

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND
POLICIES STUDIES



PRACTICAL TRAINING REPORT

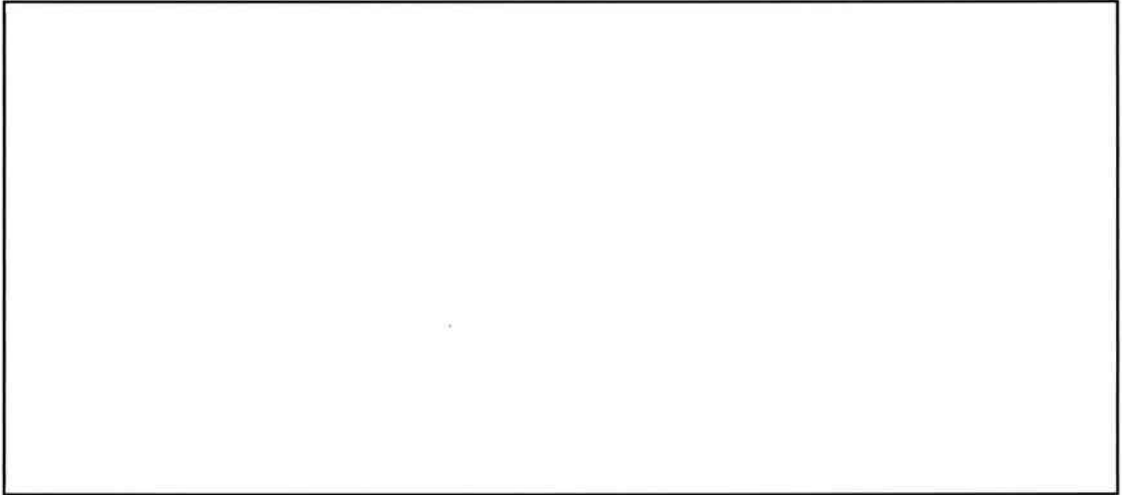
MAJLIS PUSAT KEBAJIKAN SEMALAYSIA

NURUL ZAFIRAH BINTI ABU SAMAH

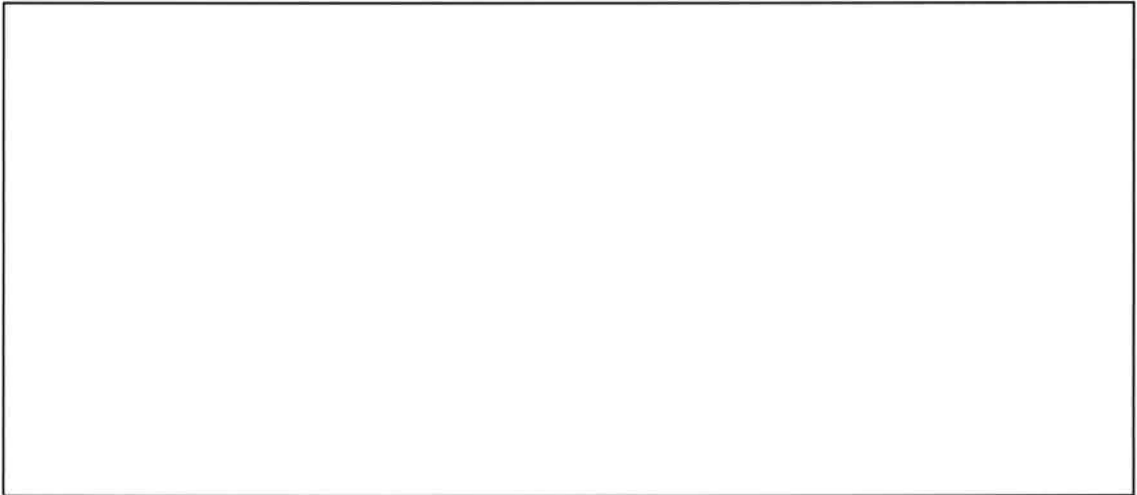
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JULY 2016

SUPERVISOR'S COMMENTS

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MODERATOR'S COMMENTS

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

Name of Supervisor : Madam Sarehan Binti Sadikin
Place : Majlis Pusat Kebajikan Semalaysia
Name of Student : Nurul Zafirah Binti Abu Samah

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

(MADAM SAREHAN BINTI SADIKIN)

ABSTRACT

The following report describes the activities carried out during 9 weeks of full-time internship at Majlis Pusat Kebajikan SeMalaysia Batu Pahat, Johor. The document contains information about the organisation and the responsibilities performed throughout the period between January and March 2016. This report will also provide an in-depth insight into my internship experience at Pusat Kebajikan SeMalaysia and it will begin a brief introduction of the organisation and its business.

The first part of the report offers an overview of the organisation, followed by the schedule of my internship agreed upon with the organisation and approved by my supervisor at the Majlis Pusat Kebajikan SeMalaysia as a suitable internship. Following, it also describe to which in some detail the most relevant projects carried out, tasks and their respective analysis. Besides that, there will be the recommendations that highlight with examples the SWOT analysis which is the strengths, weaknesses, opportunities and threats of the job and tasks assigned during the internship. Finally, the report wraps-up with a few closing remarks and conclusion from the experience.

THE DECLARATION

Declaration

I hereby declare that the work contained in this practical report is original and my own except those duties identified and recognized. If I are 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.



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NURUL ZAFIRAH BINTI ABU SAMAH

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Acknowledgement

I have taken efforts in this practical training. However, it would not have been possible without the kind support and help of many individuals in the organisation. First of all, I would like to express the deepest appreciation to the manager of the Majlis Pusat Kebajikan SeMalaysia Cawangan Batu Pahat, Mr. Tochenamuriti for accepting me to doing my practical training in the organisation, without the willingness of the manager himself, it is possible for me to doing my practical training in the organisation.

I am highly indebted to all the staffs in the organisation for gave me the cooperation along my practical training. This internship programme would not be completed without those staffs who led me into the reality of working environment. Sincerely, I would like to express my deepest gratitude to my host supervisor and also the administration officer, Madam Maslia binti Ahmad and the supervisor in the organisation, Mr. Razali bin Supa'at for the advice, feedback and guidance which have lead me into knowledgeable student in a working environment.

Apart of that, I would like to extent my greatest gratitude to all the trainers or the OKU in the organisation who also had being so nice to me and cooperate with me during the practical training. They have provided with a lot of guidance and knowledge during my internship programme.

My thanks and appreciations also go to my supervisor, Madam Sarehan Binti Sadikin and Mr Fairuz for the guidance in writing the practical report. Last but

not least, I would like to thanks to my parents and everyone for their patience, prayers, generous help, understanding and supports that they had given to me along my practical training.

Thank you.

Sincerely,

.....

Nurul Zafirah Binti Abu Samah

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CHAPTER 1

ORGANIZATION PROFILE

1.0 Introduction

1.1 Background of Majlis Pusat Kebajikan SeMalaysia

Majlis Pusat Kebajikan SeMalaysia (MPKSM) was established in 1946. The original name for MPKSM is Majlis Pusat Kebajikan Malaya. Central Welfare Council was established after the Second World War in order to help those who need help as the result of the effects of the war (Jamir, 2013). In the early stage of setting up the Central Welfare Council, its members were appointed by the Government. The first president of Central Welfare Council was the wife of the Secretary General at that time, namely Mrs. A.T. Newbould. At the same time, the Central Welfare Council also has a welfare committee at the state and district level for help and run the charity walk. Members of the Central Welfare Council at the state and district level will also be appointed by the government. Besides that, the District Officers were appointed as the Chairman while the assistant of District Officers was appointed as the secretary of the Central Welfare Council at the district level.

Meanwhile, the main financial source of the Central Welfare Council was from the Social Welfare Lottery Agency which was established through the Parliament Act in 1950. When the Social Welfare Lottery Agency was repealed in October 1990, the

financial resources of MPKSM funded by the Implementation Coordination Unit (ICU), Prime Minister's Department and the payment were made through the Social Welfare Department (SWD). In the early stages of establishment, the responsibilities of the Central Welfare Council cover:

- i. Training of Public Employees (Factory Worker)
- ii. The Education for Adults (Adult Class)
- iii. Youth service
- iv. Services for the blind
- v. Helps the tuberculosis patients
- vi. Advanced care for ex leprosy
- vii. Services for disable persons

Finally, Central Welfare Council has focused its responsibility to the management of old folks home. The management for the blind has been submitted to the Association of the Blind Malaysia. Besides that, the tuberculosis patients had been taken over by the Association for the Prevention of Tuberculosis Malaysia and for the recovery of the former leprosy patients were managed by the Malaysian Leprosy Association. Central Welfare Council also sponsored two organisations which are the Association for the Prevent of Tuberculosis and the Malaysian Leprosy Association.

