



UNIVERSITI TEKNOLOGI MARA, SARAWAK

FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES

BACHELOR OF ADMINISTRATIVE SCIENCE (HONORS)

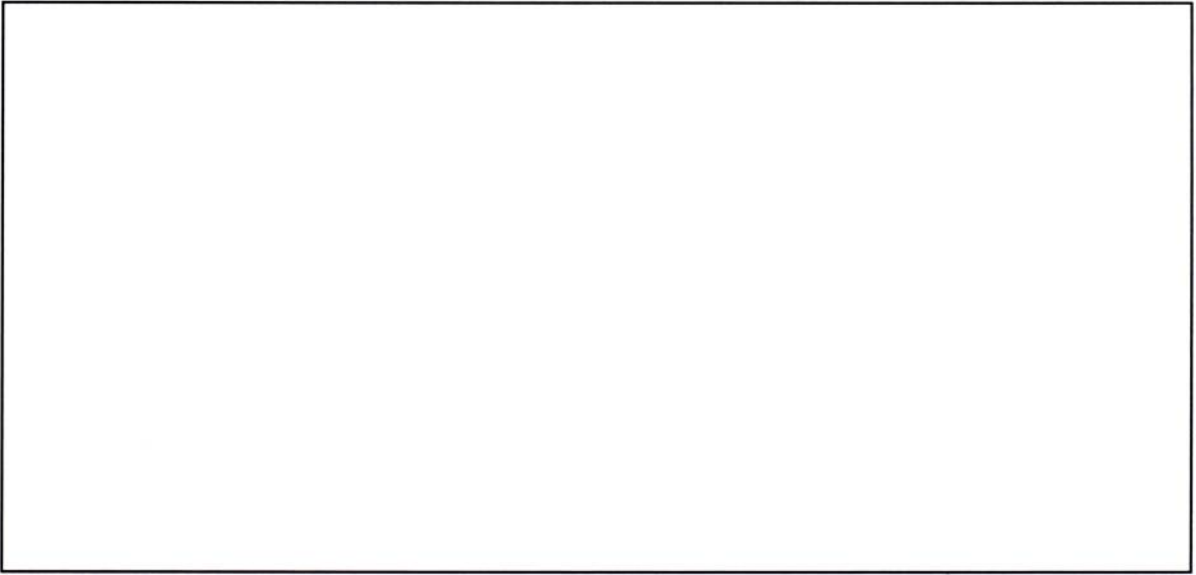
**PRACTICAL TRAINING REPORT:
SARAWAK ECONOMIC DEVELOPMENT CORPORATION (SEDC)**

RASYIQAH BINTI RAIS

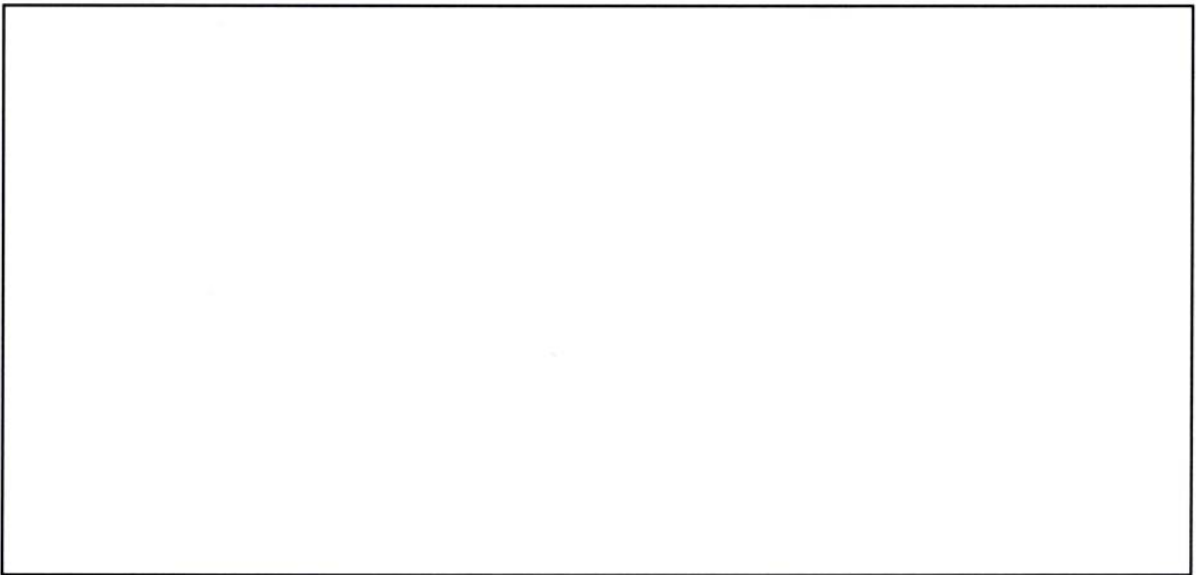
2016338483

SEPTEMBER 2018 - JANUARY 2019

Supervisor's Comment(s):

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

Moderator's Comment(s):

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

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

Name of Supervisor : Madam Sharon Pearl anak Henry Serub

Name of Student : Rasyiqah binti Rais

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

(Signature)

Date:

ACKNOWLEDGEMENT

First of all, I would like to express my highest gratitude to Allah S.W.T for His guidance, bless and for giving me the strength to perform my responsibilities as a trainee and complete this industrial training report within the stipulated time.

My grateful thanks goes to Sarawak Economic Development Corporation (SEDC) for giving me the opportunity to carry out my industrial training in this agency for 8 weeks period. A big contribution and hard worked from the staff during practical period is very great indeed.

I would like to express my gratitude to my supervisor, Madam Sharon Pearl who taught me many things about practical training report. Thank you for the support, patience and ideas in assisting me with this report. Without your proper guidance, I would not able to achieve what we have achieved now.

Special thanks also goes to my host supervisor, Mr. Abas bin Rosli for endless supervision during my practical training. Not to forget, a great appreciation goes to the rest of Sarawak Economic Development Corporation (SEDC) staff that help me from time to time during my internship.

Last but not least, thank you to those who directly and indirectly giving me support and help me before, during and after my practical training. It is much appreciated and will always be remembered.

Rasyiqah binti Rais

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science and Policy Studies

Chapter 1: Introduction of the Organization

1.0	Introduction	1
1.1	Objectives	2
1.2	Vision	2
1.3	Mission	2
1.4	Shared Values	3
1.5	Client's Charter and Achievement of Client's Charter	3
1.6	Organizational Chart	5
1.7	Group Structure	6
1.8	Management Committee	7

Chapter 2: Schedule of Practical Training

2.0	Introduction	10
2.1	Week 1	10
2.1.1	Reflection for week 1	11
2.2	Week 2	11
2.2.1	Reflection for week 2	11
2.3	Week 3	12
2.3.1	Reflection for week 3	12
2.4	Week 4	13
2.4.1	Reflection for week 4	13
2.5	Week 5	13
2.5.1	Reflection for week 5	14
2.6	Week 6	14
2.6.1	Reflection for week 6	14
2.7	Week 7	14
2.7.1	Reflection for week 7	15
2.8	Week 8	15
2.8.1	Reflection for week 8	15

Chapter 3: Analysis of Practical Training

3.0	Introduction	16
3.1	Task Analysis	16
3.2	Introduction to Recruitment	17
3.3	Recruitment Process	18
3.4	Sources of Recruitment	20
3.4.1	Internal Sources	20
3.4.2	External Sources	21
3.5	Introduction to Selection	23
3.6	Selection Process	24

Chapter 4: Recommendations

4.0	Introduction	27
4.1	Strengths of Recruitment Process	27

4.2	Weaknesses of Recruitment Process	28
4.3	Recommendations	30

Chapter 5: Conclusion

5.0	Introduction	31
5.1	Chapter 1	31
5.2	Chapter 2	31
5.3	Chapter 3	32
5.4	Chapter 4	32
5.5	Conclusion	32

References

Appendix

CHAPTER ONE

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

The Sarawak Economic Development Corporation (SEDC) was established on 1st March 1972 as a state – owned statutory body with the general aim of promoting the commercial, industrial and socio-economic development of the State. SEDC was established under the Perbadanan Pembangunan Ekonomi Sarawak Ordinance (Sarawak Cap. 35), a law duly passed by the Sarawak State Assembly in accordance with the powers conferred on and delegated to the State Government of Sarawak under the Constitution of Malaysia.

