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FACULTY IN ADMINISTRATIVE SCIENCE AND POLICY STUDIES



PRACTICAL TRAINING REPORT IN BINTULU LABOUR OFFICE

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SEPTEMBER 2017

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

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

(Signature)

Date:

DECLARATION

I hereby declare that the work contained in this practical training report is my 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

A handwritten signature in black ink, appearing to be 'A. Simon', is written above a horizontal line. The signature is enclosed in a circular scribble.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

In this chapter, I will discuss about Bintulu Labour Office (Pejabat Tenaga Kerja Bintulu) which was my chosen place for internship. The history of the organization will be portrayed as the introduction of this chapter. The vision, mission, objectives and functions of the organization will also be discussed in a detail manner. Furthermore, the organization structure of Bintulu Labour Office is thoroughly portrayed in this chapter. The core business of the organization will be described in details.

1.2 Organization history

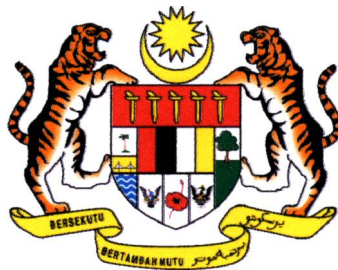


Figure 1: Federal Government logo

According to Department of Labour Sarawak (n.d.), the Labour Department Sarawak was set up by the State Government of Sarawak on 26th July 1960 with six staffs. The first labour department established in Sarawak is the Labour Office Kuching, followed 10 other offices according to its division in Sarawak. Furthermore, the Director of Labour Sarawak, current position held by Mr. Jack Meredu Anak Ko is completely responsible to the Minister of Human Resources through the Secretary General on the administration of labour matters in

Sarawak as stated in the Inter-Governmental Committee (IGC) Report 1962. The IGC Report 1962 was proposed before the formation of Malaysia was formed; consist of Federation of Malaya, Sabah, Sarawak and Singapore (American Society of International Law, 1963). Hence, the Ministry of Human Resources Malaysia's jurisdiction includes the Department of Labour Sarawak aligned with the formation of Malaysia on 16th September 1963. The Employment Services Section of the Manpower Department and the Sarawak Labour Department was combined to align its power and jurisdiction parallel to the formation of Malaysia thus the name 'Jabatan Buruh' was changed to 'Jabatan Tenaga Kerja Sarawak' (Department of Labour Sarawak) on the 1st July 2003.

Labour Offices in Sarawak was established as follows:

Places	Date
Kuching	1st January 1969
Miri	1st January 1972
Sibu	1st January 1972
Limbang	1st January 1973
Sri Aman	1st January 1974
Kapit	1st January 1974
Sarikei	5th August 1979
Bintulu	1st July 1979
Marudi	1st April 1986
Serian	29th December 1989
Bakun	16th June 1997
Kota Samarahan	16th September 2009
Saratok	16th December 2009
Lawas	16th December 2009
Mukah	4th January 2010
JobsMalaysia Centre Kuching	25th January 2010
Betong	14th June 2010

Table 1: Department of Labour Sarawak

1.3 Vision, Mission, Objectives and Functions of Bintulu Labour Office

1.3.1 Vision

Labour Department's vision is to act as the main catalyst towards excellence in private sectors labour management.

1.3.2 Mission

Labour Department's mission is to strengthen labour administrations in upgrading the welfare of employees, interest of employers and widen job opportunities in fulfilling the needs of labour market.

1.3.3 Objectives

Labour Department's objectives are portrayed as follows:

- a) To safeguard the interest and the welfare of the industrial community.
- b) To ensure that priority of employment opportunities is given to local citizens.
- c) To assist industries to improve their competitiveness in facing the challenges of globalization
- d) To create an industrial community that is well-versed in labour laws and labour matters towards a labour environment that is conducive for investment and industrial development.

1.3.4 Functions

The organization's functions are divided into three subsequent part which are legislation and advisory, administration and enforcement and employment service.

1.3.4.1 Legislation and advisory

The labour department are responsible to determine the labour law in the state with each state have different labour law; Peninsular Malaysia and Federal Territory of Labuan exercises Employment Act 1957 while Sarawak and Sabah exercises Labour Ordinance (Sarawak Cap. 76) and Labour Ordinance (Sabah Cap. 67) respectively. They are also responsible to give labour advice to the public regarding labour matters and labour law.

1.3.4.2 Administration and enforcement

The administration is in terms of acquiring consideration and determines the licenses and permits application by companies. They are also responsible in enforcing the labour law as stated in the Sarawak Labour Ordinance. For example, ensuring employers follow the monthly minimum wage of RM920 in Sarawak effective from 1st July 2016 and termination of employment contract according to the labour law.

1.3.4.3 Employment Service

The labour department will help job searchers in registration and assignment of job vacancy. This will ensure the public to have the opportunity to be employed. It also includes career guidance service to the job seekers and current employed workers who wish to gain more knowledge about their rights under labour law and career improvement.

