

**Faculty of Administrative Science  
& Policy Studies  
Universiti Teknologi MARA**



**Practical Training Report  
Jabatan Pendidikan Negeri Sarawak**

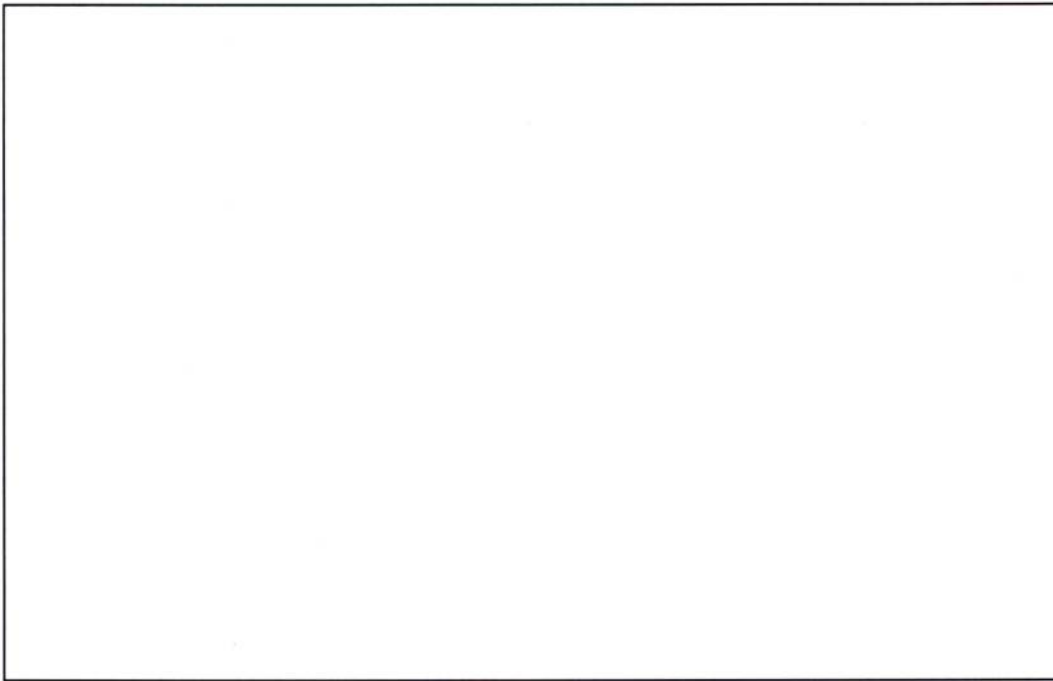
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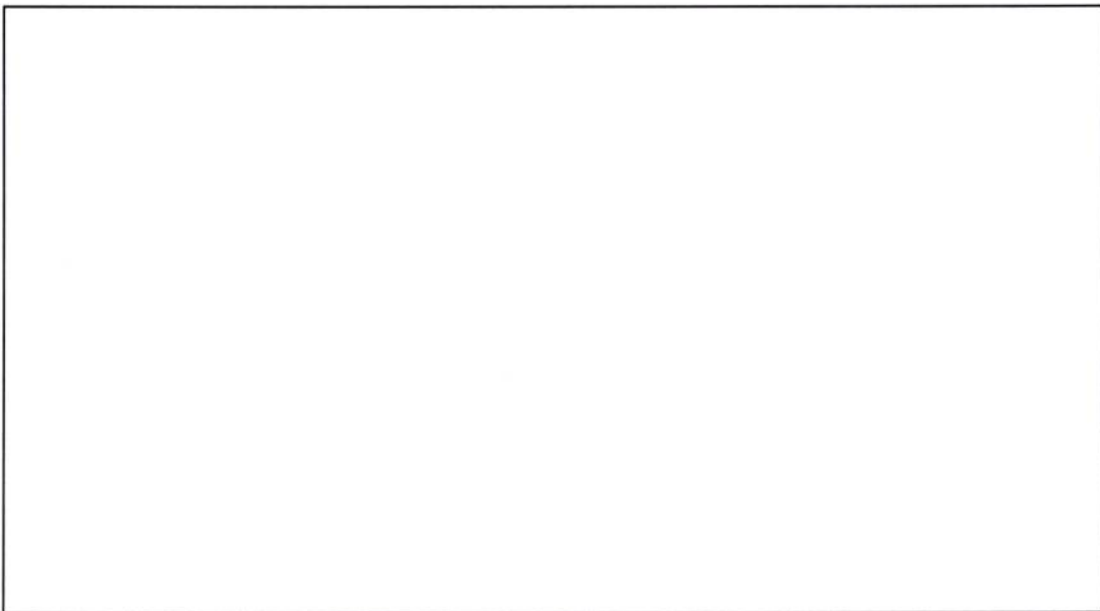
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**March 2016- Jan 2017**

### Supervisor's Comments

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**CLEARANCE FOR SUBMISSION OF THE RESEARCH PROPOSAL BY THE  
SUPERVISOR**

Madam Aida

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



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(Signature)

Date: 16 January 2017

## **Acknowledgement**

First of all, I would like to thank Allah S.W.T for showering me with His blessing to complete this practical training report successfully. A special thanks to my honorable supervisor Madam Aida for all her guidance, knowledge and support along the period completing this practical training report. I thank her from the bottom of my heart for being there through thick and thin.

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Not to forget our parents for the support either in terms of financial and motivation. This internship has been a very good experience for me in the way that it has given me the chance to understand the real world outside the classroom. I have learned a lot about working environment and my interpersonal skills and self-confidence have improved significantly.

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## Declaration

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

Signed



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Name: Nurfadzilla Binti Hasib

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## Chapter 1

### (Introduction of the organization)

#### 1.0 Introduction

The first chapter of practical training report will cover the introduction of the organization which includes among others the background of organization, objectives and company policy or organization policy, mission and vision of the organization, organization structure, core business of the organization and other relevant information pertaining to the organization.

#### 1.1 Duration of practical

The practical training was started on 25<sup>th</sup> July 2016 and ended on 16<sup>th</sup> September 2016. The duration of practical training was 8 weeks.

#### 1.2 Location

Sarawak Education Department was located at Jalan Bako Kuching. Below is the location map of Sarawak Education Department.

