



**Universiti Teknologi MARA Sarawak
Faculty of Administrative Science & Policy Studies
Bachelor of Administrative Science (Honours)**

PRACTICAL TRAINING REPORT (ADS 666)

SARAWAK FOUNDATION

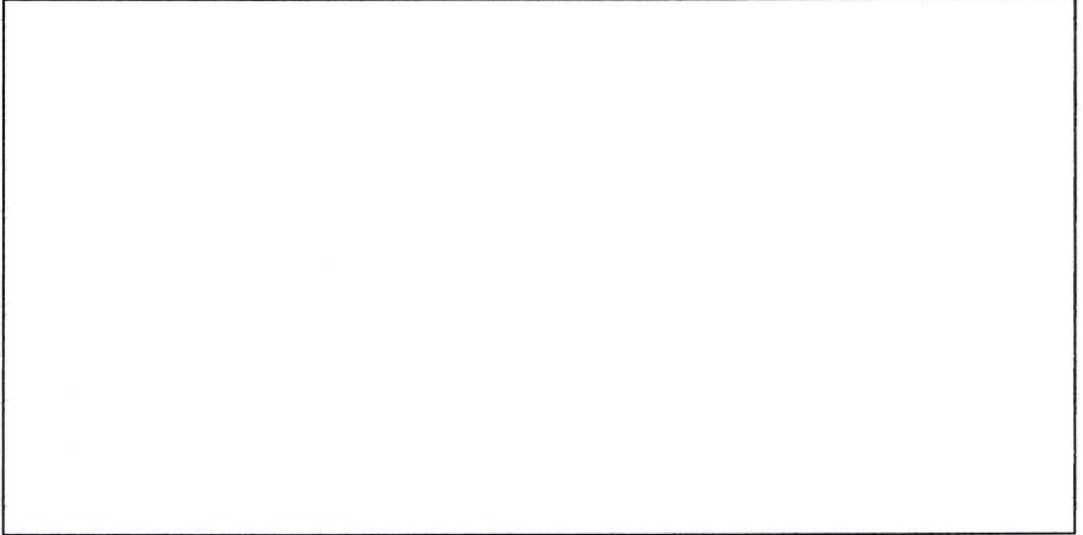
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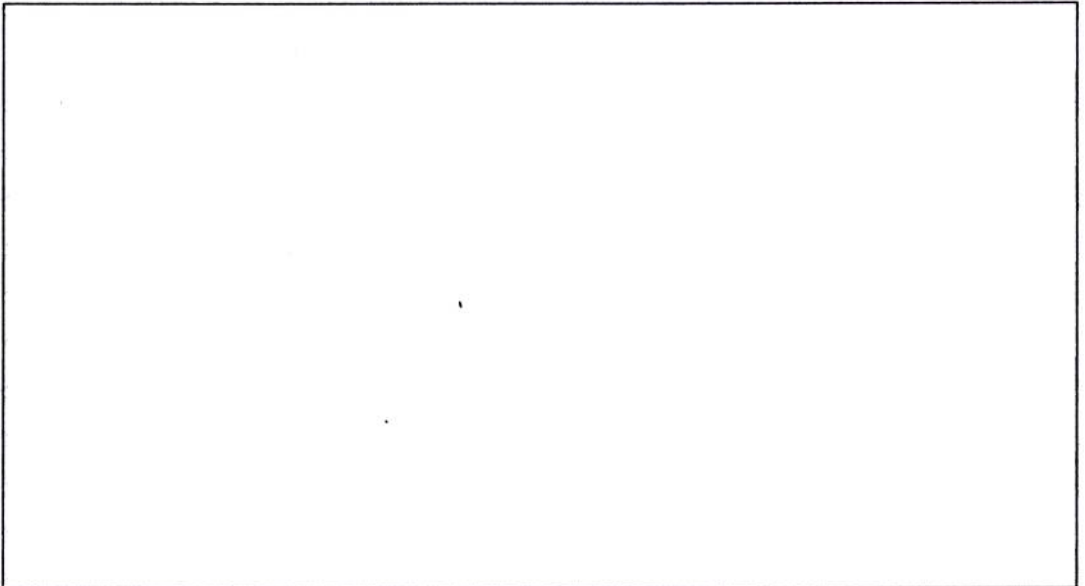
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JUNE 2015

Supervisor's comment

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Moderator's Comment

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Declaration Form

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 was later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

Signed

Name: MOHD ADIB BIN SUHAIMI

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

MADAM NADRAWINA BINTI ISNIN

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

(Signature)

Date:

ACKNOWLEDGEMENT

First of all, I would like to express my greatest gratitude to Allah S.W.T for the chances to experience this practical training. My deepest appreciation goes to our most compassionate host supervisor's in charges Madam Hajjah Binti Morshidi and Mr. Mohamad Adzlie Bin Ibrahim for giving permission to me to do my practical training at Sarawak Foundation. I really appreciate their guidance's and support by giving more information to me when I am doing my practical training here.

I also would extent my gratitude to my visiting supervisor Madam Nadrawina Binti Isnin for guiding me in completing this report. She has given her assistance and knowledge which helps me in doing this project until it is successful done.

Last but not least, I would like to thank all Sarawak Foundation's staff for their guidance and support by sharing information and help me to learn and do many task that given to me during the training.

Thank you.

Sincerely,



Mohd Adib Bin Suhaimi

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CHAPTER 1: INTRODUCTION TO SARAWAK FOUNDATION

1.0 Introduction

In this chapter, I will discuss about the background of Sarawak Foundation, vision, mission and responsibility, objective as well as will explain more about the logo of Sarawak Foundation. Apart from that, I will also mention about the client charter of Sarawak Foundation. At the same time, I will show or present the organizational chart of the organization and also organization chart of my very own section.

1.1 Background of Sarawak Foundation

Sarawak Foundation was established on May 27th 1971 by the Sarawak State Government under the leadership of YAB Datuk Patinggi Haji Abdul Rahman Ya'kub, which was the Chief Minister of Sarawak at that time. Its first office was located at Jalan Pending, which is formerly the building for the brigade training centre for youth development. The second office or building for the organization was located at Jalan Tun Abang Haji Openg. The building before that was known as Rock Court Flat, which is the living area for high position officer that consists of the English government officers.

In April 1973, the building was passed to Sarawak Foundation by the mixed government of Sarawak of that time. Then, in on 15th September 1976, the office of Sarawak Foundation move to Government Secretariat building and the building was fully passed to the organization on 23rd November the same year, and was located at Jalan Masjid Kuching. 13 years later, which is on 1989, Wisma Satok has placed the main office of Sarawak Foundation until March, in the year 2010.

On April 1st 2010, the main office of Sarawak Foundation again has been moved to the Sarawak Foundation's complex of Education Development Centre that is situated at Jalan Sultan Tengah Semariang. 27th May 2010, is a historical date, former Sarawak Chief Minister, Tan Sri Abdul Taib Mahmood has conduct the opening ceremony for the organization. Lots of activities has been done such like motivation programme, seminar for parents, education seminar, and seminar for public service, sports activities and also the visits from various schools. Various facilities are offered such like Yayasan Ku Sayang pre-school, auditorium, hall, football field, seminar room, complex hostel and et cetera. The purpose of the facilities are to enable the activities that related to education can be conducted smoothly.

Holding the vision that the people of Sarawak should not be left out in terms of studies, he has taken the initiative to establish Sarawak Foundation. He has become the first chairman of Sarawak Foundation and appoints Yang Berbahagia Datuk Amar Abang Haji Yusuf Puteh as the first Director of Sarawak Foundation. Among the program introduced on the early establishment of Sarawak Foundation is Local Scholarship Scheme that is meant to assist the school students that have less capability in terms of financial as to make sure they continue studying, student exchange program and skill course scholarship that is meant to help the students to pursue their studies in the skill field.

1.2 Vision, Mission and Objectives of Sarawak Foundation

It is important for every organization to have their own vision and mission. This is because with having own vision and mission, an organization can plan activities that can help them improve their achievement as well as can target specific goals for the benefit of the organization. Sarawak Foundation is not excluded from having own vision and mission.