1.4 Organization Structure

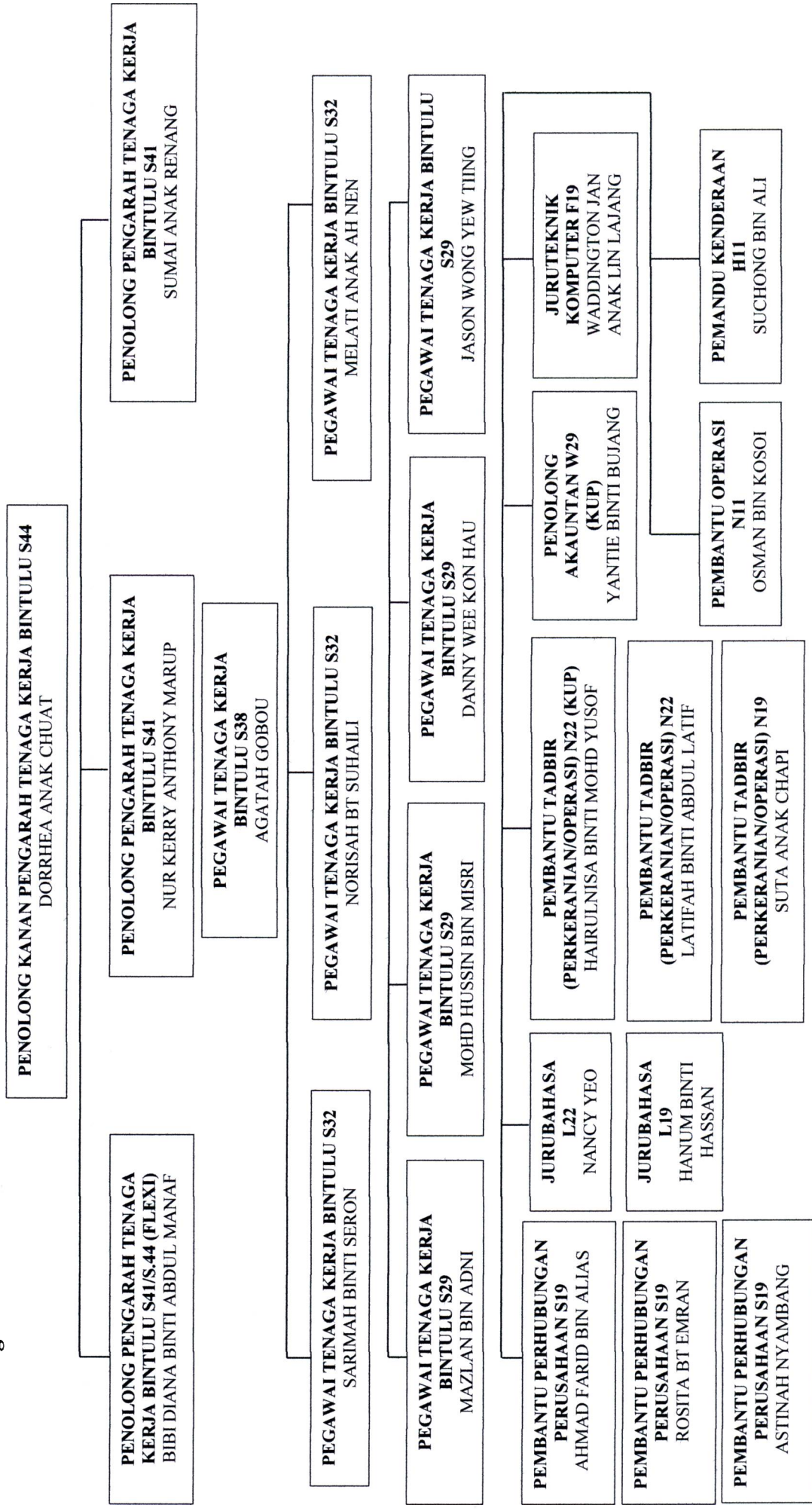


Figure 2: Organization Chart of Labour Department Bintulu

1.5 Core businesses

The Department of Labour Sarawak core business is to enforce labour law throughout the state as stated in the Labour Ordinance (Sarawak Cap. 76) as they implement the policy under the Ministry of Human Resources' legislation. Besides, the labour department provide four main services in accordance to the labour law for employer, employee, job seeker and disabled person in Sarawak which will be explained thoroughly in this chapter.

1.5.1 Employer

Labour department provides services to employer in terms of job vacancy. The job vacancy services such as seeking suitable candidates and allow the employer to conduct small interviews in the department. Next, it also provides services for the employer to apply non-resident employee, permit and licenses under labour ordinance if there is any shortage of manpower available at the company. The Sarawak Labour Ordinance will be the guideline for the employer to employ any employees working in Sarawak.

1.5.2 Employee

Labour department have the authority to protect employee's well-being such as handling labour complaints and any labour case as stated under the Sarawak Labour Ordinance. For example, the most common labour complaints and labour related cases arises are due to termination of employment within 24 hours from the employer. The department is also responsible for handling compensation claims under the Workmen's Compensation Act 1952 if there are any accidents leading to disablement or fatality occurred during the employee's service of employment.

1.5.3 Job Seeker

Labour department is responsible to provide support services on employment through JobsMalaysia website. The JobsMalaysia website will be available to the public who wishes to find jobs vacant in the private sector thus giving the public a chance to be employed. Furthermore, labour department also provide careers counselling and assistance services for the job seekers. The public are most welcome to come to labour office nearby and ask for any career related counselling and assistance.

1.5.4 Disabled person

The services offered by labour department are also open to disabled person who operates a business and wishes to expand it. This service will give opportunities to the needs of the people with special needs as a business owner. In addition, the services available will also assist the people with special needs seeking for employment which are equal with their qualification and physical capabilities. This service is to ensure no discrimination between the people with special needs in running a business and directly give them an equal opportunity to contribute to the society and country.

1.6 Conclusion

In a nutshell, this chapter explains on the Department of Labour Sarawak and one of its division which is the Bintulu Labour Office. All of the elements in this chapter including organization history, the vision, mission, objectives and functions of organization, organization structure and its core businesses are clarified thoroughly. Therefore, it will become the overview of the whole chapter for this report.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

For this chapter, it is focused on the schedule of practical training which has been recorded in the logbook daily throughout the internship commencing from 24 July 2017 until 15 September 2017. Furthermore, I am going to clarify on the practical training log book, nature of work done when undergo the practical training at Labour Office Bintulu throughout this chapter.

2.2 Practical Training Schedule

The activities did by me will be described in detail throughout this section.

2.2.1 Week 1

24 July 2017 (Monday)	First day of practical, I was having an ice breaking with my assigned supervisor and colleagues. I was also assigned to assist one of my colleagues in administration section to do filing and recording of Non-Resident Employee License Under Section 119, Labour Ordinance (Sarawak Cap. 76).
25 July 2017 (Tuesday)	I am doing the filing and recording of licenses for the whole day under the supervision and guidance of one of my colleague. The filing of license renewal of non-resident workers will be typed into data online according to the application from the employers of the employee's information including the employees' names; countries and passport number are done online using SPPLS (<i>Sistem</i>

	<p><i>Penggajian Pekerja Bukan Pemastautin Sarawak</i>) system.</p> <p><i>Refer to Figure 3: SPPLS (Sistem Penggajian Pekerja Bukan Pemastautin Sarawak) system.</i></p>
<p>26 July 2017 (Wednesday)</p>	<p>In the morning at 8 a.m., I continue doing the filing and recording of licenses. In the evening at 2:15 p.m., I have followed labour officer, Mr Jason Wong conduct a Labour Inspection at two different places which is at a Reflexology store and a retail shop. During the inspection period, I was assigned to do an interview on one of the employee of the retail shop regarding the details of her employment at the retail shop.</p> <p><i>Refer to Figure 4: Filing and recording of licenses.</i></p>
<p>27 July 2017 (Thursday)</p>	<p>Throughout the whole day, I am doing the filing and recording of licenses for renewal of non-resident workers application.</p> <p><i>Refer to Figure 5: Example of Non-Resident Employee License.</i></p>

<p>28 July 2017 (Friday)</p>	<p>In the morning at 8:00 a.m., I am doing the filing and recording task. At 8:50 a.m., I was asked by one of the officer to photocopy forms. Next, at 9:15 a.m., I followed a labour officer in handling a dispute which he acts as a conciliator. During the case mention, Labour Ordinance (Sarawak Cap. 76) is used as a guideline. For example, the law which was used during the case mention was Section 12 until 14 about termination. In the evening, I continue doing the filing and recording task.</p>
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2.2.2 Week 2

