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OVERVIEW OF BALANCED SCORECARD IN STATE HUMAN
RESOURCE UNIT, SARAWAK CHIEF MINISTER DEPARTMENT

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 BACKGROUND OF THE ORGANIZATION

At early stage, State Civil Service was divided into two, which are Secretariat and District. In 1937, the Secretariat which act as central administration lead by the two European and only assist by one Malay clerk, three Chinese clerk and three Office Assistant. Since then, the number of employee increasing until the establishment of Malaysia, 2,599 civil servant and keep increasing to 14,208 in 2012.



Sarawak first State Secretariat on Independence

CHAPTER 2

CURRENT JOB DESCRIPTION

2.0 INTRODUCTION

This chapter will introduce my past and current job descriptions. I have been in service for seven years with two Units, State Implementation Monitoring Unit and State Human Resource Unit. I will explain my job description below.

2.1 PREVIOUS JOB DESCRIPTION

My first appointment as State Civil Servant was on June 3, 2009 in State Implementation Monitoring Unit (SIMU), Chief Minister Department. SIMU is one of Units under Chief Minister Department and its roles are:

- To monitor the performance of State Development Plan and to facilitate in its implementation;
- To assist in the monitoring of the Federal Development Plan and to facilitate its implementation;
- To process State Minor Rural Project request and monitor its implementation;
- To be the Secretariat of State Development Monitoring Committee;
- To be the Secretariat of Jawatankuasa Rekabentuk Bangunan Negeri;
- To coordinate the Outcome and Impact Evaluations Study of completed projects;
- To be the lead agency in organising State's Development Exhibition; and
- To coordinate and produce the publishing of State's Development Publication

In SIMU, there is a tool developed to monitor the performance of the State Development Project. It is called Sarawak Monitor. Sarawak Monitor is the State e-government online system for monitoring the financial and physical progress of the State development programmes and projects via the SarawakNet infrastructure. It was launched July 12, 2005.

CHAPTER 3

TASK ANALYSIS

3.0 INTRODUCTION

This chapter will explain on the analysis of balanced scorecard which is one of my task in Transformation and Innovation Section. Sarawak Civil Service (SCS) is using balanced scorecard which introduced as SCS Scorecard as the measuring tools for organization performance.

3.1 ANALYSIS OF BALANCED SCORECARD

I have faced few minor problems and challenges while performing my task. The balanced scorecard stressed the few critical drivers of future organizational performance such as capabilities, resources, and business processes and the results of those drivers.

Kaplan and Norton's books and articles through 2004 evolved the balanced scorecard from a set of measurement techniques, to a management system, and then to an organization and change framework for what they called a strategy-focused organization.

SCS Scorecard enables organizations to modify strategies. Organizations in a highly dynamic environment have to change their strategy constantly, which, leads to frequently changing the measures in the Scorecard. In critical analysis of the Scorecard, organizations in dynamic surroundings will frequently change their measures, resulting in a substantial uncertainty margin regarding the usefulness of the defined indicators.

In general, it is difficult for an organization to establish performance measures for activities with which the organization has very little or no experience.