While SEDC is a statutory body established under the laws of the State of Sarawak, it also comes under the purview of the Federal Government of Malaysia through the Federal Ministry of Finance (MOF).

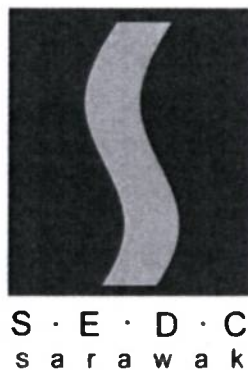


Figure 1: SEDC's logo

The symbol “S” represents the similarities between the roles of SEDC Sarawak with the mighty rivers of the State. Just as all rivers flow to the sea or ocean, SEDC Sarawak seeks to surge forward by bringing development to greater heights and frontiers – local, regional and

global. Platinum represents innovation and striving for continuous improvement. Gold is irrespective of change, SEDC Sarawak stands firm in its values and beliefs in always providing the best products and services to its customers.

1.1 Objectives

SEDC corporate objectives are:

- To promote economic development in the State, as a catalyst, with emphasis on pioneering and strategic industries;
- To undertake investments and manage commercial projects, directly or on a joint-venture basis;
- To undertake programmes and schemes to enhance the development of local entrepreneurs in commerce and industry, as a trust agency; and
- To develop special projects for the government to enhance the general economic well-being and quality of life of the people in the State.

1.2 Vision

- To be the leading agency in advancing the economic and social development of Sarawak.

1.3 Mission

- To develop and manage business ventures and socio economic programmes efficiently and effectively.

1.4 Shared Values

- Integrity, Teamwork, Quality, Professionalism, Innovation & Creativity and Caring.

1.5 Client's Charter and Achievement of Client's Charter

SEDC is committed to fulfil Total Customer Satisfaction through the delivery of quality products and services. This is achieved based on the following pledges:

i. Project And Property Management

- a) Acknowledge receipt of project proposal on the same day of receiving the proposal.
- b) Implement projects in accordance with specification, within budget and schedule.
- c) Complete the handing over of property to buyer within one week upon payment of the purchase price based on the Payment Schedule in the Sales and Purchase Agreement
- d) Complete the handing over of premises for rent within one week upon full payment of rental deposit.

ii. Entrepreneur Management

- a) Acknowledge receipt of application for BCIC programme or scheme on the following day upon receiving of application.
- b) Approve or reject application for BCIC programme or scheme within two (2) weeks upon receiving complete documents.
- c) Ensure delivery of equipment to participants within one (1) month from execution of contract documents with the supplier.
- d) Allocate at least thirty percent (30%) of the value of contract works in SEDC to Bumiputera-status firms.

iii. Financial Management

- a) Effect payment within one (1) week from the date of receipt of complete payment documents from vendors.

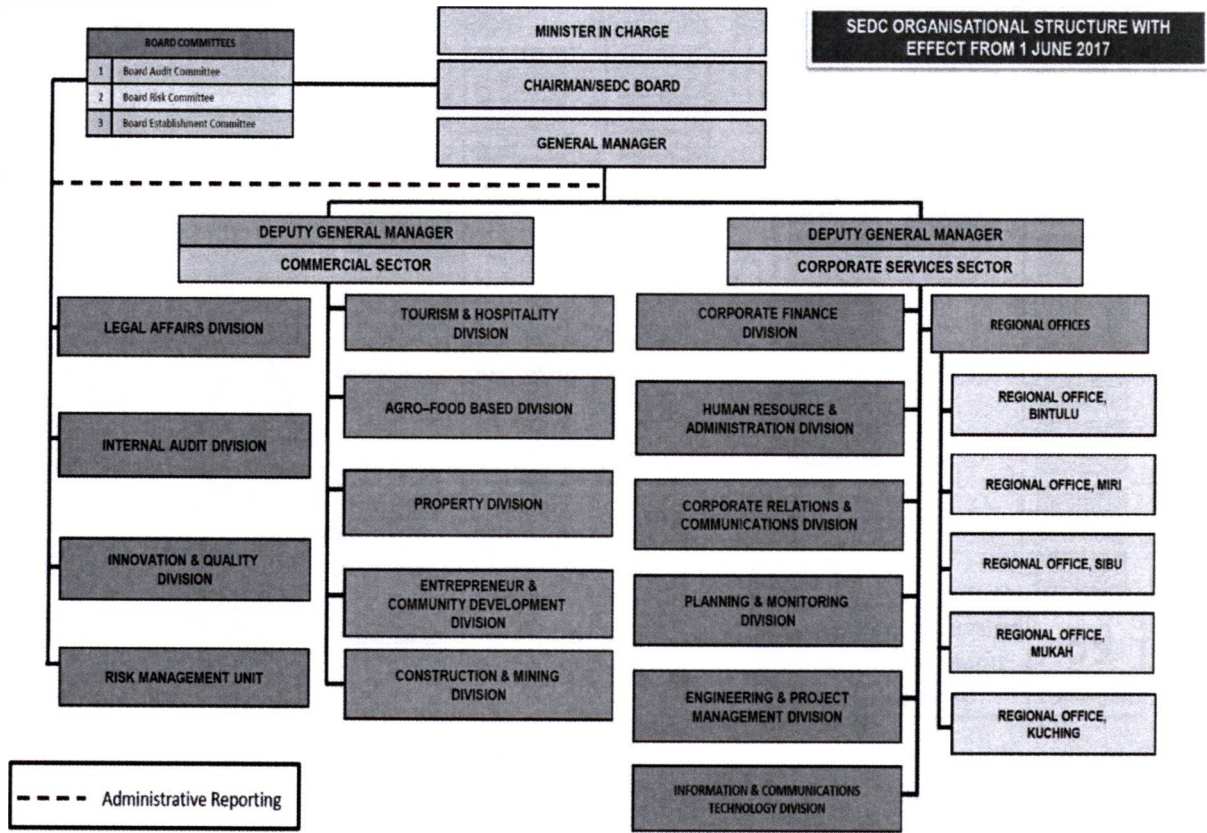
iv. Human Resource Management

- a) Inform the results of interview to all interviewees within one (1) week from the date of the interview.

v. Quality Management

- a) Acknowledge receipt of customer feedback on the same day of receiving the feedback.
- b) Act on customer feedback within two (2) weeks from receiving the feedback.
- c) Send press statement response to editor of newspapers on public complaints in newspapers by 4.00pm on the same day of the complaints.