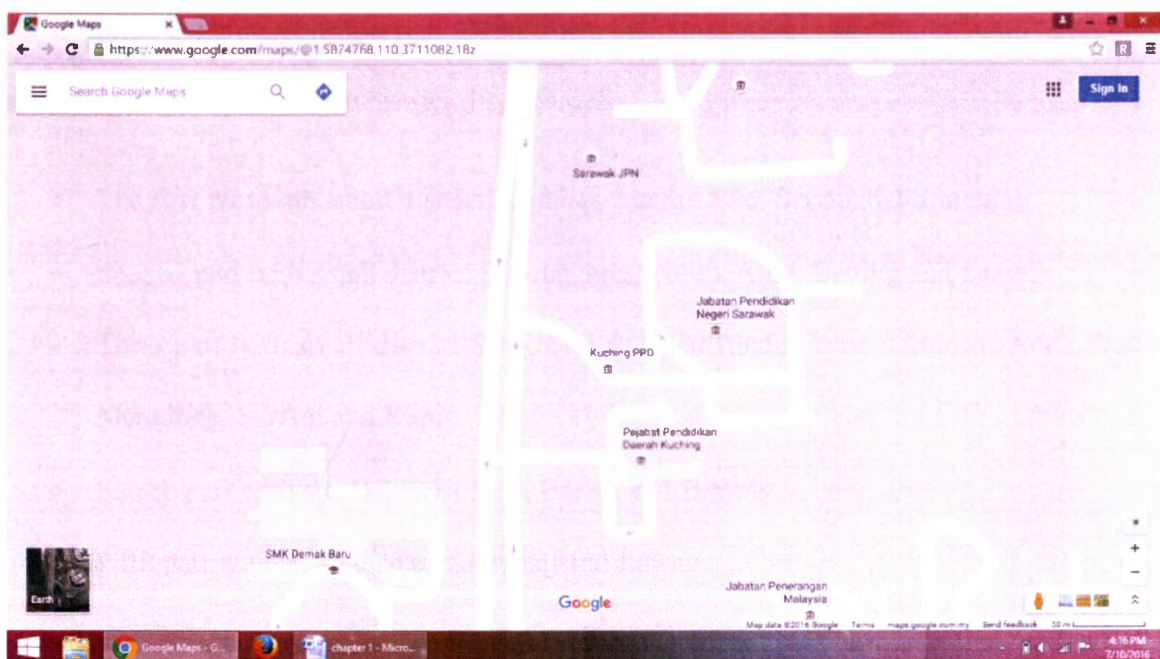


Figure 1





Figure 2

### 1.3 JPNS'S Background

As a general, Sarawak Education Department administration was started with five part according to division of state district. Its includes:

- The first part with small district Kuching, Lundu, Bau, Serian and Simunjan.
- Second part with small district Simanggang, Lubok Antu, Betong and Saratok
- Third part with small district Sibu, Mukah/Dalat (under same administration), Daro, Meradong, Sarikei and Kapit.
- Fourth part with small district Miri, Baram and Bintulu
- Fifth part with small district Limbang and Lawas

In 1973's, Sarawak Education Department has adding administration part which is the sixth part and seventh part. In that structure, small district office is dividing into:

- Sixth part with small district Sarikei, Julau and Matu/Daro
- Seventh part with small district Kapit, Belaga and Song

The restructuring of the Divisional Education Office and District Education Office, which later became known as the Combined Education Office (PPG) and District Education Office Small (PPDK) in 2003 saw the creation of 4 PPG recently that PPG Bintulu, PPG Samarahan, PPG Betong and PPG Mukah and a new PPDK namely PPDK Padawan. It has triggered with 11 PPG and 20 PPDK totaling 31 units. However in 2008, the PPG and PPDK through restructuring and known as the District Education Office (PPD) of 31 as there is now.

#### **1.4 Sarawak Education Department's Vision and Mission**

The vision of Sarawak Education Department is:

“Quality Education Educated People Harmony Country”

The mission of Sarawak Education Department is:

Preserving the Quality Education System for Developing Individual Potential to Meet National Aspirations

The tagline of Sarawak Education Department is:

SIRE-EURO

Strong Implementation, Rapid Execution - Excellence: Ultimate Reach of an Organization

## 1.5 Organization's Objective

Expanding admission of children to schools of up to 100% of the age cohort and ensure every student receives formal and informal education quality by constantly:

1. Increase the effectiveness of leadership and management of schools.
2. Increase the level of professionalism of the staff
3. Repair of the physical condition of school buildings and facilities and the attractiveness of all.
4. Diversify the curriculum and co-curricular program of the school to meet the diversity of potential and talent.
5. Entered into a network of international cooperation in the field of art, culture and heritage.

## 1.6 Corporate Identity

### 1.6.1 Corporate Logo



Figure 3

The following is the meaning of the symbol of the logo:

Book symbolizes the role of institutions in providing education for all regardless of race, religion, and cultural backgrounds towards producing nations Malaysia in line with the philosophy of education.

Layers of blue, yellow, red and black symbolizing the dynamism of education, a system that is constantly evolving over time, and changes direction in accordance with the current changes.

Geometrical rectangular shape means that the education system from all angles will always provide awareness and consciousness of the individual and society to progress in science and technology.

The overall logo colors Sarawak state flag, the blue symbolizes the corporate image and identity education, namely the construction of a major power in the country, the yellow symbolizes prosperity and individual disciplines. red symbolizes patriotism. Black symbolizes excellence and perseverance. gold color surrounding the logo symbolizes the values of human dignity and education, which are noble, educated, thinking, hardworking, trustworthy and caring.

### 1.6.2 Corporate song

*Mari kita menuju wawasan  
Berkeampilan bergerak seiringan  
Dari utara sehingga selatan  
Kita pacu menyusur gelombang  
Dasar dipadu cita dituju  
Bumi kenyalang saujana memandang  
Pelosok kota, rantau dan desa  
Meneruskan agenda pendidikan  
Ayuh terbang kita seiringan  
Menggapai bintang menjejak awan  
Tekad yang jitu semangat juang  
Pendidikan dijulang zahirkan harapan  
Terbanglah tinggi menuju gemilang  
Laungan keramat penuh iltizam  
Rapatkan jurang satukan impian  
Semangat juang kita laungkan  
Fly kenyalang fly, fly high  
Kita sematkan...*

## **1.7 Organization policies.**

### **I. Ministry of education's interim strategic plan 2011-2020**

- "Each student potential to succeed "as the goal the MOE plans to the belief that all students has the opportunity and potential to be successful. each pupil potential to succeed means students who have knowledge and skills, practicing the high pure, creative thinking and innovative, practice united in society and healthy lifestyle.

### **II. Gerakan menjulangi Sarawak**

- Gems is the acronym for the Movement towering Sarawak. This movement is a wise strategic management to improve the quantity and quality of student achievement and accelerate excellent educational institutions in the state. In general, the Movement towering Sarawak (GEMS) 2011-2015 focus on six key areas, namely improving the quality of leadership, management and administration; human capital development; increase the number of schools that achieve at least Band 4 in the ranking NKRA; increase efforts to close the education gap; improving teacher quality and increase the number of schools that show improvement in ranking NKRA.

### **III. Managing challenging schools**

- ACS is the short name for the Program Managing Challenging Schools in Sarawak. This program is a concerted effort Sarawak Education Department to address the challenges faced by schools in order to improve performance both in terms of quantity or quality. ACS program was started in 2005 and at that time the focus is on high schools underperforming in the evaluation of PMR. ACS program implementation in 2005 has shown significant efficacy in the achievement of PMR results at the end of 2005.

#### **IV. 1 STUDENT 1 SPORT**

- IS IM basic policy supporting Sport for All, in which this policy emphasizes the involvement of all students in a variety of activities and sports level. Was formed rational basis for any sporting activity is part of the transformation of education undertaken by the Ministry of Education (MOE). Sports should receive recognition, support and encouragement are also the same as that given to other aspects such as academic subjects and extra-curricular activities in order to produce students who are balanced in terms of mind and physical well-being.

