

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



Asheh

PRACTICAL REPORT (ADS 667)

**PRACTICAL TRAINING REPORT IN BINTULU PORT HOLDINGS
BERHAD**

Muhamad 'Adli Bin Asheh

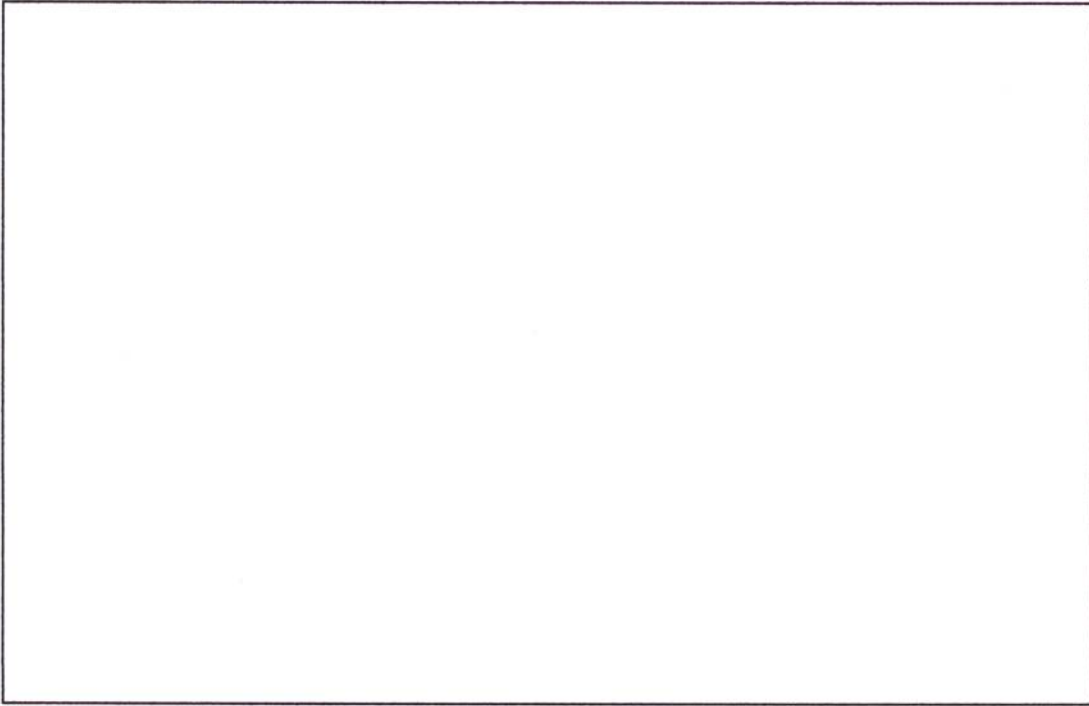
2015167267

SUPERVISOR

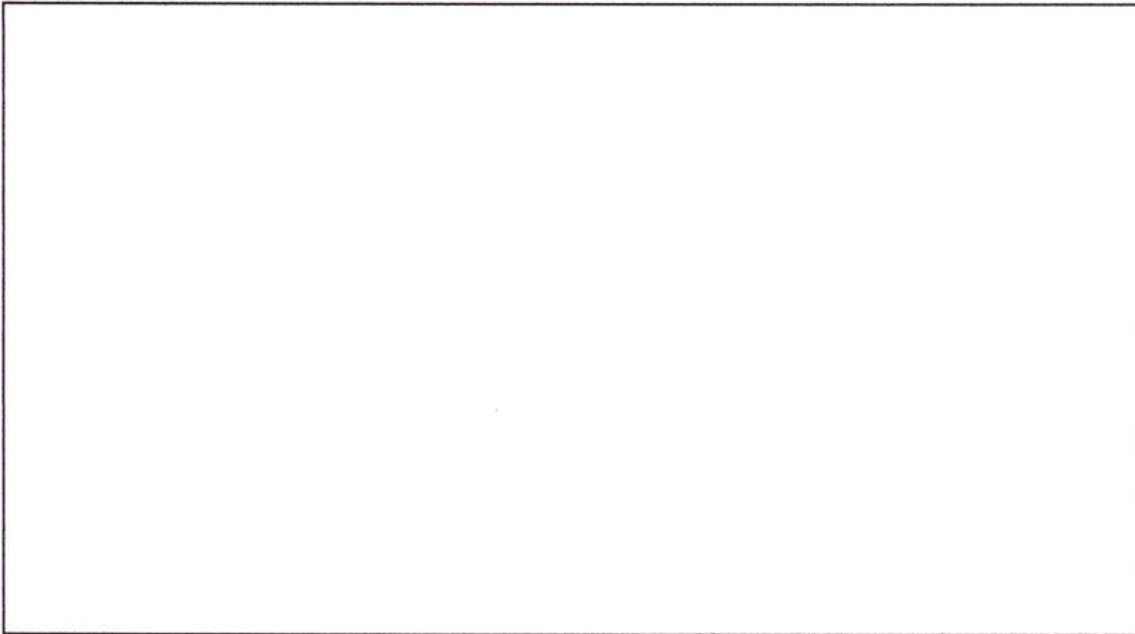
Madam Nur Aida Binti Kipli

January 2018

Supervisor's Comments

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Moderator's Comments

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

Name of Supervisor : Nur Aida Binti Kipli

Place : Bintulu Port Holdings Berhad (BPHB)

Name of Student : Muhamad 'Adli Bin Ashek

Student ID : 2015167267

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

.....
(Nur Aida Binti Kipli)

Date :

ACKNOWLEDGMENT

I had undergone my practical training for two months at Bintulu Port Holdings Berhad (BPHB) located at Bintulu, Sarawak. The purpose of this practical training is to fulfil the requirement of the bachelor degree for Bachelor in Administrative Science (Honours) under Universiti Teknologi Mara (UiTM). Here, I would like to have the opportunity to thank everyone who have been supportive of me throughout my practical training.

I would like to thank my family for giving moral and financial support during the period of my practical training. I also would like to thank my host supervisor of BPHB, Puan Rohayah and Puan Athirah for accepting me into HR Planning & Organisational Development Department and also for giving the guidelines of the duties and tasks that need to be completed during my practical training. Not to forget other staff and colleagues who helped me a lot in adapting myself in the office's environment and sharing new experiences that are useful in completing my work.

Besides that, I would like to thank our practical training supervisor, Madam Nur Aida, for helping and assisting me in completing our practical training report on time. I am also grateful that she provide us many useful guidelines in completing our practical report from time to time. Lastly, I would like to thank my classmates and friends for sharing their knowledge and information regarding the practical training report.

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THE DECLARATION

I hereby declare that the work contained in this Practical Training Report is my own except those that which have been duly identified and acknowledged. If I am later found to have committed plagiarism or other forms of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed,



(Muhamad 'Adli Bin Ashek)

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CHAPTER 1

INTRODUCTION

1.0 Introduction

The first chapter of this practical training report will cover the introduction of the company which include among others the background of company, mission and vision of the organization, corporate values and Group Human Resource Management (GHRM) structure, and other relevant information pertaining to the company.



