



UNIVERSITI TEKNOLOGI MARA

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

BACHELOR IN ADMINISTRATIVE SCIENCE (HONS)

PRACTICAL TRAINING REPORT (ADS667)

PUSTAKA NEGERI, SARAWAK

**MUHD IKRAM BIN KAMARUDIN
2013228478**

MARCH 2015

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THE DECLARATION

Declaration

I am hereby declare that the work contained in this practical training is original and our own except those duly identified and recognised. If I was later found to have committed plagiarism or act of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed.

(MUHD IKRAM B. KAMARUDIN)

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

Name of Supervisor : NURFADHLEEN BINTI MAHMUD

Practical Training : PUSTAKA NEGERI, KUCHING, SARAWAK.

Name of Students : MUHD IKRAM BIN KAMARUDIN 2013228478

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

(Signature)

ACKNOWLEDGEMENT

Firstly, we would like to express our deepest thanks and gratitude to Madam Suria Sonia Ahip Abdullah, as an Admin Officer for giving me the opportunities to be interned in the Human Resource Department. The advice and support from other staff also help the progression and the smoothness of my practical training program. The cooperation from them is highly appreciated. Besides, the program or course makes me realize the value of teamwork and it is as a new experience and furthermore, it makes me more ware with the working environment. I would like to express my deepest gratitude to Madam NurFadhleen Binti Mahmud, a lecturer of the Faculty Administrative Science and Policies Studies, and also assigned as my Supervisor for my Practical Training Report, for her patient guidance, encouragement and useful critiques for this practical training report. Hence, I would like to thank you to my Practical Training Report (ADS666) lecturer too, Mister Fairuz Hidayat Wan Miracan, for the valuable guidance, advice and also assisted my practical report by keeping the progress on track and on schedule. His willingness motivated and inspiring me greatly to work in my practical report.

MUHD IKRAM BIN KAMRUDIN
Bachelor of Administrative Science (Honours)
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CHAPTER 1

1.0 ORGANIZATION BACKGROUND



Pustaka Negeri Sarawak is one of knowledge center that covers all people and all ages. Despites of library, it is investment for people by the future. With available of facilities and services which designed for public needs. Students can do their studies in comfortable condition, and researcher can access all type of collection that available in Pustaka's collection. Friendly user for the public which facilities for the people such as automatic doors and also wheelchair-friendly aisles.

Pustaka Negeri Sarawak design for information center and also park for the public. Any question or inquiries will be answer by the Pustaka's which people can ask by calling Pustaka. It also easy for the public to ask about books available and the facilities such as drop box enable people to send books whatever time days and night.

The park which includes lake, place for recreation, walkways, and public can improve healthy lifestyle.

Besides, the interior of the Pustaka is beautiful with many art of different architectural and different kinds of art such as drawing and photos. It is perfect place for people who want to use as information seekers.

Pustaka Negeri Sarawak also has their own safety and hazard which their priority safety which including exit area when bad situation happen.

Pustaka Negeri Sarawak is complete with information resources and information hub for organization whether public or private sectors. It also serves as community Centre of knowledge and cultural for the educational and cultural exchanges also in programs and participated in other activities that conducted in Pustaka.

Public or private organization can find the information within Pustaka whether printed media or electronic media in which they can ask at the counter desk. That is the reason why Pustaka Negeri Sarawak known as community center of knowledge and information.

1.0.1 Philosophy

Pustaka Negeri Sarawak Philosophy is “A knowledge and information-based society needs a forum for intellectual exchange among its people, a center of enlighten where minds can meets and ideas interact, and access information, knowledge, technologies and cultures available beyond the superficial boundaries imposed by geography”.

1.0.2 Vision

Pustaka Negeri Sarawak Vision is to be reservoir and fountain of information and knowledge to the State.

1.0.3 Mission

Pustaka Negeri Sarawak Mission is to provide state of the art facilities for easy and real time access to information and knowledge.

1.0.4 Objective

Pustaka Negeri Sarawak objective is to create an excellent resource center and information hub for the region.

1.0.5 Target

Pustaka Negeri Sarawak target is to ensure that all people in the state can access to the information and knowledge to the Pustaka.

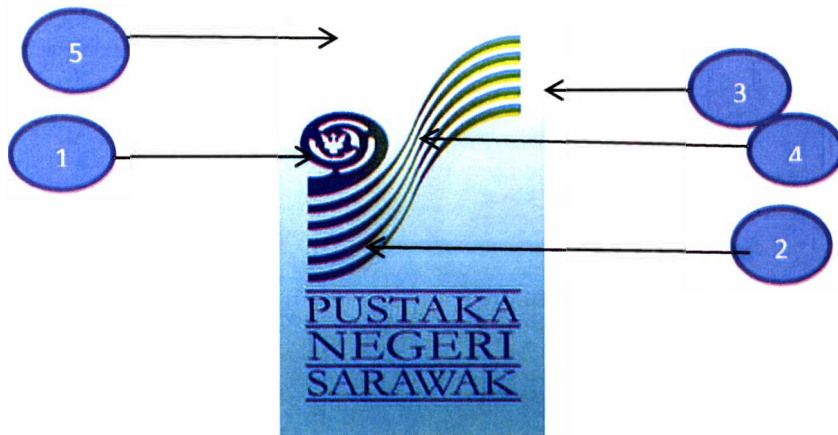
1.0.6 Tagline

“Pustaka Negeri Sarawak Your knowledge Partner”

“Pustaka Negeri Sarawak Rakan Ilmu Anda”

1.0.7 Role of Pustaka Negeri Sarawak

“Pustaka Negeri Sarawak supports the educational, cultural, economic and social well beings of its users. Working in partnership with other libraries and its users, Pustaka thrives to provide quality resources to meet its users’ need for knowledge, recreation and information. Pustaka Negeri sarawak strives to provide timely, accurate, relevant and accessible information in different formats as the essential ingredients for the healthy economic and social development of a State and its citizens”.



