

Faculty of Administration Science & Policy studies Universiti Teknologi MARA

PRACTICAL TRAINING REPORT YAYASAN BIASISWA SARAWAK TUNKU ABDUL RAHMAN SEKSYEN SEKRETARIAT PENDIDIKAN PUSAT PEMBANGUNAN PENDIDIKAN YAYASAN SARAWAK

HAFIZUL BIN SAHAK (2014897908)

Name of Supervisor

PUAN NUR AIDA BINTI KIPLI

Name of Host – Supervisor

PUAN TEMAH BIN IBRAHIM

SEMESTAR 2015/2016

Supervisor's Comments Moderator's Comments

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

Name of Supervisor: PUAN NUR AIDA BINTI KIPLI

Title of Report:

PRACTICAL TRAINING REPORT YAYASAN BIASISWA

TUNKU ABDUL RAHMAN, SEKSYEN SEKRETARIAT

PENDIDIKAN, PUSAT PEMBANGUNAN PENDIDIKAN

YAYASAN SARAWAK.

Name of student: HAFIZUL BIN SAHAK

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

(Signature)

Date: 1 July 2016

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DECLARATION

We hereby declare that the work contained in this report practical is our own except

those which have been duly identified and acknowledged. If we are later found to

have committed plagiarism or other forms of academic dishonesty, action can be

taken against us under the Academic Regulations of UiTM's.

Signed:

Name: HAFIZUL BIN SAHAK

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 COMPANY BACKGROUND AND ORGANIZATION

Introduction of Organization



YAYASAN SARAWAK LOT 4784, BLOK 14, JALAN SULTAN TENGAH, SAMARIANG, P.O BOX 3281, 93050, KUCHING, SARAWAK.

TEL NO: 082-441686

FAX: 082-440023

E-MAIL: ys@yayasansarawak.org.my

WEBSITE: www.yayasansarawak.org.my

About Yayasan Sarawak



Map showing Yayasan Sarawak



Yayasan Sarawak (Front view)

Yayasan Sarawak was an organisation grand scholarship to provide financial assistance of any form to any person born in Sarawak, in particular and to any Malaysian citizen in general to pursue their education in schools, colleges, universities or institutions of higher learning within Malaysia or abroad on such terms and conditions as the Board deems fit or proper.

Yayasan Sarawak actively to promote improvement of opportunities for education for the peoples of Sarawak in particular and Malaysia in general both locally and in any institution of higher learning throughout the world but especially the Universities in Malaysia.

The organisation also grant and arrange for the award by other bodies of scholarships or other educational assistance for the peoples of Sarawak or any Malaysian citizen whenever it deems fit to do so.

1.2 HISTORY OF COMPANY

The Sarawak Foundation was established under the Sarawak Foundation Ordinance as a Statutory Body on 27 May 1971.

Yayasan Sarawak or formally known as "The Sarawak Foundation" is a statutory body set up to help improve the quality of education in Sarawak. It is often associated with the provision of scholarships and study loans.

Yayasan Sarawak was established through the Yayasan Sarawak Ordinance by the Sarawak State Government under the leadership of <u>Datuk Patinggi Haji Abdul Rahman Ya'kub</u>, the Chief Minister of Sarawak at that time. He then became the first Chairman of Yayasan Sarawak and aimed to improve the standard of education among the people of Sarawak. Datuk Amar Abang Haji Yusuf Puteh, the State Secretary at that time, was appointed as the Secretary Yayasan Sarawak.

Now, the current Chairman of Yayasan Sarawak is the fifth and currently the Chief Minister of Sarawak, <u>YAB Tan Sri Datuk Amar Adenan Satem</u>. Meanwhile, Datuk Haji Muhammad Abu Bakar bin Marzuki become the current director of Yayasan Sarawak.

1.3 COMPANY'S OBJECTIVE

The foundation aims to become a world-class organization in providing assistance and support for the development of quality human capital and a better community. Six objectives are stated in the Sarawak Foundation Ordinance 1971.

First is to grant scholarships or to provide financial assistance of any form to any person born in Sarawak, in particular, and to any Malaysian citizen, in general, to pursue their education in schools, colleges, universities or institutions of higher learning within Malaysia or abroad on such terms and conditions as the Board deems fit or proper.

Second, actively to promote improvement of opportunities for education for the peoples of Sarawak in particular and Malaysia in general, both locally and in any institution of higher learning throughout the world, but especially the Universities in Malaysia.

Third, to grant, and arrange for the award by other bodies of, scholarships or other educational assistance for the peoples of Sarawak or any Malaysian citizen whenever it deems fit to do so.

Fourth, is to give assistance and provide relief, to any person whose circumstances are, in the opinion of the Board, considered to be deserving of such assistance or relief. The fifth, is to provide assistance, by way of loans, grants or otherwise, to organizations or institutions which are organized and governed for scientific, medical, educational, welfare, social or charitable purposes. Lastly is to make a contribution and provide assistance towards the relief of national emergencies or calamities.

1.4 VISION AND MISSION

VISION

- To be a world class foundation in developing quality human capital in Sarawak.
 - To aim for becoming the foundation agency which is capable in giving standard and quality in term of management and service that equal to the global requirement. Meanwhile, it could reflect on the development of quality human capital in Sarawak.

MISSION

- We are committed to advancing the development of quality human capital in Sarawak through effective assistance and support.
 - Thus, with the effective methods to support and encourage the citizens of Sarawak in the education field, it helps to create and produce the quality and standard of human capital of Sarawak which could be compete on the global area.

1.5 Logo and Colors

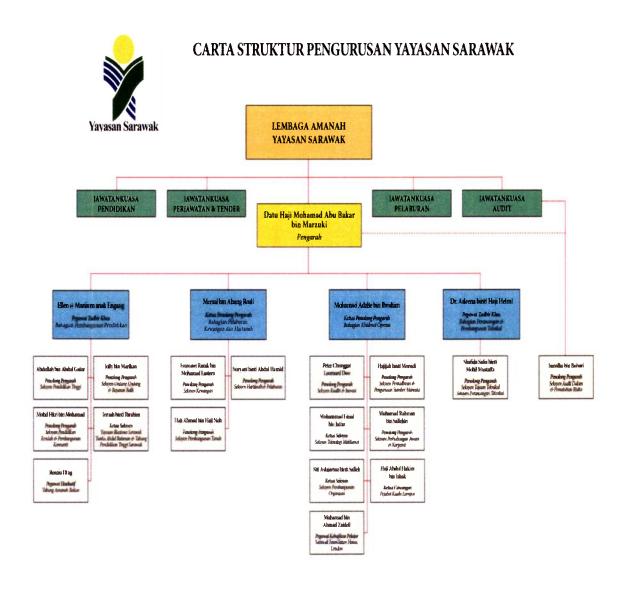


Yayasan Sarawak's logo integrates the image of a dynamic, progressive and innovative organization. The logo reflects Yayasan Sarawak's role in the field of education, providing services in the development of quality human capital.