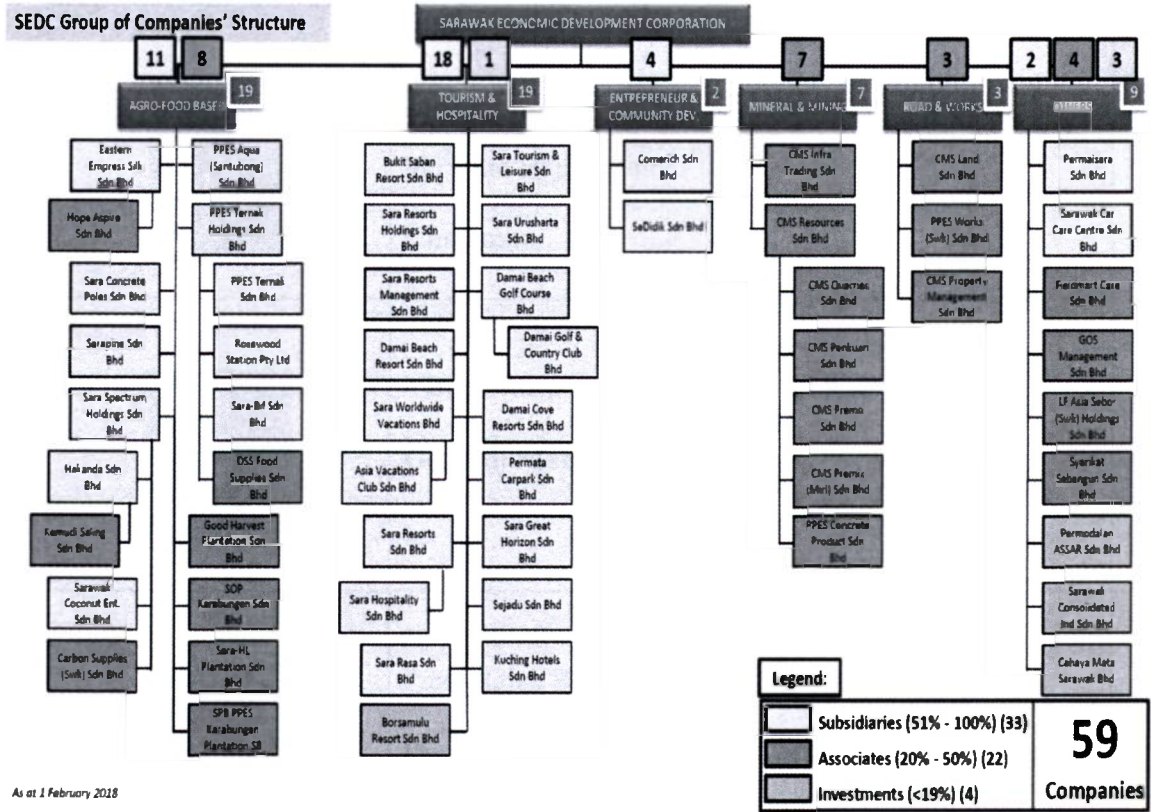
1.6 Organizational Chart



Effective from 1st June 2017

Figure 2: SEDC Corporate Structure

1.7 SEDC Group Structure



Effective from 1st February 2018

Figure 3: SEDC Group Structure

1.8 Board Members & Management Team

	<p>YBhg. Tan Sri Datuk Amar (Dr) Haji Abdul Aziz bin Dato Haji Husain</p> <p>Chairman</p>
	<p>YBhg. Tuan Haji Soedirman Haji Aini</p> <p>General Manager</p>
	<p>Puan Hajah Rakayah Bt Hamdan</p> <p>Deputy General Manager, Corporate Services Sector</p> <p>Director, Corporate Finance Division</p>
	<p>Encik Edwin Ak Abit</p> <p>Deputy General Manager, Commercial Sector</p> <p>Director, Tourism & Hospitality Division</p> <p>Director, Corporate Relations and Communications Division</p>
	<p>Puan Hajah Siti Hajar Bt Abang Mon</p> <p>Director, Property Division</p> <p>Director, Engineering & Project Management Division</p>

	<p>Puan Marilyn N. Biyor</p> <p>Director, Human Resource and General Administration Division</p>
<p>NO I M A G E A V A I L A B L E</p>	<p>Encik Zamirudin Hj Ahmad Mansor</p> <p>Acting Director, Entrepreneur & Community Development Division</p>
	<p>Encik James Ambrose Dago</p> <p>Director, Innovation & Quality Division</p> <p>Director, Planning & Monitoring Division</p>
	<p>Cik Hajah Siti Nurazlina Dollah Ahmat Usop</p> <p>Director, Information and Communications Technology Division</p>
	<p>Encik Yap Yien Chiang</p> <p>Director, Internal Audit Division</p>
	<p>Puan Rashidah Maideen</p> <p>Acting Director, Legal Affairs Division and Risk Management Unit</p>



Encik Jason Sia Ting Lung

Acting Director, Agro-Food Based Division

CHAPTER TWO

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

This chapter will discuss and summarize the schedule during practical training at SEDC. On the first day, the trainees has been brought to all division in SEDC to introduce ourselves. After that, the officer in Human Resource Management Unit explained the main tasks and responsibilities in the organization and our unit. The tasks that had been done such as recruiting, selection and more will be discussed in this chapter.

2.1 Week 1

The training started on 24th July 2018. On the first day, my colleagues and I had been given a short briefing regarding to SEDC rules and regulations by Madam Linda Mail who is in charged of practical students. Madam Linda brought us to all division in SEDC to introduce ourselves to the staff there. After that, I was sent to the division where I had been attached. I had been attached to the Human Resource and Administration Division (HRA) which is located at Level 8 and we were assigned under the Human Resource and Management Unit (HRMU). Then, HRMU officer cum my supervisor, Mr. Abas, gave my colleague and I a short briefing regarding to the organizational chart of HRMU. I had been given a task where I have to filter resumes for the post Account Assistant (W29) and keyed in the data of applicants in the Microsoft Excel. On the same day, Madam Linda asked us to attend the ‘SEDC Corporate Induction Programme for New Employees and Practical/ Industrial Trainees’ from 25 (Wednesday) – 27 July 2018 (Friday).

2.1.1 Reflection for Week 1

The first week during my practical training gave me a chance to be familiar with the organization's surrounding and to know the rules and regulations of SEDC. Other than that, I was also given the chance to know the important persons in the organization (such as Chairman and General Manager) as I get to attend the 'SEDC Corporate Induction Programme for New Employees and Practical/ Industrial Trainees'. Besides, I have learned on how to filter applicants' resume based on the requirement that has been set by SEDC and I also realized that I can applied my task to what I have learnt in Human Resource Management subject.

2.2 Week 2

On the second week, I continued to filter the W29 resumes and key in the data where I have to key in their name, address, email, phone number, age, qualifications, working experience and their expected and current salary. I also get a chance where I have attended SEDC Get Together (SGT) where it will be held at the end of every month. Besides, I have learned on how to fill in the leave certificate with Madam Rosemary and dispatched it to the respective staff.

2.2.1 Reflection for Week 2

There were several things that I had learned throughout week 2. For me, it is not easy to key in the data of the applicants as it took one hour for me to key in for only 15 resumes whereas there are 276 applicants' data to be keyed in. Besides, I learned that it is important to share knowledge among the staff and appreciate them. This is because, SEDC will held SEDC Get Together (SGT) at the end of every month because they want to share knowledge to staff and celebrate the birthday of the staff according to their birthday month. Then, it is also important

for me to memorize each level and division in SEDC because I have to dispatch letter and leave certificates to the respective staff.

2.3 Week 3

On the third week, I continued to key in the Master List for the post W29 and have a review session with person-in-charge, supervisor and other trainees on the shortlisted candidates for the post Administrative Assistant (N19), Assistant Administrative Officer (N29), Administrative Officer (N41), Administrative Assistant (Finance) (W19), Assistant Accountant (W29) and Accountant (WA41). I also helped my colleagues to sort and print out the latest list of shortlisted candidates for review by the Deputy Director of HRA, Miss Khartini Johari. Besides, I also helped my colleague to do individual template and photostate the shortlisted of N19 resumes for the interview panels.