1.2.1 Vision

“To be a World Class Foundation in Developing Quality Human Capital in Sarawak”

1.2.2 Mission

“Sarawak Foundation Committed to Advancing the Development of Quality Human Capital in Sarawak through Effective Assistance and Support”

1.2.3 Objectives

Sarawak Foundation was established under the Ordinance of Sarawak Foundation as a Statutory Body on the date of 27th May 1971. Based on the ordinance, there are several objectives that have been instilled in the minds of people in Sarawak Foundation. The objectives are as mentioned below.

- a) To grant scholarships or to provide financial assistance of any form to any person born in Sarawak, in particular, and to any Malaysian citizen, in general, to pursue their education in schools, colleges, universities or institutions of higher learning within Malaysia or abroad on such terms and conditions as the Board deems fit or proper;
- b) Actively to promote improvement of opportunities for education for the peoples of Sarawak in particular and Malaysia in general, both locally and in any institution of higher learning throughout the world, but especially the Universities in Malaysia;
- c) To grant, and arrange for the award by other bodies of, scholarships or other educational assistance for the peoples of Sarawak or any Malaysian citizen whenever it deems fit to do so;
- d) To give assistance and provide relief, to any person whose circumstances are, in the opinion of the Board, considered to be deserving of such assistance or relief;
- e) To provide assistance, by way of loans, grants or otherwise, to organizations or institutions which are organized and governed for scientific, medical, educational, welfare, social or charitable purposes;
- f) To make contribution and provide assistance towards the relief of national emergencies or calamities.

1.3 Responsibility of Sarawak Foundation

In terms of responsibility of Sarawak Foundation, YAB Tan Sri Datuk Amar Hj. Adenan Bin Haji Satem (Chairman of Sarawak Foundation) has mentioned that students should never be deprived in the opportunities to pursue his studies due to the problems of financial. He said that it shall be the Sarawak Foundation responsibility to ensure matter like that does not happen.

1.4 Logo of Sarawak Foundation






The Logo of Sarawak Foundation

The logo of Sarawak Foundation signifies the dynamic, progressive and innovative image of the organization. The logo also symbolizes the role of the organization in the education field as well service providing in terms of the quality human capital development. Plus, geometric form that is integrated, as being used in the logo as to give impetus to the logo design that represent the vision, mission, and also aspiration in achieving a developed nation by the organization.

As portrayed above, the logo of Sarawak Foundation consists of three colours, which are yellow, green and blue. The colours also act as symbol, in which the colour of yellow symbolizes flame that represents continually burning desire to promote the knowledge growth. Green represents prosperity and progress of Sarawak and finally blue, that characterizes the Sarawak Foundation clear vision, aspiration and mission.

1.4.1 Meaning of the Logo

Every logo for sure has the meaning or motive. Sarawak Foundation logo is not exempted from having motive on its logo. The table below explain about the motive of the logo.

Parts of the Logo	Motives
	<p>Graduate</p> <p>Sarawak Foundation's role in the field of education, providing services in the development of quality human capital</p>
	<p>Open Book</p> <p>The volumes of knowledge as the foundation in the effort in human capital development</p>
	<p>Y and S Alphabet</p> <p>"Yayasan Sarawak" acronym</p>

(Source: http://yayasansarawak.org.my/index.php?do=logo_dan_warna)

1.5 Client Charter of Sarawak Foundation

Client charter is very important for an organization to have, as it helps to increase the performance of the organization, achievement as well as increase the customer perspective towards the organization. Hence, in order to increase the performance, achievement as well as customer perspective towards the organization, Sarawak Foundation also has formulated their own client charter. The client charter is as shown below.

In line with The Sarawak Foundation's objectives and the responsibilities entrusted, we pledge to our clients that we will:

- i. Expedite efficiently process all application for our educational assistance schemes so that they may proceed with their studies unhampered by financial worry.
- ii. Instil awareness of their joint role and responsibilities in promoting better education for all and that education is an essential investment for the future.
- iii. Provide update and detailed educational information to assist them in making the right choices with regard to their educational plans.
- iv. Help the state government to create and expand activities, which contribute to the progress of education in the state of Sarawak.
- v. Assist the state government and relevant authorities in easing the burden faced by those affected by natural disaster and calamities.

To carry out the pledge made, Sarawak Foundation aspire to provide the best by practicing an efficient work culture, trustworthiness, friendliness, tolerance and dedication, hence, we ensure that:

a) **Education** – Sarawak Foundation has a goal that is to make sure every student especially in Sarawak can continue their study. With emphasis on education, the organization has been committed in giving the financial aid to support education.

- i. All application for Education Assistance Schemes (Education Loan, Full Loan, Matriculation Loan, Revolving Fund, Air Travel, Local Scholarships, Examination Fees Loan and Student Exchange Programme Scholarship) will be processed immediately and a feedback on progress made within two weeks from approval of the application.
- ii. Payment for Local Scholarships shall be made the schools within two weeks upon receiving the complete students' performance report.
- iii. Payment for Education Loans shall be made within two weeks upon receiving the complete students' results;
- iv. Issue of receipt for payment of Education Loan shall be made within three days if received by post and immediately for counter payment. Educational Loan Repayment Statement shall be issued within three days upon request.

b) **Human Resource, Finance and System** - In these context, Sarawak Foundation are committed in providing the best employees for handling the customers in the service for them, giving the appropriate amount of money to the customers as well as having the best system to improve quality of service and work.

- i. To provide a user-friendly environment with good facilities and customer service;
- ii. To deal with all complaints immediately and to response within two weeks;
- iii. To improve Service Quality from time to time;
- iv. Supplier will be remunerated within one month of receipt of invoice.

c) **Investment and Property Unit** - These contexts are related to the investment and the management of property which are very essential to the organization.

- i. To issue receipts pertaining to investment and property management within three days for payment made by post and immediately for counter payment.

In serving our clients, Sarawak Foundation aim to uphold our UTAMA slogan, which means;