The design is given momentum with the use of integrated geometric form, representing the vision, mission and aspiration of the organization towards achieving a developed nation.

COLOURS	MOTIVES	
Yellow	Graduate	
Flame, representing the	Yayasan Sarawak's role in the field	
ever burning desire to	of education, providing services in	
promote the growth of	the development of quality human	
knowledge.	capital	
Green	Open Book	/
Prosperity and progress	The volumes of knowledge as the	~
of the State of Sarawak	foundation in the effort in human	
	capital development	
Blue	Y and S Alphabet	
The clear vision, mission	Acronym for Yayasan Sarawak.	
and aspiration of Yayasan	*	
Sarawak		

1.6 Organisation Structure of Yayasan Sarawak



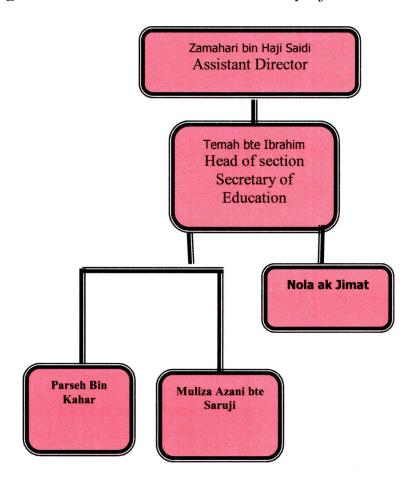
Organization Chart of the Secretariat of Education

Datu Haji Mohamad Abu Bakar Bin Marzuki Director

Zamahari bin Haji Saidi Assistant Director Education Secretariat Division

Temah bte Ibrahim Head of section Secretary of Education

Organization Chart Section Secretary of Education



<u>SECTION YAYASAN BIASISWA SARAWAK TUNKU ABDUL RAHMAN</u> (YBSTAR)

This section has the responsibility to administrative and manages the foundation by the State Government for preparing the scholarship to allow the outstanding and excellent student to further their study in the highest education field. This section also has the responsibility to planning, preparing day-to-day report, financial report and managing the financial, managing the documentation, and another order that has involve with the YBSTAR business.

Its has be founded at the year of 1983, its objective is to giving a chance and support in actively for advance the study in the high education institution within the country or overseas. It also preparing and confer the scholarship or another education support or in another financial assistance and education

YBSTAR only give the their sponsor on the student that further the study in Bachelor, Master and PhD. The student that has been sponsor by the YBSTAR has the benefit from avoiding any financial problem that they will face in the near future. It is due to the policy that has been hold by the YBSTAR which is they are giving the assistance in term of the fees payment, the living allowance, the flight payment for class economy once a year, thesis allowance and another which is subject to the difference of program that is taken by student during the study and another modification during time-to-time. The budget of YBSTAR is come from Sarawak government annual grant. However, the student that was fail or change their course that is not include under the YBSTAR listed course or received another scholarship from different agency, they must payback 100 percent of the scholarship amount to the organisation.

1.7 Core Business of the Organization

Scholarships

- 1. Local Scholarship Scheme
- 2. Students Exchange Programme
- 3. Matriculation Assistance Grant
- 4. Yayasan Sarawak Bestari Scholarship
- 5. Yayasan Biasiswa Sarawak Tunku Abdul Rahman Scholarship
- 6. Bakun Trust Fund (TAB) Scholarship
- 7. Skim Biasiswa Peringkat Sekolah Tabung Amanah Bakun
- 8. Technical Trainings Early Assistance Scheme

Education loan

- 1. Education Loan Scheme (SPPDN)
- 2. Overseas Education Loan Scheme (SPPLN)
- 3. Revolving Fund Scheme
- 4. Computer Loan Scheme
- 5. Technical Training Loan Scheme

Collaborative Projects with the Sarawak State Education Department (JPNS)

- 1. School Uniform Assistance Programme
- 2. Books Assistance Programme
- 3. 'Kemasains' Programme
- 4. Hipers Project (High Performance Rural Schools)
- The 'Anugerah Khas Ketua Menteri Sarawak'
- 6. The 'Piala Emas dan Perak Yayasan Sarawak'
- 7. The Yayasan Sarawak Excellent Students Award

Community Development Programmes

- 1. Kembara Pendidikan Yayasan Sarawak
- 2. Public Examination Seminars

Corporate Social Responsibilities

- 1. Yayasan Sarawak Football Club and Academy (YSFCA)
- 2. Yayasan Sarawak Debate Academy
- 3. Yayasan Sarawak Taekwondo Club
- 4. Yayasan Sarawak Badminton Club
- 5. "Yayasan Ku Sayang" Kindergarten and Nursery

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Week 1 (20/01/2016-22/01/2016)

During the first day, when arrived at Yayasan Sarawak, the practical student was giving a speech from the management side which are the staffs from Seksyen Perhubungan Awam dan Korporat. They have the responsibility to managing the group of practical student that work under Yayasan Sarawak. They have the responsible to manage the business between the University management side and the student during the practical period, to manage the payment of allowance to the practical student, to responsible toward their absence during the practical period in term of sick leave, official letter about the absence from the section that practical student under with during the practical period and else. Therefore, from this session, the entire practical student that together with me in this organization started to know which section is responsible for the student during the practical period.

After the session of briefing was ended, all of us are being left to one of another section which is I have been place under the *Seksyen Sekretriat Pendidikan* that was the large name of the sub section of *Yayasan Biasiswa Tunku Abdul Rahman*. Thus, during the first time arrived and enter the section area, I was being interviewed by my supervisor which is Puan Temah Binti Ibrahim about the detail of my course and the particular subject of my course that is relate to the working environment of my section.

Thus, the task that is giving by me during the first day is to collect and find the transcript of the student that has been giving the scholarship in the office of our director which is the leader of the *Seksyen Seketeriat Pendidikan*. Their transcript is must be collected by assistance of my supervisor which is Puan Muliza to know

about their status as the scholarships holder. Besides that, from this transcript it also as the guidance for our section to recognize the student that has still maintains their CGPA to 3.00 above. Thus, these students still have the opportunity to receive the living allowance by the YBSTAR. Meanwhile, this transcript also can be as a proof that they have complete their study with successfully without fail which is state on their *Borang Halatuju Pelajar*.

