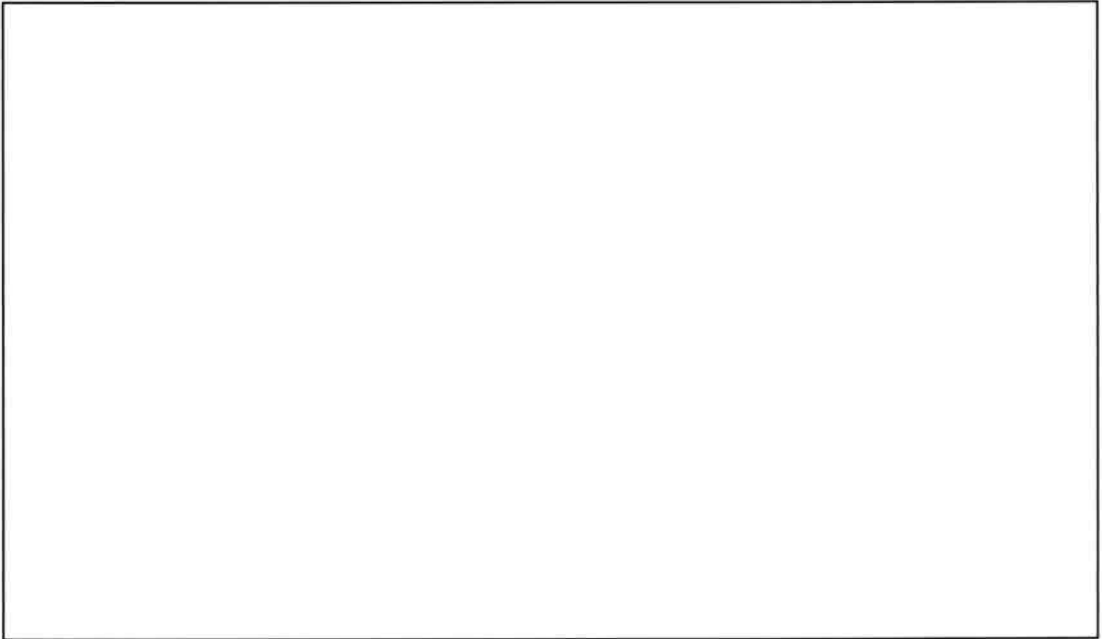


PRACTICAL TRAINING REPORT (ADS 667)
SELANGOR REAL ESTATE AND HOUSING BOARD

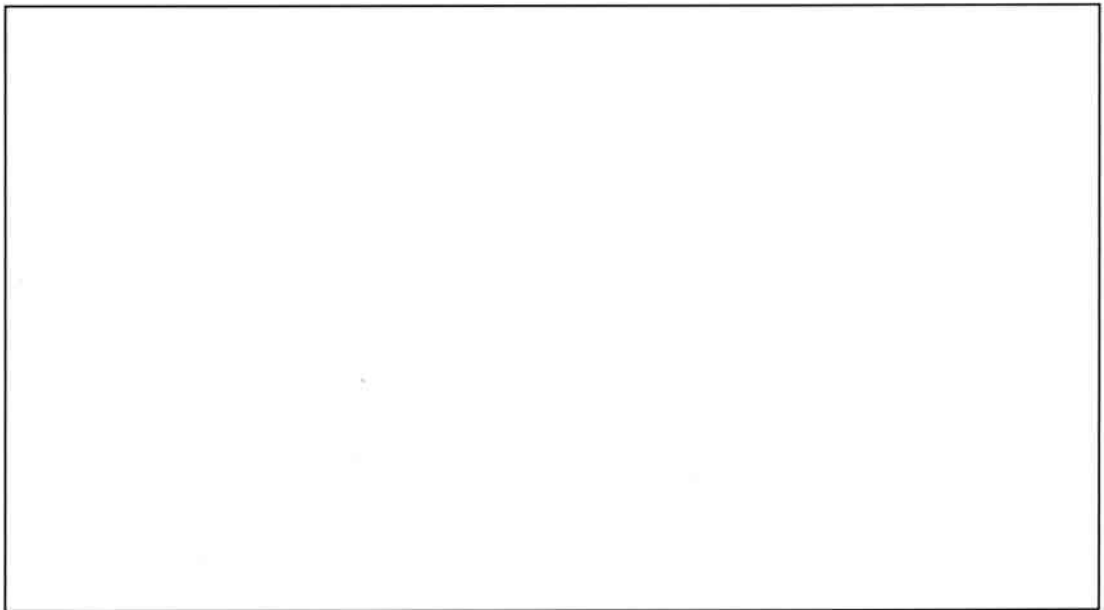
NUR SHAIDA FARIZA BINTI HAMDAN
2013502149

DECEMBER 2015

Supervisor's Comments

A large, empty rectangular box with a thin black border, intended for the supervisor's comments. It occupies the upper half of the page.

Moderator's Comments

A large, empty rectangular box with a thin black border, intended for the moderator's comments. It occupies the lower half of the page.

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

Madam NoorFadhleen Mahmud

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

(Signature)

Date:

THE DECLARATION

Declaration

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

Signed,



.....
NUR SHAI DA FARIZA BINTI HAMDAN

ACKNOWLEDGEMENT

Alhamdulillah, with god willingness this subject Practical Training was completely succeed. With help of the supervisor and all of Selangor Real Estate and Housing Board staff members in preparing this report from beginning until the end of this practical training. I would like to express my special gratitude to Executive Director of Selangor Real Estate and Housing Board that is Mrs. Norzaton Aini binti Mohd Kassim for giving me opportunity to take experience and become one of their staff along past two month starting from 20th July 2015 until 15th September 2015. I also would like to extend my thankfulness to the most precious persons in my life, my father and mother for all their moral support, financial support and also to my friends for never ending reminding me to always be honest and trustworthy during my training here. As for my supervisor from Universiti Teknologi Mara Madam NoorFadhleen binti Mahmud that guide me to complete this practical training book. Thank you for all the reprimand and guidance as it is very helpful for me in completing my report.

I would like to extend my appreciation to my industrial supervisor, Madam Nur Aidah binti. Abd Aziz for patiently guiding me through while I working here as a trainee. Not forgotten for all the staffs working at Selangor Real Estate and Housing Board staff I very much appreciate for their entire kindness helping and teaching me when I'm working there. I am very lucky to have such a helpful colleagues and I never felt left out in any situation.

NUR SHAIDA FARIZA BINTI HAMDAN

Bachelor of Science Administrative (Honours)

Faculty of Administrative Science & Policy Studies

University Teknologi MARA, Kota Samarahan

INTRODUCTION

As to fulfil the requirements of Bachelor of Administrative Science (HONOURS), students have to complete their subjects, co-curriculums as well as the practical training. Practical training is important in order to expose students to real working environment. Students also can prepare themselves mentally and physically to the real environment and work nature in organization.

