



**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES**

**BACHELOR IN ADMINISTRATION SCIENCE (HONS.)**

**PRACTICAL TRAINING REPORT (ADS 666)**

**LUNDU DISTRICT COUNCIL (LDC)**

**Prepared by:**

**NORMAIZAN BT ZAMBRI (2009631192)**

**Prepared For:**

**MISS NONI HARIANTI JUNAIDI**

**SEMESTER JAN-APRIL 2011**

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

Name of Supervisor : Miss Noni Harianti Junaidi

Title of Practical Report : Lundu District Council (LDC)

Name of Student : Normaizan bt Zambri

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

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(Signature)

Date:

## **Acknowledgement**

First of all, I would like to thank The Almighty God for His wisdom and blessing me to complete practical reports successfully. Without His blessing, I would never complete this practical report on time.

Completing this practical report was a challenging project for me. However, fortunately the help of many parties on this practical report made it less difficult. I would like to thank to my supervisor Miss Noni Harianti who had kept me motivated and giving me the guidelines that me craved for to carry out this practical reports. I thank her from the bottom of my hearts for being there in the moments of needs. Muchos Gracias.

In addition, I would like to thank to Mr. Fairuz Hidayat Merican bin Wan Merican who were indirectly involved in the project report in giving our guidelines and information regarding our practical reports.

Beside that, I would like to thank to our supervisor in LDC, Pn Christina ak Jaram for giving the knowledge and further information regarding on practical reports .I also would like to thank for the support and assistance in order the practical report to being done successfully.

Moreover, I would like to thank all parties who were indirectly involved in the practical reports in giving full co-operation and information. Without them support, I might have lost my way from the completion of this practical reports.

I would like thank God Almighty would whose blessing I will not have successfully completed this study.

Normaizan bt Zambri

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science and Policy Studies

University Technology MARA, Samarahan.

## Declaration

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

Signed

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Name: Normaizan bt Zambri



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## **CHAPTER 1: INTRODUCTION**

### **1.0 BACKGROUND**

Lundu District Council (LDC) is one of the Local Authority which is known as Local Authority Lundu District after its establishment on 1 January 1953 under the Local Authority Ordinance 1948. LDC is located at Lundu town where it is a central to the business and administrative activities which takes about 78 km from Kuching.

LDC has fifty seven employees which the higher position is the Secretariat N41, Sir Francis Liew Shong Lee. This organization had created seven division or units on their structure organization in order to perform their functions in their core services.

LDC played a significant role in performs the duties of management and administration in Lundu District and Sematan District under the Ministry of Environment and Public Health, State of Sarawak. Besides that also, LDC are fully responsible in providing local authorities and socio-economic development of rural and urban communities in the Lundu area which include infrastructure, public health, beautification or landscaping, library services and development that is planned for conveniences of the people in the administration of the council.

Committed in providing a quality services to the customer is the most focuses of this organization. In order to perform a variety of services, carrying out the functions of planning, organizing, controlling and implementing the development and use the resources with effective and efficient in the area of administration, LDC has set the directions of their organization through the formulation of their Vision, Mission, Objectives, Quality Policy, Strategy and Customer Charter.

(Source: Application for the establishment of positions based on contributions in LDC year 2010)

## **1.1 VISION AND MISSION**

In every organization, they have their on target which is as a key to the successful achievement in their organization performance. LDC had formulated their own vision and mission as a driver to accelerate their growth and sustainable development. “Lundu Peace by 2015” is LDC vision which played a significant role in order to achieve their target by 2015. “Lundu Peace” is a symbolic to the sustainable of the socio economy development provided by local authority to the local people.

“Committed to strengthening the service system and improve socio-economic functions of the people through the effective management and efficient resource for the public welfare” is a mission of LDC. The formulation of this mission is the supplementary to their vision which it provide a guidelines for their employees so that they be a committed to their works or task in order to achieve their vision and provide the quality service to their customer.

(Source: Application for the establishment of positions based on contributions in LDC year 2010)

## **1.2 OBJECTIVES**

LDC is very committed to their achievements, therefore they had set their objective which is suitable and consistent with their core services and in order to provide effective and efficient services to their customer. The objective that had been targeted by this organization is to provide them a direction and motivation for people to enjoy a good quality services.

LDC had focuses on four objectives in order to enhance their performances in their services. Among their objective are to improve the performance and service capabilities in providing quality services, productive and efficient to the public. Besides that, the development of infrastructure and human resource aspects of sustainable and balanced physical and spiritual is to be their focuses. In addition also, is to carry out their planned development based on procedures and rules to create efficient, civilized, and progressive quality. Lastly, to provide cooperation and assistance to other agencies in promoting and developing the Lundu town and Sematan town.

(Source: Application for the establishment of positions based on contributions in LDC year 2010)

### **1.3 QUALITY POLICY**

Quality Policy is very important in one organization which shows the quality standards of that organization in giving their good services to their customer. LDC had formulated their own Quality Policy as they are very committed in providing quality basic services in a professional manner consistent with the objectives to meet their customer satisfaction. Therefore in order to meet their quality standards, they are continuously improved through creating a conducive working environment, by increase the quality of human resources and competence, by complying with the standards of the Quality Management System (QMS) and also through continuous improvement of basic services in the jurisdiction in accordance with the policies and goals.

(Source: Application for the establishment of positions based on contributions in LDC year 2010)

### **1.4 CORE STRATEGY**

In order to achieve their vision, LDC had formulate their own core strategy. First strategy is that by strengthening capacity and organizational capacity. The organizational capacity building will help management and all members of the LDC to improve the quality of decision-making, efficiency, and effectiveness of the program and enhance the performance of management in implementing and monitoring the organization's mission.

Apart from that, the good governance be a focuses to their organization. Efficient governance will help the council to improve decision making and implementing decision within the organization. Governance aspects such as transparency, accountable, efficient and effective, and oriented towards consensus and broad participation are essential to ensure that all decisions of the organization implemented efficiently and effectively.

Besides that, is by strengthening the management and delivery. Management and service delivery to customers well and effectively to increase customer satisfaction and will also directly improve the image of the organization.

LDC also takes into account on strengthening financial management. Expenditure management, procurement, revenue and control costs effectively and efficiently will be able to strengthen their financial functions.

Prepare and deliver service-oriented to the needs of the community also be a core strategy for LDC. Customers and the community will continue to be the focus of the council to ensure that key services provided by local authorities is based on the needs of communities in urban and rural areas.

Lastly is through creating an environment of harmony and continued socio-economic development. LDC will continue to play an important role in implementing socio-economic development agenda and provide programs, facilities and activities to create a friendly environment.

(Source: Application for the establishment of positions based on contributions in LDC year 2010)

## **1.5 CUSTOMER CHARTER**

Customer is a partially employees of the organization where they has a role which enter into process. It is important to focuses in providing a quality services to the customer in order to increase productivity. As LDC are take into consideration of the quality services to their customer, they had set several criteria to measure the performance of their employees to meets the standards of the organization through the formulation of customer charter. This would provide the organization feedback mechanism and the opportunity in order to improve or strengthen the initiatives as necessary. Among the criterias of LDC customer charter are such as the following:

1. Entertain complaints that are realistic within a period not exceeding three (3) working days
2. Building plans approved within forty-five (45) working days with accompanying documents are complete and receive approval from the relevant agencies



3. Production of building plan approval letter will be made within fourteen (14) working days once it is approved by the relevant committee
4. Payment of the purchase order / work will be paid within fourteen (14) working days once all the details of the payment is received.
5. Application of the new collection of solid waste will be processed within seven (7) working days in the service area of the existing collection
6. Every business lending and returning books will be made within three (3) minutes for a book.
7. Reduce the delay in returning the book to 10 percent of total loans made in a month
8. Take action within three (3) working days for each offense or customers as a result of legal monitoring
9. Decision notification letter will be issued a business license application within fourteen (14) working days after the decision by the Council
10. All holdings have been measured to be submitted to the evaluation and rating of the ministry within one (1) month from the date and the holding period is measured.

(Source: Application for the establishment of positions based on contributions in LDC year 2010)

## **1.6 ORGANIZATION STRUCTURE**

The division of the structure organization in one organization is very important in order to have the effective and efficient in their core services given to the people. Therefore, LDC had created seven divisions or units within the organizational structure in order to implementing the LDC administration, preparing, and delivering key services under each of the key processes and functions of local authorities under the core services. Among the divisions are Enforcement Unit, Public Works Unit, Administration, Library, Treasury, Public Health Unit and Assessment & Tax Unit. (Appendix 1)

The Enforcement Unit are taken responsibility to enforce the Council Law, investigate complaints, monitoring illegal business activity and vandalism and enforce hygiene regulation to the public, business entity and traders. The enforcement of such law and regulations by Enforcement unit is to ensure that rights of the people to be protected.

Different from Enforcement Unit, Public Works Division are responsible to build and maintain roads, drainage and irrigation systems, upgrading of village and promote a viable economy activity and improving rural public facilities including libraries, bus stop and stadium which this will improve the better standard of living of the people in that areas .

The Administration unit among the important, in order to have the productivity and quality services in the organization where their roles are such as in human resource management, secretariat of the committee and management meeting, management of quality records on documents and staff training.

While, Library are responsible to purchase and ordering books, recording a new book in registration book, received new books from KASKA, repair and disposal books and eradication of poverty program (E- Kasih).Apart from that, the formulation of Library unit is one of the greater effort to encourage and nurture the interest of local people in reading especially to the younger's.

Effective and efficient in utilizes the resources are among the focus in the Treasury Units. This is because they are managing with the public money and with the limited resources that they have, they are responsible to use it with smartly through the proper budgeting system. Revenue management, expenditure management, accounting, salary management and loans are among the roles of Treasury.

The public health one of the criteria that need to take into account in ensures the life of the people is guarantees. Therefore, Public Health Unit are responsible in urban sanitation, waste management, food quality control, vector control and wild dogs, collect and remove rubbish, issue, renew or revoke multiple licenses and also give lectures or courses on health education and food handling to publics.

Lastly, Assessment & Tax Unit played significant roles as to measure and assess all state government buildings, federal and private sectors, including manufacturing, shop houses and homes to be taxed as it is the main source of council income. Besides that, this unit is responsible to implement the infrastructure and development projects to local people.

Each division or units had their own subordinates under them which act as a supplementary role that add value to the core services. The cooperation among each unit is taken into consideration of this organization, as its will results to the achievements of their visions.

(Source: Application for the establishment of positions based on contributions in LDC year 2010)

## **CHAPTER 2:**

### **SCHEDULE OF PRACTICAL TRAINING**

#### **2.0 INTRODUCTION**

As we know, LDC has seven divisions or units in order to implement the functions of local authorities under their core services. Between the seven divisions, we had been placed in the Administrative Division during the practical training that take placed about five weeks which two of us had been accepted practical in this organizations. In there, we was in charged by Pn.Cristina Jaram who is the Administration Assistance (P/O), N17. We had been expose on how the Administrative Division perform their duties and learn about the actual situation of the working environment.

During the practical training, we had been given a task based on what actually the Administrative Division performs on their duties. The task given can be divided into three subs which are being accordance to the roles in Administrative division such as human resource management, management of quality records on documents and secretariat of the committee and management meeting.

#### **2.1 HUMAN RESOURCE MANAGEMENT (HRM)**

HRM is one of the roles played by the Administrative division where they need perform the duties such as manage human resource information system council, leave and facilities management for the staff and also personnel records management services.

In this functions task, we had been briefing by our supervisor on how they perform their job, where they need to refer to the State Public Service General Order 1996. This purpose is to ensure that they follow the rules and regulation of the local authority which had been stated on State Public Service General Order 1996. We also has been given out briefly on what the content of this act. This act explains more towards on HRM such as about the salary, termination, annual leave, pension and loans of the staff in the local authority. The act provide a guidelines for the

Administrative division in performing their roles if there are problems or not sure about certain situation that are related to their staff.

Besides that also, we had been exposing on how manage the human resource information system council and leave management for the staff. We had been given opportunity in experiencing the duties that they performing. Among the task was such as fill in employee evaluation form which the necessary information of the employee need to be records on that forms for instance the employee name, identity number and their position. This form contents the evaluation information regarding of the employee performance in their organization.

Apart from that, we also had been given responsibility on updating and organize the employee data pertaining to the attendance records of employee training. In this task, we need to structured compile the list of the attendance records of employee training based on months (June – December) and date they had attend. The data was recorded using Microsoft Excel and its can be illustrated on Table 1.0 such as the following:

Table 1.0 List of training / courses / seminars / workshops attended by officers in LDC in 2010

(Source: Information records on training / courses / seminars / workshops attended by officers in LDC in 2010)

Bil	NAMA LATIHAN/ANJURAN	TARIKH	PEGAWAI TERLIBAT	JAWATAN	TARIKH AKHIR PEMANTAUAN DIBUAT
Jun-10					
1	Lab Pelan Strategik Untuk Latihan dan Pembangunan Sumber Manusia PBT	10 - 11.06.2010	Christina ak Jaram	Pembantu Tadbir (P/O), N17	
2	Latihan Audit Dalaman Amalan Persekitaran Berkualiti (5S)	16 - 17.06.2010	Goh Loi Ku	Pembantu Penilaian, W22	
3			David ak Moge	Pembantu Penguatkuasa, N17	
4			Jiferiyo Kitok	Pembantu Perpustakaan, S17	
5			Karen Sandra ak Nagel Jidel	Pembantu Tadbir (P/O), N17	
6	Seminar Amalan-Amalan Terbaik Inovasi Dalam Perkhidmatan	23.06.2010	Litna ak Rassip	Pembantu Penilaian, W17	

In addition also, we had been given a task on updating the book of civil servants. Every civil servants on LDC has their own civil servants book which its contents is concerning on the employee information of their service items and fact leave. All the information regarding of the employees service and leave need to be records and updating. In this task, we had been asked in updated the bonus of every employee gain in the civil servants books. Besides, records this information in civil servants books, we also need to update their information in one system records of Personnel Information System (PIS) where all the information regarding the employee are recorded. From this task, we had been experience learned on how to records the employee data in properly way. (Appendix 2)

Recording of employee leave application is also one of the tasks that had been given. In this task, we had been taught on how records the leave application in such well organized and structured way. Before one employee want to requests a leave application, they need to fill in leave forms with the necessary information such as stated how many days that they need for leave and the reasons for leave. For the special case such as festive seasons, they need to state the name of the employees that will replace their duties during their leaved. The leave application of the employee firstly needs to be recorded on the leave certificate with three copies after it had been authorized by the Secretariat. One copy of the application leave need to be given to the employees that apply it, one copy will be placed at the leave certificate and one copy will be attached at the leave application forms.