Moreover, I have been asking to keep the document into the student file that actually has been classified by the student number or file number that is giving by YBSTAR or by their name. This document is the *Borang Halatuju Pelajar* for each student that already finishes their study within the given period. This form is to recognize the life and occupation of the ex student that has been sponsored by YBSTAR whether they are still continue their study or success to grab a job opportunity.

On the other hand, for the second day, I have been ask to checking on the office file to recognized the old document that has been still keep by the YBSTAR side. This task is to check whether the YBSTAR side has email or post the letter to the ex student of sponsorship. This document is the *Borang Halatuju Pelajar*. Besides that, there also the task whereas I have to record the students name that is already being paid by YBSTAR in the year of 2015. This is to recognize the amount of payment that is made by the YBSTAR to each of the sponsorship's student. This name of student is being state on the payment voucher whereas it is made by the YBSTAR itself for keep the record of their payment in each months and every payment to each student. Moreover, I also have been update the student name to the excel which is the group of student that has ended their study in the year of 2011 – 2014.

Furthermore, for the third day of, I continued my task to record the student name into the excel which is their payment have been made by the YBSTAR in the year of 2015. This payment is including the living allowance, fee payment of the student and else. This is to record the payment that is made by the YBSTAR to the student during the year of 2015

2.2 Week 2 (25/01/2016-29/01/2016)

I have continue to record the name of the student in the excel which is there are student that has being paid by the YBSTAR throughout the year of 2015 based on the payment voucher. The amount of payment voucher that is made by the YBSTAR is about 467 only for the year of 2015. This amount of payment voucher has showed that the payment that being made by the YBSTAR to the individual or another organisation that has affairs with their business.

Besides that, the payment voucher is not only state about the payment to the student that holds the scholarships, but it also state about the payment that being made by YBSTAR to another organization. Thus, this payment is being made by using a different bank which is RHB Bank and BANK SIMPANAN NASIONAL or BSN bank. Usually, the BSN bank is used by the YBSTAR to paid the living allowances, thesis allowance, stationary allowances, final semester allowances, book allowances, and the return payment of flight. However, for the RHB bank, it is being used make the payment for the fees of the student. It is because the deal of the payment is usually between the University and the YBSTAR itself. The treasurer of the University will call the person that in charge in the payment of YBSTAR which is En. Parseh to make the payment of the fees of student.

This list of name and payment have been record into excel to make it easily to be identified for the audit process. Therefore, I have been ask to record all of this name into excel to identified the payment that is made by the YBSTAR to recheck within I their own ledger book. This is to make the comparison between the actual payment on the payment voucher and the record of payment that has been state in the ledger book.

This is to intend to recheck the amount of payment that was made by the YBSTAR during the year of 2015 with the different types of bank. Thus, I have to recheck the amount of the both of payment that is made by the two of these bank. However, the process to recheck and counting the amount of the listed name in excel with the amount that is state in the ledger book have make me to spend about two or three day to achieve the similar amount. Nevertheless, the amount is still not required within the amount at the legit ledger book. These situations make the assistance of my supervisor to let me leave the task for a while to let her check first.

Other than that, I also assist the assistance of my supervisor, Puan Muliza to collect and search the file of student YBSTAR that is stored in file room at the second floor of Yayasan Building to update their status and payment. Moreover, there is also the task that is new experience for me when I have ask to shredding the pile of useless paper which is importance for the staff to shred the paper to avoid the waste use of recycle paper. Last but not least, I have to learn to make the fax toward the interviewer that has the responsibility to interviewing the future candidates that wants to apply the scholarship. The group of the interviewer is come from the person that has the ability to judge, measure and rate this candidates. One of the candidates is our Chief Minister Datuk Seri Adnan Satem. Besides that, the familiar figure that

becomes one of the interviewers is the rector of Uitm Sarawak Prof. Dato Dr. Jamil Haji Hamali.

2.3 Week 3 (01/02/2016-05/02/2016)

After the unsuccessful to count the amount of the payment toward the student during the whole year of 2015 in excel with the amount of payment in the ledger book, I have been ask to recheck and make a new counting toward the amount of the payment that is made by YBSTAR. I have to counting and recheck the name that I write and state in excel. It is cause by the wrong and not similar amount that I key in into excel. This problem has cause many issue toward the amount of payment that is state in excel and the amount that is record in the ledger. The differences between the amount of RHB bank in the ledger and excel has come into a big gap. The amount that is counting using by the information in excel is much higher in term of lost rather than the amount that is state in the ledger book. Other than that, the amount that is show in the BSN bank column in excels also state in the difference amount in ledger book. The amount that must be counted is in a million ringgit to acknowledge the expenditure that the YBSTAR making in year of 2015

Therefore, to let it not to slip to another mistake, I have check the name that I key in into excel, the amount that I key in into excel within refer to the 400 plus pile of payment voucher, and recheck excel to avoid any amount that I key in into the column of BSN bank and RHB bank is not similar with the amount that is state in the ledger book. Thus, with the quite different of amount that I key in into excel within the two column of this bank; the final results of my counting have seen the wrong output. However, at the end I can solve the difference between this two which the amount that is state in excel and the amount that state in ledger book.

Besides that, I also rearranged the letter that is send by the YBSTAR to the student that received the scholarships to asking this ex student to sending their copy of graduation scroll, their final transcript, and their report of final research. Besides that's, filing the copy of payment voucher of payment toward student into their own file. This is to proof that the student fees is being paid during the early of the semester.

2.4 Week 4 (10/02/2016-12/02/2016)

As for the fourth week, the task that I handle is to key in the applicant of people that apply for the YBSTAR scholarship. I have to key in the detail of this applicant into excel. This application is done by the applicant through the manual method in which they have sent their applicant form to the Yayasan Sarawak building.

The detail information that is must being state in excel is their full name, address, phone number, the course of their program in the University, and else. This information is to help the YBSTAR to acknowledge their detail about the courses that their taken in the University. It is because, only the student that taken the course or program under the YBSTAR sponsorship is allowed and have the chance to have this scholarships. Other than that, the action that must be taken by the staff or practical student under YBSTAR toward the applicant that is not have the complete detail information to be send in the YBSTAR must be call and email. This applicant must be received the message from YBSTAR which is asking for them to send the complete information to make the process to choose the candidates is easier and tolerable.