U - Unggul / Excellence

T - Tepat dan Telus / Accurately and Transparency

A - Amanah dan Akauntabiliti / Trustworthiness and Accountability

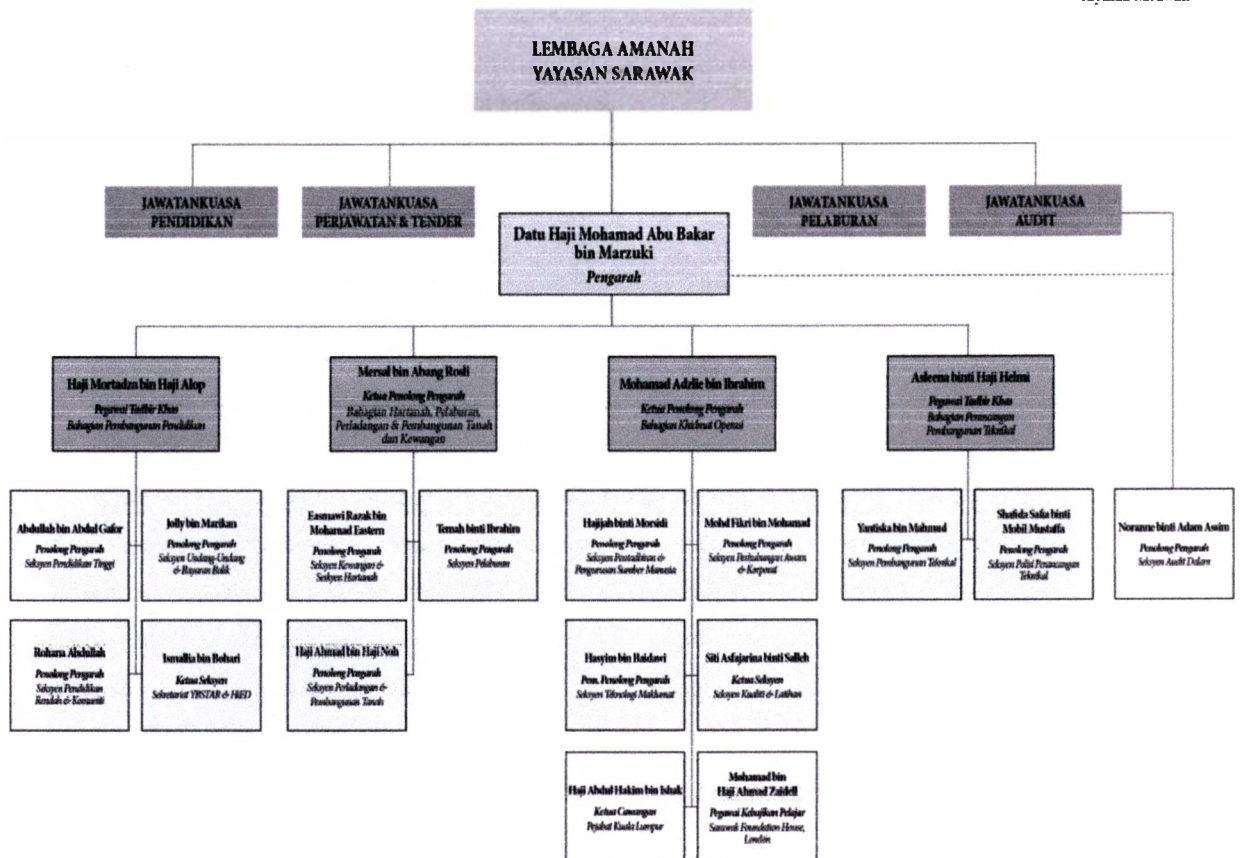
M - Mesra / Friendliness

A - Aktif / Active

1.6 Organizational Structure of Sarawak Foundation

As other organization, Sarawak Foundation has also established its own organization structure. Organization structure helps a lot especially in making the employee recognize more on who are they are accountable to, especially for new employees, as well as make the public more understand and know about the structure. The figure below illustrates the organization structure of the organization.

CARTA PENGURUSAN YAYASAN SARAWAK



(Source: <http://yayasansarawak.org.my/images/2014-org-chart.jpg>)

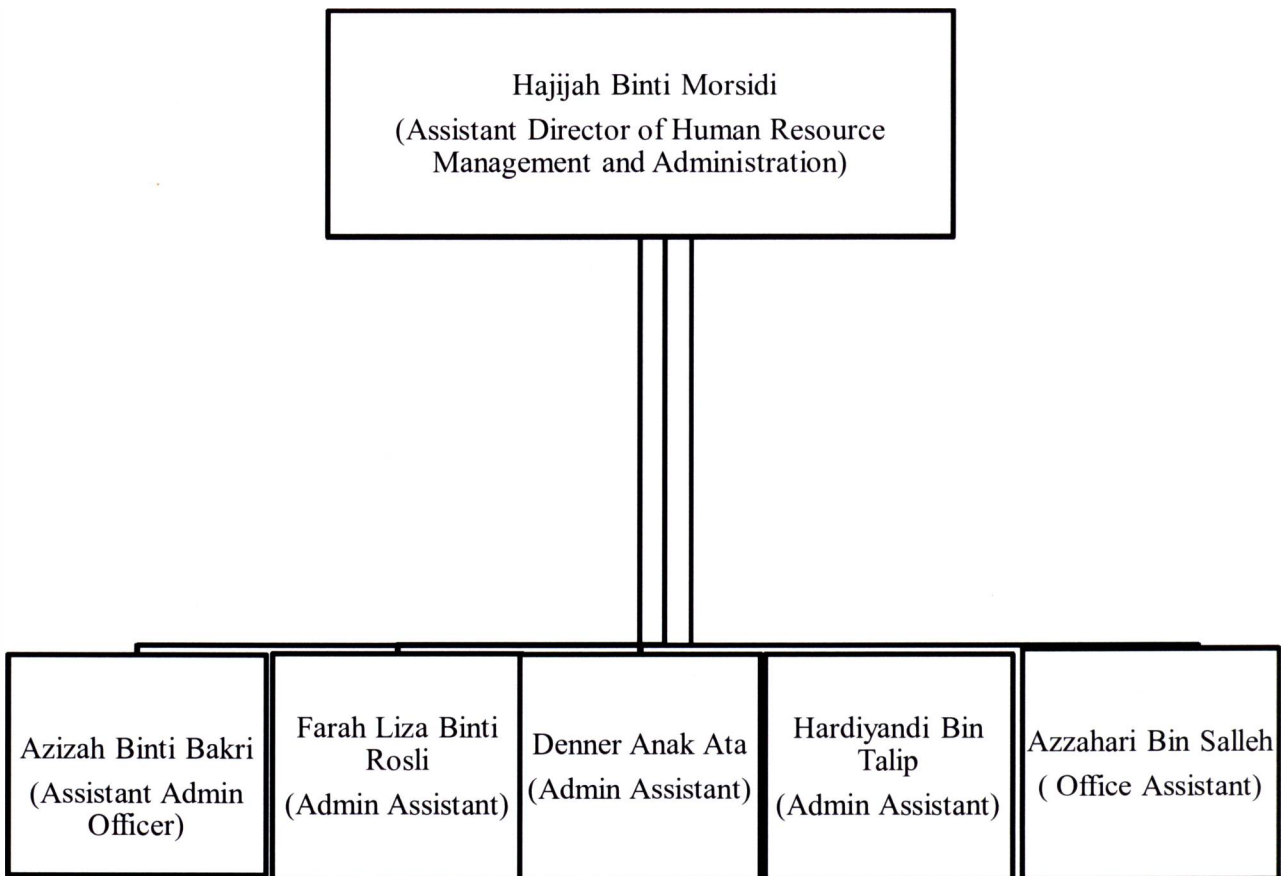
1.6.1 Sarawak Foundation Management Team

Sarawak Foundation management consists of several people. Each of them has their very own responsibility. Plus, each of them leads the subordinate under them from the top to bottom. For instance, based on the organization structure featured on previous page, the Director of Sarawak Foundation leads 4 people under him that function as leaders for their respective divisions, and each of the people then also responsible to lead other people that are under them, that will handle their respective sections. The figure portrayed below show the faces of people of the management of Sarawak Foundation. The picture is based on the organization structure.



(Source: Yayasan Sarawak's gallery)

1.6.2 Organizational Structure for Human Resource Management and Administration



1.7 Conclusion

To conclude, like other organization, Sarawak Foundation has its very own identity and history. This is shown in this chapter, in which mentioned about the organization background, vision and mission, objectives, client charter, as well as the organization structures. These elements are very important, whether to the organization itself or to the public, as it helps in giving the information to the public, and also help the organization to function well by referring to these elements. Without it, the organization might not be as successful as now and the public will also not know much about the organization.

CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

I undergo my practical training at Sarawak Foundation for 6 weeks. During the practical training, several tasks have been assigned to me. Each day has been filled with tasks, whether doing task that is newly assigned or task that incomplete that needs continuation for completion. Starting from below, I will explain more on the schedule of practical training from the first day until the last day, which is 20th January 2015 until 27th February in accordance with the log book. I am assigned to the Section of Human Resource Management and Administration under Madam Hajjah Binti Morsidi.

2.1 Summary Schedule of Practical Training

I have been assigned with various tasks during my practical training. The main task given to me was to make a handbook on Sarawak Foundation Movable Asset Management Procedures. Although I was given a primary task to complete the asset management handbook, I was also given additional daily tasks. My daily tasks are including answering telephone calls, recording data in files, arranging files on the shelf according to its code, colours and types of file, drafting and writing, handling the department events. There are new things that I have discovered during doing the tasks. The tables in the next page portray schedule of tasks assigned during the practical. Below is my schedule during the internship.

2.1.1 Week 1 (20th January 2015 – 23rd January 2015)

On the first day of my practical training at Sarawak Foundation, together with four of Bachelor of Administrative Science student, we report at 8.00 a.m. We were supposed to meet with our host supervisor at 8 o'clock. However, she had to attend a meeting on that time, so we waited for 30 minutes. Then, we were told to go to the 'Alamanda' meeting room to meet Mr Adzlie Bin Ibrahim and Madam Hajjiah Binti Morshidi and other 10 new staffs. The briefing session was given by Mr Mohamad Adzlie, the Chief Deputy Director of Operational Section and Madam Hajjiah the Assistant Director for the Human Resource Management and Administration Section. We were introduced and briefed on the vision & mission and the rules & regulations of Sarawak Foundation. Then, I introduce myself to them.

