

UNIVERSITI TEKNOLOGI MARA



FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

**PRACTICAL REPORT IN MALAYSIA PRODUCTIVITY CORPORATION (MPC) AT
BRANCH KUCHING, SARAWAK**

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2015100367

September 2018

Supervisor's Comment(s):

Moderator's Comment(s):

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

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

Sharon Pearl Anak Henry Serub

Date:

DECLARATION

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

Signed



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CHAPTER 1

INTRODUCTION OF MALAYSIA PRODUCTIVITY CORPORATION BRANCH KUCHING SARAWAK

1.0 INTRODUCTION

Chapter 1 will provide a brief introduction to the organisation. On this chapter, further explanation will be discussed on background of organisation, vision, mission, objective, core business, organisational structure and list program that the organisation offer.

1.1 BACKGROUND OF MPC

National Productivity Corporation was the formerly name for Malaysia Productivity Corporation. In 1962, National Productivity Corporation was established as a joint project between the United Nations Special Funds and the Federal Government, with the International Labour organisation acting as its executive (Malaysia Productivity Corporation).

In 1966, the National Productivity Council (Incorporation) Act No. 19 was passed making the Centre an autonomous body. It was later amended as the National Productivity Council (Incorporation) (Amendment) Act A305 1975, to cater for expansion of the Centre's role. This act was subsequently amended as the National Productivity Centre (Incorporation) (Amendment) Act A801 1991. With the Act coming into effect on 1 December 1991, the National Productivity Council became the National Productivity Corporation.

With effect from 21st February 2008 National Productivity Corporation (NPC) is now officially known as Malaysia Productivity Corporation (MPC). YB Minister of International Trade and Industry (MITI) had signed the document enforcing National Productivity Corporation Act (Incorporated) (Amended) 2008 and set February 21, 2008 as the effective date of the said act. In keeping with the expanded role of the corporation, the act is now known as Malaysia Productivity Corporation Act (Incorporated) 1966.

1.2 VISION

The leading organisation in productivity enhancement for global competitiveness and innovation.

1.3 MISSION

To deliver high impact services towards achieving performance excellence through innovation for the betterment of life.

1.4 OBJECTIVES

- Providing value-added information on productivity, quality, competitiveness and best practices through research activities and databases;
- Developing human capital and organisational excellence for building a knowledge-based society through training, systems development and best practices;

- Conducting review on regulation and promoting Good Regulatory Practice to create a more competitive business environment; and
- Nurturing innovative and creative culture for productivity and competitiveness through partnership programmers

1.5 ORGANISATION STRUCTURE

CARTA ORGANISASI MPC WILAYAH SARAWAK 2018

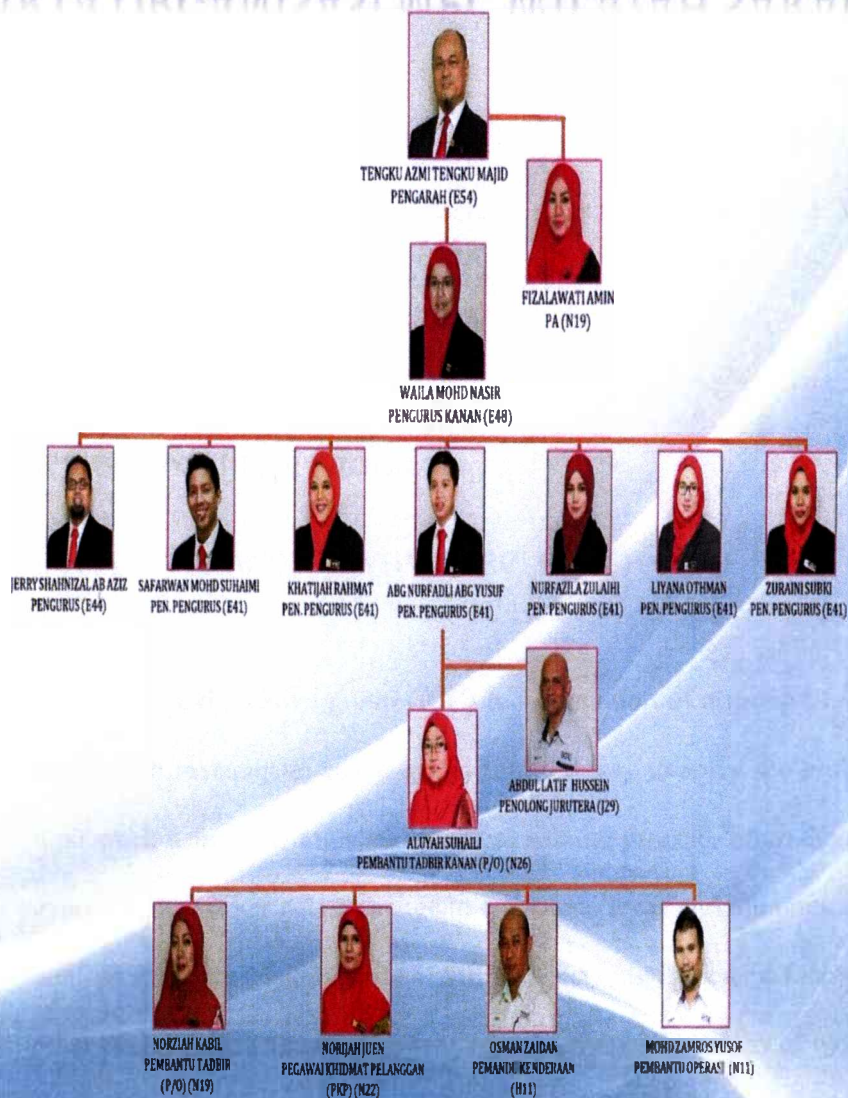


Figure 1: Organisational structure in MPC with effect from 2 February 2018

1.6 CORE BUSINESS

Organize many events to improve the productivity of organisation public and private in Malaysia. Some of programs that MPC staffs do is based on the request from other organisation. Some organisation asks them to do the program that they need to improve and organize the company better. However, MPC have their own way to conduct the training for other companies such as study visit. They bring the participant from different companies of public and private to do study visit at other company. They pointed out the organisation or company that had successfully practice their programs. Hence, this will allow the other companies to learn from that company practices.

1.7 MPC MOST POPULAR PROGRAM

- **INNOVATIVE AND CREATIVE CIRCLE (ICC)**

Innovative and creative group (ICC) is a formation of a group of workers who sit together to investigate, analyze, and find the way to solve the problems regarding their work using ICC tools and problem solving process. From the process of ICC, every single worker gets a change to contribute ideas and opinions to their group as well as their organisation. They will also get satisfaction in their daily work and other benefits such as increasing their productivity and quality of work.

- **BUSINESS EXCELLENCE PROGRAMME**

Business Excellence refers to a comprehensive management practices standard developed to assist companies assess readiness and compliance to excellence practices in their quest to enhance business performance. MPC provide to organisations whether private and public, the criteria for Business Excellence, an integrated management framework with proven results, assessment tools to evaluate performance and improvement efforts, comprehensive feedback report highlighting organisational strengths and opportunities for improvement and educational presentation, training, workshops and conferences on best management practices and how to apply the Business Excellence Criteria to improve and innovate.

- **LEAN MANAGEMENT APPROACH**

LEAN refers to a collection of principles and methods that focuses on identifying and eliminating non-value added activities through continuous improvement of products for the benefit of customers and in the pursuit of perfection. Malaysia Productivity Corporation (MPC) has introduced the MPC's LEAN Roadmap. It is a systematic approach to promote LEAN management that complements the existing quality and productivity initiatives, thus integrating all efforts in promoting process efficiency towards increasing the competitiveness of the nation.