## 1.8 Organizational division

Sarawak state education department can be divided into 12 sectors includes:

1. School management sector
2. Management service and construction sector
  - General Administration Unit
  - financial unit
  - accounts unit
  - development and Supply Unit
  - Procurement and Asset Management Unit
  - Personnel unit
  - Service unit
  - Promotion Unit
  - Discipline Unit and Keutahan
  - Training and Staff Development Unit
  - competency units
  - HRMIS unit
3. Humanitarian development management sector
4. Islam education sector
5. Private education and special education sector
6. Evaluation and examination sector
7. Quality assurance sector
8. Information management sector and ict
9. Psychology and counseling sector



10. Academic management sector

11. Inspectorate and quality assurance.

### 1.9 Board of Management

#### 1.9.1 Top Management

	<p><b>RAKAYAH BINTI HAJI MADON</b></p> <p><b>PENGARAH PENDIDIKAN SARAWAK</b></p> <p>emel : <a href="mailto:rakayah.madon.moe@1govuc.gov.my">rakayah.madon.moe@1govuc.gov.my</a></p>
	<p><b>ABANG MAT ALI BIN ABANG MASAGUS</b></p> <p><b>TIMBALAN PENGARAH PENDIDIKAN SARAWAK</b></p> <p>emel : <a href="mailto:mat.ali.moe@1govuc.gov.my">mat.ali.moe@1govuc.gov.my</a></p>

Table 1: Top Management of Sarawak State Education Department

**1.10 The organization chart of the acquisition and asset management units.**

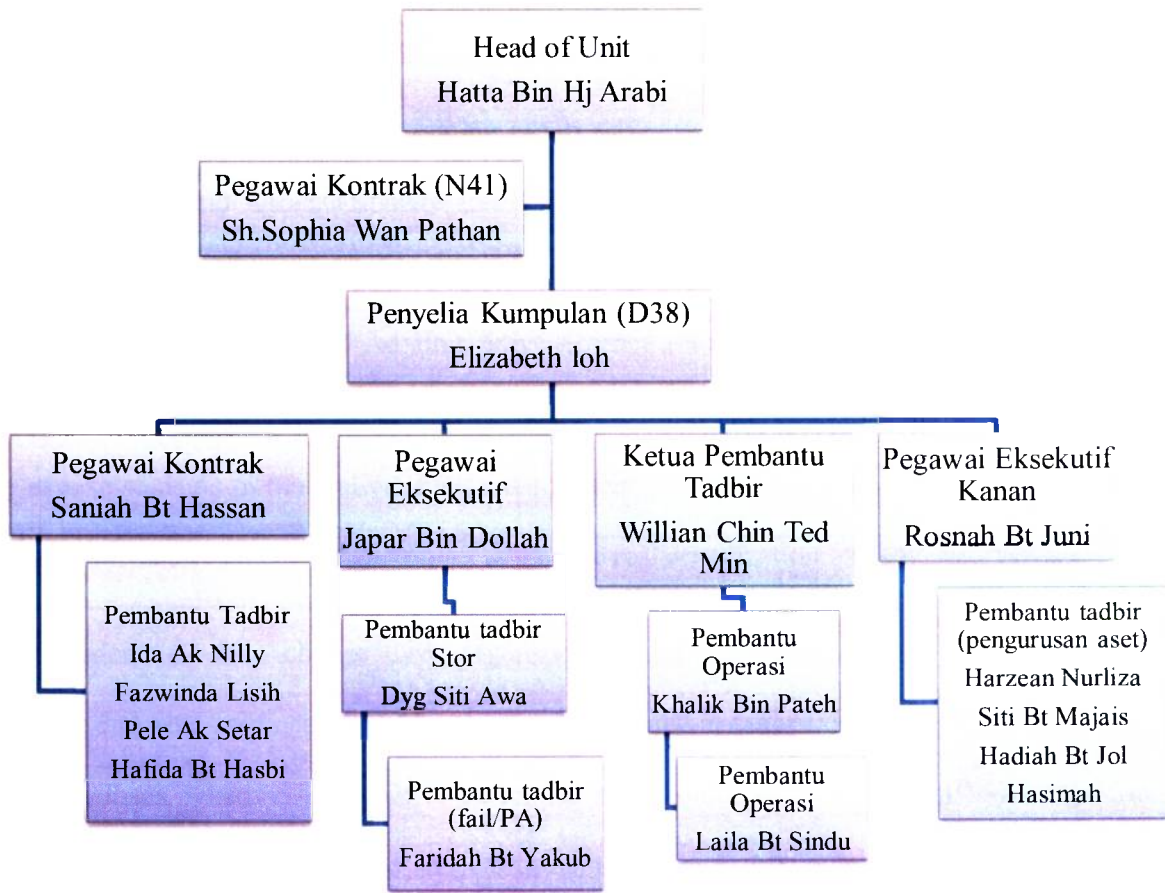


Table 2: Organization chart of the acquisition and asset management units.

## Chapter 2

### (Schedule of practical training)

#### 2.0 Introduction

The second chapter of practical training report will cover on schedule of practical training which include and also summarize the daily training that extracted from log book. The description of jobs and tasks also executed throughout the training. As to fulfil the requirements of Bachelor of Administrative Science (Honours), students have to complete their subjects, co-curriculums, as well as the practical training. Practical training is important to expose students to the real working environment and the work nature. Student also could prepare themselves mentally and physically to the real organization.

The students have to choose three organizations that they interested to do the practical training and send application with resume to the selected organizations. The organization will give feedback whether to accept or reject the application. If the organizations accept the application, the faculty will fax the confirmation form to the organization. The practical training was started from 25<sup>th</sup> July 2016 until 16<sup>th</sup> September 2016. The duration of the practical training was eight weeks.

In my practical workplace, I was position to Procurement and Asset Management Unit and my supervisor was Encik Mostafa. Besides this unit, I was also position to competency unit because they need a staff to replace one of the staff who maturity leaves. In that unit, my supervisor was Puan Modiah. Procurement and Asset Management Unit deals with the tasks include taking care the asset of the company and also deals with tender sales and among the 12 unit under Management Service and Construction sector this unit is the busiest. While for Competency unit, it is the easiest unit.

## 2.1 Responsibility and Tasks

### 2.1.1 First week

On the first day of practical training, I was introduced to the rules and regulation of Jabatan Pendidikan Negeri Sarawak by Encik Kuswady the one who in charge for any trainee. He responsible to describe briefly and introduced the student anything about the organization before the student being position at any unit and start their work. After that, I was position to Procurement and Assets Management unit. Before I was introduced to all the staff, I was wanted to meet the Head of Unit Encik Hatta to introduce myself and he was asking me questions also more or less explain to me about the unit. After that, I was introduced to all the staff and their position by Cik Saniah. On this first day, Cik Saniah asked me to just sit and take a time to see and observed the working environment and adapts myself to the working environment before I started to work.

During the first week, I was taught by the staff on how to use the basic things that always being used like fax machine and photocopy machine. My first task during my first week is I was assigned by Cik Sharifah to make a phone call to SMK PAKU. On the other day, the staff asking for my help to key in the data related to application for school provision. To key in the data, I need to used excel and I learn a lot on how to use excel. I continued with another task which is key in the data for LPP2K which stand for laporan prestasi perbelanjaan kebersihan dan kawalan for secondary and hostel.

On the first week also, our department organized the event for Hari raya aidilfitri and Ngiling Bidai. The event is from morning until noon only. After the event, the staffs are responsible to clean the place. After finish the entire job, I continued doing my tasks which is marked the letter and binding for tender book (perkhidmatan kawalan dan keselamatan). I

also assigned to help Mr William stanping for borang sebut harga and doing zoning summary.

### **2.1.2 Second week**

On the second week of practical training, I was assisted to find out the total workers in each school in Sarawak under kebersihan bangunan dan kawasan (KBK) and perkhidmatan kawalan keselamatan (PKK) and need to key in the data using excel. After finish doing the job, Cik Saniah assigned me to noting the delivery date for the performance of the reporting date KBK and PKK for each school. Within this week also, I am helping Puan Ida to updating zoning for Pejabat Pendidikan Daerah (PPD) from 2014-2016 to 2017-2019 ad LPP2K for each secondary school in Sarawak. The purpose for this task is to know the current number of zone under every PPD in Sarawak which it has some changes from the past year and it need to be updated for the current year.