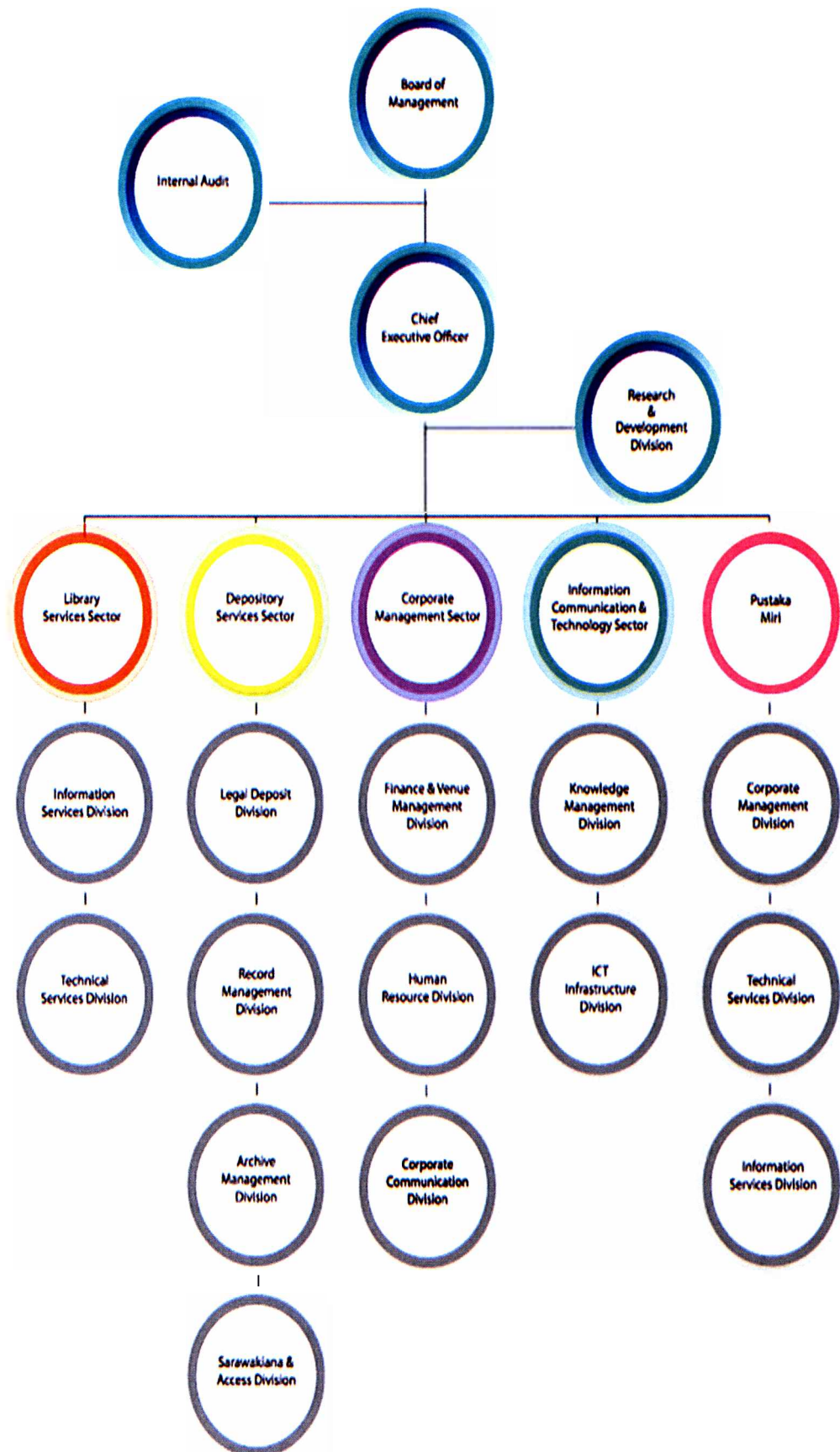
1.0.8 Corporate Logo Rationale

1	Sarawak state Crest
2	The five curved lines are conceptualized from the side view
3	The following direction of these five lines from the left bottom to the right up corner is leading to 5 Basic Qualities of modern digital library
4	The shape of traditional handicraft of hornbill ivory is conceptualized from a curved book cover, of which is to represent.
5	The toning Pustaka Negeri Sarawak's green is to represent boundless and infinite knowledge just like sky and ocean

1.0.9 Basic Qualities of a modern digital library;

1. It is a repository of vast reserves of materials.
2. It is a gateway to knowledge and information of the world.
3. Streamlined and automated services within library such as wireless internet connection.
4. Borderless.
5. Time insensitive.

1.1 ORGANIZATIONAL STRUCTURE



1.1.1 Board of Management

The Board of Management is lead by the Chairman, YBHG. Tan Sri Datuk Amar (Dr) Haji Hamid Bugo. In Pustaka Negeri Sarawak, there are 8 other memberes of the board who are YB Tan Sri Datu Amar Haji Mohamad Morshidi Bin Abdul Ghani, Ybhg. Datu Misnu Haji Taha, YBhg, Prof Dr Abdul Rahman Deen, Assoc. Prof. Dr. Shahreen Ahmad Zaidi Adruce, YBhg. Datuk Alfred Yap Chin Loi, Dato'Raslin Abu Bakar and Ybhg. Dr. Rita Manurung.

1.1.2 Chief Executive Officer

The chief executive officer of Pustaka negeri Sarawak is Puan Rashidah Hj. Bolhassan. There are 5 other divisions under her leadership and she is responsible in making sure that all plans for Pustaka Negeri Sarawak runs smoothly.

1.1.3 Internal Audit

Internal audit is lead by Encik Maurice Braoh. The main purpose of this division is to provide independent, obective assurance and consultibg services designed to add valuer and improve the organization's operation. It helps the organization accomplish the objectives by bringing a systematic, deciplined approach to evaluate and improve the effectiveness, of risk management, control and government processes.

