

UNIVERSITY TEKNOLOGI MARA (UiTM) SARAWAK

FACULTY OF ADMINISTRATION SCIENCE AND POLICY STUDIES



AM228

BACHELOR OF ADMINISTRATIVE SCIENCE (Hons)

PRACTICAL TRAINING REPORT

PRUDENTIAL ASSURANCE MALAYSIA BERHAD (PAMB)

NOR NABILAH BINTI MANSOR

2013375089

SEPTEMBER-JANUARY 2016

THE DECLARATION

Declaration

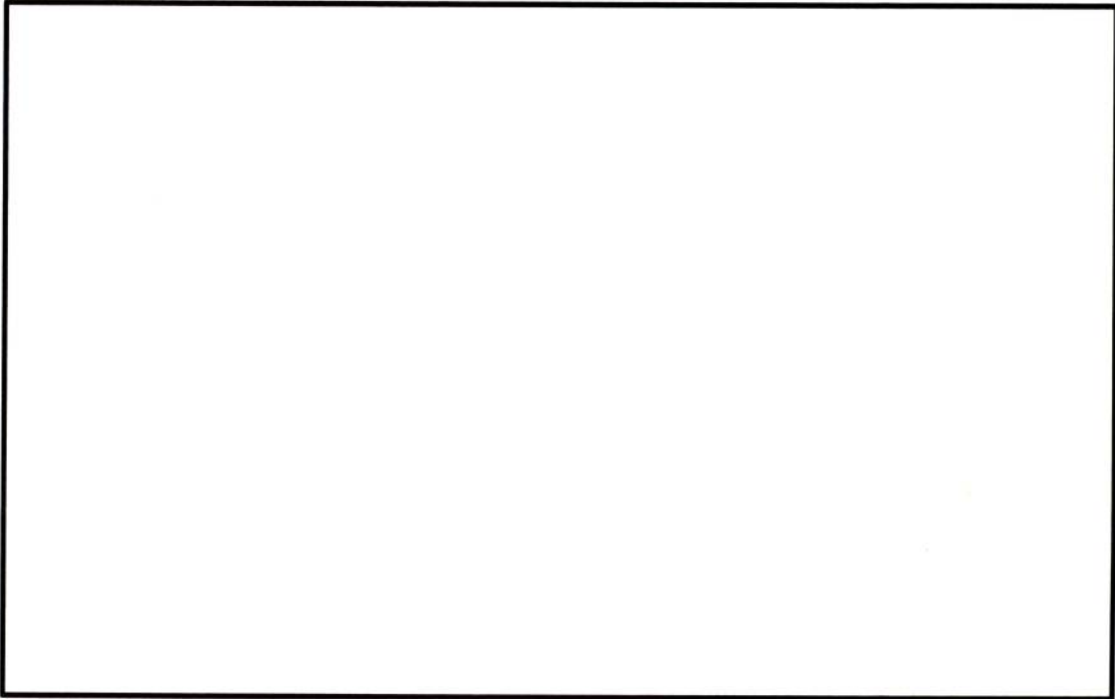
I hereby declare that the work contained in this report is original and my own except those duties identified and recognized. If I am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

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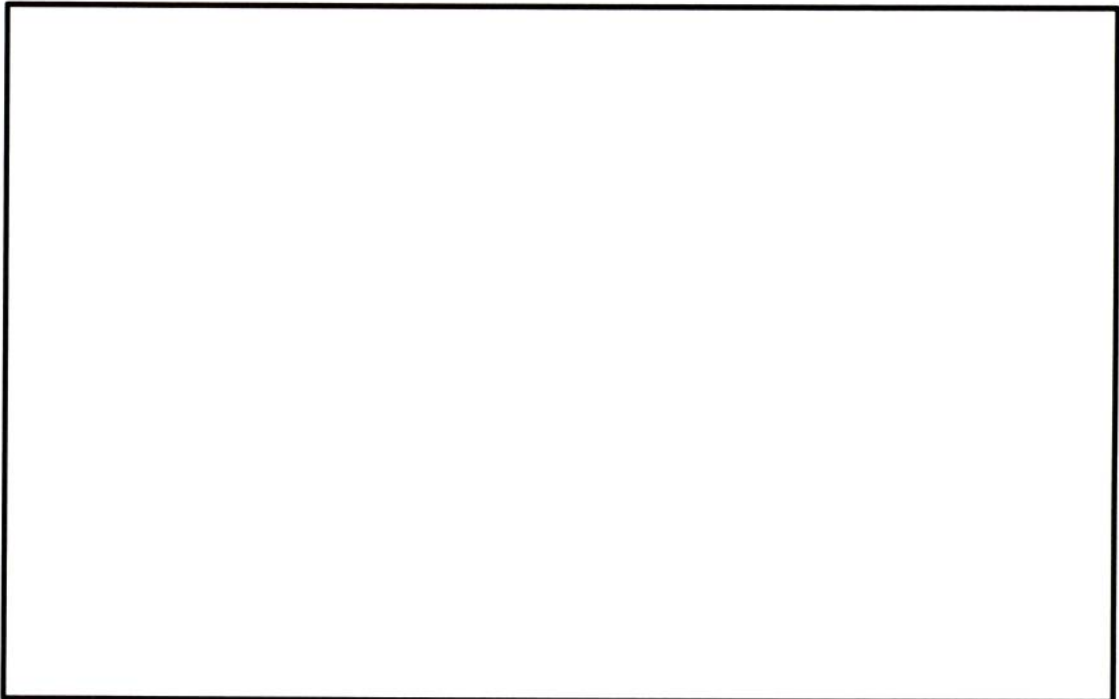

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NOR NABILAH BINTI MANSOR

Supervisor 's comment

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Moderator's comment

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING

REPORT BY THE SUPERVISOR

Name of Supervisor : Madam Nur Aida Binti Kipli

Organization : Prudential Assurance Malaysia Berhad

Name of Student : Nor Nabilah Binti Mansor

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

.....

(signature)

ACKNOWLEDGEMENT

Praise to Allah for eight weeks I undergo my Practical Training that begins on 21 July this year until 15 September, and I finally managed to complete my report Practical Training. I also wish to express my gratitude to the people most precious in my life, my father and mother for all the moral, financially supports and also to my colleagues for reminding me to always be honest and trustworthy during my Practical Training.

For my supervisor at University of Technology Mara, Madam Nur Aida Kipli, thank you for all the comments and guidance because it really helped me in preparing my report. Her support and encouragements had indirectly cultivated perseverance and dedication in my mind to be a better man tomorrow. Her advice and patience also really makes me appreciate on any sacrifices that she had made for us.

Finally, I want to express my appreciation to my Practical Training's supervisor, Encik Muhammad Azim Bin Azmi on the advice and patience guided me during my work in Prudential Assurance Malaysia Berhad. Do not forget to all staff working in Prudential Assurance Malaysia Berhad, I really appreciate all their help and kindness taught me when I was working there.