<p>31 July 2017 (Monday)</p>	<p>In the morning, I am doing the filing and recording of licenses and at 8:50 a.m., I was asked by one of my colleague to do a photocopy of office extension phone line. In the evening, I have been ordered by Officer-In-Charge to arrange files in her room. Later, I continued doing the filing and recording of licenses throughout the day.</p>
<p>1 August 2017 (Tuesday)</p>	<p>I am doing the filing and recording of licenses for the whole day due to excessive files that needed to be done as some of the company's previous licenses expiration date are approaching.</p>
<p>2 August 2017 (Wednesday)</p>	<p>In the morning at 8 until 9 a.m., I am doing my daily routine task which is filing and recording. At 9 a.m., I accompany a labour officer to carry out an Approval in Principal (AP) Inspection at Muhibbah Engineering (M) Berhad which is to</p>

	<p>check and establish the company's quota before they can apply for non-resident employees. During the inspection, I was also assigned by the officer to conduct an interview on one of the company's worker regarding the details of his employment related to the investigation. During the labour inspection, I have gain new experience on how to explain some of the labour law regarding the overtime payment to the worker and indirectly increases my self-confidence. Around 11:45 a.m., we returned to the office and I continue doing filing and recording task throughout the day.</p> <p><i>Refer to Figure 6: Interview Muhibbah Engineering (M) Berhad's worker.</i></p>
<p>3 August 2017 (Thursday)</p>	<p>In the morning I was doing the filing and recording of licenses. In the evening at 3 p.m., I was given a task by a labour officer to made some phone calls to various companies regarding their participation in joining the “<i>Program Minggu Kerjaya Kenyalang Peringkat Negeri Sarawak</i>” which will be held at the Dewan Suarah Bintulu on 17 August 2017 and also made a few phone calls to “<i>E-Kasih</i>” applicants requesting them to collect their letter at Bintulu Labour Office. Next, at 4:30 p.m., I was assigned to do counter service such as greet customers, answering and transfer phone calls to officer in charge on that day. I have gain new experience on doing counter service task as it is different from doing license as I will encounter different</p>

	types of people face to face and on the phone and communicate with them as well as performing my duties efficiently.
4 August 2017 (Friday)	I was doing filing task in the morning. At 8:30 a.m. until 1 p.m., I was assigned to do counter service task. After lunch break, I was given a task by my colleague to make photocopies of the License Notification Letter. The notification letter will be given to the employer so that they can buy insurance for the non-resident workers which they applied for before they can receive their license. Later, I continue executing my task which is filing and recording task.

2.2.3 Week 3

7 August 2017 (Monday)	In the morning, I am doing the filing and recording of licenses. In the evening, I have been ordered by Officer-In-Charge to do counter service due to the lack of staff handling the counter service during the open interview for Pertama Ferroalloys (Bintulu) Sdn. Bhd which lasts for three days at the office which I assist and guide the applicants during registration in the office. The labour department's services to companies also includes conducting an open interview in the office to seek for any suitable local candidate for the job position.
8 August 2017 (Tuesday)	I am doing the filing and recording of licenses in the

	<p>morning. However. In the evening, I accompany a labour officer to carry out a Labour Inspection at Kintown Development Sdn. Bhd., which is a construction-based company. During the inspection, I was also given a task to interview one of the company's worker regarding the worker's employment details which is related to the inspection such as his monthly wage, overtime payment during public holidays, paid sick leave, hours of work and so on in accordance to the Sarawak Labour Ordinance. After returning to the office at 4:30 p.m., I continue doing the filing of licences in the system online.</p>
<p>9 August 2017 (Wednesday)</p>	<p>I am doing my daily routine task throughout the day. In addition, under the guidance of one of my colleague, I have learnt how to do filing of new license of non-resident workers will be typed into data online according to the application, a little similar with the license renewal. My colleague also give me a brief explanation about the SPPLNS Web which is to register companies, update the companies, record new license and print documents or license.</p>
<p>10 August 2017 (Thursday)</p>	<p>In the morning, I am doing the recording task which is done after the licenses have been printed. At 9:00 a.m., I attend a court hearing at Bintulu Labour Court regarding a constructive dismissal as an observer. A constructive dismissal define as the employee resigns when he feels</p>

	<p>unpleasant by his employer due to the employer own actions in the office. It was a one of a kind experience for me to have this opportunity to observe a court hearing and gain new knowledge regarding labour court procedures. Next, at 12 p.m., I continue doing the filing and recording task.</p>
<p>11 August 2017 (Friday)</p>	<p>In the morning, I am doing filing of licenses. However, in the afternoon, I was assigned by a labour officer to do counter service task.</p>

2.2.4 Week 4

<p>14 August 2017 (Monday)</p>	<p>In the morning, I am doing filing of licenses. In the afternoon, I am doing the counter service task as I was given the counter service task to allow other staffs prepare for the “<i>Program Minggu Kerjaya Kenyalang Peringkat Negeri Sarawak</i>” which will be held at the Dewan Suarah Bintulu on 17 August 2017 organized by Bintulu Labour Office.</p>
<p>15 August 2017 (Tuesday)</p>	<p>In the morning, I helped my colleagues to do preparation for the “<i>Program Minggu Kerjaya Kenyalang Peringkat Negeri Sarawak</i>”. In the evening, I am doing the filing and recording of licences.</p>
<p>16 August 2017 (Wednesday)</p>	<p>In the morning at 8 a.m., I am doing recording of the licenses. At 8:30 a.m., I was assigned to do counter service task and I was tutored and supervised by labour officer in handling labour collection throughout the day. The labour licenses can only be collected by the employers after they</p>

	<p>have bought insurance for each of the workers they applied for.</p> <p><i>Refer to Figure 7: Schedule for Counter Staff</i></p>
<p>17 August 2017 (Thursday)</p>	<p>In the morning, I am doing my daily routine task. At 10:30 a.m., I was assigned to do counter service task due to the lack of employee as most of them take part in the “<i>Program Minggu Kerjaya Kenyalang Peringkat Negeri Sarawak</i>”. The programme is an annual program organized by the labour department to give the locals the opportunity to go for interview with the employer on that day.</p>
<p>18 August 2017 (Friday)</p>	<p>I continue doing my daily routine task throughout the whole day.</p>