1.1.4 Research and Development Division

Research and Development Division is lead by Puan Dayangku Hadzimah Awangku Ahmad. The main function of this division is to identify queries regarding to the library services that need to be answered through research and promote the conduct of research to answer those queries, to review and make recommendations on studies/research and proffesional efforts pertaining to libraries and recomending inclusions standards, procedures and policies as appropriate to Pustaka Negeri Sarawak.

1.1.5 Research and Development mission

There mission of R&D in Pustaka is to do research related to the activities on the library science. Besides it is to identify the queries related to the library services that need to be answered. Other than that, it is also to review and make recommendations on studies or research and professional efforts regarding to the libraries and recommending inclusions standards, procedures and policies as appropriate to Pustaka Negeri Sarawak.

1.1.6 Objectives of Research and Development

The objectives of R&D is to undertake research and study on the library and information science that designed for continuous development by the future related to its quality and services in society and library professionals. It is also to promote the practical application of relevant research findings in library and information science. Besides, it also to promote standards, guidelines and best practices in the library and information science. Lastly, to provide support, input and advice in the establishment, expansion and improvement of the library facilities through the administration of the States and Federal grants.

1.1.7 Library Service Sector

There are four divisions of library service sector which are Information Services Division, Technical Service Division, Public Library Service Division and Pustaka Miri. Library Service Sector is led by En Japri Bujang Masli.

1.1.8 Information Service Division

There are many objectives under Information Services Division which are to disseminate and transmit knowledge, information and data on the State, to provide a center for reference, education and information of dissemination of information relevant to the economics, historical, social, cultural, politics and other background of development and achievement of

the State, to hold and participate in exhibition or display of library resources and the information or data collected, maintained or held by the State Library, to promote or stimulate interest on reading, library works and to promote literacy arts and the usage of modern technology in the transmission and dissemination of knowledge and information and data, to facilitate the dissemination of knowledge and information, appreciation of arts, culture, traditions and history of achievement of the State and its people, and lastly is to provide such services and facilities as the State library is able to provide to the public and to any public library or resource center and to provide training for library personnel.

1.1.9 Technical Service Division role

The Technical Service division is to make available all categories of library collections. It also involve in maintaining library physical collection which means maintaining the condition of the collection such as newspaper, books, journal, and other such as e-resources, and online database. Technical Service also handle maintenance of an online catalog, creation and maintenance of bibliographic records in Angkasa (the library system). Technical Service also covers the tasks involved in the Gift and Exchange of library materials, preserve and make available all the materials in certain defined categories of Sarawakiana related materials. other than its role, the objectives of Technical Service Division is to acquire and facilitate access to all forms of information in all subject areas to meet the needs of present and future clients of Pustaka Negeri Sarawak. Besides that, it also give special attention to local and global electronic information source to all kinds of documentary, records relating to the Sarawak.

1.2.0 Public Library Services Division

The public service division of Pustaka Negeri Sarawak have been streamlined and placed under the preview of the Public Library Services Division so as to have a more concerted and cyncronized efforts in the promotion of reading and reader development in the whole State of Sarawak. The streamlined of these services is long sought for due to the idiosyncratic nature of the implementation of reading promotion and a reader development activities in the State. Therefore, the Public Service Division was set up with the following objectives:

1. To enhance statewide reading campaign services.
2. To become a guidance and advisory services to the public libraries especially in information services provision and reading campaign.
3. To provide electronic services to the public such as (E-Pustaka)
4. To increase reading and positive behaviour among the public.

1.2.1 Pustaka Miri

There are many objectives of Pustaka miri which are:

1. To expand and transmit knowledge, information and data on the State.
2. To provide center of information, information and education related to the economic, historical, social and cultural besides political and other background of development and the achievement of the past histotical of the State.
3. To become one of the place to hold the information, resources keeping and for maintained the data collected by the State library.
4. To expand knowledge and information related to the arts appreciation, history of the achievements of the State and its people.

5. To provide services to the public and also to become information center.
6. To provide training for the library personnel.

1.2.2 Depository Services Sector

There are three divisions of Depository Service Sector which lead by Puan Arpah Adenan in which sector namely Legal Deposits Division, Record Management Division and Archive Management Division.

1.2.3 Legal Deposits Division

There are many roles of Legal Deposits Division which are to provide for the preservation and use of library resources or materials that published in Sarawak. Secondly is to create standard bibliographic records of library resources or materials published in Sarawak. Thirdly is to maintain statistical records of library resources or materials published in Sarawak. Lastly is to create awareness on Legal Deposit requirement.

1.2.4 Record Management Division

Record management division is to manage the record in Pustaka Negeri Sarawak. There are four roles of Record Management Division which are:

1. Become advisor and guideline for the government departments related to the management of records.
2. Evaluate and review the records of the archive and disposing inactive records.
3. Preserve and approve active and semi-active records.
4. Regulate awareness programmes on management of records.

1.2.5 Archive Management Division

There are many roles of Archive Management Division which are stated as below

1. To promote the preservation of non-active public records(Public records that more than 25years old) of the State of Sarawak and other documents, papers, instruments and statues, statutory orders, regulations or decrees, directed by the State Secretary to be maintained, preserves and kept in the State Depository on account of their historical value or public appearances.
2. To control over the disposal of public records.
3. To provide place for public records keeping.
4. To exercise proper control over public records.
5. To ensure the importance of Achieves.

1.2.6 Corporate Management Sector

Corporate Management Sector is lead by puan Nesly Rebid. There are four divisions under this sector, which are Finance and Venue Management Division, Human Resource Management Division, public Relation and Marketing Division, and lastly Innovation Division

1.2.7 Finance and Venue Management Division

Advice of the Chief Executive Officer, Management and all employees of Pustaka Negeri Sarawak on matters pertaining to financial management

These are Financial Division's role to manage and undertake the following task.