Nor Nabilah Binti Mansor

Bachelor of Administration Science (Honours)

Faculty of Administrative Science & Policy Studies

University Teknologi Mara, Kota Samarahan

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CHAPTER 1

INTRODUCTION OF PRUDENTIAL ASSURANCE MALAYSIA BERHAD (PAMB)

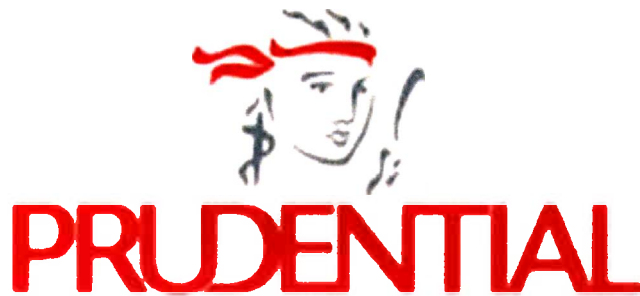
1.0 Background of Prudential Assurance Malaysia Berhad

Prudential Assurance Malaysia Berhad (PAMB) was established in Malaysia in 1924. For the financial year ended 31 December 2014, it achieved RM1.12 billion in new business annual premium equivalent (APE). New business sales include both life insurance sales and Takaful contributions. Takaful products distributed by PAMB's Wealth Planners and agents are underwritten by Prudential BSN Takaful Berhad.

As a leading and innovative insurer, PAMB serves the savings, protection and investment needs of Malaysians by offering a full range of financial solutions through its 45 branches and banc assurance distribution partners network nationwide. With more than 1,500 employees, PAMB is committed to helping people achieve their hopes and dreams for a brighter and financially secure future.

PAMB is an indirect wholly owned subsidiary of UK-based Prudential plc. Established in London in 1848, Prudential plc is incorporated in England and Wales, and its affiliated companies constitute one of the world's leading financial services groups. It provides insurance and financial services through its subsidiaries and affiliates throughout the world. Prudential plc has been in existence for 167 years, and has £496 billion in assets under management as at 31 December 2014.

1.1 Logo Prudential Assurance Malaysia Berhad



Prudential listens to and understands the hopes and dreams of millions of customers around the world. Prudential logo embodies this philosophy. Gazing in her mirror, she sees the world and herself as they really are. She is also a reminder that, in our increasingly faceless world, we are a company with a personality and a heart.

Our ability and desire to listen and understand is unequivocal, enabling us to anticipate and provide the products and services that meet the needs of everyone, everywhere. Prudence has been the public face of Prudential since 1848 when her image was used for the company seal.

Prudence is one of the four cardinal virtues; Prudence, Justice, Fortitude and Temperance. Since Greek and Roman times Prudence has been personified as a woman holding a serpent and a mirror. She may also be shown with compasses, representing her measured judgment, a book or a spindle.

1.2 Organizational Structure



Philip Seah

Chief Executive Officer



Khoo Ai Lin

Chief Marketing Officer



Chai Koh Min

Chief Agency Officer



Gan Leong Hin

Chief Financial Officer



Wong Eng Teng

Chief Operations Officer



Fiona Liao

Chief Brand
Officer



Norida Hamid

Chief Human
Resources
Officer



Bernard Chang

Chief Risk
Officer



Andrew Loh

Chief Officer,
Actuarial
Services &
Appointed
Actuary



**Wan Saifulrizal
Wan Ismail**

Chief Strategy
Officer

1.3 Vision and Mission Prudential Assurance Malaysia Berhad

Vision

The No.1 Insurer in the Hearts and Minds of our People and Customers.

Mission

Financial Freedom and Peace of Mind for All Malaysians

1.4 Client Carter Prudential Assurance Malaysia Berhad.

At Prudential, clients are at the heart of all they do. They have helped make it easy for millions of Malaysians to enjoy lifestyle security and achieve greater financial freedom. They believe in building lifelong relationships by consistently delivering the best customer experience possible and caring for the community through their corporate responsibility programs.

1.4.1 Easy to Reach

They are committed to providing efficient and effective handling of customer enquiries and feedback including complaints via the following channels:

- Visit any of 45 nationwide service centers.
- Call Customer Service at 03-2116 0228.
- Submit enquiries via Prudential Website.

1.4.2 Response to Enquiries

They strive to provide timely responses to all interactions with them:

1. Walk-in Customers

Customers should be attended to within 10 - 15 minutes

2. Phone Enquiries

- Replies to our automated voice response enquiries are immediate.
- Enquiries that do not require follow-up handling are resolved at once.

- They endeavor to settle enquiries that require a follow-up within 1-14 workdays. However, complex cases may take more than 14 workdays.

3. Enquiries via Email and Correspondence

- An automated response to acknowledge receipt by Prudential Assurance will be forwarded to you upon receipt of your email.
- They endeavor to provide you with a resolution to your enquiry within 5 working days from the date of receipt. However, complex cases may need more time to resolve.
- You will be updated regularly if your enquiry requires in-depth investigation.

1.4.3 Response to Complaints

- They will send the complaint a written acknowledgement within 2 working days from the date of receipt of the complaint.
- A follow-up will be conveyed within 14 working days from the date the complaint is received.
- If the case is complicated or requires further investigation, the complainant will be informed in writing on the reasons for the delay and the need for additional time.
- A progress update will be issued every 30 subsequent calendar days until the case is resolved.

1.4.4 Customer Satisfaction

They are committed to customer satisfaction and they genuinely seek to resolve any problems or concerns faced by their clients. In order to resolve a complaint or answer an enquiry, it is important to obtain as much information as possible including:

1. Policy number, name and/or Identity Card (IC) number.
2. Contact Details - mobile phone number or other preferred mode of contact (alternate phone number, email etc) and contact availability.

3. Complaint Information – what the complaint is about, what happened, when it happened and who was involved. If you have evidence to support your complaint, please provide us with it as well.

With more complete information, they will be better able to investigate the complaint and work towards a resolution. In cases of unsatisfactory conclusions or disputes, complainants may obtain details of alternative complaint avenues from their company.

They value all feedback received from their customers and will use it to enhance their service quality and standards. All feedback is recorded for monitoring, tracking and analysis.

1.5 Core Business of Prudential Assurance Malaysia Berhad

PAMB provide insurance for Malaysians which serve protection, savings and also investment needs of Malaysians. For the protection there have several type of product they provided. One of the products under protection is crisis cover plus which provides protection upon death, total and permanent disability and upon diagnosis of any of the 36 critical illnesses such as cancer, heart attack and others. This plan also has the flexibility to allow the client to add on optional benefits such as medical and health optional benefits to enhance the protection.

Other than that, for the savings PAMB provide several products such as PRUcash. PRUcash is a single insurance plan that combines protection and savings. It is an anticipated endowment with profits policy. PRUcash provides guaranteed cash payment of 6% of sum assured every 2 years before maturity and 100% of the sum assured plus bonuses at maturity. Sum assured plus bonuses is also payable in the event of total and permanent disability before age 60 or death.

Lastly, for the investment PAMB also provide several products such as PRUlink global investor account. The PRUlink global investor account provides flexibility to apportion premium and the client can control over their investment. The clients have opportunity to start investing from as low as RM4000. PRUlink global investor also covers on death and total & permanent disability until age 60.

1.6 Conclusion

During practical training I have been assigned as a personal assistant to En Muhammad Azim Bin Azmi as a unit manager in Sungai Petani branch. I was given responsibility to manage his time table, prepare material for meeting, remind his for any appointment as well as manage each his client and agent. There have about 10 agents and 70 clients under En Muhammad Azim Bin Azmi.