2.2.5 Week 5

<p>21 August 2017 (Monday)</p>	<p>In the morning at 9 a.m., I attended a court hearing at Bintulu Labour Court about termination without notice under Section 12, 13 and 14 in Sarawak Labour Ordinance as an observer. During the court session, Section 12 on termination of contract of service by notice and Section 13 on termination of contract without notice was applied during the court hearing as the employer fail to give notice to their employees. Section 12 stated that notice of termination of four weeks will be given to workers who have been working for less than two years, six weeks’ notice for employees who had been working for two years but less than five years and</p>
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	<p>eight weeks' notice for employees who had been working in a company for more than five years. However, Section 13 stated that if there was a breach of Section 12, the other party may terminate the contract without notice. Later in the evening, I am doing counter service voluntarily as my recording and filing task are done.</p>
<p>22 August 2017 (Tuesday)</p>	<p>In the morning, I am doing counter service task. At 10:30 a.m., I am doing filing and recording of licenses as application of licenses are needed to be done. The typing of licenses must be done meticulously as each words or numbers typed are significant to the employers as the applicants of the license.</p> <p><i>Refer to Figure 8: Example of application of license renewal.</i></p>
<p>23 August 2017 (Wednesday)</p>	<p>In the morning, I was assigned to do counter service until 10:30 a.m. Next, I am doing the filing and recording of licenses. Any mistakes which have been made during the typing of licenses can be amended in order for the license to be correct.</p>
<p>24 August 2017 (Thursday)</p>	<p>In the morning, I followed a labour officer handling a dispute in the office as an observer to the case mention. I have gain new knowledge on how the officer handle the case by being an observer to the case. The officer will ask the complainant if he have any amendments to the case before the case mention could proceed. Both the complainant and the defendant which is the employer will be present during the</p>

case mention to hear the facts presented from both sides. The case mention is about termination of contract without notice under Section 13 and absent without notice under Section 14(A) of Labour Ordinance (Sarawak Cap. 76). When a case mention fails to bring both parties to reconcile with the labour officer as a conciliator, the case will be brought to Labour Court. At 10 a.m., I followed a labour officer conducting a PERKESO inspection at Wargo Trading Sdn. Bhd to check the minimum wage of employees at the company. PERKESO could detect any employees' salary according to the employee contribution rate and as an enforcer of Labour Ordinance (Sarawak Cap. 76), the Labour Department has the power to conduct an inspection and if they found that a company fail to oblige to the minimum monthly wage, a notification letter will be issued to the company. During the inspection, I was assigned by the labour officer to check their employees pay slip whether they follow the minimum wages policy for all the people working in the private sector of RM920, which means their basic wages excluding allowances or other payments. The minimum wage policy was announced by the Malaysian Prime Minister as a guarantee to employees can meet their basic needs and generate a working environment with full effectiveness and efficiency (Minimum Wages Portal, Ministry Of Human Resources Malaysia). In the afternoon, I

	<p>followed the labour officers organizing a talk regarding the laws under Labour Ordinance (Sarawak Cap. 76) to the employers as an observer. I have gain new knowledge about the importance of Labour Ordinance, service contract and employees' registration, payroll, working hours, leave benefits, termination of contracts and employment of non-resident employees in Sarawak including Peninsular Malaysia, Sabah and foreign countries which had been explained in details during the talk.</p> <p><i>Refer to Figure 9: Talk about Labour Law</i></p>
25 August 2017 (Friday)	<p>I am doing my daily task throughout the day due to excessive files needed to be done.</p>

2.2.6 Week 6

28 August 2017 (Monday)	<p>I am doing the filing and recording of licenses throughout the whole day. My colleague also taught me the details on how they manage the companies by coding them according to their nature of work as they have different license period. For example, construction company license period is for six years, plantation company is for 10 years and reflexology company is for one year.</p>
29 August 2017 (Tuesday)	<p>In the morning at 9 a.m., I followed a labour officer conducting a case mention as an observer. The labour officer who acts as the conciliator for the case mention need to hear the case facts from both parties regarding termination</p>

	<p>without notice under Section 12 until 14 in Labour Ordinance (Sarawak Cap. 76), claim for overtime payment and claim for under paid from the minimum wages policy of Sarawak state which is the RM920 monthly. The conciliator must be a neutral third party in handling any dispute. Next, at 10:30 a.m., I was assigned by a labour officer to do counter service. At 2 p.m., I have followed the labour officers conducting a court hearing at Bintulu Labour Court involving termination without notice and claim for unpaid salary as an observer. It was a great opportunity for me to be exposed to new knowledge from the labour court's process during a trial which indirectly enhance my self-confidence.</p>
<p>30 August 2017 (Wednesday)</p>	<p>I am doing filing and recording of licenses for the whole day.</p>

2.2.7 Week 7

<p>5 September 2017 (Tuesday)</p>	<p>In the morning at 8 a.m., I am doing filing and recording of the non-resident employee licenses. At 9 a.m., I followed a labour officer conducting an Approval in Principal (AP) Inspection in a heavy machinery supplier company. After returning at 10 a.m., I continued doing the filing and recording of licenses. In the evening, I followed a labour officer conducting an AP Inspection at a café. During the inspection, I have learned how to communicate with the public as different people have different attitude in addition a</p>
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	labour officer's nature of work including going to public places and communicate with the people.
6 September 2017 (Wednesday)	In the morning, I am doing filing and recording of licenses. At 10:30 a.m., I was asked to do counter service task by a labour officer hence gain valuable experience on how to interact with the clients. At 11:30 a.m., I continue doing the filing and recording of the licenses.
7 September 2017 (Thursday)	I am doing filing and recording of licenses throughout the office hours as excessive files are needed to be done and need to catch up with the expiration date of company licenses. My colleague also supervised me on how to type a rejection letter to companies if the person who they want to employ is still working under other companies or they had exceed their license period.
8 September 2017 (Friday)	From morning at 8 a.m. until evening at 5 p.m., I am doing filing and recording for license as there are excessive application from companies for non-resident workers.

2.2.8 Week 8

11 September 2017 (Monday)	I am doing my daily task routine for the whole day.
12 September 2017 (Tuesday)	I continue doing my daily task routine throughout the day.
13 September 2017 (Wednesday)	I continue doing my daily task routine which is filing and recording of licenses. My colleague taught me a new part of

	licensing which is license replacement for companies when the labour office have issued their license but the workers fail to come and work with the company.
14 September 2017 (Thursday)	I am doing my daily task which is filing and recording of licenses for the whole day.
15 September 2017 (Friday)	I am doing my daily task routine throughout the whole day.

2.3 Conclusion

In conclusion, this chapter explains on the practical training schedule which was undergone by me. The practical training schedule is organized from week to week of all of the activities and nature of work which I had done in a clear manner. Therefore, by elaborating all of the relevant details on the schedule of practical training, it will be a guidance to give a clear understanding of the work which I had done.

CHAPTER 3

APPLICATION OF TASK

3.1 Introduction

This chapter presents the application of task done by me during the practical training. The chosen task for this chapter is the recruitment process as this chapter need to clarify the one of the tasks which I have done in theoretically and practically. In terms of theoretically, I have learned it during my fourth semester in Universiti Teknologi MARA (UiTM) Cawangan Sarawak Samarahan Campus 2. The course which I have taken is Human Resource Management (ADM551). I will also explain on the task practically. This chapter will cover on the definition of recruitment, types of recruitment, process of recruitment, discuss actual practice in the organization, strengths and weaknesses of the recruitment task.