1. Prepare service order and purchasing order.
2. General administration.
3. Annual Budget of Pustaka Negeri Sarawak.
4. Annual Financial Report.
5. Accounting transactions.

6. All types of payment to the staff and customers of Pustaka Negeri Sarawak and Pustaka Miri.
7. Receipts and bank in daily collection and funds.
8. Procurement approval of purchasing or services that is less than RM20000.00

Venue Management Division's roles is to manage and undertake the following task as below.

1. Repair and maintainance of buildings, facilities, eqiptment, parks and landscape at Pustaka Negeri Sarawak.
2. Usage maintainance of hired venues.
3. Maintenance and monitoring of Pustaka's asset and facilities.
4. Housekeeping.
5. Logistic.
6. Security.

1.2.8 Human Resource Management Division

HRM Division's role is to manage and undertake the following tasks:

1. All matters relating to the HRM of Pustaka Negeri Sarawak.
2. Staff members emolument and other personnel related services.
3. Employee development and training programme (Spesific and Generic training for career development, Basic, Professionals, Technical and Supervisory Skills)
4. Spesific training / course relating to the library for all local council libraries statewide.
5. Corporate services and meetings.

1.2.9 Public Relation and Marketing Division

Public Relation and Marketing Division's roles is to manage and undertake the following tasks:

1. To promote Pustaka's services and activities/programs to the public.
2. Promote and maintain public and media relations.
3. Manage official visits to Pustaka Negeri Sarawak.
4. Manage customer feedback and customer satisfaction survey.

1.3.0 Innovation Division

Innovation division's role is to manage and undertake the following tasks:

1. Implement, manage and enhance the Quality Management System of Pustaka Negeri Sarawak (MS ISO 9000)
2. To initiate, develop, implement and maintain the various innovative initiatives in Pustaka Negeri Sarawak which includes:
 - a. Innovative, Creative Circle (ICC).
 - b. Innovative week/day.
 - c. Innovative Suggestion and Slogan.
 - d. 5S Culture.
 - e. Occupational Safety and Helath (OSH).
 - f. Innovative Customer Feedback.
 - g. Innovative Audit.
3. Office Registry.

1.3.1 Information and Communication Technology Sector

Information and Communication Technology Sector is lead by Encik Wan Mazli Wan Razali.

Information and Communication Technology Sector is one of the supporting sector in Pustaka Negeri Sarawak. It supports the business functions and core activities of the

corporate Affairs. Technical Services, Information Services, Depository Services, Research and Development Divisions and Pustaka Miri. Under information and Communication Technology Sector have two divisions which are Knowledge Management Division and Ict Infrastructure Division.

1.3.1.1 Vision

ICT sector become as ICT carrier for information and knowledge services in Sarawak.

1.3.1.2 Mission

To provide facilities and maintain an effective and effecient communication system for the delivering and sharing of information and knowledge.

1.2.1.3 Main functions

Information and Communication Technology Sector has several roles whic are stated as below.

1. To provide management of Pustaka's ICT system.
2. To provide ICT operation, support and backup services to the other departments sections of Pustaka Negeri Sarawak.
3. Enhance, maintain, develop and implement Pustaka's and other web sites.
4. Reengineer, evaluate and access Pustaka ICT System.
5. Upgrade, maintain, and enhance Pustaka's ICT system and other libraries stste-wide.
6. R&D related to the ICT in Pustaka.
7. Coordinate all ICT projects (Library Development).
8. Coordinate digitization project (tecnical aspects and quality control)
9. Provide technical assistance and support for the development of digital contents.

CHAPTER 2

2.0 SCHEDULE OF PRACTICAL TRAINING

During my Practical Training, I was placed at Human resource Development Unit from 20th January 2015 to 27th February 2015. In this division, I was supervised by Madam Suria Sonia Ahip Abdullah, Admin Officer (N41) in Human Resource Development Unit of Pustaka Negeri Sarawak.

Practical training period (20 January 2015 – 27 February 2015)

2.0.1 Day 1 (20 January 2015)

On the first day of practical training, I came and reported to Madam Suria Sonia Ahip Abdullah (Admin Officer, N41) and she has been assigned as my host-supervisor during my practical training period. She briefly explained about the task and also about the office rules and regulation regarding work hours, leave system, filing system and also about the attendance.

I was attached under the Human Resource Development Unit and was being introduced with another practical student under the same department as mine.

I was told to serve the PUSTAKA Sarawak official website to study about the organization background. I and other new Practical student attended a meeting with Mister Cyprian regarding on the safety instruction at the PUSTAKA. Every new visitor or staff have to know about the safety at the workplace. We were being showed by Mister Cyprian all the section at the Pustaka.

I and other new practical student were officially registered as the practical student in Pustaka. We have our own pass to enter the Pustaka so that the organization can record when did we enter office and leave the office after office hour.

2.0.2 Day 2 (21 January 2015)

I was being taught by my practical training partner who was under the same department with me as instructed by our Supervisor, to learn all the task he usually done and what I will be doing later.

I received examples of soft copies from him on all the works he had done before. I study how to do report according to the organization's format after every training or course that will be conducted at the PUSTAKA.

I also learn how to update a "Box List" to compiled with all the reports after bind it and that update it in the "Master List". The purpose of the "Box List" is to compile all the reports regarding on the training and the course that has been conducted to the staff at the PUSTAKA within a month. After the box is full, I have to move the box to the document store where all the documents in PUSTAKA are safely kept, and then I will update the "Master List". The "Master List" purpose was to record all the reports document in a database so it can be refer back in the future.

My practical training also taught me how to conduct a training or course later. He taught me that I must do a report on every training or course that will be conducted at the PUSTAKA, to prepare the feedback forms for the trainee and the trainer for them to be fill and to analyze and record in the report later. He had showed me the venues where the training usually held like meeting room, ICT room, the auditorium etc. While showing me the venues, he also introduced me with the staff at the PUSTAKA.