Therefore, I was responsibility to manage each agent and client whereby I should fulfill all the needs and requirement by them. For example, when the agents want any form or they need help in order to fill that form so, I should give instruction to them to make the task had been process smoothly. Other than that, once the client want to make medical claim I also responsible to issued that claim to prudential staff and also always follow up with head quarter in Kuala Lumpur.

Besides that, I also was been assigned to prepared all the needs in office such as stationary, form, broacher as well as pantry's goods. As a conclusion, I was assigned as personal assistant whereby there were important responsibilities in the organization. Thus, personal assistant should perform well in performing each task. This is because, the performance of the other staff as well as manager are depending on personal assistant performance.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

During the eight weeks practical training period, I was assigned into various tasks. According to the timetable that has been provided by the administrative officer, I was placed In the Angkatan Hijrah agency on code RZ2, RZ4 and RZ 5 as personal assistant of unit manager En Muhammad Azim Bin Azmi. Besides that, I was given the opportunity to help this unit to experience the various tasks. Some of the tasks given by the officers are relevant to the section and the other task is for the purpose of exposure to other fields. Besides that, the experience while dealing with superiors, subordinates and the public as well as public officer has improved my soft skills as well as a management technique. The working hours of this organization is 8 hours which is on 8.00 am until 5.00 pm with working day on 6 day but half day on Saturday.

2.1 Week 1 (21 JULAI – 25 JULAI 2015)

I have been assigned to do online backup file by using Gmail application. From this task all the file, data as well as mails can safely safe. The purpose of this task is as a backup when there have problem or broken file occur in computer. Thus, from this we can find that file or data in Gmail. This task is one of the alternatives other than save data in hard disk.

Other than that, on this week I also was assigned to update the document about client based on each agent. Each agent has their own code such as RZ 2, RZ 4 and RZ 5. Once, the mail comes in office from head quarter I should scan and update in computer. So, it can make the agent easily search for that mail.

Besides that, I was responsible to scan document and agreement related to their business. Once, the document have been scanned automatically that document have been save in computer. There have two type of scanned which are scanned in and scanned out. Scanned in means scanned the document or mails that comes in the organization such as mails from head quarter at Kuala Lumpur. While, for scanned out is for the mails goes out from the organization to third party.

Classified the document and form are one of the task that I required to do during this week. Since, their organization has many type of document and also forms in order to achieve their goals. Thus, I should knowledgeable about these kinds of document and form. For example,

there have proposal for Takaful BSN (PATB) and proposal for prudential Assurance Malaysia Berhad (PAMB). So, each type of form is classified according to this type of insurance. One of the methods to avoid giving wrong form is by separated drawer by having list name of form.

On the other day, I was given responsibility to provide proposal form for both PATB and PAMB. This proposal was used for new client that want to take prudential product. The new client should fill in the detail about them such as level of health, careers as well as their family background. Therefore, from that the agent that in charged that client will take consideration to suggest which type of prudential product qualified for that client. This is because, all the prudential product does not each illness especially critical illness like cancer, heart attack and the other critical illness.

In addition, I have been assigned to make payment for premium client to the counter prudential for those who choose cash mode as type of payment. Some of the clients give responsibility to the agent to make the payment premium for them. So, I as personal assistant was responsible to help agent for this matter.

On the last day for this week I had been assigned to manage storage in the office which include file, stationary, client's document, staff's document as well as document of interview candidates. I was applying storage management subtopic in public finance subject during handle this task. Storage management is very important in the organization in order to keep all things in proper system.

2.2 Week 2 (27 JULAI -31 JULAI 2015)

On the second week of my practical training I have been assigned to categorize and classified all the receipt and invoice of the organization based on the month and type of purchasing. For example, toll, foods, goods, petrol, bill telephone and the others. The purpose of this task is for claim income tax for company. Therefore, all the receipt, invoice or the other evidence should save for 6 year for claiming income tax purpose. So, our organization takes initiative to scan all the receipt and save in computer. This is because, normally the ink receipt will disappear from time to time.

Besides that, I was responsible to scan the policy of the client. Actually, I was responsible to perform this task daily because every day there will have new policy for new client. So, before the policy was given to the client we need to scan first as a copy for the organization.

The purpose of this task is for backup when that policy was lost from client. Besides that, when we scan we can search detail about the client when we needed without have to call the client.

On this week prudential in Sungai Petani was managed to do event for celebrate Hari Raya Aidilfitri. This event was jemput staff of prudential in SP and each agent for each agency in SP. For information Prudential Assurance Malaysia Berhad in SP have various agency. During practical training I was place at Angkatan Hijrah agency. The agenda of the event is meaningful and enjoying whereby project manager was design various activities such as rendang competition, karaoke Lagu Raya as well as show for baju Raya. On that day, prudential take opportunity to announce the good performance for this month. Therefore, it will lead to increase level of motivation among the staff and agent to increase their performance.

The other task that I was doing on this week is making purchase for money post at post office (external work). This task was required me to go out during office hours. Before that, I should fill the log book for outside work. The purpose of this system is for record the movement of the employees during working hours. The first step that I required to do is fill the form to buy money post and give to staff of post office. Before I leave the counter the basic thing that I need to do is to check the receipt and correct money post that I apply. Money post was used for registration examination for candidates that want to be an agent. This is one of the requirements to an agent whereby they should pass two type of exam which are Pre contract examination (PCE) and Takaful Basic exam (TBE).

Moreover, I also have been assigned to tidy up the office store. Most of the office store is file such as account file, client file, pending agent file, candidates' interview file as well as staff file. I should list down all the name in that file and paste in front of the file. From that, it will lead to reduce time in searching the detail of the client or staff. Besides that, I also should rename each file and arrange accordingly in the cabinet. This task also known as 5S policy that was introduced by the government.

Lastly, the task that I required to do for this week is sort the policy of the client in the agents' file. Every day I was responsible to collect mails for agency RZ2, RZ4 and RZ5. After that all the mail should scanned and then sort into the agents' file who in charged that client. Before sorting was done I should record in front of the file regarding what kind of mail that I was sorting. The next procedure is once the agents take all the mail in their file

they should sign as proof that they already take that mail. After sort the mail I should remind the agent about the existing of their mails. This task was used whatsapp messenger application to remind or distribute any information.

2.3 Week 3 (3 AUGUST – 8 AUGUST 2015)

On first day on this week I was assigned to prepare slide for conference Angkatan Hijrah event on 8 August 2015. As usual in this slide there should include vision & mission, song prudential no one, policy of prudential, motivation video, acknowledgement to agency manager En Raja Zainal as well as the agenda for this conference. The main agenda of this event is giving recognition to those who achieve as a quality leader, top rookie, top producer as well as top receiver. This task required me to open raise website in order to get information about total production of all agent. From this website I can view those agent perform better on this year. From this agenda it will lead to increase the level of motivation among the agent because they feel recognize when they perform well in their performance.

In this week senior staff was teach me about the function of PruPartner website. In PruPartner website the agent can view announcement, info bulletin, agency instruction, agency circular, news and contest or event. Actually each agent of prudential has their own Id to log in this website. That means the people cannot open this website without Id. This system is for an agent prudential and has privacy of their own in their PruPartner website. The staff can open this website by using Id of branch manager that specified only for secretary which means branch manager have two Id that is for their personal PruPartner and the other one is for secretary used.