For UiTM's students, they have to decide and select three organizations and send application form and also resume to the selected organizations so that companies can offer relevant position in their department. The organization will give their feedback whether to accept or reject the application from the students. The advisor from our faculty, Mr. Fairuz will fax a letter of confirmation will be forwarded to the organization after acceptance has been obtained from the student

The practical training started on 20th July 2015 untill 15th September 2015.

CONTENTS PAGES FOR PRACTICAL REPORT

| | |
|--|-----------|
| CHAPTER 1: INTRODUCTION OF THE ORGANIZATION | 1 |
| 1.0 Introduction to Selangor Real Estate and Housing Board..... | 1 |
| 1.1. History of Selangor Real Estate and Housing Board | 1-3 |
| 1.2. Selangor Real Estate and Housing Board Vision and Mission | 3 |
| 1.3 Organizational Profile and Organizational Structure | 3-7 |
| CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING..... | 8 |
| 2.0 Introduction | 8 |
| 2.1 Summary Schedule of Practical Training | 8-19 |
| CHAPTER 3: ANALYSIS OF TRAINING | 20 |
| 3.0 Introduction | 20 |
| 3.1 Definition of Selection Process for Recruitment..... | 20-21 |
| 3.2 Selection Process for Recruitment..... | 21 |
| 3.2.1 Preliminary Screening | 22 |
| 3.2.2 Review of Applications and Resume..... | 22 |
| 3.2.3 Selection Test | 22 |
| 3.2.3.1 Type of Employment | 23 |
| 3.2.3.1.1 Cognitive Aptitude Test..... | 23 |
| 3.2.3.1.2 Psychomotor Abilities Test | 23 |
| 3.2.3.1.3 Job Knowledge Test | 24 |
| 3.2.3.1.4 Work Sample Test | 24 |
| 3.2.3.1.5 Vocational Interest Test..... | 24 |
| 3.2.3.1.6 Personality Test | 25 |
| 3.2.4 Employment Interview | 25 |
| 3.2.4.1 Type of Interview | 25 |
| 3.2.4.1.1 Unstructured Interview | 25-26 |
| 3.2.4.1.2 Structured Interview | 26 |
| 3.2.4.1.3 Behavioral Interview | 26 |
| 3.2.4.2 Methods of Interview..... | 26 |
| 3.2.4.2.1 One on One Interview..... | 27 |

| | | |
|---------------------------------------|--|-----------|
| 3.2.4.2.2 | Group Interview..... | 27 |
| 3.2.4.2.3 | Board Interview (Panel Interview)..... | 27 |
| 3.2.4.2.4 | Multiple Interview..... | 28 |
| 3.2.4.2.5 | Stress Interview..... | 28 |
| 3.2.5 | Pre-employment Screening: Background and Reference Checks..... | 28-29 |
| 3.2.6 | Selection Decision..... | 29 |
| 3.3 | Selection Process for Recruitment Practicing..... | 29-31 |
| CHAPTER 4: RECOMMENDATION..... | | 32 |
| 4.0 | Introduction..... | 32 |
| 4.1 | Strength of Selection Process..... | 32-33 |
| 4.2 | Weaknesses of Selection Process..... | 33-34 |
| 4.3 | Recommendation..... | 34-35 |
| CHAPTER 5: SUMMARY..... | | 36 |
| 5.0 | Introduction..... | 36 |
| 5.1 | Summary of Chapter 1..... | 37 |
| 5.2 | Summary of Chapter 2..... | 36 |
| 5.3 | Summary of Chapter 3..... | 37 |
| 5.4 | Summary of Chapter 4..... | 37 |
| 5.5 | Summary of report..... | 37-39 |

REFERENCES

APPENDICES

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction to Selangor Housing and Property Board.

The Selangor Real Estate and Housing Board was established through Enactment Selangor Real Estate and Housing Board that was gazette under the Selangor State Government Gazette, Enactment No. 14/2011 Volume 54 No. 26 dated December 26, 2001. However, Selangor Real Estate and Housing Board began operations on March 1, 2002. The Selangor Real Estate and Housing Board was located at Bangunan Sultan Salahuddin Abdul Aziz Shah, Tingkat 5, Podium Utara, Persiaran Sultan, Seksyen 5, Selangor, 40503 Shah Alam, Malaysia. (<http://lphs.selangor.gov.my/>)

1.1 History of Selangor Real Estate and Housing Board.

In the early stages of establishment Selangor Real Estate and Housing Board only lead to the connectivity tasks in Section Housing, Selangor State Economic Planning Unit to monitor the collection of monthly installments of 174 low-cost housing schemes that involving 18,508 accounts and monitor the distribution of households by Open Registration System (ATMS) for housing costs low. However, starting early in 2004 other than the task, Selangor Real Estate and Housing Board required to fully implement the functions that specified under Enactment Selangor Real Estate and Housing Board in 2001. According to Section 3 of the Selangor Real Estate and Housing Board 2001, Selangor Real Estate and Housing Board is a body corporate Selangor State Government can:

- i. Sue and be sued;

- ii. Make a contract;
- iii. Has the movable and immovable property;
- iv. Create a transaction, dispose or carry out any business related to movable and immovable property vested in the Selangor Real Estate and Housing Board;
- v. Take disciplinary action against employees on the basis of the Statutory Bodies (Discipline and Surcharge) (Selangor, 2001);
- vi. To appoint the employee to carry out the functions and powers were allocated subject to the conditions of service as may be decided by the Selangor Real Estate and Housing Board with the approval of the State Authority;
- vii. Provide a list of developers and real estate;
- viii. Ensuring the management and maintenance of housing or property held in accordance with law;
- ix. Establish and impose fees, costs, interest and other charges on the basis of the functions and powers under the Act Selangor Real Estate and Housing Board 2001;
- x. Appoint or employ agents, technical advisors, consultants, contractors or others to conduct business or an agreement to perform the function or joint venture with any person or group of persons;
- xi. To develop the method towards completion of abandoned projects subject to the Housing Development (Control and Licensing) Act 1966;

- xii. Establish and implement policies for housing development to the buyer;
and
- xiii. Undertake responsibilities assigned or delegated by the existing law.

Selangor Real Estate and Housing Board have four main divisions which is headed by a Chief Executive Director, assisted by a Chief Assistant Director (Housing Division), Senior Assistant Director (Development Division) and Senior Assistant Director (Management Services). Meanwhile, Chief Assistant Director and Senior Assistant Director is assisted by an Assistant Director who reports directly to the Chief Executive Director. Up till now, Selangor Real Estate and Housing Board have 105 of workers.