He also showed me the Human Resource Department Store, where all the equipment, stationaries, souvenirs and so on are kept for the use of training at PUSTAKA. He also told me that I must update a list inside the store if every time I take some of the things that will be needed for the training purpose later.

2.0.3 Day 3 (22 January 2015)

My Supervisor gave a task to identify all the staff has been undergone training outside and inside Sarawak and International. This task require me to identify how many staff has undergone training according to the training place they have been, outside and inside Sarawak and International. I have to identify all the data from the database Microsoft Office Excel and covert it in the Microsoft Office Word. I successfully done the task within the day though it was a hard task because I need to identify all the data carefully from year 2000 to 2014, and it was submitted to my supervisor.

2.0.4 Day 4 (23 January 2015)

I and other new practical training student along with other practical student from other institution were participated the course “knowledge Café”. The course’s purpose was to invite us to share our studies background, to explain about our job assignments at the PUSTAKA and also to share our ideas. Before the course begin, this was my first task to prepare a training or course, so I was told to learn to do this task, I have to inform to all the practical students about the course the day before, about the course, the venue, time and so on. I have to prepare feedback form that will be distribute to them later and to be filled by them together with the trainer, and finally the end of the course session I have to inform them that there will be a refreshment will be provided for them.

2.0.5 Day 5 (26 January 2015)

My Supervisor gave me a new task, to do a database using Microsoft Office Excel. The database she want me to do is based on the training or course that has been conducted at the organization since year 2000 until 2014. The task was not easy which it required me to identify each different training that has been conducted to the staff from different department

in the range of five years each database, and I have to do a statistic on every database in tabular and graphically.

2.0.6 Day 6 (27 January 2015)

I continue with my database task. Meanwhile, while doing that task my supervisor also gave me another task to help her compiled the “Staff Log Book” and to distribute it to all the organization’s staffs. What I understand about the book is the staff was being compulsory to fill the book for every training and course that they will attend later.

2.0.7 Day 7 (28 January 2015)

I continue with my database task. I was ask by supervisor to check the “Safety Instructuon in PUSTAKA” script trslation from English language to Bahasa Melayu.

2.0.8 Day 8 (29 January 2015)

I still continue with my database.I was told to help to prepare a training about “Bizchannel set-up training” for some of the staff at the PUSTAKA. After end of the training, I created the report for it and submit it to my supervisor to be check.

2.0.9 Day 9 (30 January 2015)

I able to complete the database task and submitted it to my supervisor. My practical training partner teach me how to update the template list on the box where all the reports will be kept. If every time there is a new report that will be put inside the box, I have to update the “Box List”, and after the box is full in that month I have to print the “Box List” template and stick it on the box so in the future it will be easy to search for that particular box.

2.0.10 Day 10 (3 February 2015)

I joined the “5S” course with all the practical student. As usual, I have to prepare the feedback forms and to make sure everyone is inform about the course.

2.0.11 Day 11 (4 February 2015)

I do the report for the “5S” training. After the reports was done, for the first time in my life I learned how to do binding on the report manually using the machine provided in the organization. I able to finish the report and submit it to my supervisor. I was told by my supervisor to handle and attend “Bengkel U-Pustaka”. As usual, I distribute and collect the evaluation form. After that, I did the report on that course and I able to finish and submit it to my supervisor.

2.0.12 Day 12 (5 February 2015)

I was told by my Supervisor to check the “master List” from year 2004 to 2014, if there is an error I have to do correction on it and update it again. The master list was in the form of database and I have to do it by using Microsoft Office Excel.

2.0.13 Day 13 (6 February 2015)

I did a database again. My supervisor required me to do a database according on every sector with detailed title of the course, the year in arrangement and the number of participants.

2.0.14 Day 14 (9 February 2015)

I and other practical student participated a “Gotong-Royong” to clean the “Closed stacked room”. The room is where all the old books at the PUSTAKA that are not use anymore is kept, the books cannot be dispose nor sell so we have to arrange it again according to code on the books.

2.0.15 Day 15 (10 February 2015)

I handle a training on the “PABX_Telephone system” at PUSTAKA. As usual, I distribute and collect the evaluation form. After that, I did the report on that course and I able to finish and submit it to my supervisor.

2.0.16 Day 16 (11 February 2015)

I continue with my task on database I did on 6th February 2015.

2.0.17 Day 17 (12 February 2015)

I handle a workshop on the “Bengkel Cermin” at PUSTAKA. As usual, I distribute and collect the evaluation form. I able to finish the database I did on 6th February 2015 and submit it to my supervisor.

2.0.18 Day 18 (13 February 2015)

I able to complete the report on “Bengkel Cermin” and submit it to my supervisor.

2.0.19 Day 19 (16 February 2015)

I was only told to prepared evaluation forms for another course on “Taklimat Summons Pustakawan” and hand it to the staff in charge with the course and she helped me to distribute it to the participants, and alter I collect it from her.

2.0.20 Day 20 (17 February 2015)

I did the report on the “Taklimat Summons Pustakawan” and submit it to me supervisor.

2.0.21 Day 21 (18 February 2015)

I was only received the evaluation forms on “Bengkel Photoshop”, which the workshop was held at PUSTAKA Miri and was participated by some of the PUSTAKA Kuching staffs. I was able to complete the report o it and submit it to my supervisor.

2.0.22 Day 22 (23 February 2015)

I attend the staff assembly for the first time at the PUSTAKA together with all the employees, along with practical students. The assembly was also attend with the CEO of PUSTAKA

Kuching, Puan Hajah Rashidah. Many issues were being discuss during the assembly, every departments were presented their reports on their work and events at PUSTAKA.

2.0.23 Day 23 (24 February 2015)

I was given a task to listing on all the student's practical training reports before using the Microsoft Office Excel.