- QUALITY ENVIROMENT (QE) 5S

Quality Environment is a system aimed at creating a more conducive, clean and tidy workplace. When implemented successfully, Quality Environment (5S) can results in increased efficiency and improved productivity in a company. There are 5 element in the 5S, which are Seiri, Seiton, Seiso, Seiketsu and Shitsuke

CHAPTER 2

SCHEDULE FOR PRACTICAL TRAINING

2.0 INTRODUCTION

This chapter will discuss and summarize the schedule of the practical training report at Malaysia Productivity Corporation (MPC) branch in Kuching, Sarawak. The schedule of work will be discussed starting from week 1 until week 8. Among the task that had been done such as handling programs, attending meetings, key in evaluation and other tasks will be discussed in this chapter.

2.1 WEEK 1

According to schedule for practical training UiTM, my internship should start on 23rd July 2018 (Monday). However, Sarawak declared it as Sarawak Day. Thus, it was a public holiday.

My internship starts on 24th July 2018 (Tuesday), 8.00 o'clock in the morning, I went to the Malaysia Productivity Corporation (MPC) to report for duty as a practical student. I reported for duty to my host supervisor Miss Liyana Binti Othman, and she gave me a briefing about Malaysia Productivity Corporation (MPC) regarding the core business of the organisation, which is to conduct programs that lead to increasing the productivity of public and private organisation in Sarawak. She also explained the challenges that they had to face when they organize programs such as hard to get a participant to join the programs. Furthermore, she also explained the rules and regulation that I should follow during my internship in Malaysia Productivity Corporation (MPC) such as this organisation uses

flexible working. After that, I met Mrs. Fizalawati Binti Amin, she is the one who gave me an identification card for access in the building and to monitor my attendance. At 11.00am, Mrs. Fizalawati brought me to explore the offices and introduced me to other workers in the organisation. In the afternoon, Mrs. Fizalawati taught me how to write protocol letters.

On 25th July 2018 which is on Wednesday, my first task in the morning was to staple the brochures for the event organised by one of MPC staff's. There are five hundred sets of brochures that I have to staple. The brochures that I had stapled was about Business Excellence: Study Visit at Johor Bahru program. The organisation used brochures to promote the program which has all the details such as price, objective of the program, information of the place they will visit and the schedule of program. In the afternoon, my second task was to make budget for Forum Perdana Inovasi program organised by Mrs. Nur Fazila Binti Zulaihi. I have to calculate the amount of food and drink for participants and moderators, hotel for moderators to stay per night, payment for moderators and consultant, and souvenirs for moderators, participants and consultants.

On 26th July 2018 (Thursday) morning, Mrs. Fizalawati called me because the Director of MPC, Kuching Sarawak, YM Tengku Azmi Tengku Majid would like to meet me. In his office, he told me the organisation conduct training to both public and private organisations to increase their productivity. He explained that there are some organisations similar to what they are doing such as Industri Tadbiran Awam Negara (INTAN). He wanted me to enjoy, learn and gain as much knowledge that I can get during my practical training. He also asked Miss Liyana Othman and Mrs. Waila Mohd Nasir to inform the other staff to teach and help me to do the tasks that will be given to me. In the afternoon, I

received two tasks. First task is to staple four hundred sets of brochures for program organised by Miss Liyana Othman. The event is known as Business Excellence and will be held at Hilton Kuching. My last task for the day was helping Mrs. Fizalawati in doing the slide presentation for sharing session for upcoming Monday. The slide presentation was about Business Excellence: Study Visit at Pulau Pinang on September 2018.

Last day of the week was on 27 July 2018 (Friday). My first task in the morning was to attend the meeting together with other workers. This meeting was arranged to gather idea on future program for 2018 and do the follow-up check on which event that has been plan for 2017 but has not been done. My second task was in the afternoon at 2.30 pm, which was following Miss Liyana and Mr Safarwan to consult about 5S at FD Creative Sdn Bhd. The FD Creative Sdn Bhd appointed MPC to consult them regarding 5S until they can successfully practice 5S in their company. This is the third time Miss Liyana and Mr Safarwan went to FD Creative. They brought me to help them in consultation for the company. For this consultation, we checked on the documentation of their 5S. We taught the staff at FD Creative to use theory Plan, Do, Check and Act (PDCA) to make the documentation of 5S. After that, we checked the progress of 5S in the office on how to do a proper labelling, how to properly throw the office waste, how to organise the store and so on.

2.1.1 WEEK 1 REFLECTION

As for week 1, I learned how to make a proper letter, how to do the budget and staple the brochures. These tasks gave me experience in making new skills which was involved in

how to promote an event. In this week, I had the opportunity to experience the real environment of meeting in the office. I also learned how the 5S practices works on a company which I learned only in the classroom. It shows me a new point of view on how hard was it for a company to practice the 5S in their organisation.



Figure 2.0: During Consultation at FD Creative Sdn. Bhd.

2.2 WEEK 2

First day on the second week was on 30th July 2018 (Monday). My first task was to staple the brochures of Business Excellence: Study Visit at Johor Bahru and that will be held at Hilton Kuching. There are one hundred sets of brochures that I had to staple. In the afternoon, I took part in sharing session of 'Business Excellence at Pulau Pinang' together with other workers in the organisation. The sharing session presentation was conducted by Mrs. Fizalawati. She shared and explained on what they did in Pulau Pinang including which company they went to visit.

Second day of the week was on 31st July 2018 (Tuesday). My first task was to fax the invitation letter to organisation such as UiTM and UNIMAS, to be a speaker for MPC event. After faxing the invitation letter to the organisations, I did a follow-up call to make a confirmation from the organisation on whether they already received the invitation letter. Another task was putting all the brochures that I had stapled in the envelopes. The envelopes then are ready to be send to organisations in Kuching. My last task for the day

was helping Mrs. Waila Mohd Nasir packed documents such as the airplane tickets, schedule and name tags for the upcoming meeting with participant that will join the 'Study Visit to Indonesia'.

On 1st August 2018 which was on Wednesday, my first task was faxing letters and the brochures of 'Business Excellence: Study Visit at Johor Bahru' to all public and private organisation in Sarawak and certain public and private companies in west Malaysia. In the afternoon, I was given a task at counter service. They taught me the proper way to answer the call and passed the caller to the individual they wanted to talk with. All calls must be recorded in the file that was ready on the table.

On 2nd August 2018 (Thursday), I continued my task at counter service and all the calls I have received has been recorded in the file. In the afternoon, I continued to fax letters and brochures of 'Business Excellence: Study Visit at Johor Bahru' to the organisation that I have not been able to send the day before.

Last day of the week was on 3rd August 2018 (Friday), my task was continue to fax letters and brochures of 'Business Excellence: Study Visit at Johor Bahru'. My last task for the day was joined the meeting with Jabatan Pendidikan Negeri Sarawak. The meeting was held by Mrs. Khatijah and Mrs. Nur Fazila, to ask permission and explained procedures of what activities they wanted to do at the schools for the 'Minggu Inovasi Perkhidmatan Awam Peringkat Sarawak Bilangan 1 Tahun 2018' event.

2.2.1 WEEK 2 REFLECTION

This week, I gained lots of knowledge and experience on how the organisation evaluate the program to find weakness and strength of an event that has been done. I also managed to learn to do follow-up calls and fax letters of the event. These tasks not only improved my communication skills but also taught me in marketing an event. Furthermore, it was an opportunity to learn how this organisation handles such event that conduct study visit in overseas. End of this week, I manage to experience real meeting environment and learned how to interact or communicate with people from other organisation.