On 28 June 1951, the Central Welfare Council had been registered under the Ordinance Societies Act with the name of MPKSM. Starting from that, MPKSM has been administered by MPKSM officers at the headquarters, 12 state branches and 78 district branches (Jamir, 2013). During the management of the organisation, MPKSM received the annual grant from the Social Welfare Department and donations from the public and corporate agencies. There are services performed by MPKSM which has covered the areas of care and social services for the elderly through existence of:

- i. Rumah Sejahtera (Prosperous Home)
- ii. Pusat Aktiviti Warga Emas (PAWE)
- iii. Elderly at home care services program (Home Help)
- iv. Program Pengangkutan Unit Penyayang
- v. Dormitory for Poor Students Program

The programs and activities that have been and is being implemented is wise and pure partnership between JKM and MPKSM. A number of provisions were provided by JKKM to be managed as well as possible by MPKSM.

1.2 Core Business and Functions of MPKSM

Majlis Pusat Kebajikan SeMalaysia (MPKSM) is a non-government organisation (NGO) under the Social Welfare Department. Basically it has several divisions of functions. The main function of MPKSM in Batu Pahat can be divided into three

parts which are the Rumah Sejahtera, Pusat Aktiviti Warga Emas (PAWE) and sheltered workshop for the disabled people or the OKU. Among the function is to advice and manage the social problems as well as to promote the welfare of the disabled, poor and weak people who need assistance.

1.2.1 Rumah Sejahtera

The purpose of Rumah Sejahtera is to help the old folks who are old, poor and weak especially those who live alone. This assistance is given to those in need in order to ensure they live in more comfortable place. The qualification to live in Rumah Sejahtera had been assigned which is the person must be at the age of 60 years old and above, have no relatives or have relatives who cannot afford them and have no fixed income to earn a living. The maximum assistance rate under this scheme is RM100.00 per month for each person in Rumah Sejahtera. The implementation procedure is through the application to enter the Rumah Sejahtera. Then the applicants need to sign the payment assistance voucher. The payment assistance need to be done within one month before the next payment. The registration and record of the people in Rumah Sejahtera including their personal details need to be update

by time to time. The personal details include their name, age, financial assistance, health condition and other related details.

1.2.2 Pusat Aktiviti Warga Emas (PAWE)

MPKSM establish PAWE or the daily care centre in the community in order to give assistance and moral support to those who involve in PAWE. In this daily care centre, it is hope that the old folks can be independent and interact between them and with the local community. This centre will operate every day. It will be administer by MPKSM in District or State level. The District or State MPKSM will arrange the suitable preparation and equipment to run the activities in PAWE. The categories for elderly who want to join in PAWE are as follow:

- i. 60 years old and above
- ii. Not suffering from infectious diseases
- iii. Able to take care of themselves (independent)
- iv. Have relatives who can arrange the transport go and back from the daily care centre
- v. Have the interest to attend the daily care centre voluntarily

The supervisor of the daily care centre together with the in-charge volunteer will ensure that everyone in the daily care centre will participate with the activities that had been fixed according to the timetable. Among the activities are as follow:

- i. Physiotherapy
- ii. Handicraft
- iii. Agricultural
- iv. Religious
- v. Cultural
- vi. Recreation

The supervisor in the daily care centre had assigned several tasks. They need to ensure that the daily care centre will operate every working day. They also need to arrange the timetable for the daily activities in the care centre. Besides that, they need to doing a check-up around the daily care centre area and write comment in a log book. Other than that, they also need to ensure the minimum standards in the daily care centre by referring to the Care Centre Act 1993. They need to take the attendance of the people in the daily care centre. Not only that, the supervisor also in-charge in reporting all the emergencies happened in the daily care centre to the respective authority. The supervisor has to ensure that all the rules are being follows by all the people in the daily

care centre including the volunteer in-charge. The other duty is to submit the monthly report to the honorary secretary and later will be forward to State Working Committee and Director of the State Social Welfare and finally to the Malaysia Director General of Social Welfare.

1.2.3 Sheltered Workshop for the Disabled People/OKU

Sheltered workshop also known as 'Bengkel Sampul Surat'(The Envelope Workshop). The core business in this workshop is the envelope which being fold, glued, calculate and packing by the disabled people. There are 49 disabled people all together in the workshop that has their own task. Those who don't know how to calculate or doing job related to the envelope has their own task such as to clean the area around the workshop. The marketing staff and financial staff are the disabled people who manage to do their job well. The workshop holds a responsibility to produce envelopes to be supplied to the government departments. This is to provide and expand the job opportunities to the disabled people. Government contract for supplying envelopes to government agencies have been obtained by the collaboration with the Department of Social Welfare Malaysia. This effort will help in considering the employment opportunities for people with disabilities as well as strengthen the workshop in context of economy growth.

**1.3 Objectives of Majlis Pusat Kebajikan SeMalaysia (MPKSM)
(Adopted by: Haslina, 2013)**

- To advice and manage the social problems in peninsular Malaysia.
- To begin or implement any welfare services which turned out or attempt not to be held by other organisations.
- To seek assistance and support from the public and government in order to achieve the objectives of the Council.
- To promote the welfare of the disabled people, so poor and weak, or help in promote success to any plan which bring advantage to the welfare.

**1.4 Vision of Majlis Pusat Kebajikan SeMalaysia (MPKSM)
(Adopted by: Haslina, 2013)**

“To help the elderly, disabled people, poor students and the other target group who need the assistance in order to become prosperous Malaysian.”

**1.5 Mission of Majlis Pusat Kebajikan SeMalaysia (MPKSM)
(Adopted by: Haslina, 2013)**

- To ensure the target groups getting fair services regardless of age, gender, ancestry, religion and ability.
- To build and nurturing the attitude of helping each other and to strengthen the loving culture.

- Encourage the creation and provide particular facilities in order to ensure the custody and protection of the target group towards their prosperous living.