On this week also I am helping Miss Sharifah editing for the subject Biology, Physic, Chemistry and Science. Among the other tasks this is the most difficult task because I need to edit using excel which I am not really expert. I am having difficulties and take days to finish it and I felt stress because I make many mistakes. From this task also I learned on how to managed stress and try not to give up in everything I do.

Beside the tasks, I was assigned to make phone calls to schools related to 'kajian rawatan anai-anai'. This is because the Ministry of education has doing research and we are responsible to make phone calls to school that received allocation of money for year 2015 or 2016. Among the questions we asking to the school is who's the company responsible to abolish the termites, how they being appointed whether through quotation or appointed directly, how long their period of contract and asking them whether the problem is solved or still having problems.

### 2.1.3 Third week

On the third week, I was assigned to record the complaints related to kebersihan bangunan dan kawasan (KBK) and perkhidmatan kawalan keselamatan (PKK) for each PPD and secondary school. The complaints are received through letter from the PPD and secondary school and I need to record it in the system. Among the complaints such as the failure of some party to maintained building in school and the problem of security guard in school or PPD which they have doing something wrong and their need to take an action.

On 10<sup>th</sup> August, I am assigned to serve at competency unit because they need a staff to replace one of the staff who maturity leaves. On my first day in this unit, I was introduced to the staff and explained about the unit. Puan Dayang explained to me what I need to do in that unit. On the first day in this unit also, Puan Dayang asking for my help to make a draft for 'kursus sistem e-prestasi'

My responsible also is to key in the data every 'surat masuk 2016'. Every form or letter that received in the unit must be record and stamping before it's delivered to the Head of Unit. Puan Modiah assigned me to help her recording the participants' attendance for Penilaian Bersepadu Pegawai Perkhidmatan Pendidikan (PBPPP) 2016. I need to calculate how many participants that attends in PBPPP course in every PPD in Sarawak.

#### 2.1.4 Week forth

Among the jobs I have done within this forth week are answering the phone calls and helping the staff with simple tasks. Starting on 15<sup>th</sup> August, I was assist to help in managing sales tender form and documents 'perkhidmatan kebersihan dan kawalan' to schools and educational institution under JPNS for the period 1/1/2017 until 31/12/2019. Among the tasks carried out during tender sale of forms and documents are:

- i. Record the purchase of the tender form of the company (consist of 160 zone)
- ii. Bind the seriel number the form of document tender
- iii. Stamping the front page of the tender form.

Every unit in JPNS are required to send at least 2 representatives for helping in managing the sales tender form and documents. To those trainees, we are very needed to cooperate in that sale because its involved many people to manage it especially for the tasks of recording the purchase of the tender form which its consists of 160 zone. We need to record the purchase of forms and document in the book depend with which zone the company choose. For example, the company choose for zone Kapit 4, Sarikei 2 and all the part in Sarawak.

Besides, I am also helping Miss Sharifah to Photostat the front cover for purchasing at 100 pieces. I am also helping the other staff collecting the form and document that bought by the company. The forms and documents are already prepared by the staff and we just to collect the forms and documents based on the zone choose by the company.

### **2.1.5 Week fifth**

On this fifth week, I continued doing the same thing because the period for the sales of forms and documents are within one month or until there is no company buy the forms and documents. I am helping Miss Saniah to find out the purchase forms of the company for zone Kapit 2 and Mukah 4 because there is a mistake which it need to be corrected. We need to find the company forms in the box based on the record from the book of Kapit 2 and Mukah 4.

On the other day, I am helping Miss Saniah to find out again the company's form but it for Sarikei 5. My service is end in this week because there are few company bought and it can be managed by their own staff. I continued my service in competency unit and Mr Razizi taught me on how to make an envelope using Microsoft.



### 2.1.6 Week sixth

Mr Razizi asking for my help to stamping 'kertas minit' for in and out which it has two different stamps, the red stamp for 'surat masuk' and the blue stamp for 'surat keluar'. After stamping, it needs to be writing with the date of in and out letter and for the 'surat masuk' it must write out the reference number. After that, I am helping the Mr Razizi to make an analysis for customers' feedback. This unit are conducted an analysis to every customer of JPNS for example whether there are from PPD, schools, or outsider. There are also conducted an analysis for the level of satisfaction for JPNS officer and it will be presented to the higher level. An analysis is related to their satisfaction toward online services.

Miss Chua asked me to read the book about PBPPP to exposed me more details all about PBPPP for example what are the purpose their having PBPPP, their objective and many more. On the other day, Puan Dayang assigned me to help her checking on 'Borang Tuntutan Perjalanan Kursus Pegawai Penilai' for those teacher or staff in school attend for the course. I need to check the form whether it complete or not. The completed form must have:

- a. Borang kursus lampiran A
- b. Surat kursus
- c. Account bank statement
- d. Ic copy
- e. Salary copy
- f. Green card
- g. Hotel receipts

If the form is not complete, it must be separated from the complete form. After checking the form, it must key in the system consists of the person name, ic number, address and phone number.

### **2.1.7 Week seventh**

After completely finish checking borang tuntutan perjalanan, I continued doing the other task which is stepler the letter kursus pegawai penilai for PBPPP KPM and the letter for taklimat pegawai penilai bagi penolong kanan tingkatan 6. Then, I need to put the 2 letters together in envelope to be submitted to each PPD in Sarawak. After finish, I need to update the information of the staff in JPNS. The information that needs to be updates is:

- a. Tarikh lantikan pertama
- b. Tarikh kanaikan pangkat semasa
- c. Tarikh lantikan jawatan semasa
- d. Tarikh khidmat organisasi semasa

On the other days, I am helping Puan Dayang to Photostat the letter for taklimat pegawai penilai bagi penolong kanan tingkatan 6 because it is not enough. After that I continued to put the 2 letters in envelope. After complete it, I also help Puan Dayang to clean up the abandoned room where by it will be use for my supervisor.

Besides, I help Puan Dayang to stamping every page in surat tuntutan perjalanan for confirmation from the head of unit. After that, the forms need to be tagging in every page that needs to be signed by the head of unit. I also make phone calls to the name that has been listed who does not have complete Borang tuntutan perjalanan and asking them to send the things that are missing for example green card or the ic copy using email or fax.

### **2.1.8 Week eight**

For the last week, I have not done many tasks within this week because we only work for 3 days. After Hariraya Aidiladha holiday, we having an event 'Ibadah Qurban 2016' which organized by JPNS. Every unit must have representative to help in the event. This is because the meat will be distributes to all JPNS Muslim staff. The event just conducted from morning until noon and I need continued with my tasks. Miss Chua asked me to check again Borang Tuntutan Perjalanan if there any mistake for example in calculation part. We need to identify whether the total money is right not more or less. If there is wrong, I need to make a correction.

## **2.2 Conclusion**

During the 8 weeks of practical training at Sarawak Educational Department, the trainee has gained a lot of experience in real working environment. It has been a very good opportunity for the trainee to learn a lot of new things regarding administration. The most important thing is the practical training is it prepared the trainee to faced reality of job in the market because they have the confident and has improved their intra and interpersonal and communication skills within the employers and employees. In addition, the practical training also exposed the trainee to the real working environment nature and it has gave the opportunity to the trainee to improved themselves before entering the real organization in the future.