3.2 Definition of recruitment

In terms of human resources management, recruitment for a job opening must be done in a timely and cost-effective method, with the process of discovering and employing the best fit candidate from within and outside the company (Martin, 2016). The human resource in each company is responsible to do the recruitment of future employees which is the best fit for the company in achieving the company's objectives and goals. Choosing the right person to work in the company will improve the efficiency and effectiveness of a company, hence the job of a human resource person is very crucial for the productivity of a company towards a competitive advantage in the global market.

3.3 Types of recruitment

The different types of recruitment are classified into two which are internal and external sources will be portrayed in this chapter.

3.3.1 Internal sources

Internal sources encompasses recruiting candidates within an organization to fill the vacancy. The companies will try to fill the vacant positions such as through recommendations of a suitable employee in the organization to fill the vacant post, job posting and bidding, employee referrals, re-recruiting former employees and applicants, internal recruiting data base or current employee promoted to higher positions. This will involve the human resource to critically assess the employee's qualification whether there are any right person in the company for the vacant post. It is important to take certain criteria's such as seniority, experience and education qualification into consideration by the organization especially the human resource person.

3.3.2 External sources

External sources of recruitment involves recruiting a candidate outside of the organization. The company may recruit any suitable candidate through various means such as references from top management, networks, labour unions, job portals or they may approach any recruitment agencies. In Malaysia, Labour Department is one of the recruitment agencies under the Ministry of Human Resources. Furthermore, external sources is the best method a company can undertake to recruit for best talents in the industry. This may increase their company's standard to have competitive advantage globally. For instance, Company A may

hire a former employee from Company B so that Company A may have a lead in the competitive environment.

3.4 Process of recruitment

The recruitment process is managed by the recruitment strategy in a company usually encompasses of the Human Resource Department and the top management in an organization. The Human Resource in an organization is responsible in finding the right position on the job market for seeking of the candidates' flow smoothly through the organization. In addition, the recruitment process will represent both internal and external recruitment. It is due to the impact of both the method of recruiting have towards the performance of the company and indirectly increase employee's satisfaction and motivation.

3.4.1 Organization

The recruitment process begins at the first stage where the organization's needs to fill a vacant or new position which occurs in the organization. The Human Resource Department in an organization need to evaluate the availability of vacant position as they need to hire new candidates according to the availability of the positions. It is done so that the recruitment process can be done in a timely and cost-effective manner. For example, the human resource person need to inform to the public how many vacant positions are available and what positions are available.

Next, the organization need to generate candidate pool through internal or external methods. At this stage, the Human Resource Department in an organization need to search for fit candidates which they might think to be the right person for this job. The recruitment team

should know the most effective way to promote the job. This process require the human resource person to gather all of the qualified candidates internally and externally depending on the vacant position availability and requirements. For example, the human resource department in an organization gather all of the potential candidates information internal and externally.

Furthermore, the third stage requires the organization to evaluate candidates via selection process. Even though there are many good potential employees, the organization need to play their part in choosing the right person for that job. This will indirectly affect the efficiency and effectiveness of the organization's performance as the employees are the backbone of the organization. The organization need to do selection based on the organization's requirement for that vacancy such as education, experience and many more. For example, after evaluate the candidates, the organization should provide feedback for all the candidates who are unable to pass the evaluation stage.

In addition, the organization need to do their best to impress the candidates which would be their potential employees. An organization in the private sector need to impress their candidates by doing a strategic recruitment plan. The organization need to attract the candidates by using means of promoting the organization and give fresh graduates the opportunities in becoming their employees. The organization could also publish the vacancy post in their organization in suitable media to draw the interest of most applicants.

Lastly, the organization need to make an offer of the job to the shortlisted candidates to be fill the position vacancy. The last stage in this recruitment process by the organizations is very important as hiring the wrong person may be costly for the organization. The organization should draft a contract of employment which will be given to the chosen candidates. The organization should also provide a contract to the employee in order to let

them follow it as a guideline working in the company. For example, the contract may consist of salary and holidays given to the employees.

3.4.2 Candidate

The recruitment process also involves the candidates as one of the process. The first stage of the recruitment process by candidate is to receive education and choose their desired occupation. The education which they receive will then become the determinant of their future. It will also qualify the candidates according to the job specification and job description which is required by companies. The education may be in terms of academic or skills qualification.

Furthermore, some jobs require candidates to have five years minimum working experience as one of the job requirement. The candidates need to obtain employment experience when they went for interviews and working with a company. At this stage, the candidates need to be ready and gain their experience especially in soft skills to improve themselves.

Next, the third stage of the recruitment process for the candidates are to search for job openings and apply for jobs. The candidates need to search for every opportunities that they have in the industry of their choice and applying for the job of their choice. This will also increase their chance in getting a job in the competitive market especially if they are competitive enough in searching for job openings in this competitive market. It may give them the opportunity to be hired in the company of their choice. For example, the candidates can send their resume to the company of their choice.

The next stage in the recruitment process would require candidates to impress the company during selection process. During recruitment process, the company would want to find the right person that fit for the job openings. The candidates need to be presentable during interviews so that the company would hire them. Their qualifications and experience are also the important factors which influence the employability of the candidates.

Lastly, the candidates need to evaluate the jobs offered after they had been selected by the company. The candidates must ensure that their employment contract are available for them to see so that they will know their rights as an employee. After all of the process are done, the candidates need to accept or reject the job offers. If the candidates reject the job offers, they must send a rejection letter to inform the company.

3.5 Discuss actual practice in the organization

For this chapter, I will clarify the types and process of recruitment for Sarawak non-resident employees. It is one of the services under the Sarawak Labour Department's core business. The recruitment of non-resident employees of Sarawak is one of the task which I have done during my period of practical training in the Bintulu Labour Office. The service is done by issuing a license to the employer under Section 119 of Labour Ordinance (Sarawak Cap. 76).

3.5.1 Type of recruitment

The Department of Labour Sarawak provides recruitment service for an employer who wants to use external recruitment method in seeking and hiring new employees from foreign country or non-resident of Sarawak. The service is the License to Employ Non-Resident Employee under Section 119 of the Labour Ordinance (Sarawak Cap. 76). This service is

available to employers in Sarawak to recruit their employees. According to Labour Ordinance (Sarawak Cap. 76) Section 119, nobody can employ a non-resident employee unless he has obtained the authority from the Director a License to Employ Non-Resident Employee as the Director is the only one can issue the license according to the law. This external recruitment can be described in a way of licensing from the employers and the Labour Department grants the employer's applications by issuing a license to the employer. Any companies in Sarawak can apply for foreign workers or non-resident of Sarawak such as from Peninsular Malaysia and Sabah state to work in the Sarawak companies. Furthermore, in terms of employing from external sources, the company may recruit the suitable candidate from the Sarawak Labour Department so that the employers can recruit the best talents in the industry throughout the allowed countries or states. For example, a company can hire a general worker from Indonesia only as allowed by the Sarawak Labour Department. However, if a company want to recruit skilled workers from other countries such as India, Philippines, Myanmar, China and Vietnam, they can do so by applying licenses from the Sarawak Labour Department.