Then, the leave application by the employees will be recorded in the fact leave civil servants book section. In this book, the number of leave days that had been applied will be recorded and calculated. This is where the number of leave days that they have will be deducts with the days of leave that they were applied. While for leave balanced of the employee, it will be updating in one a year. After update the civil servants book, it will be also being recorded in PIS leave application section. In these PIS, the necessary information need to be recorded such as the number of leave applied, the start and ending date, leave types, and leave status on the employee records that applied that leave.

In HRM, we also learned on the system use by this organization in personnel records management services. This organization uses PIS as their core system in order to records their personnel data as it's provides a working model with ready to use processes for greater efficiency and better customer service.

PIS are SMART2000 system use in order to enhance recorded of data pertaining to personnel records management services. This system only use by the organization that had applied it and one of those organizations is LDC.PIS is system that are confidential in the information of the organization where only that organization can only search for the data. In addition also, it has a security feature which uses the password to enter into the information. This system caused the problem to the organization when there is no electricity.

In this system task, we had been given opportunity to use this system and recorded the personnel information on leave application and service history section. The information that wants to be recorded was taken from the book of civil servants. The purpose of copying this information on PIS is to avoid from the missing of the employee data on book of civil servants. In addition also, each of employee information in this system needs to be updating every time.

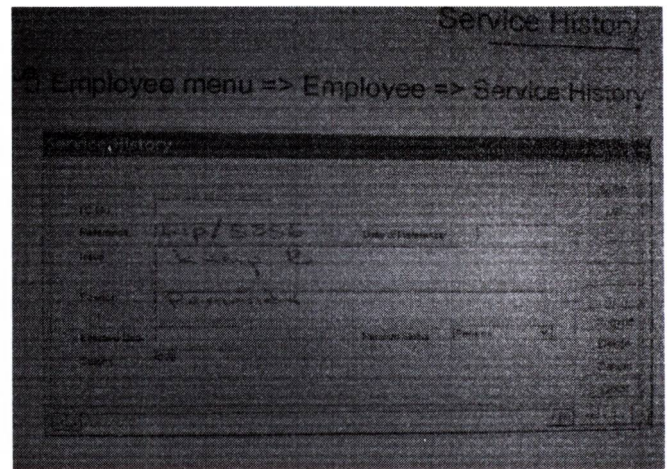
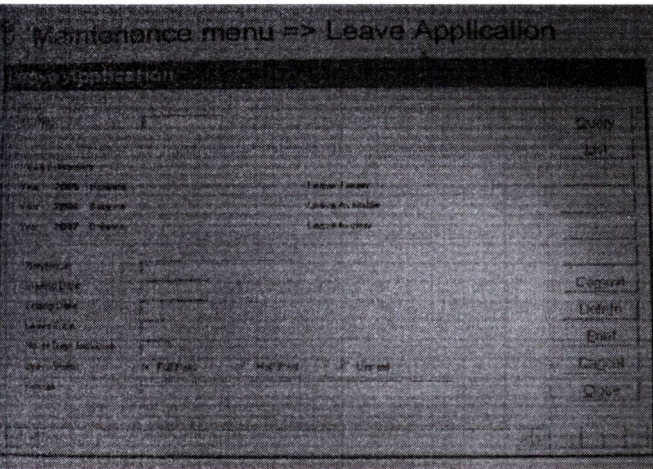
In PIS leave application section, we need to records and updating the information regarding the leave application of the employee that requests it. The necessary information that need to be recorded in this section are such as the reference, starting and ending date, leave status (full paid, half paid, unpaid) and the number of day.

While for service history section, the information of the employee regarding their services can be getting also from their civil servants book. Same with the application leave that require records the necessary information, the data need to be recorded are such as the employee identity number,reference,data of reference, the issue, their position, effective date and salary. After record necessary information, we can see the updating that had been made in the employee records. The necessary information that needs to be record can be seen as the following picture:



Figure 1.1 The picture of leave application and service history section that show the necessary information that need to be records using PIS.

(Source: SMART2000 Application Training Personnel Information System)



Besides that, this organization also uses Human Resource Management Information System (HRMIS), but they were in the earliest part use it which they only use in the personal records management section. In this task, we had only be demonstrate briefly regarding this HRMIS and we don't have the opportunity to experience using it as it need time to learned it. We had been briefing out that, HRMIS is a national system that provides direct access to Human Resource (HR) information in support of operational activities, via client-server technology and intranet or Internet technology.

HRMIS comprised of two components. The first components allow HR professionals to access the system via a client or server technology to administer HR functions. Information captured for this purpose includes benefits programs and benefits claims, career plans, certifications, considerations for promotion or transfer, dependants, discipline, education, employment equity, grievances, health and safety and accident reporting, language skills, leave and leave entitlements, posting data, public complaints, salary information, security/reliability clearances, skills, superannuation, tests and training courses. The second is a HR online component accessed via an intranet or Internet technology by this organization employee and provides web based access to Leave Self Service, Employee Self Service and Manager Self Service.



Figure 1.2 Picture shows the main website of HRMIS

(Source: Buku Panduan Penggunaan Aplikasi HRMIS)



In addition also, we had been given out the one section function that had been used by this organization which is personal records management. Personal record management is a module that contains all personal information relating to the civil service employees such personal information, family information, academic information, information, disability, language information, information on work experience, information society and other relevant information. The purpose of this record is to optimize decision making process related to the owner competencies such as the selection for promotion, distribution and other compensation.

## 2.1 MANAGEMENT OF QUALITY RECORDS ON DOCUMENTS

Apart from HRM task, we also had been given an opportunity to know how this Administrative division manages the organization quality records on documents. As we know, every organization has their own ways and standards in manage their documents records. In this organization, they use the filing system in order to manage the quality records on documents which their filing system needs to follow the necessary requirements of ISO 9001:2008.

In this filling system task, we had been given taught how to well organize the documents in accordance with its category. Every division has their own fail and its category of the documents record. For instance is that, Human Resource Department has sixty records file which each of its has their owns difference category file title. Before updating the file, we had been asked to make card file movement records according to the ISO standards which this card will be attached on the file. The purpose of this card file movement records is to records the movement of the file which borrow by the employee that need refer to this file. (Appendix 3)

Besides that, we also had been asked to make list of file contents which it is one of the necessary requirements of ISO standards in order to have a quality records in filling system. List of file content will be attached at each file and all the documents in that file need to be recorded in this list file content. The purpose of this documents recorded is to facilitate look for the documents that are needed and it will save the time in search for it. The recorded of each documents has its procedures where the documents that are received from outsider will be records with red pens, while for the documents that want to sent to the outsider will be records with blue or black pen. (Appendix 4)

After that, the updating and record the documents are needed and necessary to each file. The documents in the file that has more than one hundred will be closed and need to open a new file. Each front page files need to be records a file title and its index number for the reference of the employee for search the file. The file that had been complete with the necessary requirement will be compiling in one cabinet according to its division and category. All this cabinet was placed with structured and neat layout at one special room for the file.

Besides of filling, we also learned how to record out and in of letter. Registration of incoming letter is usually through fax and post. While for delivery mail through post, fax and local delivery (hand delivery).After received or deliver the letter, it needs to be records in the special books, for instance if the letter is received through post, it need to be records at the post book. For the delivery through local delivery, it also needs to be records in its special book but the different it is that need to get the receiver signature to ensure that they had received that letter.

## **2.2 SECRETARIAT OF THE COMMITTEE AND MANAGEMENT MEETING**

In this practical training we also gain the experience on the actual situation on how this organization conducting a meeting. The meeting was started at 8.00 am and had finish at 12.30 pm. In there, we gain the opportunity to know how the leader and their employees communicate with each other in order to solve the problems in the organization. Each of division need to present a report of all activities that had been done in their division to the leader. If there are problem occurs, all division cooperate each other to propose a suggestion which the brainstorming was applied by them. Through this meeting, we had learned something where what we had learned in the class was applied by this organization and we have the opportunity experience the actual situation how the leader manage their employees.

To conclude, eventhough we had short time period in the practical training, but the knowledge that we had gain is meaningless for us. This experience is important especially for us in applying job one day as we had practice what we had learned in the class to the actual situation of working environment.

## **CHAPTER 3:**

### **ANALYSIS ON PERSONNEL INFORMATION SYSTEM (PIS)**

#### **3.0 PERSONNEL INFORMATION SYSTEM (PIS)**

In growing competitive world, local authority such as LDC prefer maintaining large amount of data in attractive and simple format and at easily accessible places. PIS is one of the programs in SMART2000 that are reliable, user friendly and provide solution to the local authority which provides a working model with ready to use process for greater efficiency and customer service.

In addition also, PIS becomes an easy to get up to date information and that too on time, accuracy can also be added to it. This PIS program involves the automation of detailing and maintenance of all the organization personnel. It includes the details that an employer of the organization would need about his employees so that he could view and manipulate details as and when required.

Besides that also, PIS can view and judge weekly, monthly and annual progress of the organization in some required format which in turn help them to take necessary decisions for proper management of their system and to increase their organization productivity and efficiency both in monetary terms as well as in manpower.

So far, twenty local authorities include LDC had chosen these PIS as their system in carry out their core services. Among the others local authorities that apply this system are such as Bau, Betong, Dalat, Mukah, Kanowit, Kapit, Lawas, Limbang, Lubok Antu, Matu and Daro, Maradong and Julau, Marudi, Samarahan, Saratok, Sarikei, Simunjan, Serian, Sri Aman, and Subis.



### 3.1 OBJECTIVE

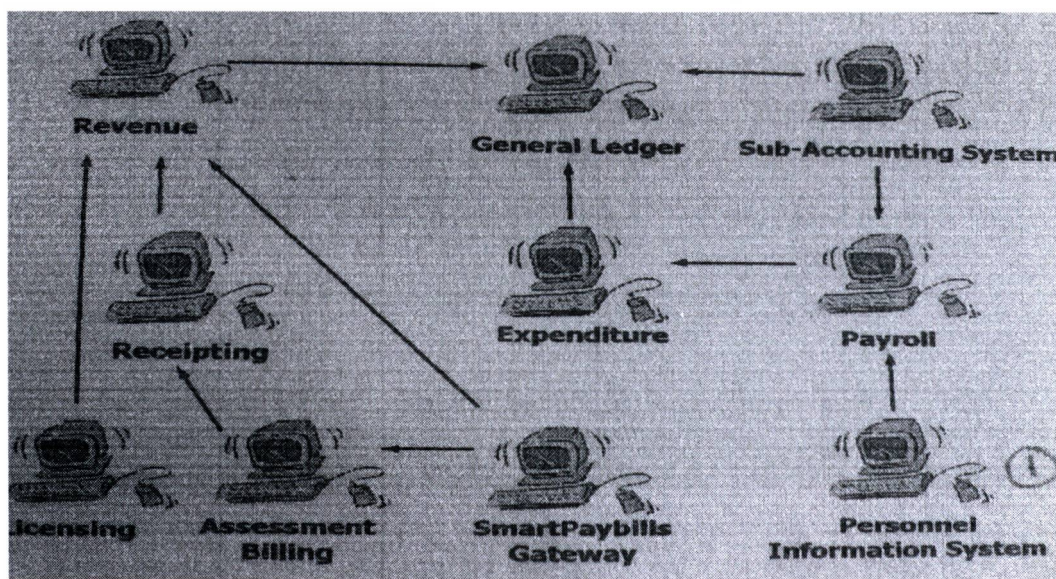
Before we assigned this task, we had been explained with the clear understanding and picture of PIS objectives. PIS offer an alternative to handle the various requirements and needs of the organization especially in related on managing of organization information. The objective behind the development of this system is to setup personnel information system, create and maintain employee information, process leave application, perform query and preview reports. In addition also, it helps in growth of the organization and managing its resources well and utilizing the capabilities of the personnel at their fullest in order to achieve the organization goals.

### 3.2 SYSTEM INTEGRATION

SMART2000 system have nine programs on it and one of it is PIS and other programs are such as SmartNet, Assbill, Receipt, Payroll, License, Olpay, Building, Account. The following picture shows the system integration of the program in SMART2000 which shows the greater efficiency and customer services.

Figure 1.3 The picture below shows the system integration of SMART2000 program which include PIS

(Source: SMART2000 Application Training (PIS) )



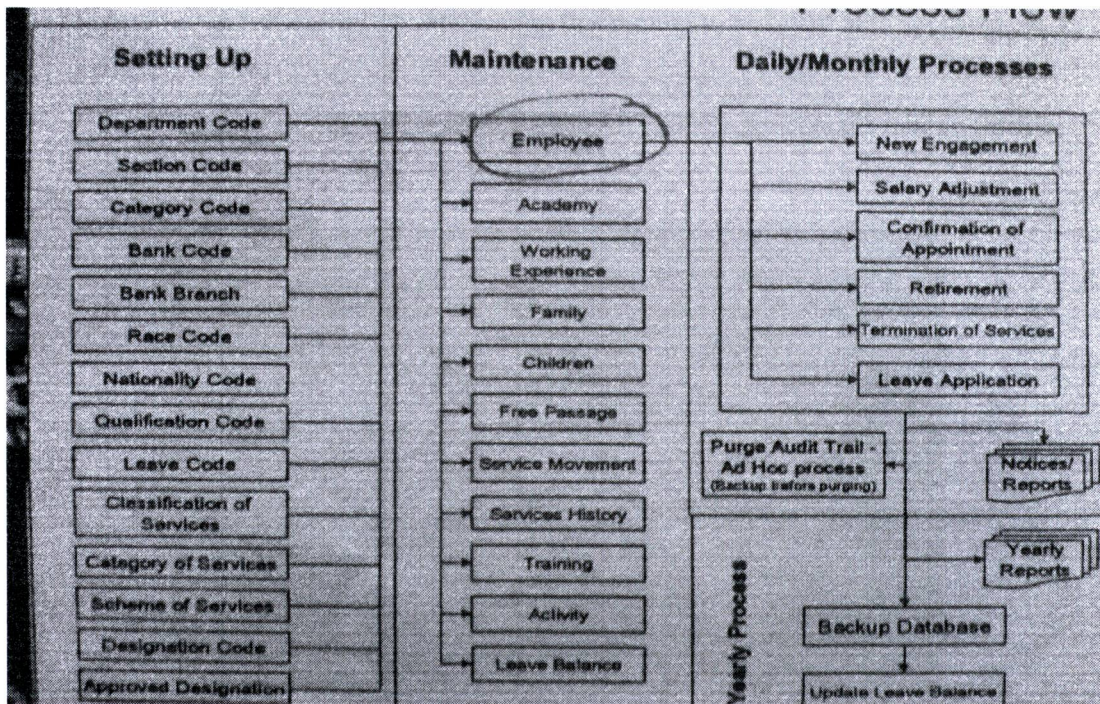


### 3.3 FLOW OF THE PROCESS

PIS is a computerized automation system that stores all information about the personnel. Before recorded all information on personnel in PIS, it is require to setting up the several information system such as department code, section code, category code, bank code, race code, nationality code and other in order to this system to be function. PIS are a system that is supposed to help the employer of the organization to maintain the large amount of data in a maintainable format. The data includes details on the maintenance regarding the employees, academy, working experience, family, children, free passage, service movement, service history, training, activity and also leave balance. Besides that, PIS also involve daily, monthly and yearly processes such as new engagement, salary adjustment, conformation of appointment, retirement, termination of the service and leave application. Employer can gather information, as and when he requires in the forms either daily, monthly and yearly which present the summarized output.