Initially, we were assigned to different sections and I have been attached to Technical Sponsorship & Technical Planning Section under Miss Shafida Safia. However, because of our practical period is only 6 weeks, Mr Adzlie have been given us a project assignment to be completed within the duration of our practical training. We have been asked to come out with employees' handbook and movable asset management handbook at the end of practical. We have been assigned to Human Resource Management and Administration Section (HRMA), under Madam Hajjiah, which is also acted as my host supervisor. The roles of HRMA Section are to control the HR management, inventories & registry, purchasing, transportation, and general administration. We have been told by Madam Hajjiah to form a team to complete the employees' handbook and movable asset management handbook. My team members are Bella, Dayang, Zulaiha and Anuar.

After the briefing, the trainees were told to sign the attendance. I have learned that, there are 2 types of attendance system that Sarawak Foundation practices which are using the smart card and the attendance book. New staffs and trainees will be using the attendance book until the smart cards are ready made. Madam Hajjah brings us to Human Resource Management and Administration Section and introduces us to all staffs in that department. So on the first day, we did an ice breaking session with all the staffs. I get to know what is their position and roles in the department. On the afternoon of that day, I had discussion with my team members regarding the project assignments. We have reached a consensus to divide into 2 groups. Group 1, Anuar and I will prepare the Sarawak Foundation Movable Asset Management Procedures handbook, and Group 2, Bella, Dayang and Zulaiha will prepare the employees' handbook.

Although we have divided the group and task, we also help each other in order to complete the project within 6 weeks. Madam Hajjah also joins our discussion and explained more details about the project assignments. Madam Hajjah has provided us with references materials regarding assets and inventories. We are using "Tatacara Pengurusan Aset Alih Kerajaan 2007" book as our main references. Sarawak Foundation Movable Asset Management is different with other government organizations. That is why Mr Adzlie would like us to prepare Asset Management handbook for Sarawak Foundation.

On the second day, I took a long time to understand and analyse the contents in the book of "Government Movable Asset Management Procedures, 2007". I have analysed the procedures performed by the government and compared with Sarawak Foundation procedures, whether it is compatible or not. "Government Movable Asset Management Procedures" consist of six chapters, which are 'Chapter 1: Reception, 'Chapter 2:

Registration', 'Chapter 3: Usage, Storage & Inspection', 'Chapter 4: Maintenance', 'Chapter 5: Disposal' and 'Chapter 6: Loss & Write-off'. I started to write the Introduction of Movable Asset Management and the Chapter 1: Reception. In the Introduction section, I explained the definition of assets and its types. Movable Assets are divided into two types which is capital asset and inventory. Capital asset is the asset that worth more than RM 1000 and inventory is the asset that worth less than RM 1000. In the Chapter 1: Reception, I explained the objectives of the reception, the individuals who were given the responsibility to receive the asset, and explain the regulation and rules and the process during reception.

On the third day of internship, I am continued doing my project assignment. I added more information in Chapter 1: Reception before I move to Chapter 3: Utilization, Storage & Inspection. I did not prepare the Chapter 2 because my teammate is doing it. I did a little research on Chapter 3 before I wrote it. Chapter 3 describes how the asset will be used, stored and examined. I have explained the objectives and the definition for each aspect. The objectives of Chapter 3 are to reduce wastages, save costs, prevent missuses, and avoid loss. I also explained the compliance based on Section 18(C) under Financial Procedures Act 1957 and described the individual who has the authority to inspect the assets.

On the fourth day, in the Friday morning, I have attended the Recital of Surah Yasin and Tahlil Ceremony. After the ceremony, we were served a breakfast and light refreshment. Then, I continued doing the project assignment. I started writing on Chapter 4: Maintenance and Chapter 5: Disposal. In Chapter 4, the definition of Asset Maintenance is the activities implemented to conserve, maintain, control, and regulate the buildings, facilities and the environments. There are two types of maintenance, which are

preventive and corrective. I also made a chart of the process of maintenance that need to be followed. For Chapter 5, I have explained the definition, objectives, and justifications of disposal, and clarified who are the investigation board and secretariat for disposal and what are their roles and responsibilities. Asset Disposal is a process for removing assets from possession, control, storage, and records in accordance with the method prescribed. Besides doing my assignment, I helped Mr Ismail to deliver the files to the other department.

2.1.2 Week 2 (26th January 2015 – 30th January 2015)

On the first day of this week, I continued doing the project assignment. I continued wrote the previous chapter which is about the method of disposal. There are seven methods to dispose the government assets which are direct selling (tender & auction), scrap sales, barter, substitution, relocation and gift. However, these methods are not all applicable to the Sarawak Foundation. Then, I move to the Chapter 6: Loss & Write-off. As usual, I explained the definition, objectives and the processes. The meaning of loss in this chapter is an asset that is no longer in stock due to theft, accident, fire, natural disaster, loss, fraud or negligence of public officials. And write-off is a process for cancelling the record of lost assets. I also draw the flow chart of write-off process.

One the second day, Madam Hajjiah wants to see the development of our assignment. So she wanted us to present the on-going progress of the assignments. After the presentation, Madam Hajjiah told us what is wrong and missing in our assignments. She has explained more details about the assignments. Madam Hajjiah asked us to find any related form, files and document to improve the assignment. I and my teammates have been looking the related document and files. Then we photocopy the document and form

to be made as our reference materials. I helped Mr Azahari to search the requested files and send it to the requester.

On the third day, I redo and doing correction the assignment. First, I do the correction and improving the Chapter 1: Reception. I have been searching the related document for this chapter. To strengthen my point, I have attached Evaluation Form (YS/BPK(PSM)12/02) as my appendix. Then, described the purpose of the form, and explained how it works. I also added 'overhead cost' as a sub-topic in Chapter 1.

On the fourth day, Sarawak Foundation has made monthly assembly (January Edition) which also called as 'Morning Prayer'. The assembly began with the singing of the National Anthem "Negaraku", followed by a prayer and pledge reading. After that, morning exercise was conducted and all the staffs and trainees required joining the exercise. Then, all the new practical students and new staffs need to introduce themselves on stage. The assembly ended with a speech from Mr Mersal Bin Abang Rosli, Chief Deputy Director of Investment, Finance & Property Section. I continued improving and correcting the introduction of asset management and analyse any related document for reception.

On the fifth day, I have been review and correct the Chapter 3 as instructed by Madam Hajjah. I have used the Service Complaints form as additional reference material. I also search for the relevant documents regarding Asset and Inventory Inspection Report. On the late afternoon, I have helped the other staffs to prepare the farewell party for practical students.

2.1.3 Week 3 (2nd February 2015 – 6th February 2015)

On the first day, I begin the day with helping Mr Zakaria to take the Sarawak Foundation's corporate clothes at Wisma Saberkas. I continue in doing the project assignments. I have analysed the Inspection Report and draw the table of it for to be used as an appendix. I have been assigned by Madam Hajjiah to do labelling on the files and reorganize the Asset & Inventory files. Madam Hajjiah advised me to adopt the theory of 5S, which means Seiri (Sort), Seiton (Systematic Arrangement), Seiso (Shine), Seiketsu (Standardize) and Shitsuke (Sustain). From here, I have learnt that that it is important to arrange any document so that it easy for us to make future references. Madam Hajjiah also asked me to check and inspect the Sarawak Foundation assets and inventories at Yayasanku Sayang kindergarten, gym and library based on the given asset serial number lists. I have recorded all the asset's condition in the checklist provided and report it to Madam Hajjiah.

On the second day in this week, I have been summarized the Inspection Report and also analyse the files of Asset Management Committee. Madam Hajjiah asked me to help Madam Denner who is one of the Asset Management committee to reorganize the asset and inventory files. As usual, I have applied the 5S theory to sorting the files and to make it into systematic arrangement; I put a label on a file by type of asset, location and year.

On the third day, I continue in reorganizing the asset and inventory files and documents. Madam Hajjiah and Denner are willing to help and teach me if I have a confusion regarding the job. They will give instruction until the work completed well. After completed the task, Madam Hajjiah gives me a new task to check and calculate the

transaction which have been made. This transaction should be calculated carefully because they involve large amounts of money. I have applied my knowledge that I acquired from subject Business Mathematics (MAT112) and Management Accounting (ACC280) to make sure I understand about it. Madam Hajijah also told me to get the assets maintenance schedule as my references and appendix for the project assignment.

On the fourth day, I have reviewed and analysed the assets maintenance files and documents that I obtained yesterday. I photocopying the documents that I think it is suitable to be used as references and to be attach in appendix for project assignment. Madam Hajijah giving me a new transaction lists that need to be check and calculate. I also helped Mr Azahari to key in the files and search the files as requested by other staffs.