2.0.24 Day 24 (25 February 2015)

I able to finish the listing on the student's practical training reports and submit it to my supervisor.

2.0.25 Day 25 (26 February 2015)

I was given with a new task which is not related to my department works. I did on PUSTAKA's documents cleaning. The document was kept in the Depository Services Sector, which is located at the YAYASAN SARAWAK's building. This task purpose is to keep every old documents of PUSTAKA since the planning of the PUSTAKA Kuching building until now, safe and clean. The task was not easy, I learn how to clean the old documents carefully, to avoid it from any damages, dust, termites, document lost, ink faded, and so on and to be transferred into a new labelled file.

2.0.26 Day 26 (27 February 2015)

On the last day of practical, I and other practical students from UiTM joined our final meeting with our supervisors. This session was held by Madam Nesly Rebid. It was a farewell meeting by the PUSTAKA for us as an appreciation for our internship programs at the organization.

CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

Human Resource Development Unit is one of the divisions in Pustaka Negeri Sarawak. There are also other division such as Registry division, Research and design, and Finance department. Madam Suria Sonia has assigned as my supervisor in Registry department which started at the first week of 20th January 2015 until 27 February 2015.

Administration of the Pustaka Negeri Sarawak in human resource department is run as a center of Sarawak State Library which composed of public employees that support by other staff members. In HRDU involve daily activities such as manpower planning, training and development, recruitment and selection and so on.

HRM Division's role is to manage and undertake the following tasks:

1. All matters relating to the HRM of Pustaka Negeri Sarawak.
2. Staff member's emolument and other personnel related services.
3. Employee development and training programmed (Specific and Generic training for career development, Basic, Professionals, Technical and Supervisory Skills)
4. Specific training / course relating to the library for all local council libraries statewide.

3.1 ADMINISTRATION STAFFS

- a) Admin Clerk (P / O), Grade N.17
- b) An Administrative Assistant (Secretary), Grade .17 - Attachment
- c) A Junior Administrative Assistant, Grade .11
- d) A General Assistant, Grade N.1

- e) A General Assistant, Grade N.1 - Attachment
- f) A Motor Vehicle Driver, Grade Q.3
- g) A Public Primary Worker (Office Cleaning) Grade Q.1
- h) Employees of a Public Primary, Grade Q.1 The functions Parts

3.2 ADMINISTRATION DIVISION TASKS

- a) Administration / management
- b) Research and design (R&D)
- c) Counter Reception
- d) Registry Department
- e) Financial Administration
- f) Maintenance of buildings and equipment
- g) Security
- h) Maintenance of Records and Information System
- i) ICT technical staff

3.3 ANALYSIS OF THE WORK

This chapter will discuss scope of task during the training period. I will discuss on Human Resource Management (HRM), Human Resource Department Unit and Human Resource Development. To be particular, each section will be cover about its definition, its role, functions and maybe some challenges too.

3.4 HUMAN RESOURCE MANAGEMENT

Human Resource management is a process of bringing people and organization together so that the goals of each are met. It is a part of the management process which is concerned with the management of human resource in an organization. It comprises the activities, policies and practices involve in obtaining, developing, utilizing, evaluating, maintaining and retaining the appropriate number a still mix of employees to accomplish the organization's objectives.

3.4 .1 Objectives of HRM:

- assisting the organization in obtaining the right number and types of employees to fulfill its strategic and operational goals
- helping to create a climate in which employees are encouraged to develop and utilize their skills to the fullest
- helping to maintain performance standards and increase productivity through effective job design; providing adequate orientation, training and development; providing performance-related feedback; and ensuring effective two-way communication
- helping to establish and maintain a harmonious employer/employee relationship
- helping to create and maintain a safe and healthy work environment
- developing programs to meet the economic, psychological, and social needs of the employees
- helping the organization to retain productive employees
- ensuring that the organization is in compliance with provincial/territorial and federal laws affecting the workplace (such as human rights, employment equity, occupational health and safety, employment standards, and labor relations legislation).

3.4.2 Activities of HRM:

- **Human Resource Planning:** The objectives of HR Planning are to ensure the organization has the right types of persons at the right time at the right place. It must prepare human resources Inventory with a view to assess present and future needs, availability and possible shortages. Thereupon, HR Planning must forecast demand and supplies and identify sources. Last but not the least, HR Planning must develop strategies long-term and short-term meet the man-power requirement.
- **Design of Organization and Job:** This is the task of laying down organization structure, authority, relationship and responsibilities. This will also mean definition of work contents for each position in the organization. This is done by “job description”. Another important step is “Job specification”. We shall go into the details of these terms shortly. Job specification identify attributes of persons most suitable for each job which is defined by job description.
- **Selection and Staffing:** This is the process of recruitment and selection to staff. This involves matching people and their expectations with which the job specifications and career path available within the organization.
- **Training and Development:** This involves an organized attempt to find out training needs of the individuals to meet the knowledge and skill which is needed not only to perform current job but the future needs of the organization.
- **Organizational Development:** This is an important aspect whereby developing healthy interpersonal and inter-group relationship “Synergetic effect” is generated in an organization.
- **Compensation and Benefits:** This is the area of wages and salaries administration where wages and compensations are fixed scientifically to meet fairness and equity criteria. In addition labour welfare measures are involved which include benefits and services.

- **Employee Assistance:** Each employee is unique in character, personality, expectation and temperament. By and large each one of them faces problems everyday. Some are personal some are official. In their case he or she remains worried. Such worries must be removed to make him or her more productive and happy.
- **Union-Labour Relations:** Healthy Industrial and Labour relations are very important for enhancing peace and productivity in an organization. This is one of the areas of HRM.
- **Personnel Research and Information System:** Knowledge on behavioural science and industrial psychology throws better insight into the workers expectations, aspirations and behaviour. Advancement of technology of product and production methods have created working environment which are much different from the past. Globalization of economy has increased competition many fold. Science of ergonomics gives better ideas of doing a work more conveniently by an employee. Thus, continuous research in HR areas is an inescapable requirement. It must also take special care for improving exchange of information through effective communication systems on a continuous basis especially on moral and motivation.