1.6 MPKSM Organisation Structure

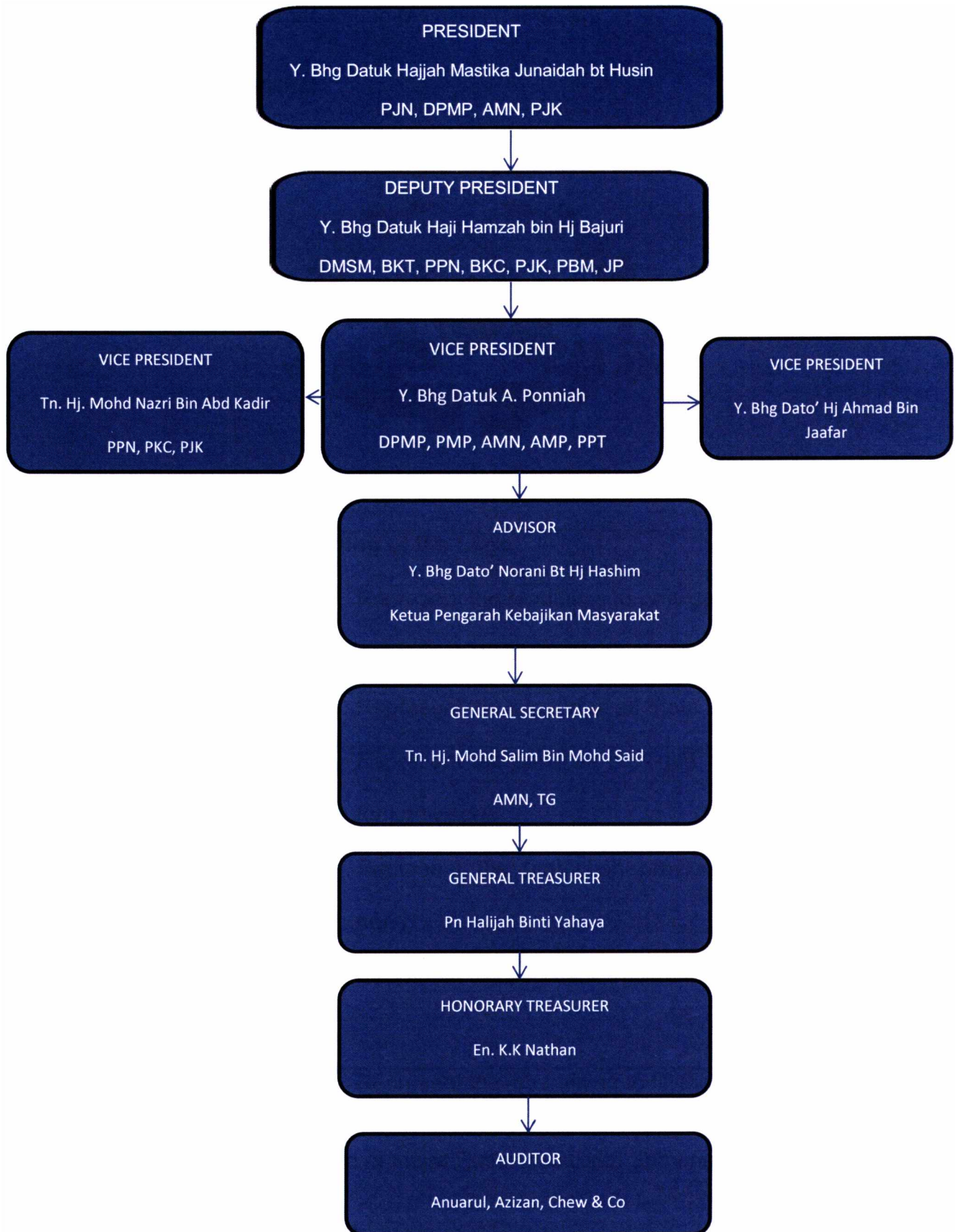


Diagram 1.1 shows the organisational structure of Majlis Pusat Kebajikan Semenanjung Malaysia (MPKSM).

1.7 Logo of MPKSM



Symbol / colour	Meaning of the Logo
Hands / pink	- Represent the readiness to provide welfare services to those in need.
Hibiscus / red	- Represent the support of all State offices.
Book / yellow	- Represent the services provided to the students for knowledge.
Home / black	- Represent the protection provided to those in need.
Packaging and stick / green	- Represent the assistance given to the elderly.
Machine / blue	- Represent the job training to fill the free time.

Diagram 1.2 shows the logo of Majlis Pusat Kebajikan Semenanjung Malaysia (MPKSM)

Chapter 2

Schedule of Practical Training

2.0 Introduction

During the practical training, the tasks and project that I was assigned to were very interesting. I was attached in general admin unit of MPKSM Batu Pahat as my field of study is on the administration. The Administration Officer in MPKSM Batu Pahat is Madam Maslia Binti Ahmad who is also my host supervisor. The period of time for my practical training is 9 weeks which start on 20th January 2016 until 16th March 2016.

The summaries and report of the daily training were stated below. The summaries have been extracted from log book description of the job and task executed throughout the practical training.

2.1 Log Book Summarization

Week 1 (20/1/2016- 23/1/2016)	On my first day of practical training, I made a report duty to the supervisor in the organisation as my host supervisor was outstation. The supervisor is Mr Razali bin Supaat. First of all Mr Razali explained to me more and less about the organisation. The organisation has 48 disabled people all together who play the role as the backbone of the organisation. The organisations mainly produce and prepare envelopes for government sector
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around peninsular Malaysia. It has the contract with the government to produce the envelopes.

After that, Mr Razali introduced me to all the staff in the organisation. The financial officer is also a disabled person. After introduced myself to the staffs, Mr Razali brought me to look around the organisation. The operational staffs are normal person as they need to work with the machines that produce the envelopes. After done look around the organisation, I went back to the administration office to read the profiles of all trainees or the disabled people. The disabled people are at the age between 19 to 50 years old which 4 of them are female and the others are male. They have various types of disabled such as physical disability, learning problem and so on.

Besides that, I had the opportunity to see how the management staffs deal with parents who want to register their children to the organisation.

On the second day of my practical training, at 8 am in the morning there was a roll call by Mr Razali which all the staffs and trainees were gathered for briefing and prayer was recite by one of the trainee. During the roll call, the attendance of the trainee will be taken by the secretary of the organisation and the duty to takes the

	<p>attendance were given to me. After the roll call, all staffs were called for a meeting conduct by Mr Razali which discussed about three main problems. The problems are related to the holiday matter, punch card as well as the transportation problems. The meeting was held at the meeting room and attended by all key persons from the operational unit. After the meeting, I was given a task by my supervisor and Mr Razali which to calculate the total quantity of envelopes sold for the year 2015.</p> <p>On the third day, I continue my tasks to calculate and key in the total quantity of envelopes sold in 2015. I need to calculate for each month in 2015 and according to the types of the envelopes. Besides that, Mr Razali asked me to participate in the trip to Penang on 28th January 2016 until 31st January 2016. The trip will participate by the elderly from Pusat Aktiviti Warga Emas (PAWE). I had given a task to photocopy the annual financial report and bank statement.</p>
<p>Week 2 (25/1/2016- 31/1/2016)</p>	<p>Every day, there will be roll call by the supervisor, Mr Razali and prayer will recite by one of the trainee. Then I took the attendance of the trainee to ensure all of them are present. After that, I went back to the office and write down the new order from the Higher</p>

Education Department of Putrajaya. Then, I was given task to update all the files in the office. All the details about the order of the envelopes were kept in the files labelled by the name of the departments or particular organisations. The files were kept systematically and easy to find.

The next day of the second week, after roll call I continue updating the files in the office. When I am done updating the files, I was given another task which was to update the staff's attendance log book. I need to write down the time which the staffs punch in and out their card. Most of the staff does not punch their card. This matter had been brought to a meeting last week. After that, I send the staff's attendance book to the financial unit, Puan Noor, for her further action. Besides that, I was asked to check all the order which was written at the whiteboard to ensure there were no mistakes on the quantity of the order and write down the incoming order from Putrajaya. Apart of that, I need to deal with the trainees whose want to apply for leave. They need to fill in the leave application form, the form will then submit to the administration unit. Next, I was assigned to update the GST files and jot down all the order for Johor at the whiteboard.

On the third day, after the roll call and recites prayer, I

had a talk with the officer from JKM who came to visit the organisation. After that, I went to the office and jotted down the new order from Prime Minister Department. During this day, I also learn how to do a quotation and Mr Razali assigned me to do the quotation for Kelantan. Besides that, I was given task by the financial unit which is to identify the total amount of expenditure made for the month of January. This is to ensure that the money was spent well. After lunch hour, I attend the staff meeting at the meeting room. All the staffs were involved in the meeting. It was the monthly meeting that discussed about what had happen in January, all the problems were discuss and solutions for the problem was identified. Besides that, they also discuss about the upcoming event which will held at the organisation. It is the government programme which is 'Kembara Kebajikan 1 Malaysia'. The trip to Penang also being discussed in the meeting. The manager then wrap the meeting by apologise for the late of remuneration payment for the month.

On the fourth day of the week, which is on Thursday, there was a religious talk given by Tn Hj Zainal. The talk was held on Thursday every week. After the talk, I took the attendance of the trainees. The manager

asked me to answer the phone call at the office. I had learned about the types of the envelopes which I have to remember each type of the envelopes. Then I went to the warehouse to verify the envelopes that are going to send to the particular department. During this day, I also help Puan Noor from the financial unit to distribute the salary to the trainees and operational workers. I got to call all the trainees and the operational workers, ask them to line up and call their name one by one. Once their names were called, they need to sign at the form and take the money. The salary was paid based on minimum wages for operational workers.

During the second week of practical training, I participated in work trip to Pulau Pinang. The trip was from 28th January 2016 until 31st January 2016. There were two supervisors who will lead the trip and 36 persons from PAWE. The main objective of the trip is to visit PAWE in Pulau Pinang and see their activities as well as to strengthen the bond between the two PAWE.