The form that is considered not complete is when there is no final transcript especially for the diploma, matriculation, form 6 and foundation student. Besides that, it also considered not complete when there is no offer letter, birth of certificate, academic achievement, curriculum certificate and else.

Other than that, I have been asked to update the payment of fees of Universiti Teknologi Malaysia. The payment is being made through the RHB bank which is this business involve between the University treasurer and YBSTAR itself. The payment voucher must be made to be filing into this student file.

2.5 Week 5 (15/02/2016-19/02/2016)

Continue my task which is key in the detail information of the applicant YBSTAR 2016/2017 session into excel. This application is being name as YBSTAR 2016/2017 session. This application consist of large amount applicant which is the application has reach until 129 people. The process to key in their information into excel must be consist of their full name, their identity number or I.C which is very important because from their middle number at the I.C card will determine whether they are the native children of Sarawak or not. This is due to the policy of these scholarships that must consider the applicant must be the origin people from Sarawak or birth on this land which let them to having the status as native children of Sarawak.

Other than that, in this excel it also consist of the candidates address. This address is important for YBSTAR, because it is to deliver the letter when the offer or rejection letter is sent to the applicant. Besides that, there is also the column for the course and the institution that the applicant will enter to. This is to determine whether their course is eligible for the course that is offer by YBSTAR. If the course or

program is not parallel with the program that is offer by YBSTAR, for example, diploma, their name and status automatically being thick by bold because they are not capable to apply the scholarships. The rejection letter will sent to them with the reasonable reason. Besides that, the email of student also important to being state into excels in their information because it is easy for the YBSTAR to email them to let them know that their application is in the processing stage.

2.6 Week 6 (22/02/2016-26/02/2016)

Continue my task which is key in the detail information of the applicant YBSTAR 2016/2017 session into excel. This application is being name as YBSTAR 2016/2017 session. This application consist of large amount applicant which is the application has reach until 129 people. The process to key in their information into excel must be consist of their full name, their identity number or I.C which is very important because from their middle number at the I.C card will determine whether they are the native children of Sarawak or not. This is due to the policy of these scholarships that must consider the applicant must be the origin people from Sarawak or birth on this land which let them to having the status as native children of Sarawak.

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not capable to apply the scholarships. The rejection letter will sent to them with the reasonable reason. Besides that, the email of student also important to being state into excels in their information because it is easy for the YBSTAR to email them to let them know that their application is in the processing stage.

However, there is still left information that is must be fill by me in excel which is their curriculum achievement. This section is to recognize the achievement of student for them in curriculum activity. It is also as the picture to describe that, the make them deliver the agreement between student and YBSTAR has reach to those student. Student is an active student to socialize in a healthy way and has the health mentality and physically. These achievements give a score toward the merit mark for this applicant if they are being able to choose to attend the interviewing session.

Besides that, I also assist them to write a letter to student that is end their study which is to ask for them to sent their final result and graduation scroll – especially for the student that has finish their study early but do not concern to sent their transcript and scroll or final thesis report. Other than that, I also assist them to post the agreement of student that has receive the scholarships recently to their own address. I have to write their address to be put on the official white envelops of Yayasan Sarawak and write the letter post to *post laju to* make them deliver the agreement between student and YBSTAR. It is to confirm that the agreement has reach to those student; especially that live far away from Yayasan which is the student that study at peninsular Malaysia and live outside of Kuching region.

Other than that, I also have to key in the information of student that apply through the online. This process has to face a few stage which is the application from the internet must be transfer to excel. After that, the information of the applicant must be cut to make it suitable to be key in back in the excel that is purposely to the

application of YBSTAR session 2016/2017. Thus after the cut of some information, the information that form online applicant must be print using AT-paper. Therefore, the information that recently print, must be key in into excel by using the method of key in the information of manual application.

2.7 Week 7 (29/02/2016-04/02/2016)

This week I have to do a new task which is to update the file of student of YBSTAR. It is whereas I have to recognize the amount of the payment that is made by the YBSTAR to the student in term of payment of fees. However, this payment is more focus on the payment that is made by YBSTAR to the University treasurer. Thus, from this update activity and task, we will identify the amount of payment that YBSTAR done toward this University which would reflect to the amount of payment that is make by YBSTAR to the student in individually.

This task is the activity that I have to search every file student with their official number and names. Thus, we also have to refer the university that the students are study to make us easy to identify the payment voucher in the University file. The payment voucher that is place in the University file is the prove of YBSTAR made a payment toward the student in term of fees. This is to preparing as a prove to the audit about the expenditure of YBSTAR. Therefore, the audit will recognized about the amount of expenditure that YBSTAR spend on the scholarships payment.

Other than that, the payment voucher in the file of University must be made another copy by using the photocopy machine that is already have by the organization. This copy must be made because it must be put into the file student. It is to prove that, the update that I made on the green paper in the file student is in the right amount with the payment that they make in along the couple of few years.

Thus, this have easier the task of Puan Temah which is my supervisor to recheck my performance toward this duty that is given to me.

After I check the entire document in the University file and has found the right payment voucher to the particular student, I will photocopy it. However, i enter the amount that state in the payment voucher to the ledger in purpose to calculate the amount in the green paper ledger. The amount that I have calculated must be add with the amount from the previous payment that is made by YBSTAR that is not using by the RHB bank. Meanwhile, all the payment voucher and the payment that I updated is made by using the RHB bank which is these financial institute is responsible to the fees payment.

2.8 Week 8 (07/03/2016-11/03/2016)

This week I have to do a previous task which is to update the file of student of YBSTAR. It is whereas I have to recognize the amount of the payment that is made by the YBSTAR to the student in term of payment of fees. However, this payment is more focus on the payment that is made by YBSTAR to the University treasurer. Thus, from this update activity and task, we will identify the amount of payment that YBSTAR done toward this University which would reflect to the amount of payment that is make by YBSTAR to the student in individually.

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Other than that, the payment voucher in the file of University must be made another copy by using the photocopy machine that is already have by the organization. This copy must be made because it must be put into the file student. It is to prove that, the update that I made on the green paper in the file student is in the right amount with the payment that they make in along the couple of few years. Thus, this have easier the task of Puan Temah which is my supervisor to recheck my performance toward this duty that is given to me.