Besides that, I also was responsible to prepare slide for weekly meeting on 8 August 2015 in Wednesday at Taiping branch. Any updates and reminder should be including in this slide. Updating information of prudential such as policy update as well as contest and event update will be post in PruPartner website. So, I should open this website in order to get new information and post on this slide. During perform this task I was used Microsoft power point software and used hyperlink method in order to view the pdf folder. This is because, all the policy and event update that will be in pdf folder. Thus, I should save it and used hyperlink in this slide. This method is more systematic and easily to handle the slide during presentation.

The next day of this week I was learn to use sale quotation system (SQS). The purpose of this system is to make quotation to propose the suitable benefit and premium payment to client based on their needs and ability. For example if the client able to pay premium RM150 per month then from this what kind of benefit that prudential offer to her/his. Before we want to make quotation there should have detail about client such as client's name, Ic number as well as career. This is because the different age and different career will be different offer that will be given. This system was create by prudential which will update from time to time. Once, the new version had been update then the old version is not qualified to use.

In addition, during this week I was learning the new type of letter which is NTU proposal (not taken up). NTU is when the proposal was send to the head quarter then there have lack of any form or requirement. Therefore, the officer of prudential that in charged this issue will give requirement letter which given specified time to be fulfill. But then the agent not fulfills that requirement within specified time then that proposal will be declare as NTU proposal. So, the proposal will not be process unless the agent fills the new proposal and send it back. Once, I get this kind of letter I should remind the agent to make he/she know about that then he/she can take an action.

2.4 Week 4 (10 AUGUST – 15 AUGUST 2015)

This week I have been assigned to prepare speech for agent in attract client through phone call. One of the marketing approaches of Prudential's product is through phone call. Normally, most of the agent used this method in order to market the product. The purpose of this approach is to give some idea about Prudential's product to public. The first steps in preparing the speech is greeting the client then ask permission to share idea about insurance and last try to influence client by using the soft words.

Other than that, I also have been assigned to prepare payment form in this week. This task was completely use Microsoft excel software. The purpose of preparing payment form is because as an evidence of any payment made such as pay salary for staff, buy stationary and others. So, all transaction of money has record in payment form. On that form there should have company's address, date, and type of payment as well as signature who give the payment.

On the third day of this week I was responsible to fill medical claims for client. I should have the details about the client such as name, policy number, Ic number, address, and get signature from both parties which are from client and agent. Besides that, I also have to make sure the client give receipt of hospital payment. After the form completely fills then I should make a copy and scan before submit to the staff in charged. During submit the form I required to get cop which include date of submission on the copy form. The purpose of this action is as records of the organization where we have already submit the claim on that day.

Furthermore, I have been teach about type of exam that should be taken and pass by the candidates those who want to be an agent prudential. There have two type of exam which are Takaful Basic Exam (TBE) and Pre-Contract Examination (PCE). TBE is exam contract with Takaful while PCE is exam contract with Prudential. The candidates compulsory to pass with minimum grade C for both exams in order to be an agent. Besides that, there have another exam which is ILE for those want to sell life product.

I also was learning about function of Pru-Net. Pru-Net is one of the functions of Raise. We will open Pru-Net when we want to know detail about client's premium such as amount of premium per month, how many payments have been made as well as lapsed date. The purpose of this detail is when the agent wants to make revival for lapsed policy. Pru-Net is also same with PruPartner website which has Id for each agent.

On this week also I was learn by unit manager En Muhammad Azim Bin Azmi about type of prudential insurance that offer to the client. There have two type of prudential insurance which are Assurance conventional and Takaful prudential. Assurance conventional are more to conventional way in term of their investment while Takaful prudential are more to Islamic which means the investment are according to Islamic way or syariah compliance. Most of muslim client are prefer to the Takaful prudential.

2.5 Week 5 (17 AUGUST – 22 AUGUST 2015)

I have been assigned to reply agents' emails on this week. Normally, agent will email if they want any form or any information updates. Thus, I should read all the email and understand what their problem and then try to solve it. For example, the agents ask whether there have new version on sale quotation system. Thus, I should check on the Raise website to check there have new version or not. In this task I should give any information and form that they

needed. All the form that I can get is from Raise website. This is because anything upgrade will be mention in Raise website.

Apart from that, I also have assigned to fill revival form. The purpose of this form is to active back the policy when the status of the policy was lapsed. Once, the policy was lapsed the person covered under that policy cannot make any claim. So, the client should fill this form and fulfill other requirement in order to enforce back the policy. However, there have two type of applying revival which are full payment and holiday approach. For the full payment the client should make all delay payment while for the holiday approach means the client should wait until 6 month after lapsed date then the client only has to pay minimum three month payment.

I also was responsible to submit medical claim form to staff that in charged claim. Before that, I have to check the form was completely filled and sign by client and agent. Then, the next step is I should scanned out and make photocopy before submit. During submit the form I have to make sure the staff gives cop with have date of submission on the copy form.

On Thursday this week I was attend training at Swiss Inn Hotel Sungai Petani Kedah. The purpose of this training is to introduce the new system which is iLMS (learning management system). This system was use for register exam. Before this registration exam process will conduct manually which is using form and required to buy money post. Thus, with introducing the new system it will make the task more easily without using any form which means paperless. The benefit of this system is there will save time and money in register exam process. This system only needs to register the candidates' names and details and make payment through online banking.

Besides that, I also have been assigned to reserve training room for a specific time and date. The purpose of this task is to book the room for weekly meeting and also for training purpose to the new agent in order to improve their performance. This task was done through learning management system LMS in Raise website. This task is actually to avoid duplication of any booking on the same room and date. Thus, once there have successful book for the room then the system will be update that there are not qualified anymore on the specific time on that room.

Lastly, I was responsible to prepare report for the purpose to follow up. Any claim, revival, servicing or any form submitted there should prepare report. In this report there should write what kind of form and date of submit. Thus, from day to day we should follow up the progress of that form submitted. From that we can know the progress and it will lead the staff will progress on that issued quickly. Besides that, the purpose of preparing this report is for reporting to the branch manager. This task was completely done by using Microsoft excel.

2.6 Week 6 (24 AUGUST -29 AUGUST 2015)

I have been assigned to prepare standard operation procedure (SOP). The purpose of preparing SOP is for guideline to the staff. All the procedure in completing the task especially for personal assistant task such as register exam, manage CPD hours, order form and many more should clearly provide. From that, the staff especially new staff can perform the job easily. Each SOP of different task should be separated folder. Then I should print it and put it in the file because it is daily used.

In addition, I also have been assigned to register exam Takaful Basic exam (TBE) and Pre-Contract Examination (PCE) for the candidates that want to be an agent. For PCE exam there used MII system while for TBE exam there used TBE system. The purpose of this task is for enable candidates sit for the exam with some of fee. Both exams are a requirement to pass for those who want to be an agent prudential. So, I should get details about that candidate in order to register them in this exam.

On this week I also have been assigned to install Pru-Way (quotation system). This system will be update from time to time. For example the new version now is version 5.1.0.5. Thus, the staff should alert to the notice in Pru-Partner about anything information updates. Prudential will give 1 week to install the new one. After 1 week the old version are not suitable to use. If the agent used the old version to submit the proposal it will rejected. The quotation should be attach together when submitted proposal. Therefore, I was responsible to install and upgrade the new version in all computers in office.