2.3.1 Reflection for Week 3

From this week, I have learned that it is very important to do work in a team. It is important to cooperate with each other so that the task given will be not delayed. Besides, communication skill is also important so that other people will not misunderstood and also try to give opinion when people asked for it. Thus, it will show an effective communication skills among colleagues.

2.4 Week 4

As for week 4, I continued to key the Master List for the post W29 and make sure the numbering is the same as the resumes'. I also helped my colleague to photostat the interview materials, compiled it and prepared it for the interview session of Administrative Assistant (N19). Then, I dispatched the leave certificates to every level and I started to filter the resumes for the post Accountant (WA41). Lastly, I called the applicants that does not attached their SPM certificate in their resume and asked them to send it through SEDC email.

2.4.1 Reflection for Week 4

For this week, I have found that focus in doing our task is very important. This is because, I have to make sure the number in the Master List have to be the same with the number written at the resume. It is also important to talk politely other people when we ask something from them especially when we are using the company's name. This is because it will show the image of the place where we work.

2.5 Week 5

On the fifth week, I have updated the shortlisted list to a new page as the applicants had sent their SPM certificate and I also helped my colleague to key in data for the post of WA41. Miss Khartini asked me and other trainees to divide all the master list according to their qualifications such as SPM, Diploma/Foundation/STPM, Degree and even Master. Lastly, I helped Madam Rosemary to stamp SEDC logo at the SEDC's leave certificate and I also attached the copy of leave certificate at SEDC staff's record book.

2.5.1 Reflection for Week 5

From this week, I have learned that doing the work in a systematic way is very important so that the task given will be organized. Besides, it is also important to help others in doing their task so that the task will be done in a short time.

2.6 Week 6

On this week, I continued to key in the data for N29 master list as other trainees had finished their internship. Besides, I was asked to check and update the retirement date of SEDC staff. During the SEDC Get Together, I was responsible for checking the attendance of SEDC staff and I helped out for the birthday celebration. Lastly, during lunch hour, our division, HRA had a gathering for the staff and trainees farewell.

2.6 Reflection of Week 6

During week 6, I noticed that it is important to appreciate other people's work. This is because, they will know that every effort that they had contributed has been noticed by others. In an organization, it is compulsory for them to check every staff's retirement that in a way to show the staff is responsible in doing their work.

2.7 Week 7

On week 7, I continued to key in data for N29 master list and I checked the numbering to make sure the number is not repeated and also helped Madam Rosemary to stamp the SEDC leave certificates. Then, I was asked to scan the H11 (driver) interview results to be emailed to the

General Manager. The interesting part is, I got a chance to make individual template of the possible candidates for the interviewer. So, I photo copied their resumes and scanned their passport photo.

2.7.1 Reflection for Week 7

For this week, I have learned that it is important to recheck our task again after we had finish it in order to prevent mistakes happened. Besides, we should be grateful in receiving any task that has been given to us so that we can explore new things and we also can develop our skills.

2.8. Week 8

On this week, I continued to make individual template for W19, W29 and N41 and photo copied the candidates' resumes and passport photo. I also printed out the interview form for the interviewer and prepared the materials for interview session. Last but not least, I sorted all the resumes according to the past which are N19, N29, N41, H11, W19, W29 and WA41 so that after we finish our internship, it will ease Mr. Abas's and Mr. Azrin's works.

2.8.1 Reflection for Week 8

For this week, I realised that it is important to ease other people works. This is because, when we ease others work, our work will be eased too. Lastly, during practical training, I have learned that we have to respect each other because we are working together in the same organization.

CHAPTER THREE

TASK ANALYSIS

3.0 Introduction

This chapter will describe the analysis of the practical training and it focuses on one area of task as covered in the practical training handbook. It also should reflect definition of concept, demonstration of practical and theoretical aspects as how to relate the concepts learned in classroom at the workplace and how to transform knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. Based on my schedule of practical training, it shows that my training experience focuses on administrative work at Human Resource and Administration Division.

3.1 Task Analysis

During the practical training, I have completed several type of tasks such as recruiting and filing. Recruitment is a very important section in every organization. Moreover, recruitment is the most job that had been given to me.

3.2 Introduction to Recruitment

Human Resource (HR) administration refers to the managing of human capital within an organization or industry. Once called “personnel management,” human resources is leading the way for improving the overall employment experience for billions of hard-working professionals around the world. In addition, human resource administration provides the business strategy by which organizations can meet the demands of the future (Den Hartog, Boselie, & Paauwe, 2004).

In many organizations, human resource administration is handled by a team of human resources professionals headed by a senior human resources director. The duties of the members of the team can range from recruiting and employee relations to payroll and benefits administration. The entire team works together to achieve the human resources goals of the organization under the direction of the human resources manager (Den Hartog, Boselie, & Paauwe, 2004).

Tsui et al. (1997) add recruitment or hiring refers to the overall process of attracting, shortlisting, selecting and appointing suitable candidates for jobs (either permanent or temporary) within an organization. Recruitment can also refer to processes involved in choosing individuals for unpaid roles. Managers, human resource generalists and recruitment specialists may be tasked with carrying out recruitment, but in some cases public-sector employment agencies, commercial recruitment agencies, or specialist search consultancies are used to undertake parts of the process. Internet-based technologies to support all aspects of recruitment have become widespread

When talking about recruitment process, Tsui et al. (1997) also mentioned it involves activities such as the analysis of the requirements of a specific job, attracting candidates to apply for that job, screening the applicants and selecting among them, hiring the chosen

candidates to become new employees of the organization, and integrating them into the structure. Obviously, the main reason why the recruitment process is implemented is to find the persons who are best qualified for the positions within the company, and who will help them towards attaining organizational goals. But there are other reasons why a recruitment process is important.

3.3 Recruitment Process

Recruiting is designed to attract more and more applicants such that the pool of candidates applies for the job, and the organization has more options to select the best out of them. The recruitment process consists of five interrelated stages which are as follows.

The first process in recruitment is recruitment planning. The recruitment process begins with the planning where in the vacant job positions are analysed and then the comprehensive job draft is prepared that includes: job specifications and its nature, skills, qualifications, experience needed for the job, et cetera (Delery & Doty, 1996; Tsui & Wang, 2002).

Here, the recruitment committee decides on the number and the type of applicants to be contacted. The aim of any organization is to attract more candidates as some of them might not be willing to join, or some might not qualify for the job position. So the company has a sufficient number of candidates to choose amongst them. The type of candidates required for the job is well specified in terms of the task and responsibilities involved in a job along with the qualification and experience expected.

The next process in recruitment is strategy development. When the comprehensive job draft is prepared, and the type and the number of recruits required are decided upon; the next step is to decide a strategy that is adopted while recruiting the prospective candidates in the organization. The following strategic considerations are, make or buys employees, methods of

recruitment, geographical area and sources of recruitment (Delery & Doty, 1996; Tsui & Wang, 2002).

Then, there will be searching process. It includes two steps which are source activation and selling. The source activation means, the search for the candidate activates on the employee requisition i.e. until and unless the line manager verifies that the vacancy exists, the search process cannot be initiated. The next point to be considered is selling, which means the firm must judiciously select that media of communication that successfully conveys the employment information to the prospective candidates (Delery & Doty, 1996; Tsui & Wang, 2002).

Screening will be the fourth process in recruitment. The screening means to shortlist the applications of the candidates for further selection process. Although the screening is considered as the starting point of selection but is integral to the recruitment process. This is because the selection process begins only after the applications are scrutinized and shortlisted on the basis of job requirements. The purpose of recruitment here is to remove those applications at an early stage which clearly seems to be unqualified for the job (Delery & Doty, 1996; Tsui & Wang, 2002).