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I also assist to write the address and help to write the information on the *post* laju form to send another agreement letter between student and YBSTAR. Besides that's, I also assist to find the applicant form from the cupboard that stored the old applicant form to search a student that has sent their application to the YBSTAR for a second time. This is due to know more about the detail of rejection of this student when the first those applicant sent their application.

2.9 Week 9 (14/03/2016-16/03/2016)

This week I have to do a previous task which is it make me three week in row to update the file of student of YBSTAR. It is whereas I have to recognize the amount of the payment that is made by the YBSTAR to the student in term of payment of fees. However, this payment is more focus on the payment that is made by YBSTAR to the University treasurer. Thus, from this update activity and task, we will identify the amount of payment that YBSTAR done toward this University which would reflect to the amount of payment that is make by YBSTAR to the student in individually.

This task is the activity that I have to search every file student with their official number and names. Thus, we also have to refer the university that the students are study to make us easy to identify the payment voucher in the University file. The payment voucher that is place in the University file is the prove of YBSTAR made a payment toward the student in term of fees. This is to preparing as a prove to the audit about the expenditure of YBSTAR. Therefore, the audit will recognized about the amount of expenditure that YBSTAR spend on the scholarships payment.

Other than that, the payment voucher in the file of University must be made another copy by using the photocopy machine that is already have by the organization. This copy must be made because it must be put into the file student. It is to prove that, the update that I made on the green paper in the file student is in the right amount with the payment that they make in along the couple of few years. Thus, this have easier the task of Puan Temah which is my supervisor to recheck my performance toward this duty that is given to me.

After I check the entire document in the University file and has found the right payment voucher to the particular student, I will photocopy it. However, i enter the

amount that state in the payment voucher to the ledger in purpose to calculate the amount in the green paper ledger. The amount that I have calculated must be add with the amount from the previous payment that is made by YBSTAR that is not using by the RHB bank. Meanwhile, all the payment voucher and the payment that I updated is made by using the RHB bank which is these financial institute is responsible to the fees payment.

The farewell party also was held by the staff to celebrating my last day in this section.

CHAPTER 3

ANALYSIS

3.1 INTRODUCTION

During the practical at *Seksyen Seketeriat Pendidikan* in Yayasan Sarawak, there are several tasks that related to the subject we have study during the academic session. We have been introduced to the task that is required to our knowledge that we learn during the academic session. Thus, this chapter enlightens on the analysis of the entire task conducted throughout the practical training in the organization. Besides that, this chapter also discuss on the theoretical and academic knowledge that student have and they have to imply their knowledge into the task that is giving to them.

3.2 CORRELATION BETWEEN THEORIES AND PRACTICES

In the duration of the two month of my practical training in Yayasan Sarawak, there are have the correlation between the courses that I have learn in the class with the task that was given in the organization. Most of the time, the task that was given in the organization has slightly closed with the theoretical subject that has being offered at the faculty in the university. In general, most of the task that was giving to me is more on the management. Moreover, the task that was given to me during the practical training also includes the subject that related to accounting. The scope of the task such as managing the application letter from the scholarships applicant which is can be reach through online or manual method, the calculation of the amount of payment that is made by YBSTAR to the scholarships holders, and writing the official letters for the student that was purposely for the updating process. Basically, the task that was given is more related to the subject such as

organizational behaviour, human resource management, ethics in the public administration and more.

3.3 Definition of Concept

3.3.1 MANAGEMENT INFORMATIONS SYSTEM (CSC408)

The management information system is a computerized database of financial information organized and programmed in such a way that it produces regular reports on operations for every level of management in company. The main purpose of the MIS is to allow the managers to have the feedback about their own performance. Besides that, the top managers can monitors and evaluate the company as a whole. The company that have applied the management information system will receive the data from the various function and units of the company. The management information system also have the priority on the using of the excel software which is important for the purpose of collecting data. Thus, the collecting data will store or keeping the information of the organization which is could be as decentralize of the information in the agency or company.

3.3.2 PUBLIC RELATIONS (PRO458)

Public relations are the process of giving the information or sharing the knowledge to spread the reliable information for the individual or organization. Public relation are specialist in establish and maintain their relationship with the targets audience of the company, the media and other opinions leader. The aim of public relations is to inform the public, prospective customers, investors, partners, employees and other stakeholders and ultimately persuade them to maintain a certain view about the organization, its leadership products, or political decisions. Thus, through the public relations, it also can minimize the uncertainties of the public toward the organization.

3.3.3 MANAGEMENT ACCOUNTING (ACC516)

Management accounting can be defined as the provision that made the decision on the subjective toward non-financial and financial of the managers. It is including the practices of the three areas. Firstly is strategic management which is advancing the role of management accounting as a strategic partner in organization. Besides that, there is also including the performance management which is developing the practice of business decision-making managing the performance of the organization. Lastly is the risk management which is contributing to frameworks and practice for identifying, measuring, managing and reporting risks to the achievement of the objective of the organizations. Thus, accounting is one of the important subject that related to the task in varies section.

3.3.5 ORGANIZATIONAL BEHAVIOUR (ADM501)

Organizational behaviour by definition is the study of how people interact within groups. In the study of the organizational behaviour, it is a key to overview the strength of the human behaviour and the organization. The central idea of the study is on a scientific approach which can be applied to the management of employees. Customarily this study applies in an attempt to create more efficient and effective business and the organizational behaviour theories are used for human resource management purposes in which is to make best use of the output from each individual, it also help to define the effects of the organizational environment with the human behaviour. Therefore, there are absolute factor that may cause the human behaviour can influence the whole organization operation and management.

3.4 Application of the Theoretical Knowledge in the workplace

3.4.1 The Application of Management Information system in the workplace

While working in Yayasan Sarawak, the subject such as Management Information system is being implemented on our section in term of email or any applications that related to our organizations. The subject such as management information system was taught the organization to organize or decentralize any information. Meanwhile, the collected information will be used by them as a feedback for more exposure toward the external or internal resources. In Yayasan Sarawak. every worker or managers have their own computer and cubicle. Thus, every worker has their own legitimacy toward the computer that giving to them. Apart from that, every worker has their own password toward that computer which is privacy for their own use. Besides that, their computer will be check up by our technician that has the capability to check the software in that computer. It is to make every worker to receive the same treatment equally with the same quality of software and applications. It is important because every worker will have their own email that is tied with the main resources of the email which is the Yayasan Sarawak's email itself. The customer that never know about the specifically of every email of the section in Yayasan Sarawak, they will deliver or sent their email to the main receiver address which is the Yayasan Sarawak's email itself. Meanwhile, after the main resources of email received the mail, they will send the mail itself to the section that is specifically the sender want to send for the first place. It can be seen by the situation whereas the student want to send their email toward our section to ask about their payment which is not bank in yet by our respective worker in YBSTAR section. However, their email has been send to the main email itself. Thus, it gives an effect toward the student and also to our worker status. For the student, they will receive the late respond from our feedback, meanwhile for our section; the respective worker will be receiving the attention by the top managers because of inefficient in their performance.