On the last day of this week, I have submitted the calculated transaction to the Madam Hajijah and she asked me to summarize the transaction in table form. Other task that I do is delivering the student loans files to Miss Diyana under Section Higher Education. I also do filing the student loans and personal staffs' files in the File Room. Madam Hajijah has assigned me and other trainees to pack and tidy the storage rooms. We doing some 5S as we arranged the items based on categories. Besides, we remove and dispose the unnecessary items and clean the storage completely.

2.1.4 Week 4 (9th February 2015 – 13th February 2015)

On the first day, as I arrived at the office, Madam Hajjiah asked me to make a phone call to the SMK Asajaya in Kota Samarahan, regarding the “Program Misi Akademi dan Ceramah Motivasi” held at SMK Asajaya. I continue in doing the project assignment as I need to analyse the asset maintenance schedule. There are six assets that need a periodic maintenance in Sarawak Foundation which are fire fighting system, lift system, air condition, electrical, transportation and computer. This day, I started with fire fighting system first. In fire fighting system, there are several components that need to be services in certain period, which is hose reel system, co2 system, signage light, emergency light and portable fire extinguisher. I need to analyse the frequency of the services of these component one by one.

On the second day, I continue analysing the frequency of the fire fighting system maintenance. Then I analysed and summarized the frequency of transportation maintenance. Madam Hajjiah told me to photocopy the invoice of the vehicle services. Some of the daily task that I need to do are key in the student loans data and doing some filing of the loans files.

On the third day, in the morning, I and Madam Hajjiah having a little discussion regarding the assets maintenance. Madam Hajjiah asked me to make a frequency table for each asset that requires maintenance. The purpose of this is to make it easy for us to look at the frequency of maintenance for each asset. I started drawing the maintenance schedule of the fire fighting and transportation. Mr Muhamad Rahmad, the Assistant Director of Public Relations and Corporate asked me to set up a banner regarding to the football friendly match between Sarawak Foundation Veteran FC and Armadillo FC that

will be held on 13th February 2015. The daily task that I do today is delivering the requested files to the other staffs.

On the next day, I went to see Madam Hajjiah because I having a confusion about the asset maintenance section. She gives her ideas and tell the things that what should I added for asset maintenance. I continue analysing the service report and the service frequency for air condition then summarized it into schedule tables. This day, one of the staff in charge at the customer service counters unable to attend. Madam Hajjiah has assigned me to replace it. It gave me a great experience because I was able to communicate directly with the customers especially students and answering phone calls. I also help the customer by telling them what to do, what form should be filled and others. Most of the customer dealing with us is because they want to apply for students' loan scholarships, and the payments.

On the fifth day, I analysed and summarize the service report for electric and lighting system and then drawing the table of maintenance frequency. Today is the friendly football match between Sarawak Foundation Veteran FC and Armadillo FC. Datu Haji Mohamad Abu Bakar Bin Marzuki, the Director of Sarawak Foundation is a big fan of football, and he led the Sarawak Foundation Veteran FC against his former football team Armadillo FC. To ensure this football match runs smoothly and successfully, I helped the committee in making the preparation. Along with other staffs, we have arranged the chairs and tables at Sarawak Foundation football pitch. We also prepare the foods and drinks for the players and supporters. Then I go the store to get the football jersey and distribute to the players.

2.1.5 Week 5 (16th February 2015 – 18th February 2015)

On the first day of this week, I continue in doing my project assignment by analysed the service report for building lift system and summarized it into the table. Since there is not enough staff, I helped the staff at the counter service section. From here, I learn that it is not easy to entertain the customer. Sometimes, the customer did not follow the instruction given. Besides that, I have made a phone call to Sanjung Etika Sdn Bhd to get the financial report.

On the next day, Anuar and I helped Mr Rahman in making preparation to give our Chief Minister, Tan Sri Datuk Patinggi Haji Adenan Satem present for his birthday and wedding anniversary. We have been going to Hilton Hotel to take the cakes and the portrait of the Chief Minister. Then, we were going to Chief Minister's house to send the gifts. On the afternoon, I have been assigned by Madam Hajjiah to be in charge at customer service counter to replace Madam Jennifer because she is on leave due to Chinese New Year. I also helped the other practical student to send the student loans files to Primary Education & Community Development Section.

On the third day, I have a discussion with Madam Hajjiah about the maintenance on computer and notebook because I did not found any related files. Madam Hajjiah asked me to meet Mr Ghafar to the get the files of computer and notebook maintenance. I have analysed the document in the files and identifying the frequency of maintenance. Then I have summarized the frequency into the table. Me and my teams have compiled all the assignment and submit it to Madam Hajjiah.

2.1.6 Week 6 (23rd February 2015 – 27th February 2015)

On the first day, Madam Hajjiah has called us and discuss about the project assignment. She tells us the mistake in the assignment and asked to correct it. My team had a little discussion on the correction that need to be made. I have doing correction on my part and adding some new point to the project assignment. I also have prepared the appendix for the Sarawak Foundation Asset Management handbook.

On the next day, Madam Hajjiah asked us to restructure the format, lining and numbering before the assignment handed to Mr Adzlie. I also do other task which is filing the documents. I need to transfer the data in the old file and transfer to the new files. The files that I deal with are the personal files of the staff and student loans files.

On the third day, we have completed our project assignment and submit it to Madam Hajjiah. Before we submit the assignment, we need to do final rechecking on the project assignment to avoid errors. There is not much work that I do after completed the project assignment. I have helped Miss Syafida Safia, together with other trainees to make a preparation for “Memorandum of Understanding between Sarawak Foundation and Sarawak Shell” which will be held tomorrow. We have made a little decoration and prepared goodie bags.

On the next day, since we have completed our project assignment, there is nothing much we can do. Madam Hajjiah asked us to go the Sarawak Foundation Auditorium to attend “Memorandum of Understanding between Sarawak Foundation and Sarawak Shell Berhad” The main purpose of this Memorandum of Understanding (MoU) is to enhance its partnership with Sarawak Government in developing capabilities of

Sarawakians, especially the Sarawak Foundation scholars. Chok Chee Tsong, Sarawak Shell Bhd general manager said that, Shell took proactive efforts in focusing on Sarawakians, especially in exploring and developing local talents. The program also explained about the scholarship and the recruitment. The ceremony ends with Datu Haji Mohamad Abu Bakar, the Director of Sarawak Foundation signed the memorandum and exchanged the MoU with Chok Chee Tsong the General Manager of Sarawak Shell Berhad. This ceremony was attended by more than 200 students from SMK Agama Tun Ahmad Zaidi, SM Sains Kuching, Maktab Rendah Sains MARA, Swinburne College, Sunway College, Universiti Teknologi MARA, and Universiti Malaysia Sarawak.

On my last day of internship, I was not given any tasks today, so I took this opportunity to spend my times with other staffs and trainees and I thank and apologize to them. On the afternoon, Madam Hajjah called us to her room and she gave her last word to us. She taught us how to make preparation before we enter to the real working environment, she give some tips on interview and she reminded us to wear a proper attire and taking care of behaviours when in workplace, especially in government sectors. We have been celebrated by the other staffs and trainees who make preparation for our farewell party.

2.2 Conclusion

As a conclusion, I have learnt a lot of knowledge and gain new experiences that are hardly to find in the classes. During this practical training, I had the opportunity to practice related principles or theory that I learnt in my study into the real working environment. These experiences can guide me to perform better in real working environment as well as teaching me on how to manage my time, especially in ensuring the assigned tasks are completed within the time given. I learnt how work is done in practice and this allows me to prepare myself better for joining career in the future. I also realized that there are differences exist between what we learnt in theory with what practiced in the real life situation. This indicates not everything we learnt in our academic is applicable into real life situation. Therefore, we need to have creative thinking that allows us to adapt to changes in the real world with good flexibility.

CHAPTER 3: ANALYSIS OF TRAINING

3.0 Introduction

This chapter describes the analysis of the practical training. There are a lot of tasks that I had been given. With the experience at the workplace as well as while conducting the given tasks, I realized that the experience and tasks are related to several subjects that I have studied in classroom, or more specifically, relate to the subjects that I have taken in Bachelor of Administrative Science. At the same time, with the experience I gain at the workplace as well as doing the delegated tasks, it also makes me more understand on the concepts learned in the subjects I have taken as well as acknowledge the importance of the concepts.

