



UNIVERSITI TEKNOLOGI MARA

SARAWAK BRANCH CAMPUS

Faculty of Administrative Science & Policy Studies  
Bachelor of Administrative Science (Hons)

ADS 666

PRACTICAL TRAINING

AM 228 6A

Organization Name: SACOFA SDN. BHD.

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

Name of Supervisor : Miss Noni Harianti  
Place of Practical Training : Sacofa Sdn. Bhd.  
Name of Student : Zaimeera Zada Binti Amir Zadah  
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I have reviewed the final and complete Practical Training Report and approve the submission of this report for evaluation.

.....  
(MISS NONI HARIANTI)

2/1/15

## DECLARATION

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



.....  
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2012684852

DATE: 23 DECEMBER 2014

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Zaimeera Zada Binti Amir Zadah

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## **Chapter 1**

### **Introduction of the Organization**

#### **1.1 Introduction**

This chapter focuses the summary of organizational background where I have undergone my practical training which is Sacofa Sdn. Bhd. Firstly, I will explain on the objectives of the organization. Secondly, I have included the information regarding Sacofa's client charter, the company's vision and the company's mission in this chapter. Other than that, I have also provided the illustration of the Sacofa's organization structure and the organizational functions. Lastly, I will discuss on the services provided by the organization.

#### **1.2 The Background of Sacofa Sdn. Bhd.**

SACOFA SDN BHD (552905 - P) is the leading telecommunication infrastructure providers in Sarawak. Incorporated on 11 July 2001, SACOFA's primary objective is to promote common sharing of telecommunication infrastructures amongst operators enabling speedy and cost effective service roll-out throughout Sarawak.

SACOFA brings together a team of talented and experienced professionals in the industry offering high quality and reliable services covering facilities design, planning, development, implementation, operation and maintenance.



### **1.3 Organizational Objective**

The objective of the company is to build and expand the provision of telecommunication network infrastructures throughout Sarawak. To facilitate SACOFA in achieving its objective, the State Government granted the Company with the exclusive right to construct own and manage the communication infrastructure on the concept of sharing basis.

### **1.4 Client Charter**

The purpose of Sacofa's Client Charter is to provide a statement of what their clients can expect by way of services provided by their organization. Listed below are four Sacofa's Client Charter:

#### **1.4.1 Quality responsive services**

The staffs will attend to their clients as quickly as they are able. Wherever possible, this will occur at the service centre closest to the clients. This means that; the in charged person will answer the phone promptly. If the person whom in charged cannot answer the clients enquiry, they will put clients in touch with someone who can give the clients an appropriate response. Here also mentioned that they will respond to all clients' letters and emails. If there is a complaint, there are dedicated complaints team who will work with clients to understand and address their concerns.

#### **1.4.2 Fair and equal services**

Staffs are aware of the cultural diversity of communities. At Sacofa, they will provide services in a fair and equitable way because everyone should be treated fairly, and ensured Sacofa has premises and facilities that clients can access easily.

### 1.4.3 Accountability

Clients will receive up-to-date and accurate information. Whenever possible, Sacofa's team will explain the decision-making processes as they impact on their clients. If the team cannot assist however, they will do their best to refer their clients to someone who can.

### 1.4.4 Confidentiality

The team will treat their client's personal and confidential information with sensitivity. They will collect, store and use that personal and confidential information responsibly. Please note that in some circumstances, they may be required to release client's information without their consent.

## 1.5 Vision

The ultimate vision of Sacofa is to enrich the life of people through common sharing of advanced telecommunication and multimedia services.

## 1.6 Mission

Here are lists of the organization's missions:

- i. to transform Sarawak as the leading regional communication hub;
- ii. to bridge the digital divide;
- iii. to be a neutral service provider that promotes sharing of facilities;
- iv. to create values to our stakeholders (employees, customers, shareholders & communities);
- v. to facilitate communication growth in Sarawak through proper planning, innovation, service excellence and cost

## 1.7 Organizational Structure

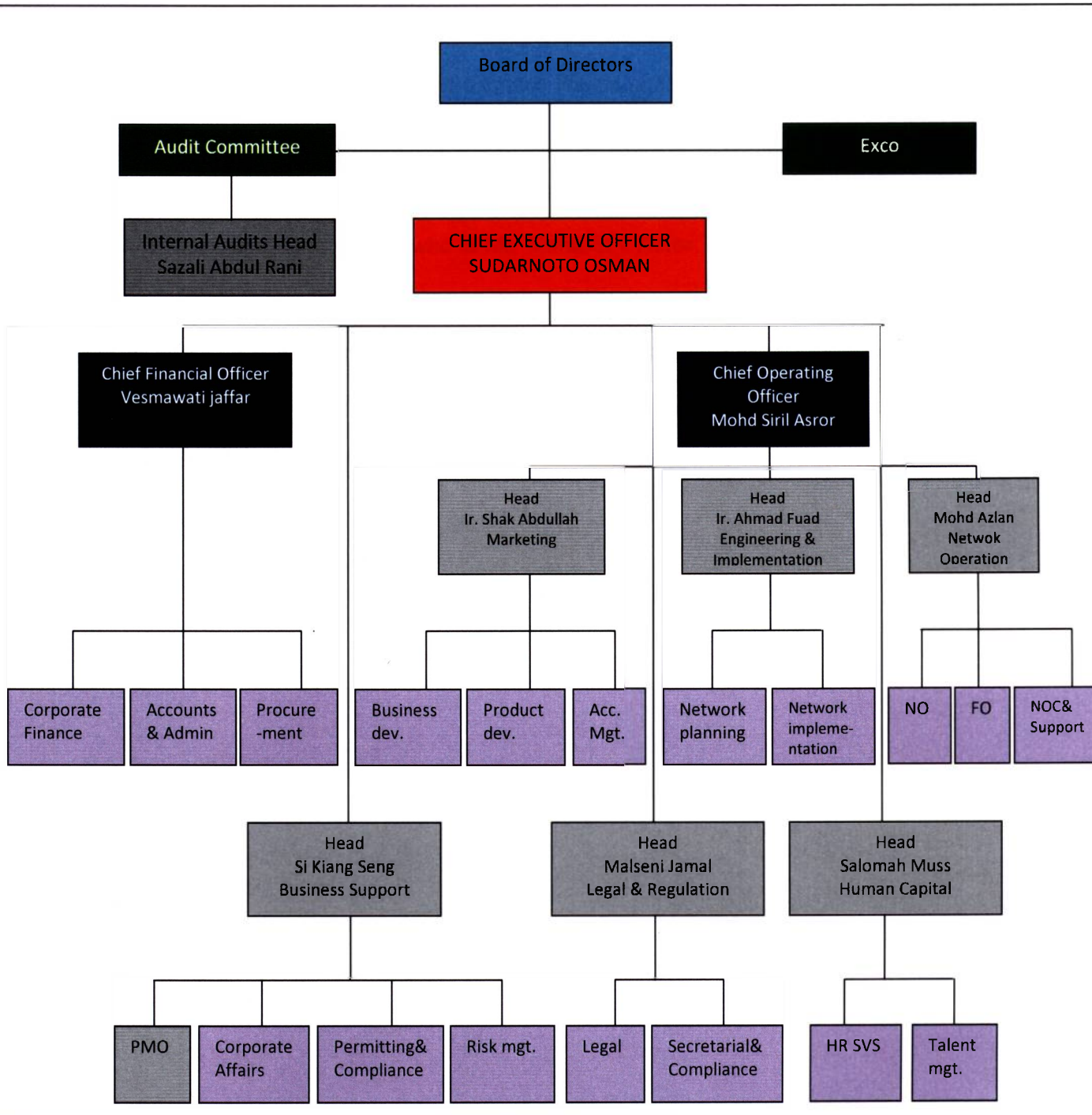


Figure 1.1 Organizational Structure

Source: [www.sacofa.com.my](http://www.sacofa.com.my)

Figure 1.1 shows the organizational structure of the company. The Chief Executive Officer of the company is Mr. Sudarnoto Osman. Under Audit Committee, there is Mr. Sazali Abdul Rani who is responsible for the internal audits. Meanwhile, the Chief Financial Officer of the company is Puan Vesmawati Jaffar who is also the person who is responsible for corporate finance, procurement, account and administrative departments. As for marketing, network operation, engineering and implementation departments, these departments fall under the control of Chief Operating Officer who is Mr. Mohd Siril Asror. Other than that, the head of business support is Mr. Si Kiang Seng. For legal and regulation department, Puan Malseni Jamal is the head of the department. Last but not least, the department where i was attached during my first and second week of training is Human Capital. The head of the department is Puan Salomah Muss, who is responsible for the human resource service and talent management.

## 1.8 Organizational Functions

### 1.8.1 One Position, Four Support Functions

Sacofa is based on the four great support systems which intersect and overlap in the concept of a singular position which is: one job, one person, one user, one place.

#### 1.8.1.1 Finance

Finance views a position as an authorized job, a “head” with a cost to be attributed to a budget held by a logically distinct sub-organization.

#### 1.8.1.2 Human Resource

Human Resource sees the people, positions filled by individuals who are employees that compile personnel records.

#### 1.8.1.3 IT

IT treats people-in-positions as users with permission profiles based on multiple roles and group memberships, but, hopefully, a single sign-on.

#### 1.8.1.4 Facilities

Facilities often part of Finance, matches a position with a place, traditionally a fixed station or a desk, which is often related to job-required capabilities or assets, an association that is getting more complicated in the age of the network.