Summary of report on the trip is as follow:

On the 28th January 2016. At 10.30 pm everyone involve with the trip gathered at PAWE Batu Pahat. The bus starts the journey at 11.00 pm and arrived at Pulau Pinang at 7.30 in the morning. After change to

	<p>corporate uniform, we went for breakfast at one of the food court in Balik Pulau, Pulau Pinang. The food court was near to the Social Welfare Department (SWD) and we were warmly welcome by the officer of SWD. Then we straight away went to PAWE Balik Pulau. After speech given by the chairman from PAWE Balik Pulau, a few persons from PAWE Batu Pahat perform traditional dance which is zapin. Then, we visit around the PAWE to see their activities. Then we check in hotel. On the second day at Pulau Pinang, we visit Pulau Pinang and bought souvenirs. We went back to Batu Pahat in the morning 31st January 2016.</p>
<p>Week 3 (1/2/2016- 5/2/2016)</p>	<p>I started the third week by updating the punch card for each staff as it is already a new month. After that I had to calculate the overall evaluation of the trainees for the month of January and scan quotation for a few departments, the quotations will be send to the receiver by e-mail. Within this week, I had learned how to do the quotation for the envelopes. Mr Razali did teach me how to use the e-Procurement. E-Procurement is a system to get orders from government department by online. Besides that, I was assigned to update the monthly report of the trainees' performance for December 2015 and January 2016. The next day, I got</p>

	<p>to answer phone call from the Economy Plan Unit (EPU). They ask about when we can deliver their envelopes. They need their envelopes within 30 days. I passed the phone to Mr Razali for further action. After that, I key in the data of the envelopes in Microsoft Excel for January 2016. I have been asked to calculate the total expenses by the administration staffs. This is to calculate the total amount for them to claim at the end of the month. Besides that, the officer from the finance unit also thought me how to print cheques. It was new knowledge for me.</p>
<p>Week 4 8/2/2016- 13/2/2016)</p>	<p>The first and second day of the fourth week was public holiday due to Chinese New Year. In the morning, as usual, there was roll call by Mr Razali and I took the attendance of the trainees. Most of the trainees were still on leave for Chinese New Year. After that, I double checked the invoice number and delivery order number for some of the organisations to avoid any mistakes. The next day which on Thursday, as usual, there was religious talk in the morning. The talk was attended by all trainees and the topic is different every week. The talk only took half an hour from 8 am to 8.30 in the morning. After the talk has end, I went to the office and start doing my task. I was assigned to prepare the</p>

	<p>receipt for Hospital Malacca, Hospital Selayang and Hospital Kuala Lumpur. I got the help from the secretary in the organisation which is Miss Su to prepare the receipt. When I am done preparing the receipt, I got other task which is to write down all the things that need immediate action at the white board. The task was given by the manager which is Mr Tochenamuriti. After that, Mr Razali asked me to go to the store to check on the stock of the envelopes. This is to identify how many stocks left in the store and then I need to calculate the stock for the December 2015, January 2016 and February 2016. During doing the calculation, I applied the method that I have learned in accounting. The last day of the week, I only have one task to do. The task was given by my host supervisor, Madam Maslia which was to update the monthly attendance record of the staffs for February 2016 by referring to their punch card. The record will be used by the financial unit for the remuneration purposes. For instance to identify if the staffs do overtime and so on.</p>
<p>Week 5 (14/2/2016- 20/2/2016)</p>	<p>As usual, every morning of the week there was roll call by Mr Razali as well as recites the prayer before starting the day. After took the attendance of the trainees, I went to the office and got a phone call from</p>

Hospital Permai, they asked for quotation for the envelopes that they order. After do the quotation, I send it by fax. Starting from today onwards, I am in-charge to check the e-Procurement where the orders will be done online. On the evening, the trainees had a fitness program with trainer from one of the gym in Batu Pahat. The administration officer invites them to give some awareness to the trainees about the important of taking care of their body. Besides that, the trainers also teach them how to use the equipment at the gym. Later, the manager asked me a favour to write the particulars at the bank statement which to make it clear where the money has been spent. The next day I got to distribute door-gifts to the trainees which had been given by one of the trainee's parent. After that, Mr Razali asked me to verify the envelopes that will be deliver that day. Besides that, I also fill in the form for one of the trainee who are going to leave for his medical check-up as well as do the quotation for LHDN Kota Bharu and Hospital Jeli. The other day of fifth week, I had been asked to make a phone call to JKR Kuala Lumpur to ask them about the envelopes that they had order as we are going to delivered it within this week. Other than that, i only been asked to do the quotations and check the e-Procurement. My

	<p>host supervisors assigned me to update a book for the trainees' personal details. After done with the trainees' personal details book, I continue to update the index book for all the trainees and staff in MPKSM. The index book is useful to in order to make it easier to find the files of the staff in the organisation. Then, I update the invoice file and do a quotation.</p>
<p>Week 6 (21/2/2016- 26/2/2016)</p>	<p>I started week 6 by participate with the exercise with all the trainees and exercise club which is the Red Diamond Fitness Club. Every Sunday of the third week in every month, there will be an exercise in the morning; this is one of the programs done by the administration unit. After took the attendance, I start my duty at the office and fax the quotation for LHDN Terengganu and make a correction of a few quotation. I also check the e-Procurement to see if there is any action need to be taken. Besides that, I wrote down the new order at the white board and check the e-Procurement as well as approve the new order at the e-Procurement. In week 6, there is one new disable people want to register in MPKSM, my host supervisor which is Madam Maslia asked me to fill in the registration form for the new trainee. Later, I register</p>

	<p>his name in the trainees' personal details book. Within this week, I mostly do work related to the e-Procurement where I need to approve any new order and fill in the invoice number and delivery order number in the system.</p>
<p>Week 7 (28/2/2016-4/3/2016)</p>	<p>During week seven, there is not much different works that I had done within the weeks before. As usual, in the morning, there will be roll call by the supervisor of the organisation which is Mr Razali. During the roll call, Mr Razali will give some briefing and advice the trainees to do their job according to what they are asked to do and always remember the goal which is to improve the production of the organisation. After recites the prayer and took the attendance of the trainees, I went to the office and checked the e-Procurement. Then, Mr Razali asked me to calculate the total amount of envelopes that has been order by some of the government departments. Other than that, he also asked me to clean up the meeting room as there are a meeting that will be held soon.</p> <p>The next day of week seven, after took the trainees' attendance, I update all the punch cards of the staffs as it is already March and checked the e-perolehan.</p>

After that, my host supervisor gave me a task which she asked me to call the officer from Polytechnic Johor who is in-charge for a program which some of the trainees will involve in that program. I need to ask some details and reconfirm about the time and the venue of the program as well as other related particulars. Then, I need to send letter by fax to the Social Welfare Department in order to apply transportation for bring the trainees to the program in Johor Bahru.

Within week seven, I had been assigned to update the trainees' monthly performance file for the month of February. Every each of the trainees will be evaluated according to their job performance and their behaviour along the month. It takes me two days to evaluate and update all the trainees in the organisation. Besides that, I checked the e-Procurement and fill in the invoice number for a few government departments. There is new driver who come for apply the job. After the interview session, the administration officer and the supervisor had agree to employ the driver, so the administration officer asked me to call the new driver to inform him that he is accepted to work with the organisation and need to come for self-report. Other task is to do quotations and keep checking for the e-

	Procurement.
Week 8 (6/3/2016- 11/3/2016)	<p>During week eight, I am doing the same task as I did the weeks before. In the morning, it will be started by roll call and recites the prayer. After took the trainees' attendance, I went to the office and checked the e-Procurement. Whenever there is new order, I need to approve the order and fill in the invoice number at the system. Besides that, I did the quotations according to the request and calculate the total envelopes for all types of envelopes that had been sold in February. Within week eight also, I had been assigned to prepared the meeting room as there will be meeting to be held. The meeting was held to discuss the upcoming program which is the dinner for 'Kembara Kebajikan 1 Malaysia' that involved a few VVIP. The detail that has been extracted from the meeting includes the date of the program which has been set on 1 April 2016. The program will be attends by about 150 people from the Social Welfare Department all over Malaysia including those from Sabah and Sarawak. This program is for National level and MPKSM Batu Pahat will be the host for the program. The interesting part is, RTM which is one of the media will come to make a press conference during the</p>

	<p>program and selected disable person will be interviewed by the media.</p> <p>The administration officer who in-charge for the program which is Madam Maslia explained all the tentative of the program and she also presented the budget for the program which the total cost is RM24,700 for the dinner program. Madam Maslia also divided the tasks for each of the staff during the program to ensure that the program will run smoothly.</p>
<p>Week 9 (13/3/2016-16/3/2016)</p>	<p>During the last week of my practical training, as usual, there was roll call and recites prayer in the morning. After took the attendance of the trainees, I went to the office and start my task. I checked the e-Procurement and fill the invoice number and the delivery order number at the system. Besides that, I went to the workshop to meet the trainees and help them fold the envelopes. I also jotted down new order at the white board and went to the financial unit to get the invoice file. On my last day of practical training, in the morning I checked the e-Procurement and meet the trainees. After lunch, my host supervisor asked me and everyone in the office to gather at the canteen for briefing of the upcoming program. All the trainees and the production unit worker had already gathered at the</p>

canteen together with the manager, Mr Muriti. The manager gave some advice to the trainees and encouraged them to participate in the program. My host supervisor then informed to everyone that today will be my last day doing intern in the organisation and she asked me to give some words. After I express my gratitude to everyone, they celebrate me with a cake and I gave gifts to the staffs in the organisation. My host supervisor also gave me a certificate as appreciation and return the host evaluation form.