Besides that, I also was responsible to register Pru-Partner and Raise for the new agent. Once the new agents get their code they should register Raise and Pru-Partner. The purpose of register this is because Raise and Pru-Partner is as a portal for the agent. Anything information updated will come out in this portal. Besides that, Raise also known as identity

portal for the agent whereby prudential can trace the agent through this portal. Normally, personal assistant was responsible to register for the new agent. Thus, I was train as personal assistant so I should register for them. The first step to register Raise and Pru-Partner is get Id of the new agent in letter of recruitment agent then insert that Id and make confirmation through email. Lastly, the agent should change the id and password according to their favorable.

The other task that I was done is prepare slide for weekly meeting on 2 September 2015 in Wednesday at Taiping branch. Any updates and reminder should be including in this slide. Updating information of prudential such as policy update as well as contest and event update will be post in PruPartner website. So, I should open this website in order to get new information and post on this slide. During perform this task I was used Microsoft power point software and used hyperlink method in order to view the pdf folder. This is because, all the policy and event update that will be in pdf folder. Thus, I should save it and used hyperlink in this slide. This method is more systematic and easily to handle the slide during presentation.

2.7 Week 7 (1 SEPTEMBER -5 SEPTEMBER 2015)

The first day on this week I have been assigned to view production moth to date and year to date for each agent under RZ 2, RZ 4 and RZ 5. As information in prudential branch Sungai Petani there have a lot of agency. However, I only have responsibility under RZ2, RZ4 and RZ5. This task was used online system whereby I should open Raise portal by using Id number of branch manager which is Pn Mashitah Abdullah to view the production. The purpose of this is for update the agents' production to agency manager En Raja Zainal at Penang branch. From this the manager can know the performance for each agent and each branch. So, he can take any action for those have bad performance.

Other than that, I have attended weekly meeting at Taiping branch on Wednesday. For this meeting I was appoint as secretary meeting to record the agenda and issued of this meeting. During this meeting there have 20 person attend including president of the meeting En Muhammad Azim Bin Azmi. One of the issued that arise during meeting session is about the critical illness that does not covered by prudential. So, the solution on this issued is those client have critical illness they should declare when fill proposal form. Therefore, that client cannot claim on that disease but they only can claim for other disease. Besides that, one of

the agenda of this meeting is to view agents' production for both month to date and year to date. After finish the meeting I was responsible to prepare meeting report for manager.

On this week I also have been assigned to prepare brochure for Ipad contest and then paste at notice board. I was used Microsoft publisher in completing this task. The requirement for this contest is by achieving RM15 000 productions on September 2015. Therefore, those agent can achieve this requirement will get Ipad without limited number of winner. This approach is one of the strategies that used by prudential to increase their performance. By having brochure it will make the agent always alert on that. Besides that, I also take other initiative to remind the agents through whatsapp massager. This is because sometime not all agents always come to office.

On the next day of this week I was assigned to prepare file for the new agent. In that file there should include proposal form, auto debit form, changed address form, flyers, brochure and other basic form that required for new agent. I should prepare 20 file to replaced stock whereby I need to print out all the form that required from Raise portal. The purpose of this task is to make new agent easy to deal with customer since they are not familiar with all this kind of form that needed when they have appointment with the client.

The last day on this week I was responsible to do housekeeping in the office. The first step of this task is to classify the needs thing and the thing that does not used to the office. After that, I should eliminate the unrequired thing such as the older form by selling to the recycle unit. While, the thing that useful to the office should be save according to the type of things. From this, it will reduce the space of store in saving the other important things to the office. Besides that, if there have lack of any form, brochure or others I should be sort into their drawer. All the form we can get through online order and also manual order. This task required me to apply store management system.

2.8 Week 8 (7 SEPTEMBER – 12 SEPTEMBER 2015)

This week I was responsible to update account of the organization whereby I should collect all the receipt of the organization. The type of receipt that I should collect is the receipt regarding expenses of the organization such as installment of water machine, Photostat machines service payment and other payment was made. After I have collect all receipt I should paste at A4 paper and then scanned it for the copy. This task was done every month

in the organization. From this we can estimate the expenses and also revenue of the organization.

On the second day of this week I have been assigned to analyze the stock of stationary and also pantry's goods. From this I can know what kind of goods that need to buy. In the organization this task was completely done every first week of the month. The stock will buy for one month using. I also was responsible to go and buy the stock on Tuesday because there have rule and regulation stated about purchasing of the goods to the organization is on Tuesday after lunch hours. This is because the other staff can know on that day I will have outside work and not be in the office within the specific time since out task is interrelated each other's.

On the Wednesday of this week our organization have conduct interview session for recruiting vacancy position in the organization. Thus, I was responsible to check all the resume of the candidates that have been sending to email. I have to choose those candidates that pass the requirement of the organization especially education qualification. The minimum education qualification is get grade B in Mathematics and English. Therefore, those candidates that pass this requirement will proceed to the next stages of selection which is interview session. While, those candidates not pass with the requirement will rejected to go the next stages.

Besides that, I also have been assigned to book PTA room at Ampang for company event. During that event each branch will meet together such as Penang branch, Taiping, Sungai Petani as well as Sungai Petani. This task was done online through Raise website. From this there will be no duplicate booking. On that day I also was responsible to order brochure, form and also premium item through Raise website also. This task was taken about 1 week to receive the order. Therefore, I need to always check and update form that we have to align with the new version.

On the fifth day of this week I have to check carrier professional development (CPD) hours for each agent under RZ2, RZ4 and RZ5. Each agent need to fulfill their CPD hours every year. There have two type of agent which are new agent which means less than 3 years contraction as agent and senior agent which means more than 3 years as agent. For the new agent they should fulfill 20 CPD hours Malaysian Takaful Associate (MTA) and Life Insurance Associate Malaysian (LIAM). While, for senior agent they have to do assignments which consist 30 CPD hours. Those who fail to fulfill CPD hours requirement they will be

terminate as agent prudential. Therefore, I have been assigned to check CPD hours for each agent through Raise website whether they already fulfill or not. After that, I was responsible to remind those agents who not yet fulfill CPD hour requirement to avoid being terminated.

Lastly, on the last day of this week I was responsible to prepare slide for weekly meeting. This task was done every Saturday for weekly meeting on Monday and Wednesday. Weekly meeting on Monday was placed at Sungai Petani branch while weekly meeting on Wednesday was placed on Taiping branch. As usual in slide weekly meeting I should include total production for each agent and top 10 of total production for month to date and year to date. Besides that, I was responsible to prepare other material for weekly meeting such as module, maker pen and also projector. Then, I should remind manager and agent about that meeting.

CHAPTER 3

ANALYSIS

3.0 Introduction

This chapter is focus on area of task as covered in the Practical Training Handbook and reflect the definition of concept of the task that has been choose. In this chapter, it is included the demonstration of practical and theoretical aspects as how all concepts learned in classroom implemented at work place such on how transform knowledge gained at workplace to reinforce understanding on the concept learned in classroom. This chapter also demonstrates a reflection of personal experience during the training.