1.2 Selangor Real Estate and Housing Board Vision and Mission

Selangor Real Estate and Housing Board began operations on March 1, 2002. Starting this company began, they have their own vision and mission. Their main vision is to being a leader in the development a sustainable housing and real estate and remained in the State. While for company mission there have three mission which is the first, expanding access to housing property and quality and affordable ownership. Second mission is confirming mechanism of distribution and ownership and lastly is strengthening development program quality of life community.

1.3 Organizational Profile

The highest structure in Selangor Real Estate and Housing Board is Board of Director (BOD). BOD are consists of chairman, deputy chairman and members of director. Their chairman is Chief Minister of Selangor State. All of them have their own function and responsibility. Their voice becomes the platform to give direction to others department.

This is to ensure that their vision and mission of Selangor Real Estate and Housing Board can be achieved through their decision. Below is the structure of the Board of Director in Selangor Real Estate and Housing Board:

| BOARD OF DIRECTOR | | |
|--------------------|--|--|
| Chairman | Y.A.B. Tuan Mohamed Azmin Bin Ali (Chief Minister of Selangor State) |  |
| Deputy Chairman | Y.B. Dato' Haji Mohammed Khusrin Bin Haji Munawi (Secretariat of Selangor State) |  |
| Members | <p>Representative of State Governmet.</p> <p>I. Y.B. Dato' Noordin Bin Sulaiman (State Financial Officer)</p> <p>II. Y.B. Dato' Iskandar Bin Abdul Samad (The Standing Committee Chairman Of Housing, Building And Urban Life)</p> <p>III. Encik Nor Azmie Diron (Deputy State Secretary -Development)</p> <p>Representative of Federal Government.</p> <p>I. Puan Rosni Binti Mohd Yusoff (Section Head,Public Asset Management Division, Ministry of Finance)</p> <p>II. Encik Muhamad Bin Idris</p> |    |

| | | |
|--|---|--|
| | <p>(Director of Social Services, Economic Planning Unit)</p> <p>II. Encik Kang Ban Aik (Deputy Director (Operations), National Housing Department, Office of the Director General of the National Housing Department)</p> <p>Representatives of Professional.</p> <p>I. Representative of Developers Y. Bhg Dato' Khor Chap Jen (Chairman of the Real Estate and Housing Developers' Association Malaysia, Selangor Branch (REHDA))</p> <p>II. Representatives of Professional Bodies Y. Bhg Dato' Haji Mohd Jaafar bin Atan Tuan Ar. Haji Sarizal Yusman bin Yusoff (Representative Malaysian Institute of Architects)</p> | |
|--|---|--|

Figure 1: Board of Director for Selangor Real Estate and Housing Board

Therefore, below are the organizational structure of Selangor Real Estate and Housing Board:

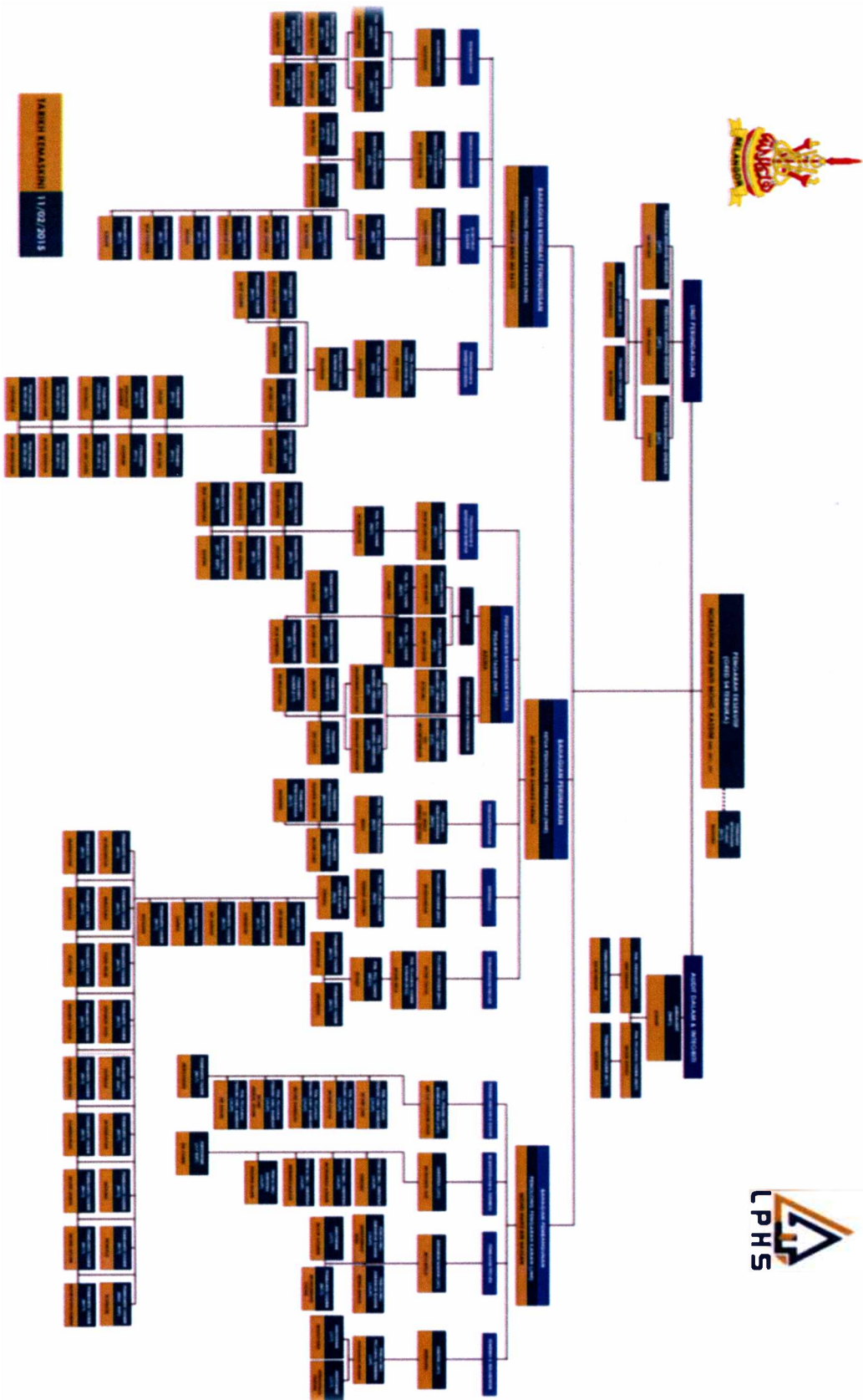


Figure 2: Organizational Structure of Selangor Real Estate and Housing Board

In Selangor Real Estate and Housing Board, there are four area of department and 13 units in this organization. Each part of the department, they have Chief Assistant Director (Housing Division), Senior Assistant Director (Development Division) and Senior Assistant Director (Management Services) which is responsible to their staff and employees. This is to ensure that they are accountable to their co-workers to enhance their quality of job.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