3.4.2 The Application of Public Relations in Workplace

Yayasan Sarawak is known as the agency that deals with the public when it comes to scholarships and financial assistance for the student. It was a symbol for Yayasan Sarawak to always receive any interest from the public toward their service. The interests of the public become one of the demands that Yayasan Sarawak have to take any initiative to make their demand become relevant for Yayasan Sarawak image. They have to become more concern about anything that public demand from their services. Thus, it is important to apply the knowledge about the public relation toward the demand that is required by public. During the practical, our section will received a lot of amount of call from the public. This group of public giving their interest toward the scholarships that is offer by our sections. The amount of call that we received from the caller could be reach from 10 to 20 calling because of the interest toward this scholarships. Besides that, the caller also made their call to ask about the other scholarships that is not in our sponsorships. However, to keep their interest toward our services and to avoid any problem that would affect the customer personal space and time, we also have to show them about our knowledge to the other services that is provide by our agency. For example, the services such as Pinjaman Tabung Pusingan, Biasiswa Bestari Yayasan Sarawak which is for the student that have straight A in SPM, and Pinjaman Pelajaran Dalam dan Luar Negara also among the services that has been asking by the caller or customer which is those services is under section of High Education or well known as HiEd.

Moreover, the public not only reach the information of agency by made their call, they also coming to our main building. Therefore, when they have reached to this building, the person in the service counter that has the responsibility to give the information for this customer will call immediately to the person that in charge in our section to give more information to this public about the detail of our scholarships.

3.4.3 The Applications Management Accounting in Workplace

In the section of Yayasan Bantuan Sarawak Tunku Abdul Rahman, there is always involve the financial activities between our section and other external resources which is including the scholarships holder, the shareholders and another organization that have related with our organizations. Thus, the dealing between ur section to this group of people and organizations, we have to open our on ledger book or accounting book. This is to avoid any misunderstanding between the both parties. Besides that, it is to prevent any misleading information about the financial activities that occur in our section. Thus, it is my task to calculate the amount of the expenditure that is done by YBSTAR in the year of 2015. The calculation that I have made must be done into excel software. During key in the information in excel, i will calculate the amount of the expenditure that is made by our section to pay the group of scholarships holder or another organizations. The payment is made by using two group of bank which is Bank Simpanan Nasional and RHB Bank. Meanwhile, for BSN, it is use for pay the living allowance, book allowance, and more. However, for the RHB Bank, it is use for pay the fee of student toward the treasury of the University. Thus, our section will deal with University treasury by using the RHB bank as the transaction activities. Therefore, I have to calculate the amount of this expenditure until it reaches the equal amount with the ledger book. Hence, to having

the knowledge about accounting made me understand more about the balancing and the credit and debit of the accounting in this section. It helps me a lot to overcome any barriers during calculate the amount of these expenditures.

3.4.4 The Applications of Organizational Behaviours in Workplace

Every company or organization has set their own behaviour or their own culture. It is same with Yayasan Sarawak itself which they have their own rule and regulations to be followed by their own worker. The obvious culture that was being implemented by this agency is the Morning Prayer which is held by once in a month and it was always being held at the end of the month. This Morning Prayer will be held at the Thursday's morning. Every worker will be using the corporate shirt that is prepared by the organizations. Thus, for the practical students, they only allow to using the corporate shirt that is designed for them which is same goes to Petugas Khas. Meanwhile, for the actual staff in Yayasan, they will using the corporate shirt that is being ask by the section who in charge for made this staff have equal corporate shirt on that day. Moreover, during Morning Prayer, all the staff will gather together in auditorium. It is being held at the auditorium which is suitable for that kind of event because the auditorium could afford the amount of all staff and the number of practical student. In this event, it is become our tradition heard a speech from our director which is Datuk Haji Muhammad Abu Bakar. It is to allow him to give an advance and motivation toward the worker and practical student. Besides that, in this event, it also makes the practical student to introducing themselves in front of all the staff, assistant director and director. Furthermore, this event also celebrating the staffs that have their birthday in those months, the staff that have anniversary for

their wedding, and also for the staff that actively involved in the eve	nt that is made
	nit that is made
by Yayasan Sarawak such as sports day, bowling day and more.	
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CHAPTER 4

RECOMMENDATIONS

4.1 INTRODUCTION

Every company or agency has its own weaknesses and strength. It also happens toward the company such as Yayasan Sarawak. These weaknesses can become as one of causes of their obstacle to achieve any objective in the future. Meanwhile, it also can be as a guide to them to acknowledge about their own achievement which is to measure the actual result of implementation and their early planning. Besides that, from these weaknesses, it can emerge a new strategy for the company to overcome their own weaknesses and built it to become more strength in future. There are few strength, weaknesses and solution for the company.

4.2 STRENGTH

There are few strength that can be high lightened and analyse during I done my practical in these company:

4.2.1 Good in Human Capital

Yayasan Sarawak has great relationship with their own worker which is their top manager has an easier communication with the bottom manager. Besides that, the relationship between the top managers and the employee also has a great environment. They will communicate among themselves to overcome any problem and issue that related to the company policy or their task. It also leads them, to understand any problems that arise among the employee. For example, Encik Nizam, our manager that has responsible to know about our productive task and performance will always checks on our condition and situation whether we could handle it or not. Moreover, in this company, they also provided the policies that allow

the employee to change their duty by changing their section. These changes only can be done by the concern of the director and the top manager. It is to give the opportunity for the employee to having a different task in their carrier especially for the senior worker who worked in that company for about 10 to 20 years. For example, the employees who work under *Seksyen Pendidikan Rendah* will transfer into *Seksyen Audit* to let them to having a different task and also to help them to gain a new experience from a new task. Thus, it allows the employee to learn more about the auditing and it provide them a new knowledge to make them to become an efficient and qualified employer.