BINTULU PORT HOLDINGS BERHAD

380802-T



**BINTULU PORT SDN.
BHD.**
254396-V

**BIPORT BULKERS SDN.
BHD.**
635147-V

**SAMALAJU INDUSTRIAL
PORT SDN. BHD.**
406345-H

Figure 1.0 (Resource: <http://www.bintuluport.com.my/About-Us/Company-Overview/Corporate-Structure/>)

1.1 Bintulu Port Holdings Berhad (BPHB)

Figure 1.0 shows the four different names of the company which consists of Bintulu Port Holdings Berhad (BPHB), Bintulu Port Sdn Bhd (BPSB), Biport Bulkera Sdn Bhd (BBSB) and Samalaju Industrial Port Sdn Bhd (SIPSB). Under Bintulu Port Holdings Berhad (BPHB), the subsidiaries company are BPSB, BBSB and SIPSB. BPHB is one of the public listed companies which was established on 22 Mac 1996 under Company Act 1965. The Company's shares (BIPORT) were listed on the Main Market of the Bursa Malaysia on 16 April 2001 and the core business of this company is logistic industry.

1.2 Mission

To provide quality port services that meet customers' expectations, ensure a competitive return on investment for the shareholders and benefit the stakeholders.

1.3 Vision

A World-Class LNG Port and The Port of BIMP-EAGA

1.4 Corporate Values

Integrity <ul style="list-style-type: none">• We adhere to standards, regulations and conduct the business according to the highest ethics.
Innovation <ul style="list-style-type: none">• We are committed in delivering effective solutions to each customer's needs and continuously adopting new technology to maintain our competitiveness.
Customer Focused <ul style="list-style-type: none">• We provide safe and efficient services that meet customers' expectations.
Quality People <ul style="list-style-type: none">• We are versatile personnel. We value teamwork and co-operation. We are committed to align our behaviour with the organizational goals.
Recognition <ul style="list-style-type: none">• We provide our personnel with challenging opportunities, emphasizing on individual initiative and creativity career advancement.

Table 1.0 : Corporate values

(Resource: <http://www.bintuluport.com.my/About-Us/Company-Overview/Corporate-Values/>)

1.5 Group Human Resource Management Structure

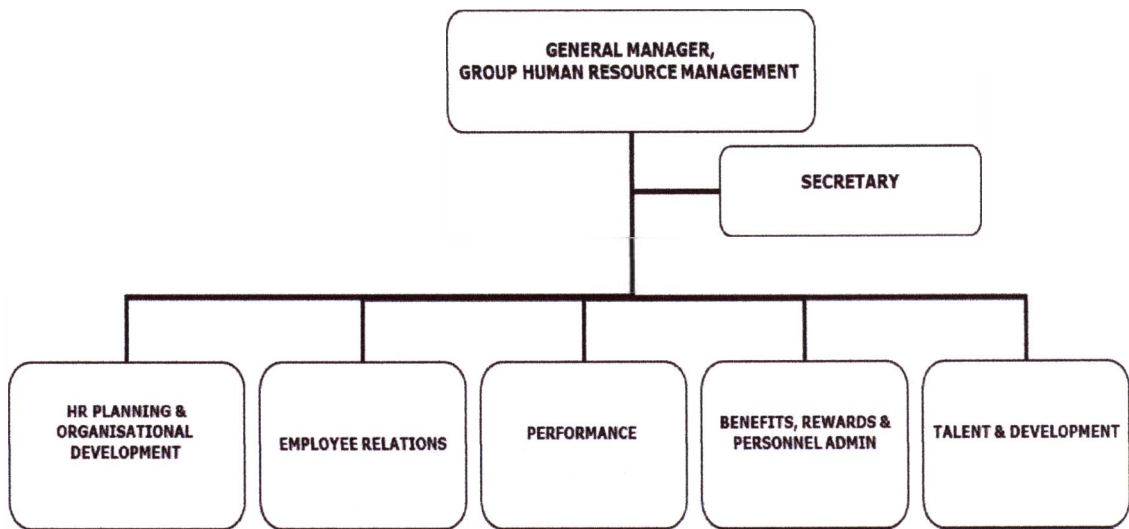


Figure 1.1 : GHRM structure

(Resource: Group Human Resource Management Division (GHRM) Bintulu Port Holdings Berhad)

During my practical training in this company, I was assigned at GHRM Division under Puan Rohayah Bt Arabi, Manager HR Planning & Organisational Development

Department. She was my host supervisor throughout this practical training period and tasks were assigned by her executive of Organisational Development, Puan Siti Nurathirah. Figure 1.2 shows the structure of GHRM Division where I have my practical training. I was assisted by Cik Nur Nazira – Clerk HR Planning and Encik Awang Khuziari - GETS internship trainee.

1.6 Chapter Summary

As trainee I was briefed about the background of Bintulu Port Holdings Berhad and the mission, vision, corporate values of the company and the structure of GHRM Division where I was attached to.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Chapter review

This chapter focuses on the schedule of practical training which has been recorded in the logbook by the trainee during the practical training. It begins with Section 2.1 focuses on the introduction. Then, Section 2.2 explains the tasks I received and already recorded in the logbook; scope of works and the daily activities I underwent during the practical training in the organization. Lastly in Section 2.3 explains the chapter summary.

2.1 Introduction

During the industrial training attachment, I was given a practical training log book which is for the trainee to record and summarize the daily tasks that have been done during the two months industrial training which was from 24 July 2017 until 15 September 2017. Thus, this chapter will focus on the tasks executed throughout the industrial training which I undergone at the Bintulu Port Holdings Berhad. During my practical training, I was placed at the Group Human Resource Management Division under HR Planning and Organisational Development Department. The following part is my practical training schedule of daily tasks that I have carried out and it is arrange in weekly format.

2.2 Weekly practical training report

The trainee is provided with log book by UiTM Samarahan. All tasks being done by the trainee were recorded in the log book and all the recorded activities had to be signed and approved by the supervisor, Puan Rohayah Binti Arabi on weekly basis.

Table 2.0: Practical training schedule

Weeks (2017)	List of activities
Week 1 (25 July- 28 July 2017)	<ul style="list-style-type: none">• Reported for duty at 8 a.m. at Talent & Development Department.• Filled in all required forms for registration and undertaking for trainee.• Briefed regarding rules and regulations of the company.• Induction session at GHRM Division with all staff.• Met supervisor in charge Pn Rohayah, for quick brief on recruitment task.• Doing first task which was completing quarterly survey (Malaysian Employers Federation Salary Survey MEFSS) for non-executive and executive staff.• Reviewed and shortlisted resume that possessed diploma certificates.