2.3 WEEK 3

On this week, on 6th August 2018, Monday, was where I went to Miri, together with 3 other workers of MPC, to conduct two events known as 'Business Excellence: Study Visit to Miri' and 'Business Excellence: The CEO Talks 2nd Session to Miri'. This event was held on 7th August 2018. Before we went to Miri in the afternoon, my task was to prepare certificates for all participants that will attend the event. My second task was to pack things that are related with the event such as name tags, banners, souvenirs, lists of attendance, evaluation forms and mineral water. After that, I went to Miri in the afternoon with Mrs. Khatijah, Mrs. Nur Fazila and Mrs. Norziah. When we reached Miri, we had a short meeting with the owner of the bus for tomorrow's event. In this short meeting, we made a payment and brief about the event for tomorrow. My last task for the day was to do check list and make a preparation for the event such as put all the souvenirs such as pen, hand fan, note book and mineral water in the bag.

Day two, on 7th August 2018 (Tuesday) which was the day we attended two events that were held at Imperial Hotel Miri; event of 'Business Excellence: Study Visit to Miri' held in the morning while event of 'Business Excellence: The CEO Talks 2nd Session' in the afternoon. The event 'Business Excellence: Study Visit to Miri' started at 8.30 o'clock in the morning. All the participants gathered at Imperial Hotel Miri lobby for registration, and received the name tag together with souvenirs. My task was to take pictures of activities during the event. The first company that we visited was Sampling Housing company that organised one of activity for the event. I participate because there was not enough participant to joined the program. There are two games that conducted by Sampling Housing company known as LEAN Bingo and simulation game. In order to play the simulation game, we were divided into few groups. Each group represent one company. After that, we were told to make a paper plane. The evaluation of the game were based on how far the paper plane can go. We had a sharing session where we have to think on how the paper plane can go far whether it is cause by the quality of paper or how the paper was folded. Thus, this games was to help participants understand more about LEAN management and the process of manufacturing company. In the afternoon, my task was to take attendance of participants for 'The Ceo Talks 2nd Session'. We visited Rosfaniaga Sdn Bhd that sell "keropok lekor" afterwards. Before the programs ended, my task was distributing evaluation form to the participants for both event. The programs finished at 5 o'clock in the evening and we went back to the hotel.

Day three is the last day for us in Miri on 8th August 2018 (Wednesday). I went back to Kuching, together with the participants and three staff of MPC. In the evening, my first task in the office was to design name tags for participants and staffs MPC that will

attend an event that was organised by MPC known as 'Business Excellence: Study Visit at Klang Valley'. My second task was to reply the invitation letter. For this task, I learned how to use the modern or electric type-writer to fill in the form. My last task for the day was helping Mrs. Fizalawati scanned the reply invitation letter.

On 9th August 2018, Thursday, my first task in the morning was to call the secretary of UiTM's rector to ask the high resolution picture of rector and will be put in the brochures to introduce speakers of the event. In the evening, my last task was to make invitation letters to UiTM, UNIMAS and Politeknik to make an exhibition for innovation program.

Last day of the week was on 10th August 2018 (Friday), my first task in the morning was to conduct the talk about 5S for Sarawak Energy Berhad and took pictures for the event. Mrs. Khatijah was the speakers for 5S talks. They wanted to know the new criteria of 5S that MPC has implement. We have a sharing session at MPC afterwards. My last task for the day was to do a presentation, together with Mrs. Norziah regarding the event 'Business Excellence: Study Visit in Miri' and 'The Ceo Talks 2nd Session' to all workers and staff at MPC. During this session, we discussed about the strengths and the weaknesses of the event.

2.3.1 WEEK 3 REFLECTION

In week 3, I have done several tasks especially the task of the event 'Business Excellence: Study Visit to Miri' and 'Business Excellence: The Ceo Talks 2nd Session to Miri'. These events helps me to improve my communication skills and interaction with other

organisation, but most importantly on how to handle an event. Other than that, in this week, I also gained knowledge on how to do the proper invitation letter and experienced the real presentation in the workplace.



*Figure 2.1: Business Excellence:
Study Visit at Miri*



Figure 2.2: Lean Bingo



*Figure 2.3: Simulation Game
(Paper Plane)*



*Figure 2.4 : Business Excellence:
The Ceo Talks 2nd Session*



Figure 2.5: Sharing Session



Figure 2.6: 5S Talk for Sarawak Energy

2.4 WEEK 4

On 13th August 2018 which is Monday, I was given a task as a receptionist at counter service. All the calls must be recorded in the file.

Day two, on 14th August 2018 (Tuesday) MPC sent me to attend and joined one of the training program that the organisation organised for two days. Topic of the training program was ISO 9001: 2015 Quality Management Systems Process Approach Internal Audit which involved nine participants, including me, from different background and working fields. The event started at 8 in the morning. The instructor for this training program was Dr. Hannah. Before the event start, my first task was to make a preparation for the program which were to install the projector, get ready the hard copy of slides or notes, provides mineral water and study kit for each participant. My second task was to do an opening ceremony for the event and take the attendance of participants. At 8.30am, the training program had started. I learned the background of ISO 9001:2015, audit fundamentals and rationale, process approach, risk based thinking, plan-do-check act cycle and preparation for audit. At the end of the program, my last task was to make sure the room is clean and make sure all the plugs are switched off.

On 15th August 2018 (Wednesday) was the last day of the training program ISO 9001: 2015 Quality Management Systems Process Approach Internal Audit. My first task

was to prepare the study kit for the participant, such as pens, markers, and paper. The event start at 8 o'clock in the morning. I learned about internal auditors (workshop case studies), conduct of audit, preparing and reporting the finding, completing the audit and follow-up of audit. At the end of the program, Mr Abang Mohad Fadli did the closing ceremony and my task was to distribute the evaluation forms and certificate to the participants. My last task was to make sure the room is clean and make sure all the plugs are switched off.

Day four was on 16th August 2018, Thursday, my first task was to do the follow-up call on whether the person willing to accept our invitation letter to be instructor for 'Business Excellence: Exposition 2018 "Excellence in Digital Economy"' event. At 10 o'clock in the morning, I was involved in the farewell ceremony for the Director of MPC Kuching, YM Tengku Azmi Tengku Majid, together with all MPC staffs and landscape workers. In this ceremony, we planted tree as the opening of ceremony. After that, all the workers in MPC including the landscape workers prepare a short speech for the Director of MPC Kuching, YM Tengku Azmi Tengku Majid. My last task for the day was to make invitation letter, letter of accept or reject the invitation letter, and the tentative program for 'Minggu Inovasi' event.

Last day for the week was on Friday, 17th August 2018, my first task was to do check list of documentation in the file of 'The CEO Talks 2nd Session' event that have been held in Miri. In the evening, I helped the Startup Borneo to do their preparation and rehearsal for the event such as preparing the label of guest name and prepare the souvenir for participants that came on this event.

2.4.1 WEEK 4 REFLECTION

I managed to gain experience from duties as the counter service and the task helps improve my communication skills and handling the customer. In this week, I was also given an opportunity to be involved in a training program ISO 9001: 2015 Quality Management Systems Process Approach Internal Audit for workers. Within this program training, I am able to experience the real training program with employees from other organisation.



*Figure 2.7: Training program
ISO 9001: 2015 Quality
Management Systems Process
Approach Internal Audit*



Figure 2.8: Farewell Ceremony

2.5 WEEK 5

On the first day of week 5, which was on Monday (20th August 2018), I was told to attend the meeting with MPC staffs. On this meeting, we were discussing on how many programs that need to be postpone due to not enough participants. This meeting also decided on new

design template for calendar planning that will be distribute to the other organisation for upcoming event in 2019. My last task for the day was to fax the letters to other organisation.