Figure 1.4 Picture shows process flow of PIS

(Source: SMART2000 Application Training (PIS) )



### 3.3.1 SETTING UP

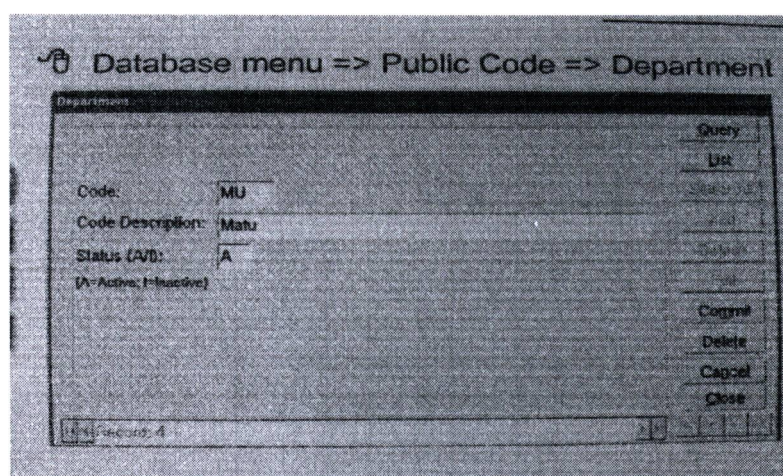
Setting up of the PIS is one of the requirement processes in order to ensure this system to be functioning. There are fourteen requirements that needed to setting up such as stated in the figure 1.4. We had been given opportunity to gain knowledge, learn and explore on how this system is setting up. In this system, we had learned to set up different section that requires different information on it. For department code, section code, category, bank code, branch code, race, nationality and qualification code require the same format in order the necessary information to be recorded (the example are such as figure 1.4). While for leave code, classification of service, salary scale, salary types, category of services, scheme of services, designation and approved design require different format.

#### i) Department Code

In this section, the necessary information such as code, code description and status need to be fulfill in order it can be function on the maintenance section. For example code is AD, while for code description it means Administration and for the status of the code 'A' for 'Active' or 'I' for 'Inactive'.

Figure 1.5 Picture shows the information that require to be fulfill in the department section

(Source: SMART2000 Application Training (PIS) )



The screenshot displays a database menu interface. At the top, it reads "Database menu => Public Code => Department". Below this, there is a form titled "Department" with the following fields:

Code:	MU
Code Description:	Mahu
Status (A/I):	A
[A-Active, I-Inactive]	

On the right side of the form, there is a vertical list of buttons: Query, List, Search, Print, Refresh, Commit, Delete, Cancel, and Close. At the bottom left of the form, it shows "Records: 4".

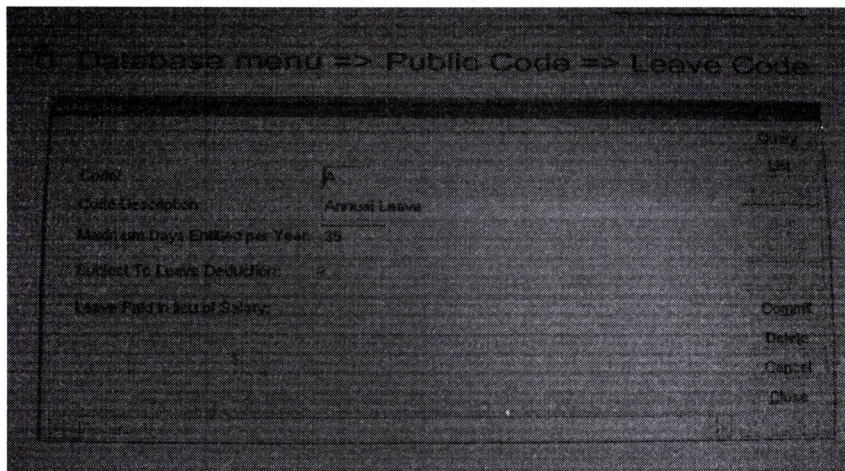


**ii) Leave Code**

Leave code have also require same information to be fulfill such as department code but it have more information need to be record. Among the information is such as code, code description, maximum days entitled per year, subject to leave deduction and leave paid in lieu of salary. For instance code enter is A, code description is Annual Leave and the maximum days entitled is 35 days. While for subject to leave deduction and leave paid in lieu, it requires clicking on the checkbox given.

Figure 1.6 Picture shows the leave section

(Source: SMART2000 Application Training (PIS) )



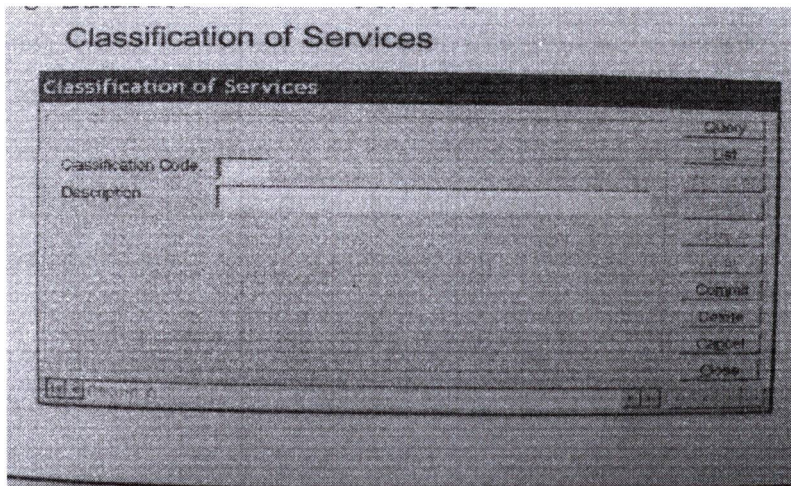
**iii) Classification of service**

Classification of service needs simple information that requires to be fulfill such as classification code and its description. For example, classification code is N and its description is Administrator and Support.



Figure 1.7 Picture shows classification of service section

(Source: SMART2000 Application Training (PIS) )

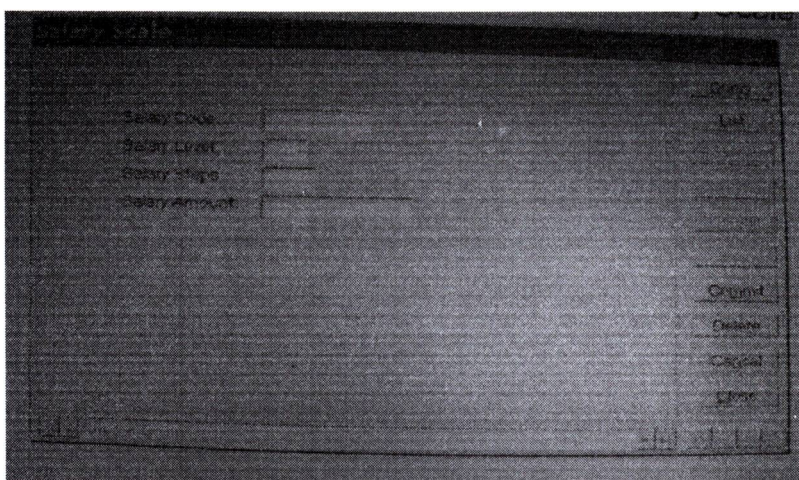


**iv) Salary Scale**

In salary scale section, the necessary information that need to be record such as salary code, salary level, salary steps and salary amount. For instance salary code is J1,salary level is 1,salary step is 1 and salary amount 3273.00.

Figure 1.8 Picture shows classification of service section

(Source: SMART2000 Application Training (PIS) )

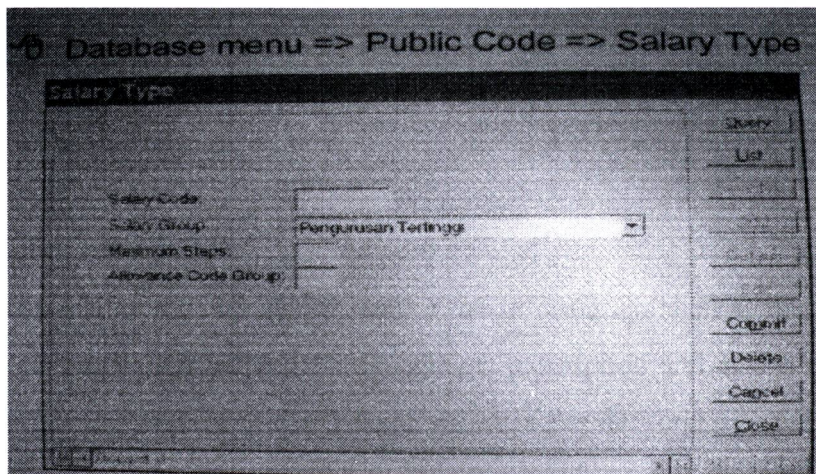


**v) Salary Type**

For salary types, the require information that need to be recorded are such as salary code, salary group, maximum steps and also allowance code group. For example salary code is J1, salary group is Upper Management, salary maximum step is 7 and salary allowance code is 01. In this organization, every code of salary types has different code depend on types of group that they are.

Figure 1.9 Picture shows salary types section

(Source: SMART2000 Application Training (PIS) )



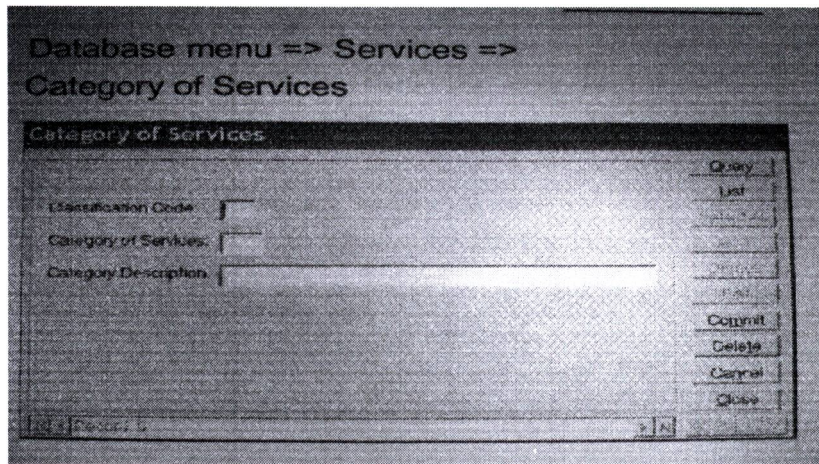
**vi) Category of services**

Category of services requires simple information to be recorded which are classification of code, category of services and category description. For instance classification code is N, while category code is 01 and category description refer to Junior General Assistance.



Figure 2.0 Picture shows category of services section

(Source: SMART2000 Application Training (PIS) )

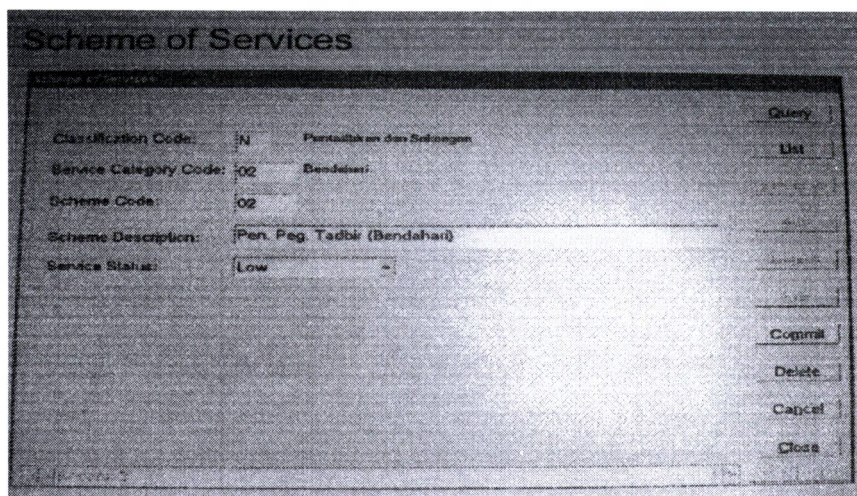


**vii) Scheme of services**

While for scheme of services, it require the information such as classification code, service category code, scheme code, scheme description and also service status. For service code and service category code, we can enter the code or press F2 to select the value because it had been coded. The example of information that need to be recorded can be seen in the figure 2.1.