3.1 Selection Process for Recruitment.

Generally, selection process may vary by the organization. According to Mondy (2012) it typically begins with preliminary screening. Next, applicants complete the firm's application for employment or provide a resume. Then they progress through a series of selection test, one or more employment interviews, and pre-employment screening, including background and reference checks. The hiring manager then offers the successful applicant a job, subject to successful completion of a medical examination. Notice that an applicant may be rejected at any time during the selection process. To a point, the more screening tools used to assess a good fit, the greater the chance of making a good selection decision.

In addition, recruitment is the process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications to apply for jobs with an organization. The organization may then select those applicants with qualifications most closely related to job descriptions. Finding the appropriate way of encouraging qualified candidates to apply for employment is extremely important. However, recruiting costs can be expensive. Thus, a properly functioning recruiting program can have a major impact on the bottom line of a company.

3.1.1 Preliminary Screening.

Based on Mondy (2012) the selection process often begins with preliminary screening. The basic purpose of the preliminary screening is to eliminate those who obviously do not meet the position's requirement. The preliminary screening may take the form of reviewing for obviously unqualified applicants with a brief interview, test or only a review of the application or resume for obvious mismatches.

3.1.2 Review of Applications and Resume.

The next step in selection process is review of applications and resume. The employer then evaluates it to see whether there is an apparent match between the individual and the position. Manager compared the information contained in a completed application to the job description to determine whether a potential match exists between the firm's requirement and the applicant's qualifications.

3.1.3 Selection Tests.

Recognizing the shortcomings of other selection tools, many firms have added selection tests to their hiring process. These tests rate factors such as aptitude, personality, abilities and motivational of potential employees, allowing managers to choose candidates according to how they will fit into the open positions and corporate culture.

3.1.3.1 Type of employment tests

Individuals differ in characteristics related to job performance. These differences, which are measurable, relate to cognitive abilities, psychomotor abilities, job knowledge, work sample, vocational interest and personality.

3.1.3.1.1 Cognitive aptitude test

Cognitive aptitude tests are tests that determine general reasoning ability, memory, vocabulary, verbal fluency and numerical ability. These tests are a form of IQ tests. They may be helpful in identifying job candidates who have extensive knowledge bases. As the content of jobs becomes broader and more fluid, employees must be able to adapt quickly to job changes and rapid technological advances.

3.1.3.1.2 Psychomotor abilities test

Psychomotor abilities test are tests that measure strength, coordination, and dexterity. Miniaturization in assembly operations has accelerated the development of tests to determine these abilities. Much of this work is so delicate that magnifying lenses are necessary and the psychomotor abilities required to perform the tasks are critical.

3.1.3.1.3 Job knowledge tests

Job knowledge tests are tests that measure a candidate's knowledge of the duties of the job for which he or she is applying. Such tests are commercially available but individual firms may also design them specifically for any job, based on data derived from job analysis.

3.1.3.1.4 Work sample tests.

Work sample tests are tests that require an applicant to perform a task or set of task representative of the job. For positions that required heavy use of spreadsheets, having the applicant sit at a computer and construct a sample spreadsheet, with data the firm provides, will be useful in assessing a required ability. Such tests, by their nature, are job related.

3.1.3.1.5 Vocational interest tests.

Vocational interest test are tests that indicate the occupation a person is most interested in and the one likely to provide satisfaction. These tests compare the individual's interests with those of successful employees in a specific job. The assumption here is that if a person shows a definite interest in a certain vocation they will be more productive on the job. But, having interest in a job and being able to effectively perform it may not be the same.

3.1.3.1.6 Personality tests.

Personality tests are self-reported measures of traits, temperaments or disposition. Personality test unlike ability tests are not time constrained and do not measure specific problem-solving skills. These questionnaires tap into softer areas, such as leadership, teamwork and personal assertiveness.

3.1.4 Employment Interview.

Next, the other step of selection process by Mondy (2012) is employment interview. The employment interview is a goal oriented conversation in which the interviewer and applicant exchange information. This step is especially important because the applicants who reach this stage are the survivors. In this stage additional information is needed to indicate whether the individual is willing to work and can adapt to that particular organization. Interview session can be done through several types which are unstructured interviews, structured interview, behavioral interview by several methods such as one by one interview, group interview, board interview, multiple interview as well as stress interview.

3.1.4.1 Type of interview.

3.1.4.1.1 Unstructured interview.

An unstructured interview is one in which the interviewer asks probing, open-ended questions. This type of interview is comprehensive and the interviewer encourages the applicant to do much of the talking. For example, the question that may be asked by the interviewer is “what is your greatest professional strength, and how have you used it to overcome a challenge in your career?”

3.1.4.1.2 Structured interview.

In the structured interview, the interviewer asks each applicant for a particular job the same series of job related questions. Although interviews have historically been very poor predictors of job success,

3.1.4.2.4 Multiple interviews.

At times applicants are interviewed by peers, subordinates and potential superiors. This approach permits the firm to get a more encompassing view of the candidates. It also gives the candidate a chance to learn more about the company from a variety of perspectives. The result of this type of interview is a stronger, more cohesive team that shares the company's culture and helps ensure organizational fit as was the case with Google in the use of crowd sourcing.

3.1.4.2.4 Stress interview.

In the stress interview, the interviewer intentionally creates anxiety. The interviewer gives pressure to the candidates in order to test the emotional of the candidates.

3.1.5 Pre-employment Screening: Background and Reference Checks

After the candidates pass during interview session they will proceed with pre-employment screening which means background investigations and reference checks. Background investigations involve obtaining data from various sources, including previous employers, business associates, credit bureaus, government agencies and academic institutions and have become increasingly more important. The purpose of background investigation is to check and investigate the history of the candidates such as criminal record, job history, driving history as well as citizenship status. For the reference checks which mean validations from those who know the applicant that provide additional insight into the information furnished by the applicant and allow verification of its accuracy. They are a valuable source of information to supplement the background investigation. Applicants are often required to submit the names of several reference checking is that virtually everyone can name three or four individuals willing to make favorable statements about him or her.

3.1.6 Selection Decision.

After that we proceed to selection decision stage whereby at this point, the focus is on the manager who must take the most critical step of all. The final choice is made from among those still in the running after reference checks, selection tests, background investigations, and interview information have been evaluated. Usually, the person selected has qualifications that most closely conform to the requirements of the open position and the organization. The person who normally makes the final selection is the manager who will be responsible for the new employee's performance, especially for higher level positions.

3.2 Selection Process for Recruitment Practicing in Prudential.

Prudential Assurance Malaysia Berhad also practices method of selection process for recruitment by Mondy (2012). Prudential was reviewing for obviously unqualified applicants by review of the application or resume on the first stage which is preliminary screening stages. My experience during practical training at this company was review the resume of the applicants whereby the applicants was sending their resume via email. Therefore, I was responsible to do preliminary screening to eliminate those obviously do not meet the requirement particularly in education qualification. The advantage from these stages is to reduce the number of applicants to be process for the selection process. This is because the cost incurred in selection process is higher and also takes time such as during conducting test and interview session.

The next stages for those who are passing on the preliminary screening are review of application and resume. In the prudential Assurance Malaysia Berhad the unit manager are responsible to review the application to evaluate whether an apparent match between the individual and the position is. The managers will compare the information contained in a completed application to the job description. This stages also known as judgment stages. On these stages the manager will likely to reject candidates who make false claim in the application and also their resume. Other than that, the manager also will refer to the references that state in their resume about their background. Normally, the manager will call the references for the checking purpose. On these stages the resume and application is very important whereby the manager will fully depend on that.