3.5.2 Process of recruitment

The recruitment process of the external sources would require certain actions to be taken by an employer before an application for foreign workers and non-resident of Sarawak is made. The candidates also play an important role in the recruitment process.

3.5.2.1 Organization

The recruitment process of a company must go through the Labour Office in each division of the state. The employer need to arrange a draft advertisement in the local

news or radio and fix an interview date for candidates to apply for the vacant post. The interview will be conducted in the Labour Office according to the date fixed by the Labour Officer. The employer is also recommended to register the vacant position that they want to fill in the Labour Department website which is the JobsMalaysia website. Furthermore, if there are none applicants for the vacant post but the company needs employees as soon as possible, the employer is eligible to apply for foreign workers or non-resident of Sarawak workers. It is important for the employer to ensure that the workers either foreign or non-resident of Sarawak workers to have the qualification and experience as stated in the advertisement. For example, if a reflexology company wants to hire a massage therapist, the employer need to ensure that the candidates have the qualification and experience needed accordingly.

In addition, the Labour Department will issue a license to employ the non-resident of Sarawak workers if the qualification of the candidates satisfy the requirement for working in Sarawak. Before the employer can apply the license for employing non-resident workers, the Labour Office in each division of the states need to ensure that the employer apply for the license according to the law which is the Labour Ordinance (Sarawak Cap. 76). The employer need to obtain an Approval in Principle (AP) which is a written permission to enable an employer to employ a specified number of non-resident employees. For example, a reflexology company is given a maximum of five non-resident massage therapist workers for each lot of the company's building. Next, after obtaining the AP, the employer is required to apply for a license to employ non-resident workers within the validity period of the AP given by the Labour Office as stipulated in the Labour Ordinance (Sarawak Cap. 76) under section 119. Hence, each company will be given different license period according to the nature of the company. The company may renew or do a replacement

of license according to the requirements of the company. For example, a plantation based company is given 10 years of AP and the company need to apply for non-resident license for every two years for five times. If the AP expired, the company need to apply for a new AP before they can apply for non-resident employee license.

3.5.2.2 Candidates

In terms of the recruitment process of the non-resident candidates, the candidates are selected according to their qualifications and experience as required by the companies in Sarawak. The candidates need to search for job openings as advertised by companies and they will need to apply for the job which they have selected. The candidates need to impress the company of their choice during the selection process so that they can stand out from other candidates. Furthermore, the candidates are also required to evaluate the jobs offered when they have been selected by the company and the company overall. Thus, the candidates are given the choice whether they would accept or reject the job offer. For example, a candidate need to ensure that his rights and privileges would be taken care of by the company he is working for. A company is required to provide basic facilities and residence for the non-resident workers. It is the duty of the Labour Officer to ensure that all of the requirements to apply for non-resident of Sarawak workers would be taken care of. Hence, if all of the requirements are satisfied by the companies, the Labour Department will give an AP and issue a license according to the company's nature of work. For instance, a candidate of non-resident of Sarawak from the Philippines could apply for the vacant position as a massage therapist in a reflexology company in Sarawak if she satisfy the qualification and experience requirement by the company.

3.6 Conclusion

In conclusion, the explanation of the definition of recruitment, types of recruitment, processes of recruitment, discuss actual practice in the organization, strengths and weaknesses Bintulu Labour Office is sufficient to strengthen the knowledge on the organization's recruitment process. Therefore, the application of task in theory and practically is similar to what I have learned in the classroom and during hands-on in Bintulu Labour Office.

CHAPTER 4

RECOMMENDATION

4.1 Introduction

This chapter will analyse the strengths of Bintulu Labour Office in relevance to my experience as a trainee in the organization. I will also describe the weaknesses and its recommendation to the weaknesses that the Bintulu Labour Office possess.

4.2 Strengths of Bintulu Labour Office

Through my experience as a trainee in Bintulu Labour Office, I observe there are some strengths that the organization have which is in terms of comprehensive filing system, the smoothness of auditing process and supervision management.

4.2.1 Comprehensive filing system

The filing system is a good and comprehensive system used by the Bintulu Labour Office. It enables the files to be accessible anytime for future reference. The department handle a lot of application of licenses each day and the recording of each licenses is important to keep track of the licenses application. For example, the recording of typed licenses will be written in the paper of the application and in a specified recording book according to the company's alphabet. The recording book will be divided into columns of the date typed of the license, the company's name, and number of non-resident application in the license and nationality, type of license and the reference of previous license if it is a renewal of license type. Moreover, the notification letter is also recorded in another set of particular book to track

whether the employer have collect their notification letter so that the employer can buy insurance for all of the applied non-resident employees before the labour office can issue the license to them. Next, the collection of the licenses will also be recorded in another separate book before the license can be issued to the employer. Thus, strengthen the evidence of the process of the license issued to the employer.

4.2.2 Smoothens auditing process

The filing system adopted by the Bintulu Labour Office is effective and efficient. In terms of auditing, the filing system smoothens the auditing process of the department. It is crucial as it will enable the auditing process to be uncomplicated. For example, all of the Sarawak Labour Department uses the same filing method which is controlled in the administration section for each division in Sarawak. The auditor can refer to the records and files for every companies according to the date of the license was typed and issued to the employer. This is essential for the accountability and transparency of the labour office as a public agency to the public.

4.2.3 Supervision management

The supervision management plays an important role in an organization. Through my experience as a trainee in Bintulu Labour Office, the personnel itself portrays an excellent supervisory management throughout my practical training. The supervisor communicate well with the intern and give much training to the interns depends on the job task that they are going to do. In addition, the supervisor will lead the intern and give positive encouragement appropriate to their daily tasks. The supervisor will also give constructive criticism to me

during practical training as a means to fuel self-motivation so that I can become a better person. This will also help me to gain more knowledge of working environment in real life.

4.3 Weaknesses and recommendations

Despite the strengths mentioned of Bintulu Labour Office, I have also observe some weaknesses that the organization portrays which is in terms of online reference for filing system, the speed of the internet and a lack of manpower in certain department. I will also recommend a solution for the weaknesses.

4.3.1 Online reference for filing system

As we are living in this modern era, technological advances has made it possible for us to connect worldwide through the usage of the internet. However, the Bintulu Labour Office is still using the traditional method of doing their filing system. Although the labour office has its own online system; the SPPLS system to enter companies data for registering a company, updating a company, recording of new licenses and print documents or licenses but this system is not the main filing method due to the limitation that the system has. For example, the SPPLS system is only limited to certain functions online for the data entry of the non-resident workers. Most of the time the data entry of the non-resident workers are also not up to date to the worker's status of employment such as the worker had gone back to its own state before his license had expired but the system still shows that the worker is still having an active workers' license in Sarawak.