My practical training is situated at Bangunan Sultan Salahuddin Abdul Aziz Shah, Tingkat 5, Podium Utara, Persiaran Sultan, Seksyen 5, Selangor, 40503 Shah Alam. I did my internship in HQ of Selangor Real Estate and Housing Board. Here, I was placed at administration and human resource department. My practical supervisor is Puan Nur Aidah bt. Abd Aziz where she is responsible to arrange and give tasks to me during my internship. For the period of within 8 weeks, my supervisor had given several of tasks and jobs for me in order to enhance my knowledge.

2.1 Summary Schedule of Practical Training

| | |
|---|---|
| 1 st week (20 July 2015- 24 July 2015) | <ol style="list-style-type: none">1. Counter management. During my practical training for the 1st week, I had been assigned to seat in front of counter. I need to handle it because there are some staff are still in leave for Hari Raya. This task enable me to understand on how to handle and communicate with the customer. I need to explain with the customer about the “Rumah Selangorku” and “Rumah Mampu Milik”. Besides that, when the customer came and asked which department they needed to summit a form which related to Selangor Real State and Housing Board, so I need to know which department they should go. For |
|---|---|

| | |
|---|---|
| | <p>example, when a customer want to send a form of “Rumah Selangorku”, they should go to Housing Department to submit it.</p> |
| <p>2nd week (27 July 2015- 31 July 2015)</p> | <ol style="list-style-type: none"> 1. Filing/File Management <p>During my practical training for the 2nd week, the first task that I had been assigned is filing/file management. Filing is one of the main tasks that I need to do during my practical training in this department. In this scope of tasks, I need to put a memo and income statement of each staff in their personal file. Every staff have their own file. This task enable me to understand on how to manage file of each staff in proper and without mistake such as misplaced. Therefore, it is easy for each staff to check and keep them for the purpose of updating.</p> 2. Handle a Courses. <p>The second task for this week which I had been assigned to handle and attend the courses of “Pra Akrab 1”. This courses was held at Concorde Hotel Shah Alam for three days; 28 July-30 July 2015 which started from 8.30 am until 4.30 pm. I need to help Puan Aida Mazuriani to handle this courses and act as secretariat for this courses. At the end of this courses, I got some knowledge that can be use in my daily life as well as myself.</p> 3. Record a staff leave. <p>Another task for this week which I had been assigned to record the staff leave. I have to record the staff leave at “Buku Perkhidmatan Kerajaan Rekod Perkhidmatan dan Cuti Staff”. This task enable me to record the staff leave with accordingly. This task taught me to be careful when</p> |

| | |
|---|---|
| | entering the particulars without mistake. |
| 3 rd week (3 August 2015 – 7 August 2015) | <p>1. Record a staff leave.</p> <p>For the 3rd week, I was continued my task in recorded the staff leave which it is not done to settle it. I have to record the staff leave at “Buku Perkhidmatan Kerajaan Rekod Perkhidmatan dan Cuti Staff”. This task enable me to understand the employees leave and record the staff leave with accordingly. This task taught me to be careful when entering the particulars without mistake because this task was entered in manually.</p> <p>2. Report</p> <p>The second task is to do a report. This task enable me to understand on how to do a report for the past event. Report is very important because it must be evaluated by the audit to ensure the past event are doing well. Furthermore, to do this report, I had been used Microsoft Word and Microsoft Excel. In this report, it must content an introduction, research objective, the scope, method for analysis data which is questionnaires, comments of participants that attend courses and the conclusion. Therefore, it can improve my skill when using the Microsoft Excel.</p> <p>There are three reports that I need to do which are :</p> <ol style="list-style-type: none"> I. “Laporan Penilaian Bengkel Pengharmonian Klasifikasi Fail Siri 2 Untuk Pegawai dan Kakitangan di LPHS” II. “Laporan Penilaian Kursus Komunikasi Berkesan Untuk Pegawai dan Kakitangan di LPHS” |

| | |
|--|---|
| | <p>III. “Laporan Penilaian Kursus Pengurusan Stres Untuk Pegawai dan Kakitangan di LPHS”</p> <p>3. Record for the staff panel.</p> <p>Another task for this week is to record the staff panel. In this task, I need to key in the staff name and their families at staff panel record by using Microsoft Excel. The purpose of this record which give a health care panel for the staff which they can get a medical treatment on a specific clinic that was set up the organization. In my organization, they used Mediviron Clinic. Therefore, this task enable me to understand this process of staff panel.</p> |
|--|---|

| | |
|--|--|
| <p>4th week (10 August 2015 – 14 August 2015)</p> | <ol style="list-style-type: none"> 1. Record the staff services. During my practical training for the 4th week, I had been assigned to record the staff services. I have to record the staff services at “Buku Perkhidmatan Kerajaan Rekod Perkhidmatan dan Cuti Staff”. This task enable me to understand what the services that the staff had been attended and any related information about the staff. For example, if the staff has been attended the courses, so I need to key in what are the courses and the date at “Buku Perkhidmatan Kerajaan Rekod Perkhidmatan dan Cuti Staff”. 2. Filing/File Management The second task for this week is filing/file management. Filing is one of the main tasks that I need to do during my practical training in this department. In this scope of tasks, I need to put a memo and income statement of each staff in their personal file. Every staff have their own file. This task enable me to understand on how to manage file of each staff in proper and without mistake such as misplaced. Therefore, it is easy for each staff to check and keep them for the purpose of updating. 3. Record for the staff panel. The third task for this week is to record the staff panel. In this task, I need to key in the staff name and their families at staff panel record by |
|--|--|

| | |
|--|--|
| <p>5th week (17 August 2015 – 21 August 2015)</p> | <p>1. Prepare a proposal</p> <p>During my practical training for this week, I had been assigned to prepare a proposal for the council meeting with department “(Majlis Bersama Jabatan Lembaga Perumahan dan Hartanah Selangor). Proposal are very important because it is for review during meeting. In this proposal, it must content an agenda, confirmation of the minutes of the previous meeting, presentation of proposal from all grades and feedback from previous meeting. This task enable me to understand on how to prepare a proposal before meeting was held.</p> <p>2. Filing/File Management</p> <p>The second task for this week is filing/file management. Filing is one of the main tasks that I need to do during my practical training in this department. In this scope of tasks, I need to put a memo and income statement of each staff in their personal file. Every staff have their own file. This task enable me to understand on how to manage file of each staff in proper and without mistake such as misplaced. Therefore, it is easy for each staff to check and keep them for the purpose of updating.</p> <p>3. Meeting</p> <p>The third task that I had been assigned is to attend the meeting of council meeting with department “(Majlis Bersama Jabatan Lembaga Perumahan dan Hartanah Selangor). This meeting was attend by executive director and representative from management services section, housing section and development section. This meeting was intended to discuss about</p> |
|--|--|

their agenda, presentation of proposal from all grades, feedback from previous meeting and many more. The especially purpose of this meeting is for the staff welfare in Selangor Real Estate and Housing Board.