## Chapter 3

### (Analysis)

#### 3.0 Introduction

The third chapter of practical training report will cover the analysis of training especially focuses on the weaknesses of the organization especially within my unit and also the improvements to every weakness. In Sarawak education department, there are fifteen client charters. The mission for their customer service is “friendly, fast and effective”. Among the fifteen client charter are stated above:

1. Malaysian children under the age cohort enrolled and a place to learn in the current school year.
2. Students’ affairs are managed in accordance with procedures and regulations.
3. All applications for the inclusion of students with special needs are given full approval within 14 working days.
4. All teachers assigned to the school no later than 14 working days after receiving the supply a list of names of teachers from the Ministry of Education.
5. All application forms for exchange of school teachers “online”(online eG-change) processed 30 working days of the closing date until the date of the exchange placements to school (changes in states).
6. All affairs staffing and personnel services managed within 14 working days from the date of receipt of complete documents.
7. All monetary claims are processed within 14 working days from the date of receipt.
8. Managing public examinations based on the national curriculum Ministry of Education.
9. Submission of a certificate of public examination within 21 working days after receiving a certificate from the Ministry of Education.

10. All ICT equipment maintenance and improvement are managed within 30 working days of the receipt to ensure the use of ICT facilities and equipment optimally.
11. All educational institutions, managers, teachers and the parent –Teachers are listed according to the procedures and regulations in the Education Act 1996.
12. Psychological and counselling services will be provided to employees in accordance with the agreed schedule.
13. All complaints received acknowledgement within 1 working day from the date of receipt.
14. All customer complaints are unfounded action and managed efficiently and regularly within 15 working days.
15. All customers will be given a friendly and efficient service.

### **3.1 Weaknesses of the organization and the improvement**

In Sarawak Education Department, trainee has gained a lot of experiences and has learned many things from supervisors, staff and also the head of unit involved to share the knowledge with the trainees. The staffs of Sarawak Education Department are very committed in doing their job. Every staffs has their own specific job and they are responsible to perform their job well. All the staffs are very helpful and they are very kind-hearted. The working environment also is quiet good. Despite the good things, during my practical training, I also have faced and experiences negative things which it will be the weaknesses of the organization. However, every weakness should come with the improvements and so that it can make the organization become better. Below is the type of weaknesses of the organization along with the improvements that can be done to cover the weaknesses.

#### **3.1.1 Leadership**

During my practical training in Sarawak Education Department, I was placed into two unit which is procurements and asset management unit and competency unit. The weakness in term of leadership that I can see in these two units was the leader lack of leadership skill among them. Even though they become a leader for many years yet they still lack of leadership skill and need to be improve. For example, in my unit the leader keep push the staff to finish their work and if not possible the jobs must be complete in a short times. This situation maybe has the advantages which I think it can avoid the staff work carelessly and the job can be finish on times. But, at the same time it will make a staffs feel stress and also it will affect the working environment which is not good. Another example is there is the leader who does not take responsibilities over the jobs or the problems. This problem excel when we conduct the sales of tender. There is so many problems occurred during the sales of tender such as the process is very slow and not strategic until there are people

complaints about the problems. Instead of meeting or make the changes towards the problems, the leader keep blaming the staffs for not doing a good job. This situation also caused the staffs feeling disappointed and stress in doing their job.

Based on the situation, the improvement that can be done to increase leadership skills is every leader must attend seminar on leadership management so that they know the skill to be a good leader. Higher level must ensure that the leader must attend any seminar or any events related to leadership for every month so that they will be more expose to leadership skills. The purpose to attend such seminar is to sharpen their leadership skill and they can practice their knowledge to their staffs.

Another improvement that can be done is the top management must monitor each leader in every unit so that they don't misuse the power. This can be done once a week by the top management to ensure not only staff but also the leader doing their jobs. This is also to ensure the leader doing their job and not hand over their job to the staffs.

Besides, another improvement is having pair up between the new leader and the senior leader. This situation can be switch whereby the senior leader also can learn a new things or new knowledge from the new leader. This can improve both of them in term of leadership skills. For the new leader, they can know what they should do or not do if they become a leader in each unit or department.



### 3.1.2 Teamwork

The teamwork that showed by the staff in my unit is very good. They have a strong teamwork spirit in anything they do and it can be seen during the sale of tender. During the sales of tender, the leader also cooperates with the staff to ensure the process run smoothly. This is because the sales of tender involved many process and the own staff in the unit is not enough to handle it. So they need the other staff from other unit together with them and help them to managed it. Unfortunately, the problems occur when the other staffs in different unit does not want to cooperate or does not have teamwork spirit to helps them. Because there is no cooperation from the other staff the processes become slow. As the part of JPNS the staff actually must have strong teamwork spirit and think about the organization and to maintained strong name of JPNS even though them from different unit. They should cooperate to ensure the process become more effective and efficient so that there is no problems occur. But, they refused to help.

To avoid this thing happen, he ways that can be done to improve teamwork in the organization is organized more event or activities related to teamwork so that they can always learn and gain experience and that can be apply in working environment. For example, they can organize family day and sport day. This type of activities is always being done to increase teamwork among the staffs.

Another way to improve teamwork among the staffs is the leader must emphasize the important of teamwork to the staffs because leader plays a role to ensure the team work together. If the leader not strict, all the members will not cooperates to do the tasks.

### 3.1.3 Communication

In term of communication, the staff can communicate with each other and they are very friendly to the new comers and the outsiders. But, in dealing with customers, sometimes they can have good communication with them and sometimes not. The staffs are representing the organization and it is not good if they treat their customers such ways. It will give the impact to the organizations if the staffs keep doing like that. From what I can see also, the staffs also lack of communication with the leaders. It is due to the leader whereby the leader is too strict, too busy until the staffs are afraid to talk or communicate with them.

Communication skills can be improved through organizing team building which all the staffs must participate. This is because, through team building they can know each other, they can interact will all the people and they can communicate with each other whether within and outside the organization not only in team building. Team building is one of the effective ways to improve communication skills as it requires everyone to speak.

Another way to improve communication skills is sending the staffs to training on how to have a proper and good communication especially when dealing with customer. To have a proper and good communication especially to the customers is very important as the staff is representing the organization. If the staff does not communicate properly with the customer it will affect the organization, and will bring bad impression toward the organizations.

Leader also plays an important role to improve communication skill among the staff. The leader must listen and understand when communicate with the staffs. Through this way, the staff maybe can communicate with confidently and this way can be practice by the staff whether communicate with others or with the customers.

### 3.1.4 Time management

The problem of time management in my organization is very serious. From what I can see, there is a staff who still comes late to the work. Another problem is the staff can come and go whenever they want if the leader was not around.

Based on the problem, what are the ways that organization to avoid such of problem is by tightened the system whereby ensure the staff cannot change the information in that system. This is because in my organization, every staff can review their attendance time and the worst part is they can change it. For example, if they come late to the work they can change the time so that their work time is enough in example if they come at 8.15 am they can change it to 8.00 am sharp. So, this is not good as it can make the staff repeat their mistake and this problem will keep happen in organization. So, to tightened the system, there must have the specific staff who responsible to control the system.

Besides, to avoid the problem happen the organizations must provide flexible time whereby the staffs were given three flexible times to go for work for example 7.30 am until 4.30 pm, 8.00 am until 5.00 pm and 8.30 am until 5.30 pm. This can avoid the staff comes late to work and give them a chance to choose which time they comfortable to go for work.

Another way that can be done is by taking strict action to those comes late and leaves the office without any reason. This is to give the awareness to the staff and avoid them to do the same thing again.