	<ul style="list-style-type: none"> • Key-in data of MEFSS into system. • Attended briefing for safety passport (security pass).
<p>Week 2 (31 July – 4 August 2017)</p>	<ul style="list-style-type: none"> • Rearranged and reviewed all resumes that possessed SPM, Certificates and Diploma level accordingly. • Filing all resume into specific file name for each level of resume accordingly. • Key-in data from “Kaizen HR” System to MEFSS for executive level into system. • Prepared advertisement of job vacancy for internal recruitment for a vacant position. • Prepared documents and forms for new staff reporting for duty on 2 August 2017. • Extracted name list of staff from “Kaizen HR” System for ‘Pemeriksaan Berkanun’. • Review forms of responsibilities for non-executive and executive.
<p>Week 3 (7 August – 11 August 2017)</p>	<ul style="list-style-type: none"> • Rearranged new incoming resume according to dates. • Shortlisted new incoming resume according to educational background. • Discussed with Pn. Athirah the result of previous survey and made correction for erroneous data. • Prepared names list of new staff with specific date for report duty and placement date for internal staff.

	<ul style="list-style-type: none"> • Prepared summary data of selected candidates for upcoming interview. • Prepared personal files for candidates that had passed their interview. • Shortlisted all candidates and rearranged them based on qualification and place them in suitable department accordingly. • Prepared a list of selected candidates. • Called selected/shortlisted candidates for interview to re-confirm if they can attend or not.
<p>Week 4 (14 August – 18 August 2017)</p>	<ul style="list-style-type: none"> • Briefed by Supervisor for next interview session. • Made telephone calls to all selected candidates for confirmation of attendance and briefly explained on items to be brought along during interview session and to inform location and time of interview. • Prepared summary details of candidates for next interview session. • Prepared a room (rearrange tables and chairs) for assessment session for upcoming interview. • On 15 until 16 August 2017, was the first interview session that I was involved directly which included preparing and guiding 40 candidates to correct venues.

	<ul style="list-style-type: none"> • Opened registration and set – up all the needs for interview. • Double check the attendance list for all candidates and made phone calls for those who have not arrived. • Briefed all the candidates on rules and explained stages that they would undergo for this interview session. • Prepared refreshment for candidates and panels during the interview session. • Completing MEFSS for all quarter 1 and make a draft for quarter 2 of 2017. • Removed outdated resume from files and placed these into boxes. • Rearranged all the resumes in their respective files. • Reviewed all the new incoming resumes. • Did filing for new resumes. • Shortlisted resume for upcoming interviews.
<p>Week 5 (21 August – 25 August 2017)</p>	<ul style="list-style-type: none"> • Prepared a names list for selected/shortlisted candidates. • Made telephone calls to all selected candidates for confirmation of attendance and briefly explained on items to be brought along during interview session and to inform location and time of interview. • Made reconfirmation on their attendance.

	<ul style="list-style-type: none"> • Prepared a name list of staff extracted from “Khaizen HR” System with specific date of promotion for grade C and higher. • Prepared summary details of candidates for next interview. • Searched and reviewed resumes for upcoming interview. • Prepared proposal for updated structure of company based on current positions as stated in the system. • Prepared medical forms for medical assessment for new staff. • Made telephone calls for new staff to pick-up their medical forms and email to those not residing in Bintulu area. • Gave quick briefing regarding reporting duty after they submitted their medical results. • Carried out double check on their medical results.
<p>Week 6 (28 August – 30 August 2017)</p>	<ul style="list-style-type: none"> • Set up interview. • Briefed all candidates before proceeding with interview session. • The first session was written assessment and they have only 30 minutes to answer all the questions. • During that assessment, I was in charge to monitor all the candidates and stop them when times up.

	<ul style="list-style-type: none"> • Extracting details from provided list of personal files of top-management. • Key in data from personal file into system. • Prepared 11 forms for each new staff reporting duty. • Made a copy each for all the forms. • Prepared a personal file for each new staff. • Print medical form from new staff received through email. • Released offer letters to those who have passed their medical check-up and those who were approved by top management. • Made a brief for the reporting duty session. • Shortlisted resume for next interview. • Received acceptance letters from new staff.
<p>Week 7 (5 September – 8 September 2017)</p>	<ul style="list-style-type: none"> • Briefed all new staff (14 staff to be exact) on checklist for reporting duty. • Monitored and guided all of the new staff to complete the forms correctly. • Received all the forms and made a double check. • Gave instruction to all new staff to arrange all the forms correctly according to check list. • Did E-vetting (screening) for all new staff one by one.

	<ul style="list-style-type: none"> • Made double check on personal files for the new staff to ensure all forms and documents are correctly inserted in their respective file. • Segregated the personal files into two sections that is "complete files" and "incomplete files". • Prepared a list of shortlisted resumes for upcoming interview. • Shredded confidential documents that contain errors. • Received and date stamped all new resumes. • Filing new resumes. • Extracting details from provided list of personal files of top-management. • Resume which have been selected for interview are kept into a specific envelope. • Sorting out old and new resumes. • Set up for interview and arranged for refreshment. • Helped the staff to prepare for farewell events.
<p style="text-align: center;">Week 8 (11 September – 15 September 2017)</p>	<ul style="list-style-type: none"> • Received and date stamped all new resumes. • Went to Technical Department to pick up interview report and send it to Marine Department. • Shortlisted resume according educational background. • Sorting out old and new resumes. • Filing all resumes after sorting out. • Completed personal files for top management.

	<ul style="list-style-type: none">• Keyed in data into system and scan some documents related to top management files.• Prepared “form of responsibility” for relevant staff.• Made copies of documents from new staff personal files.• Prepared staff list details for presentation in meeting.• Prepared form for extension of retirement date.
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2.3 Chapter Summary

In this chapter, the trainee explained the tasks being carried out during the practical training. The tasks given to the trainee were according to the standard guidelines as provided by Faculty of Administrative Science and Policy Studies. The trainee was also able to understand the Group Human Resource Management Division’s working culture. Valuable experience gained from the internship program would be useful for future undertaking.

CHAPTER 3

ANALYSIS

3.0 Chapter review

This chapter explains regarding the overview of recruitment process of Bintulu Port Holding Berhad. Section 3.1 focuses on introduction of this chapter. Then Section 3.2 discusses on recruitment process. Follow by Section 3.3 which is the comparison between theoretical and practical applied in recruitment process while Section 3.4 discusses the benefit and compensation for staff and lastly in Section 3.5 is the Chapter Summary.

3.1 Introduction

The Group Human Resource Management Division deals with staff matters and the department where I was attached to focused on recruitment of new staff and upgrading of current staff to fill vacant positions. The focus of internal recruitment and external recruitment is to choose the best qualified candidates to fill the vacant positions. There were thousands of applications applying for various vacant positions and I was given a chance to be involved in this recruitment process. As a trainee it was good experience to get involved directly and indirectly in this recruitment exercise.

3.2 Recruitment Process

Recruitment can be defined as the process of finding and hiring the best-qualified candidate (from within or outside of an organization) for a job opening, in a timely and cost effective manner. The recruitment process includes analysing the requirements of a job, attracting applicants to apply for the job, screening and

selecting applicants, hiring, and integrating the new employee to the organization. In the department where I was attached, there are two types of recruitment; that is internal recruitment and external recruitment. Internal recruitment means we are hiring the internal staff within the organization for a vacant position within their related field. Meanwhile for the external recruitment, the vacant position will be posted into social media, official website and newspapers to hire the people outside of the organization.