3.1 Public Relation (PRO458)

During the practical training, I have been instructed to assist other staffs at the customer service counter. I have also made a phone call and answered call from the customers. In my opinion, this task is related to the subject that I have taken in my third semester that is Public Relations. Public relations are the practice of managing the flow of information between an individual or an organization and the public. It is the planned and sustained effort to establish and maintain goodwill and mutual understanding between an organisation and publics. Understanding is a two way process. An organisations need to listen to the opinions of those with whom it deals and not only provide information.

The subject is regarding the way on how to communicate with public and how to handle the situation. In this case, making a phone call, answering the call and entertain

customer at counter service, I need to talk appropriately and politely to the customers. There is a situation in which customer ask question that I am unable to answer that requires the other staffs to answer, as I have not much knowledge to answer it. When the responsible staffs not available at the moment, I will request the customer to give in their name, contact number, as well as identification card number and their enquires. This, I will apologize for not being able to answer their question and explain that I am just a practical student, which have less knowledge and ask them to contact the organization again.

These tasks have made me understand deeply on the importance of public relations, especially in terms of way of communicating with publics. For example, when I pick up the phone call, I usually say “good morning/afternoon/evening, Sarawak Foundation”. This way is more appropriate than saying “hello, who is this and what do you want?”, that is less proper. Customer service will affect the perception of the customers towards the organization.

In addition, in answering calls as well as questions of the customers, I have to apply the skill of convincing the customers. Although there are questions that I am able to answer, but I also have to convince the customers. Especially, when they ask me who I am and I tell them that I am a practical student, they are less convince as they know that I am not as experienced compared to the other workers. They are probably afraid that the information that I give to them is not accurate or wrong. When I experienced this situation, it requires me to explain to the customer that I have learnt it from the other staffs, which is Miss Hilda, the counter service assistant.

It is not that easy to make the customers trust me in terms of the accuracy of the information. I have to make sure that I really know how to use the database system, and ask a lot of questions if there are any matters that make me confuse regarding the database system. With this, it increases my level of confidence on the accuracy of the information when delivering the information to the customers.

3.2 Organizational Behaviour (ADM501)

Besides public relations, the subject of Organizational Behaviour also related with my experienced at Sarawak Foundation. According to Jennifer Lombardo, Organizational Behaviour is the study of both group and individual performance and activity within organization. It is the study of human behaviour in organization settings, the interface between human behaviour and the organization, and the organization itself.

The element of teamwork has been applied when we are working together in my section. Teamwork is defined by Scarnati (2001) as cooperative process that allows ordinary people to achieve extraordinary results. Harris (1996) explained that a team has a common goal or purpose where team members can develop effective, mutual relationships to achieve team goals. We have been assigned by Mr Adzlie to make the Movable Asset Management Procedures and Employees' handbook. Madam Hajijah told us to form a team and work as one team in order to make sure the assignment given complete on time. We have delegated the task and often making group discussion. When there is problem with the assignment, we will help each other and brainstorm together to get the ideas. When all of us unsure about the assignment, we will refer to Madam Hajijah.

When we work as a team, when our team members are busy, we should help them to complete their other tasks. For example, madam Hajijah has given an additional task to one of my team member, but she is unable to complete the task because she is busy doing other assigned task that need to be complete instantly, then I am helping her to do that task. I felt it is my responsibility to help my team members and it also can maintaining the efficiency of my section.

3.3 Human Resource Management (ADM551)

Another subject that associated with my experience during practical training is Human Resource Management (HRM). HRM is a management function concerned with hiring, motivating, and maintaining people in an organization. According to Maimunah, HRM can be defining as a development of system in an organization which designed to attract, develop and retain a high performing workforce. It also can be defined as the efficient use of human resources in an organization through the people-related activities management.

In Human Resource Management and Administration Section, I exposed to the information regarding matters like public holidays, remuneration and rewards, training and development programs and etc. At the organization, on the fifth week of the practical training, there is public holiday due to the Chinese New Year celebration. All staffs in eligible and allowed to get the public holiday. For the Chinese workers, they are allowed to apply for early leave or extend the holidays. In order to ensure the Sarawak Foundation sustain its operation, the staffs who are not celebrate the Chinese New Year were asked to replace the staffs on leave. At that time, Madam Hajijah asked me to replaced Mrs Jennifer at the customer service.

Besides that, Sarawak Foundation appreciates their staffs by giving recognition, remuneration and reward to their excellent staffs. During the monthly assembly, Sarawak Foundation will provide a segment for excellent employees' awards and employee's birthday celebration. It is related to the subject of human resource management because giving recognition and rewards to the employees will motivated them to maintain and improve their performance and also can make the employees to be loyal to the organization. This subject also mentioned about giving allowances to the employees. Although the practical training period is only for one month, Sarawak Foundation still gives allowance to trainees.

3.4 Quality Management (ADM510)

Quality Management (QM) is also another subject that have link with my practical experience. QM is the act of overseeing all activities and tasks needed to maintain a desired level of excellence. It includes creating and implementing quality planning and assurance, as well as quality control and improvement.

During my practical training, I was assigned to updating and sorting the files. In this task, I adapt the 5S concept which I have learnt in QM subject. 5S concept was developed by Hiroyuki Hirano in Japan and was identified as one of the techniques that enabled Just in Time manufacturing. 5S is a system for instilling order and cleanliness in the workplace. The S's stand for seiri (sort), seiton (straighten), seiso (shine), seiketsu (standardize) and shitsuke (sustain).

Seiri (Sort) is refer to the sorting of the clutter from the other items within the work area that are actually needed. This stage requires us to remove all unnecessary items that clearly do not belong in the working area and only leave those that are required for operation. For instance, I have removed all unnecessary items such as unused documents in Asset & Inventory files and removed all the damaged or unused goods in store.

Seiton (Straighten) also known as 'set in order' is the process of taking the required items that are remaining after the removal of clutter and arranging them in an efficient manner through the use of ergonomic principles and ensuring that every item has a place and everything is in its place. I have arranged the documents in an efficient way by dividing into specific parts such as categories, types, locations, and years.

Seiso (Shine or Sweep) is the thorough cleaning of the area, tools, machines and other equipment to ensure that everything is returned to original appearance. This will ensure the non-conformity will not happen, such as oil and water leak and dusty place. I have done seiso when I was assigned to clean the store.

Seiketsu (Standardize) is a process of ensuring the seiri, seiton and seiso element is become standardize as it will ensure that it have common standards and ways of working. Shitsuke (Sustain) is to ensuring the organizations to continually improve using the element of seiri, seiton, seiso and seiketsu. Sarawak Foundation is taking seriously to maintain practicing the concept of 5S by placing the 5S Concept banner along the office corridor.

3.5 Ethics in Administration (ADS452)

Among other subjects that I have studied and have relation with my experience at Sarawak Foundation is the subject of Ethics in Administration. I have learnt the importance of punctuality which is related to the values in ethics. Employee's punctuality affects the effectiveness of the organization operation. Under my section, there are a lot of tasks that need to be completed, as well as the need to entertain the phone calls from customer.

If the employees are not punctual, this will affect the organization operation. When a worker comes late to the office, it will affect the flow of work and the effectiveness of the organization. For instance, a workers comes late about 30 minutes after the start of office hour, the documents or tasks that he need to manage and completed will be delayed to be send to the higher officer or director.

Madam Hajijah has informed us regarding the punctuality, in which she mentioned about how Sarawak Foundation takes serious on punctuality. She also told us the staffs are allowed to replace their time of work by extending their own working hours if they have important matter to attend or have problem that cannot be avoided.

Besides that, I have also experienced the situation regarding the time for lunch break. At Sarawak Foundation, our time of lunch break is from 1 pm to 2 pm. We are only required to scan the staff identification card to record our attendance at 8 am and scan out during the evening at 5 pm. The staffs do not need to scan in the identification card after the lunch break. Unethical staffs can come a little late to the office as the time come in after break is not recorded.

3.6 Policy Analysis (ADS654)

During practical training, I have been given a main task, which is to prepare the handbook of "Movable Asset Management Procedures" for Sarawak Foundation. This project assignment is closely related to my subject that I have taken in Semester 4 which is Policy Analysis. This handbook will be serves as guidelines for the Sarawak Foundation in managing their assets and inventories. Asset management procedures will make it easier for Sarawak Foundation employees to managing the assets and will improve their effectiveness in controlling organization's assets.