### 3.1.5 Problem solving

In term of problem solving, the staffs cooperate with the leader to solve any problem occur. If the problem is among the staffs, they will work together to help the staff to solve the problems. The problem solving issue is not much occur in the organization as the staffs is very responsible and they can solve it by themselves or receive support from the other staffs. The problem solving also can be seen during the sale of tender whereby the unit has faced many problems and they try to solve the problem and as the result the process of sale of tender is smooth from day to day until the last day. It is vital to the people in the units to solve the problem because if anything happen they will be blame and affecting the image of the organization itself.

To improve their problem solving skills, the leader once again plays an important role to ensure all the staff cooperate and try to solve the problem. The leader and all the staff must give a support to the staff that is in trouble so that they will be more enthusiastic to solve the problem. In addition, if the problems occur all the units must focus on that problem and should take fast action.

Besides, the other way that can be done to settle the problem is conduct a brainstorming and ask the others opinion. Brainstorming is one of the effective ways to solve any problem because it's involved people's opinion on how to solve the problem. It will be easier if there are many opinions from the people and they will get the best idea to settle the problems.

### 3.1.6 Conflict management

In the organization, there is not so much conflict occurs in my unit. But, during the sale of tender as it's involves big project of the organization so the conflict occur during the sale conducted. The conflict arises because there is no proper planning in doing the process sale of tender. There is a conflict between the leader and the staffs. The slow process of sale make causes complaints from the customer and the problems is heard by the director. So the leader and the staff is the one who is blamed because they do not handle the sale of tender properly and without any strategic planning. So based on my observation, they cannot handle the conflict and keep blaming each other instead of make a meeting to make changes so that the problem will not repeated.

If the conflicts occur, the ways that can be done is all the staff together with the leader must meet each other or face to face to discuss the problem that happen in the organization. The leader or the staff cannot hear from one side only and they must hear from the both side so that it will be clearer and there is no misunderstanding. So this is the one of the problem as many of them don't want to do this and letting the conflict ongoing and disappear. The face to face is more better with the purpose the conflict can be solve on that time and will not be bring in another times.

If the conflict is too big and cannot be solving by the leader or the staffs, so they can bring or refer it to the top management to handle the conflict. This is because the upper management have the power to impose or to make some decision.

### 3.2 Conclusion

In this chapter, I focus on what are the weaknesses in the organization and learnt how to improve every weaknesses so that it can be apply when I'm enter the walk of life in the future. This chapter also reflect definition of concept. Demonstration of practical and theoretical aspects as how student relates all concepts learned in classroom at workplace, and how student transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. Table 3 above is explaining the courses learned and the level of applicability of the courses.

Course/code	Highly applicable	Medium applicable	Low applicable	Not Applicable
Management Accounting (ACC516)		✓		
Organizational Behavior (ADM510)	✓			
International Relation				✓
Malaysian History (CTU555)				✓
English for Critical Academic Reading (ELC501)			✓	
Principles of Entrepreneurship (ENT530)				✓
Business law (LAW503)				✓
Statistics for Business and Social Sciences (STA404)			✓	
Introduction Mandarin level I,II,III (TMC401, 451,501)				✓
Human Resource Management (ADM551)		✓		
Ethics in Administration (ADS514)	✓			
Knowledge Management (ADS503)		✓		
Introduction to Public Policy (ADS514)		✓		

Management Information System (CSC408)	✓			
English for Academic Writing (ELC550)		✓		
Public Relation (PRO458)	✓			
Malaysian Economy (ADS504)			✓	
Research Methodology and Data Analysis (ADS511)				✓
Project Management (ADS512)	✓			
Public Finance (ADS652)		✓		
English for Oral Presentations (ELC590)			✓	
Strategic Management for Public Sector (ADS553)	✓			
Applied Research Project (ADS555)				✓
Seminar in Public Management (ADS656)		✓		
Seminar in Global Affairs (ADS667)				✓

Table 3: The courses learned and the level of applicability of the courses.

## **Chapter 4**

### **(Recommendations)**

#### **4.0 Introduction**

In chapter four of practical training report, it contain the highlight with examples the strength and weaknesses of job or tasks assigned during training as discussed in chapter 3 and my recommendation if I working in the organization. In other words, in this chapter I will present my opinion or my recommendation that I will do to make a changes maybe in term of system, the environment, the management and others in the organization. My recommendations include the ways to increase productivity in organization.

#### **4.1 Suitability of Organization**

After two months of training at Sarawak Education Department, I have found out that the practical training is a very good opportunity to gain practical knowledge and experience in real working environment. All staff treats me as part of them. They also give full supports and cooperation to me during training practical period. In future, when the organization requires more manpower, I will not hesitate to work with the organization.



## **4.2 Recommendations**

### **4.2.1 Developing trust among employees.**

Every employee holds specialised value in an organization, which should be clearly understood by the employer. The main task of the leader is to set target goals for their employees to complete them. In this regard, the employees should have the liberty of taking productive measures into consideration as per their efficiency and strategies the task in a given manner. Indeed, the employees should never be made puppets, who work on what the boss says. Rather, the organization leader should give a trust to his or her employees to perform a specific task as per their own methodologies.

For me, every staff must give an opportunity or give a trust by the leader to perform the tasks either the task is difficult or not. Through this, it can make the staff learn from the new thing from day to day and it can make the staff more discourage to make something new. When the staffs learn something new, they know what they will do and more or less it can increase the productivity of the organization. This will enable an employee to feel a genuine part of the company and not a mere working model.

#### 4.2.2 Set realistic target

No organization can work without having set goals or objectives and chalked out methodologies to perform. This does not mean that the employers should set goals that might not be possible for the employees to achieve on time. Indeed, it is necessary that the employers should set realistic targets as per employee's capability. This will help the employees to complete their work well on time and exhibit greater productivity. Furthermore, this way also can reduce stress among the staffs.

Employers should set realistic targets as per employee's capability. This will help the employees to complete their work well on time and exhibit greater productivity. Certainly, it is necessary for the employers to be exceptionally clear about the target that have been set. In this regard, they can also offer needed guidelines to make things more understandable. Generally, some leader thinks that their task gets over after setting the goals for the staffs to perform. This approach may lead to communicative issues.

So it is necessary for the employers to follow up on the task segregated to the employees. In this manner, the employers will come to know the loop holes existing in the working procedure and tools required to improvise on efficiency. Proper follow up will enable the organization to increase the individual productivity.

### **4.2.3 Human resource management practice.**

The soft aspects of human resource management, such as employee satisfaction and morale, are considered to be the most important drivers of performance. While wages are still important for staff, non-monetary incentives are also essential. Wages are also important for attracting and retaining qualified staff, especially in case of skill shortage, performance related pay initiatives appear to have a low impact on staff motivation. If I given a chance to work in the organization and become a leader, I will try to reward the staffs that perform the best work so it can increase their motivation and increase their productivity to do any tasks.

Even though the leader cannot changes the wages of the staff, but what can leader do is to help the employees to perform their job with good performance and when the performance of the employees increase it can help the staff to get promotions. This means the leaders must taking care the staffs welfare and support whatever the jobs done by the staffs. Besides in term of wages and non-wages, one of the ways to increase employees satisfaction and motivation is by give a positive feedback to every jobs done by the staffs or give a comment with good way.

#### **4.2.4 Organizing training sessions from time to time**

The learning procedure for an individual never ends, which mandates for the constant learning programs to be developed. Likewise, every employer should keep a track of the latest technical developments in their business favour and organise training sessions in connection with that. It is essential to hire professional and well qualified trainer, who can guide on various prospect associated with newer technology. This will enable the employees to stay abreast of the efficient workflow procedures and adopt them on requirement. Also, it is essential for the employers to assist employees in gaining knowledge regarding their profession for improving on efficiency.