The below figure shows that the recruitment flow that I learnt in Chapter 4, for topic on recruitment under subject Human Resource Management.

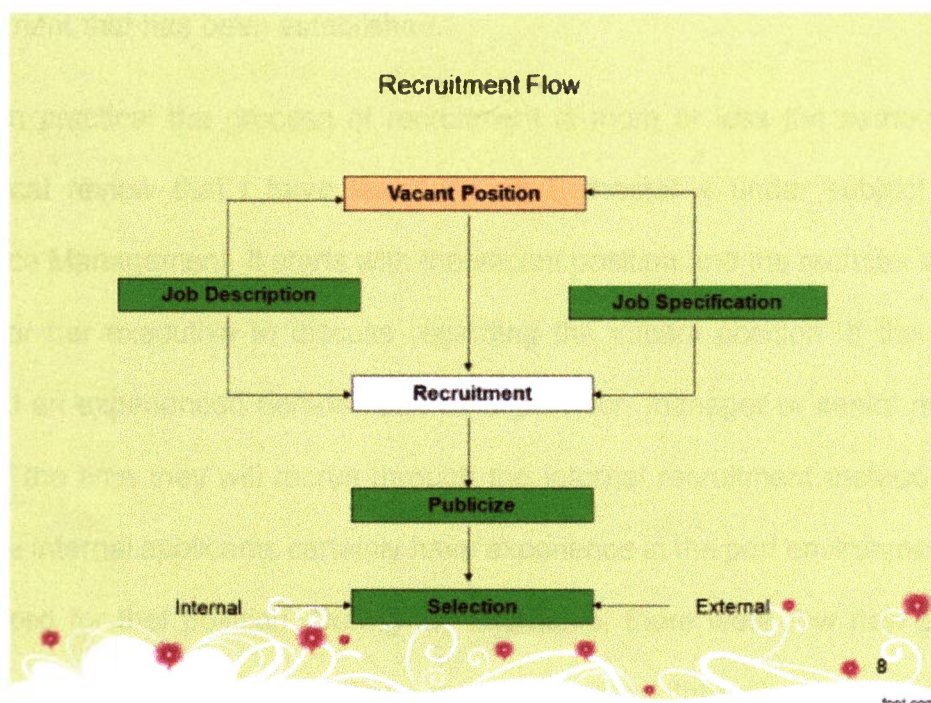


Figure 3.0 : Recruitment flow

(Resource: Taken from Puan Jennifah Bt Nordin, slide lecture ADM 551)

In this theoretical review, the recruitment flow starts with the vacant position in that particular department. For the vacant position, there are job description and

job specification that need to be fulfil in order to execute the task. For that vacant position, the recruiter will make a plan and analyse the vacant position in term of how many people need to fill the vacant job, determine the time and date for interview session and how many candidates will be chosen during the interview. After that, publicity for the vacant job will be done through internal and external publications. Most of the time, the internal vacancies are advertised through email and poster in that company. Meanwhile, for the external applicants the company will publish the vacant jobs through newspapers, social media such as Facebook, Twitter and Instagram. Upon receiving the resumes and Curriculum Vitae (CV), the recruiter will reviewed and shortlisted all the resumes and CVs based on requirement that has been established.

In practical the process of recruitment is more or less the same with the theoretical review that I have learnt during Semester 4 under subject Human Resource Management. It starts with the vacant position and the recruiter will meet all his or her executive to discuss regarding the vacant position. If the position required an experienced person such as supervisor, manager or senior manager, most of the time they will recruit through the internal recruitment method. This is because internal applicants certainly have experience in the port environment which is required for that position. During my internship, there were few new positions being proposed. The new positions were advertised through social media and newspapers. This external recruitment method is used to attract the people from outside of the organization to join the company. Some of them are fresh graduates and some are currently working with other companies. After short listing all the candidates, the recruiter will arrange to call the selected candidates for interview session.

3.3 Compensation and benefits

Compensation can be defined as a form of pay or rewards offered to employees arising from their employment. All registered companies must pay compensation for their employees as stipulated in Employment Act 1955.

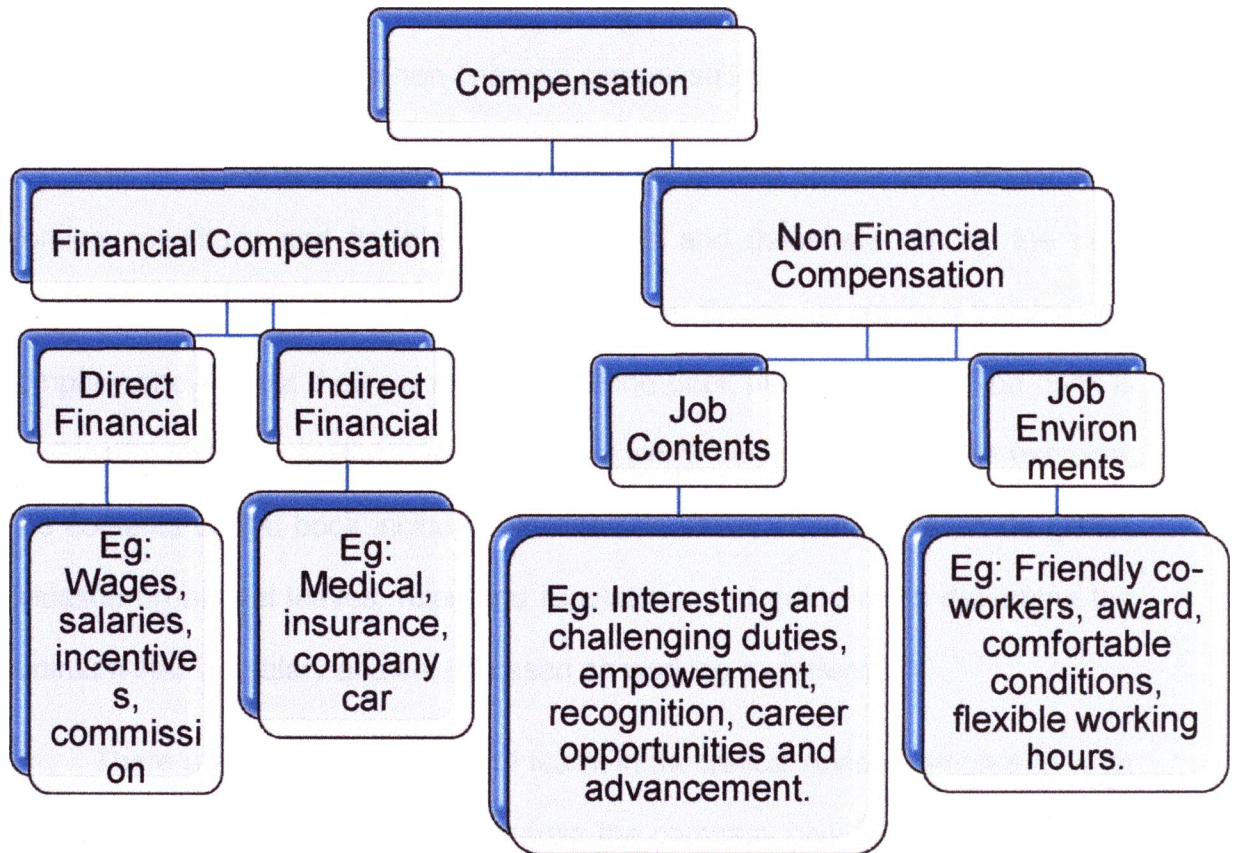


Figure 3.1 : Types of compensation

(Resource: Taken from Puan Jennifah Bt Nordin, slide lecture ADM 551)

In theoretical review, under subject Human Resource Management in Chapter 9, there are two types of compensation which is financial compensation

and non-financial compensation. Under financial compensation, it is divided into two types which is direct financial and indirect financial. Examples of direct financial is such as salaries, incentives and commission meanwhile for indirect financial is mostly in term of medical benefits, insurance or company provided transportation. For non-financial compensation is also divided into two types which is job contents and job environments. The examples of job contents include interesting and challenging duties; empowerment; recognition, career opportunities and advancement and these are non-financial compensation.