Policy is defined as deliberate system of principles to guide decisions and achieve rational outcomes and it is a statement of intent, and is implemented as a procedures or protocol. Policy also can be guidelines, rules, regulations, laws, principles, and directions.

Movable asset management procedures have improved Sarawak Foundation to manage their assets. In order to ensure all the assets are well-managed, Sarawak Foundation has taken an approach to implement a policy on how to control the assets and what procedures should be followed. Sarawak Foundation has set the standard, procedure, or policy that need to be followed by their employees in managing the assets. If the employees fail to follow the procedures or regulations, the employees may be subject to disciplinary action or court action.

When I was preparing the handbook, I have learned a lot of knowledge related to the asset management which I did not learn at university. Although I never studied asset management during my bachelor degree, I was able to relate it with subject of policy

analysis. This handbook will guides the organization on what is to be done, how it is to be done, and for whom it is to be done.

There are many procedures or protocol action need to be followed during the reception, registration, usage, storage, inspection, maintenance, disposal and loss of assets. Therefore, Sarawak Foundation needs to follow the procedures to achieve the rational outcomes and effective result.

3.7 Conclusion

As a conclusion, there are several tasks that are related with the subjects that I have taken throughout my bachelor degree. The tasks also make me able to understand more deeply on the theories or concept that previously I only learn through reading it. Aside from the tasks, the environment or experience at the workplace also make me more realise on how important is to us to apply the knowledge that we have learn in classrooms in confronting the outside world of work.

CHAPTER 4: RECOMMENDATION

4.0 Introduction

In this chapter, it will highlight and discuss the strengths and weaknesses of the tasks that been given by the Human Resource Management and Administration department. Through this chapter also, I have been suggest some of recommendation in order to making improvement and overcome the obstacles of task. Thus, Sarawak Foundation should apply the recommendation in order to get the huge benefits for it organization.

4.1 Strengths and Weaknesses of Counter Service in Sarawak Foundation

The strength of the counter service in Sarawak Foundation is it was provided with good servicescape. Servicescape consist of all non-living features that exist during the service process happen. In Sarawak Foundation, inanimate environment or servicescape was well provided by management such as physical appearances of Sarawak Foundation, notice board and waiting corner in front of the counter, stationeries provided at the counter, flooring as well as lighting. Thus, this inanimate environment was helping Sarawak Foundation in increasing public satisfaction towards service provided by them.

Besides that, counter service in Sarawak Foundation is locating in strategic area. Location in a strategic place might give some additional value to us since it make easier for the customers to find us and making deal with our organisation. Same goes with Sarawak Foundation it has been located in ground floor at main building where most of the public feel it is easy to find. Thus it makes them to solve their matter smoothly.

However, the counter service also have weaknesses which is Sarawak Foundation does not are enough frontline staffs. Requiring staff to be at the counter all the time since we cannot predict when the customer might come, it will bring some disadvantages to counter services. When it required staff to be there at the counter all the time, for sure give some problem to service provider once they does not have enough staff to be at front-line. Adapting this situation in Sarawak Foundation, insufficient number of front-line worker also have be one of main problem facing by them. Thus, chaos might occur since there is not enough or does not have staff to entertain the customers once they do have some inquiries. Then, level of satisfaction will be turning down and might bring customers away from this organisation and later might reduce their main objectives in servicing customers.

Another weakness of counter service in Sarawak Foundation is the organisation did not provided necessary skills to the worker. Interpersonal skills are tends to be generic across service job and include visual communication skills such as making eye contact, attentive listening, understanding body language and even facial expression. Then, technical skills are skill related to the process of completing work such as know how to use computer with latest software as well as rules and regulation related to customer service processes.

4.1.1 Overcome the Weaknesses of Counter Service

One of the recommendation to overcome this problem is Sarawak Foundation should hire enough number of frontline staffs. Since sufficient number of staff needs to be exist all the time at counter services, hence, hiring enough number of front-line staff can be an effective solution on this. Some disclosure on balancing demand and capacity, company

which are having their own counter services to entertain their customer must know how to increase their capacity in order to meet the demand from the number of their customer such as front-line staff or labour.

Other than that, Sarawak Foundation should provide training to their staffs. Interpersonal skills are tends to be generic across service job and include visual communication skills such as making eye contact, attentive listening, understanding body language and even facial expression; and seems difficult for much worker to expert on that, it is good for management to provide some training and teach them on how to handle the customers in a proper manner. Same goes with technical skills. It are skill related to the process of completing work such as know how to use computer with latest software as well as rules and regulation related to customer service processes.

4.2 Strengths and Weaknesses of Human Resource Management Information System (HRMIS)

The HRMIS system can benefit the organisation in the term of the activities. The Human Resource activities will be carried out more easily and simply with a real time and online human resource information system. It means that you cannot access the system since the system is only available during the office hour. So the system will be much safe.

Besides that, the strength of this system is the uniformity of the system. Uniform human resource policies and procedures as well as the consolidation of human resource information in the centralised data bank will facilitate the use of this system by all agencies. It is mean that every government department are using this system.

The third strength will be in the term of productivity. By using this system it will make our work must faster. Compared to the old times, using HRMIS system can reduce the time wasted. Not only that, it also reduce the error and work overlap. It is because it is so simple and easy to use by everybody.

Moreover, the benefit of the system is User-friendly and flexible system. It means that it is easy to use by everyone. It is not too complicated to learn since it only takes me 10 minutes to know how the system operates. Other than that by using this system, the entry of basic information and service profiles of personnel need not be repeated. It means that you will not accidently key-in the same data or information twice. The system will respond if you key-in the same thing twice.

One of the weaknesses of HRMIS system is it need an Offline Procedure. The HRMIS is a real-time online application that can be accessed through the web. However, the probability of connectivity failure can still occur. For this possibility, the offline procedure has been established so that users can continue the process manually and upload it into the system when the problem has been resolved. This procedure will be carried out by the officer in charge of the system.

Besides that, the Information on personnel, personal records and service profile is critical for the HRMIS implementation in an agency. The updating of such information of one million civil servants is a huge undertaking and requires a very efficient method. It also takes time to update the information. For example, the system need time to update the information since there are other people are also using and updating the information at the same time.

Another weakness of HRMIS is we as the user will depend too much on the suppliers. The dependency on suppliers remains very high, particularly with respect to system maintenance, owing to either the lack of expertise or weaknesses in the transition plan, training and technology transfer. In the event of any disruption to the system, the agencies have to refer to the supplier for corrective actions, and this slows down the process and affects the effectiveness of the government's delivery system. The cost of implementation ICT projects will also increase as it involves additional cost for overall maintenance of the system by the suppliers.

4.2.1 Overcome the Weaknesses of HRMIS

HRMIS is an online system. So, in order to use this system, the user must be online. So my suggestion is to build an offline procedure just in case organization should create more conducive and productive working environment. Other than that, to improve the HRMIS system, Sarawak Foundation needs to create an auto save system just in case if the user loss his connection during his fill the information, then he does not to refill the information again. This will also give impact towards the mood of the users. This is because, If he unable to retrieve the data that he loss, his mood will be swing. As the effect, it will cause employee productivity decrease.

4.3 Strengths and Weaknesses of Customers Database

One of the strength is enable me to read the customers' balance database and understand what stated in the system, such as the last payment that the customers have made, the amount paid every month as well as the last amount of payment made. It is important because when preparing the repayment notice, I also have to check in the

system to make sure the amount of loan balance is correct and also to check whether the repayment notice have actually being send to the borrower. The reason why all these need to be checked is because sometimes although the repayment notice have been send, the documented or photocopied repayment notice of the customers being misplaced.

The weakness of this task is when the system is not updated with the latest transactions between the organisation and the customers. For example, I have experience the situation in which the customer ask for his current loan balance and mention the last payment he have made. He has made the payment almost a week ago, but it is not stated in the system. At that time, the customer have made payment for his monthly payment on the end of January, only to discover it is not states in the system. This matter I referred to Mrs. Diana, and she has managed the matter on the transaction statement.