Chapter 3

Analysis

3.0 Introduction

I had been attached at Administration department during the practical training as my field of study is related to administration. In this section, I had been given several tasks such as update the company files, key in data in the system; evaluate the employees' performance and so on. There are several subjects that I had learn in the university which I can applied it during the practical training such as Human Resource Management, Organisational Behaviour and etc. Therefore, I would like to relate these subjects with my practical training experience in MPKSM.

3.1 Organisational Behaviour

Organisational behaviour can be defined as the study of what people think, feel and do in and around organisations (Shane, 2013). It looks at employee behaviour, decisions, perceptions and emotional responses. It examines how individuals and teams in organisations relate to each other and to their counterparts in the organisations. Organisational Behaviour also encompasses the study of how organisations interact with their external environments, particularly in the context of employee behaviour and decisions.

There are a few elements in the organisational behaviour subject. One of the important elements is communication within the organisation. Communication refers to the process by which information is transmitted and understood between two or more people (Shane, 2013). Transmitting the sender's intended meaning is the essence of good communication. Communication is important in every organisation as it is the vehicle through which people clarify their expectations and coordinate work, which allows them to achieved organisational objectives more efficiently and effectively. Besides that, communication plays central role in the organisational learning which the knowledge enters the organisation and is distributed to employees. Communication is also important for making a decision in an organisation. It is possible to make a decision without any communication as to make a decision, the information about the decision context, the alternatives available, the likely outcomes of those options; or the extent to which the decision is achieving its objectives need to be communicated. Its require communication from co-workers as well as from stakeholders in the external environment.

Furthermore, every organization has their organizational structure including MPKSM. Organizational structure can be defined as a division of labour as well as the pattern of coordination, communication, workflow and formal power that direct organizational activities. There are a few elements of

organizational that can be found in MPKSM which is span of control, centralization, formalization and departmentalization.

3.1.1 Applying Organisational Behaviour in practical training

During my practical training, I had experienced three types of communication flow in MPKSM which is downward, upward and horizontal. Downward communication occurs when the superior gives his command to subordinates. This communication flow is used by the managers to transmit work-related information to the employees at lower levels. Employees require this information for performing their jobs and for meeting the expectations of their managers. Downward communication often occurs when my supervisor, Madam Maslia asked me to do some task such as to update the staff and trainees information details.

Besides that, upward communication is communication that flows to a higher level in an organization. There are a few advantages of this communication which are it can provides feedback on how well the organization is functioning, the employee can convey their problems and performances to their superiors, employee can tell how well they have understood the downward communication, employees can share their views and ideas and to

participate in the decision-making process, leads to a more committed and loyal workforce in an organization and the managers get to know about the employees feelings towards their jobs, peers, supervisor and organization in general. I had experienced it when I have an often discussion with my supervisor due to the task given by her. When I have any confusion towards the task given, she understands on my situation and tries to explain the task in easier way.

Meanwhile the horizontal communication flow is a lateral communication which is communication between peers, between managers at same levels or between any horizontally equivalent organizational members. It is used to fulfil the socialization needs, coordinates the activities, enable better understanding of individual and responsibilities and also help to individual solve their own problems.

As a conclusion for this part, within my practical training period, one of the important experienced that I can gain from MPKSM is to improve my interpersonal relationship by having a good relationship with MPKM's staff as well as with the trainees. From the good relationship, I can learn much on their work and how they build their interpersonal relationship with other people from different department. Moreover, as practical student, I have to give

my best performance towards the task given by all senior administrators in that department. All of the experience that I gained during practical training teaches me to more committed and responsible towards the work.

3.2 Human Resource Management

According to Maimunah (2008), Human Resource Management (HRM) can be defined as a development and implementation of system in an organization which designed to attract, develop and retain a high performing workforce. Besides that, human resource management can be considered as an activity found in an organization whether they are business or service oriented, large or small.

MPKSM is an organization that practices the performance appraisal towards its employees. Performance Appraisals is the assessment of individual's performance in a systematic way. It is a developmental tool used for all round development of the employee and the organization. The performance is measured against such factors as job knowledge, quality and quantity of output, initiative, leadership abilities, supervision, dependability, co-operation, judgment, versatility and health. Assessment should be confined to past as well as potential performance also. The second definition is more focused on behaviours as a part of assessment because behaviours do affect job results.

The purpose of having the performance appraisal is to improve the company's productivity, to make informed personnel decisions regarding promotion, job changes, and termination, to identify what is required to perform a job which is the goals and responsibilities of the job as well as to assess an employee's performance against those goals. There are a few types of appraisal and assessment term which is traditional, self-appraisal, employee-initiated reviews, and 360-degree feedback.

The traditional ways to evaluate employees performance is a manager sits down with an employee and discusses performance for the previous performance period, usually a single year. The discussion is based on the manager's observations of the employee's abilities and performance of tasks as noted in a job description. Other than that, self-appraisal is where the employees are responsible for their own performance by assessing their own achievements or failures and promoting self-management of development goals. It also prepares employees to discuss these points with their manager. Besides that, employee-initiated review is employees are informed that they can ask for a review from their manager. Adherents to this type of review process contend that it promotes regular communication between staff and managers. Finally, 360-degree feedback is feedback on an employee's performance being provided by the manager, different people or

departments an employee interacts with peer evaluation, external customers, and the employee themselves. This type of feedback includes employee-generated feedback on management performance.

Furthermore, MPKSM also always sent their employees to join the training and development program that organize by other organisations as the organisation rarely organized the job training program. Training and development can be defined as a set of intervention of activities aimed to facilitate learning of knowledge, attitude, and skills among its people in the organization to improve their current job performance and contribute to the achievement of organization goals. On the other hand, development pertains to long-term planned efforts to enhance the total growth of human resource that will lead to fulfilment of personal and organization goals performing their tasks.

3.2.1 Applying Human Resource Management in practical training

During the two month of practical training, I had an experienced to help my supervisor to evaluate the performance of the employees as well as the trainees. My supervisor asked me to evaluate the performance of the workers during my second month doing the practical training. I got helped from one of the staff in MPKSM

while doing the evaluation as that staff is more familiar with all the trainees. There is a form that I need to filled while evaluate the workers. The forms consist of the trainees' name, date and comment about the trainees' performance. I need to evaluate every trainee and keep the forms in the trainees' performance evaluation file. There also another evaluation which needs to be evaluates by rank the performance of the staffs. The ranking is from one as the lowest and ten the highest. This evaluation will be used to choose the best worker for the performance appraisal purpose annually. The award for workers who give the best performance will be given during the annual dinner organized by the organisation.

Besides that, during the practical training, there are some workers has been sent to participate in job training program which was held at Polytechnic Johor Bahru. The person in charge for the job training program invites some of the MPKSM employees to join the program. The purpose of the job training program is to expose the employees to the uses of Information Technology (IT) within the organisation. The program was held for one day and a lot of new knowledge can be gained by the employees. The purpose of sending the employees to the program is to ensure that they get as much as knowledge

and practice it within the organisation to improve the organisation production.

3.3 Strategic Management

According to Bryson (1988), strategic management or strategic planning can be define as new innovation in the public sector management and according to some observers, it represent a major change in the management of public sector organisations. As the MPKSM is a non-government organisation, the reason for the use of strategic management is rather justified by the circumstances in which they operate a competitive market driven environment in which the innovation for survival strategic is crucial. Meanwhile according to Snow and Hambrick(1980), for the public sector, the need for strategic management seems to be lower because their survivals are not immediate threat and their environment is not that major thereat for their survival.