As for job-environments include such as friendly co-workers, comfortable working conditions and flexible working hours and these are among the non-financial compensations for the staff or employees. During my practical training, the company showed me their own small guideline book as a reference. The book is confidential and only available to department which carry out recruitment exercise. The contents of that book include guidelines on salary structure based on grade, guideline on annual leaves, rules and regulations and guideline to determine the minimum starting salary and salary based on working experience.

There are similarities on what I learnt in theoretical review compare to what I practice in real situation. This is because the company give similar privileges for every staff either permanent or contract staff. All the staff are eligible to receive their medical benefit. They also receive the bonus and rewards if their performances are satisfactory or excellent. The rewards in monetary value will be included in their monthly salary. Rewards and bonus are based on the Key Performance Indicator (KPi) score.

Benefits can be defined as indirect form of compensation intended to improve the quality of lives of employees. Indirect financial payment, given to employees may include health and life insurance, vacation, pension, education plans and discount on company products. Originally these are referred to as “fringe benefits”. In theoretical review, under chapter 10 Human Resource Management, there are two type of benefits which is known as Mandatory Benefits (required by law) and Non-mandatory Benefits (Discretionary) as shown in the chart below.

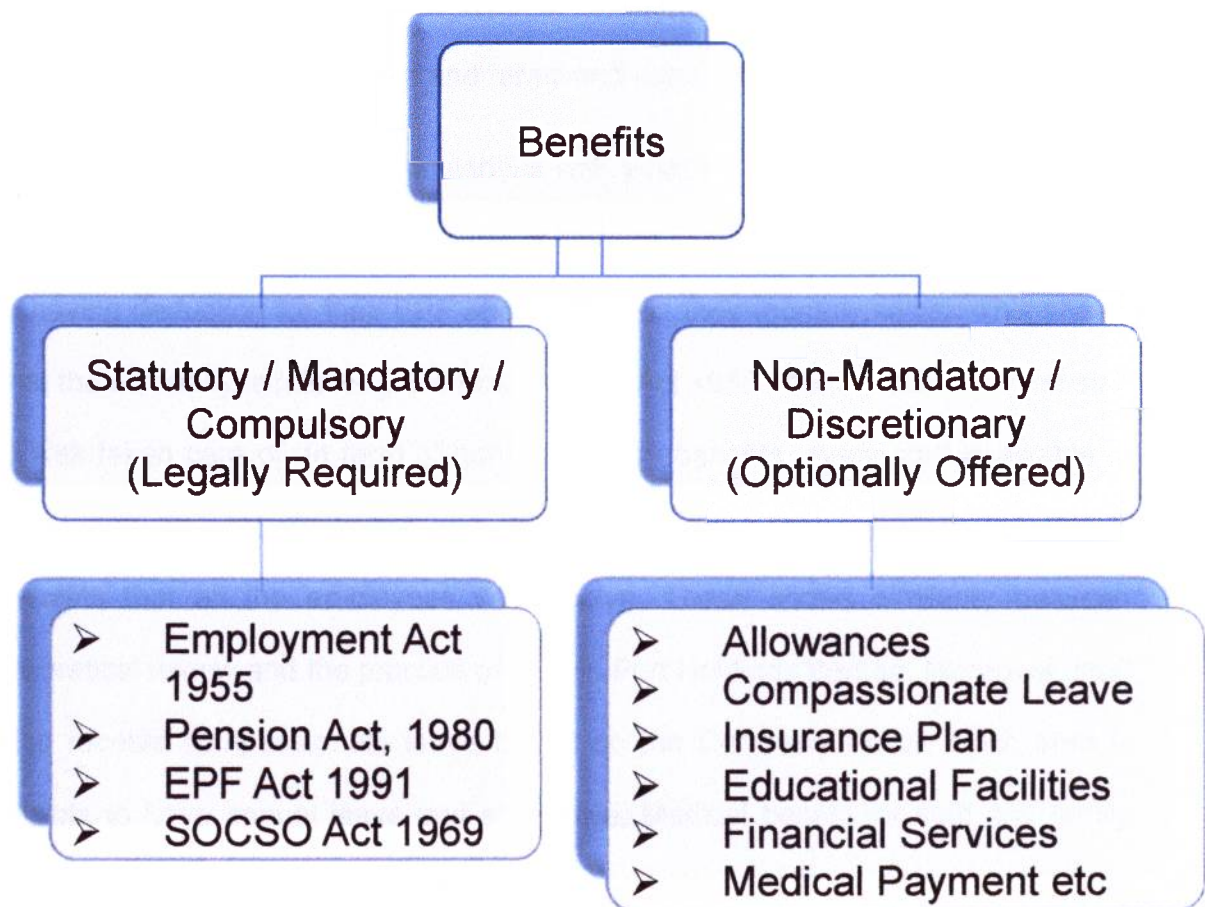


Figure 3.2 : Types of benefits

(Resource: Taken from Puan Jennifah Bt Nordin, slide lecture ADM 551)

Mandatory or compulsory means that it is legally required for the company to give the benefits to their employees or staff. This is because it is stipulated in the Employment Act 1955, Pension Act 1980, EPF Act 1991 and SOCSO Act 1969. Meanwhile for the non-mandatory or discretionary benefits, it is based on the discretion of the company. This is because every company has their own registered Company Policy which determines the eligibility for their staff to receive allowance, compassionate leave, insurance plan, education facilities, financial services and medical payment. All of these type of benefits will be given based on their performance, grade of position and terms and conditions of employment.

In practice, there are similarities with what I learnt in theory and what the company provided to their employees in term of benefits. For example, every staff is having deduction for their EPF and SOCSO in their monthly salary. This shows that the company is following the Employment Act 1955 and the welfare of the staff is well taken care of. In term of non-mandatory benefits, every staff is eligible to have their housing allowance and doobby allowance. These are non-mandatory benefits that all the employees will receive. These shows similarity between theoretical review and the practice of Bintulu Port Holdings Berhad. Moreover, staff also receive compassionate leave based on the Company Policy. Each staff is eligible to have annual leave and sick leave. Medical benefit for staff and family members are based on their entitlement. Their entitlement is based on their position and grade.