Lastly will be evaluation and control. Evaluation and control is the last stage in the recruitment process wherein the validity and effectiveness of the process and the methods used therein is assessed. This stage is crucial because the firm has to check the output in terms of the cost incurred. Recruitment is a costly process as it includes the salaries of recruiters, time spent by the management, cost of advertisement, cost of selection, a price paid for the overtime and outsourcing in case the vacancy remains unfilled. Thus, a firm is required to gather all these relevant information to evaluate the performance of a recruitment process effectively (Delery & Doty, 1996; Tsui & Wang, 2002).

3.4 Sources of Recruitment

3.4.1 Internal Sources

Internal sources of recruitment refer to hiring employees within the organization internally. In other words, applicants seeking for the different positions are those who are currently employed with the same organization. At the time recruitment of employees, the initial consideration should be given to those employees who are currently working within the organization. This is an important source of recruitment, which provides the opportunities for the development and utilization of the existing resources within the organization. Internal sources of recruitment are the best and the easiest way of selecting resources as performance of their work is already known to the organization. Let us now discuss more on the various internal sources of recruitment.

According to Podsakoff, MacKenzie, Paine, and Bachrach (2000), there are several types of internal sources of recruitment which are promotions, transfer and recruiting former employees. Promotion refers to upgrading the cadre of the employees by evaluating their performance in the organization. It is the process of shifting an employee from a lower position to a higher position with more responsibilities, remuneration, facilities, and status. Many organizations fill the higher vacant positions with the process of promotions, internally.

Meanwhile transfer refers to the process of interchanging from one job to another without any change in the rank and responsibilities. It can also be the shifting of employees from one department to another department or one location to another location, depending upon the requirement of the position. Lastly, recruiting former employees is a process of internal sources of recruitment, wherein the former employees are called back depending upon the requirement of the position. This process is cost effective and saves plenty of time. The other major benefit of recruiting former employees is that they are very well versed with the roles

and responsibilities of the job and the organization needs to spend less on their training and development (Bloom & Michel, 2002).

3.4.2 External Sources

External sources of recruitment refer to hiring employees outside the organization externally. In other words, the applicants seeking job opportunities in this case are those who are external to the organization. External employees bring innovativeness and fresh thoughts to the organization. Although hiring through external sources is a bit expensive and tough, it has tremendous potential of driving the organization forward in achieving its goals. Let us now discuss in detail the various external sources of recruitment (Baird & Meshoulam, 1988; Wood, 1999).

There are several types of external sources of recruitment which are direct recruitment, employment exchanges, advertisement and employment agencies. Direct recruitment refers to the external source of recruitment where the recruitment of qualified candidates are done by placing a notice of vacancy on the notice board in the organization. This method of sourcing is also called as factory gate recruitment, as the blue-collar and technical workers are hired through this process. Meanwhile employment exchange is a government entity, where the details of the job seekers are stored and given to the employers for filling the vacant positions. This external recruitment is helpful in hiring for unskilled, semi-skilled, and skilled workers (Baird & Meshoulam, 1988; Wood, 1999).

Next is advertisement. Advertisements are the most popular and very much preferred source of external source of recruitment. The job vacancy is announced through various print and electronic media with a specific job description and specifications of the requirements. Using advertisements is the best way to source candidates in a short span and it offers an

efficient way of screening the candidates' specific requirements. Then, employment agencies are a good external source of recruitment. Employment agencies are run by various sectors like private, public, or government. It provides unskilled, semi-skilled and skilled resources as per the requirements of the organization. These agencies hold a database of qualified candidates and organizations can use their services at a cost (Bloom & Michel, 2002).

3.5 Introduction to Selection

Selection is the process of choosing the most suitable candidate for the vacant position in the organization. In other words, selection means weeding out unsuitable applicants and selecting those individuals with prerequisite qualifications and capabilities to fill the jobs in the organization. Most often, the selection and recruitment are used interchangeably but however both have different scope. The former is a negative process that rejects as many unqualified applicants as possible so as to hire the right candidate while the latter is a positive process that attracts more and more candidates and stimulates them to apply for the jobs (Den Hartog, Boselie, & Paauwe, 2004).

The company should follow a proper selection procedure as huge amount of money is invested in selecting the right candidate for the job. Also, the cost incurred in training and induction programme is too high that the wrong selections could lead to a huge loss to the employer in terms of the time, effort and money. Absenteeism and labour turnover are the grim situation for any organization and if the candidates are not selected appropriately, then these problems will increase and the overall efficiency of the organization will go down.

3.6 Selection Process

The selection process is quite lengthy and complex as it involves a series of steps before making the final selection. The procedure of selection may vary from industry to industry, company to company and even from department to department. Every organization designs its selection process, keeping in mind the urgency of hiring people and the prerequisites for the job vacancy.

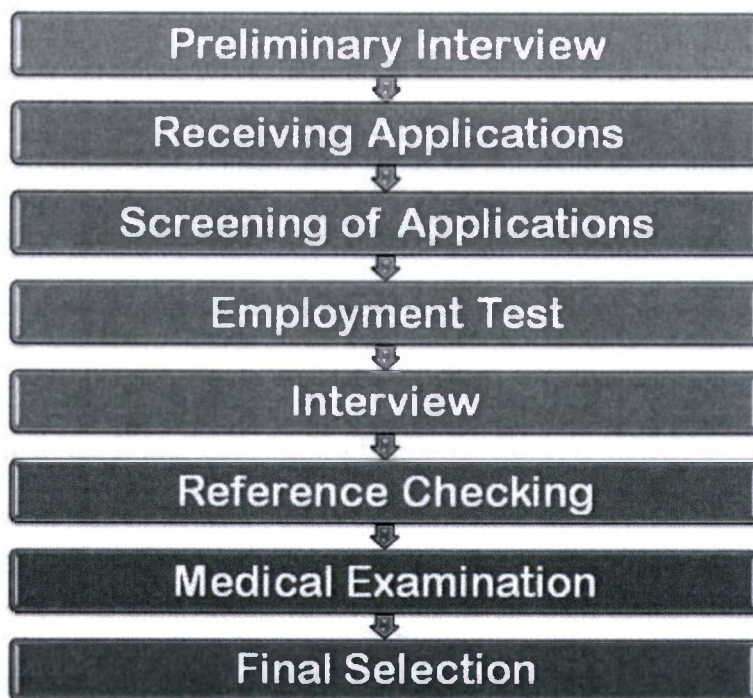


Figure 4: Selection Process

(Bloom & Michel, 2002).

The first selection process is preliminary interview. The preliminary interview is also called as a screening interview wherein those candidates are eliminated from the further selection process who do not meet the minimum eligibility criteria as required by the organization. Here, the individuals are checked for their academic qualifications, skill sets, family backgrounds and their interest in working with the firm. The preliminary interview is

less formal and is basically done to weed out the unsuitable candidates very much before proceeding with a full-fledged selection process (Bloom & Michel, 2002).

The next process is receiving applications. Once the individual qualifies the preliminary interview he is required to fill in the application form in the prescribed format. This application contains the candidate data such as age, qualification, experience, etc. This information helps the interviewer to get the fair idea about the candidate and formulate questions to get more information about him (Bloom & Michel, 2002).

Bloom and Michel (2002) add, after receiving the application, there will be screening applications. Once the applications are received, these are screened by the screening committee, who then prepare a list of those applicants whom they find suitable for the interviews. The shortlisting criteria could be the age, sex, qualification, experience of an individual. Once the list is prepared, the qualified candidates are called for the interview either through a registered mail or e-mails.