Every organisation must have their objectives, vision and mission in formulating the strategy. An organisation needs a strategic planning in order to achieve those desired goals. Strategy is affected by the environmental forces, resource availability and beliefs, values and expectations of key stakeholders who are those in positions of power within and around the company. There are a few of purpose of strategic management for organization. Firstly is to provide better and up-to-date information about the organization's current position and

to predict the future of the organisation. Secondly, to make the managers and organizational staffs more alert about the opportunities and threatening development in their corresponding field. Besides that, strategic management can help the organization to create a more proactive management posture. Thus, it can promote the development of a constantly evolving business model. Moreover, strategic management can provide the opportunities to managers for the evaluating the organization's budget according to the situation.

In strategic management, the vital element that must be identified first before formulating strategies is set a vision, mission and objective. Furthermore, the organization must do internal analysis which is about their own strength and weaknesses include the external analysis which is identifying the opportunities and threats to the organization.

The vision of an organization defines what that the organization is and what the core organization's identity. In other word, the vision is representing the reason why the organization exists. Moreover, it is closely linked with what the organization can do, reflecting its resources, capabilities and competencies. Through a vision, the organization like MPKSM can express the dynamic of the organization, where it has come from and where it is going to in the future. Usually, the organization will express the vision in writing; however, some organization is not expressing it writing but verbally at relevant time. This is done by organize

meetings and face-to-face contact. In this context, a leader of an organization plays a main role in expressing a vision verbally without any resort to the written word.

Meanwhile the mission statements may articulate the organization's vision. It is intended to alert the stakeholders as to what is being done in their interests and persuade to acquiesce in organization policies. Besides that, a mission statement reveals what an organization wants to be and whom it wants to serve. Moreover, mission statement also can be referred as a statement of belief; statements of purpose; statements of philosophy; and statements of business principles.

Besides that, organizational objectives are short-term and medium-term goals that an organization seeks to accomplish. An organization's objectives will play a large part in developing organizational policies and determining the allocation of organizational resources. Achievement of objectives helps an organization reach its overall strategic goals. In order to make the objective effectively, it should use S.M.A.R.T in setting an objective of organization which are specific, measurable, attainable, reliable and timely.

Nevertheless, SWOT analysis play an important role in determines the internal and external that may influence the performance of organization. As stated earlier, internal analysis is to determine the strength and weaknesses of and

organization meanwhile the external analysis is include the analysis of opportunities and the threats that arise within the environments.

3.3.1 Applying Strategic Management in practical training.

During the practical training, there is some syllabus from Strategic Management subject that I can apply into the tasks given by my host supervisor. As mentioned before, every organisation needs mission, vision, and objectives in order to achieve their goals. On the first day of internship, the supervisor in MPKSM which is Mr Razali had introduced the mission, vision and objective of MPKSM to me. The information can give me some view of what is the company aimed for the vision for the MPKSM is "To help the elderly, disabled people, poor students and the other target group who need the assistance in order to become prosperous Malaysian." The staff in MPKSM will always refer to this vision as a reminder of their target. Meanwhile, the mission statement for MPKSM can be divided into several including To ensure the target groups getting fair services regardless of age, gender, ancestry, religion and ability. Besides that, to build and nurturing the attitude of helping each other and to strengthen the loving culture. The other mission is to encourage the creation and provide particular facilities in order to ensure the custody and

protection of the target group towards their prosperous living.

Apart of that, Mr Razali also explained to me about the objectives of MPKSM which are to advice and manage the social problems in peninsular Malaysia. Next is to begin or implement any welfare services which turned out or attempt not to be held by other organisations. The other objective is to seek assistance and support from the public and government in order to achieve the objectives of the Council. Lastly, to promote the welfare of the disabled people, so poor and weak, or help in promote success to any plan which brings advantage to the welfare. In order to achieve these objectives, everyone in the organisation needs to play their role and give the best commitment in doing their tasks.

Strategic management also had been applied while the MPKSM were chosen as host for one of the government program known as 'Kembara Kebajikan 1 Malaysia'. The administration officer needs to have a planning to ensure that the program goes smoothly. One the objective of the program is to expose to the public about the existence of the organisation as most of the people does not realise about MPKSM. During the program, there will be media come to do press conference and it will be showed at News in TV1. This is one of the strategic planning to

introduce the organisation at the higher level. MPKSM should be introducing to public as it will open the eyes of the public about the ability of the disabled people.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

This chapter will highlight and discuss the strengths, weaknesses, opportunities and threats of tasks that been given by MPKSM Batu Pahat as well as the environment in MPKSM. Through this chapter, I have been suggest some of recommendation in order to making improvement and overcome the obstacles of task. Thus, MPKSM should apply the recommendation in order to get the huge benefit for them. In addition, the benefit will be gained for many stakeholders of MPKSM and future trainees in MPKSM.

4.1 Strengths

4.1.1 The Use of e-Procurement System

One of the strength that I can see during my practical training in MPKSM is the use of e-Procurement (eP) system. The e-Procurement will cover central contract, tender, and direct purchase. Besides that, the use of e-Procurement will increase transparency, save time and money while encourage suppliers to go electronic and join the k-Economy. With e-Procurement as well, all suppliers can obtain tender documents and submit bids on the internet. The supplier which is the MPKSM who supply the envelopes to all government departments are

equipped with smartcards that enable them to transact with the e-Procurement system. E-Procurement allows suppliers to present their products on the Internet, receive, manage and process purchase orders and eventually receive payment from government agencies via the Internet.

4.1.2 Comfortable Working Place

The other strength in MPKSM is the comfortable working place. The office has very wide space for the employees to carry out their duty. Each staff has their own personal space thus this allows them to provide and prepare anything their need as they pleased. I had my own space as well while I was doing my practical training in the organisation. The office also has a pantry and resting area so that the employees are able to stay during the break. Besides that, by having a very spacious working place, the employees are able to move freely from one place to another without difficulty. They are also able to inform and gain information easier and this also increases the effectiveness in their interaction with one another. The spacious and comfortable working place also provides them enough space to keep their files and documents accordingly.

4.1.3 Organized Filing System

Besides that, organized filing system is also one of the strength in MPKSM. The files are organized according to their types and in alphabetical order. Thus this system helps to organize the files accordingly and neatly. Furthermore, by having the organized filing system, this allows the employees to reach and find the needed files easily. For example, I was given a task to update all the files in the office; I found it easy to get the file that I want. It helps to retrieve data easily and it saves time as the employees do not need to look up one by one.

4.2 Weaknesses

4.2.1 Internet Problem

One of the weaknesses in MPKSM is the Internet problem within the organisation. In a week, two or three times there will be problem regarding to the Internet connection, it make tasks difficult to be complete as the organisation use the e-Procurement system which it need Internet connection in order to log in to the system. Besides that, the Internet is related to the phone line and fax line, once there is the problem on the Internet, it will affect the phone and fax connection as well. It will result to no incoming call or fax from others who want to make deal with the organisation. This will decrease the

effectiveness and efficiency of the service provided by MPKSM.

4.2.2 Less Awareness of the Important to Punch Card

Besides that, the use of punch card system is the other weaknesses in MPKSM. Nowadays, many organisations had change punch card to thumb print and so on in order to get the attendance of the employees. MPKSM still use the punch card system where every employee need to punch card every time they enter or going out from the organisation. The weakness is where most of the employee did not take serious of the need to punch card. Even this problem had been discuss in a meeting but the employees does not take it serious and still did not punch their card when they come to work and at the time they going back from work. The administration officer just state that the employee punch card at 8 am in the morning and 5 pm in the evening even the employees came late to work. This should not be happen in an organisation as it is not fair to those who come on time and punch card every day.

4.2.3 Communication Barrier

The other weakness in MPKSM is the communication barrier. There is no problem of communication among the disabled people as they understand and know the tasks

that had be given to them by the management unit. The communication barrier happened among the production unit and the operation unit. Most of the employees in the production unit are foreign workers which come from India and Bangladesh and they can't speak in Malay, their English also not so good. So, it is difficult for the supervisor to give the instruction or direct them to do some tasks. Sometimes it takes a few minutes to make them really understand the things that they need to do in order to complete their tasks. Moreover, there are sometimes that the foreign workers do not do their tasks according what the supervisor asked them to do. For example, they wrongly assign the envelopes for the government department.