4. Personnel

Another task that I had been assigned during this week is to call the candidates that success to be interviewed as the position of administrative assistant. Besides that, I also have to do an official letter and interview marks for each candidates that has been chosen. This task enable me to understand the process of selection or recruitment of personnel.

5. Human Resource Management Information System (HRMIS)

I had been assigned to record one of the staff leave that will be retired into HRMIS. This task enable me to understand on this system which this system is for record all staff leave without any mistake and also for the references in this department. Therefore, it is easy for the staff to check and keep them for the purpose of updating.

| | |
|--|--|
| <p>6th week (24 August 2015 – 28 August 2015)</p> | <p>1. Report</p> <p>During my practical training for this week, I had been assigned to do a report for the past meeting. This task enable me to understand to do a report whereby I had to do my own sentences based on comments by chairman and the matters raised in the past meeting. Besides that, I have to do an agenda and the content for the other meeting which is “Mesyuarat Jawatankuasa Kenaikan Pangkat dan Pemangkuan Lembaga Perumahan dan Hartanah Selangor”. Therefore, this task enable me to understand on how to prepare a report after the meeting and proposal before meeting was held.</p> <p>2. Filing/File Management</p> <p>Another task for this week is filing/file management. Filing is one of the main tasks that I need to do during my practical training in this department. In this scope of tasks, I need to put a memo and income statement of each staff in their personal file. Every staff have their own file. This task enable me to understand on how to manage file of each staff in proper and without mistake such as misplaced. Therefore, it is easy for each staff to check and keep them for the purpose of updating.</p> |
|--|--|

| | |
|---|---|
| <p>8th week (7 September 2015 – 11 September 2015 and 14 September 2015 – 15 September 2015)</p> | <p>1. 5s</p> <p>During my practical training for this week, I had been assigned to check and write down the file name at file storage room. This task for the implementation practices of 5s in Selangor Real Estate and Housing Board. The practices of 5s in Selangor Real Estate and Housing Board involve organization, cleanliness and standardization. Therefore, this task enable me to understand the implementation of 5s system in this organization.</p> <p>2. Attend a course</p> <p>The second task for this week is attend a course which is “Kursus Penulisan Surat Rami dan Memo Berkualiti Untuk Pegawai dan Kakitangan LPHS”. This courses was held at Bilik Gerakan Negeri for two days; 9 September - 10 September 2015 which started from 9.00 am until 4.30 pm. This courses enable me understand on what are the classification of letter, the type of official letter, how to prepare the government official letter, concept of official letter and writing a memo, the method on how to prepare a memo and many more. When writing he government official letter, it must follow the procedure in “Pekeliling Perkhidmatan Bil/5 Tahun 2007”. Therefore, this will enhance my skill and knowledge in prepare an official letter.</p> <p>3. Report</p> <p>The third task is to do a report. This task enable me to understand on how to do a report for the past event. Report is very important because it must</p> |
|---|---|

be evaluated by the audit to ensure the past event are doing well. Furthermore, to do this report, I had been used Microsoft Word and Microsoft Excel. In this report, it must content an introduction, research objective, the scope, method for analysis data which is questionnaires, comments of participants that attend courses and the conclusion. Therefore, it can improve my skill when using the Microsoft Excel. There are two reports that I need to do which are :

- I. “Laporan Penilaian Kursus Motivasi Pembinaan Sikap Positif dan Personaliti Pekerja Cemerlang Untuk Pegawai dan Kakitangan di LPHS”
- II. “Laporan Penilaian Kursus Penulisan Surat Rasmi dan Memo Berkualiti Untuk Pegawai dan Kakitangan di LPHS”

4. Filing/File Management

Another task for this week is filing/file management. Filing is one of the main tasks that I need to do during my practical training in this department. In this scope of tasks, I need to put a memo and income statement of each staff in their personal file. Every staff have their own file. This task enable me to understand on how to manage file of each staff in proper and without mistake such as misplaced. Therefore, it is easy for each staff to check and keep them for the purpose of updating.

5. Record for the staff panel.

Another task for this week is to record the staff panel. There are a new staff after being interviewed as the position of administrative assistant.

| | |
|--|---|
| | <p>So, I need to key in their name and their families at staff panel record by using Microsoft Excel. The purpose of this record which give a health care panel for the staff which they can get a medical treatment on a specific clinic that was set up the organization. In my organization, they used Mediviron Clinic. Therefore, this task enable me to understand this process of staff panel.</p> <p>6. Prepare a proposal</p> <p>Besides that, I had been assigned to prepare a proposal for the meeting of “Mesyuarat Jawatankuasa Perkhidmatan Lembaga Perumahan dan Hartanah Selangor”. Proposal are very important because it is for review during meeting. In this proposal, it must content an agenda and other things that related to this meeting. This task enable me to understand the process of meeting and what actually we need to do when there is a meeting.</p> |
|--|---|

CHAPTER 3

ANALYSIS OF TRAINING

3.0 Introduction

This chapter clearly defines concept, theory and circular in job description. In that report the trainee should analyze and focuses on the task that trainee had done. Besides that, this chapter also should reflect definition of concept. Demonstration of practical and theoretical aspects how students relates all concepts learned in classroom at work place, and how students transforms knowledge gained to reinforce understanding on the concept learned in classroom. Thus, the trainee should relate the task and the theory that they had learn in class room. During my internship in HQ of Selangor Real Estate and Housing Board, I had do many tasks, but the most attract me is the task regarding selection process for recruitment. These tasks can be related to the concept of human resources management.