Organizing training sessions from time to time also necessary to improve employee's knowledge and training from time to time will avoid them from forgetting what they have learned. For example, if the training is only organized once in 6 month the probability to the employees to forget what they have learned is high. So, it is necessary to do twice or three times in 6 month to avoid the staffs forget and learned something new. Moreover, training is one of effective ways to improve the performance and productivity of the staffs. To those lack of knowledge about the job or don't know how to use new technologies and even though there is a staff who working for a long times but still they lack of knowledge about something so they should have training to improve themselves.

#### **4.2.5 Latest device should be there**

It is well known that technology is advancing at a large scale and devices have been developed to carry out tasks at a faster speed. This necessitates for the employer to get newer laptops, tablets, smart phones or likewise products in the office. Such products will ensure better productivity as the procedures will be completed in much less time. As all know that slow systems will have adverse effect on the productivity and employees might not be able to achieve their set targets. It is because of this that technically advanced devices are always helpful.

As we can see, most of the government organizations only depend on computer and there is no advance technology in the office. And there is also the organization still using traditional ways to do their work. Latest device should have in every organization to make the work easier and follow the movement of time. For example, the organization still uses the old computer whereby sometimes the computer having a problem because it too long is used. The organization actually must change the old computer to the newest computer which more compatible. Since today also the people can used the device such as hand phone and tablet to do the work, the government organization also can use the new technology to increase and improve effectiveness and efficiency.

#### **4.2.6 Divide the sale of tender with District Education Office (PPD)**

During the sale of tender, many problems occur because there is no proper planning from the staffs and also the leader. During the first day, all the staffs chaotic to do the sale of tender because there is too many people bought the forms and documents and all the contractor comes from every part of the Sarawak. This problem should not occur if they have a proper planning. But, one the reason also is because the JPNS handle too many places and they are all focus to JPNS. It should be this process of sale of tender is dividing with the PPD. Through this ways it can shows the cooperation between JPNS with the PPD and not only depend to the JPNS only. This way also will reduce the burden of the JPNS staff and the operation and process will be smoother.

Furthermore, the purpose to do this also is so the JPNS will not having workload as I experienced before. The process of sale of tender should be divided to any PPD for example JPNS cooperates with PPD Kuching since they are nearby. So maybe they can divides the works such as the PPD take over the nearest place and JPNS will take the far place for example to those from Kapit, Lawas, Limbang and others.

#### 4.2.7 Inculcates friendly working environment

This means that, we try to create friendly working environment that is no stress and the staff not working under pressure. Among the ways that we can do is establish flexible working hour and there is no limitation to the staff if they want to go out to buy food, or eating in the office as long as they don't against the rules. Friendly working environment also means that the leader and also the staff must give full cooperation to perform the job. The leader gives the tasks without pressure or force the worker to finish the job faster. But what can leader do is giving the tasks and give specific times to the staff to finish the work in the same times monitor their work. The staffs also must do vice versa, they should cooperate with the leader to finish the work without tension and ask the leader if the work is not clear.

Another ways to create friendly working environment is through workplace organization. To enhance productivity, pay attention to the workplace for example a table, all-in-one-PC, comfortable chair, notebooks for drafts, and even a plant-everything should be at hand as it influences staffs performance at work. In a perfect worlds, the workplace should be inspire such as photos, motivational quotes, funny pictures or inspiring thoughts from the mentors help a lot. The leader should make their employees motivated, and they will work harder without sacrificing private lives and well-beings.

#### **4.2.8 Conduct exercise/activities once a week.**

Changing a working environment for a day or two can boost inspiration and motivation. Conduct and exercise or activities once a week can make the employees and employer happier, build trust and enhance team building. The purpose to have this is to build proactive staff and exercise healthy lifestyle since their nature of working is only seat and stress. So by having this once a week, it may help them to increase their health and also can release all the tension. There is randomly the organization especially government organization conduct this such of activities because all they want to do is work. It supposed to have flexibilities in working environment so that the staffs not only focus to do the work with stress and at least the organization taken care the well being the health of their staffs.

The exercise maybe can be conduct on Monday and only take 2 hours to do the exercise. For sure, if there is such activity in the organization the staffs will be more productive in doing their jobs. Beside, the potential of resignation will be lower as they enjoy working in the organization.



### **4.3 Conclusion**

Two months period of practical training is enough to expose the students in real working environment and gained a lot of experiences that might be useful in future. This practical training also gives skills and knowledge to the students and encourages them to improve themselves. As we know, nowadays, there are very high competitions in job market. Experiences, skills and knowledge are the most important factor. Practical training will give advantages for the students to compete with other people in getting jobs in the future.

## **Chapter 5**

### **(Conclusion)**

#### **5.0 Introduction**

This chapter summarizes and also concludes the discussions of the chapter 1, 2, 3 and 4 by highlighting the main points.

#### **5.1 Conclusion: chapter 1**

Sarawak Education Department is a company that have a really good management system. In this chapter one, I found that the management in JPNS is very efficient where the objectives, company policy, vision and mission of the organization is prepared well. Chapter one is all about the introduction of Sarawak Education Department such as:

- Background
- Vision and mission
- Objective
- Logo
- Corporate song
- Location map
- Management structure
- Organization chart
- Organizational policies
- Organizational divisions

## **5.2 Conclusion: chapter 2**

During the 2 months of practical training at Sarawak Education Department, the trainee has gained a lot of experience in real working environment. It has been a very good opportunity for the trainee to learn a lot of new things regarding administration. The most important thing is the practical training is it prepared the trainee to faced reality job in the market because they have the confident and has improved their intra and interpersonal and communication skills within the employees and the employer. Other than that, the practical training also exposed the trainee to the real working environment nature and it has gave the opportunity to the trainee to improved themselves before entering the real organization in the future.

## **Conclusion: chapter 3**

In this chapter, I learnt and focus more on weaknesses of the organization such as in term of leadership, teamwork, communication, problem solving, conflict management, and time management. Although the organization have the weaknesses, but in this chapter also it comes out with improvement to every weaknesses. Each of the weaknesses is mostly I found during the sale of tender and also during the usual time.

## **5.4 Conclusion: chapter 4**

Two months period of practical training is enough to expose the students in real working environment and gained a lot of experiences that might be useful in the future. Nowadays, there are very high competitions in job market. The students will need to compete with the others in order to get a job. Experiences, skills and knowledge are the most important factors. So, based on the experiences that I got during my practical training, I can saw what are the weaknesses and the strength in the organization. This chapter basically

asking for my opinion or suggestion what I will do if I working in the organization. Among the suggestion is Developing trust among employees, set realistic target, human resource management practice, organising training from time to time, latest devices should be there in office, divide the sale of tender with PPD, inculcates friendly working environment and conduct exercise or activities once a week.

### **5.5 Overall conclusion**

After doing practical training at Sarawak Education Department, I would like to conclude that this training gives a lot of benefits and experiences to me and give me information about working life; I was given a chance to learn new things in life from this practical training. This for sure will be useful for me in the future as I have learnt lots if things in this company.