Figure 2.1 Picture shows scheme of services section

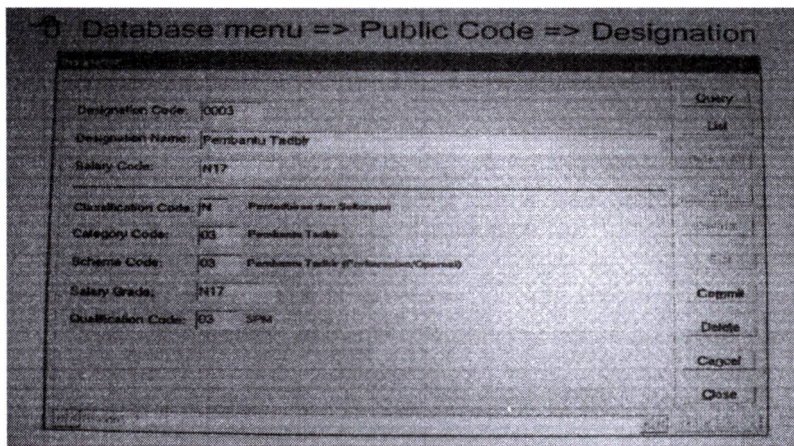
(Source: SMART2000 Application Training (PIS) )



**viii) Designation**

Designation section requires more information than other section that had been discussed. In this section, the information such as designation code, designation name, salary code, classification code, category code, scheme code, salary grade and qualification code are needed. The example of information recorded such as the picture below.

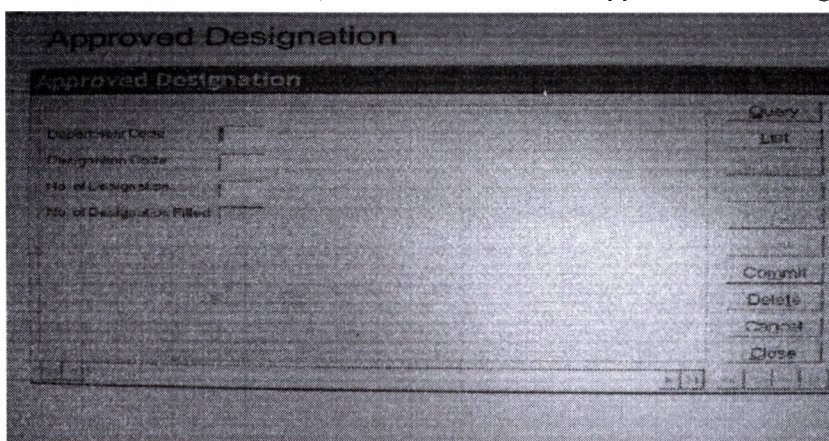
Figure 2.2 Picture shows designation section  
(Source: SMART2000 Application Training (PIS) )



**ix) Approved Designation**

Approved designation is the last section in setting up PIS system. Among the information require are such as department code, designation code, number of designation and number of designation filled.

Figure 2.3 Picture shows Approved Designation section  
(Source: SMART2000 Application Training (PIS) )





### 3.3.2 MAINTENANCE

Maintenance is one of the process flow involved in PIS. In this maintenance, it has eleven sections as stated in the figure 1.4 above that need to be recorded which are related to the personnel information. In this task, we also gain an experience in recorded the personnel data in PIS such as on employee particulars, their academy, working experience and service history. All the information to be recorded in PIS is taken from employee personal records fail. The copy of this information in PIS is to avoid the missing of the personnel information in the fail.

#### i) Employee Particulars

In this section, it requires all the personnel personal information data need to be recorded. Among the information are such as identity card number, name of employee, employee picture, date of birth, place of birth and so forth.

Figure 2.4 Picture shows the example of employee information that recorded in PIS

(Source: SMART2000 Application Training (PIS) )

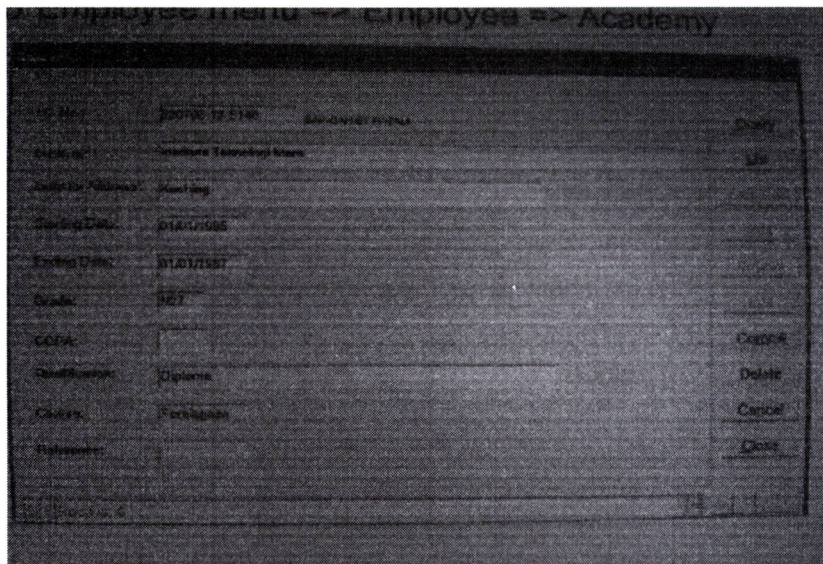
The screenshot displays the 'Employee Particulars' form in the SMART2000 application. The form is divided into two main sections: 'Personal' and 'Family'. The 'Personal' section includes fields for IC No. (49226-11-4531), Card No. (K.3583), Name (TRIAM EDI EFWANI), Place (IC: Melaka), Religion (Islam), No. of Children (3), and Address (Kempung Hilir). The 'Family' section includes fields for Picture No. (TRIAM), Place of Birth (Dangayur), Nationality (Malaysia), Gender (Male), Marital Status (Married), Spouse Working (Yes), and No. of Children < 18 yrs (2). A small portrait photo of the employee is visible on the right side of the form. The form also features a 'Print' button and a 'Close' button at the bottom right.

## ii) Employee Academy

While for academy, the information such as identity card number of the employee, institute, starting date, ending date, grade, CGPA, Qualification, Course and Reference need to be recorded in this section.

Figure 2.5 Picture shows the example information of employee academy that recorded

(Source: SMART2000 Application Training (PIS) )



The screenshot displays a form titled "Employee Academy" with the following fields and values:

Field	Value	Action
Employee ID	00000123456	
Institute	Medicare Technology School	
Academy Address	Medicare	
Starting Date	01/01/2005	
Ending Date	31/01/2007	
Grade	123	
CGPA		Delete
Qualification	Diploma	Delete
Course	Technology	Cancel
Reference		Delete

## iii) Working Experience

In working experience section, it require nine types of information need to be fulfill such as employee card identity number, organization, organization address, designation, types of work, salary amount, salary code, appointment date and termination date.



Figure 2.6 Picture shows the example of employee working experience information

(Source: SMART2000 Application Training (PIS))

I.C. No.:	200418 33 0520	FACBANK BY TARA	Query
Organization:	Itteapital Siba		List
Organization Address:	Jl. Jati 6 1/2 Jalan Oya, Siba		Add
Disposition:	Persediaan Pabrik Perawatan, TBS		Edit
Type of Work:	Demokrasi		Print
Salary Amount:	800.00		Commit
Salary Date:			Delete
Appointment Date:	01/11/1995		Cancel
Termination Date:	05/11/1997		Close

#### iv) Service History

For service history, the information such as the identity card number of employee, reference, date of reference, issue, position, effective date, position status and salary need to be recorded.

Figure 2.7 Picture shows the necessary information need to be fulfill in service history section

(Source: SMART2000 Application Training (PIS))

Employee menu => Employee => Service History

I.C. No.:			Query
Reference:	Lap/5856	Date of Reference:	List
Issue:	kump B		Add
Position:	Pemandu		Edit
Effective Date:		Termination Date:	Print
Salary:	800	Position Status:	Commit
			Delete
			Cancel
			Close

### 3.3.3 DAILY/MONTHLY PROCESSES

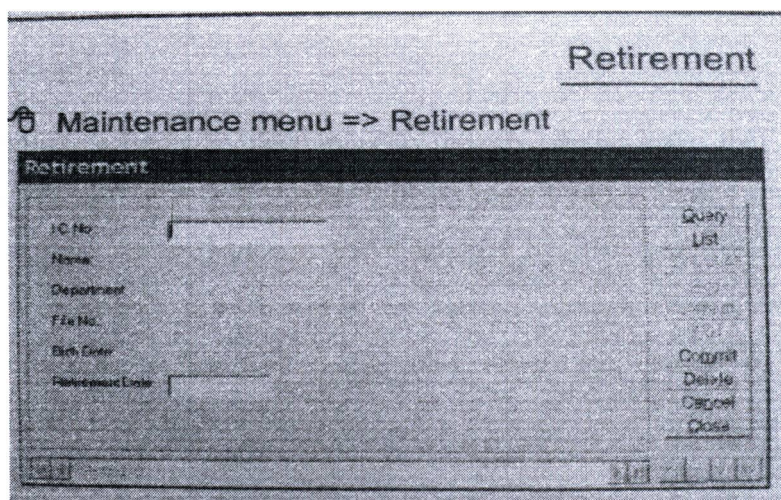
In PIS, it also involves daily and monthly process flow which this will facilitate the employer in order to records daily or monthly information regarding personnel. Besides that also, this will ensure up to date of information on employee records as this system allows quickly access to the information in the system. Apart the information that usually involve daily and monthly are such as new engagement, salary adjustment, confirmation of appointment, retirement, termination of service and leave application. Among the six information, we are given opportunity to explore on retirement, termination of service, leave application and audit trail information.

#### i) Retirement

In this retirement section, it allows the employer to records the information on the retirement of his employee. In addition also, this function allows the employer to maintain the employee retirement records. Some of the reports available in this section are list of officer due for retirement and retirement notification. The information that need to be record in the PIS are the employee identity card number, name of the employee, department, file no, birth date and retirement date.

Figure 2.8 Picture shows retirement section

(Source: SMART2000 Application Training (PIS) )





## ii) Salary Adjustment

For this section, its function is to records the adjustment of personnel salary. During the payroll processing, salary adjustment records will be processed. These records will be removed after the process.

Figure 2.9 Picture shows salary adjustment section

(Source: SMART2000 Application Training (PIS) )

The screenshot shows a software interface titled "Maintenance menu => Salary Adjustment". Below the title is a form with the following fields and controls:

Field Name	Control Type
ID No.	Text Input
Name	Text Input
Salary Scale	Text Input
Salary Code	Text Input
Salary Level	Text Input
Salary Step	Text Input
Salary Movement	Dropdown Menu (Horizontal)
Reference	Text Input
Reference Date	Text Input
Effective Date	Text Input
Effective Month	Text Input
	Query
	List
	Control
	Delete
	Cancel
	Close

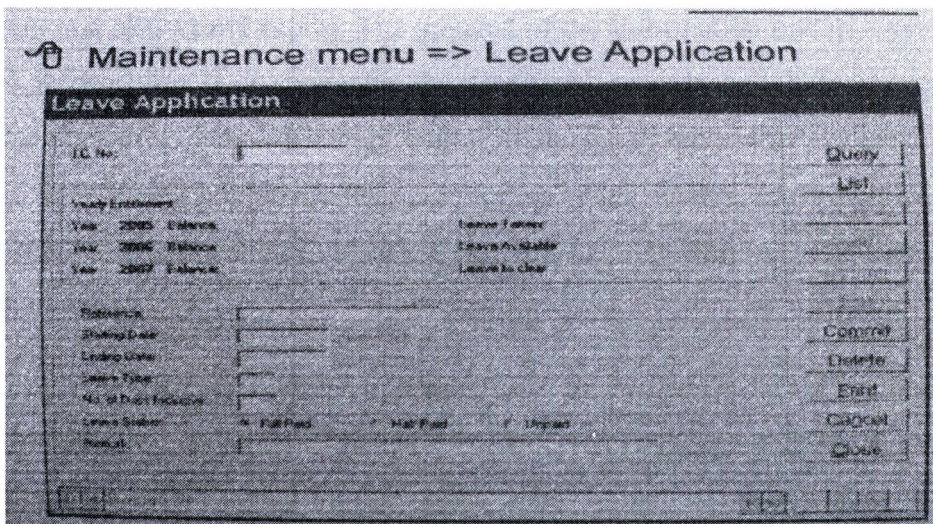
## iii) Leave Application

While for this section, its function is to records on the leave that applied by the employee. Usually, this information will be record and updating on the employee personal records when there are leave applied by that employee. The necessary information that needs to be record in this section are such as employee identity card number, reference, starting date, ending date, leave type, number of days inclusive, leave status and remarks if applicable.



Figure 3.0 Picture shows leave application section

(Source: SMART2000 Application Training (PIS) )

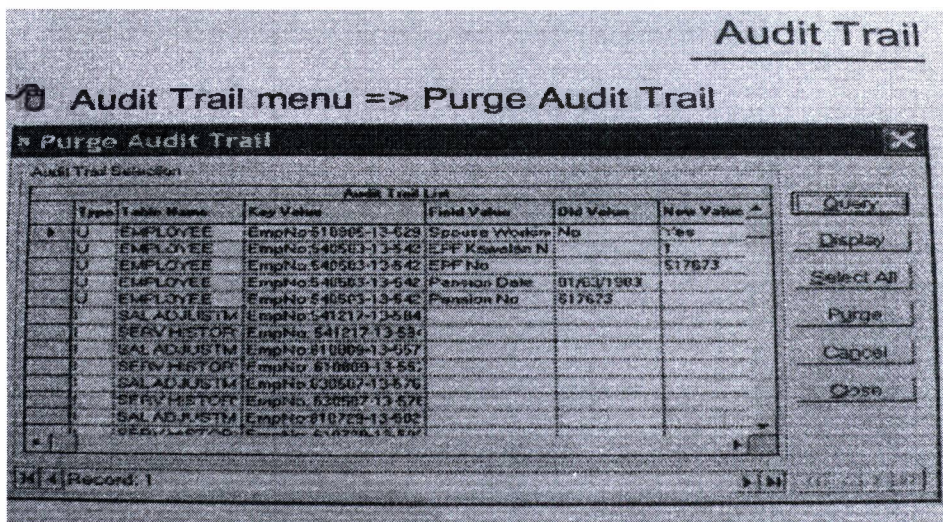


**iv) Audit Trail**

Audit Trail is used to keep track of changes made. It records the types of changes, table name, key and field value, old and new value, date and time when the changes were made and also the user who made the changes. The audit trail report usually will be print for filling before purging.