3.1 Definition of Selection Process for Recruitment.

According to the Dictionary.com stated that personnel can define as a body of persons employed in an organization or place of work. Recruitment and selection are two important functions of human resource management. Technically speaking the function of recruitment precedes the selection function. It includes finding, developing prospective employees and attracting them to apply for jobs in the organization. According to Flipppo, recruitment as the process of searching for prospective employees and stimulating them to apply for the jobs in the organization. While for the selection process it refers to the steps involved in choosing people who have the right qualifications to fill a current or

future job opening. Usually, managers and supervisors will be ultimately responsible for the hiring of individuals, but the role of human resource management (HRM) is to define and guide managers in this process.

3.2 Selection Process for Recruitment.

Generally, selection process may vary by the organization. According to Mondy (2012) it typically begins with preliminary screening. Next, applicants complete the firm's application for employment or provide a resume. Then they progress through a series of selection test, one or more employment interviews, and pre-employment screening, including background and reference checks. The hiring manager then offers the successful applicant a job, subject to successful completion of a medical examination. Notice that an applicant may be rejected at any time during the selection process. To a point, the more screening tools used to assess a good fit, the greater the chance of making a good selection decision.

In addition, recruitment is the process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications to apply for jobs with an organization. The organization may then select those applicants with qualifications most closely related to job descriptions. Finding the appropriate way of encouraging qualified candidates to apply for employment is extremely important. However, recruiting costs can be expensive. Thus, a properly functioning recruiting program can have a major impact on the bottom line of a company.

3.2.1 Preliminary Screening.

Based on Mondy (2012) the selection process often begins with preliminary screening. The basic purpose of the preliminary screening is to eliminate those who obviously do not meet the position's requirement. The preliminary screening may take the form of reviewing for obviously unqualified applicants with a brief interview, test or only a review of the application or resume for obvious mismatches.

3.2.2 Review of Applications and Resume.

The next step in selection process is review of applications and resume. The employer then evaluates it to see whether there is an apparent match between the individual and the position. Manager compared the information contained in a completed application to the job description to determine whether a potential match exists between the firm's requirement and the applicant's qualifications.

3.2.3 Selection Tests.

Recognizing the shortcomings of other selection tools, many firms have added selection tests to their hiring process. These tests rate factors such as aptitude, personality, abilities and motivational of potential employees, allowing managers to choose candidates according to how they will fit into the open positions and corporate culture.

3.2.3.1 Type of Employment Tests

Individuals differ in characteristics related to job performance. These differences, which are measurable, relate to cognitive abilities, psychomotor abilities, job knowledge, work sample, vocational interest and personality.

3.2.3.1.1 Cognitive Aptitude Test

Cognitive aptitude tests are tests that determine general reasoning ability, memory, vocabulary, verbal fluency and numerical ability. These tests are a form of IQ tests. They maybe helpful in identifying job candidates who have extensive knowledge bases. As the content of jobs becomes broader and more fluid, employees must be able to adapt quickly to job changes and rapid technological advances.

3.2.3.1.2 Psychomotor Abilities Test

Psychomotor abilities test are tests that measure strength, coordination, and dexterity. Miniaturization in assembly operations has accelerated the development of tests to determine these abilities. Much of this work is so delicate that magnifying lenses are necessary and the psychomotor abilities required to perform the tasks are critical.

3.2.3.1.3 Job Knowledge Test

Job knowledge tests are tests that measure a candidate's knowledge of the duties of the job for which he or she is applying. Such tests are commercially available but individual firms may also design them specifically for any job, based on data derived from job analysis.

3.2.3.1.4 Work Sample Test

Work sample tests are tests that require an applicant to perform a task or set of task representative of the job. For positions that required heavy use of spreadsheets, having the applicant sit at a computer and construct a sample spreadsheet, with data the firm provides, will be useful in assessing a required ability. Such tests, by their nature, are job related.

3.2.3.1.5 Vocational Interest Test

Vocational interest test are tests that indicate the occupation a person is most interested in and the one likely to provide satisfaction. These tests compare the individual's interests with those of successful employees in a specific job. The assumption here is that if a person shows a definite interest in a certain vocation they will be more productive on the job. But, having interest in a job and being able to effectively perform it may not be the same.

3.2.3.1.6 Personality Test

Personality tests are self-reported measures of traits, temperaments or disposition. Personality test unlike ability tests are not time constrained and do not measure specific problem-solving skills. These questionnaires tap into softer areas, such as leadership, teamwork and personal assertiveness.

3.2.4 Employment Interview.

Next, the other step of selection process by Mondy (2012) is employment interview. The employment interview is a goal oriented conversation in which the interviewer and applicant exchange information. This step is especially important because the applicants who reach this stage are the survivors. In this stage additional information is needed to indicate whether the individual is willing to work and can adapt to that particular organization. Interview session can be done through several types which are unstructured interviews, structured interview, behavioral interview by several methods such as one by one interview, group interview, board interview, multiple interview as well as stress interview.

3.2.4.1 Type of Interview.

3.2.4.1.1 Unstructured Interview.

An unstructured interview is one in which the interviewer asks probing, open-ended questions. This type of interview is comprehensive and the interviewer encourages the applicant to do much of the talking. For example, the question that may be asked

by interviewer is “what is your greatest professional strength, and how have you used it to overcome a challenge in your career?”

3.2.4.1.2 Structured Interview.

In the structured interview, the interviewer asks each applicant for a particular job the same series of job related questions. Although interviews have historically been very poor predictors of job success, use of structured interviews increases reliability and accuracy by reducing the subjectivity and inconsistency of unstructured interviews.

3.2.4.1.3 Behavioral Interview.

The behavioral interview is a structured interview in which applicants are asked to relate actual incidents from their past relevant to the target job. The assumption is that past behavior is the best predictor of future behavior. Behavioral interview ask applicants about specific events as opposed to just having them tell about themselves.

3.2.4.2 Methods of Interview.

Organization conduct interviews in several ways. The level of the open position and the appropriate labor market determine the most fitting approach.

3.2.4.2.1 One on One Interview.

In atypical employment interview, the applicant meets one on one with an interviewer. As the interview may be a highly emotional occasion for the applicant, meeting alone with the interviewer is often less threatening. This method provides a better opportunity for an effective exchange of information to take place.

3.2.4.2.2 Group Interview.

In a group interview, several applicants interact in the presence of one or more company representatives. This approach, although not mutually exclusive of other interview types, may provide useful insight into the candidates' interpersonal competence as they engage in a group discussion.

3.2.4.2.3 Board Interview (Panel Interview).

In a board interview, several of the firm's representatives interview a candidate at the same time. Companies use board interview to gain multiple viewpoints because there are many cross functional workplace relationships in business these days. Once the interview is complete, the board members pool their evaluation of the candidate.