3.4.3 HR Challenges:

- **Environmental challenges:** The environmental challenges are the forces external to the firm which influences the performances beyond management control. The strategist has to monitor the external environment constantly for opportunities and threats. The organization has to prosper and survive in a volatile environment of change. The rapid change can put employees under a great deal of stress, unless the firm has to develop a support mechanism to keep it manageable both the organization and employees may have to face a heavy price.

- Organizational challenges:** Organizational challenges are concerned or internal to a firm and is the byproduct of environmental forces because the organizations cannot run in a vacuum. The challenges include the need for competitive position and flexibility, the problems of downsizing and organizational restructuring, the use of self-managed work teams, the rise of small business, the need to create a strong culture, the role of technology and the rise of outsourcing.
- Individual challenges:** Human resource issues at the individual level address the decisions most important to the organizations competitive position, which is likely to be affected to the most of the employees. It has much impact on the environment. The most important individual challenges today involve matching people and organizations, ethics and social responsibility, productivity, empowerment, brain drain and job security. This can contribute to firm performance most when the firm uses these strategies to attract and retain the potential employees who can best fit with the company culture and overall business objectives. The employees expect that the organization has to behave in the best possible behave ethically are increasing. HR strategies should make a balance between employees' expectation of ethical behavior from the employer and in the business. Concept of social responsibility has been frequently exhibited as the counterpart to ethics. It attempts to create a balance its commitment towards not only to its investors, employees, customers, other businesses, and the communities in which it works. We consider that greater the productivity per individual, the higher the organizations productivity. In the knowledge based economy which driven by technology, the success of organizations depend more and more on the value of intangible human capital. The employee's ability, competence in performing a job, the persons desire to do the best possible job is to maintain in the firm. Now-a-days the employees retention mostly depends how the firm providing the quality of work life. High quality of work life is related to job

satisfaction which has to be nurtured by firm providing. The workers with the skill and authority to make decisions. The firm has to develop committed, enthusiastic workforce by implementing the process of empowerment. This encourages employees to be creative, risk taking, which acts as the organizations competitive edge in a fast changing environment. The brain drain, job insecurity are the common phenomenon in the present organizational scenario.

- **Long term challenges:** The long-term challenges facing most of the HR professionals have to do with the strategic role of the human resource. This is what is known as the role of “Strategic Partner”. The HR function needs to have a complete understanding of the various functions and business objectives. So also the business strategies, according to HR strategies should be formulated which will help in achieving the business objectives through the existing corporate strategy. Considering these points, it can be stated that the HR strategies has a significant role to play in the competitive positioning of the organization.

3.5 HUMAN RESOURCE DEPARTMENT

Human Resource Department is the unit that has overall responsibility for Human Resource Management programs and activities. The main role of the Human Resource Department is to ensure that the organization are utilized effectively and managed in compliance with company policies and procedures, government legislation and in unionized settings, collective agreement. All managers should be familiar with its role in order to effectively utilize the Human Resource Department assistance and services.

3.5.1 Functions of HRD:

- **Manpower Planning:** It involves the planning for the future and finding out how many employees will be need in the future by the business and what types of skills should the possess. It depends on the flowing factors:

1. The number of people leaving the.
2. The projected growth in sales of the business.
3. Technological changes.
4. Productivity level of the workers.

- **Job Analysis and Job Description:** Human Resource Department is also involved in designing the job analysis and job description for the prospective vacancies. A Job Analysis is the process used to collect information about the duties, responsibilities, necessary skills, outcomes, and work environment of particular job. Job Description are written statements that describe the:

1. Duties,
2. Responsibilities,
3. Most important contributions and outcomes needed from a position,
4. Required qualifications of candidates, and
5. Reporting relationship and co-workers of a particular job.

- **Determining wages and salaries:** Human Resource Department is also involved in conducting market surveys and determining the wages and salaries for different position in an organization. These decision may be taken in consultation with top management and the Finance department.
- **Recruitment and Selection:** One of the most important job in Human Resource Department is to recruit the best people for the organization. This is of crucial importance as the success of any organization depend on the quality of its workforce.
- **Performance Appraisal:** Once the employees are recruited, the Human Resource Department has to review their performance on a regular basis through proper performance appraisals. Performance appraisal is the process of obtaining, analyzing and recording information about the relative worth of an employee. The focus of the

performance appraisal is measuring and improving the actual performance of the employees. Its aim is to measure what an employee does. On the basis of performance appraisal the Human Resource Department will set up an action plan for each employee. If the employees needs any training he provided that.

- **Training and Development:** Human Resource Department is constantly keeping a watch over the employees of the organization. In order to improve the efficiency level of the employees they have to undergo regular trainings and development programs. All trainings and development needs carried out by this department. Training might include on the job or off the job training.
- **Employee welfare and motivation:** Happy employees mean a healthy organization. Human Resource Department conducts various employee welfare activities which might include employees get together, annual staff parties etc. Human Resource Department also reviews organizational policies and its impact on the motivation of the employees.
- **Addressing employees grievances:** Human Resource Department is the link between the workers and the management. Employee's grievances related work environment are usually entertained and resolved by the Human Resource Department.
- **Labour management relations:** For the smooth operation of any organization, it is crucial to have good labour management relations. Human Resource Department has to ensure that these relations are cordial. In case of any labour management conflict the Human Resource Department will play a vital role in bringing both management parties to the negotiation table and resolving the issues.
- **Implementing organizational parties:** Human Resource Department has to coordinate with line manager and see that the organizational policies are being implemented in a proper manner. Disciplinary action can be initiated against

employees who are not following organizational rules and regulations. All these actions are conceived and implemented by the Human Resource Department.