3.4 Chapter Summary

In chapter three, what I learnt during past semester help me to understand better the concept carried out during my internship. The theory I learnt during past semester under subject of Human Resource Management is similar to what I practice during my internship involving recruitment, compensation and benefits at Group Human Resource Management Division.

CHAPTER 4

RECOMMENDATION

4.0 Chapter Review

Chapter 4 begins with Section 4.1 for the introduction of this chapter and Section 4.2 for the recommendations and Section 4.3 for the chapter summary.

4.1 Introduction

Based on the overview of the recruitment process that are being applied in the organization that I was attached during internship, I come out with recommendations from the overview of recruitment process already been described in Chapter 3. Apart from that, the recommendations that are being made can help the organization in term of effectiveness and efficiency as the strengths and limitation have been recognized.

4.2 Recommendation

Based on my observation, there are several suggestions that can be recommended for improving the organization in dealing with recruitment process. From the analysis given in Chapter 3, the limitations that the organization is facing can be overcome with good strategy and method to ensure effectiveness and efficiency. Meanwhile, the strengths will enhance effectiveness and efficiency.

4.2.1 Recommendations on strength

4.2.1.1 Systematic filing

Recruitment Department often have a lot of CV and resumes. Apart from that, there are also a lot of forms and letters that need to be managed and arranged. A good systematic filing helps a lot in term of searching and screening thousands of resumes and CV. All the resumes and CV are to be well organized in a specific file and to be arranged according to titles. All forms are also to be located in specific files with proper labels. This will show that recruitment department is well managed and have a good filing system. For example, all the resumes will be reviewed and segregated according to qualifications. Then, the resumes and CV will be placed into specific folders based on qualification which starts with Certificates, Diploma, Degree, Master and PhD respectively. An effective filing system will help to smooth the process of screening and selecting shortlisted candidates.

4.2.1.2 Increase selection for large pool

We will shortlist all the resumes professionally. Shortlisted resumes and CVs will be arranged according to experience and qualification. Large pool of candidates with relevant qualification and experience will ease the selection process. Thus, the large pool selection will help to choose the best candidates. During my practical training, I observed that the number of candidates that attend for interview are not more than 30 candidates. By increasing the number of candidates, there will be chance to have a very good candidates during the interview.

4.2.1.3 Considerate with each other

Recruitment section is not only dealing with recruiting staff. We also deal with the reporting duty, preparing form, contacting and dealing with the candidates or staff and preparing the interview session. In other word, there are many tasks to be done in short or limited time. During my practical training, I found out that all staff and trainee in GHRM division are co-operative with each other. For example, during preparing the medical form, my internship friend help me to prepare and arrange the medical form in order to speed up the task. It shows that there is cooperation among us in performing our duties. This certainly gives friendly environment and create less pressure while performing our task. On the top of that, by working in positive environment, it will reduce the tense and stress among us and give a high quality of work at the end of the day.

4.2.2 Recommendations on limitation

4.2.2.1 Need a Well-organized Planning

Planning is important step that need to be followed during the event. It usually consists of work flow of the event and backup plan of the event. One of the events that is related to recruitment is interview session. During interview session, there are many obstacles that need to be handle. Shortage and unavailability of refreshment, candidate not completing assessment and even last minute request by management to call for interview are some of the obstacles to be dealt with as a result of no proper planning. As an example during one of the interview sessions, we forgot to order refreshment for candidates and panel. Lucky we managed to solve the issues by ordering the refreshment as quickly as possible. This shows that we need to have a well-organized planning on everything we do. Thus, it is important

to have a checklist for every event to be executed. By providing this recommendation, it will help to execute the task efficiently.

4.2.2.2 Prioritize task for efficiency

Executing task according to timeline is the characteristic of being able to complete a required task or fulfil an obligation before or at a previously agreed schedule. What I observed is that there were a lot of last minute task that need to be done urgently. For example, I was asked to prepare a form which is required to be submitted in short notice. As such every tasks or duty should be planned properly according to priority. I recommend that every staff should be provided with trays for to hold documents according to priority. This will definitely help to organize the table properly. Some of staff have the trays but not made full use of as such the table is not tidy and full with document and papers. Thus, this recommendation of making proper use of trays with priority will definitely help to organize the table top properly.

4.2.2.3 Professionalism during post-event

Professionalism is often defined as the strict adherence to courtesy, honesty and responsibility when dealing with individuals or other companies in the business environment. This trait often includes a high level of excellence going above and beyond basic requirements. Work ethic is usually concerned with the personal values demonstrated by business owners or entrepreneurs and instilled in the company's employee's behaviour. The good work ethic may include completing tasks in a timely manner with the highest quality possible and taking pride in the completed tasks. Big or small company should apply professionalism in doing their business. Based on what I observe during my practical training, there is less professionalism applied when dealing with the candidates during post-interview

session. This because there is no follow up action either by telephone call or email to informing the result of the interview. Some candidates keep calling and asked for the result of the interview. What I can recommend is that there should be at least a standard template for informing post-interview result either by email or phone call. By doing this, it shows that the company practice professionalism in managing or handling any kind of events for everyone.

4.3 Chapter summary

The main highlight for this chapter is to make an analysis of the strengths and limitations of the task that being chosen as the main focus. This is in accordance with the analysis in Chapter 3 whereby there are some recommendations that have been suggested in this chapter regarding the strengths and limitation of the tasks. The recommendations made based on the strengths is to further firm the action meanwhile, the recommendations made based on the limitations of the event is to suggest some corrective actions that can be applied by the organization for future task. Thus, it can enhance myself a knowledge on how to evaluate the tasks given by suggesting a reasonable idea to reduce any difficulties in the future.

CHAPTER 5

CONCLUSION

In this chapter, I will briefly summarize the overall conclusion for this practical report. I have done my practical training at Bintulu Port Holdings Berhad from 24th July 2017 until 15th September 2017 which is eight consecutive weeks. During that period, I was placed in HR Planning and Organisational Development under Group Human Resource Management Division. In this department, I was exposed to task involving such as employee relations, performance, benefits, rewards and personal admin, talent and development. There are a lot of experience that I gained from this practical for the first time. I was able to make full use of the knowledge I studies to be applied to the real working environment, particularly in the task of handling event such as interview session. Now I am able to understand better on how the work process to be done during practical training. Furthermore, I also gained other benefits such as enhancing my personal development skill in terms of self-confidence and communication skills. The improvement was as result of executing the task that has been carried out during the practical training in the recruitment department, which include the need to communicate and discuss with other staff and manager.

For the future recommendation, I would suggest to use the S.W.O.T (strength, weakness, opportunity and threats) analysis which is an Opportunity Analysis. Opportunity Analysis can be defined as a detailed review of the prospects for a product within a potential market. In this context of review, the potential market is known as new employee or fresh graduate. Throughout this opportunity, by establishing a good link and connection with the company staff and show a good attitude and working skills, it will give an opportunity for employment in that particular

company. Hence, by taking this opportunity it will help to develop the career opportunity for fresh graduate. Most of the student that had been attached during practical training are often given opportunity for the interview since he or she already knew the culture and the working environment of that particular company.