For the practical training supervisors, their assistance and guidance is very helpful. They give a lot of knowledge during my practical training and guide me well in doing my tasks. The cooperation between me and my supervisor is very important to make sure the learning session run smoothly. Services provided by Sarawak Education Department are distributed fairly without looking at the race, ethnicity, religion and culture of the staffs. The organization also always concerned about the public affairs and ready to carry out their duties to satisfy the needs of the public. The target of the organization also is to achieve their goal, vision and mission

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## Appendix

Picture 1: During the sale of tender



Picture 2: During event Hariraya Korban



Picture 3: The list of schools that I need to call related to 'kajian rawatan anai-anai'

NO.	DISTRİK	KOD SEKOLAH / PPD	NAMA PPD / SEKOLAH (Sesuai Organisasi)	PERUNTUKAN 2015 (RM)	PERUNTUKAN 2016 (RM)	UMUR SEKOLAH	KATEGORI PENDEKATAN (Sesuai Jenis Kelamin / Gender)	NAMA SYABIKAT	STAMPAN KONTAK	NO. FAKS / NO. TEL. / NO. WHATSAPP
	BARUM	YEA4302	SMK LONG LAMA	20,000.00		35				
	BARUM	YEA4301	SMK TEMPAKONG	20,000.00		38				
	BARUM	YEA4308	LAWA S. JALU	20,000.00		8				
	BARUM	YEA4309	SMK TINGGI	20,000.00		38				
	BALI	YEA1101	SMK BANGS	30,000.00		34				
	BANGS	YEA1102	SMK BANGS	30,000.00		35				
	BANGS	YEA1103	SMK BANGS	30,000.00		41				
	BEJAGA	YEA7202	SMK BEJAGA	20,000.00		40				
	BETONG	YEA2401	SMK BERSER	20,000.00		33				
	BETONG	YEA2402	SMK SPASIR	20,000.00		34				
	BINTULU	YEA2103	SMK BINTULU	40,000.00		34				
	BARU	YEA6401	SMK MATU	20,000.00		30				
	JUALI	YEA2201	SMK SERAU	20,000.00		38				
	KANDAWIT	YEA302	SMK KANDAWIT	20,000.00		38				
	KANDAWIT	YEA301	SMK DATUK HAJI ABDUL RAHMAN YAKUB	20,000.00		58				
	KAPIT	YEA7102	SMK SELURK	20,000.00		35				
	KAPIT	YEA7101	SMK BALLEH	20,000.00		30				
	KUCHING	YEA1303	SMK AGAMA TUN AHMAD ZAKI	20,000.00	012 81736	26				
	KUCHING	YEA1301	SMK TEIN HAI GERING	20,000.00	012 244 240	46				
	KUCHING	YEA1205	SMK BAKA	20,000.00	012 417 3 2 18	18				
	KUCHING	YEA1309	SMK SEMERAN PAOI	10,000.00	441 440 2	16				
	KUCHING	YEA1309	KOLEJ D PATINGGI	10,000.00	440 635	38				
	KUCHING	YEA1303	ABANG HJ ABDILLAH	20,000.00	340 628	57				
	KUCHING	YEA1303	SMK TUNJ ABDUL RAMMAN	20,000.00		38				
	KUCHING	YEA1303	KOLEJ D PATINGGI	20,000.00		42				
	KUCHING	YEA1201	ABANG HJ ABDILLAH	20,000.00	451120	35				
	KUCHING	YEA1205	SMK D P H ARDUS	20,000.00	232 516	36				
	KUCHING	YEA1301	GAPOR (INTEG)	20,000.00	254 8 214	26				
	KUCHING	YEA1204	SMK PADUNGAN	20,000.00		26				
	KUCHING	YEA1301	SMK PETRA JAYA	10,000.00	364 836	26				
	KUCHING	YEA1204	SMK TABUAN JAYA	10,000.00		26				

*Handwritten notes:*  
 - 16/08/2016  
 - Kaji pulch kajian keabn anai (7thun 2015 9 2016)  
 - 9 th dituntun panti kaji  
 - Kaji pulch kajian keabn anai (7thun 2015 9 2016)  
 - 9 th dituntun panti kaji

Picture 4: Checking for 'tuntutan elaun perjalanan'

KENYATAAN TUNTUTAN ELAUN PERJALANAN DALAM NEGERI  
 BAGI ... 0905 ... (Bulan) / 2016 (Tahun)

MAKLUMAT PEGAWAI  
 Nama (Huruf Besar) SAIFUDDIN BIN SULAIMAN  
 No. Kad Pengantalan 710516-12-5675  
 Gred / Kategori 0944  
 Jawatan PPP

Pendapatan (RM)  
 No. Akaun 111104015424  
 Nama Bank MAY BANK  
 Alamat Bank MUKAH  
 Gaji Pokok RM 5621.46  
 Elaun Elaun RM 1643.22  
 Jumlah RM 7264.68

Kenderaan  
 Jenis / Model TOYOTA INNOVA  
 No. Pendaftaran QSN 3337  
 Kuasa (C.C) 2.0  
 Kelas Tuntutan A

Alamat Pejabat SMK OYA,  
 BIA PEJABAT PENDIDIKAN  
 DAGAH DALAT,  
 76300 DALAT

Alamat Rumah NO. 79, KAMPUNG SUNGAU UD,  
 76300 DALAT

No. Telefon 019-8717718

E - Mail saifajwa@yahoo.com.my

Kod	Objek	Jumlah
21101		
21102		
21104		
21105		
21100		
21100		
Jumlah		



Picture 5: Editing for subject Science, Physic, Chemical, Biology

SPESIFIKASI BAHAN DAN PERALATAN SAINS									
	WILAYAH	TING	KAT	NO. ITEM	NAMA ITEM	SPESIFIKASI KEMENTERIAN	KUANTITI PER MAKMAL	JANGKA HAYAT (TAHUN)	KELOMPOK
4231	SAINS MENENGAH ATAS	4 & 5	KIT	6	Kotak untuk menyimpan biji benih	Diperbuat daripada plastik keras. Berbentuk segi empat tepat berukuran anggaran panjang x lebar x tinggi, 1000 mm x 800 mm x 150 mm	4	10	KEKAL
4232	SAINS MENENGAH ATAS	4 & 5	KIT						KEKAL
4233	SAINS MENENGAH ATAS	4 & 5	KIT						KEKAL
4234	SAINS MENENGAH ATAS	4 & 5	KIT						KEKAL
4235	SAINS MENENGAH ATAS	4 & 5	KIT	7	Penskop	Bahan yang terdiri daripada plastik legap berukuran panjang x lebar x tinggi, 400 mm x 55 mm x 55 mm menggunakan cermin 45% sebagai pemantul	1	10	KEKAL
4236	SAINS MENENGAH ATAS	4 & 5	KIT						KEKAL
4237	SAINS MENENGAH ATAS	4 & 5	KIT						KEKAL
4238	SAINS MENENGAH ATAS	4 & 5	KIT						KEKAL
				8	Set pembedahan	Setiap kit lengkap mempunyai 1) 1 unit skapel dengan pemegang no 4 2) 1 unit mata bala 3) 1 unit gunting jenis ins lurus bersaiz 12cm 4) 1 unit gunting hujung satu tajam. Dan hujung satu tumpul. bersaiz 14 cm 5) 1 unit forsep. hujung halus bersaiz 12cm 6) 1 unit forsep rawan bersaiz 13 cm 7) 1 unit proba dan pencari 8) 1 unit jarum penguis bengkok 9) 1 unit jarum penguis lurus 10) 1 unit pembas plastik 15 cm 11) 1 unit pipet 12) 6 unit pin T dengan beg plastik berzip 13) 1 bekas penyimpanan diperbuat daripada kulit bersaiz panjang x	5	10	