Second day of week 5 was on 21st August 2018, Tuesday, my task was to do follow-up call to the certain organisation whether they have received the invitation letter as a speaker for MPC program. My second task was to do a sample template event calendar of 2019. This event calendar of 2019 will show all the training program would will be conduct in that year. Lastly, I fax the letters regarding “Business Excellence 101: Workshop in Business Excellence as a Tool for Organisation Sustainable” event.

On 22th August 2018, Wednesday, was a public holiday. It was a day of Hari Raya Haji.

Day four, 23th August 2018, my first task was to update the documents in the file of ‘The CEO Talk 2nd Session’ event that was held in Miri. After that, I continue to fax the letter that related to event ‘Business Excellence 101: Workshop in Business Excellence as a Tool for organisation Sustainable’. Next, my task was to staple the brochures and do the follow-up call to the other organisation to make the confirmation whether or not they have received the letters.

On 24th August 2018 (Friday), I continue to do follow-up call to other organisation to make the confirmation whether they had received the letter from MPC that has been faxed to them. If they have not receive, I have to fax the letter again and do the follow-up call again.

2.5.1 WEEK 5 REFLECTION

For this week, I managed to improve my skill in Microsoft Excel. This is because I made the training program calendar template 2019 for MPC using the tools. In additional, I have learned how to update the documents in the file of event after the event had been done.

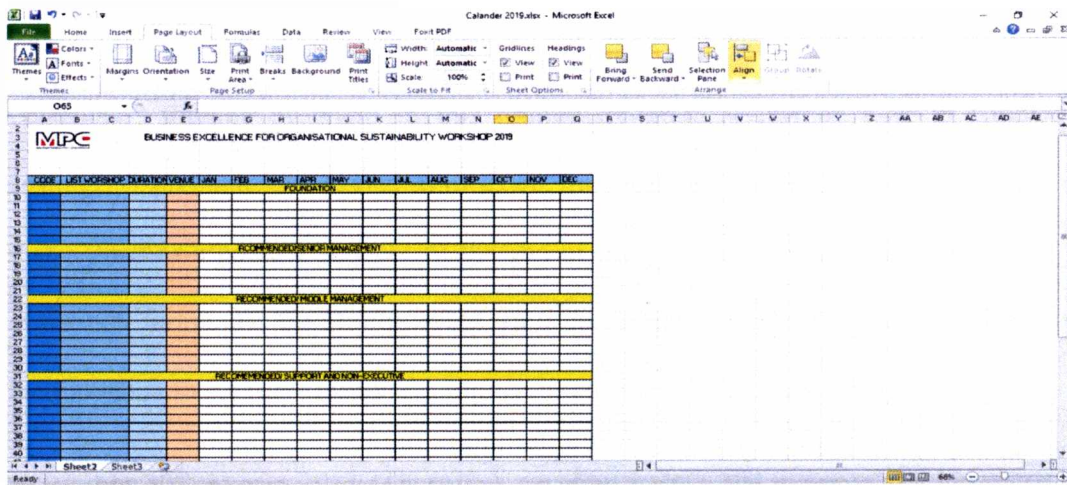


Figure 2.9: Template Calendar for Training Program

2.6 WEEK 6

On 27th August 2018 (Monday) which is the first day of week 6, my task for the day was helping Madam Fizalawati organised the “Kawalan Keselamatan Fizikal” file that will be audit on October. My last task was to staple the brochures for the event organised by MPC.

Day two, which was on 28th August 2018 (Tuesday), my task was to join the exhibition at Borneo Convention Center Kuching (BCKK). MPC received an invitation to

do the exhibition in the event of “Sarawak Appreciation Ceremony Small Medium Enterprise (SME), Session Dialog Together with Small Medium Enterprise (SME) and Workshop Occupational Safety and Health Workplace Assessment Checklist (OSHWA)”. With this opportunity, MPC can introduced their programs to the Small and Medium Enterprise. The exhibition started at 8.00 am in the morning and finished at 5.00 pm in the evening.

On 29th August 2018 which was on Wednesday, I joined the “Seminar Khidmat Pelanggan” training program. In this training program, I learned how to handle the customer’s problem and gained knowledge from senior’s experience that has work for many years as a counter service. At the end of the program, my task was distributed the evaluation forms, did the closing event, gave certificate to the participants and distributed the souvenirs to the participants.

On 30th August 2018 (Thursday), my first task in the morning was to attend the monthly meeting together with MPC staff. In addition, I was given the responsibilities to do the minutes for this meeting. I gathered all the information in the meeting and put them together in one report. My last task for today was to staple the brochures.

On 31st August 2018 (Friday) was public holiday. It was National Day for Malaysia.

2.6.1 WEEK 6 REFLECTION

For this week, I had improved my communication skills and learned how to attract customers and promoting MPC event during the exhibition. Furthermore, I also gained new knowledges and experiences on how to handle the customer’s problem. Through this

event, the senior employees shared their experience on how they handled the problem. Other important task that was given to me was attending the monthly meetings and do the minutes for the organisation monthly meeting. I have improved my listening skills and skills in gathering the information to put in one complete report.



Figure 3.0: Exhibition in the event of Sarawak appreciation ceremony SME, session dialog together with SME



Figure 3.1: Monthly meeting

2.7 WEEK 7

Day one for the first week on September was on 3rd September, my first task was to help Mrs. Nurfaizila photocopies the documents and arranged the documents in 'The CEO Talks 2nd Session' file event. After that, my task was stapled the brochures and changed the date of the event in the brochures. In the evening, I was given a duty as a counter service.

On 4th September 2018 (Tuesday), my first task in the morning was stapling the brochures and changed the date of event in the brochures. In the afternoon, my second task was to do the follow-up call to other organisation whether they wanted to join the event or

not. My last task was to do the minute file (list of content) at 'The CEO Talk 2nd Session' event file.

Day three of week 7 was on 5th September 2018, Wednesday. My first task was to update the assets in each employees room. My last task was to key in the evaluation form (special report) in the system for the programs that has been done.

On 6th September 2018 (Thursday), my task was to key in the evaluation form (special report) for the programs that has been done. My second task was to staple the brochures for the event in October. My last task was organised the documents such as letter and put it in files according to the document purposes.

Last day for this week was on 7th September 2018 (Friday), my task in the morning was organised the documents such as letter and put it in file according to the document purposes. My last task was to stapled the brochures.

2.7.1 WEEK 7 REFLECTION

I managed to see how the organisation analysed the evaluation forms after the event had finish. Furthermore, I manage to improve my skill in Microsoft Excel because I key in all the evaluation form into the computer system. On this week, I had learned how to differentiate the letter and document according to its purpose of letter and documentation and put it into the file.

2.8 WEEK 8

On 10th and 11th September 2018 are public holidays.

On 12th September 2018 which was on Wednesday, my first task was stapling the brochures. My second task was as the counter service duty, all the calls must be recorded in the file. In the afternoon, my task was to do a final check on brochures of 'Business Excellence Exposition 2018' event. My last task was to record all letters that have been received by MPC into a computer system.

Day four, on 13th September 2018 (Thursday), my first task was to change the date of the letters. My next task is to fax the letters to other organisation, after that I do the follow-up call whether the organisation have received the letter or not. My next task was to fax the invitation letter as speakers to the other organisation.

Last day for the week, on 14th September 2018 (Friday), my first task was to record the letters that has been received by MPC, into the computer system. My next task was to fax the letters to the other organisation. My last task for was as a counter service duty, all the calls must be recorded.