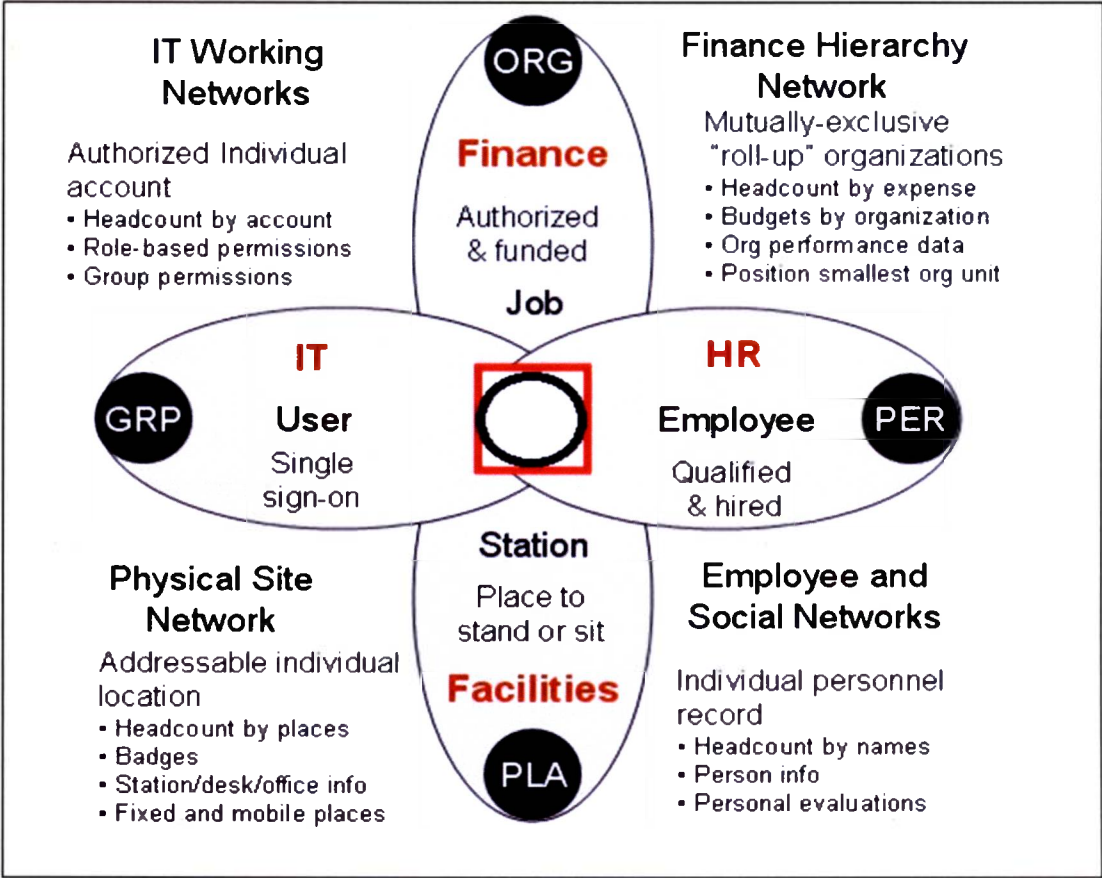


Figure 1.2 Organizational Functions

Source: [www.sacofa.com.my](http://www.sacofa.com.my)

The four basic support functions of the organization offer four potential sources of data for complex organization network maps. For example, Finance and HR hold the source data regarding positions and people, as well as the authorizing manager of the position. This data is sufficient to automatically generate the hierarchy network. Meanwhile, IT and Facilities piggy-backs on the Finance/HR authorization of a person-in position for access to facilities, virtual and physical. On the other hand, IT may hold hierarchy reporting relationships, but it also has a wealth of information about Sacofa’s teams, membership lists, authorizing organization (department charged), and, increasingly, virtual locations ranging from shared drives to team rooms.

Contractor data, the "dark matter of organizations," is scattered through the functions: HR may do some contractor hiring, Facilities might have authorized non-employee lists, Finance may have headcounts and contracts, while IT may have the most complete list of contractors important enough to have logins to the internal network system.

**Four Node Types**

GRP = Group

ORG = Organization

PER = Person

PLA = Place

## 1.9 Services Provided

Sacofa owns & operates an extensive on-land fibre network within Sarawak as well as an optical fibre submarine cable system connecting Sarawak and Peninsular Malaysia. The company's five Operation & Maintenance Centres in Kuching, Sibul, Bintulu, Miri & Mersing enable Sacofa to provide fast response and thus achieving high network availability. The state-of-the-art fiber optic network delivers seamless services utilizing DWDM & SDH technology.



SUBMARINE FIBRE OPTIC NETWORK

Source: <http://www.sacofa.com.my/v7/bandwidth.php>

The East-West Submarine Cable System, which has a total distance of approximately 950 km, was initiated to supplement high speed and high capacity transmission link between East Malaysia through Buntal Sarawak and West Malaysia through Mersing, Johor with landing stations on two Indonesian islands of Tarempa and Penarik. The Dense Wavelength Division Multiplexing (DWDM) Fibre Optic Submarine Cable System provides a transmission capacity of up to 400Gbps.



### 1.9.1 Trans Borneo Fibre Optic Trunk Network

SACOFA Onland Fibre Optic Trunk Network (FOTN) spans over 4,000km from Kuching to Lawas, Sarawak. This network is connected to Brunei and Sabah fibre optic cable systems and be able to provide transmission capacity of up to 400 Gbps. With the completion of network up to Sabah, the Trans-Borneo Fibre Optic Super Highway network is completed.

### 1.9.2 Fibre – To – Tower (Fiberization) Project

SACOFA is connecting fiber optic to its towers. This will provide access to the latest high-speed broadband technology and thus would enable the provision of next generation network (NGN) services such as 4G (4th Generation) and LTE (Long Term Evolution) at an affordable price.

### 1.9.3 Tower Services

One of the services that Sacofa has provided is tower services. Since the incorporation of the company, SACOFA has built and acquired more than 700 telecommunication towers throughout the state of Sarawak to cater for the network expansion needs of cellular operators and other organizations. To help new operators roll out their wireless networks in Sarawak, Sacofa offer their completed towers for sharing with their streamlined process and within the shortest timeframe. The charging principle is based on non-discriminatory and fair basis. The determining factors of Sacofa's licence fee are as below:-

- i. Height and type of structure
- ii. Number of users sharing the structure
- iii. The zone the tower is located

Type of structures built by Sacofa:

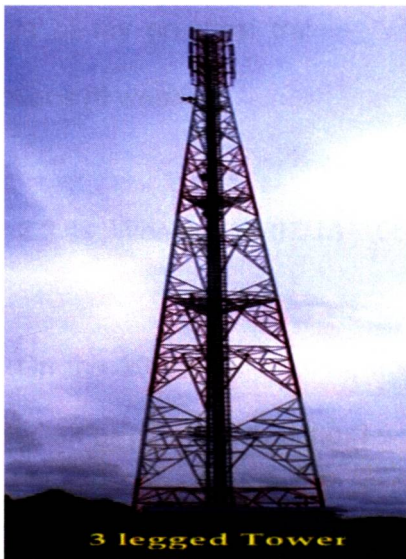
i. Monopole (ranging from 24m to 45m)



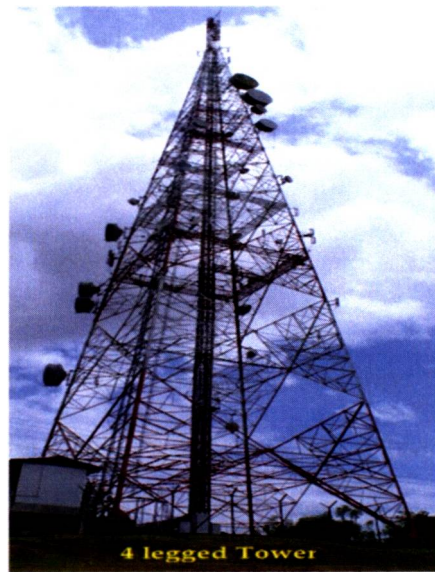
ii. Monopole Tree (ranging from 36m to 45m)



iii. 3 legged Tower (ranging from 45m to 120m)



iv. 4 legged Tower (ranging from 45m to 120m)



Other than that, Sacofa also has provided optional services such as cabin services, power supply services and security services for their contractors.

## **Chapter 2**

### **Schedule of Practical Training**

#### **2.1 Introduction**

This chapter provides a summary of the daily training extracted from the Log Book and the description of jobs and tasks that I had executed throughout my practical training. In this chapter, I briefly explain on the report and summarize of my weekly training. The schedule of my practical training started on the first week until the sixth week which was on the 30<sup>th</sup> July – 5<sup>th</sup> September 2014.

#### **2.2 Report and Summarize of Weekly Training**

The summary of the daily training was written into the Practical Training Log Book and thus become a reference in preparing this chapter and also my practical training report. The schedule of my practical training will be summarize weekly and will be divided into six subsections (6 weeks).

##### **2.2.1 Week 1 (30/07/14 – 05/08/14)**

On the 30<sup>th</sup> of July, 2014, it was my first day at Sacofa Sdn. Bhd. During the first week of practical training, I was attached under the Human Capital department. Mr. Bundan, who is the Head of Field Operation, gave me a simple briefing about the company and department. Simple jobs such as answering phone calls from clients or customers are given to me due to the absent of the Muslim staff as they had the Hari Raya Aidilfitri celebration. Besides that, I entertained clients who came at the office and assist them.