After that those who are successful for the previous stages will face with the selection test. Prudential Assurance Malaysia Berhad was practicing several type of test for those who want to be an agent such as Takaful Basic Exam (TBE) and Pre-Contract Examination (PCE). This test are compulsory to take and at least get grade C by the candidates especially candidates for the agent Prudential. Those who fail this test are not qualified to be the agent for the Prudential. All this test are conducted by the external organization whereby independent body from the company. This test is mostly relating with job knowledge test that measure candidate's knowledge about insurance regulation.

Then, after they pass selection test the candidates will proceed to the next stages which is employment interview. The manager will conduct this session to interview the candidates. The content of the interview is about academic achievement, interpersonal skills, personal qualities as well as occupational experience. From this the candidates and interviewer will exchange their knowledge. In prudential organization they practice one on one interview which means one candidates for one interviewer. This method is more effective to evaluate the candidate's qualification. Besides that, they are practicing stress interview for the candidates to evaluate the emotional and personality when facing with the pressure. Normally, the manager will used unstructured interview during employment interview session.

Prudential Assurance Malaysia Berhad was eliminated the stages of pre-employment screening which is on background investigation. This is because the background investigation was done on the second stage which is review application and resume. The manager checks the reference during review the application and resumes in order evaluating the candidates. That means those who are pass the interview session will proceed to the selection decision or we call as short listed.

The last stage for the selection process that was practicing in prudential is selection decision. At this point the manager will make the decision of recruit the people for the vacancy in the organization. I was experienced participated in discussion to recruit the new agent for prudential insurance. The manager will asked the opinion and suggestion from the other staff as well as from the senior agent in order to make the hiring decision. After the decision was make the manager will give training to the new comes especially for the new agent for the 1 month.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

During my time as Practical Trainee here, in Prudential Assurance Malaysia Berhad, I have been observing and recording every necessary detail to complete my coursework. This chapter contain the strength and the weakness of the tasks assigned during the training and may contain my personal comment and proposed recommendations if necessary as long as they do not affect the reputation of Prudential Assurance Malaysia Berhad.

4.1 Strength of Selection Process

Recruitment and selection process is nothing but the organization's ability to source employees to improve the quality of its human capital and stand in the competition. This process is carried by the human resource management of that particular organization, where target to people to get the best quality employees for their organization. There are many strength of recruitment and selection process.

An employee or an applicant can learn a lot from the recruiter himself. Which candidate is suitable for which profile should be kept in mind while selecting. In the process of selection both the recruiter and the applicant gets to learn from each other. End of the day recruiters are the one who stand responsible for choosing the best candidate for their organization. They makes the deal happened and changes the lives of the betterment of organization and its people. Their function is to know the entire recruitment process. The better they understand, the better they perform. One gets a chance to earn respect and win the hearts of the managers of the organization if they perform well and recruit the best people for their clients making them happy and getting more reference for services from the organization. For example in Prudential Assurance Malaysia Berhad have many agency in promoting prudential product. Each of the agencies has responsibility to recruit the agent to deal with client on behalf of the Prudential Assurance Malaysia Berhad Company. Thus, when the agency recruit the best people will lead to increase the performance of the company itself.

In addition, through the selection test might give advantages to the candidates as well as candidates. Research indicates that customized test can be a reliable and accurate means to predict on the job performance. Organization use tests to identify attitudes and job related skills that interviews cannot recognize. Also, the cost of employment testing is small in comparison to ultimate hiring costs. They are a more efficient way to get at that type of information and may result in better-qualified people being hiring. For instance in Prudential Assurance Malaysia Berhad conducting test for the candidates in applying position as agent in Prudential in order to test the knowledge of law and regulation of insurance in Malaysia. That means those who pass that test means having knowledge and aware about the law of insurance in Malaysia. Therefore, those kinds of candidates are qualified to be an agent of Prudential.

Lastly, the strength of selection process is the organization has opportunity to choose the best candidates among the qualified candidates. Selection process has many steps in recruiting the people. Thus, through several processes the manager can eliminate those people who not qualified for the position. For example, in stages review applicants' resume the manager can eliminate those applicants that not fulfill the requirement such as education qualification. From that many of the people also has opportunity to apply the job. Hence, the organization can recruit the best people through the effective process.

4.2 Weaknesses of Selection Process

On the other hand, the problem of the selection process is the number of qualified applicants recruited for a particular job makes up the applicant pool. The process can be truly selective only if there are several qualified applicants. Yet, only one or two applicants with the required skills may be available. The selection process then becomes a matter of choosing from whoever is at hand. The expansion and construction of the labor market also affects the size of the applicant pool. A low unemployment rate often means that the applicant pool is smaller, whereas a high unemployment rate may expand the pool. That means the number of qualified applicants is high for the open job. Thus, the manager has more chosen in order to make the recruitment and also become critical in making choice among the best. For example, in Prudential Assurance Malaysia faced with this problem whereby there have many qualified applicants for the open vacancy. Hence, the manager becomes critical in order to make the decision for the recruitment.

Other than that, the potential problem of selection test is not testing on the level of motivation to do work. But, in reality business job performance depends on an individual's ability and motivation to do the work. Selection tests may accurately predict an applicant's ability to perform the job but they are less successful in indicating the extent to which the individual will be motivated to perform it. The most successful employees have two things in common which are they identify with their firm's goal and they are highly motivated. For one reason or another, many employees with high potential never seem to reach it. Employers should be aware that tests might be unintentionally discriminatory. Office of Federal Contract Compliance Programs (OFCCP) former director Charles E. James Sr. said, "Testing is a 'necessary business' tool to help employers select qualified candidates. Hiring the wrong person puts your company at risk. The key is to make the test fit the job you are using it for". For example, in Prudential Assurance Malaysia Berhad are conducted two tests which are Takaful Basic Exam (TBE) and Pre-Contract Examination (PCE). These two tests are compulsory to pass by the applicant of agent prudential. However, even though the applicants pass both test there not means the applicant are motivated in performing the job.

Lastly, the problem in the interviewing during selection process is premature judgment. The interviewers often make judgments about candidates in the first few minutes of the interview. Apparently, these interviewers believe that they have the ability to determine immediately whether a candidate will be successful or not. When this occurs, a great deal of potentially valuable information is not considered. Even if an interviewer spent a week with an applicant, the sample of behavior might be too small to judge the candidate's qualifications properly. In addition, the candidate's behavior during an interview is seldom typical or natural, thereby making a quick judgment difficult. Thus, the manager has opportunity to make wrong judgment towards the candidates. For example, I have experience involve in meeting to discuss the decision making towards the recruitment. During this session the manager also express their judgment towards the candidates based on their behavior but sometimes the behavior of the candidates are not natural.

4.3 Recommendation

Employees are assets of an organization. Without employees, the organization would be unable to operate. To overcome the shortage of workers, the Prudential Assurance Malaysia Berhad must apply to take more permanent as well as contract workers in order to reduce the existing workload. Temporary workers through contract only working for a certain period and are no longer needed when their work contracts expired. Thus, the organization also can reduce the cost to the human resource. So, it is essential for the Prudential Assurance Malaysia Berhad to recruit permanent worker as soon as possible in order to avoid the burden in the future and to ensure quality of service provided.