2.8.1 WEEK 8 REFLECTION

For week 8, which is the last week of my internship, I have done several tasks within this week. I learned how to make a quality brochures before it were distributed to other organisation. For example, I did the check list on the contain of the brochures and the personal details of the speakers. This was to make sure all the contain in the brochures is easy to understand and it provides all the information needed by the customers.

CHAPTER 3

ANALYSIS OF TASK

3.0 INTRODUCTION

This chapter provides analysis on task that has been carried out in Chapter 2. This chapter would further explained in terms of concepts of public relations, event management, demonstration of practical and the theoretical aspects that be relates with all concepts that have been learned in the classroom.

3.1 TASK ANALYSIS

During eight weeks of my practical training, I have done several types of tasks involving public relation especially on the event management, stapling brochures, attending training program, and many more as discussed in chapter 2. In this chapter, I will focus more on tasks that are in the scope of public relations. I have been assigned to certain public relations works especially regarding event management. I am going to further discuss the event on 'Business Excellence: Study Visit to Miri' and 'Business Excellence: The Ceo Talks 2nd session'.

3.2 INTRODUCTION OF PUBLIC RELATIONS

Public relation is a leadership and management function that helps achieve organisational objective, define philosophy and facilitate organisational change. Practitioners communicate with all relevant internal and external publics to develop positive

justification of project, develop the objective of project, the expected benefits and general requirement and conditions.

Second phase is planning phase. In this phase shows how the project scope will be accomplished within budget and on schedule. The baseline plan needs to develop at this stage. The baseline is consist what needs to be done (scope, deliverable), how it will get done (activities, sequence), who will do it (resources, responsibilities), how long it will take (durations, schedule), how much it will cost (budget) and what the risks are (Gido and Clements, 2013)

Next phase is performing phase. On this phase, the project plans is executed and work tasks are carried out to produce deliverable project and to accomplish the project objective (Gido and Clements, 2013). Moreover, the project progresses must be monitored and controlled to assure the work remains on schedule and within budget, the scope is fully completed according to specifications, and projects must meet acceptance criteria.

Last phase in project of life cycle is closing phase. In this phase, project evaluations are conducted, lessons learned are identified and documented to help improve performance on future projects, and project documents are organized and archived (Gido and Clements, 2013). The last phase of project cycle will see the strength and weakness of the event. The lesson learned from the event must be recorded and documentation to be used for the future event.

3.4 BUSSINESS EXCELLENCE: STUDY VISIT TO MIRI AND BUSSINESS EXCELLENCE: THE CEO TALKS 2nd SESSION

Business excellence program is to guides organisations of all sizes and from all sectors in achieving organisational performance. One of key services in this program is to undertake assessment, identify excellent companies as role models, share best management practices and help organisations achieve best in-class performance level. This approach has been used by many international organisations to promote attainment of world-class practices which contributes to delivery of ever-improving value to customers and stakeholders, contributing to organisational sustainability, improvement of overall organisational effectiveness and capabilities, and organisational and personal learning.

Business excellence: Study Visit to Miri and Business Excellence: The CEO Talks 2nd session is the of sub activities under business excellence program. Moreover, both of these events are focus on the practices of Lean Management. Lean Management is one of approach that refer to a collection of principles and methods that focuses on identifying and eliminating non-value added activities through continuous improvement of products for the benefit of customers and in the pursuit of perfection. The core idea Lean Management for this event is to maximize customer value while minimize the waste. Simply, lean can be known as the creating value for customers with fewer resources.

The theme for these events is 'Towards Zero Waste'. The objective for both events is to improve the understanding and concept of Lean Practices among the public and private organisation. Another objective is to make public and private organisation learn how the

adoption of Lean Practice enables companies to manage work processes/ operation in systematic and efficient ways. Next objective is to make public and private organisation learn from practical knowledge, experiences, best practices and opportunities highlighted. Last objective is to provide opportunities for organisation to network and learn from another.

The participant who can join the event is CEOs, COOs, senior management, managers and senior executive from all public and private organisation. Among the list of participants many mangers, senior management and senior executives that joined this event. However, this event is not a free event. The participants that wanted to join have to must pay for certain amount. In addition, people that joined this event must pay for their own hotel and airplane ticket. This organizer of this event only provide transportation, study kits (book and pen), mineral water for the participant and place to them go visit at Miri.

This event also made the participants see how the organisation practices the Lean management and see the impact from Lean Management approach towards their business. This event also gives certificate for participants that shown the participant have joined this event. During my internship, for the Business excellence: Study Visit to Miri event, we only visited one company that successful practice Lean Management the name of company is Sampling Housing and Business Excellence: The CEO Talks 2nd Session also visit only one company that known as Rosfaniaga Sdn. Bhd.

3.4.1 PLANNING PHASE

Planning phase occur before the program started. In this stage, each and every person had different task to do. As for this Business excellence: Study Visit to Miri and Business Excellence: The CEO Talks 2nd Session event, my first task at this phase was to help Mrs Khatijah, Mrs Norizah and Mrs Nurfazila to search for hotel that is suitable for our budget.

My another task for this stage is to ready the study kits for participants such as pens, books, hand fans, and schedule of the event. After that, I have to prepare the souvenirs that we will give to the participants. My responsibility also is to help Mrs Norijah to do the participant certification and make sure their name was spell correctly.

At this stage, my responsibilities are to do the checklist that all the banner, mineral water and study kits are ready. Not only that, I also have make sure all documents such as attendance list, nametags, evaluation forms and the certifications also ready. However, at the last minutes, one of the participants cannot joined our event. However, the organisation of that participant emergency replaces other worker to join the event. In the last minute, my responsibilities is to do the certification for the new participant, add the new participant name into the attendance list and help Mrs Khatijah to do the nametag for this participant. Lastly, in this planning phase, I also had joined short meeting together with Mrs Khatijah, Mrs Norizah and Mrs Nurfazila to attend the short meeting with the bus agency in Miri. In this meeting, I have to record the agenda such as the payment.

3.4.2 PERFORMING PHASE

Performing phase is occur during the program. The duration for both of this event was only one day. In the morning, the Business excellence: Study Visit to Miri event is held and in the afternoon Business Excellence: The Ceo Talks 2nd Session event will be held. This event is on 7th August 2018. During this program, there were lot of tasks had been assigned to me such as preparation for study kits, ensure all the participants have study kits, provide other equipment for them such as mineral water, took photos and attendance during the session, distribute the evaluation forms, distribute the souvenirs to the participants and joined the game that organize by Sampling Housing company.

The task such as joining the game that was organized by Sampling Housing was unexpected. In order to play the game I must joined the game. This game is important to help the participants to understand and gain experiences how the process Lean Management can solve the problem. The game is a simulation game is to see why Lean Management can help the company to decrease the waste.

3.4.3 CLOSING PHASE

Closing phase took place after the program ended. The closing phase in the project life cycle consist of task such as evaluate the customer feedback about this event, record all the lesson learn, get know whether the participant want to join other sub activities under business excellent program, record all the picture and get staff

evaluation about strength and weakness of this event. For this closing event, my task is to distributed the evaluation form and key in the evaluation in to the system. After this event, I have given responsibilities to do a sharing session on what are the lessons learned, the customer satisfaction and what are the weakness and strengths for this event in front all the staff in the MPC. All the pictures also must been shown in the sharing session. All of this can be attached in the report for this program.

3.5 CONCLUSION

In conclusion, the event management is important in the public relations because the program going to be held will include all relevant internal and external public and to achieve the objective of the organisation. As for that, a proper guidelines to perform the event in public relation work which is “The Project Life Cycle”. Thus, the event or program that I have been handled and involved during my internship, Business excellence: Study Visit to Miri and Business Excellence: The CEO Talks 2nd Session will be further explained in by using “The project Life Cycle’.