After that will be employment tests. In order to check the mental ability and skill set of an individual, several tests are conducted. Such as intelligence tests, aptitude tests, interest tests, psychological tests, personality tests, et cetera. These tests are conducted to judge the suitability of the candidate for the job (Baird & Meshoulam, 1988; Wood, 1999).

Next is employment interview. The one on one session with the candidate is conducted to gain more insights about him. Here, the interviewer asks questions from the applicant to discover more about him and to give him the accurate picture of the kind of a job he is required to perform. Also, the briefing of certain organizational policies is done, which is crucial in the performance of the job. Through an interview, it is easier for the employer to understand the candidate's expectations from the job and also his communication skills along with the confidence level can be checked at this stage (Baird & Meshoulam, 1988; Wood, 1999).

After the interview session, checking references is the next process. The firms usually ask for the references from the candidate to cross check the authenticity of the information provided by him. These references could be from the education institute from where the candidate has completed his studies or from his previous employment where he was formerly engaged. These references are checked to know the conduct and behaviour of an individual and also his potential of learning new jobs.

Then there will be the medical examination. Here the physical and mental fitness of the candidate are checked to ensure that he is capable of performing the job. In some organizations, the medical examination is done at the very beginning of the selection process while in some cases it is done after the final selection. Thus, this stage is not rigid and can take place anywhere in the process. The medical examination is an important step in the selection process as it helps in ascertaining the applicant's physical ability to fulfil the job requirements.

Lastly is final selection: Finally, the candidate who qualifies all the rounds of a selection process is given the appointment letter to join the firm. Thus, the selection is complex and a lengthy process as it involves several stages than an individual has to qualify before getting finally selected for the job (Delery & Doty, 1996; Tsui & Wang, 2002).

CHAPTER FOUR

RECOMMENDATIONS

4.0 Introduction

In this chapter, it will include about strengths and weaknesses of recruitment. This chapter also will provide solution to improve the recruitment process towards the employees in the organization.

4.1 Strengths of Recruitment Process

The first strength of recruitment process is new bloods bring new perspective to the company. Basically, the recruitment process depending on the external recruitment rather than internal recruitment, so the external recruitment create the possibility of drawing upon a wider range of high talent people. At the same time this will help organization to bring the new experiences of the new employees which may effect to the organizational goal achievement and also new employees will be able to contribute to the organization success by providing new ideas to the organization.

Other than that is to avoid ripple effect simply ripple effect means 'a spreading effects or series of consequence caused by a single action or event'. Normally this ripple effect do occur due to the internal recruitment of the organization so this factor will create the conflict among all the employees in the organization and at the same time the organization will experienced less productivity of the employees, furthermore some employees may tend to leave the organization .When considering all those factors the external recruitment process is better

than internal recruitment process. This is because in this process there no favouritism or bias of the employees, so this can be one of strengths to the organization.

Placing vacancy advertisements on 'Top Job' are also the strengths of recruitment process. When an organization place the advertisement on internet it is an interactive method of job posting and also posting jobs on internet will create competitive advantage to the parties who are involving in this process and also we can say that internet is a kind effective mode of communication which will leads to have a better communication between contractors and the job seekers. If we compare the cost of posting job in online is relatively less expensive when compare to the advertisement and in online, contractors can post unlimited word count. Through the improvement of the technology people are more reliant in the on line job posting .so this point also can introduce as a strength of the organization recruitment process.

Lastly is, recruitment process can bring new industry insight. If an organization recruit candidates from the external of the company then it will create the new employees to have fresh outlook about the market. This factor is most important for the company be competitive in order to beat the rival of the organization.

4.2 Weaknesses of Recruitment Process

A main general weaknesses of recruitment processes is inefficiency which that some recruiters spend time using search and recruiting tools that do not lead to better quality candidates. Instead, they resort to common tactics such as job fairs, recruiting tables in public spaces and cold calls. Often, the best candidates are already working in the industry for other companies. Unfortunately, it is more difficult to get access to these employees.

Next is recruitment processes typically take more time to complete and involve more expense. Internal recruiting often takes place through emails and job board postings at the

company. To recruit externally, the organizations have to invest money in marketing and advertising for the position, as well as paying recruiters to actively seek out the most-qualified external candidates. Additionally, the screening process requires more diligence and thoroughness since no less about external candidates than others do about internal candidates. As in SEDC, it take more time to key in the data of applicants as we have to record it for future references.

Online recruiting has increased in prominence as the Internet has grown and more online job boards have become available. Despite the larger pool of potential prospects to recruit, many of the people that apply for positions on job boards do not even meet the basic qualifications for the position. This requires recruiters to sort through many useless applications just to get to some that are worthy of consideration for an interview. Recruiters also have to research and evaluate different job boards and recruiting sites to know where to list jobs.

4.3 Recommendations

During practical training at SEDC, I have some recommendations that can be done by the organization in order to improve and minimize any circumstances especially towards the recruitment process by the Human Resource and Administration Division in SEDC.

Firstly, SEDC should recommend the applicants to send their resume by hand or at the SEDC office. This is because, when some applicants send their resume through SEDC recruitment email, the employees have to print out the resume which waste paper.

Next is, SEDC should organize the applicants' resume according to their post in a proper box or cabinet. This is due to when I want to filter the W29 resumes, I have to look at it carefully at the bunch of papers because it might be mixed up with other post. This took me some time to search for it and it delayed my work. For me, SEDC should provide a proper box for every post so that it will be easy for the workers to search for it instead of place it at one place and mixed it up.

Lastly, the person-in-charged should give the task by using 'one person one post' term. It means, when there is six post which are N19, N29, N41, W19, W29 and WA41, one person should work on one post. This is because, when one person is doing two post at one time because they are helping others, their work will be delayed. As for my experience, my colleague and I had to help other trainee in doing their task but our task in not done yet.

CHAPTER FIVE

CONCLUSION

5.1 Chapter One

During my practical training, I managed to get a lot of information about SEDC from the beginning until I finished my practical training. I am trying to digest about the organization objectives, vision, mission and rules and regulations. The introduction about an organization is very important in order to know about their backgrounds. Hence I also learned about how SEDC gained their profit every year as they are contributing the largest profit to the Sarawak economy. The environment in Human Resource and Management Division does gave me a comfortable surrounding which it encouraged me to carry out the task given comfortably.

5.2 Chapter Two

In Chapter Two, it is all about the flow of tasks that I had been done during the eight weeks of practical training in SEDC. This chapter consists of description and type of task that I had been done. By remembering those tasks that I had done during my practical training, we can see whether the task is related to the subjects that I had learnt in the classroom. I have gained a lot of knowledge and experiences throughout the eight weeks of my practical training. Lastly, I got to apply what I have learnt in class in completing the tasks that were given to me during my practical training at SEDC.

5.3 Chapter Three

Chapter Three shows the relationship between the theories that had been learned in the classroom and the tasks that had been given to me. During the practical training at SEDC, I identified which tasks I had done the most and it is related to recruitment process. In recruitment process, first, we advertised the advertisement in social media such as Facebook and twitter, online and at SEDC Regional Office. Then, after we received the resume, we will filter it according to the requirement and there will be interview session if the candidate is qualified.

5.4 Chapter Four

Chapter Four discussed the strengths and weaknesses of recruitment process in SEDC. Recommendations that can be used to improve the process of recruiting in SEDC are also being identified in this chapter. The strengths of recruitment process in SEDC are new bloods bring new perspective to the company, avoid ripple effect simply ripple effect, placing vacancy advertisements on 'Top Job' and lastly is recruitment can bring new industry insight. For the weaknesses in recruitment, that are inefficient, take more time to complete and involve more expense and increased in prominence.