4.3 Opportunities

4.3.1 Increase Employment Rate among Disabled People

One of the opportunities of MPKSM is an increase in the rate of employment among the disabled people. Generally, most of the organisations refused to take a disabled people to work for their company. It is because they believe that disabled people cannot perform the task given well and it will delay the time to complete the particular tasks. In MPKSM, the disabled people are given the opportunity to being employ; they will be given

task according to their ability. Moreover, they will get allowances for their job; this will increase their standard of living. Besides that, the place for them to stay and food are provided by the organisation, so they are protected and have a comfortable living. They also can go home anytime when there is public holiday as well as when they want to, but before leave, they need to fill the leave form and submit to the administration unit.

4.3.2 Enhanced Service Delivery

The other opportunity of MPKSM is it enhances service delivery through online service. This is where the office has their own websites in which their websites is emphasized on providing information in the functions and processes. Thus, it gives the opportunity to the customers or clients to understand the main functions of MPKSM. Besides that, the customers or clients can give their opinion or feedback through the websites as well. They also can give online feedback to the office's services by rating the performance of the staff and the office environment. Therefore, MPKSM should use this opportunity to enhance their service delivery to be more effective and efficient.

4.3.3 Opportunity for Disabled People to Gain Knowledge and Skills

Besides that, MPKSM also give the opportunity to the employees who are disabled people to gain more knowledge and skills. They can improve their knowledge and skills through the programme that had be done for them by the administration unit. Administration unit in MPKSM always comes out with programmes that will help the disabled people to become more knowledgeable and healthy. For example, every Sunday morning in the third week every month, there will be fitness programme which involve all the disable people. They need to join the exercise who will lead by the instructor from one of the fitness club in Batu Pahat. This programme is good to make them aware about the important of exercise even they are disabled people. The other programme is ICT programme where some of the disabled people had be given the opportunity to learn how to use a computer as well as the uses of the internet. So, this kind of programme can improve their knowledge and skills as well as they can practice it in their daily routine.

4.4 Threats

4.4.1 Lack of Budget

Budget is the number one threat in any organisation including MPKSM. The lack of budgets makes it difficult to carry on any programmes or to complete any demand from the customers. The financial unit even do not know how the money was spending by the staff and at the end of the month the staff came to claim their money. During doing my practical training, the person in charge in financial unit asked me to identify the goods bought by the staff in canteen and calculate all the expenses according to the receipts. Therefore, the organisation especially those in the financial unit need to plan carefully to divide the budget and allocate it according to the priorities in the office.

4.4.2 Expectation from the Customers

The other threat of MPKSM is the expectation from the customers. The demand and expectation from the customers are too high regardless of any unavoidable circumstances. The customers keep call and ask to send their envelopes as soon as possible even the MPKSM has already told them the exact date that they will deliver their envelopes. This will give pressure to the organisation especially those who in-charge to answer

the phone call. Most of the customers expect that the organisation can prepare their envelopes in a short time. This has become threats because the customers will make complaints if the office did not exceed their expectations therefore it can cause threats as it may affect the record of performance evaluation of the organisation.

4.5 Recommendations

4.5.1 Provide Proper Training Module

One of the recommendation for MPKSM is they should provide a proper training module for students who doing internship in the organisation. This is because the training module can become a guideline for the host supervisor in giving the instructions and tasks according to the period of practical training. In this module, it includes the job description of each session or department and who can give the command in the unit so that it can help to reduce the dependency of host supervisor in making decisions. It is essentials for the office to have a proper training module so that they have a reference for current use and even for future interns.

4.5.2 Improve the Internet Connection

The other recommendation is MPKSM should improve their Internet connection in order to make the service

become more efficient. They need to work together with Telekom Malaysia Berhad to solve the Internet problem. Most of the time, there is connection problem within the organisation that will slow down the process of interaction between the customers. Moreover, the organisation use the e-Procurement that need the Internet connection in order to log in to the system and check whether there is new order from the customers. MPKSM also use the e-Procurement to validate any incoming order from the government department as well as to key in the invoice number and the delivery order. So, in order to provide efficient service to the customer, the MPKSM should take action to improve their Internet connection.

4.5.3 Increase the Period for Practical Training

Apart of that, a recommendation is for Universiti Teknologi Mara (Uitm) especially for the Faculty of Administration Science and Policy Studies where they should increase the practical training report period for students of Bachelor of Administrative Science (Hons). This is where the practical training attachment during semester break in Part 5 may be too short for the student. The period of practical training is dependent on how long the semester breaks in the academic calendar. Therefore, the knowledge and experience obtained by the students might not be enough for the learning purposes.

Suggesting for an addition of time for the practical training period by taking one semester in the study plan might be difficult for the faculty to decide due to the many subjects that need to be cover and learn in the study plan and creating a new study plan might need a strict procedure. However, the suggestion for at least extending the practical training period might be rational to increase the learning experience of the students in the office.

CHAPTER 5

CONCLUSION

5.0 Introduction

This chapter will focus on the conclusion as well as the summary of all the task performance during the practical training period. Practical training is a good exposure for student to gain more knowledge and experience in a real situation of workplace. This exposure can help the practical student to be prepared mentally and physically in facing challenges that usually arise in workplace after graduated from UiTM. Furthermore, by having practical training, it can help the student to determine their own strengths and weaknesses in a real workplace. Thus, I would like to conclude the report based on chapter as following:

5.1 Chapter 1

To conclude on chapter 1 in this report, this chapter focuses on the organisation background such as the organisational objectives, vision, mission, logo and the organisational structure. The main point in Chapter 1 is the vision of MPKSM which is to help the elderly, disabled people, poor students and the other target group who need the assistance in order to become prosperous Malaysian. Thus, there are a lot of ways, alternatives and programmes that are being implemented in their effort moving towards realizing the vision. Each section in MPKSM which include the administration unit, financial unit, production unit and operational unit play vital roles in

contributing to the MPKSM's progress and achievement. Chapter 1 also described the organizational structure of the department. It shows the hierarchy and positions of every officer in the office with their area of jurisdiction.

5.2 Chapter 2

To conclude Chapter 2 in this report, this chapter focuses on the discussion about my daily activities, tasks and job done in the organisation. The summary of my daily job is illustrated in a table form which is reflected from my practical logbook. It also summarizes my daily activities that show my usual work and tasks that are assigned to me during the period of practical training. The daily job is also recorded in this report to support my task performing progress in the office. Chapter 2 also gives me the opportunity to organize and record the task that I have done and shows what I have learned during the attachment period. Besides that, the consistent checking of my logbook activities by my host supervisor which is Madam Maslia can discipline me in recording my work activities.

5.3 Chapter 3

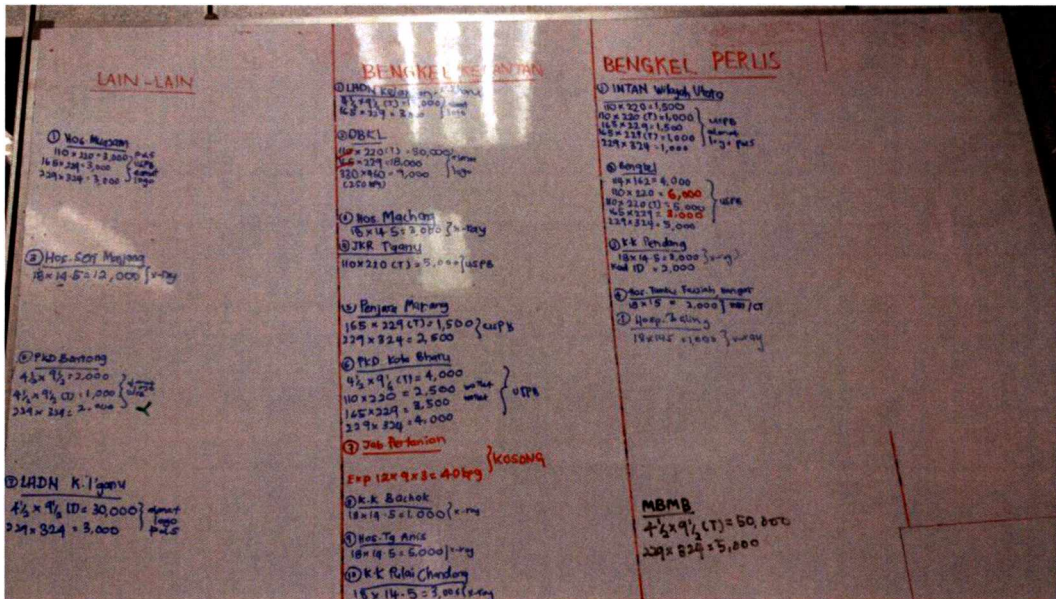
To conclude Chapter 3 in this report, this chapter focuses on the analysis of my task done in the organisation. During my practical training, I have analysed on the task that regularly done in the office. During my practical training, I have analysed on the task that regularly done in the office, the applicable theory that

applies in the job, the theoretical aspects that practices in the office and also the analysis on the theoretical parts that reflects the real-life experience during working. From the analysis made in Chapter 3, it can show that how much theoretical aspects that I learnt in the classroom are applicable during the period of my attachment. Thus, I need to identify the theory that I have learnt to be used in the workplace accordingly. Besides, I have been facing a critical thinking situation where I need to face several workplace issues and managed to overcome each problem. I am also required to ensure the tasks given are aligning with the theories that I have learnt in the classroom. Furthermore, I also had been given the chance and opportunity to experience the life as an employee at an organisation. From the practical training, it is proven that being an employee is not easy. It needs determination, patience, efforts and the motivation to move forward.