### 2.2.2 Week 2 (06/08/14 – 12/08/14)

On the second week of my practical training, I started to learn and understand the organization's nature of businesses. On this week, all the staffs had come back to the office after a week of Hari Raya Aidilfitri break. Rafael, who is also a trainee from Sabah brought me to various departments such as IT department, Marketing department, Network Operation department, etc for visit and self-introduction. Among the work that has been given to me this week was to retype a contract document which was assigned by Mr. Bundan. The contract was about the rules, regulation, standards and agreements between Sacofa and its Contractors, which acts as a guideline to its Contractors. The process of typing the contract took a week to finish due to the thickness of contracts documents. The job has taught me on the preparation of a contract document in future use.

### 2.2.3 Week 3 (13/08/14 – 19/08/14)

Meanwhile, on the third week of practical training at Sacofa Sdn. Bhd., I was assigned under Encik Mohamam Kalam Boweng, who is the Manager of Network Operation. I was asked to assist Encik Qayyum to prepare a file of more than 600 tower's and site photos, for reference, which includes all the areas in Sarawak. The site photos at all areas are compiled to be a whole file of towers photos details. It took me two weeks in helping Encik Qayyum in finishing all the tower's site photos to be one whole-file. By compiling these site photos, it helps in organizing reference for the staffs use.

#### 2.2.4 Week 4 (20/08/14 – 26/08/14)

During the fourth week of practical training, I continue my task to assist Encik Qayyum to compile the photos of more than 600 sites and towers. During completing the job, I need to list out all the sites areas which did not have the tower's photos. Then, the Network Operation staffs have to go down the sites for photos-taking including Sibul, Miri, Sarikei, Bintulu, etc. Other than that, simple tasks were also given to me during this week such as sending / receiving documents to / from other departments, answering phone calls when staffs were not around for jotting down important or urgent message and entertained the needs of customers at the front desks.

#### 2.2.5 Week 5 (27/08/14 – 02/09/14)

On the fifth week of practical training, I was assigned under Encik Soefiandy. I manage to assist him in distributing and collecting the tower keys to / from the contractors. Other than that, I was assigned to fill in the keys record form for reference. In case one of the clients comes to take the site's key, if the key is not available in the built-keylists cupboard, we supposed to know the previous client that came and use the key. We could check it in the keys record form. I learnt that without the built-keylists management, there would be problems in finding the right key wanted by the clients. The advantage of the built-keylists management, is it able to manage the keys accordingly. I continue to be the key care-taker till the last day of my practical training.

#### 2.2.6 Week 6 (03/09/14 – 05/09/14)

During my final week of practical training at Sacofa Sdn. Bhd., Encik Soefiandy has asked me to do documents filing. I need to keep the new invoices sent by the Contractors into their files respectively. By doing this job, I learnt on how to file the documents with the latest date invoices are filed with priority on top. Besides that, I was also asked to remove / take out the excessive documents such as photos of beehive at tower's site, which makes the files thicker. With this update, it lessens the files used for each Contractor thus it could save the rack in the filing room. On my last day at Sacofa, I was prepared for a presentation on the nature of tasks that I have done in the organization in front of Encik Mohamad Kalam and other staffs. It was the sad week for me because I enjoyed myself working as one of the Sacofa's family and for sure I missed working with them.

## **Chapter 3**

### **Analysis**

#### **3.1 Introduction**

This chapter will analyze the practical training report. This analysis is specifically focusing on services tasks area as covered on the practical training handbook. This chapter also reflects definition of concept. Demonstration of practical and theoretical aspect as how I relate all concepts learned in classroom at work place and how I transform knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. The chapter also demonstrates a reflection of my personal experience during the training.

#### **3.2 Task Analysis**

During my practical training, there is quite number of new tasks I experienced and gained which is very essential for me in order to find the job after finished my degree. During our study, we only cover the theoretical part. However, during our practical training I was exposed to the real working experience which sometime we need to handle the stress management which I learned from my previous study. Besides, I also need to apply the theory and concept that I have studied in the classroom into practical training while carrying out the task that had been assigned.

During my practical training, there are various types of tasks that have been assigned to me which was assigned by my supervisor and the staff from various levels of managements which include top, middle and low level managements. In this chapter, I choose one task that covered the area of services at Sacofa Sdn. Bhd. Human Resource department. It seems simple and easy to be done, however it is something new for me and it is also difficult to be done for the first time. This is good for me as it can enhance my general knowledge and at the same time I can learn something new which is different from our syllabus.



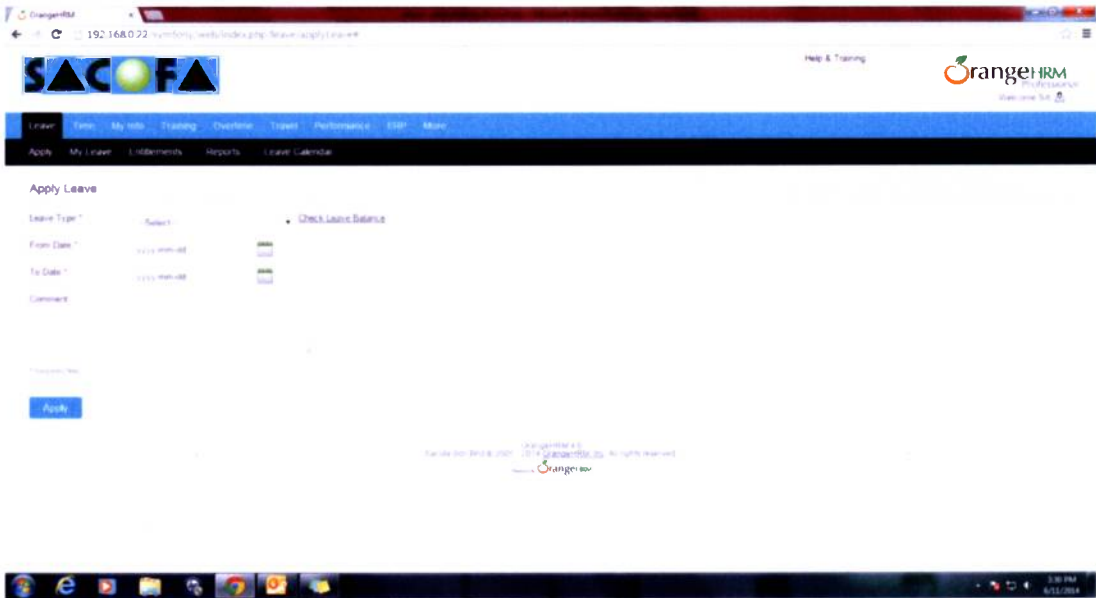


Figure 3.2 Fill in Leave Information

Source: 192.168.0.22symfony/web/index/php/leave/applyleave#

Lastly, click apply and the leave application will be directly sent to immediate supervisor to approve. Once approved, staff (that apply leave) on the leave approval.

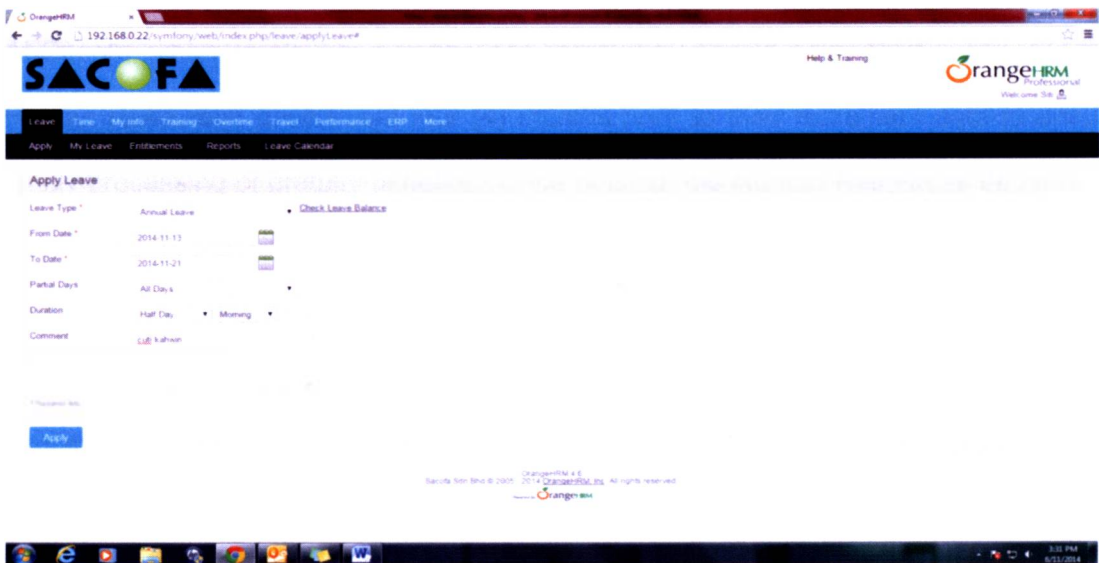


Figure 3.3 Applying Leave

Source: 192.168.0.22symfony/web/index/php/leave/applyLeave#

### **3.2.2 Retirement Process**

Retirement is defined as the time when one ceases to perform his or her main job and begins to receive employee's provident funds / pension income from public or private sources (O'Rand and Henretta,1999). It is also the withdrawal of oneself from the office, service, or business, which subsequently leads to a less structured lifestyle with ample free time (Lawrence, 2003).

The minimum retirement age of the Sacofa's employees is sixty years old. The gratuity will be given at the end of their employment duration at Sacofa. The employees should be keeping a good record along their working duration supported with required criteria to assist employees to get the gratuity. Sacofa provides their staff with employee's provident funds and without pension scheme.