CHAPTER 4

RECOMMENDATION

4.0 INTRODUCTION

Chapter 4 will provide the strengths and weaknesses of the task that have been discussed in chapter 3, which is on the event Business excellence: Study Visit to Miri and Business Excellence: The CEO Talks 2nd Session during the training. In this chapter, the recommendations on how to improve the weakness will be pointed out. Section 4.1 will explain about the strengths of the event or program and section 4.2 will explain on the weaknesses of the event. As the strengths and the weaknesses have been discussed, recommendation on how to overcome the issue will be introduced in section 4.3.

4.1 STRENGTHS OF BUSINESS EXCELLENCE: STUDY VISIT TO MIRI AND BUSINESS EXCELLENCE: THE CEO TALKS 2

Strength factors during the program were identified from the internal. The strength that can be find during in this event will show that this event use and can manage their resources effectively and efficiency. By knowing the strength of this event, it can lead to the better performance of organisation. Furthermore, the objective and the purpose of this event can be achieve. During join and handling this event, strength can be seen during this program.

4.1.1 Good leadership

Leadership is one of the most important factors in order to have good performance.

In handling the event or program, the good leadership is important to make the event

performed successfully. During this event, Mrs Khatijah is a leader for Business Excellence: Study Visit to Miri event and Business Excellence: The Ceo Talk 2nd Session event is Mrs Nurfazila. Both of this event leaders show good characters and good quality of leadership during this event. They have good communication skill towards the participants and the staff. They assigned the task to the staff according to their knowledge. For example, during the program both of leaders assign Mrs Norziah conducted all the payment and the budget during this event. They assigned me for the simple tasks such as provide the drinking and the study kits for the participants.

In addition, both of them have good communications with the participants. This was proven when the participants feel so comfortable around them. Some of participants only want to follow the event that was conducted by them. This is because, they listen to what participant wanted to say whether it a good or not and they answer very politely and make the participant more like both of them.

4.1.2 More practical than the theory

During this event, it focuses on Lean Management. This event is to made participant understand more about the Lean Management. Some of people may prefer the practical more than theory moreover some people said the practical is more efficiency to understand the procedures or theory. Other than that, when doing the practical many people gain the new experience, feel and see how the process, how it is implemented and what are the impacts. During this event, they use practical

approach rather than theory by using the outdoor activities such as game to make the participant more understand the Lean Management. For Sampling Housing Product, they conducted two different games, Lean Bingo to make the participant know the term that use in Lean management and the simulation game of manufacturing the product by using lean management.

During this event, there are several games that participants who joined that can make them understand more the implementation of the process and can see the impact when Sampling Housing Product and Rosfaniaga Sdn Bhd implemented the Lean Management. The participants also can why they implement the Lean into their management. Other than that, the participants could visit their factory and could see what the positive impact of lean Management.

4.1.3 Less Stress environment

Having a less stress of environment is one of positive environment for the all people in the world. Less stress environment could made all the work easier and the performance better. During this two events which is Business excellence: Study Visit to Miri and Business Excellence: The CEO Talks 2nd Session the environment is less stress and the participants can learn comfortably.

By visiting factories and playing games with workers from other organisation, it helped the participants understand better regarding Lean Management. The programs were made interesting to prevent the participants feel bored. They also

enjoyed this event and the event seem more cheerful. This made MPC to easily achieved the objectives of this event.

4.2 WEAKNESS OF BUSINESS EXCELLENCE: STUDY VISIT TO MIRI AND BUSINESS EXCELLENCE: THE CEO TALKS 2

Weakness of the event is the factors that assessed from internal. It is a barrier to the management team to achieve their organisational target. In order to have successful programs and better performance, the organisation must identified the weakness and take the corrective action. During handling this event Business excellence: Study Visit to Miri and Business Excellence: The CEO Talks 2nd Session, weakness can be seen in the program or event.

4.2.1 Have to pay to join the event

The weakness that I had observed during this both event is most of the participants have to pay a certain amount in order to join the event. Some organisations have decrease their budget for staff to send them to the training program, this one of the reasons why the organisations had to think twice before they sent their employees to join this event. Furthermore, all the hotels and airplane tickets were paid by the participants own company. The MPC only provide the study kits, souvenir, food during the event and certification.

However, there are other organisations also providing similar services like MPC such as Institusi Tadbiran Negara (INTAN). They also provide training and the participants

have to paying the fee but at the cheaper price. The workers that work in public agency or government have to pay half of price than the actual price.

4.2.2 Lack of participant wanting to join the event

The second weakness that I could observe is lack of participant to join the event. Lack of participants wanting to join the event or the program not only occurred in this event but it also occurred in all the events that the MPC had organized. All the staff agreed the hardest part of the event is to search for participant who want to join the event or the program.

Many programs and events in this organisation had to be postponed due to the lack of participants. Same goes to the Business Excellence: The Ceo Talks 2nd Session event have to postponed until August and that was also why this event have to combine with other events.

4.2.3 Only visit one company for one event

Finally, the other weakness during this event is only visit one company. Visit one company for study visit event is not enough for the participants that joined the program. This is because the event Business excellence: Study Visit to Miri only visit one factory and Business Excellence: The CEO Talks 2nd Session only visit one factory. This made it hard for the participants to see the advantages and disadvantage of implementing Lean Management in their own organisation.

4.3 RECOMMENDATION

From my observation, I found that those weakness as I stated above could be overcome by doing some changes and improvement. Among of recommendations that I would suggest would be focusing in the internal factor of the organisation. Change and improve, what were made in order to ensure the effectiveness and efficiency to the event.

4.3.1 Decreases the payment

First recommendation for this event is the organisation should decrease the price of the event. This is because when the price is high nobody is willing to send their workers to this event. Moreover, outside there are organisations that give the same training and the price is cheaper. They also can decrease the price by cutting a cost went they want to promote this event such as promoting events by using the digital method.

4.3.2 Enhancing the marketing skill

Marketing is important in this event to get more participants to join the event. Marketing is the process whereby we promote the event to the potential customers. During this event, I only saw that they promote the program or the event by using the letter, fax and brochures. This also increases the cost making of brochures and letters. Many marketing strategy can improve this organisation in promoting their own event or program.

First of all, nowadays many people or citizen and other organisation use internet to promote their own event. This is because, today many people are more attracted and to spend more time on surfing the internet. Although this organisation have the Facebook, they did not actively use it to promote their own event. They also can continue to use their own official website to promote or introduce their upcoming events or programs.

4.3.3 Increase the amount of company to visit

The last recommendation in this event is to increase the number of company or factory to visit. This is because the more factories that the participants visit, the more knowledge or experience the participants will get from them. Furthermore, different companies have different problems and different reasons why they wanted to implement the Lean Management. I made this as my recommendation because, the experience that I gained from them cannot be gained from the books. Moreover, the participants can learn and take precaution when they want to implement the Lean Management in their company.

4.4 CONCLUSION

As the conclusion, the strengths and weaknesses of the event Business excellence: Study Visit to Miri and Business Excellence: The CEO Talks 2nd Session have been identified and observed. The internal strength during the event or program should always contribute a lot to the effectiveness of the program. Apart from that, the weakness during the program or event should be seen as a serious matter where the corrective action need to be taken for better performance. Other than that, recommendation also need to be taken seriously because the recommendation could help the organisation to do better when they held the event or program.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

Chapter 5 will provide the conclusion on the practical report. It is the summary of discussion of each chapter in the report by focusing on the main point of the chapter. Section 5.1 will emphasized on the summary for each chapter that have been discussed previously.