Figure 3.1 Picture shows leave application

(Source: SMART2000 Application Training (PIS) )





### 3.3.4 YEARLY PROCESS

For the yearly process, it involves the activity such as backup database, update on leave balance and engagement and also yearly report. The updated of the information one in a year especially the personnel information is to maintain the personnel records and help the employer in managing human resource. This is where through PIS, the list of report that available produce are such as public code listing, employee listing, employee detail listing, leave application listing, list of officer due for retirement and so forth which will help the employer to make a references on the reports on request.

In this yearly process, we had been taught how to update on leave balance and also engagement. Usually, the updating of the leave balance and engagement made in one a year. In order to update it, we need to enter into processes menu in the taskbar and click on the update leave balance and for engagement, the process also same with leave balance process. After processing, all the related reports need to be print for verification.

Figure 3.2 Picture shows the updating of leave balance  
(Source: SMART2000 Application Training (PIS) )

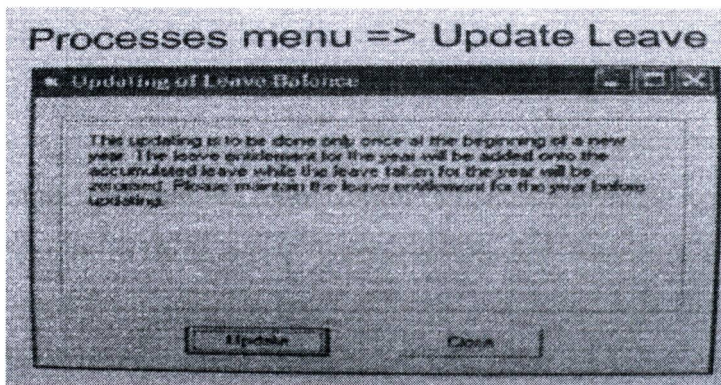
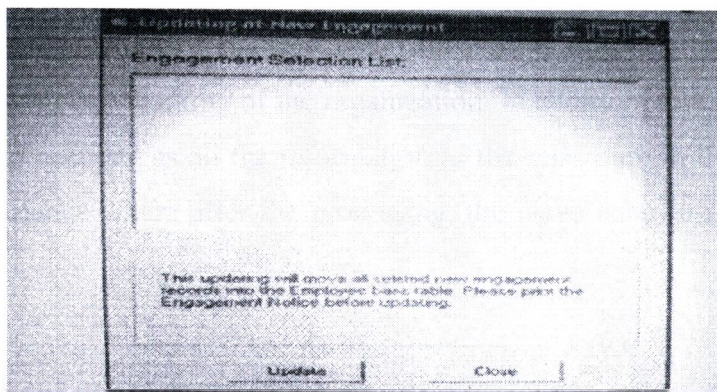


Figure 3.3 Picture shows the updating of engagement  
(Source: SMART2000 Application Training (PIS) )



### **3.4 ADVANTAGES AND DISADVANTAGES OF PIS**

#### **3.4.1 ADVANTAGES**

PIS is sophisticated system software, which can perform many of the functions especially relating to personnel information management. This system software has its advantages which contribute for benefits of its user.

Among the advantages using PIS is, it facilitate to the efficiency and effectiveness in the records of the data. This is where, it provides quickly access in the information which will save time of the employer in order to record the employee data and search for the information when need it. For instance the employer wants to record leave application of the employee which he or she only need to search the name of the employee in the system and then records the necessary information in that employee leave application personal records.

Besides that also, PIS provide confidential in the personnel information of the organization which only that organization can search for that information. It expects a valid username and password to visit the main screen. The username and password are verified to ensure security aspect of the system. In addition, through this system security it will maintain the employee information.

Apart from that, the advantage of using PIS in the organization is it will help to reduce paperless. This system will help the organization to enhance their system of records which then will allow the reduction in using paper to records the data besides it can save the cost in the organization. For example in order to records on the employee data, through PIS the employee data can be records with structured and organized which the employer can easy to search for the information rather than using the file to records employee data.

PIS also provide a system for monthly and yearly report. These reports will help in the decision making and provide the management with information that can be used by them to ensure proper and efficient working of the organization. In addition, this system help to produce report with fast and accurate as all the information of the report are in the system. For instance reports on leave balance where after the processing, the leave balance reports can be print for verification

### 3.4.2 DISADVANTAGES

Besides the advantages of this system, it also contributes to the disadvantages to its users. This system will cause the problem when the power is failure which the system cannot be functioning. This situation causes the complicated in searching and records of the information when the time it is needed. In addition also, the payroll of the employee can be approved after the updating of the employee records, therefore if this system cannot be functioning, it will cause the delays on the employee payroll.

False in the key in data cause the wrong in the information also one of its disadvantages. As we know, the system usually will produce the report based on what that had been key in the system. The correction of one small mistake causes the correction in all the information that is related to this information. This cause in the wasting of time in order for searching on the mistake that had been made as it needs to check it one by one.

PIS also weaknesses in its system in term of its information available especially for the employee of that organization that applied this system. This is where, different from HRMIS that allows the employee updating their own information in anytime, PIS has no specialty on the employee self service. The updating of the employee records will be done by the administration assistance where the information of the employee cannot be open without the permission. This will results in the delay of the updating of the employee records as the records are made by one person.

Apart from that, PIS has its limitation of the employee information. When one employee will be transfer to the other organization, the information regarding the employee that is records in the system cannot be transfer. The information of that employee needs to be records again which shows the weaknesses of this system compare to HRMIS that maintain the employee records eventhought the employee had been transfer.

### **3.5 THE APPLICATION OF PIS WITH THE CONCEPT OF ORGANIZATIONAL CITIZENSHIP BEHAVIOUR (OCB) IN LDC**

In today's competitive world we see the biggest challenge in front of a leader would be managing and motivating people in an organization. People are one of the most important drivers of the business and no business leader can ignore this fact. People, who can be technology enablers, technology managers, sales enablers or sales managers, everyone needs to be motivated. Another challenge faced by leaders is to align the entire company to the business objectives. This is a major challenge to any Managing Director, HR Manager, Delivery Managers, as failing to align people in their company would essentially mean a Hay-wire execution which results in inability to meet business targets. This challenge of People Motivation and Alignment leads them to find out innovative techniques to achieve the same.

According to the article Organizational Citizenship Behaviour, by Sachin Uppal, July 2007 has found out an innovative leadership technique that has shown the success based on what him had experience and interaction with the business leaders from Fortune 100 companies. Based on Sachin Uppal, he defined Organization Citizenship Behavior (OCB) is one human behavioral technique under research for improvisation in many institutions worldwide as well as tried and tested approach in many companies. OCB is one way in which there is a direct involvement of the business leaders with the people in his company. There is an open communication channel and there is a clear understanding in every individual of their role in the organization. Sachin Uppal categorizes Citizenship behavior in an organization in two parts which are Self inculcated citizenship behavior and External Driven Citizenship behavior.

Self inculcated citizenship behavior is such behavioral occurrences are due to an Individuals' high understanding of the organization and personal belief in ideologies of the organization. The urge to get benefited on a long term basis for any individual drives them to cooperate as well as contribute. Thus drives a citizenship amongst themselves and peers to achieve long term goals and bring in long term discipline. This behavior is not comfortably supported by an organization until the individual makes an extra effort to educate and influence others.



In addition, the individual needs to communicate the same within a smaller group and hence find ambassadors to promote the same. As an organization, starts seeing the benefits of this behavior, starts encouraging the cause and hence motivates the individual and the organization on a whole. This is the time when the individuals taking these initiatives creates a higher value for themselves in the organization and become indispensable.

While, External Driven Citizenship behavior, individuals are motivated by the management to inculcate an additional responsibility where they create enough awareness and need, to become a citizen of the organization rather than just being an employee. Creating this culture in an organization requires additional efforts to educate all employees, to motivate them further and align them further with the company goals and objectives.

Furthermore, to find ambassadors to promote this behavior, a strong sense of understanding is required along with a crafted communication message. Organizations which are able to achieve such feats really have individuals working with them who are very passionate and committed. Such initiatives are then passed on from management to the employees and the employees finally become the ambassadors of the cause. This creates a lot of value for the managers. The ambassadors who practically implement such initiatives again draw enough attention from management and get recognition for the same.

According to Organ (1988), organizational citizenship behaviors (OCB) are "individual behavior that is discretionary, not directly or explicitly recognized by the formal reward system and that in the aggregate promotes the effective functioning of the organization". Organ also noted that defining OCB as behaviors that are not formally rewarded is equally too broad, as few "in-role" behaviors actually guarantee a formal reward.

Besides that, Organ explain in his study that OCB in employee lead to more efficient organization. It will bring new and positive changes in organization. In Organ's explanation, effective functioning of organization not only new employee is attracted but goodwill of company in market also increases. The most important thing is that the customer belief about the company product and service also changes.

Organ(1998) identified five categories of OCB.(1)altruism-during job employee will help each other.(2)courtesy-guideline to other people about their work if they are doing it wrong.(3)conscientiousness-extra work done by employee not include in job description.(4)sportsmanship-complain about different matter.(5)civic virtue-work for the welfare and betterment of organization.

OCB offers a different rationale for many relationships. Helping coworker (Altruism) makes the work system more productive because ultimately every worker is working for the betterment of organization, employee are giving many cost effective ideas which are increasing efficiency. So this is basically the organization that are providing opportunities to their employee to create spirit in themselves and being a citizen of organization that are more loyal to the organization.

Therefore, Organizational citizenship behavior (OCB plays very important role for the better functioning of any organization, defined as behavior that (a) is something extra beyond the basic job description, (b) is without any compensation, and (c) is for the betterment to the organization (Lambert, S.J., 2006, p. 503-525).

Another writer explains Organizational Citizenship Behavior as follows:-

Organizational citizenship behavior is behavior that, although not a part of job of employee, but play a very important role for the functioning of organization (Lee and Allen, 2002, p 132).

Global competition highlights the importance of innovation, flexibility, responsiveness, and cooperativeness for long-term organizational success. Innovative and spontaneous behaviors vitality is revealed in protecting organization in an ever changing environment. As a necessity, organizations will become more dependent on employees who are willing to contribute effective organizational functioning, regardless of their formal role requirements. Employee behaviors like citizenship behaviors become more important and even crucial for organizations survival.



OCB is something which is very different from the usual job performance. If some individual is not involved in this behavior he is not held responsible or liable by the organization but ultimately it is for the betterment of the organization. In addition, OCB are the personal choice of the employees he is not paid for this behavior. Organizational citizenship behaviors are having a very positive and clear impact on the functioning of organization. Organizational citizenship behaviors are often considered a subset of employee's conditions and their evaluation on their job

One of the most important thing is to consider is the organization loyalty if an employee is loyal with his or her organization he will work beyond his responsibilities and without any reward so its is the responsibility of the employer to create this spirit among the employees . Ultimately it is for the betterment of the organization. OCB behavior is discretionary behavior that is not part of an employee formal.

OCB has a major impact on the effective functioning of organization. Therefore organizational citizenship behavior can be construed as the social lubricant of the organizational machinery. Organizational citizenship behavior to be an extra role behavior such as it is any behavior not officially required by the organization, rather its practice depends solely on the consent of employee as a consequence of the organizational environment. Organizational citizenship behavior makes the impact on organization effectiveness. Organizational citizenship behavior should have a particular impact on the overall effectiveness of organizations by adding to the social framework of the work environment.

World is becoming a global village things are getting advance day by day. Today organization is facing the fierce competition due to the flow of intense awareness and knowledge. In order to cosset the competitive advantage the organizations have to make pace with the increasing changes and for this high commitment from the employee are needed. So basically organization commitment is significantly associated with the OCB as its construct. Training and development plans of individual can be supportive for the organization objectives if there is a clear sense of direction.

As we know as discussed in the previous chapter, LDC is one of the local authorities that deal with the public. The effective and efficiency of the organization is most depends on the budget that they received. Usually, most of the local authority has limited resources especially in terms of financial and also the manpower. The scare of resources will lead to the organization use efficiency (do the things right) rather than effectively (do the right things). In order to provide good services to the public and efficiency in the organization to suit with the global competition, LDC has choose one system which is PIS system for the greater efficiency in their system information records.

The PIS is a system that needs the expertise and capabilities of the employee in order to operate this system. For the local authority such as LDC which is lack of the capabilities in their manpower, the effort that had be played by their leader is by motivating his employee especially in their behavior so that they have a sense of responsibility in achieving the organization goals. According to the theory above, in order to be success, the OCB is an important behavior that needs to have in employee behavior in order to motivate and increase the employee competency which will resulted in improvement of the organization performance. The OCB can be exist by two ways either extra role made by the employee itself or effort made by the leader to inspire and nurture the OCB among his or her employees. Furthermore, when the employee feel motivated, they are willing to adapt the changes that introduced by the organization. This therefore, will contribute to increase in the value in the organization, thus will result to the increases in competitive advantage. In addition, based on the theory discuss above, the employee should know and have clear understanding on their roles so that can contribute to improvement in the functioning of their organization.

This scenario can be seen on the practices of LDC leader towards their employees. During our practical in LDC, we had been given out by our supervisor that not all of LDC employee have the capability in operate and adapting this PIS system. The factor contribute to this situation is where, most of the LDC employee are among old year's employee which they are less intend in the adapting this system that had been introduced in their organization. Furthermore, there are still weaknesses in the employee behavior in sense of the awareness on the benefits of this system. Therefore, this challenge of employee motivation and alignment leads LDC to find out innovative techniques which known of OCB in order to create a sense of OCB among their

employee in adapting the PIS system. The LDC leader had focuses in OCB behavior in ensure that the PIS can be functioning within organization. This is through the greater effort played by LDC leader where he always makes an open communication with his employee and makes them understand in their roles to the organization. His action to create a sense of motivation among the employee is to help the growth of organization and manage its resources well and utilizing the capabilities of the personnel at the fullest in achieving organization goals.

This concept also had been practices by our supervisor to us during our practical training on the PIS task that had been assigned. During the practical training, we had been exposing on the actual situation of the working environment especially on the role in the Administration Division. In there, we have been threat as one of the employee on that organization. Furthermore, we had been attend as part of the 'family's in the organization so that we will not feel that we as the outside people. As our are new in experiencing the working environment situation, we don't have a clear picture on the role of the employee in the organization.