At Sacofa, when employees are about to retire, they should notify their supervisor and Human Resources department four (4) months prior to their retirement date to ensure timely processing of gratuity benefits. Once notified, the Human Resources department begins the process of verifying service by initiating an Employee's Provident Fund application. The Human Resource department verifies the retiree's service and sends a confirmation email back to the Human Resources department after creditable service is confirmed. The Human Resource department then contacts the retiree for an appointment to complete the necessary paperwork. It requires Sacofa's retirees to bring various personal documents to their appointment. They include:

- i. Birth certificate (or identification card) for employee, spouse, and eligible dependent(s)

- ii. Marriage certificate, death certificate, or divorce decree, as applicable
- iii. Signed Medicare card for employee, spouse and eligible dependent(s), as applicable

Once the EPF application is signed and notarized, it, as well as the required documents is forwarded to the Human Resource Department. The signed EPF application and required documents should be in HR department forty-five (45) days prior to the effective date of EPF (ex., Retirement effective date of 1/1/YY, the signed EPF application should be in submitted no later than 11/15/YY). Upon receipt of the EPF application by the HR Department, Sacofa's retirees receives a letter acknowledging receipt of the EPF application, effective date of retirement and the deposit check month. The gratuity is deposited at the end of the month right after the month of the retirement.

### **3.2.3 Legal Procedures Relating to Employment Matters**

Any business matters regarding the company should be legally stamped and signed by the Head of department which in charged. Regardless all departments must follow the procedures. All legal matters including negotiating, drafting, reviewing and vetting through all legal documentations and arrangement with local business partners, customers and suppliers must be advised by the Head of Legal and Regulatory department of Sacofa. The employment matters must be ensure compliance with the policies, procedures and regulations set by the relevant authorities i.e. both State and Federal Government. Daily operation by various departments within the company must be advised legally and supported by Legal and Regulatory department.

The Legal and Regulatory department shall be involved in the procurement processes from drafting of the tender documentations, advising on the procedures, commercial evaluation and negotiating of the contract. All legal proceedings and liaise with external solicitors on litigation matters shall be represented by the head of Legal and Regulatory department in the company Executive Committee Meeting (“EXCO”) and Board of Directors Meeting (“BOARD”) must also be prepared and organized by the Sacofa’s Legal and Regulatory department. The secretary of Chief Executive Officer shall attend, take minute of meeting and advising the meetings procedure for both EXCO and BOARD Meetings and escalating the decision or directions by EXCO and BOARD to all Head of Department;

### **3.2.4 Disciplinary Action Process**

#### **3.2.4.1 Conduct and Compliance Policy**

Supervisors are required to initiate disciplinary processes against any staff member in the event of misconduct or indiscipline or where there is a breach of the terms and conditions of employment, failure to undertake their duties, or meet their responsibilities. Depending on the merits of each case, issues should be settled at the lowest level possible and where necessary, in consultation with the Human Resource department. Where any disciplinary action is taken against staff members who have been alleged to have committed an act of misconduct, due regard shall be given to the rights of the staff member in line with the principles of natural justice. This procedure applies to all staff members of Sacofa Sdn.Bhd. All communications must be documented.

Upon occurrence of a misconduct or receipt of a complaint/report, the staff member's immediate supervisor shall, at the earliest opportunity, submit the complaint in writing or report to the Administrative Unit. Upon receiving a complaint or occurrence of the alleged misconduct, the Head of Administrative Unit shall conduct an investigation and may consult the Human Resources department where necessary and shall within two (2) working days determine the nature and seriousness of misconduct in deciding whether there is a prima facie case for misconduct. In determining whether the actions or failure of the act should be treated as misconduct or serious misconduct, the following shall be

considered; willfulness; repetition of the behavior; circumstances; duties and responsibilities of the parties; position of the staff member concerned; or severity of the consequences of the misconduct.

In the event of misconduct, the Head of Administrative Unit shall request the staff member to provide an explanation. Should the staff member provide an unsatisfactory explanation, the Head of Administrative Unit may take any of the following documented actions which includes but which is not confined to a reprimand, counseling, verbal reminder and written caution. In the event of a serious misconduct, the Head of Administrative Unit shall submit evidence (if any) together with the report notifying the Head of Human Resources of the same in writing. Depending on the seriousness of the allegations and evidence available at hand, the Head of Human Resources may:

- a) conduct an investigation;
- b) issue a 'Show Cause' letter to the staff member;
- c) suspend the staff member pending investigation

#### 3.2.4.2 Investigation

The Head of Human Resources may appoint an Investigating Officer to carry out the investigations. The investigation may include the following:

- a) An interview with the complainant and a record of their statements;
- b) An interview with any other staff member which must be documented;
- c) Any other enquiries.

Some action might be taken after Investigation. The Head, Human Resources may upon determination of the findings to decide whether to close the case and to take action as follows:

- a) If, after due investigation, it is found that the complaint is frivolous, unjustified or false or lacks sufficient evidence, the case shall be closed.
- b) Where considered appropriate, the complainant should be informed that the investigation conducted did not reveal evidence to warrant imposition of a penalty.
- c) Advise the Administrative Unit to caution the staff member in writing and/or provide counseling to the staff member which must be documented.
- d) The staff member should be informed that he/she is cleared of the allegation made against him/her.
- e) Disciplinary action may be taken against those who make false accusations with malicious intent against the staff member.

#### 3.2.4.3 'Show Cause' Letter

The 'Show Cause' letter shall embody the allegation(s) or charge(s) of the misconduct and require the staff member to provide a written explanation in reply to the charge(s) within a reasonable time from the date of receipt. It shall be issued notwithstanding there being a written statement, written by the staff member or recorded by the Investigating Officer during the investigation. If the staff member admits to the misconduct leveled against them in the 'Show Cause' letter, disciplinary action may be taken against the staff member. The letter may be delivered to the staff member by hand or email where the staff member is not suspended. The staff member should be asked to acknowledge receipt of the 'Show Cause' letter. Upon receipt of reply to the 'Show Cause' letter or in the case of a written statement received as mentioned above, a decision may be taken in relation to the matter.

#### 3.2.4.4 Suspension

The staff member may be suspended pending the conclusion of the investigation at any time. Staff members may also be suspended on half pay for a period of up to two weeks and thereafter on full pay. If the staff member is cleared of the alleged misconduct the balance of wages withheld will be restored.



#### 3.2.4.5 Police Department/Appropriate Authority

If the alleged misconduct is of a criminal nature, a report may be lodged with the police department or appropriate authority as soon as possible.

#### 3.2.4.6 Notice of Inquiry

A Notice of Inquiry shall be issued to the staff member requesting them to attend the inquiry. The Notice of Inquiry should, where appropriate, contain the following particulars:

- i. Date, time and venue of the Inquiry;
- ii. The charge(s) of the alleged misconduct;
- iii. The staff member shall be informed of their right to bring their own witnesses, examine their own witnesses, cross-examine Sacofa's witnesses, be represented by a staff member, if any; and a warning that, if the staff member fails to attend the Inquiry as stipulated in the Notice of Inquiry, the case will be heard ex-parte.

The staff member should be given sufficient time to prepare their defense. The Notice of Inquiry should be served on the staff member by hand or email.

#### 3.2.4.7 Constitution of the Board of Inquiry

The Board of Inquiry shall consist of at least three members of whom one shall be the Chairperson. Where appropriate, the staff member should be judged by their peers. Persons outside Sacofa Sdn. Bhd. may be invited to serve in the Board of Inquiry. The appointment of Panel members shall be based on the following factors:

- i. a panel member shall be impartial and have no prior knowledge, involvement or personal interest in the case.
- ii. a panel member should be free from any kind of bias whether official or personal.

#### 3.2.4.8 Report & Recommendation

The Board of Inquiry should, in appropriate cases, take into consideration any mitigating circumstance as revealed in the evidence, the staff member's plea for leniency and past record of employment. A written report with recommendation shall be provided by the Chairperson of the Board of Inquiry to the Human Resources department.

#### 3.2.4.9 Disciplinary Action

The Human Resource may after reviewing the findings of the Board of Inquiry, impose disciplinary action (punishment) against the staff member. Actions may include:

- i. A verbal warning
- ii. A written warning
- iii. Suspension of work without pay (limited to maximum of 2 weeks)
- iv. Withholding of increments for a period
- v. Stoppage of increments for a period
- vi. Deferment of increments for a period
- vii. Downgrading (Reduction in rank)
- viii. Dismissal without notice

Upon determining a suitable punishment, a letter shall be served on the staff member as soon as practicable delivered by hand. Where the staff member upon receiving the punishment feels aggrieved, he/she may make an appeal within five working days to the Human Resource and the decision of the Human Resource shall be final. A staff member who is dismissed on grounds of misconduct shall not be entitled to termination benefits.

### **3.2.5 Promotion Process**

Promotion selection will be based on Key Performance Indicator(KPI). The paper to promote the nominee needs to be done by the Human Resource department, and supported by all management team and to be tabled to Exco /Board of Directors (BOARD) meeting for approval. Any promotion needs to go to Exco / Board of Directors (BOARD). Once approved, Human Resource department will prepare the promotion letter, signed by Chief Executive Office of Sacofa and the new salary will be revised within that month.

### **3.2.6 Documentation**

The process of documenting all documents at Sacofa is in the way of filing and recording the files in their own company access intranet. The general filing room is where all departments can access the work-relating documents. Microsoft Excel and Database are served as to keep record of lists of towers and towers / sites relating information. For the record of their personnel, it is done by filing their personnel details and kept in the Human Resource department filing room. The admission is strictly only the HR department staffs can enter the filing room. This is to ensure that all personnel confidentials are not easily access by staffs.