5.1 CHAPTER SUMMARY

Chapter 1 in this practical report is about the introduction of Malaysia Productivity Corporation Branch Kuching Sarawak. This chapter was divided into few sections that consist of background of organisation, vision, mission, objective, core business, organisational structure and list program that the organisation offer.

In the second chapter, the schedule for practical training from week 1 to week 8 was discussed together with the reflection of every week. Discussing the practical training schedule by week is can increase the understanding about work that done during the internship. It provide the brief of explanation on the scope of task that had been done during this internship and the reflection made by end of every week shown the experience that I gain during the internship.

Next, on the third chapter, the analysis of task was further discussed on the public relation field of work specifically on the event management. The most important program

that held in Malaysia Productivity Corporation is the Business excellence: Study Visit to Miri event and Business Excellence: The CEO Talks 2nd Session event. The analysis of task will be focusing on the public relation according to the Project Life Cycle as what I had learn in the class.

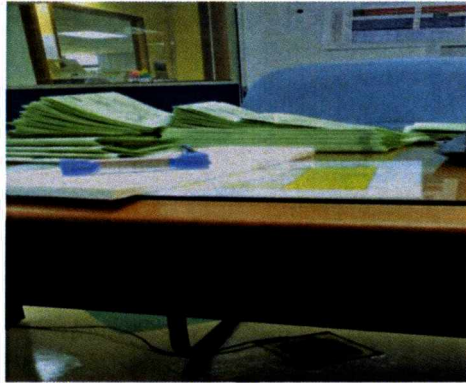
Last but not least, the chapter four is discussed on the recommendation for the organisation that emphasized on the strength and weakness of the Business excellence: Study Visit to Miri and Business Excellence: The CEO Talks 2nd Session event. This chapter provides recommendation based on the weakness of the program may can be made to improve and make some changes to ensure this organisation be more effective and efficient when handling the programs. The strengths for this event that can be identified is good leadership, staff commitment during handling the program, more practical than the theory and less stress of environment during the program. Meanwhile, for the weaknesses of this event is lack of participant to join the even, have to pay to join the event and only visit one company for one event. The recommendations that had been given is decreases the payment, enhancing the promoting and marketing skill, and increase the number of company to visit.

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APPENDIX






UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

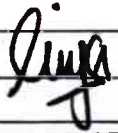
Date	Exact Nature Of Work Done	Supervisors Remarks
Monday	- Public Holiday	
23/7/2018		
Tuesday	- Report for duty at MPC as student practical	
24/7/2018	- meet supervisor Cik Liyana Othman and she	
	briefing about organization	
	- Cik Fiqahwati Amin into brought me meet other	
	workers and me introduce myself in front of the	
	workers.	
	- Cik Fiqahwati Amin teach me to do protocol letter	
	- Fax the letter	
Wednesday	- Staples the brochures of Business Excellence Study	
25/7/2018	visit at Johor Bahru	
	- Do the Budget for Forum Perdana Inovasi	
Thursday	- Meet with Director of MPC Sarawak, Ym Tengku	
26/7/2018	Azmi Tengku Majid, Puan Wajiq Mohd Wasir	
	and Cik Liyana Othman.	
	- Staples the brochures of Business Excellence program	
	at Bilton Kuching	
	- Help Cik Fiqahwati do slide presentation for	
Friday	- involve in meeting together with other employees	
27/7/2018	Sharing session in Monday	
Friday	- involve in meeting together with other employees	
27/7/2018	- Participate in consulting ES at PD ere-Creative	
	together with Cik Liyana Othman and En.	
	Safarwan	


 LIYANA BT OTHMAN
 PENOLONG-PENGURUS
 MPC WILAYAH SARAWAK

Date	Exact Nature Of Work Done	Supervisors Remarks
Monday	- Staples the brochures	
30/7/2018	- involve in Sharing Session of Business Excellence	
	Study Visit at Peta Pulu Pinnang together with	
	staff MPC	
Tuesday	- Fax invitation letter to other organization to be	
31/7/2018	a speaker for MPC program	
	- Do the follow-up call	
	- Put brochure in envelope	
	- Help Pn. Wailq Mohd Nasir do packing document	
	that related to for Jafimat.	
Wednesday	- Fax a letter and brochure of Business Excellence	
1/8/2018	Study Visit at Johor Bahru	
	- Counter Service	
Thursday	- Counter Service	
2/8/2018	- Fax letter and brochure of Business Excellence	
	Study Visit at Johor	
Friday	- Fax letter and brochure	
3/8/2018	- Join the meeting with Jabatan Pendidikan	
	Negeri, Sarawak	
Monday	- Prepare the certificate	
6/8/2018	- Packing things that related to Study visit	
	at Mini	
	- Participate in Small Business	
	- Fly to Mini	
	- Deal Deal with transportation at Mini	
	- Do preparation for event	


Liya

LIYANA BT OTHMAN
PENOLONG PENGURUS
MPC WILAYAH SARAWAK


Date	Exact Nature Of Work Done	Supervisors Remarks
Thursday 16/8/2018	<ul style="list-style-type: none"> - Do follow-up call for invitation letter as a speaker - Involve foreman ceremony Ym Tengku Azmi Tengku Tengku Majid together with staff MPC and Landscape workers. - Do invitation letter, & letter of accept or reject and tentative program 	
Friday 17/8/2018	<ul style="list-style-type: none"> - Do the checklist documents in file Ceo Talks at Mini - Help program program + Startup Borneo program to do their preparation and rehearsal 	
Monday 20/8/2018	<ul style="list-style-type: none"> - meeting with employee MPC - Fax letters 	
Tuesday 21/8/2018	<ul style="list-style-type: none"> - Do follow-up call for invitation letter as a speaker for MPC program - Do Calendar-2019 a template for training program Calendar 2019 - Fax letters 	
Wednesday 22/8/2018	<ul style="list-style-type: none"> - Public Holiday 	
Thursday 23/8/2018	<ul style="list-style-type: none"> - update the documents in file Ceo Talk at Mini - Fax 5 letters - Staples the brochures - Do follow-up call 	
Friday 24/8/2018	<ul style="list-style-type: none"> - Do follow-up call - Fax 2 letters 	

LIYANA BT OTHMAN
PENOLONG PENGURUS
MPC WILAYAH SARAWAK

Date	Exact Nature Of Work Done	Supervisors Remarks
Monday	- Do file 'kawalan keselamatan Fizikal'	
27/8/2018	- Staples the brochures	
Tuesday	- Join exhibition at Borneo Convention Center	
28/8/2018		
Wednesday	- Participat in 'Seminar khidmat Pelanggan'.	
29/8/2018		
Thursday	- Join monthly meeting together with other MPC	
30/8/2018	Workers	
	- Do minutes for monthly meeting	
	- Do Staples the brochures	
Friday	- Public Holiday	
31/8/2018		
Monday	- Fotocopies the documents	
3/9/2018	- Staples the brochures and change the date	
	of program	
	- counter service	
Tuesday	- Staples brochures and change the date of	
4/9/2018	program	
	- Do follow-up call	
	- Do the minutes file	
Wednesday	- Update the asset at employee room	
5/9/2018	- Do special report for programs that had	
	not organise by MPC	