In experiencing the role of Administration Division, we had been given several task and one of the task that had gives a significant impact is PIS system. PIS system is one task that is very challenging in order it to be understanding. The addition of the motivation given by the leader will hinder the difficulties in the task assigned. On our experience done the PIS system task, we have the problem in order to understanding on the some function. During the period we done on the task of PIS system, our supervisors always concerns and guide us if we dont understands it, in order to ensure that we are really understands and know how to done it. Furthermore, she always gives motivation by open communication to us so that we not give up in done the task given and she always expose us not too shy to asked and communicate with others if not understands. From there we don't feel the sense of that we are the outsider but part of that organization.

Based on Sachin Uppal description on OCB that, it is one way in which there is a direct involvement of the business leaders with the people in his company where there is an open communication channel and there is a clear understanding in every individual of their role in the organization. As what had been discussing in the above, there are relationship between the theory and what we have experience where we can seen on areas how our supervisor actions in given

the task. Our supervisor had try to post understanding on the basic elements of the role by look at the importance of the role and how to improve and enhance quality in the task given. In addition also, our supervisor had practice the External Driven Citizenship behavior which is one of categories that mentions by Sachin Uppal where the efforts to educate our as one of their employee, by motivate further and align our further with the company goals and objectives based on the task given.

Moreover, based on the theory that had been mentioned by Organ on the categories of OCB, there are also significant relationship between what had been practiced by our supervisor and the theory. Among the five categories, we can see that four of the categories which are altruism, courtesy, conscientiousness and civic virtue are most of the practice. As we know, altruism kind of behavior is a helping behavior to specific individual. In experiencing done PIS task, some of the functions in the system are difficult to understand as we are new in that system, therefore when we have the problem or not understand on such task, our supervisor are willing to help and assist us on how to done the task by explaining clear picture on the task so that we are understand.

Furthermore, during assigning PIS task, sometimes we had wrong recorded on the information and not proper in organized some information. We had been given guidance by our supervisor in done that task so we are understand and know how to done it. In addition, if there are mistaken in doing the such task we need to done it again until it meet the necessary requirement that need by our supervisor. This kind of behavior is related with courtesy mention by Organs.

In the practical we had been mentioned by our supervisor that, the local authority usually difficult to refuse the student to practical in their organization. In charge of the student practical is one of the job that is not being paid, it is the willingness and voluntarily of the management accept that authority. Our supervisor is one of the employees that are willingness to accept and in charge our on practical training even though she have a lot of burdens in her job. We can see that, there are consistent relationship between conscientiousness (extra work done by employee not include in job description) and civic behavior (work for the welfare and betterment of organization) in our supervisor behavior.

To conclude, PIS task has gives a significant impact that are very important for the working environment one day. From the task that had been assigned, we now have a clear picture and understand on how the task being done and in order to ensure that the task are being done with responsive, effective and effienciently. The motivation is a key for the successful of the work done by the employee. The most important impacts that we had learned is that on how the leader play his role in motivating its employee so that they have a sense of citizenship which are willing to increase competency in the organization . The OCB is one elements that should have been given priority in every organization as without the OCB among the employee its will cause a some weaknesses occurs in that organizations.

Thus, it can be summarize that, essentially citizenship is considered in terms of States or Countries, however, there is a striking similarity between a state and an organization. Driven by a Leadership with values and distinct goals in mind, any state, works for the development of its citizens. In addition to providing rights to the citizen, it can motivate its citizens to contribute to their duties. Similarly, in an organization, driven by a strong leadership and distinct values one can help every individual to understand his or her roles importance in the organization and by fulfilling the basic rights of freedom of work it can drive them to go beyond there call of duty by making them the Citizens of the company. What this leads to is creation of a “Citizen” and not an “Employee”. Having a lot of employees in the company is not a great thing and not enough, what matters is how many citizens have been grown in the organization.

## **CHAPTER 4:**

### **RECOMMENDATIONS**

#### **4.0 INTRODUCTION**

During the practical training, several tasks had been given as discussed in the previous chapter. Every each of tasks assigned has its strength and weaknesses which give a significant impact to me as a students learn on the actual situation of the working environment. The experience is very important for the student for them to find job one day. Therefore, the practical training gives an opportunity to the students in experiencing of the actual job situation.

#### **4.1 BENEFITS AND WEAKNESSES OF TASK ASSIGNED**

##### **4.1.1 BENEFITS**

Several task assigned during the practical training gives a significant input of knowledge that are very useful which it can be as a new experience for me as a student .The impact of the task given during the practical training is very important in order to ensure that the practical training is successful in bringing new input to the student itself. The theoretical aspect that had been learning in the class is very different on the actual situation that is applied in the working environment which the students can only learn it on the practical training.

HRM role is one of the tasks that have been exposed during my practical training. Before this, we were only learned on the theoretical aspect of the HRM in the class. The HRM task on the practical training had gives us an opportunity to know how the organization applies HRM roles in their daily job or task. For example such task that had been exposed is on managing human resource information system council, leave and facilities management for the staff and also personnel records management services. As a student of Bachelor in Administrative Science, HRM roles is one of the aspect that need to know and understand in order for the students applied it on the working environment one day.



In addition of the HRM roles, the new knowledge that we gain from this practical is that on the important of the practices of OCB in the organization. In there we had seen the actual situation on how the leaders practice this behavior on his employees. In order to have the efficiency of the services in the organization, the OCB is a key successful to this result. OCB is very important behaviors that need to be known especially by the leader to motivate his or her employee. After experiencing on the actual situation of the OCB practices by LDC, it gives us a clear picture and greater impact that benefits for us in the working environment one day.

Besides that, we also learn on how to updating and organize the information records with structured and well organized. To maintain and know on how to record the organization information is one of the criteria that need to be known as the employee that are in the Administrative Division. In this task, we had been assigned on one of the system records which known as the filling system. We had been taught on the step of how this filling is being organized. Furthermore, in ensure that we are understand this task, we had been given a task from the early stage of the filling until on how to closed of the file which need to meet the ISO 9001:2008 necessary requirements. For instance the task that had been assigned are such as card file movement records, list of file contents, records file title and its index number, and structured the file with organize in the file cabinet rooms.

Among that also, we had been given an opportunity to learn on the system of information records used by LDC. Among the system are such as PIS and HRMIS. The most exposes task given are in PIS system which it gives the significant input that is very useful. PIS system enhance the effective and efficiency in a service management as the service are very important especially to the customer. We had learn all about regarding this system from how to use it, setting up, its functions as discussed at the previous chapter. The PIS system is a task that is significant for the student to learn as a new knowledge to records the information with systematically. This task had gives me a new experience in learning something different that cannot get from the class.

Leave application task is also one of the strength tasks that had been assigned during the practical training. In this task, we had been taught on how the leave application is being process. We had learn on how one employee want to applied leave and leave being authorized by Secretariat. In addition also, we had been taught on how to records the leave certificate of the employee in the civil servants book and in PIS system. This task had taught us how the process of leave application made in the organization. This task is useful to learn and know when the student get the job one day faced this situation either applied leave or records on the employee leave certificate. As gain this experience and knowledge in this task, it is easy for students to understands the process of leave application that made by the employee.

Apart from that, attend the meeting also is the strength task that had been exposed. During the meeting is where the brainstorming was applied. This session is very important in order to have different ideas that contribute by the employee in settling the problems and enhance the performance of the organization. In addition, a leader played a significant role during the meeting which be a good listener and motivate his or her employee in played their role in the organization. This task had taught me on how to be a leader and maintain a good relationship with the employee. For instance is where all the employee need to present their report to the leader and if there are problem in that division, they cooperate with each other to contribute the ideas in settling the problems occurs.

Records 'in' and 'out' letter is an important task that every organization done it. We also are given an opportunity to gain experience in this task during our practical training. In this task, we had been taught how to records the letter with proper way and structured. The letter that come from different mechanism records on its owns different book. What we had learn, the letter are come from three sources which are through post, fax and local delivery (hand delivery). The proper way records of this letter information is to facilitate in making the references and ensure that the letter are received and deliver to the individual or organization who are belong to.

The task as discussed above had its own strength that when it is unite together contribute to the effective and efficiency in the service provided by the organization to its customer. Therefore, it is important to know and learn the task and duties that played by the employee in the organization.

#### 4.1.2 WEAKNESSES

Not all the task has its strength that brings the significant impact. In the strength of each task, there are weaknesses which may be caused by certain factor such as the environmental, time, resources and other factor. The weaknesses of the task assigned can contribute to the less successful and input obtained by the students during their practical training.

Based on my observation and experience during the practical training, the period of the practical training is too short for the students to learn on the task that had been given. For instance task on PIS and HRMIS system which need more time to learn it. During the practical, we were only learn briefly regarding PIS and HRMIS. For PIS system, certain of its function are difficult to understand which need time for us to learn and practice on this system in ensure that we are truly understand. While for HRMIS system, we don't have an opportunity to learn it as time is too short where many things need to learn on this system. The limited time period cause the task that had been assigned gives less impact on learning.

Besides that, certain of the task given are too simple and not very challenging. For instance the task that had been assigned such as to fill in employee evaluation form. In this task, we had been asked to fill in the necessary require information such as employee name, identity number and their position which this information are too simple and it can be filled in by the employee itself. Furthermore, the task assigned is less in generate the mind and ability of the students. The challenging task need to be expose so that it can foster the significant impact more in the learning process.

Too much time focus in doing one task is another factor that contributes to the weaknesses in the task assigned. During the practical training, we were given most of the task on the filling system. As our practical training was on the ended of the year where in this time, the organization was busy in updating and closes the file. We were asked to assign the filling system which it takes three weeks to finish all the file from different division. In addition also, because there is not enough manpower in order to do this filling system, it cause the burden to the authorized person that handle in this section.

Less communication is another factor that causes the weaknesses in the learning process during the practical training. The suitable placed and the cooperation by the supervisor is very important so that the learning process gives a positive impact on the students itself. The communication is very important especially from the upper level in the organization to ensure their employee understand on the task assigned or given. During the practical training, we also had experience on the less communication between the supervisors. Too many tasks to do by one person and shortage of manpower are the factor that causes this situation happen. In addition, because there is not enough space, we had been placed at the file room which is less expose with the open space of the working environment. Therefore, this factor cause we don't have an opportunity in expose on the actual working environment and this facilitate the lack of communication occurs.

Apart from that, the task assigned is only focuses on indoor task. Too focuses for indoor task will not generate the minds of the students to learn and experience something different. The outdoor task needs to be exposed and add in the practical training so that it can bring different perspective input to be obtained. The management need to be sensitive and provides effort to gives the appropriate task that is suitable so that it gives the positive impact in the learning process during the period of practical training.

The weaknesses of the task or job assigned can be improved through the enhancement of the cause factor so that results in bringing successful impact in the practical training. The improvement can be done through the analysis and make the research on the cause factor. It is important to take the necessary action therefore can ensure the weaknesses can be enhanced.



## 4.2 RECOMMENDATIONS

The feedback is very important to help on the enhancement or improvement of the weaknesses especially in the organization. The feedback provides a solution or recommendation to the organization so that they can take action in order to enhance their weaknesses for greater efficiency and effectiveness in providing their services to their customer. Practical training also same with the customer services concepts which need a feedback in order to know the process of learning during the practical training is successful in bring a positive impact or need an improvement. Therefore, the feedback is very useful in providing guidance for the necessary action to be taken.

In my opinion, the time period of the practical training should be added so that the students can learn more on the task in the organization. As we had only five weeks period for practical training, we don't have an opportunity to learn more on the task that had been assigned. For instance the task on PIS and HRMIS system which need more time to learn on the details of its functions. Some of its functions are difficult to understands, therefore the time is important in ensure that the students are really understand on what they had assigned. The lack of time will cause the less effectiveness on the learning process.

Besides that, the students need to be exposed to the task on the other divisions. To be a leader, they must know how their employee behavior and culture from different division. This task will provide the students with the understanding and experience on the working environment from different divisions. For instance, if there are five divisions in the organization, the students should be exposed and given an opportunity to each division task so that it can generate the mind of the students and their ability in different perspectives. Focuses on one task divisions only, not foster their ability and less of an input that will their gain.

Apart from that is with the limited time period, the task given must be suitable with the time conditions. For instance focus on one task that is seen as a potential to give a greater impact and easy for the students to learn. In addition, this is to ensure that the students can gain with what they had assigned in a short time period. For example one of the tasks is, such as analysis on the filing system in the organization. Therefore, through focuses in one task area can ensure that the students understand on what they had learned and facilitate them to make reports.

Based on my observation during the practical training, the organization is short of manpower especially on the Administrative Division which causes the burden to one person in order to do many tasks given. For example the task on filing system that needs to be updated which there is many files from different divisions handled by one person to do it. As the person in charge of this section has a lot of things to do, sometimes have not enough time to do the filing task as it is too burdensome by one person in doing many things at the same time. As we had been mentioned by the workers there, in order for the organization to add one job in the organization structure, they need to prepare a detail with the specific reasons why this job needs to be added through a thick proposal. In my opinion, the upper management needs to reduce the bureaucracy in order to add in one job for the local authority. This is because the shortage of the sources of the manpower affects the productivity which causes less effective and efficient services provided to the customer. In addition also, this will cause less commitment and lack of motivation among the workers towards their job as they are too burdened with their task.

In this era of globalization, the organization needs to be sensitive in using the technology for enhanced greater efficiency and effectiveness. During the practical training, we had been mentioned by the workers that this organization is slow in adapting the technology. For instance the PIS system which this system had been introduced for a long time ago, but they recently use this system. In my suggestion, the management needs to make and enhance their strategic management to the new perspectives in order to have the efficiency in their services to compete with the external threat. For example introduce the e-payment to their customer so that this can facilitate the customer to pay and providing the services with fast to their customer.

Thus, the positive impact on the practical training can be achieved if there is analysis being done. Therefore, SWOT analysis is one of the strategies and solutions needed to be used in order to improve and enhance the necessary weaknesses in the practical training.

## **CHAPTER 5:**

### **CONCLUSION**

The local government is the lowest level in the system of government in Malaysia after federal and state. It has the power to collect taxes (in the form of assessment tax), to create laws and rules (in the form of bylaws) and to grant licenses and permits for any trade in its area of jurisdiction, in addition to provide basic amenities, collecting and managing waste and garbage as well as planning and developing the area under its jurisdiction. One of the local authority that plays this roles is LDC.LDC is one of the local authority that responsible in developing its jurisdiction and this district council plays its greater efforts to improves the frontline delivery in order to increase quality services and to ensure the customer satisfaction from the services provided besides the use of ICT in enhancing their services.