### **3.3 Computer Science**

In our study plan, there are few subjects which are under computer science that is compulsory for BAS student to take. There are Introduction to Interactive Media and Management Information System. In "Introduction to Interactive Media" subject, generally we learn on how to create animation such as cartoon which is very difficult to create. However, in "Management Information System" what we learn is divided in to theory and practical. For theory, we learn on the relationship between management of an organization and also the profession personnel. In practical, we learn in detail about Microsoft Office and Microsoft Excel. So by having basic knowledge on Microsoft Excel it can help me to explore more about excel when doing my task. Even though I have the task that is differ from what we have learned in the class, but with that basic knowledge about Microsoft Excel it can help me to complete my task given.

### **3.4 Theories**

There are some theories that are related to my work experience during my practical training. Here, I will relate the relevant theories with my personal experience.

#### **3.4.1 MARS Model of Individual Behavior and Result**

MARS Model is one of the models which are related to my personal experience during my practical training. It consists of five elements which are motivation, ability, role perceptions, situational factors and behavior and results. Motivation represents the forces within a person that affect his or her direction, intensity and persistence of voluntary behavior. Direction refers to the path along which people engage their effort. Intensity is the amount of effort allocated to the goal. Persistence is the continuing the effort for a certain amount of time.

However, ability includes natural aptitudes and learned capabilities that help employees learn specific tasks more quickly and perform them better. On the other hand, learned capabilities are the skills and knowledge that they currently possess. Role perception is another element of MARS model. It is the extent to which people understand the job duties assigned to them and expected of them. There are three components under this element. First, they understand the specific tasks assigned to them. Second, a person has to accurate role perceptions when they understand the priority of the various tasks and performance expectation. The last element of situational factor includes conditions beyond the employee immediate control that constrain or facilitate behavior and performance. Some of situational factor are consumer preferences, time, budget,

physical work activities and etc.

### **3.4.2 Learned Needs Theory**

There are three types of needs. There are need for achievement (nAch), need for affiliation (nUff), need for power (nPow). However, the most related to my work experience during my practical training is needs for achievement (nAch).

Needs for achievement (nAch) is a need in which people want to accomplish reasonable challenging goals and desire unambiguous feedback and recognition for their success. People with strong nAch want to accomplish reasonable challenging goals through their own effort. High nAch people also desire unambiguous feedback and recognition for their success. Besides, money is the weak motivator except when it provides feedback and recognition.

### 3.5 Reflection between Theories and Task Analysis

Based on the first theory which is MARS model, the four elements is related to my experience because I put my extra effort in doing the same task for about six weeks during practical training as I need to explore the excel in order to complete the task. This is because I have little knowledge on excel. Besides, in completing the task I need to have extra skill in computer especially Excel. There is one subject under computer science where I learn basic things about excel. So by having little knowledge in excel, I can learn excel in detail by exploring it with the knowledge that I have. In completing my task I also need to figure out which task need to be put on the priority. This is to ensure that I can finish up the task which is considered urgent. However, under the situational factor, there are certain factors that demotivate me doing my task. For example, there is no table for me to do my job. I need to sit at my supervisor's workstation to do my job whenever he went to site. When he is coming to the office, I need to sit at other staff's workstation whom went to the sites. In addition, I felt demotivated when my supervisor assigned task which don't have completion date to submit. It makes me consider that the tasks were not urgent and important.

On the other hand, based on the need for achievement (nAch), I wanted to accomplish my task which is unfamiliar to my field of study. However, even the task was unrelated but I still challenge myself to do my task with zero error because excel is something related to computer skill. If I do not exposed myself to computer skill and have low interest in IT, so it is hard for me to do my job.



## **Chapter 4**

### **Recommendations**

#### **4.1 Introduction**

During my time as a practical student in Sacofa Sdn. Bhd., I have been observing and recording every necessary detail to complete my coursework. This chapter will contain my personal comment on the strengths and weaknesses of the tasks assigned to me and propose solution for improvement, as long as they do not affect the reputation of Sacofa Sdn. Bhd.

#### **4.2 Strengths and Weaknesses of Tasks Assigned**

I assume my six weeks spent at Sacofa as being one of the most interesting, productive and instructive experience in my life. Although as a student that majoring in Administrative, I expect to involve more on admin-related work or task, however much of my training time were focusing more on operation aspect. However, this didn't affect my excitement and focus on the ongoing training period. On the contrary, I am happy to have been able to take this valuable opportunity to explore and experience new dimension of work in service industry which I never experience before. During my placement I had the practical work experience under professional supervision. Encik Mohamad Kallam, my mentor treated me as his real assistant. I was capable to contribute my ideas and insights in his works. At the same time, he provided me with productive and stimulating learning environment. I try to apply what I have learned in the lecture class to actual work setting. My English language skills both spoken and written also were developed. This training has exposed me to the invaluable experience that I can't gain from the lecture hall or classroom. Furthermore, the industrial training is not only the knowledge outside

the classroom but it also opens my world view wider.

### **4.3 SWOT Analysis**

The SWOT Analysis is conducted based on the direct and indirect experience that I have undergone during the six weeks of my practical training at Sacofa Sdn. Bhd. Among the main criteria studied is the ability of the training to meet the program objective, the training atmosphere and environment, training task, its process and interaction involved throughout the whole training period.

#### **4.3.1 Strengths**

##### **4.3.1.1 Real Industry Working Environment**

The training enables me to experience the real industry workplace environment and working process under the company integrated business complex. From the direct involvement I am now able to familiarize and have the clear idea about the real working world that will enter after my graduation.

##### **4.3.1.2 Gain New Knowledge and Experience**

Throughout the training period I have able to gain a lot of new knowledge and valuable experiences which related to services management, industrial software, and others related aspect of service industry.

#### 4.3.1.3 Improve Communication and Social Interaction Skills

Most of my training task involved interaction and need me to communicate with superior, others coworkers and operators which also include Sacofa's clients and contractors. The enforcement of English language in the working environment has improved my English both in spoken and written.

### **4.3.2 Weaknesses**

#### 4.3.2.1 Not Related To Major

I am majoring in administrative, however almost all my training or task were in production and maintenance field. I have only little chance to involve in task that related to the company administration, which is during my first week attached to Human Resource department. Most of my work is only focusing on the company internal side and non on the company external side.

#### 4.3.2.2 Unstructured Training Program

Although my overall training is considered good, however the training conducted by the company is not well structured and coordinated. Orders or task given to me were mostly depending on my supervisor and other coworkers decision. Sometime I am overload with task and at some point I don't have any work to do for at least half of the day.

#### 4.3.2.3 Lack of Facility

During my training, my working table is not equipped with computer. To complete most of my work and task given, I have to used the desktop and workstation owned by Encik Soefiandy, the Operation Manager, whenever he went to sites. The workstation is located at Network Operation department, this sometimes disturb my work because sometime I have to change place if Encik Soefiandy is back, thus the computer will be used by him.

### 4.3.3 Opportunities

#### 4.3.3.1 Future Career in Service industry

Undergoing training at one of the leading telecommunication infrastructure providers in Sarawak have expose me with every aspect of the growing industry. These valuable experiences have built my interest to maybe build my future career in service industry. I maybe can use this opportunities and experience to seek job in other company in the same industry.

#### **4.3.4 Threats**

##### **4.3.4.1 Conflict within Co-workers**

During the training period I always try to be nice to everyone around me. However sometime how we behave, interact or communicate may not be liked or misunderstood by some people. This misunderstanding can create conflict and affect our training quality. Sometime the conflict are not cause by us, but were trapped between the already exist conflict among the company workers. To face with this situation I always try to be neutral without defending or be a part of any side.

##### **4.3.4.2 Exploitation**

For some employer / company, practical trainee means cheap labor. This irresponsible employer with wrong intension will try to exploit the practical student to perform works that they don't have to do or related to their training. Other than employer, coworker also sometime may exploit or bullies the trainee to do their work. However, I am glad that my supervisor and coworkers have treated me kindly and full of respect.

#### **4.4 Solution for Improvement (Recommendation)**

I recommend that, Sacofa needs to create more structured training program. I understand that my supervisor is already busy with his work burden, however I believe that they can spend small portion of their time to plan more comprehensive, structured and organized training for the practical student. The supervisor in charge should list and arrange the training task which will be performed by the trainee. A training schedule also should be made in order to optimize the training period. In arranging and assigning the training task, supervisor also should try to fill the training period with task that significant in developing the student's knowledge, skills and experience for their future career. However there were some part that has some improvement such as the management information and preference channel related to the industrial training program, which now not quite satisfying. For example, I am having some difficulty to get the required information to assist me in my doing coursework because the internal company's website cannot be excess as only the staff can assess the management Orange System. Thus, I need help from the Sacofa's staff to assess the system for my practical training report purpose. In overall, I am quite satisfied with the management effort in making the practical training program perform smoothly and successfully.