5.5 Conclusion

In short, every chapter in this report has reflect its own purpose. It helps to understand better on the organization itself and the task given during practical training. This summary is a statement on how does as a trainee conclude all tasks towards the organization and situation of the division. I have gained a lot of experiences and knowledge through my practical training at

Sarawak Economic Development Corporation (SEDC) in HRA Division. Thus, I hope by having those experiences and knowledge I can be a better employee in the future.

References

- Sarawak Economic Development Corporation (2018). Retrieved from Official Website of Sarawak Economic Development Corporation: <https://www.sedc.com.my/>
- Baird, L., & Meshoulam, I. (1988). Managing Two Fits of Strategic Human Resource Management. *Academy of Management Review*, 13(1), 116-128
- Bloom, M. & J.G. Michel (2002). The Relationships among Organizational Context, Pay Dispersion, and Managerial Turnover. *Academy of Management Journal* 45(1), 33-42
- Delery, J. E., & Doty, D. H. (1996). Modes of Theorizing in Strategic Human Resource Management: Tests of Universalistic, Contingency, and Configurational Performance Predictions. *Academy of Management Journal*, 39(4), 802-835
- Den Hartog, D. N., Boselie, P., & Paauwe, J. (2004). Performance Management: A model and research agenda. *Applied Psychology: an International Review*, 53(4), 556-569
- Podsakoff, P. M., MacKenzie, S. B., Paine, J. B., & Bachrach, D. G. (2000). Organizational citizenship behavior: A critical review of the theoretical and empirical literature and suggestions for further research. *Journal of Management*, 26(3), 513-563
- Tsui, A. S., Pearce, J. L., Porter, L. W., & Tripoli, A. M. (1997). Alternative approaches to the employee-organization relationship: does investment in employees pay off? *Academy of Management Journal*, 40(5), 1089-1121

APPENDICES

1. Recruitment Mail



Figure 5: Recruitment mail log in page

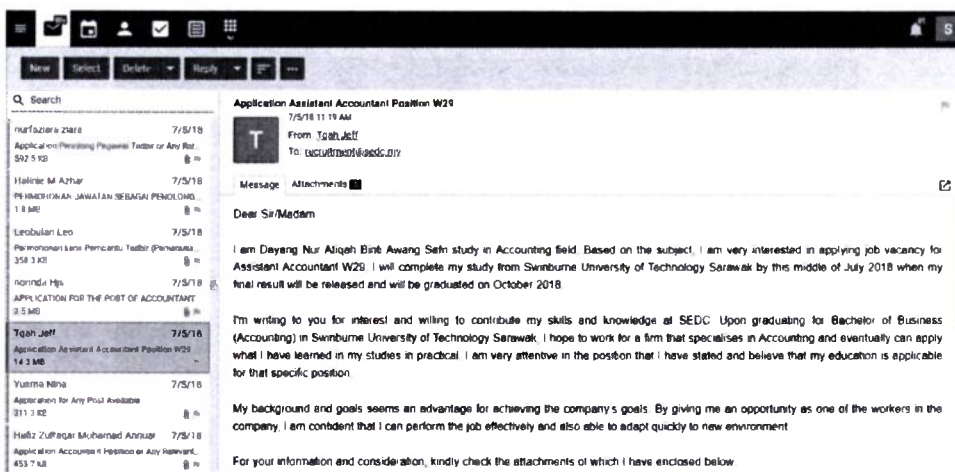


Figure 6: Emails received in recruitment mail

2. **SEDC Get Together**



Photo 1: Member of Choir group



Photo 2: Morning exercise session



Photo 3: Photo of Human Resource and Administration Division members

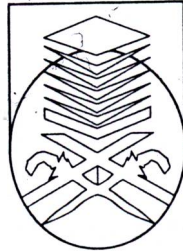
3. SEDC Induction for New Staffs and Practical Students



Photo 4: YBhg. Tuan Haji Soedirman Haji Aini, General Manager of SEDC deliver his speech during his session



Photo 5: Our team to present the summary of what have we learnt in the programme



UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

Student's responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the detail required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that:

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your training officer for retention on your return to UiTM and this will later be handed to the head of school for grading.

Recording

The log book should contain the following information:


1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being undertaken.
4. Constructive comment on the work being undertaken and your considered opinion as to its value as training.

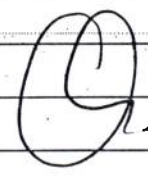
1. **Student's Name** : Rasyiqah binti Rais
2. **Date & Place of Birth** : 30 May 1996 / Sarawak General Hospital
3. **UiTM I/C No.** : 2016338483
4. **Course** : Bachelor of Administrative Science (Hons.)
5. **Year** : 2018 **Part** 6
6. **Home Address** : 30, Kpg Paya Mebi, Jalan Landeh,
93250 Kuching, Sarawak.
7. **Address During Practical Training** : Menara SEDC, Lot 2878,
The Isthmus, off Jalan Bako, 93050, Kch
8. **Place of Training** : Sarawak Economic Development
Corporation (SEDC)
9. **Name of Supervisor In-Charge** : Mr. Abas bin Rosli
10. **Duration of Training**
From : 23 July 2018 To : 14 September 2018

FOR OFFICE USE ONLY :


11. **Remarks : [Dean / Course Tutor]**

Week 1

Date	Exact Nature Of Work Done	Supervisors Remarks
23/7/18	- Public Holiday-	
24/7/18 Tuesday	<ul style="list-style-type: none"> - Short briefing with Puan Linda (who in charged for Practical students) regarding to SEDC rules and regulations. - Puan Linda brought me and my colleagues to every division in SEDC from level 11 to 3 and 1 to LG. We introduced ourselves to the staff and greet them. After that, we were told which division that we were assigned. I have been attached to Human Resource and Administration Division (HRAD) which is located at Level 8 and under HRAD, I have been assigned to Human Resource & Management Unit (HRMU) - Our My supervisor, Mr. Abas gave us a short briefing regarding to the organizational chart of HRMU. - I have been given a task where me and my colleague have to filter for the resumes for the available post which was W29. - Puan Linda asked us to attend SEDC corporate Induction Program for New Employees and Practical / Industrial Trainees for from 25-27 July 2018 (Wednesday to Friday) 	<p style="text-align: center;">Done.</p> 
25/7/18 Wednesday	<ul style="list-style-type: none"> - Induction Day 1 - We were asked to sign our attendance - The first session was with Cik Khartini Johari (Deputy Director HR) is about SEDS Corporate Culture of Excellence. - After that, session with Puan Hjh Siti Hajar from Property / Engineering Division - Session with internal audit division presented 	

Date	Exact Nature Of Work Done	Supervisors Remarks
	by Encik Yap Yen Chiang. - Lastly, session with Encik Zamrudin from Entrepreneur & community Development Division about Role of SEDC in Entrepreneur Development in Sarawak.	
26/7/18 Thursday	- Induction Day 2 - We were asked to sign our attendance. - First session was with the Corporate Relations and Communication presented by Mr. Freddie about SEDC corporate Briefing. - After we had our tea break, there was a photo session with the General Manager of SEDC, Tuan Haji Soedirman Haji Aini. He gave talked about effective meeting and minutes talking. - Next is with the Legal Affairs Division presented by Mr Feroz regarding to Statutory Bodies (Conduct and Discipline) ordinance 2004. - After lunch break, we have our session with Tourism and Hospitality Division and Human Resource and Administration Division.	Dove. 
27/7/18 Friday	- Induction Day 3 - We started our talk with 'service Delivery and Quality Initiatives' by Encik James Dago from Innovation and Quality Division / Project Monitoring Division. - After that session with the Corporate Finance Division entitled Financial Management. - After Tea break, we were divided into 6 groups for Mind Mapping session. After that we were given some topics regarding to what we have learnt from the presentation. We were asked to	

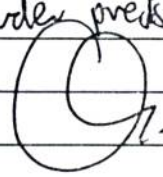
Week 2

Date	Exact Nature Of Work Done	Supervisors Remarks
07/18 Monday	- Continue with filtering W29 resumes and key in the information & data.	
	- Help my colleague to print the resume that sent via email.	
17/18 Tuesday	- SEDC Get Together (SGT) that will be held every month to share knowledge, celebrating birthday etc. This month, this SGT was held by the General Mang Manager's Office and Legal Affairs Division.	
	- After SGT, I continued with key in the data for W29 and filtering W19 resumes.	To expose her on the recruitment process.
		