If I am give an opportunity to become part of Bintulu Port Holdings Berhad under Group Human Resource Management Division, the thing that I want to apply is the Total Quality Management (TQM) theory. Total quality management consists of organization-wide efforts to install and make permanent a climate in which an organization continuously improves its ability to deliver high-quality products and services. This is because the concept for this TQM is suitable for betterment of Group Human Resource Management Division. The usage of this TQM will help all the staff to improvise their work quality. Every staff need to participate to improvise what they are lacking of. A continuous training from talent and development department should be conducted consistently in order to enhance knowledge and skills to all staff members. Knowledge is the most valuable things for the future prospect and in which the knowledge can be applied whenever we will need for it.

I hope that Bintulu Port Holdings Berhad will grow larger and become better in all aspects of its business. By learning from past mistakes will help to become more matured and should be able to deal with all situations. Doing a thousand mistakes does not mean we will fail forever, but it is a lesson that we should learn for the future. Be open, accept critics and keep gaining knowledge will help us to become the best among the best. For the overall conclusion for this chapter, the working culture of Bintulu Port Holdings Berhad such as values, norms, systems, process, language, beliefs were progressive and practical that has always been the gene of the organization itself. In addition, the friendly behaviour of the staff also

make the trainee feel comfortable and welcomed to the organization. This is not only in the office but also outside the office. Their professionalism has also been portrayed by the staff as seen having high work ethics in delivering their job. The experience that I gained was very valuable and it helps myself to improvise the skills and knowledge. The gained knowledge will definitely enabled other trainees to select their future choice of career. The practical training has prepared trainee with essential skills needed as part of their training before they enters working environment. Lastly, the trainee also understood the importance of having good relationship and this training helps in understanding the working environment and assists them in embracing future career path.

References

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- Jennifah, N. (2016). Human Resource Management ADM551 (Powerpoint slides).