## **Chapter 5**

### **Conclusion**

#### **5.1 Introduction**

As for conclusion, chapter 1 has explained all the details to the introduction of the organization where I have undergone my practical training. It focuses the summary of the background of Sacofa Sdn. Bhd. which is the leading telecommunication infrastructure providers in Sarawak incorporated on 11 July 2001. The primary objective is to promote common sharing of telecommunication infrastructures amongst operators, enabling speedy and cost effective service roll-out throughout Sarawak. Next, there are four statements promised by Sacofa to the clients in Sacofa's client charter which are first, the quality responsive services to the clients, second, the fair and equal services, third, the accountability to clients and fourth, the confidentiality. Other than that, chapter 1 also stated the vision of the company which is to enrich life of people through common sharing of advanced telecommunication and multimedia services. Meanwhile, there are 6 missions of the company listed which are to transform Sarawak as the leading regional communication hub; to bridge the digital divide; to be a neutral service provider that promotes sharing of facilities; to create values to stakeholders (employees, customers, shareholders & communities); and to facilitate communication growth in Sarawak through proper planning, innovation, service excellence and cost. In the company's organizational structure, the main position of the company is Mr. Sudarnoto Osman, as the CEO. Meanwhile, for the CFO is Puan Vesmawati Jaffar and the COO of the company is Mr. Mohd Siril Asror. The company is divided by four support functions which are finance, human resource, IT, and facilities. Regarding the services provided by Sacofa, their main service is to provide telecommunication towers in Sarawak to cater for the network expansion needs of

cellular operator and other organizations.

## **5.2 Schedule of Practical Training**

In chapter 2, it concludes the summary of my practical training in Sacofa for 6 weeks. The first week of training, I was attached under the human capital department and given a simple briefing on the company and its departments. I started to learn the organization's nature of business on the second week of training. In this week, I went to all the departments for the self-introduction since all the staffs had just come back from Hari Raya Aidilfitri break. I finished the whole week by typing and preparing the contract documents which was assigned by Mr. Bundan. Meanwhile, on the third and fourth week of practical training, I was asked to assist Encik Qayyum to prepare a file of more than 600 tower's and site's photos at all areas in Sarawak, for reference of the Network Operation Centre by using Microsoft Excel and database. Simple tasks were also given to me such as sending / receiving documents to / from other departments, answering phone calls in the Head of HR room, when the boss is not around for important messages and entertained customer's need at the front desks. On the fifth week, I assisted Encik Soefiandy in distributing and collecting the tower keys to / from the contractors. Other than that, I was assigned to fill in the keys record form for their reference. On the last week of training, I was asked to do documents filing. Among the documents were invoices, receipts from contractors and sites / tower's photos. Finally, on my last day, I did a presentation on the nature of tasks that I have done in front of my supervisor, Encik Mohamad Kalam and other staffs.



### 5.3 Analysis

In chapter 3, it analyzed the practical training report specifically focusing on services task area as covered on the practical training handbook. There are six types of jobs which been analyzed in chapter 3. First is on the leave application process. All the staffs had to log in to Orange System for the leave application process. Without the Orange System, the staffs cannot simply go on leave as they want to. The next analysis is on the staff's retirement process. Sacofa provides their staffs with employee's provident funds and without pension scheme. The minimum retirement age of the Sacofa's employees is sixty years old. The retiree needs to notify their supervisor and HR department 4 months prior to their retirement date to ensure timely processing of the gratuity benefits. For legal procedures relating to employment matters, any business matters regarding the company should be legally stamped and signed by the Head of department which in charged. Daily operation by various departments within the company must be advised legally and supported by Legal and Regulatory department. The fourth types of job had been analyzed is on the disciplinary action process. In this process, the supervisor is required to settle conflict at the lowest level possible and where necessary in consultation with the HR department, in the event of misconduct of employees. Investigation should be carry out to decide whether to close the case or to take further actions. 'Show cause' letter should be delivered to the staff members that embody the allegation(s) or charges(s) of the misconduct and staff member is to provide a written explanation in reply to the allegation(s). The staff member may be suspended pending the conclusion of the investigation at any time. If the alleged misconduct is of a criminal nature, a report may be lodged with the police department or appropriate authority as soon as possible. A Notice of Inquiry shall be issued to the staff member requesting them to attend the inquiry with sufficient time to let staff member

prepare their defense. The constitution of the board of inquiry shall consist of at least three members of whom one shall be the chairperson, peers and invited-person outside Sacofa to serve in the board of inquiry. A written report with recommendation shall be provided by the Chairperson of the Board of Inquiry to the HR department. After reviewing the findings of the Board of Inquiry, HR department may impose disciplinary action (punishment) against the staff member. The staff member may make an appeal within five working days to the Human Resource and the decision of the Human Resource shall be final. A staff member who is dismissed on grounds of misconduct shall not be entitled to termination benefits. The next job analysis is on the promotion process. The promotion selection will be based on Key Performance Indicator (KPI) and will be done by the Human Resource department, and supported by all management team and to be tabled to Exco /Board of Directors (BOARD) meeting for approval. The final analysis is on the documentation. The process of documenting all documents at Sacofa is in the way of filing and the files are recorded / archive in their own company access intranet.

## 5.4 Recommendations

In chapter 4, I have personally commented on the strengths and weaknesses of the tasks assigned to me, the opportunities and the threats after undergone the practical training at the organization and also my comment on the solutions for improvements. The strengths which I gained from the six weeks of practical training is the experience of real industry working environment, the new knowledge and experience and the improvement of communication skills and social interaction skills. However, there are a few weaknesses of the training which I could say which are first; the tasks are mostly not related to major which is administrative. Second, the unstructured training program and third, lack of facilities. In contrary, the opportunity that I gained from this practical training is the bright future career in service industry. On the other hand, there are threats while undergone my training which are conflict within co-workers and exploitation. My solution for company's improvement is they need to create more structured training program which list the training task which will be performed by trainee. The training tasks should be significant in developing the trainee's knowledge, skills and experience for their future career.

## References

"Background of Sacofa" Retrieved on 5<sup>th</sup> October 2014 at [www.sacofa.com.my](http://www.sacofa.com.my)

"Services Provided" Retrieved on 11<sup>th</sup> October 2012 at  
<http://www.sacofa.com.my/v7/bandwidth.php>

"Leave Application" Retrieved on 4<sup>th</sup> November 2014 at  
192.168.0.22symfony/web/index/php/auth/login

Appendixes

Appendix 1.0 The Certificate of Industrial Training Attendance



## Appendix 2.0 The Nature of Tasks Assigned Over 600 Tower's and Sites Details and Photos Updates

Copy of Due-diligence- site info (2).xlsx - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Styles Cells Editing

C91 T3250052

SACOFA SDN BHD  
LIST OF SITES - INFO ON TOWER/FENCING/ACCESS ROAD/ADDRESS

621

ITEM	A	TOWER ID	TOWER TV	SITE ACCESS	SITE PHYSICAL SIZE (mtr)	FENCING/ TYPE/ HEIGHT	Gate size(mtr)	SITE SECURITY	REMARKS ON SITE CONDITION	LONGITUDE (mtr)	
606	601	Maks Busi Nyabau	T4250049	4L-Tower	crusher	27m x 25m	Unarmed / 2.7m	4W x 2.7H	NIL	hilly	113° 4 22'
607	602	Maks Kuala Baram	T3150027	3L-Tower	premix 3m	16m x 31m (22m x 31m)	Chainlink / 2.7m	4W x 2.7H	NIL	normal	113° 58 43.7'
608	603	Maks Lutong Toen	T3150028	3L-Tower	premix 3m	19m x 30m	Chainlink / 2.7m	4W x 2.7H	NIL	normal	114° 0 45.4'
609	604	Maks Tanjung Lobang	T4250047	4L-Tower	premix 3m	18m x 35m	Chainlink / 2.7m	4W x 2.7H	NIL	hilly	113° 58 42'
610	605	Maks Pelandi Industrial Area	T4250048	4L-Tower	premix 3m	24m x 30m	Chainlink / 2.7m	4W x 2.7H	yes	normal	110° 22 33.5'
611	606	Maks Mulu Restor	T0100006	GSM	nil	resort compound	nil	nil	NIL	normal	114 ° 47 59.57'
612	607	Jln Bukit Lima Sibul	T1100067	L POLE	crusher	5 x 5	welded fencing / 2.5m High	1W x 2.5H	NIL	normal	111° 51 28 19'
613	608	Senatan	T1080029	L POLE	crusher	5 x 5	welded fencing / 2.5m High	1W x 2.5H	NIL	normal	114° 02 11 88.336'
614	609	Green Height Phase 2 / OFKIA	T1100070	MONOPOLE	crusher	5 x 5	welded fencing / 2.5m High	1W x 2.5H	NIL	normal	110° 20 23 01.116'
615	610	Demak Baru Kuching	T1100071	MONOPOLE	crusher	5 x 5	welded fencing / 2.5m High	1W x 2.5H	NIL	normal	110° 23 19'
616	611	Ldg Senatan	T1080030	RAPOLE	nil	5 x 5	nil	nil	NIL	normal	110° 45 28 10'E
617	612	Taman Bamboo	T1040014	RAPOLE	nil	5 x 5	nil	nil	NIL	normal	113° 43 00'E
618	613	Spg Sebaw	T1060002	RAPOLE	nil	5 x 5	nil	nil	NIL	normal	113° 53 60'E
619	614	Sg Plan 2	T1080004	RAPOLE	nil	5 x 5	nil	nil	NIL	normal	113° 6 58 10'E
620	615	Ldg Taniku	T1080036	MONOPOLE	nil	5 x 5	nil	nil	NIL	normal	114° 52 90'E
621	616	Ldg Adong	T1080034	RAPOLE	nil	5 x 5	nil	nil	NIL	normal	114° 7 16 90'E
622	617	Ldg Segamas	T1080031	RAPOLE	nil	5 x 5	nil	nil	NIL	normal	113° 48 12 60'E
623	618	Ldg Kamensy	T1080032	RAPOLE	nil	5 x 5	nil	nil	NIL	normal	113° 45 22 50'E
624	619	Ldg Palmhead	T1080033	RAPOLE	nil	5 x 5	nil	nil	NIL	normal	113° 17 3 70'E
625	620	Ladang Subo 2	T1080035	RAPOLE	nil	5 x 5	nil	nil	NIL	normal	113° 52 30 70'E
626	621	Sambau SCFIA	T1100079	MONOPOLE	crusher	20 x 20	Chainlink / 2.7m	4W x 2.7H	NIL	normal	113° 18 48 21'