Furthermore, to overcome the weaknesses of the online reference for the filing system, the Bintulu Labour Office need to synchronize its filing system not only by hands-on method

but by accessing it online as a reference. The labour office can upgrade its online database which is the SPPLS system to smoothen the process of licensing. Even though the current online database is excellent, certain criteria need to be improved in the system. For example, an electronic databases enable the retrieval of information promptly. This will enable faster data access thus increasing the productivity of the Sarawak Labour Department as a whole. The limitations of the system can be eliminated with an upgrade in the system. The system may help to avoid redundant files and data loss compared to manual references.

4.3.2 Speed of the internet

The Bintulu Labour Office's internet speed is slow as the bandwidth of the internet is low and still outdated. The internet are shared by all of the staffs in the office thus making the internet speed slow. The internet speed is slower when using the SPPLS system as the system is used and accessible by all labour offices in Sarawak division. Hence, the process of doing licensing is very time-consuming especially if there are hundreds of application by employers in a day. The system would buffer if there are more than 20 names issued in a license. For example, Press Metal (Btu) Sdn. Bhd apply for new and renewal of non-resident employees licenses which total to 931 non-resident employee names with 40 licenses; approximately 20 names for each license. The system would buffer heavily and may consume up to one hour to refresh the page if the internet speed is slow at that time.

Despite the weaknesses possess by the organization, it could be resolved by the means of increasing its internet speed by upgrading the internet speed to a higher bandwidth. It will enable all of the online process in the office especially the licensing task to be done smoothly and less time-consuming. It is crucial to upgrade the internet speed especially when using the SPPLS system which is connected throughout Sarawak's Labour Office in its division. The

upgrading of the technology of the government can ensure the reliability and transparency of the civil servants when deliver to the public. In this case which is the license of non-resident employees. Thus, the organization need to improve its organization as a public agency according to the Total Quality Management (TQM) concept. The TQM concept including meeting customers' requirement, maintain quality through prevention, zero defect by doing things right, quality is free and the whole work is a process. By upgrading the internet speed in the organization, the quality of work can improve and continuously meet the customers' requirement in the terms of issuance of license to them.

4.3.3 Lack of manpower in certain department

The Bintulu Labour Office's administration section only consist of one person to do the filing and recording task. The lack of manpower to do the filing and recording task may interrupt the pace of the licensing process. As the number of companies in Bintulu increases throughout the year, the license for employing non-resident employees is required heavily to the employers in each companies. The license is especially important for big companies such as Shin Yang and Sime Darby which requires a lot of manpower in their company. In addition, the licensing for the non-resident employees is one of the core service provided for the employers but the Bintulu Labour Office is lacking of the required manpower to do the job. The job is crucial to parallel the licensing with the companies need of non-resident employees to improve their performance to be in a competitive advantage against their rivals. Apart from that, if the only officer who do the license take a leave, all of the companies in Bintulu application of license will be affected.

In my opinion, the Officer-In-Charge of the Bintulu Labour Office should submit this issue to the Ministry of Human Resource to recruit more staff in licensing area. As there are

lack of manpower to do the licensing, it may affect the accountability of the office in deliver its services especially when most companies in Bintulu need to wait for few weeks so that their license to employ non-resident employees could be issued for them. It may slow the overall process of companies in Bintulu due to the lack of manpower. Moreover, the Officer-In-Charge of the Bintulu Labour Office must arrange its employee leave according to the needs of the company so that the licensing task given could be fixed. Hence, the organization can gain benefit from the practice of TQM concept in its management if there are no shortage of manpower in the organization itself.

4.4 Conclusion

In conclusion, the Sarawak Labour Department should reconsider taking the strategic planning in its management to improve on its weaknesses. The organization can become more accountable and trustworthy to the public as their clients by adopting the Total Quality Management (TQM) concept. Therefore, the processes of the labour department significantly affect the public as a government agency.

CHAPTER 5

CONCLUSION

5.1 Introduction

This chapter presents the overall conclusion of my attachment in the administration department of the Bintulu Labour Office.

5.2 Conclusion

For my practical training in the Bintulu Labour Office, I was attached with the administration department for eight weeks only. The job scope of the administration department is to do the typing of the non-resident worker's licenses into SPPLNS system, typing of the registration of the private sector companies, updating the non-residents workers' working status, recording of the printed license into a log book and do filing. The job scope is primarily to do the typing of the non-resident workers status and licenses according to the application from private companies in Bintulu division. This department involves a lot of typing into the SPPLNS system of the non-resident worker's application and it depend heavily on the usage of the internet to get things done.

Furthermore, the practical training at Bintulu Labour Office has enable me to gain more experience of working in real life and knowledge of working in an organization especially the public sector as a team to serve the public as its clients hence achieving the Labour Department objective. This practical training also helped me to strengthen my studies in Bachelor of Administrative Science (Hons) at Universiti Teknologi MARA (UiTM) Cawangan Sarawak Samarahan Campus 2 by expanding my knowledge of working and incorporate it with my years of studying on the theory of the public management. The

greatest value which I have gain during my internship is communication skills above others. During the practical training, I have gain extra knowledge on the laws in Malaysia especially Sarawak on labour law which is the Labour Ordinance (Sarawak Cap. 76) as we are only taught Employment Act 1995 in class; which is applied only in the Peninsular Malaysia. In addition, this exposure to the real working environment have boost my self-confidence in communicating with the clients of Bintulu Labour Office. I was given the opportunity to communicate with them directly especially the employers and employees with different attitudes and personalities who are working in Bintulu division including non-resident of Sarawak such as Indonesian people. Thus, the internship program is very effective and efficient in the terms of preparing the students to face the real world after they have graduate and get a job as the students will have more competitive advantage in the market demand of job industry.

Based on my observation when I am attached with the administration department, I can foresee that this department is the backbone of the labour office as through this department, all of the important filing and work are handled in this department. The labour office need to do some changes to the office so that the department can improve and enhance its work quality parallel to the needs of their clients. As mentioned in Chapter 4 on the weaknesses and recommendation of the organization, I am highlighting the issue of the need for an online reference of the filing systems, the speed of the internet and the lack of manpower in certain department. If handled properly and with strategic planning, the labour office and its departments can achieve its organization's objective hence satisfy the Client Charter of the organization. Moreover, the department could result in an efficient and effective work quality thus giving an accountable and trustworthy output to their clients. It is important to improve the issue of the weaknesses observed by me as it gives a huge impact to the organization as a whole. The organization also need to assess the changes that needed to

be done according to its significance to the public. For example, the speed of the internet may be the most important weaknesses that need to be resolve promptly as it may affect the work performance by the personnel as nowadays everything is digitalize and having a superior internet connection can be a huge advantage to everyone.