The existence of the local authority is in order to implement the political agenda of the parliament. The political agenda often makes the strategic management process difficult to implement effectively. Furthermore, the lowest level in the system government such as LDC usually has a clear link between their level of performance and the budget that they received. The efficiency (do things right) is the strategic management that choose by this local authority in order to formulate their vision, mission, goals, quality policy, customer charter and so forth.

In addition, this local authority had implements new public management agenda in the systematic effort to make public management more accountable, efficient and responsive which this agenda is one of the government transformation programme.The adaption of this new public agenda by local authority is in the line with the global economy, advances in technology, increase societal demand, increase the social services with fewer resources, increase organization scrutiny, fiscal constraints and bureaucratic process. The new public agenda affected the strategy formulation made by LDC that differentiates it with other local authority and services given to its customer.

Management information system (MIS) is one of the functional key areas that much focus in the organization such as local authority that enable them to align it with the new public agenda. From the task schedule that had been assigned during practical training, it is most emphasize on the filling, PIS and HRMIS system in the store, codes, and systematically manage the organization information which that task is one of the MIS which leads to the organization success. Therefore, we can conclude that most of the task in LDC is in the greater effort in adapting the new public agenda for instance increase their scrutiny in their auditing and filling system, the use of PIS system and HRMIS that is in advances of technology, and also the training provided to their employees in order to increase value of competitive advantage that suit with the global competitiveness in today's world. In addition, due to this, the local authority is seen to creating compability between the internal skill and resources of the organization and the changing external environment within which it's operate.

To the realization of government policy and strategic objective to achieve the vision, the human resource is the important machinery that will facilitate to the customer satisfaction through variety development and community program that had been planned. Therefore LDC, had focus to the development of their human resource in order to improved the performance of the local authority in providing their services to the public. The use of PIS system is one of the greater effort plays by LDC to improve their efficiency in the services. This effort had been added with the OCB in their employee behavior so that the introduction of this innovation can be accepted and adapted with successful by their employees.

As defined by Organ (1988), OCB reflects a "good soldier syndrome" which is so necessary for the prosperity and good functioning of every organization. It means doing a better job, making an effort above and beyond formal requirements, and filling the gap between procedures and regulations on the one hand, and dynamic reality on the other. OCB is usually perceived as exerting exceptionally good behaviors for the sake of the organization and informally supporting its members. Obviously, such behaviors are important to public organizations such as local authority since they affect their competitiveness and efficiencies.



Organizational citizenship is discretionary behavior that is not part of an employee's formal job requirements, but that nevertheless promotes the effective functioning of the organization. (Robbins, 1996). Successful organizations need employees who will do more than their usual job duties and provide performance that is beyond expectations. In short, in order to reach that goal, full fill employee's job satisfaction, understand they motivation and create suitable work environments are most important thing in management reality.

As we know, the employee is the important asset in the organization which can contribute to the successful of the organization goals. Therefore, it is important to increase the employee behavior especially on the awareness of OCB behaviour. As what we can see in the LDC, we found out that there are still weaknesses of the OCB practices among the employees. Not all employees stand the OCB principles in their cultural work. The employee intention and concern to give commitment in their work are still lack in LDC besides there are greater effort had played by the leader that can be seen in order to motivate their employee.

Moreover, the salaries of the local authority usually low paid which are not suitable with the work done. In order to encourage and nurture the spirit of OCB among the employee, the leader need to know how to motivate their employee so that even though they are paid with low salaries but they have the intention to improve a good behavior for the sake of organization which their objective to give better services to the public. This situation can be seen on the adaption of the LDC employee on the PIS system in order to increase the efficiency in their information system. As what we had been experience in this task, we can conclude that only several employee known about PIS system and from there we can seen that they are still lack of greater effort played by the employee in order to adapt the changes that introduced by the organization. The discretionary behavior is very important in the behavior employee itself in order to promotes effectives functioning of the organization as human resources is one of the important elements which contribute to the organizational successes.

Furthermore, the five categories of OCB that had been mentioned by Organ (1998) which are altruism, courtesy, conscientiousness, sportsmanship and civic virtue is an important aspect that need to be improve and enhance in the LDC. Based on what we had been observes, there are still weaknesses of OCB behavior among some of the employee on this categories in their behavior not only in the adapting PIS system but also on the other task. For altruism especially still lack among them which the spirit of helping each other during the job. There are still have individualism kind of behavior rather than collectivism in task done. This will thus contribute to the lack of efficiency in achieving their goals.

Besides that, for the courtesy categories which emphasizes on giving guideline in other people about their work if they are doing it wrong. While, different for these categories, the LDC shows the positive behavior toward this behavior. This category is very important to the leader in order to delegate the work to the employee. Throughout on our experience during the practical, we can see how the LDC leader threats their employee when they are not understood in carry out their task. This is where, the leader is very commitment in giving the guideline to their employee so that the employee know how to carry out the task with correctly even to us as in carry out the task given by them, they also threats us with courtesy especially on the PIS task that need the patient to teach.

While for conscientiousness categories which are related to the behavior of extra work done by employee include in job description. This category is the most important behavior that need be adapt by the employee. This is because this conscientiousness behavior affects the competitiveness and efficiencies in the organization. Furthermore these kinds of behavior lead to the employee do more their usual job duties and provide performance that is beyond expectations. As what we can see in LDC, this behavior is still lack among them. This happen is result in the lack of motivation among the employee itself as there are too many work done with the low paid that they received. In addition to that, what we can see in LDC most of the workers that work in there are old workers which they seen the conscientiousness are less important to them.

The sportsmanship a category is about the behavior that complains about different matter. This behavior seen the positive practices among the LDC employee. As we know, most of the LDC employee is among old people whose the employee has been long length of services and experiences in LDC task. Therefore, they are sometimes helping in the suggestion on the improvement on the functioning. This is where, during the meeting that we had attended in LDC, we can see that the most old employee are complains about different matter regarding on the job that they had been done which can enhance the performance on the organization. The such feedback are very important in the organization to know their weaknesses and improve the such weaknesses for better efficiency.

The last categories emphasizes on civic work which is related to work for the welfare and betterment of organization. This kind of behavior having a positive and clear impact on the functioning in the organization. In LDC,we can see that this behavior is still lack among the employees which as what we had experience the employee are less motivation and committed in done their job. They had shown the kind behavior that they less intend to work organization but rather prefer for being paid. Thus the greater effort need played by the leader to motivate their employee so that will increase the commitment and motivation of employee in playing their role in the organization. As there is motivation on the employee behavior, this will lead to the employee loyalty to the organization. As employee being loyalty, this will encourage employee to work beyond his responsibilities which there is high discretionary behavior that not directly recognized by formal rewards system among the employee.

A scan of the internal and external environment is an important part of the strategic planning process. Environmental factors internal to the firm usually can be classified as strengths (S) or weaknesses (W), and those external to the firm can be classified as opportunities (O) or threats (T). Such an analysis of the strategic environment is referred to as a SWOT analysis.

The SWOT analysis is one of the analysis methods that are very important for every organization in order provides information that is helpful in matching the firm's resources and capabilities to the competitive environment in which it operates which it is instrumental in strategy formulation and selection and measure the performance of their organization. The internal analysis is the controllable activities that performed by the organization. The organizational strengths are its resources and capabilities that can be used as a basis for developing an advantage. Therefore, the strength and weaknesses analysis is to identify the internal capabilities and resources in order to compability it's with the strategy formulation to achieve the competitive advantages.

The internal analysis of LDC can be founds through the benefits and weaknesses that had been highlighted in Chapter 4. This internal analysis can help LDC to know the opportunities that they can gain while the weaknesses can helping in the necessary improvement and altering for efficiencies in the organization and in giving the suitable task for the students practical. As what we had been highlighted on the strength and weaknesses on task given, we founded out that the PIS and HRMIS is most benefits task that need to be exposes to the students. This is because this task measures the effectiveness in the information system and challenging task that are enhancing the capabilities and performance in the students in storing the information. The other such kind task need to be introduced to the students so that the practical training experience by the student will be meaningful and they can get the input that are very knowledgeable for them to learned.

Furthermore there are weaknesses given by the LDC to the students. This is where some task given are too easy that are not foster the mind and gives challenges to the students. Thus the input gain by the students is low and they will not learn anything. The student practical is considered as managing the human resources. In order to create the competitive employee, LDC need to play a greater effort in create this criteria which match with the necessary needed by the students. Therefore, this not only benefits the students itself but also the organization which they can employed the students that have such capabilities that needed and it also will give positive image to the organization through the effectiveness in giving practical training.



While external analysis is beyond the control of the organization. The external environmental analysis may reveal certain new opportunities for profit and growth. Changes in the external environmental also may present threats to the organization. The forces of the external environment are such as economic, social, cultural, political, and technological and competitors. Therefore through, this analysis the organization can identify the opportunities and minimize the impact of the external threats to the organization.

From the analysis that we had done, we can see that LDC has a lack in the adapting the new technology. This is where the PIS system for instance which this technology had been introduced for a long time ago which is in 2003 but they are recently adapt this system. As we know, in today's world many organizations compete in adapting in that advances of technology, therefore LDC need to increase their speed in adapting the external challenges especially in the advances of technology in order to increase their effectiveness in the services provided to the public. In addition to that, based on what we observed one of other threats that faced by LDC is in terms of cultural. This is where in order to the introduction of advance of the technology can be accepted and adapted by the employee, the kind of behavior such as OCB need to be focuses by LDC. What we had been analysis before there are lack of OCB behavior among LDC employee, thus LDC need to have a greater effort in enhancing this kinds of threats of environment within their organization.

As can be seen, SWOT analysis can be extremely beneficial to those who objectively analyze the organization. This will help the organization to identify the potential organization activities that can be used to take advantage of capabilities and convert weaknesses and threats. However, at this stage, there will likely be many potential directions for the managers to pursue. Due to the limited resources that most firms have, it is difficult to accomplish everything at once. Thus, the manager must prioritize all organization activities and develop specific goals and objectives for the organization plan. Thus, applying SWOT in this fashion can obtain leverage for the organization.

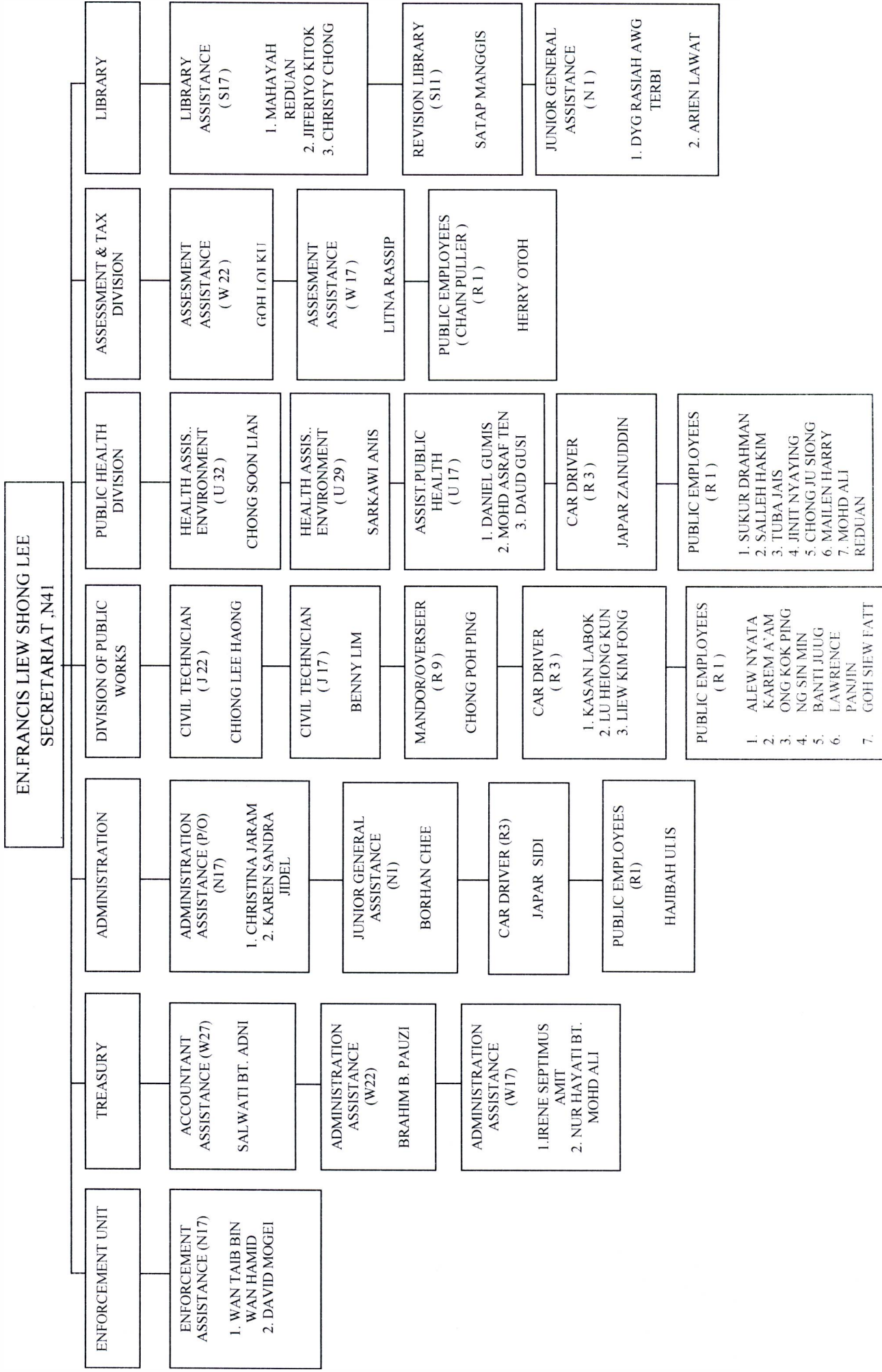
The highlight and the feedback on the strength, weaknesses and also the recommendation on the local authority task as discussed in Chapter 4, will provide the necessary benefits not only to the LDC but also for UiTM. The feedback provide from this practical reports will help the LDC to formulate and improve their performance while for the UiTM, it will facilitate the upper management to know the impact of practical training to the students and make the necessary improvement that bring the lack of successful in the practical training. As a result of SWOT Analysis, the organization can decide to response in rapid challenges, good value services to local businesses and local government.