APPENDIX I



Figure 6.0 : Building of practical training

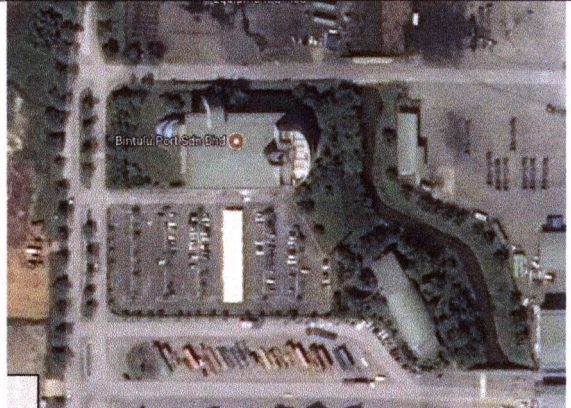


Figure 6.1 : Location of practical training



Figure 6.2 : Safety Personal Passport

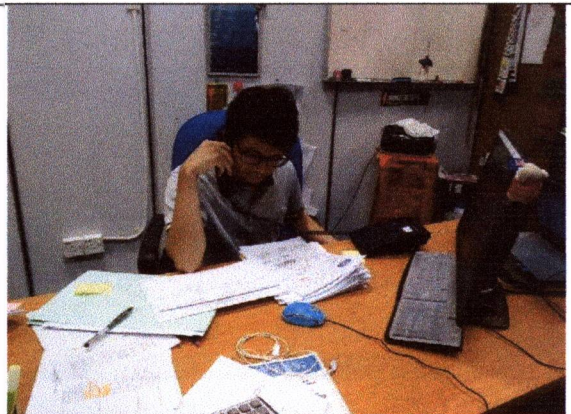


Figure 6.3 : Make a telephone call to invite for interview

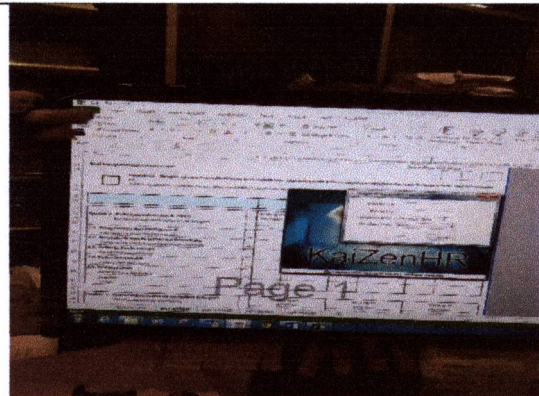


Figure 6.4 : Kaizen HR System

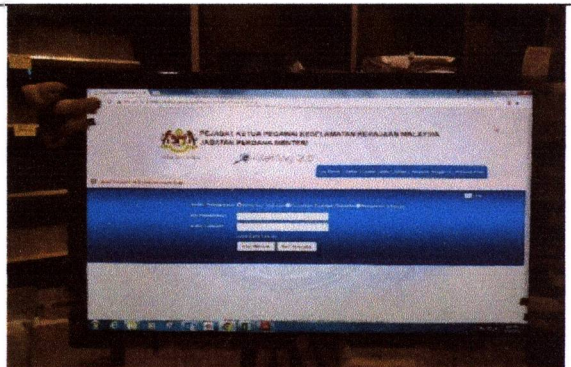


Figure 6.5 : E-Vetting Process

APPENDIX II

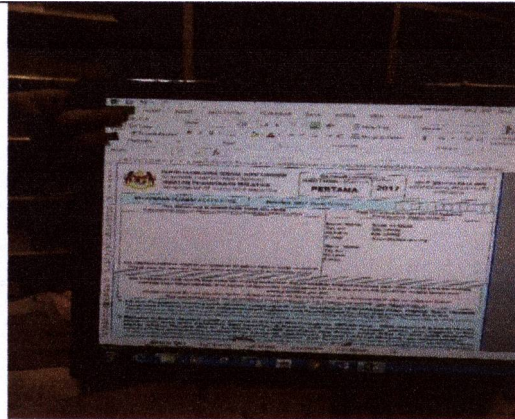


Figure 6.6 : Form of MEF Survey

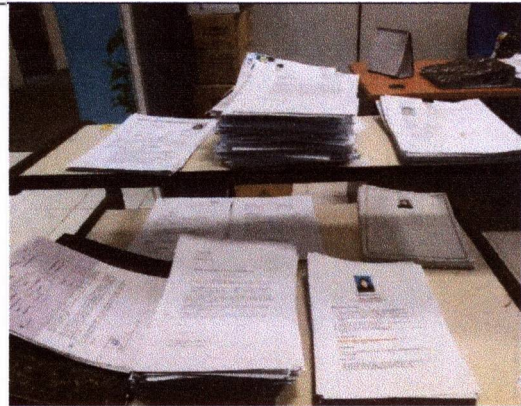


Figure 6.7 : Sorting resumes applicants

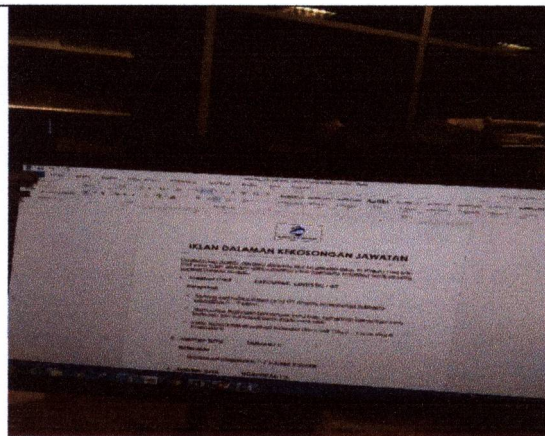


Figure 6.8 : Internal Recruitment poster

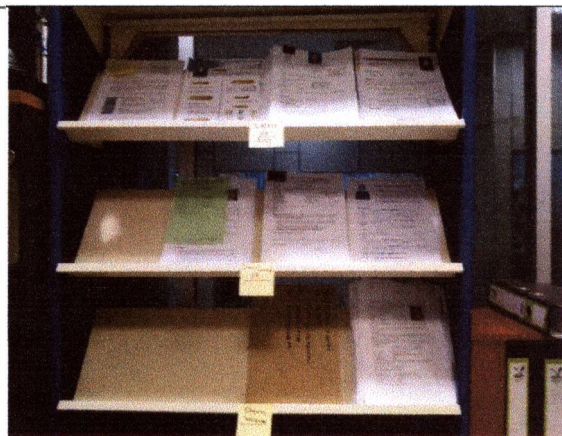


Figure 6.9 : Short-listed resumes

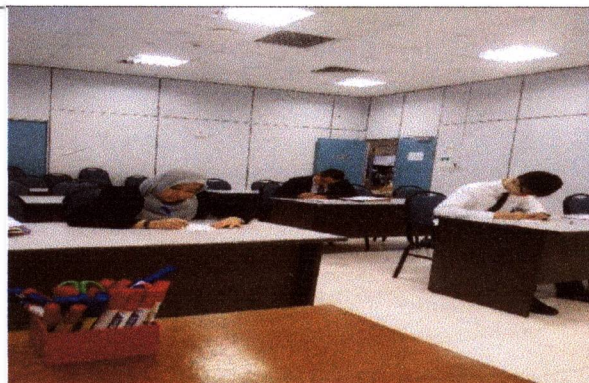


Figure 6.10 : Monitoring candidates during written assessment

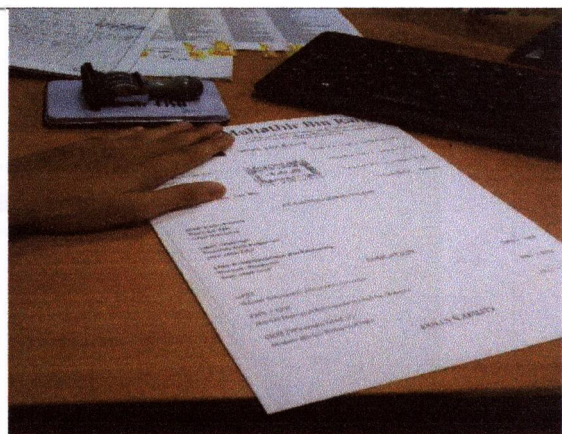


Figure 6.11 : Stamped date new incoming resume.

APPENDIX III

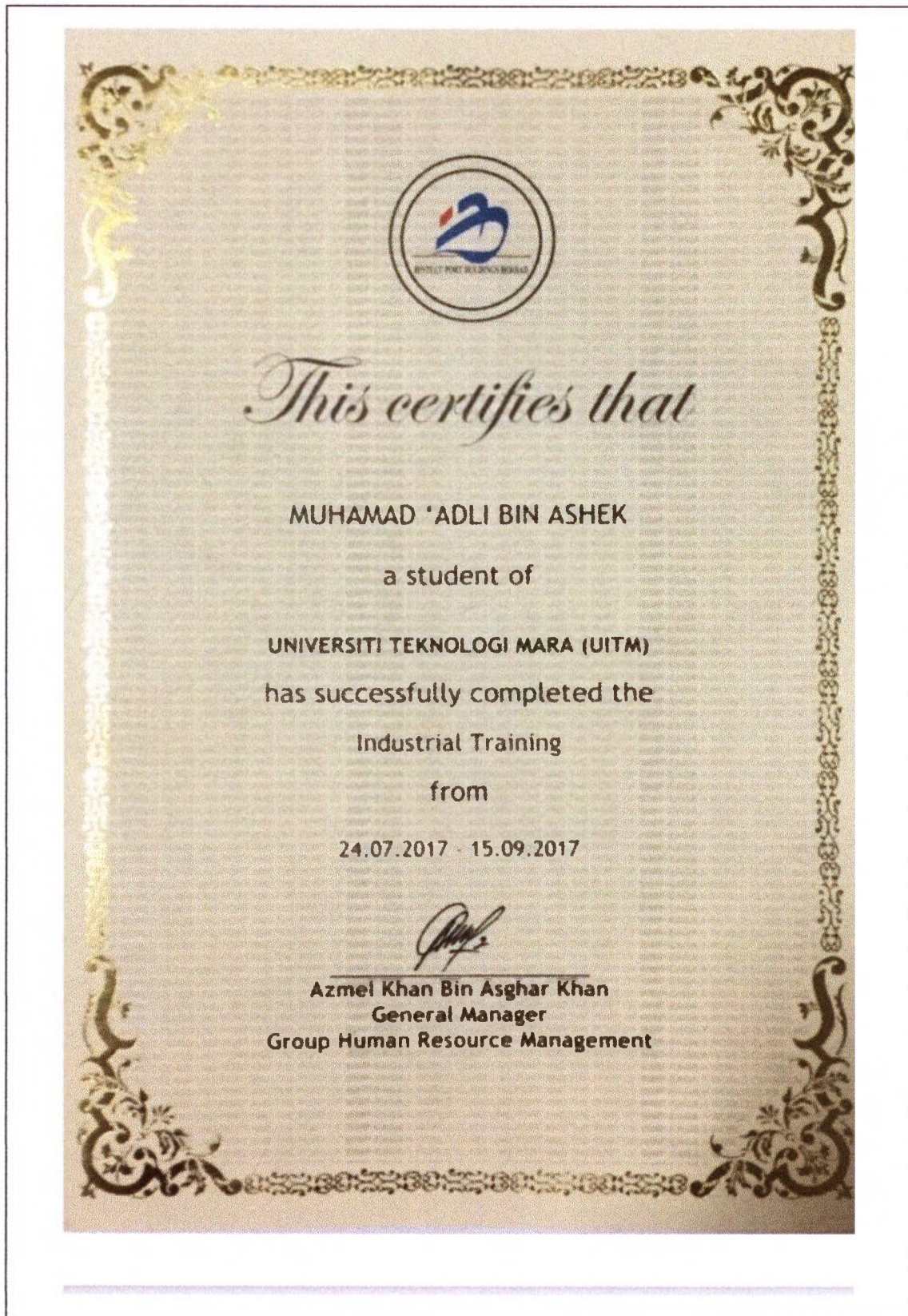


Figure 6.12 : Certificates of Industrial Training