3.2.4.2.4 Multiple Interview.

At times applicants are interviewed by peers, subordinates and potential superiors. This approach permits the firm to get a more encompassing view of the candidates. It also gives the candidate a chance to learn more about the company from a variety of perspectives. The result of this type of interview is a stronger, more cohesive team that shares the company's culture and helps ensure organizational fit as was the case with Google in the use of crowd sourcing.

3.2.4.2.5 Stress Interview.

In the stress interview, the interviewer intentionally creates anxiety. The interviewer gives pressure to the candidates in order to test the emotional of the candidates.

3.2.5 Pre-employment Screening: Background and Reference Checks.

After the candidates pass during interview session they will proceed with pre-employment screening which means background investigations and reference checks. Background investigations involve obtaining data from various sources, including previous employers, business associates, credit bureaus, government agencies and academic institutions and have become increasingly more important. The purpose of background investigation is to check and investigate the history of the candidates such as criminal record, job history, driving history as well as

citizenship status. For the reference checks which mean validations from those who know the applicant that provide additional insight into the information furnished by the applicant and allow verification of its accuracy. They are a valuable source of information to supplement the background investigation. Applicants are often required to submit the names of several reference checking is that virtually everyone can name three or four individuals willing to make favorable statements about him or her.

3.2.6 Selection Decision.

After that we proceed to selection decision stage whereby at this point, the focus is on the manager who must take the most critical step of all. The final choice is made from among those still in the running after reference checks, selection tests, background investigations, and interview information have been evaluated. Usually, the person selected has qualifications that most closely conform to the requirements of the open position and the organization. The person who normally makes the final selection is the manager who will be responsible for the new employee's performance, especially for higher level positions.

3.3 Selection Process for Recruitment Practicing in Selangor Housing and Property Board.

Selangor Real Estate and Housing Board also practices method of selection process for recruitment by Mondy (2012). Selangor Real Estate and Housing Board were reviewing for obviously unqualified applicants by review of the application form or resume on the first stage which is preliminary screening stages. My experience during practical training

at this company was review the job application form and resume of the applicants whereby the applicants was sending their application form and resume to the Selangor Real Estate and Housing Board. Therefore, I was responsible to do preliminary screening to eliminate those obviously do not meet the requirement particularly in education qualification. The advantage from these stages is to reduce the number of applicants to be process for the selection process. This is because the cost incurred in selection process is higher and also takes time such as during conducting test and interview session.

The next stages for those who are passing on the preliminary screening are review of job application form and resume by Human Resource Unit. In the Selangor Real Estate and Housing Board, the HR manager is responsible to review the application to evaluate whether an apparent match between the individual and the position is. The HR manager will compare the information contained in a completed application to the job description. This stages also known as judgment stages. On these stages the HR manager will likely to reject candidates who make false claim in the application and also their resume. Other than that, the HR manager also will refer to the references that state in their resume about their background. Normally, the HR manager will call the references for the checking purpose. On these stages the resume and application is very important whereby the HR manager will fully depend on that.

After that those who are successful for the previous stages will face with the selection test. Selangor Real Estate and Housing Board were practicing cognitive aptitude test that the HR manager will determine the IQ test of candidates. This test will helpful in identifying job candidates who have extensive knowledge bases.

Then, after they pass selection test the candidates will proceed to the next stages which is employment interview. The HR manager will conduct this session to interview the candidates. The content of the interview is about academic achievement, interpersonal skills, personal qualities as well as occupational experience. From this the candidates and interviewer will exchange their knowledge. In Selangor Real Estate and Housing Board, they practice group interview which means many candidates for one or many interviewer. This method is more effective to evaluate the candidate's qualification. Normally, the HR manager will used unstructured interview during employment interview session.

Selangor Real Estate and Housing Board was eliminated the stages of pre-employment screening which is on background investigation. This is because the background investigation was done on the second stage which is review application and resume. The HR manager checks the reference during review the application and resumes in order evaluating the candidates. That means those who are pass the interview session will proceed to the selection decision or we call as short listed.

The last stage for the selection process that was practicing in Selangor Real Estate and Housing Board is selection decision. At this point the manager will make the decision of recruit the people for the vacancy in the organization. After the decision was make, the HR manager will give training to the new comes.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

Every organization has its own strengths and also weaknesses while performing its activities. By referring to my period of practical training in HQ of Selangor Real Estate and Housing Board, I have identified these strengths and weaknesses on the task performance and also some recommendations to overcome those weaknesses in the organization. This chapter will provide the recommendation to the organization towards the weaknesses that had been observed. In this chapter, the recommendations come from Chapter 3 which had been analyzing by me. Thus, I can come out with my personal comment and proposed recommendations if necessary as long as they do not affect the reputation of Selangor Real Estate and Housing Board.

4.1 Strength of Selection Process

Recruitment and selection process is nothing but the organization's ability to source employees to improve the quality of its human capital and stand in the competition. This process is carried by the human resource management of that particular organization, where target to people to get the best quality employees for their organization. There are many strength of recruitment and selection process.

The first strength is through the selection test might give advantages to the company as well as candidates. Research indicates that customized test can be a reliable and accurate means to predict on the job performance. Organization use tests to identify attitudes and job related skills that interviews cannot recognize. Also, the cost of employment testing is

small in comparison to ultimate hiring costs. They are a more efficient way to get at that type of information and may result in better-qualified people being hiring. For example, during this selection process, the job offer is for administrative assistant position. The candidate must know the job description and job specification for that position. Therefore, to know the candidates ability for that position, they conduct cognitive aptitude test in form of IQ tests. They may be helpful in identifying job candidates who have extensive knowledge bases.

Another strength of selection process is the organization has opportunity to choose the best candidates among the qualified candidates. Selection process has many steps in recruiting the people. Thus, through several processes the manager can eliminate those people who not qualified for the position. For example, in stages review applicants' resume the HR manager can eliminate those applicants that not fulfill the requirement such as education qualification. From that many of the people also has opportunity to apply the job. Hence, the organization can recruit the best people through the effective process.

4.2 Weaknesses of Selection Process

On the other hand, the problem of the selection process is over qualified applicants. During practical training at this company, I was review the job application form and resume of the applicants whereby the applicants was sending their application form and resume to the Selangor Real Estate and Housing Board. I was responsible to do preliminary screening to eliminate those obviously do not meet the requirement particularly in education qualification. The job vacancy is for administrative assistant where the qualification for this position mostly for SPM and diploma level. However,

there are too many applicants in degree level. Thus, this will make the selection process become difficult. The HR manager was critical in making choice among the best. For example, in Selangor Real Estate and Housing Board, they faced with this problem whereby there have many qualified applicants for that vacancy. Hence, the HR manager becomes critical in order to make the decision for the recruitment.