Besides that, In addition, the head of human resources need to be assertive in dealing with discipline problems among workers. Workers who always come late to work should be penalized. The employees also need to motivate to come at the office timely. Alternatives to identify the presence of workers could be solved with the use of technology through machine such as attendance punch card machine or Biometric Machines, Thumb impression attendance machine also can be used. The manual attendance is not very efficient because employees can react unethically on attendance at the office. With attendance machines, employee attendance records can be monitored appropriately. Hence, the employees will more discipline in the organization in order to increase the productivity in the organization.

Lastly, the organization should give recognition to those who perform better in order to solve the weakness of low motivation of employees. When there have recognition there will lead to increase the level of motivation. As a result the employees will perform better in their task. For example, the organization give awards to those who achieve the target set by the organization. Thus, from this, the other people also will more motivated in performing their task.

CHAPTER 5

SUMMARY OF DISCUSSION

5.0 Introduction

In this chapter, trainee will concludes the whole report from Chapter 1 until Chapter 4 including Chapter 5. Every chapter would be concluded accordingly respectively. The purpose of this chapter is to summarize each chapter in this report to make more clear and understandable. As for it, here are the summarization for chapter of background of Prudential Assurance Malaysia Berhad in Sungai petani, chapter of schedule of task, chapter of analysis of task, chapter of recommendations and chapter of conclusion.

5.1 Summary of Chapter 1

This chapter describe about the organization that had been entered by the trainee in completing the internship days for eight weeks which started from 21 July 2015 until 15 September 2015. Trainee had choosing an organization located at Sungai Petani, Kedah. PAMB serves the savings, protection and investment needs of Malaysians by offering a full range of financial solutions through its 45 branches and banc assurance distribution partner's network nationwide. With more than 1,500 employees, PAMB is committed to helping people achieve their hopes and dreams for a brighter and financially secure future.

Prudential listens to and understands the hopes and dreams of millions of customers around the world. Prudential logo embodies this philosophy. Gazing in her mirror, she sees the world and herself as they really are. She is also a reminder that, in our increasingly faceless world, we are a company with a personality and a heart. Prudence is one of the four cardinal virtues; Prudence, Justice, Fortitude and Temperance. Since Greek and Roman times Prudence has been personified as a woman holding a serpent and a mirror. She may also be shown with compasses, representing her measured judgment, a book or a spindle. PAMB lead by the Philip Seah as chief Executive Officer.

5.2 Summary of Chapter 2

In chapter 2, it had been explained that trainee had exposed with many tasks during the practical days. Most of the tasks given are from the administration field as qualified with her education. The tasks that had been done by trainee are such as preparing forms and memos, filing and documentations, key in data and other administration works. During practical training I was placed In the Angkatan Hijrah agency on code RZ2, RZ4 and RZ 5 as personal assistant of unit manager En Muhammad Azim Bin Azmi.

During practical training the trainee in Prudential Assurance Malaysia Berhad are not standardize on the one department or task only. But the trainee is experience in many task which means PAMB encouraging more on the multitasking. The trainee is responsible in financial management, administration as well as management task. For the financial management the trainee are responsible to record the expenses of the company in the proper system. Secondly, for the administration task is when the trainee was assign to register the candidates for the test and record the result of the candidates. Lastly, in the management operation is when the trainee was assigning in manage weekly meeting as well as the equipment for the meeting.

5.3 Summary of Chapter 3

In chapter 3 was included the demonstration of practical and theoretical aspects as how all concepts learned in classroom implemented at work place. During practical training in Prudential Assurance Malaysia Berhad there was applying selection process by Mondy in their organization. Selection is the process of choosing from a group of applicants the individual best suited for a particular position and the organization. While for the recruitment is the process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications to apply for jobs with an organization.

According to Mondy (2012) it typically begins with preliminary screening. Next, applicants complete the firm's application for employment or provide a resume. Then they progress through a series of selection test, one or more employment interviews, and pre-employment screening, including background and reference checks. The hiring manager then offers the successful applicant a job, subject to successful completion of a medical examination.

Notice that an applicant may be rejected at any time during the selection process. To a point, the more screening tools used to assess a good fit, the greater the chance of making a good selection decision.

5.4 Summary of Chapter 4

Chapter 4 had explained on the strength and weaknesses base on the process and procedure manage by Prudential Assurance Malaysia Berhad. Based on the strength and weaknesses, trainee had come out with numbers of recommendations and suggestion for the organization to make some improvement for better quality of service. Basically, the strength of process and procedure at PAMB Sungai Petani are organization's ability to source employees to improve the quality of its human capital and stand in the competition, an employee or an applicant can learn a lot from the recruiter himself and test in selection process can be a reliable and accurate means to predict on the job performance. The weaknesses of process and procedure at PAMB Sungai Petani on the selection process is the number of qualified applicants recruited for a particular job makes up the applicant pool, selection test is not testing on the level of motivation to do work and the interviewing during selection process is premature judgment.

5.5 Conclusion

Generally, pertaining to the whole subject that had been obtained by trainee during the internship at PAMB Sungai Petani for eight months, it is realized that internship had bring lots of benefits towards students. Internship gave students new experience, knowledge and facilitated to enhance their confidence in communication skills and able to do multitasking activities. Moreover, it also had given an opportunity for trainee to get the real view in experiencing in working environment that unable to have it in class. In addition, this kind of internship can make the students have early preparation before enter into the real career in future.

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Encik Fairuz Hidayat Merican Wan Merican
Penyelaras Latihan Praktikal Program AM228
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Samarahan 2
94300 Kota Samarahan
Sarawak

Tel: 082-678485/013-8231312
Faks: 082-677320/678091/678064

Tuan

KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN PRAKTIKAL BAGI PELAJAR UITM DARI FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI (FSPPP)

NAMA PELAJAR : NOR NABILAH BINTI MANSOR

NO KAD MATRIK: 2013375089

KOD PROGRAM: AM 228

Dengan hormatnya permohonan tuan menerusi surat bil 100-UIT MKS (FSPPP/14/1) bertarikh 15/4/2015 mengenai perkara tersebut di atas adalah dirujuk.

2. Adalah dimaklumkan bahawa setelah pertimbangan teliti diberikan terhadap permohonan tersebut maka pihak kami **BERSETUJU / ~~TIDAK BERSETUJU~~*** untuk menerima pelajar berkenaan dari Fakulti tuan bagi menjalani latihan praktikal di organisasi kami mulai **20 Julai 2015** hingga **15 September 2015** berdasarkan syarat-syarat yang akan ditentukan oleh kami.

Sekian, terima kasih.

Yang benar



MOHAMMAD AZIM BIN AZMI
Prudential Assurance Malaysia Berhad
Tingkat 3, Jalan Bakar Arang,
08000 Sg. Petani, Kedah.
TEL: 04-727 2939 FAX: 04-7272930

Tandatangan Regawai dan Corp. Organisasi

MOHAMMAD AZIM BIN AZMI
Prudential Assurance Malaysia Berhad
Tingkat 3, Jalan Bakar Arang,
08000 Sg. Petani, Kedah.

* Potong mana yang tidak berkenaan