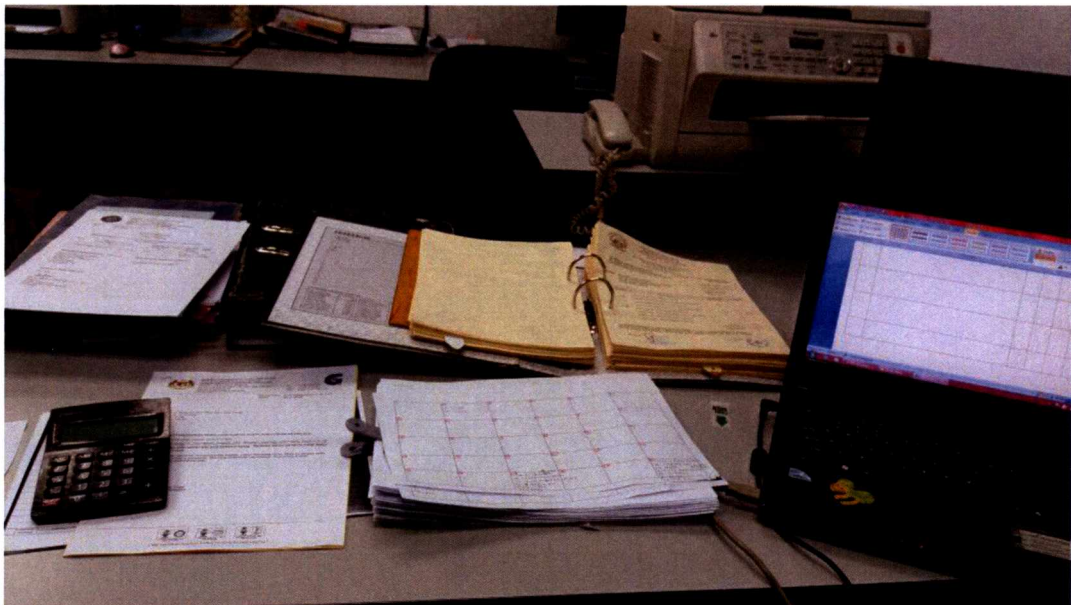
5.4 Chapter 4

To conclude on Chapter 4 in this report, this chapter focuses on the recommendations and conclusion of the completed tasks. First of all, the strengths and the weaknesses of the tasks at the office was generally identified and recorded for the purpose of the SWOT analysis. Then, the opportunities and threats to the tasks or the organisation are also analysed and identified in order to find ways and solutions to overcome the problems. Finally, several suggestions and recommendations are being

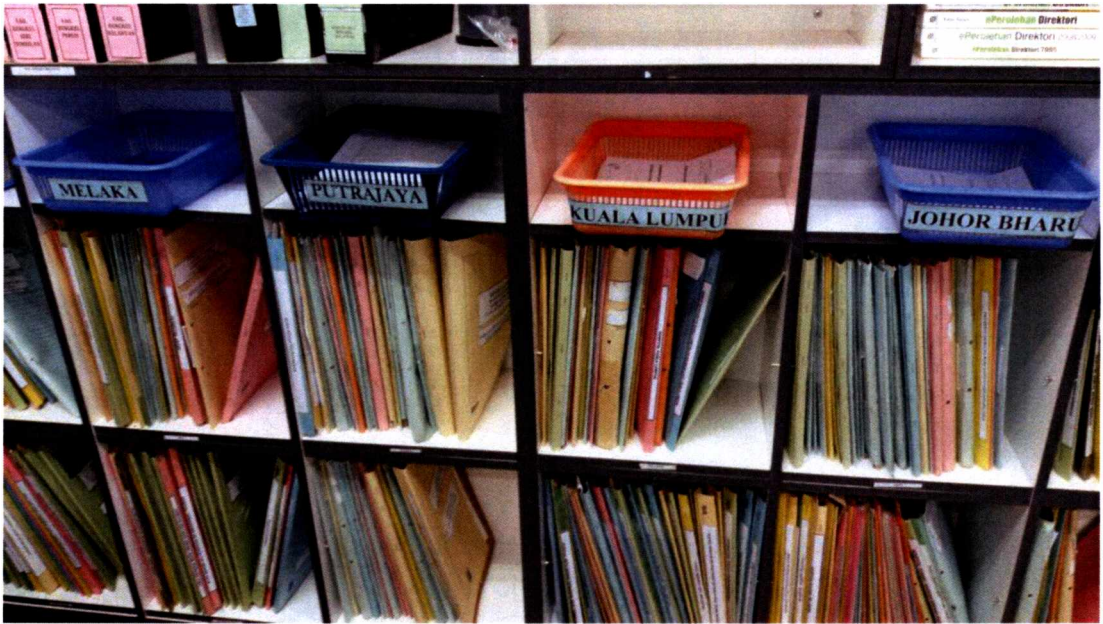
APPENDIXES



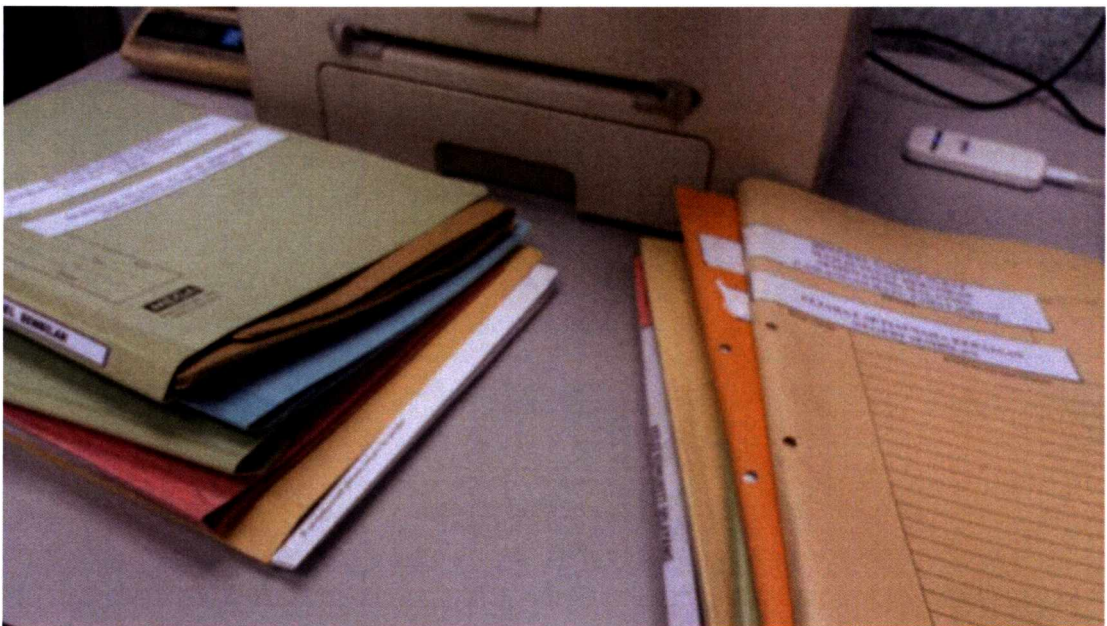
The details of the new orders for the envelopes will be written down at the white board in MPKSM.



Process of key-in the data regarding the envelopes.



The filing system that being use in MPKSM.



Update all the files in MPKSM.



The disabled people with the trainers from Bindu Gym during the a programme.

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