4.2.2 Satisfactory Public Relations

Yayasan Sarawak is famous with their good relation toward the public. They have the service that can make the public to feel satisfied with any business that the customer deals with them. The customers that have intention to pay their loan toward Yayasan Sarawak, they will go to the counter in front of the lobby of Yayasan to pay their debt. The customer that want to pay their debt, they must acknowledge which section that they have loan before this. Thus, they have to recognize which sections have the responsible to accept the payment. This situation is to make the customer easy to make the payment for their debt directly to the respective section. Hence, the section also will recognize each of the customer or the person who pay their debt. It is lead them to quickly update the person information toward their file. Thus, in the near future, the error will not happen toward the information that is keep by the respective section. Besides that, in Yayasan Sarawak, the customer that is come to make the payment for their sesco bill, water bill and else, which is they have wrongly path to come for the particular building, the responsible person who service in the counter have to service them to accept the payment. Thus, from this situation,

it helps the customer to not have feel difficulty to return again to the other building.

The implementation of these services is to show that, Yayasan Sarawak will help any customer or the public in their difficult situations.

4.3 WEAKNESS

There also have weaknesses in Yayasan Sarawak that I have found when I have done my practical training:

4.3.1 File System

The file system is provided in every section in Yayasan Sarawak. It is to update the detail information of student or another agency that is deal with Yayasan Sarawak. This information is including their payment, their account, their background information, letter of acceptance, and else. This file is to keep this information to make the updating process in the future become more smooth and easier. However, the information such as payment information that is making by the agency to the scholarship is still not automatically update to their computer system. The worker or employees have to manually update that information. Due to larger number of student that has the scholarship, the duration to complete this information manually is taken a long time. It make the worker and employees have to struggle their time to complete their task and duty. This worker and employees have a limited time to complete another task that is required for the completion immediately, but because they have to write down this updating information, they task and works have put a lot of pressure on them physically. Besides that, the system file also sometimes cannot be detected by their worker in the respective section. Even though the file is keep on the file room, sometimes, the student file cannot be found easily by the employee and they have to spent a lot of time to collect all those file that must be updated to fulfil the requirement.

4.3.2 Application System

The person who want to apply the scholarship for their study has a two option which is they can apply through an internet. Secondly they can apply through a manual methods which is they can sent their application form to our main office in Jalan Sultan Tengah. However, because of the technology nowadays, many applicants prefer for the online application. They will apply the scholarship through the internet to the main page of Yayasan Sarawak. Thus, this information wills collect by every section that is specifically applied by the applicant. For our section, the students have applied Yayasan Bantuan Sarawak Tunku Abdul Rahman for the scholarships. Hence, we will gather of all information in the computer system, but this information have to transfer into excel system. For example, when we received and gather all the applicants information, we have to convert this information into excel to easily the process to keep this applicant information. However, after this being turn into excel, we have to print this information to re-write again the information into another excel to keep the only important and required information. This task required a lot of time and energy to fulfil this job and duty. It makes the worker and employees fell pressure and tired to fulfil this task. Besides that, the application through the internet cannot gather much information from the applicant, but it only provides basic information of them. Thus, we have to call them again to collect as much information to complete the data of these applicants. Therefore, it also required a lot of time to call every student that does not have complete information about them. For example, the STPM slip, Diploma Transcript, and Birth Certificate.

4.4 SOLUTIONS

Every problem has their own solution and suggestion to overcome those weaknesses. Thus, for the file system weaknesses, the agency must provide the new technology for every computer system to keep this information especially for the scholarships holder. The detail information of this student is very important for the company because it can become as reference for them in future. As example, payment for the student. If the payment is excessive the actual amount of the required scholarships, the company have to refer again to this file to find the true amount of payment. It is to avoid any lose from the company. Besides that, there is an event was happen when the employees have make payment to this student for a twice a time. They have done a payment for this student with such an amount that could lead to a loss for the company. Thus, when the computer system that is capable to store the important information about this student, it will make the worker or employee is easily to done their task. It also helps them to cut their excessive time which is required to complete this task. The employee will have a time to complete another task that is more important for the company.

Besides that, for the applicant system, the company must have to prepare the advance software or system that can provide the larger information that must be fulfil by the applicant to provide their data for the employee to observe when prepared the applications. The employee will recognize more about this applicant's information. Thus, from this information they will easily to divide them in the certain category that is require for the applicant to apply. They can provide more reason and answer for the top manager when the top manager wants to collect and to know more about the data of new applicant.

CHAPTER 5

CONCLUSION

5.1 CONCLUSION

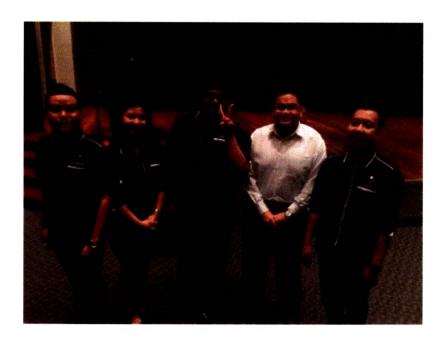
In a nutshell, I have gain a lot of experience while doing my practical training in Yayasan Sarawak. Those experiences have exposed me to the various area of an education that just not only focuses on theoretically in the class, but the real job implementation. It give me a new experience, especially the position and section that I was given. I do not have any idea about the section that I have been put during my practical training when I discover about this section. However, because of the daily experience that I have gain through the staff at my section, I start to recognize and understand more about this new task of mine. Thus, from those experience, I have become more confident with my communication skills, especially when giving an opinion with the staff that always give her help to me and start to become more open minded when I start to giving a question about the task that related to my job and duty.

Besides that, it also develop a new character in me, which is I have start to easy going with around a new people especially for the staff that are older than me. I become more confident and friendly while discuss any subject that related to the job or duty with them. They also have a good personality to accept any my opinion and discuss further on my idea. It was create a good environment between the staff and the practical student. Therefore, the students have a clearly objective while they are doing their job in this company.

Moreover, the practical training that I have in Yayasan Sarawak also leads me to a new thing that we call as manners. It realise me how important for younger staff and to practical student to show their respect toward the senior worker. We must give our proper greeting and good personality in front of them to avoid any bad assumption toward our behaviour. Thus, this environment has change my view which I have to always to put my respect toward our senior worker especially in the future career. Therefore, the internship program was a perfect medium of experiencing the real life job. It enables me to apply all the knowledge that I have learnt in theories into practice though the practical training. I managed to survive and learned a lot from this training

APPENDIX

1.0 Morning Prayer which is always being held at the end of the month.





2.0 Working Area Environment.







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Setiausaha Kerja Yayasan Biasiswa Sarawak Tunku Abdul Rahman le. Junulyonec

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Puan

MEMOHON CUTI REHAT

Dengan segala hormatnya, saya merujuk kepada perkara di atas.