To be conclude, the practical training in the LDC had give the knowledgeable input and important experience that can nurture the students to be as one of the competitive human resource that are potential needed either in the public or private organization. The such practical training courses is one of the strength or opportunities that need to be emphasize by the UITM in order to achieve their vision to be the world class university and produce the quality of the graduate students. Therefore, the consensus commitment by the management and the students is very important aspect in the realization of this vision.

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# ORGANIZATION CHART LUNDU DISTRICT COUNCIL



















## **MAKLUMAT LATIHAN PRAKTIKAL PELAJAR PANDUAN ORGANISASI**

### **1. TEMPOH LATIHAN PRAKTIKAL**

- 1.1 Latihan praktikal bagi pelajar Ijazah Sarjanamuda Sains Pentadbiran (AM228) dan juga Ijazah Sarjana Pentadbiran Korporat (AM225), Fakulti Sains Pentadbiran dan Pengajian Polisi adalah selamaa LIMA MINGGU. Bagi semester pengajian Julai-November 2010/2011 tempoh berkenaan adalah bermula dari 22 November 2010 dan tamat pada 24 Disember 2010.

### **2. PERJUMPAAN PELAJAR DENGAN PENSYARAH PENYELIA**

- 2.1 Sepanjang latihan praktikal berjalan para pelajar akan dilawati oleh Pensyarah Penyelia ke tempat latihan praktikal pelajar sekurang-kurangnya sekali sepanjang tempoh latihan iaitu dalam minggu ke TIGA mulai dari 06 hingga 10 Disember 2010.

### **3. PELEPASAN PELAJAR**

- 3.1 Organisasi yang menjalankan latihan praktikal untuk pelajar adalah diingatkan supaya tidak membenarkan pelajar menamatkan latihan praktikal lebih awal dari tarikh yang telah ditetapkan.

### **4. PENILAIAN ORGANISASI TERHADAP PELAJAR LATIHAN PRAKTIKAL**

- 4.1 Organisasi yang menjalankan latihan praktikal akan dikehendaki menilai kemajuan pelajar praktikal sejurus selepas pelajar tamat menjalani latihan.
- 4.2 Penilaian yang bakal oleh Penyelia Organisasi adalah berdasarkan pemantauan dan kemajuan yang telah ditunjukkan oleh pelajar dan dipohon organisasi untuk melaporkan perkara yang berkenaan secara tepat dan objektif.
- 4.3 Laporan ini hendaklah menggunakan Borang Laporan Kemajuan Latihan Praktikal yang telah diserahkan pelajar kepada Penyelia Organisasi pada hari pelajar mendaftar.
- 4.4 Borang yang telah lengkap diisi perlu dikembalikan kepada pihak Fakulti dalam tempoh seminggu selepas pelajar berjaya menamatkan latihan praktikal dengan menggunakan sampul surat dan berpandukan kepada alamat yang telah tertera dalam borang tersebut.

## **5. LAPORAN KEHADIRAN LATIHAN PRAKTIKAL PELAJAR**

- 5.1 Di dalam memantau kehadiran pelajar di tempat latihan praktikal pihak Fakulti amat memohon kerjasama dari pihak organisasi untuk memastikan pelajar sentiasa hadir ke tempat latihannya.
- 5.2 Ketidakhadiran hanya dibenarkan atas situasi tertentu sahaja seperti sakit atau kes-kes kecemasan sahaja. Bagi situasi sakit pihak pelajar perlu mengemukakan sijil cuti sakit (klinik atau hospital kerajaan sahaja) sebagai bukti, manakala bagi kes kecemasan penyelia dari organisasi perlu mengesahkan kesa ini dari pelajar terbabit. Selain dari kes cuti di atas pelajar dikehendaki memohon terus kepada Ketua Program di Fakulti untuk sebarang kelulusan.

## 6. KEHADIRAN PELAJAR MELAPOR DIRI (HARI PERTAMA)

- 6.1 Apabila pelajar melapor diri pada hari pertama di organisasi, pihak Fakulti memohon kerjasama pihak organisasi untuk mengisi Borang Pengesahan Kehadiran Pelajar dan menghantar semula borang tersebut melalui faksimili kepada Fakulti. Tujuan utama pengesahan ini dibuat adalah untuk memastikan pelajar benar-benar telah mematuhi arahan dan hadir mengikut jadual yang telah ditetapkan.

## 7. MAKLUMAT KURSUS/SUBJEK YANG TELAH DIKUTI OLEH PELAJAR

<b>PELAJAR IJAZAH SARJANA MUDA SAINS PENTADBIRAN (AM228)</b>	<b>IJAZAH SARJANA MUDA PENTADBIRAN KORPORAT (AM225)</b>
Semester 1  Introduction to Public Sector Quality Management Tamadun Islam dan Asia Tenggara Business Mathematics Introduction to Interactive Multimedia Malaysian Legal System Accounting I Co-Curriculum	Semester 1  Introduction to public Sector Quality Management Tamadun Islam dan Asia Tenggara Business Mathematics Introduction to Interactive Multimedia Malaysian Legal System Accounting I Co-Curriculum
Semester 2  Co-curriculum Business Statistics Economics Principles of Public Administration Industrial Relations Management Principles and Practices Business Law	Semester 2  Accounting II Industrial Relations Management Principles and Practice Business Statistics Economics Business Law Co-curriculum



<p><b>Semester 3</b></p> <p>Ethnic Relations Advanced Business Law Reading and Critical Thinking Management Accounting Human Resource Management Third Language 1 Co-curriculum Public Relations</p> <p>Elective 1(only 1) Electronic Government Malaysian Premiership Studies International Relations Quality Management Social Marketing</p>	<p><b>Semester 3</b></p> <p>Ethnic Relations Advanced Business Law Reading and Critical Thinking Financial Accounting Human Resource Management Third Language 1 Co-curriculum Public Relations</p> <p>Elective 1(only) Quality Management International Relation Social Marketing</p>
<p><b>Semester 4</b></p> <p>Third Language II Policy Analysis Ethics in Administration Management Information System Report Writing Organizational Behaviour</p> <p>Elective 2(only 1) Innovation Management Southeast Asian Affairs Advanced Industrial Relations Local Government International Business Environment</p>	<p><b>Semester 4</b></p> <p>Management Information System Report Writing Corporate Law Management Accounting Third Language II Organizational Behaviour</p> <p>Elective 2(only 1) Innovation Management Southeast Asian Affairs Advanced Industrial Relations</p>
<p><b>Semester 5</b></p> <p>Third Language III Research Methodology and Data Analysis Business Professional Correspondence Project Management Public Finance Malaysian Economy Information Technology Management</p> <p>Elective 3 (only 1) Managing Change Urban Sociology Social Security and Employee Benefits Administration</p>	<p><b>Semester 5</b></p> <p>Business Professional Correspondence Taxation I Company Accounts Third Language III Company Secretarial Practice I International Business Environment</p> <p>Elective 3 (only 1) Environmental Management in the Developing Countries Knowledge Management Social Security and Employee Benefits Administration</p>

<b>Quality Management System Environmental Management in the Developing Countries</b>	
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For reference only

No Borang: LP/FSPPP-06

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES  
UNIVERSITI TEKNOLOGI MARA

ASSESSMENT CRITERIA FOR PRACTICAL TRAINING REPORT (50%)  
ADS 666 \_\_\_\_\_ (Session), \_\_\_\_\_ (Year)

Report Title:

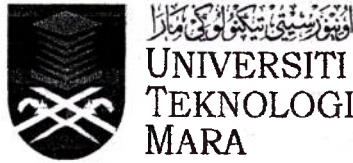
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Name : .....  
Student No : .....  
Program : .....

No	Criteria	Weightage (%)	Score	Pages
1	Chapter 1 Introduction <ul style="list-style-type: none"><li>• Summary of organizational background.</li></ul>	10%		5 pages
2	Chapter 2 Schedule of Practical Training <ul style="list-style-type: none"><li>• Summary of daily training extracted from the Log Book.</li><li>• Description of jobs and tasks executed throughout training.</li></ul>	15%		7-8 pages
3	Chapter 3 Analaysis <ul style="list-style-type: none"><li>• Analysis of training specifically focuses on one area of task as covered in the Practical Training Handbook.</li><li>• Definition of concept.</li><li>• Demonstration of practical and theoretical aspects as how student relates all concepts learned in classroom at work place; and how student transforms knowledge gained at workplace to reinforce understanding on the</li></ul>	40%		20 pages

	<p>concepts learned in classroom.</p> <ul style="list-style-type: none"> <li>• Reflection of student's personal experience during the training.</li> </ul>			
4	<p>Chapter 4 Recommendations</p> <p><i>SWOT</i></p> <ul style="list-style-type: none"> <li>• Highlight with examples the strength and weaknesses of job or tasks assigned during training (as discussed in chapter 3).</li> <li>• Provide solution for improvement.</li> </ul>	15%		7-8 pages
5	<p>Conclusion</p> <ul style="list-style-type: none"> <li>• Summary of discussion of each chapter in the report by highlighting the main points.</li> </ul>	20%		10 pages
	<b>TOTAL</b>	<b>100%</b>		<b>Max 50 pages</b>





FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI  
UNIVERSITI TEKNOLOGI MARA

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**GUIDELINES FOR PRACTICAL TRAINING REPORT (ADS 666) (50%)**

Here are some of the important guidelines with regard to your practical training report

Your practical training report should have among others:-

- a) Declaration Form
- b) Content
- c) Acknowledgement
- d) Chapter 1  
Introduction of the organization

Include among others the background of the organization, objectives, and company policy or organisation policy, mission and vision of the organization, organization structure, core business of the organization and other relevant information pertaining to the organization.

- e) Chapter 2  
Schedule of practical training

Report and summarize the daily training extracted from the Log Book. Description of jobs and tasks executed throughout training.

- f) Chapter 3  
Analysis

Analysis of training specifically focuses on one area of task as covered in the Practical Training Handbook (refer to the Appendix). This chapter also should reflect definition of concept. Demonstration of practical and theoretical aspects as how student relates all concepts learned in classroom at work place; and how student transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. The chapter also should be able to demonstrate a reflection of student's personal experience during the training.

- g) Chapter 4  
Recommendations

Highlight with examples the strength and weaknesses of job or tasks assigned during training (as discussed in chapter 3). Provide solution for improvement.

- h) Conclusion

Summary of discussion of each chapter in the report by highlighting the main points.

**i) Appendixes**

**\*Attention**

**The formats of the report are the same as been practiced by the ADS554 Research Report  
Follow exactly whichever is relevant.**



**SCHEDULE OF ACTIVITIES FOR PRACTICAL TRAINING (ADS 666)  
FOR BACHELOR OF ADMINISTRATIVE SCIENCE (HONS) AND BACHELOR OF  
CORPORATE ADMINISTRATION (HONS) STUDENTS\***






**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES  
UNIVERSITI TEKNOLOGI MARA**

<b>WEEK</b>	<b>DATE</b>	<b>ACTIVITY</b>	<b>EVALUATION/TASK TO PERFORM</b>	<b>REMARKS</b>
	July 2010	First meeting (COMPULSORY) Briefing by the Faculty Practical Training Coordinators		
	November 2010	Second meeting (COMPULSORY) Briefing by the Faculty Practical Training Coordinators		
	22 November 2010	Practical Training Begins	Continuous assessment from host supervisor  Log Book	Get the signature from your host supervisor at least once a week
	6-10 Disember 2010	Visit by the Visiting Lecturer to the Organisation	Continuous assessment from host supervisor  Log Book	Get the signature from your host supervisor at least once a week  Visiting Lecturer will check your Log Bok as well and getting feedback from your host supervisor
	24 Disember 2010	Practical Training Ends	Continuous assessment from host supervisor  Log Book	Get the signature from your host supervisor at least once a week






**SESSION 2: JANUARY 2011 – APRIL 2011**

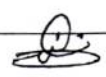



WEEK	DATE	ACTIVITY	EVALUATION/TASK TO PERFORM	REMARKS
2	14 January 2011	Third Meeting (COMPULSORY) Visit by the Visiting Lecturer to the Organisation	Log Book to hand over to Practical Training Coordinator	
4	24-28 January 2011	1st meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
Mid-semester break				
6	7-11 February 2011	2nd meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
7	14-18 February 2011	3rd meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
8	21-25 February 2011	4th meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
9	28 February – 4 March 2011	5th meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
10	7-11 March 2011	6th meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
11	14-18 March 2011	7th meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
12	21-25 March 2011	8th meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
13	28 March – 1 April 2011	9th meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
14	4-8 April 2011	10th meeting	<b>Submission of final draft of Practical Report to Supervisor for evaluation</b>	Student to sign their attendance of the meeting using the special from






\*subject to change






DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
22/11/2010	Briefing by supervisor Read the State Public Service General Orders 1996	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
23/11/2010	Filing	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
24/11/2010	Filing Membuat kad rekod pergerakan fail	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
25/11/2010	Meeting Filing	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
26/11/2010	Filing	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
29/11/2010	Filing	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
30/11/2010	Filing	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
1/12/2010	Filing	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
2/12/2010	Filing	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
3/12/2010	Filing	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/12/2010	Filing	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
7/12/2010	Awal Muharam	
8/12/2010	Filing	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
9/12/2010	Filing	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
10/12/2010	Filing	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/12/2010	Mengisi borang penilaian pekerja Mengemaskini data pekerja	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
4/12/2010	mengemaskini data pekerja	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
5/12/2010	mengemaskini buku penjawat awam	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
16/12/2010	mengemaskini buku penjawat awam	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)
17/12/2010	mengemaskini memo	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unit HRD)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/12/2010	keluar masuk surat melalui fax	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unik HRP)
21/12/2010	merekod surat keluar masuk melalui pos dan fax	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unik HRP)
22/12/2010	merekod permohonan cuti	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unik HRP)
23/12/2010	Personal Information System (PIS)	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unik HRP)
24/12/2010	Summary the whole work Teori { HRMIS PSI	 <b>CHRISTINA AK JARAM</b> Pembantu Tadbir N17 (Unik HRP)