4.3.1 Overcome the Weaknesses of Customer Database

One way to overcome this weakness is the system need to be improved or updates. This old system may not be efficient any more to sustain the data and the system is slow. With the improvement of the system, the customers' database will be more easily acquired as well as always updated. But, apart from the system, the human factor also strongly contributes to the weakness of this task. The transactions in the system also need to be monitored by staffs. The responsible staffs in updating the transaction in the system should always make sure that every payment made by the customers has been updated in the system as soon as possible as it is a very important proof that the customer have paid their monthly repayment. The system is made to make easier the

record keeping, but it have no exception in experiencing system failure. Moreover, the staffs must do initiative by recording the transactions in other medium for backup if there is any error.

4.4.1 Strengths and Weaknesses of Sarawak Foundation Asset Management

During my practical training, I was assigned to prepare the Movable Asset Management Procedures handbook, inspect the organization assets and check the asset files. From the handbook that I have prepared for Sarawak Foundation, asset is defined as the property belonging to or in possession or under the control of Sarawak Foundation, purchased or leased with Sarawak Foundation money, received through donations or gifts or acquired through legal process.

One of the strengths is it will ensure the organization will receive the assets in good condition, perfect, meet specification, and safe to use. This is because Sarawak Foundation has appointed several officers to examine the quality and quantity of assets received. These asset management will helps Sarawak Foundation to create a database of the assets that are complete, accurate and up to date. It will simplify the process of tracking, monitoring, maintenance, disposal and replacement of assets. Besides that, an effective and efficient asset management can helps Sarawak Foundation to avoid wastage, cut costs, achieve maximum life span, prevent misused and loss. This can be achieved by Sarawak Foundation if the organization able follows the procedures in the handbook.

However, there are also weaknesses of asset management that I have identified in Sarawak Foundation. The weakness of asset management in Sarawak Foundation is

they did not update the asset management files from time to time. When I was doing my task, which is to inspect the Sarawak Foundation assets and check the asset files, I have found that, the files are not properly manage, not been updated, and some of documents were in different files. This causes difficulties and inconvenience for me to complete my tasks which I had to restructure and sort the files and check one by one the documents to avoid overlooked.

When I inspecting the organization's assets, another weakness that I have identified is the assets that have broken or not in good condition are not recorded and reported to the Asset Management Committee. This will cause the inaccurate information or data regarding the assets. Besides, it will be difficult for the Sarawak Foundation to conduct an audit because of inaccurate of data.

4.4.2 Overcome the Weaknesses of Asset Management in Sarawak Foundation

To overcome the weaknesses of asset management, Sarawak Foundation should always remind the employees to update the files from time to time, record of any asset received or asset disposal. The leaders need to continuously monitoring their employees to carry out the tasks with integrity and responsibility. The asset management scope is too large and difficult for employees to control. Therefore, Sarawak Foundation needs mechanisms to enhancing their asset management activities. Mr Adzlie actions were correct to introduce a handbook of Asset Management. The handbook will be act as a guidelines and formal procedures for the employees to manage the assets. This handbook will be the main references for employees to manage the assets.

CHAPTER 5: CONCLUSION

5.0 Introduction

Practical training is one of the good exposures to the student for gaining more knowledge and experience the real working situation at the workplace or organization. This exposure can help practical student to put to use the theoretical knowledge that they have studied in classroom into the real task that each of the employee doing in the workplace. It also can help practical student like me to be prepare mentally and physically in facing any challenges arise in workplace after graduate from UiTM.

Furthermore, by having practical training, student can learn and gain many skills for preparing them to the real workplace nowadays. It also can help student to determine their own strength and weaknesses in real so they can find the way to improve their weaknesses. During my practical training in Sarawak Foundation, I gained more knowledge, skills and experienced on how to deal with the real working environment and cooperate with other staff from the upper management to lower management level. The knowledge and experienced I have got from practical training in Sarawak Foundation was very challenging and interesting. Thus, I want to conclude the report based on the chapter as follow:-

5.1 Chapter 1

This chapter includes the history of the organization, as well as vision and mission of the organization. The chapter has enabled me to understand more about the background of Sarawak Foundation, as well as the functions of the organization. From the chapter also, it has been reflected on how much important the vision and mission towards the organization. Without the vision and mission, the organization may not be as big and stable as now.

Moreover, it is also learned that the creation of logo should hold meaning whether through its colour or shapes. If this is not done, the logo, such like for Sarawak Foundation will not reflect much on their function and identity of organization. For example, the organization have a logo that consists of three colours, which are yellow, green and blue as well as shapes that symbolize the graduate, open book and Y and S alphabet.

Chapter 1 also has included the client charter of Sarawak Foundation that was very useful as to help increase organization performance, in which it give an idea on how to increase the performance. Not only that, the organization structure both for the organization and the section also have been provided in the section, that portray the importance of the planned management on how the task delegated, and also how the positions related with other position.

5.2 Chapter 2

Chapter 2 describes the flow of tasks that had been done during the six weeks of practical training. The chapter consists of description of tasks done by day and summary of the tasks by week. Also in the chapter, we can see whether the tasks that had been given relates to the subject learn in class. Besides, we can see in the chapter that most of the tasks that had been done are mostly related to the subjects learned in class. This is because the organisation's core business is to provide scholarships and serve the public. In providing scholarships and serving the public, most of the models and approaches used are related to the subjects learned such as in the subject of management and financial.

Through the daily task, we can also identify whether the organisation misuse the practical student by giving them unnecessary tasks to be done such as sending document at other department and photostatting. These types of tasks are called clerical works which are not suitable especially for practical degree student. This is because the task is not challenging as it is not in our scope of study. Practical training is provided for the final year students so that the student can apply the subjects they learnt in class in the working environment.

Moreover, the students will also gain new experience in the real working environment. By analysing to the schedule in this chapter, we can see that the organisation does not fully utilize the practical students because of factor such as giving the tasks which are sometimes not suitable and unrelated with our scope of study. In my opinion, Sarawak Foundation is not fully taking advantage from the practical student by giving the practical students unnecessary tasks. Sometimes the tasks that are given are relevant and

sometimes it does not relevant at all. However, the organisation does bring me to the real work situation as not all the theory in the books is going to be use during work.

5.3 Chapter 3

This chapter shows the relationship between the theories learned in class and the tasks that were given to me. In this chapter, we identifies which area of the tasks that had been done relate with the tasks given. The relationship can be in various fields of subjects.

During the practical training, our group had been given a project assignment called Movable Asset Management Procedures and at the end of our training, we have to come out with the handbook on the project assignment that has been given to us.

Besides that, the task that I have done is much relates to the procedures of filing system. It is important to have a systematic filing system for organisation so that the management of the organization can be done efficiently. The relationships between the procedures, theories and the task have made me strengthen my knowledge on the theories. This has also made me understand on how the theories work and how to use it. This has given me deeper knowledge in the theories.

5.4 Chapter 4

In everything that we do, there are always its strengths and weaknesses. The strengths need to be strengthened and the weaknesses need to be eliminated. This chapter gives me the opportunities to list the strengths and weaknesses in delivering the task and the system and to recommend ways on how to strengthen and eliminate it.

The task that I have done have many good points rather than the bad points. It has taught me many different things such as how to be a competent and discipline worker that is able to do multitasking; how to handle stress and work under pressure; and how to divide time in completing many different tasks. The task has also measure the level of knowledge towards the theories that I have learned.

Last but not least, I have come out with my own opinion on the recommendation for this organization to eliminate the weaknesses. Based on the weaknesses, I have suggested ways on how this organization can enhance their productivity and efficiency in service delivery.

To conclude, the experience of working and learning at the same time in such a good organization has given me experience that I will never forget. This is because, through this experience, I learnt that it is important for us to know how to manage work or task that has been given to us.

5.5 Conclusion

This internship was a very nice experience for me because I had to cover many different fields. I have learned new concepts and new ways of working. Besides that, I have learned and experience in doing tasks that has never been taught in the class or any other subjects. This is a great rewarding experience for me.

APPENDICES



Sarawak Foundation Building



Sarawak Foundation Monthly Assembly: January Edition



Aerobics Session



Self-Introduction



Birthday Gifts for Chief Minister, Tan Sri Datuk Patinggi Haji Adenan Satem



Memorandum of Understanding between Sarawak Foundation and Sarawak Shell Berhad



Movable Asset Management Procedures Handbook

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