18/18 Wednesday	- Start key in shortlist shortlisted application into excel template for position grade W29.	
	- Dispatched leave certificate to every level	
18/18 Thursday	- Continue key in shortlisted for position grade W29.	
	- Started key in the rejected applications into excel template. (and numbering it).	
19/18 Friday	- Continue key in rejected application into excel template.	
	- Learnt on how to fill in the leave certificate with Madam Rosemary. that After the staff apply for leave, we I will fill in the leave certificate and give to them.	


Week 3

Date	Exact Nature Of Work Done	Supervisors Remarks
6/8/18 Monday	- Had a review session with Person-In-charge, Supervisor and all trainees trainees on shortlist shortlisted candidates with critical requirements for relevant job positions such as N29, N41, N19, W19, W29 and WA41.	
7/8/18 Tuesday	- Printed and sorted the latest list of shortlisted candidates for review by Deputy Director of HRA, Miss Khartini Johari. - Key in Master List Corrected for position W29	Very committed.
8/8/18 Wednesday	- Continue key in Master List for Grade W29. - Help Miss Siti Jauyah to insert the leave certificate in the staff's file.	⑨.
9/8/18 Thursday	- Continue key in Master List for grade W29. - Had a meeting with Deputy Director of HRA, Supervisor and Person in charge of recruitment and all trainees that involved in the recruitment activities. We went through all the shortlisted candidates and summarize the total number of shortlist shortlisted candidates.	
10/8/18 Friday	- Make ammendments and printed all shortlisted candidates details for Director and Deputy Director of HRA. through Pte - Helping my colleague to do individual template and photostating resumes for panels of interviewers.	

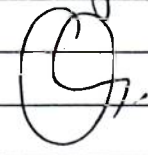
Week 4

Date	Exact Nature Of Work Done	Supervisors Remarks
1/8/18 Monday	<ul style="list-style-type: none"> - Continue key in Master List for Grade W29 post. - In the afternoon, had a fix I helped my colleague again to photostate the interview materials and compiled it. 	
4/8/18 Tuesday	<ul style="list-style-type: none"> - Helping my colleague to prepare the interview materials for the interview session of Admin Assistant Grade N19. - Continue key in Master List for grade W29 post. 	<p>Able to work under pressure.</p> 
5/8/18 Wednesday	<ul style="list-style-type: none"> - Continue key in Master List for grade W29 post and numbered it. - In the afternoon, had a final check on shortlisted candidates of all job positions with Deputy Director of HRA and supervisor. <p>Went thro:</p>	
6/8/18 Thursday	<ul style="list-style-type: none"> - Continue key in Master List for grade W29 post. - Dispatched leave certificate to every level. 	
7/8/18 Friday	<ul style="list-style-type: none"> - Filtering the resumes for grade WA41 (Accountant) post. - Key in the Master List for grade W29 post. - called the applicant that ^{does not} has attached their SPM certificate to send their certificate through email. 	

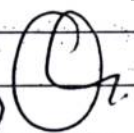
Week 5

Date	Exact Nature Of Work Done	Supervisors Remarks
20/8/18 Monday	<ul style="list-style-type: none"> - updating shortlisted list to a new shortlisted as the applicants' SPM certificate has been updated. - Print out the shortlist and Masterlist for the post N49, N29, N41, W19, W29 and WA41 - i helped other trainee to Key in the masterlist for WA41. 	
21/8/18 Tuesday	<ul style="list-style-type: none"> - Continue to Key in Masterlist for the post WA41 - After I finished the Key in the Masterlist for the post WA41, I gave the data to other trainee for her to the numbering at the resumes. 	<p>Very co-operative</p> 
22/8/18 Wednesday	<ul style="list-style-type: none"> - Public Holiday - 	
23/8/18 Thursday	<ul style="list-style-type: none"> - Helping other trainee to call the applicants and asked them to send their SPM results through email. - Miss Khartini Johari asked me to divide the W29 masterlist according to their qualifications. I divided the masterlist to 4 parts which are : SPM holder, Diploma, STPM, Foundation holder, Degree holder and master holder. 	
24/8/18 Friday	<ul style="list-style-type: none"> - Helped Mdm Rosemary to stamp SEDC logo at SEDC's leave certificate. - Attached the copy sta copy of Staff leave certificate at their book record in filing room. 	

Week 6

Date	Exact Nature Of Work Done	Supervisors Remarks
7/8/18 Monday	<ul style="list-style-type: none"> - Key in the masterlist for the post N29 - Checked the retirement date of the SEDC staff in filing room. 	
8/8/18 Tuesday	<ul style="list-style-type: none"> - Sick Leave- 	<p>Good job.</p>
9/8/18 Wednesday	<ul style="list-style-type: none"> - Continue to key in the masterlist for the post N29. - Dispatched letter to Corporate Finance Division, and Registry Office. 	
10/8/18 Thursday	<ul style="list-style-type: none"> - Responsible for the SEDC staff attendance for monthly event which is SEDC Get Together (SGT) and helped out for the 21st birthday celebration. - Continue to key in the N29 Masterlist. - Farewell lunch for one of the HRN staff, trainees / HRA gathering. 	
11/8/18 Friday	<ul style="list-style-type: none"> - Public Holiday- 	

Week 7

Date	Exact Nature Of Work Done	Supervisors Remarks
3/9/18 Monday	<ul style="list-style-type: none">- key in data for Ato N29 Masterlist.- Helped mdm Rosemary to stamp SEDC logo at SEDC's leave certificate.	
4/9/18 Tuesday	<ul style="list-style-type: none">- Scanned the HII (driver) interview result to save it in PDF file to be emailed to General Manager.- Continue to key in the N29 Masterlist.	
5/9/18 Wednesday	<ul style="list-style-type: none">- Continue to key in the N29 masterlist and numbering it.- Went to General Manager's office to collect birthday card that has been signed by General Manager for upcoming SGT.	Very proactive 
6/9/18 Thursday	<ul style="list-style-type: none">- checked the numbering of N29 masterlist to make sure the numbering is not repeated.- i made individual template which is for the interviewer to interview the possible candidate for the post N29.- Photostated the candidates for resumes of N29 candidates for their interview	
7/9/18 Friday	<ul style="list-style-type: none">- Continue to make the individual template for N29 and called them to ask their marital status and asked them to email their SPM results.- Fill up the form where I wrote the printer's name and the cartridge's name for the HRMU to be given to PAMU.	

Week 8

Date	Exact Nature Of Work Done	Supervisors Remarks
10/9/18 Monday	- Public Holiday -	
11/9/18 Tuesday	- Public Holiday -	
12/9/18 Wednesday	- continue to make individual template for WA29 and photostated the candidates' resume. - called the candidates to ask their marital status and asked them to email their spm results. - Dispatched sick leave certificates from level 9 to LG. - Give the WA29's resume to Director HRA, Mdm Marilyn.	Good job. G.
13/9/18 Thursday	- made individual template for WA41 and photostated their resumes. - called the candidates to ask their personal information and asked them to email their spm results. - Printed the interview form for the interviewer and prepare the materials for interview session.	