SITES INFO

site photo format.xlsx - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Styles Cells Editing

C2 T4250046

SITE ID T4250046  
SITE NAME RH Chabi

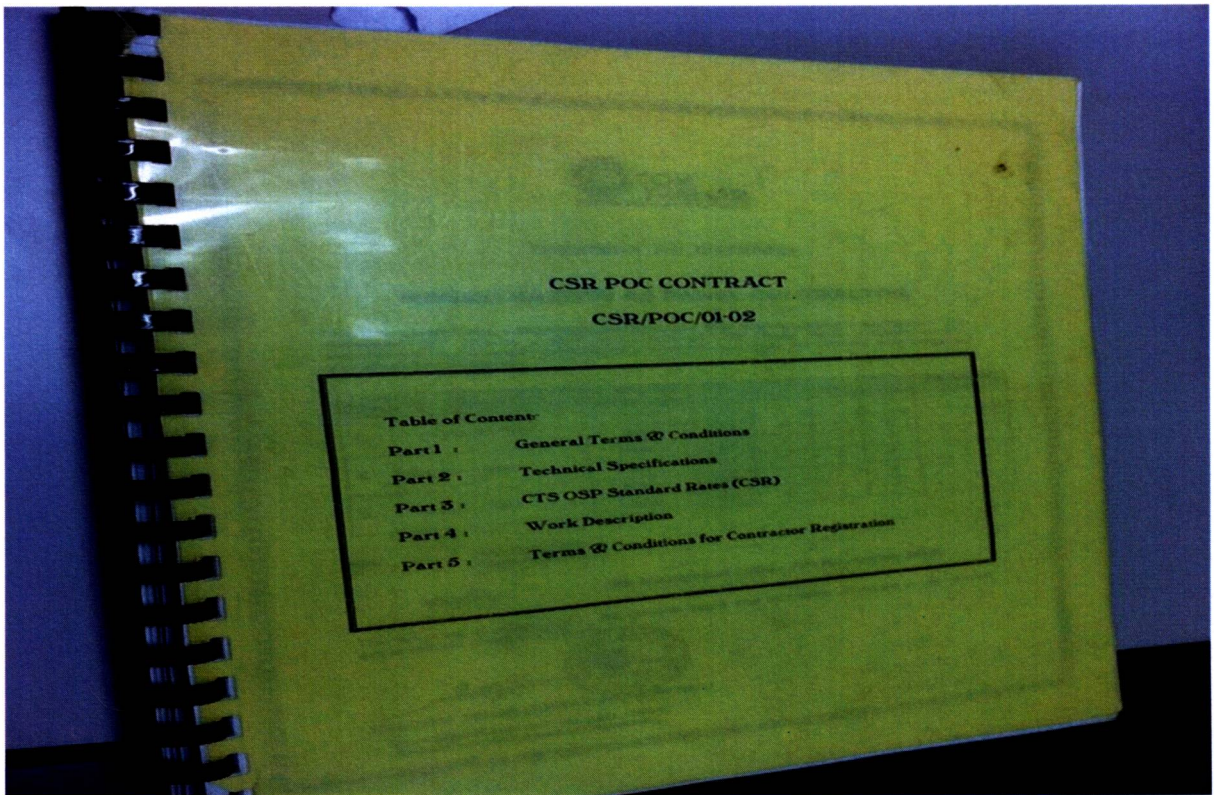
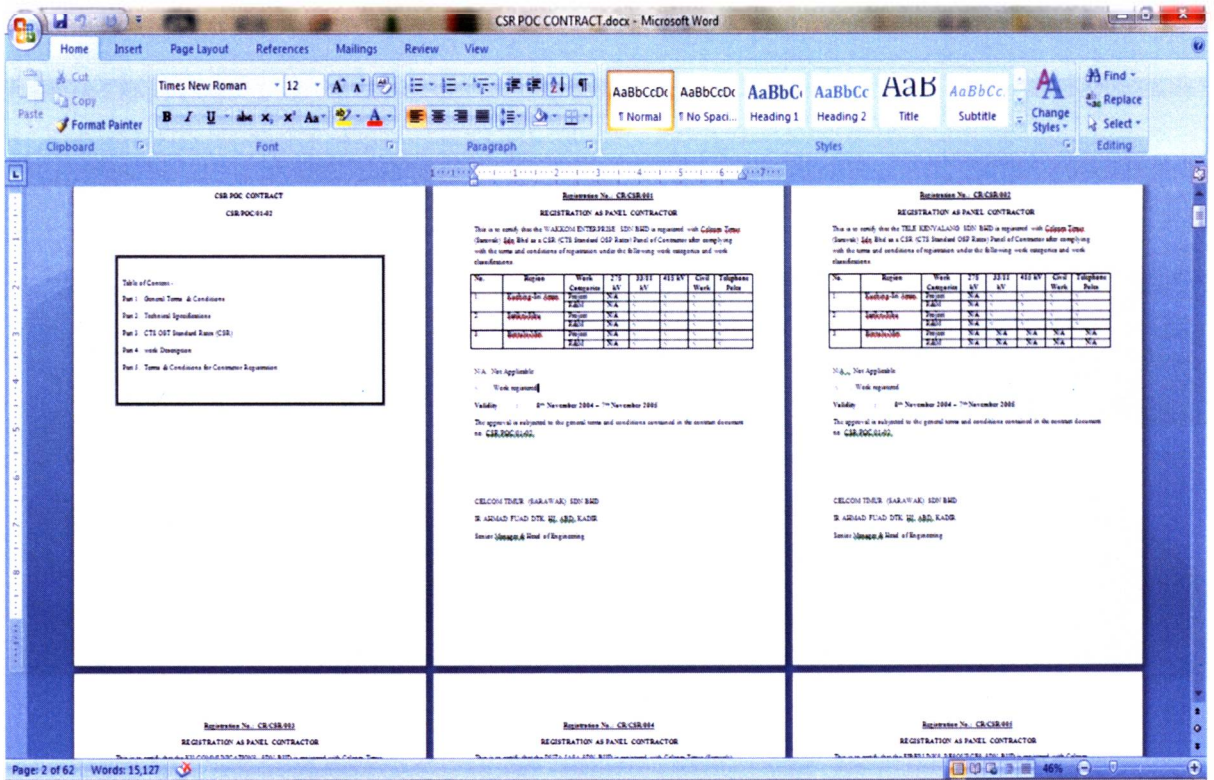
SACOFA

A: Tower and surrounding

Sheet1 Sheet2 Sheet3

Select destination and press ENTER or choose Paste

# Retype CSR POC Contract from Hard Copy To Soft Copy Form



**Filing and Updating Documents**



**In charge of Distribution and Collection of Towers and Site's Keys**





1. Student's name: ZAIM EERA ZADA BT. AMIR ZADAH
2. Date & Place of Birth: 6/10/1990 - SARAWAK GENERAL HOSPITAL
3. UiTM No: 2012684852
4. Program: BACHELOR OF ADMINISTRATIVE SCIENCE (HONORS)
5. Year: 2014 Part: 6
6. Home address: LOT 1477, NO. 968D, LORONG 28A6, RPR BATU KAWA, 93250 KUCHING, SARAWAK.
7. Address during practical training: LOT 1477, NO. 968D, LORONG 28A6, RPR BATU KAWA, 93250 KUCHING, SARAWAK.
8. Place of training: SACOPA SDN BHD, LOT 367, JALAN SAFOK, 93400 KUCHING, SARAWAK.
9. Name of Supervisor in-charge:
10. Duration of training: From: 30/7/2014 to 7/9/2014

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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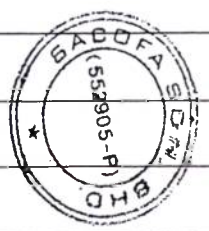
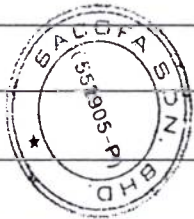
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DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
30/07/2014 (Wednesday)	Registered at Sacofa Sdn. Bhd. at 8 a.m.	
	Being attached to human capital department.	
	Introduce myself to a few staff in the department because almost all of the Muslim's staff were still on Raya leave (3rd day of Raya).	
	The Head of Field Operation, Mr. Bundan, has given me a simple briefing about the department and the organisation.	
	Answering phone calls from clients and jotting down any important notes from the clients for thus, inform <sup>the</sup> respected staffs the messages.	



31/7/2014  
(Thursday)

Mr. Bundan assigned me to write a soft copy of a POC contract.

Answering phone calls from clients and jotting down important messages.

Finishing the assigned job by Mr. Bundan, retyping the contract POC (book) to be in the soft copy form.

1/8/2014  
(Friday)

Assist Miss Siti Salmah, the Secretary of our CEO, to do filing.

Organising files in the files room alphabetically and updating new documents into the files.



4/8/2014  
(Monday)

Sending documents to accounting department to cash the claims.

Assigned under Encik Kalam to assist him in preparing site photos for reference.

Attaching <sup>site</sup> photos in the form with the correct ID for Kuching area. (Microsoft Excel).

5/8/2014  
(Tuesday)

Continue the work assigned by Encik Kalam to attach the site photos at all areas with the right tower ID for reference.