Next, as a former trainee attached to the department, I have high expectations for the department to strive with excellent in their work parallel to the vision and mission of the organization in order to achieve its objective. As a public agency, the department need to give maximum effort to be an effective and efficient organization that serve the public. Although in my observation the organization do portray some weaknesses in terms of the working environment, I hope that by pointing out the weaknesses that the organization have will give a huge impact to the organization to do a strategic planning in order to achieve its goals. This will also indirectly allow the personnel to have a better working environment thus improving the work quality. The personnel could perform better with the changes occurred hence it could be a factor for them in achieving their Key Performance Indicators (KPI). By doing some major changes to the organization, it may have a huge potential to be a first-class public sector in terms of service delivery to their clients. This will indirectly enhance the expectation of the public towards the public agency.

Appendix

Figure 3: SPPLS (*Sistem Penggajian Pekerja Bukan Pemastautin Sarawak*) system.

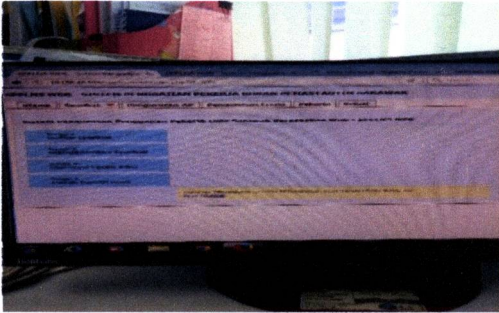


Figure 4: Filing and recording of licenses.

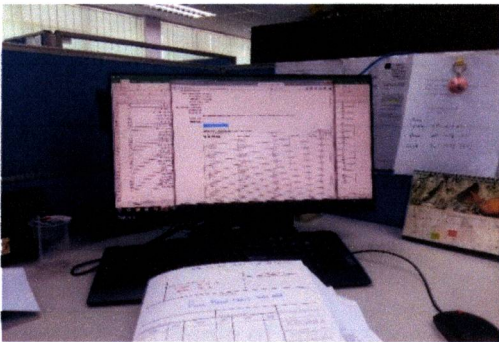


Figure 5: Example of Non-Resident Employee License.

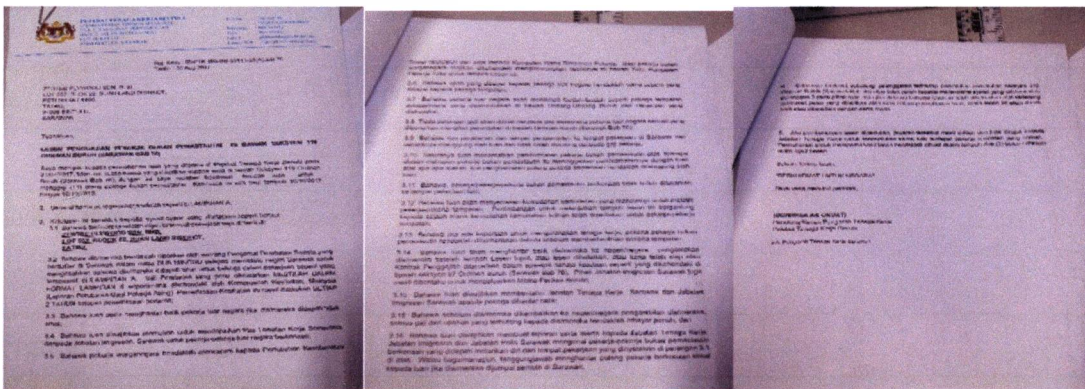


Figure 6: Interview Muhibbah Engineering (M) Berhad's worker.



Figure 7: Schedule for Counter Staff

Jabatan Pengajaran Kebangsaan (JPK) - Kementerian Pendidikan Malaysia
 JAWAPAN SOALAN-Soal Jawab: 14 September 2012

NO	Waktu	Tempat	Waktu	Tempat
1	08.00 am - 10.00 am	10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 110, 120, 130, 140, 150, 160, 170, 180, 190, 200, 210, 220, 230, 240, 250, 260, 270, 280, 290, 300, 310, 320, 330, 340, 350, 360, 370, 380, 390, 400, 410, 420, 430, 440, 450, 460, 470, 480, 490, 500, 510, 520, 530, 540, 550, 560, 570, 580, 590, 600, 610, 620, 630, 640, 650, 660, 670, 680, 690, 700, 710, 720, 730, 740, 750, 760, 770, 780, 790, 800, 810, 820, 830, 840, 850, 860, 870, 880, 890, 900, 910, 920, 930, 940, 950, 960, 970, 980, 990, 1000	10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 110, 120, 130, 140, 150, 160, 170, 180, 190, 200, 210, 220, 230, 240, 250, 260, 270, 280, 290, 300, 310, 320, 330, 340, 350, 360, 370, 380, 390, 400, 410, 420, 430, 440, 450, 460, 470, 480, 490, 500, 510, 520, 530, 540, 550, 560, 570, 580, 590, 600, 610, 620, 630, 640, 650, 660, 670, 680, 690, 700, 710, 720, 730, 740, 750, 760, 770, 780, 790, 800, 810, 820, 830, 840, 850, 860, 870, 880, 890, 900, 910, 920, 930, 940, 950, 960, 970, 980, 990, 1000	

Figure 8: Example of application of license renewal.

Formulir permohonan pembaharuan lesen. The form contains various fields for personal and professional details, and a table for license renewal information.

NO	NO Lesen	Tempat	Tempat
1	12345678901234567890	10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 110, 120, 130, 140, 150, 160, 170, 180, 190, 200, 210, 220, 230, 240, 250, 260, 270, 280, 290, 300, 310, 320, 330, 340, 350, 360, 370, 380, 390, 400, 410, 420, 430, 440, 450, 460, 470, 480, 490, 500, 510, 520, 530, 540, 550, 560, 570, 580, 590, 600, 610, 620, 630, 640, 650, 660, 670, 680, 690, 700, 710, 720, 730, 740, 750, 760, 770, 780, 790, 800, 810, 820, 830, 840, 850, 860, 870, 880, 890, 900, 910, 920, 930, 940, 950, 960, 970, 980, 990, 1000	10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 110, 120, 130, 140, 150, 160, 170, 180, 190, 200, 210, 220, 230, 240, 250, 260, 270, 280, 290, 300, 310, 320, 330, 340, 350, 360, 370, 380, 390, 400, 410, 420, 430, 440, 450, 460, 470, 480, 490, 500, 510, 520, 530, 540, 550, 560, 570, 580, 590, 600, 610, 620, 630, 640, 650, 660, 670, 680, 690, 700, 710, 720, 730, 740, 750, 760, 770, 780, 790, 800, 810, 820, 830, 840, 850, 860, 870, 880, 890, 900, 910, 920, 930, 940, 950, 960, 970, 980, 990, 1000

Figure 9: Talk about Labour Law



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