 LIYANA B. OTHMAN
 PENOLONG PENGURUS
 MPC WILAYAH SARAWAK
 PRACTICAL TRAINING
LOG BOOK

Date	Exact Nature Of Work Done	Supervisors Remarks
Thursday	- Do special report for program Sa	
6/9/2018	- staples the brochures	
	- counter service	
	- Organize documents and put the documents in	
	the list system	
Friday	- Organize document and put the documents in	
7/9/2018	the list system	
	- staples the brochures	
Monday	- Public Holiday	
10/9/2018		
Tuesday	- Public Holiday	
11/9/2018		
Wednesday	- staples the brochures	
12/9/2018	- counter service	
	- Do the final checking the content in	
	the brochure	
	- Record all the letters that in system	
Thursday	- change the date of letter	
13/9/2018	- Fax letters	
	- Do follow-up call	
	- Fax letters	
	- Mail post the certificate	
Friday	- Record the letter in system	
14/9/2018	- Fax letters	
	- counter service	


 Uyana عثمان



PERBADANAN PRODUKTIVITI MALAYSIA (MALAYSIA PRODUCTIVITY CORPORATION)

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Lorong Produktiviti off Jalan Sultan, 46200 Petaling Jaya, Selangor D.E., Malaysia.
<http://www.mpc.gov.my>



(Badan Berkanun di bawah Kementerian Perdagangan Antarabangsa dan Industri - MITI)

MPC(HRMD)100.2/10 Jld. 7

5 Julai 2018

Cik Nurul Afifah binti Safari
21 Kampung Muara Tebas,
Jalan Bako, 93050
Kuching, Sarawak.

Cik Nurul Afifah,

**LATIHAN PRAKTIKUM – CIK NURUL AFIFAH BINTI SAFARI
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.), DI PERBADANAN
PRODUKTIVITI MALAYSIA (MPC), PEJABAT WILAYAH SARAWAK (SKO).**

Adalah saya dengan hormatnya merujuk kepada perkara tersebut di atas.

2. Sukacita dimaklumkan bahawa Mesyuarat Lembaga Pengurusan MPC Bil. 535/2017 pada 22/11/2017 telah meluluskan permohonan anda untuk menjalani Latihan Praktikum di Perbadanan Produktiviti Malaysia (MPC), Pejabat Wilayah Sarawak (SKO) mulai **23 Julai 2018 sehingga 14 September 2018**.

3. Untuk makluman, pihak MPC bersetuju untuk memberi elaun kepada pelajar praktikum sebanyak RM15.00 sehari. Walau bagaimanapun, pembayaran elaun pelajar praktikum adalah terhad kepada tiga (3) bulan sahaja.

4. Sekiranya anda menolak tawaran ini, sila maklumkan kepada hr@mpc.gov.my atau hubungi 03-79512470.

Sekian, terima kasih.

Saya yang menurut perintah,

(MOHD AMIROL MD. KHAIR)
b.p. Ketua Pengarah
Perbadanan Produktiviti Malaysia

s.k. :

1. En. Fairuz Hidayat Merican bin Wan Merican – Penyelaras

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www.sarawak.uitm.edu.my



18 July 2018

Malaysia Productivity Corporation
Lot 894, Lorong Demak Laut 3A
Taman Perindustrian Demak Laut
93050 Kuching
Sarawak

Sir/Madam

PRACTICAL TRAINING - BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

First of all, I would like to take this opportunity to thank you and your organization, on behalf of UiTM for accepting our students to undertake their practical training at your organization.

I kindly requested that the student be exposed to the operations in the organization that are related to their areas .

During their practical training period:

- i. Students are required to meet their supervisors at the University for a minimum of 8 times to meet the compulsory course requirement.

The student will officially report duty on 23 July 2018

The University kindly hopes that during the practical training period, the student will gain a valuable knowledge and enhance the soft skills needed for self-development and future career growth.

Thank you

Sincerely,

Mohamad Arif Bin Sahat
Assistant Registrar (HEA)
for Rector

PERATURAN-PERATURAN MENJALANI LATIHAN PRAKTIKAL DI MPC SARAWAK

1. Mematuhi waktu kerja yang ditetapkan seperti berikut:

Hari	Waktu Bekerja Fleksi	Waktu Rehat	Waktu Bekerja Fleksi
Isnin - Khamis	7.30 pg – 1.00 ptg	1.00 ptg – 2.00 ptg	2.00 ptg – 4.30 ptg
	8.00 pg – 1.00 ptg	1.00 ptg – 2.00 ptg	2.00 ptg – 5.00 ptg
Jumaat	7.30 pg – 11.45 pg	11.45 pg – 2.15 ptg	2.15 ptg – 4.30 ptg
	8.00 pg – 11.45 pg	11.45 pg – 2.15 ptg	2.15 ptg – 5.00 ptg

2. Memakai pakaian yang bersesuaian, tidak menjolok mata (bagi perempuan). Pemakaian batik adalah digalakkan pada setiap hari Khamis.
3. Tiada peruntukan cuti rehat dan tidak dibenarkan untuk mengambil cuti sakit.
4. Perlu dapatkan surat pengesahan daripada pihak universiti/kolej sekiranya tidak dapat datang ke pejabat atas urusan universiti/kolej.
5. Perlu laporkan aktiviti yang dibuat setiap minggu kepada Pengarah SKO.
6. Tidak menggunakan kemudahan yang disediakan (internet, telefon, komputer, faks dll) untuk tujuan peribadi.
7. Mematuhi kerja yang diarahkan dari masa ke semasa.
8. Tertakluk kepada undang-undang yang ditetapkan oleh Kerajaan Malaysia dan MPC.
9. Tidak mendedahkan maklumat sulit MPC kepada orang lain.

Saya, NURUL AFIFAH BT SAFARI

No. K/P 941006-13-5120 faham dan berjanji akan mematuhi peraturan-peraturan yang tersebut di atas.

Di Akui Oleh,

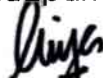


Tandatangan :

Nama : NURUL AFIFAH BT SAFARI

Tarikh : 24/07/2018

Di Hadapan Saksi,



Tandatangan :

Nama : LIYANA BT OTHMAN
PENOLONG PENGURUS
MPC WILAYAH SARAWAK

Tarikh :

24/7/2018



MPC

MALAYSIA PRODUCTIVITY CORPORATION

This is to certify that

NURUL AFIFAH BINTI SAFARI

has attended

**BUSINESS EXCELLENCE BEST PRACTICE STUDY VISIT &
BUSINESS EXCELLENCE CEO TALK 2018**

*which was held
on*

7th AUGUST 2018

ORGANISED BY : MPC SARAWAK REGION

VENUE : MIRI, SARAWAK



Dato' Mohd Razali Hussain
Director General
Malaysia Productivity Corporation



Tengku Azmi Tengku Majid
Course Coordinator
Date : 7th August 2018



MPC

MALAYSIA PRODUCTIVITY CORPORATION

This is to certify that

NURUL AFIFAH BT SAFARI

has attended

a course on

QMS ISO 9001:2015 INTERNAL AUDIT

*which was held
on*

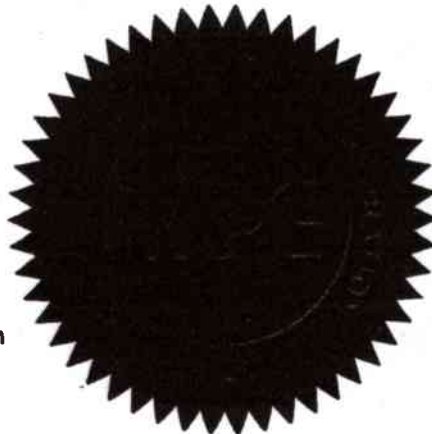
14 – 15 AUGUST 2018

ORGANISED BY : MPC WILAYAH SARAWAK

VENUE : BILIK BENCHMARKING, MPC WILAYAH SARAWAK, KUCHING



Dato' Mohd Razali Hussain
Director General
Malaysia Productivity Corporation



Zuraini bt Subki
Course Coordinator
Date : 15 August 2018