Answering phone calls and taking notes while the staffs had meeting with the CEO.

Sending documents from outsiders to CEO office.



6/8/2014  
Wednesday

The site photos are gathered with all relevant information to help in making future revisions.

Continue to attach the site photos and surroundings in Excel, together with tower ID at other areas besides Kuching.

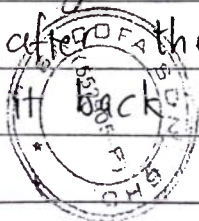
Answering phone calls and taking notes for reference.

7/8/2014  
Thursday

started to take care of the tower's keys in the key cupboard area, behind my workstation (assigned by Encik Soefiandy).

Pass the keys requested by clients for survey.

Keeping the keys in the cupboards after the clients have gave it back.



8/8/2014

Absent.

Friday

fever and bad period-pain.

Informed the department that I need to take a rest and eat medicines at home.

tower

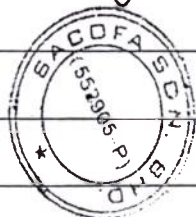
11/8/2014

Monday

Tagging the new keys and replaced it to the old keys. The new keys includes some random areas in Kuching.

Hand over the new tower keys, to the clients (Digi, Celcom, Maxis, Tm, etc.)

Answering phone calls from clients / customers and jotting down important notes to inform my boss



12/8/2014  
Tuesday

Continue the job of attaching the site photos of the towers and its surroundings in Microsoft Excel together with the tower ID for reference.

Checking and listing the unavailable site photos in the technical proposals folder

13/8/2014  
Wednesday

Sending documents to marketing department.

Collect keys from the contractors

Answering phone calls when staff meeting.



14/8/2014  
Thursday

Collecting keys from contractors.

Answering phone calls and jotting down important messages.

Continue to prepare site photos and its surroundings for reference, including all areas in Sarawak

15/8/2014  
Friday

Preparing site photos and its surroundings for reference, including all areas in Sarawak.

Collecting keys from contractors

Listing the sites which do not have photos for <sup>further</sup> action.





18/8/2014  
Monday

Distributing keys to contractors  
(Maxis, Digi, Celcom & TM).

Collecting keys from contractors  
who completed their survey

Preparing site photos and its  
surroundings for reference,  
including all areas in Sarawak.

19/8/2014  
Tuesday

Preparing site photos and its  
surroundings for reference,  
including all areas in Sarawak.

Checking and listing the unavaila-  
ble site photos in the technical  
proposals folder for further  
action.



20/3/2014  
Wednesday

Tagging the new tower keys and replaced it to the old keys.

The new keys include some random areas in Kuching.

Distributing the new keys to the contractors.

21/3/2014  
Thursday

Celebrating 'Ramah-Tamah Aidilfitri' at the office.

~~Star~~ All departments were <sup>tower</sup> gathered in the meeting room for the



20/8/2014  
Friday

Sending documents to accounting departments.

Answering phone calls when the staffs were meeting.

Filing invoices  
Compiling the site photos at all areas for reference by contractors and future used.

25/8/2014  
Monday

Assigned under Encik Soefiandy.

Manage to pass keys to contractors and collect them back.

Fill in the keys record form



26/8/2014

Tuesday

Entertain clients who came at the office and assist them.

Continue assisting Enck @ayom to compile the photos of sites and towers.

List out all the sites area which did not have the towers' photos.

27/8/2014

wednesday

sending documents to other departments.

Entertained the need of customers at the front desks.

take care of the department when the staffs were on meeting at towers' room.



26/8/2014

Tuesday

Entertain clients who came at the office and assist them.

Continue assisting Enck Dayyom to compile the photos of sites and towers.

List out all the sites area which did not have the towers' photos.

27/8/2014

Wednesday

sending documents to other departments.

Entertained the need of customers at the front desks.

take care of the department when the staffs were on meeting at towers' room.



28/8/2014  
Thursday

Distributing new keys to the contractors.

Collecting keys from the contractors.

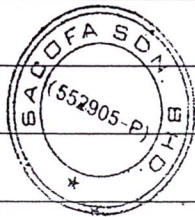
Assigned to fill in the keys record form for reference.

29/8/2014  
Friday

Assigned under Encik Sofianly.

Filing invoices.

Keep the new invoices sent by the Contractors into their files respectively.



1/9/2014

Monday

file documents with the latest date are filed with priority on top.

Remove / take out the excessive documents such as photos of beehives at towers sites

2/9/2014

Tuesday

Organising files on the rack in the filing room.

Continue with filing invoices.

Collecting keys from contractors.





24<sup>th</sup> July 2014

**Zaimeera Zada Binti Amir Zadah**

Lot 1477, Lorong 28A6

RPR Fasa 2

Jalan Batu Kawa

93250 Kuching

*Dear Cik Zaimeera,*

**INDUSTRIAL TRAINING**

We are pleased to offer you a place to undergo your industrial training at our organization. You will be attached to our Human Capital Department and shall be reporting to our Head of Human Capital.

Your attachment shall be subjected to the following terms and conditions:

- i. Commencement Date : 30 July 2014
- ii. Date of Attachment : 30 July 2014 till 29 August 2014
- iii. Working Hours :
  - Monday – Thursday : 8.00 am – 5.00 pm
  - Lunch Break : 1.00 pm- 2.00 pm
  - Friday : 8.00 am – 5.00 pm
  - Lunch Break : 11.45 am – 2.15 pm
  - Saturday : Off day
- iv. Office Rules : Your training shall be subjected to all rules and regulations as stipulated by the Management.
- v. Office Secrecy :
  - 1. All information obtained in the course of training with the Company shall deem to be strictly confidential.
  - 2. No such information shall be divulged to any outside party.

You are not eligible to the benefits normally available to staff of our Company while undergoing the training. If you agree to the terms and conditions stated above, please sign and return the attached acknowledgement form to us latest by **30<sup>th</sup> July 2014**.

Thank you and regards,


Yours faithfully,

**SALOMAH MUSS**  
Head of Human Capital



**ACKNOWLEDGEMENT**

I hereby accept the above mentioned terms and conditions stated in the letter dated 24<sup>th</sup> July 2014 and shall be able to commence my industrial training on .....  
30 JULY 2014

  
.....  
(Signature)

**BORANG PENGESAHAN  
KEHADIRAN PELAJAR LATIHAN PRAKTIKAL**

Ketua Program AM228  
Fakulti Sains Pentadbiran dan Pengajian Polisi  
Universiti Teknologi MARA  
Jalan Meranek  
94300 Kota Samarahan  
**SARAWAK**  
u.p: Penyelaras Latihan Praktikal AM228/AM225\*

Tuan

**PENGESAHAN KEHADIRAN PELAJAR PRAKTIKAL  
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI  
UNIVERSITI TEKNOLOGI MARA, SARAWAK- SESI SEPTEMBER 2011 –  
JANUARI 2012**

Dengan hormatnya perkara tersebut di atas adalah berkaitan dan dirujuk.

2. Sukacita dimaklumkan bahawa organisasi kami dengan ini mengesahkan bahawa pelajar-pelajar berikut dari program Ijazah Sarjana Muda Sains Pentadbiran (AM228)/Ijazah Sarjana muda Pentadbiran Korporat (AM225)\* telah hadir dan melaporkan diri bagi maksud menjalani Latihan Praktikal di organisasi kami. Ini adalah selaras dengan ketetapan yang dinyatakan di dalam surat kami bil....., bertarikh.....tempohari.

3. Sayugia pelajar ini bakal menjalani latihan praktikal yang disyaratkan untuk tempoh mulai dari 30 Januari 2012 sehingga 2 Mac 2012. Maklumat pelajar yang melapor diri untuk menjalani latihan praktikal adalah seperti berikut:-

Bil	Nama Pelajar	No Matrik	Tarikh Lapor Diri
1	ZAIMEERA ZADA BT AMIR	2012684852	30/07/14
2			
3			
4			
5			

6			
7			
8			

4. Sehubungan dengan itu sebagaimana dikehendaki, maka berikut dikemukakan maklumat ini untuk simpanan pihak Fakulti.

Sekian, terima kasih.

Yang benar



Tandatangan dan Cop Organisasi

Nama: PUAN SALOMAH MUSS

Tarikh: 04/08/14  
SALOMAH BINTI MUSS  
Head of Human Capital

\*Sila potong mana yang tidak berkenaan.

Pohon difakskan surat ini ke nombor 082-678091/677320

u.p: Penyelaras Latihan Praktikal AM228/AM225\*

Sebarang kemuskilan sila berhubung dengan:

Encik Fairuz Hidayat Merican Wan Merican

Penyelaras Latihan Praktikal AM228

No Telefon: 013-8231312

No Borang:LP/FSPPP-002



FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI  
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA  
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR : ZAIMERA ZADA BI-AMIR  
NO MATRIK UiTM : 2012684852  
NO KAD PENGENALAN : 901006136514  
PROGRAM : AM228/AM225\*  
NAMA PENSYARAH PENYELIA : MISS NONI HARIANTI

\* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

Bil	TARIKH	MASA	TANDATANGAN	CATATAN
1	22/9/14	10.00 AM		submission of Chapter 1 & 2
2	12/11/14	2.00 PM		submission of correction of Chapter 1-3
3	14/11/14	4.00 PM		Submission of Chapter 4
4	10/12/14	4.00 P.M.		Submission of Chapter 1-5

5				
6				
7				
8				
9				
10				

\* potong yang tidak berkenaan

Sila gunakan lampiran jika ruang sediada tidak mencukupi