Lastly, the problem in the interviewing during selection process is premature judgment. The interviewers often make judgments about candidates in the first few minutes of the interview. Apparently, these interviewers believe that they have the ability to determine immediately whether a candidate will be successful or not. When this occurs, a great deal of potentially valuable information is not considered. In addition, the candidate's behavior during an interview is seldom typical or natural, thereby making a quick judgment difficult. Thus, the manager has opportunity to make wrong judgment towards the candidates. For example, I have experience involve in meeting to discuss the decision making towards the recruitment. During this session the HR manager also express their judgment towards the candidates based on their behavior but sometimes the behavior of the candidates are not natural.

4.3 Recommendation

Employees are assets of an organization. Without employees, the organization would be unable to operate. The head of human resources need to be assertive in dealing with discipline problems among workers. Workers who always come late to work should be penalized. The employees also need to motivate to come at the office timely. Alternatives to identify the presence of workers could be solved with the use of technology through

machine such as attendance punch card machine or Biometric Machines, Thumb impression attendance machine also can be used. The manual attendance is not very efficient because employees can react unethically on attendance at the office. With attendance machines, employee attendance records can be monitored appropriately. Hence, the employees will more discipline in the organization in order to increase the productivity in the organization.

Another recommendation is the organization should give recognition to those who perform better in order to solve the weaknesses of low motivation of employees. When there have recognition there will lead to increase the level of motivation. As a result the employees will perform better in their task. For example, this organization give excellence awards to those who achieve in high performance in their organization, from this, the other people also will more motivated in performing their task.

CHAPTER 5

CONCLUSION

5.0 Introduction

This chapter will conclude about each of the chapter that I have explained before this. Besides that, on the conclusion part, I will conclude about what are the benefits that I have gained from the internship training in Selangor Real Estate and Housing Board.

5.1 Summary of Chapter 1

In Chapter 1, I had explained about the organizational background of Selangor Real Estate and Housing Board. Besides that, I also had identified their vision and mission of the organization. I also know about the organizational structure such as the hierarchy from lower until upper level of management. I am well informed about the background of this organization. Thus, it can enhance my knowledge after having a practical training in Selangor Real Estate and Housing Board.

5.2 Summary of Chapter 2

In Chapter 2, I had explained about the tasks and job that I did during the eight weeks of my internship programmed. The tasks given to me were consistent to the guidance provided by the faculty. The tasks mainly related to the scope of administration. I am able to apply what I have learned in the classroom and to relate the theory into practice. Therefore, it is a valuable experience that I can get through my practical training.

5.3 Summary of Chapter 3

In Chapter 3, I explained about the most important task that I did during my training. I was instructed to do many tasks, but the main focus in Chapter 3 is to analyze about the task that I had most involved and engaged to, that is regarding selection process for recruitment. It was such an interesting experience since I was exposed to many tasks and had opportunity to works with other people.

5.4 Summary of Chapter 4

In chapter 4, I have had make analyzed about the strength and weaknesses of the task that I choose as the main focus. This is the continuation of the analysis in the previous chapter. There are some recommendations that I have suggested in Chapter 4 regarding the weaknesses of the tasks. This is to identify the mistakes and some corrective actions that can be taken in order to be better in the future. I can enhance my knowledge on how to evaluate a tasks or jobs that been given or handle by me.

5.5 Summary of Report

On the period of eight weeks in Selangor Real Estate and Housing Board, I get a lot of benefit during the practical training. There are four benefits that I can get through the practical training.

First benefit is in term of my confident level. Before this, I do not have any opportunity to work in any department or agencies that consider have a large organization structure. This is because, when my first day of entering the training, I felt so nervous in order to adapt with the surrounding and environment in my workplace. This is due to the different level of ages and academic qualification. However, when the time passed by, I was able to cope with the working environment. This is because my supervisor and other staff had

started to show their trust in me to handle certain jobs and tasks with my own effort. From here, I can see that they believe in my ability to do the tasks given although I only a trainee. But it is under the guidance of my supervisor. The way they had treated me as an employee had make my confident level increase in order to complete the task given. For example, I had given the responsibility to review the job application form to choose the applicants that must be link to the minimum qualification of the standard procedure in this organization.

Second benefit that I can get is in term of the interpersonal skill. This is because, during my internship, I was assisted to be more competent in order to develop my skills. This is the main focus of my supervisor to enhance my knowledge and skills. As I can see during the practical training, my supervisor had taught me to use Microsoft excel for purpose record keeping. It is more convenient and easy as well as I can managed to complete the task given in a short period.

Furthermore, I had learned a lot about the culture in the workplace. What I learn is that the organizational cultures in Selangor Real Estate and Housing Board is very friendly and have teamwork. This is because during eight weeks I had the training, I can see the sense of belonging among the workers is very strong. They are care about each other and make them as a family. For me, I as a trainee also feel the situation where others staff including my supervisor always guide me on how to be a good employee and perform well in job. I feel so motivated even though it is only a practical training. If I do not understand on certain tasks, they will give a good direction for me to improve better.

Last but not least, the most valuable benefit that I can get is my new experiences. Experiences cannot be gained without an opportunity. During the internship, I did not

miss any opportunity that comes to me. This is because I know I can make it as a process of learning. I get a lot of experiences from the task given. This is because before this I did not have the chance to gain these experiences. This started from my beginning until the end of my training where I had learned new things and experienced it by myself. There are many tasks and job that given by my supervisor in the eight weeks of my practical training. As a conclusion, I get the experiences on the environment in workplace; I hope I can apply what I learn in my future career.

REFERENCES

- Budhwar, A. (2015). "Human Resource Mangement and Organisational Productivity". *Journal of Organizational Effectiveness: People and Performance*. Vol. 2 Iss 3 pp. 244-266. Retrieved December 15, 2015 from <http://dx.doi.org/10.1108/JOEPP-06-2015-0021>.
- Khaled, A. (2015). The Effect of Human Resource Management Practices on Employees Organizational Commitment, *International Journal of Organizational Analysis*. Vol. 23 Iss 3 pp. 472-492. Retrieved December 15, 2015 from <http://dx.doi.org/10.1108/IJOA-11-2014-0822>.
- Koster, K, G, F. (2015). "Making the right move. Investigating employer's recruitment strategies", *Personnel Review*, Vol. 44 Iss 5 pp. 781-800. Retrieved December 15, 2015 from <http://dx.doi.org/10.1108/PR-12-2013-0229>.
- Laman Web Rasmi Lembaga Perumahan dan Hartanah Selangor. Retrieved December 15, 2015 from <http://lphs.selangor.gov.my/>
- Mondy, R, W. (2010). *Human Resource Management*. (12th ed). Practice Hall.

APPENDICES