Sehubungan dengan itu, saya pelajar praktikal Hafizul bin Sahak ingin memohon kebenaran untuk mengambil cuti rehat untuk 1 hari pada 11.03.2016 kerana menguruskan perkara yang berkaitan dengan urusan universiti.

Untuk perhatian dan pertimbangan tuan selanjutnya.

Sekian, terima kasih.

HAFIZUL BIN SAHAK

Pelajar Praktikal Universiti Teknologi Mara Kota Samarahan Dibuat oleh-Menteri pada 14 haribulan Januari, 2016.

SHERRINA HUSSAINI

Pemangku Setiausaha Tetap,

Kementerian Perancangan Sumber dan Alam Sekitar

Dibuat oleh Menteri pada 14 haribulan Januari, 2016.

SHERRINA HUSSAINI

Pemangku Setiausaha Tetap, Kementerian Perancangan Sumber dan Alam Sekitar



Mesin Ice Shaving

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IKLAN JAWATAN YAYASAN SARAWAK BIL.1/2016

Pengurusan Yayasan Sarawak mencari calon yang berkelayakan dan mempunyai komitmen yang tinggi untuk jawatan berikut;

1. Pegawai Tadbir, Gred N41

(Tetap Berpencen / Tetap Tidak Berpencen)

Calon yang terpilih bertanggungjawab untuk:-

Melaksanakan tugas-tugas penyeliaan, pelaksanaan dan pemantauan program dan aktiviti di Yayasan Sarawak.

Syarat permohonan;

- 🖪 🛮 memiliki sekurang-kurangnya Ijazah Sarjana Muda yang diiktiraf oleh Jabatan Perkhidmatan Awam atau yang setaraf dengannya
- 🔳 Calon-caion yang mempunyai kelayakan Sijil Pelajaran Malaysia hendaklah mendapat sekurang-kurangnya kredit Bahasa Malaysia
- mempunyai pengalaman kerja dalam bidang yang berkaitan
- motivasi diri yang tinggi dengan kemahiran komunikasi dan interpersonal yang tinggi.
- Berdikari, mampu bekerja secara berkumpulan dalam pelbagai skop kerja dan bekerja dengan pengawasan yang minimum;
- Berdaya saing, inovatif serta mampu bekerja dalam tekanan;

2. Penolong Pegawai Tadbir, Gred N27 (Tetap Tidak Berpencen)

Calon yang terpilih bertanggungjawab untuk:-

- Bertanggungjawab melaksanakan tugas-tugas penyeliaan dan operasi yang merangkumi aspek perkeranian dan operasi (termasuk, tetapi tidak terhad kepada tugas-tugas pentadbiran am, pengurusan personel, perkhidmatan kaunter dan pemprosesan, pengumpulan data dan maklumat, pengendalian peralatan perhubungan/komunikasi).
- bertanggungjawab terhadap perlaksanaan sistem perkomputeran yang berkaitan;
- Iain-lain aktiviti serta program Yayasan Sarawak yang berkaitan

Syarat permohonan,

- 🛮 memiliki Diploma Pentadbiran Awam atau yang setaraf dengannya atau Sijil Tinggi Pelajaran Malaysia atau Unified Exam Certification (UEC)
- Calon-calon yang mempunyai kelayakan Sijil Pelajaran Malaysia hendaklah mendapat sekurang-kurangnya kredit Bahasa Malaysia
- mempunyai pengalaman kerja dalam bidang yang berkaitan
- motivasi diri yang tinggi dengan kemahiran komunikasi dan interpersonal yang tinggi.
- 🖪 🤍 mampu bekerja secara berkumpulan dan pelbagai skop kerja dan bekerja dengan kawalan yang minimum;
- Berdaya saing, inovatif serta mampu bekerja dalam tekanan;

3. Pembantu Tadbir (Perkeranian/Operasi), Gred N17 (Tetap Tidak Berpencen)

Calon yang terpilih bertanggungjawab untuk:-

Bertanggungjawab melaksanakan tugas-tugas perkeranian dan operasi di peringkat Kumpulan Sokongan yang merangkumi aspek perkeranian dan operasi (termasuk, tetapi tidak terhad kepada, tugas-tugas pentadbiran am, pengurusan personel, perkhidmatan kaunter dan pemprosesan, pengumpulan data dan maklumat, pengendalian peralatan perhubungan/komunikasi).

Syarat permohonan;

- 🛮 Sijil Pelajaran Malaysia atau kelayakan yang diiktiraf setaraf dengannya oleh kerajaan; dan
- Calon-calon yang mempunyai kelayakan Sijil Pelajaran Malaysia hendaklah mendapat sekurang-kurangnya kredit Bahasa Malaysia
- Mampu bekerja secara berkumpulan dan pelbagai skop kerja dan bekerja dengan kawalan yang minimum;
- Calon-calon yang mempunyai kelayakan Unified Exam Certification (UEC) digalakkan memohon

4. Pembantu Pejabat, N1 (Tetap Berpencen)

Calon yang terpilih bertanggungjawab untuk:-

Bertanggungjawab melaksanakan tugas-tugas umum dan pentadbiran pejabat

Syarat permohonan;

- Penilaian Menengah Rendah atau kelayakan yang diiktiraf setaraf dengannya oleh kerajaan, dan
- Kepujian Bahasa Malaysia (termasuk lulus Ujian Lisan) pada peringkat Penilaian
- Menengah Rendah atau kelulusan yang diiktiraf setaraf dengannya oleh kerajaan;
- Mampu bekerja secara berkumpulan dan pelbagai skop kerja dan bekerja dengan kawalan yang minimum;
- berkebolehan bertutur, membaca dan menulis dalam Bahasa Malaysia dengan baik

Jika berminat, sila kemukakan;

 biodata lengkap, gaji dan gaji dijangka, salinan semua sijil dan dokumen berkaitan, nombor telefon untuk dihubungi dan gambar ukuran pasport terkini, pada atau sebelum 14 Februari 2016 ke alamat berikut;

> Péngarah Yayasan Sarawak, Pusat Pembangunan Pendidikan & Ibu Pejabat Yayasan Sarawak Lot 4784, Jalan Sultan Tengah, 93050 KUCHING

Sila nyatakan jawatan yang dipohon pada sudut atas sebelah kiri sampul permohonan tuan Semua permohonan adalah dianggap sulit dan hanya mereka yang layak akan dihubungi.