- **Dismissal and redundancy:** Human Resource Department has to take firm actions against employees who are not following the organizational code of conduct, rules and regulations. This can result in the dismissal of the employees. Sometimes, an organization may no more require the services of an employee. The employee may be made redundant. Human Resource Department has to see that organizational and government regulations are being followed in this process.

3.6 HUMAN RESOURCE DEVELOPMENT

Human Resource Development may be defined as a continuous process to ensure the development of employee competencies, dynamism, motivation and effectiveness in systematic and planned way. Human Resource Development is a process concerned with an organized series of learning activities designed to procedure behavioral changes in the Human resource in such a way that they acquire desired level of competence for present and future roles Maptro B., (2010). In other words, Human Resource development brings about all round development of the people so that they can contribute their best to the organization and society.

Human Resource Development program is designed develop ethical, competent professional leaders who can perform effectively in critical human resource development roles, such as administrator of HRD programs, training manager in director, instructor, facilitator, trainer, management development specialist, organization change agent, program designer, or individual career development advisor, staffing, performances management system, HR planning and organization or job design etc.

3.6.1 THE OBJECTIVES OF HRD:

- Provide the opportunity and comprehensive framework for the development of human resources in the organization full expression of their talents and manifest potentials.
- Develop the constructive mind and over all personality of each employee.
- Develop each individual's capabilities to perform the present job and to handle future roles.
- Develop and maintain high motivation level of employees.
- Strengthen superior-subordinate relationships.
- Develop the sense of team spirit, team work and inter team collaboration.
- Develop the organizational health, culture and climate.
- General systematic information about the human resources.

3.6.2 THE ROLES OF HRD:

- **HR strategic advisor:** In this role the issues and trends concerning an organization's external and internal people are brought to the attention of the strategic decision-makers.
- **HR systems designer and developer:** This role involves designing and preparing HR systems for implementation so that HR systems and actions are mutually reinforcing and have maximum impact on organizational performance, development and endurance.
- **Organization change consultant:** This role means facilitating the development and implementation of strategies for transforming organization.
- **Organization design consultant:** This role involves identifying the work required to fulfill organizational strategies. It also involves organizing the work so that it makes efficient and effective use of resources.

- **Learning program specialist:** In this role learning needs are identified to design and develop structured learning programs and materials in a variety of media formats for self-study and workshop or electronic delivery.
- **Instructor/facilitator:** This is an increasingly difficult role. In it information is presented, structural learning experiences are lead and group discussions and group processes facilitated.
- **Individual development and career consultant:** This role involves helping people assess their competencies, values and goals so they can identify, plan, and implement development actions.
- **Performance consultant:** This role means assisting a group or individuals to add value in the workplace. It's a coaching and consulting role in which HRD people perform both analytical and systems design work.
- **Researcher:** This role involves assessing HRD practices and programs and their impact empirically. It also means communicating results so that the organization and its people accelerate their change and development.

CHAPTER 4

4.0 INTRODUCTION

In this chapter, it will discuss the strengths of an organization, the weakness and also the recommendations to improve the productivity in the organization.

4.1 THE STRENGTH OF HRD

4.1.1 Ongoing progression of work

Succession Planning functions on the rationale that the absence of any one particular individual must not disrupt the work in the organization. The organization knows well in advance that the employee will leave the organization and so can plan and organize its human resources aptly and effectively through succession planning. The shortlisted and chose employee receives rigorous training to undertake the future job opening. The departing employees then supervises the selected employees to provide hands on training.

4.1.2 Internal Employee elevated

The selected employee is one who has been with the organization for some time now. He understands the hierarchies, work flows, ethics, ethos and authority-responsibility structures well. He knows of all the processes and people and their strengths and shortcomings. He is able to get well with the organization. The employee is very productive to the organization as his motivation levels are very high. He feels the organization has lauded him for all the past hard work and is therefore driven to outdo his performance in the future too.

4.2 THE WEAKNESS

4.2.1 No chance for new talent

For the proper functioning of the organization, it is sometimes imperative to induct new employees. The new employees bring with themselves new ideas, objectives and perspectives. This opportunity is lost when the organization trains and elevates an existing employee to a higher position and stature. In this case, the functioning of the organization progress at a slow pace, and it continue to do so even under the management of the selected candidate.

4.2.2 Discontentment in the organization

Only one employee makes it to the higher rung in the organization after several receive training for the position. This breeds a lot of discontentment and dissatisfactions in the minds of the deselected employees, which can give way to bad blood and bad office politics in the organization. The deselected employees stop functioning to the fullest of their capacities, resulting in losses. Many times these employees search for jobs elsewhere and leave company.

4.3 RECOMMENDATION

Succession planning, or the art in which corporate managers develop and prepare other employees to succeed them when necessary, is one of the most important policies a modern organization can have in place. Due to the volatile job market and the increasing incidence of senior managers reaching retirement age, it's crucial to have someone trained to take over the operation of a business seamlessly.

4.3.1 Step 1

Devise a succession plan policy for the organization that clearly outlines the ways in which the business will address both expected and unexpected leadership changes. This policy would explain who will oversee managerial succession, such as the board of directors, the process for selecting the proper successor and who will act as leader in the interim if someone has not already been identified and properly trained.

4.3.2 Step 2

The manager should identify a candidate or two who will be trained to succeed senior management when the times comes. According to Canadian consulting firm BDC, the successors should be introduced to the organization staff, clients and community early, providing the boss in training authority to run the operation while still under his direction.

4.3.3 Step 3

Provide leadership development training programs to internal candidates to prepare them for the leadership challenges that might await the company in the future. These programs should focus on universal leadership skills, like effective communication, and also the areas of innovation and risk management, which might be critical for the future success of the organization.

4.3.4 Step 4

Utilize the performance review process to gain clarity of the accomplishments and shortcomings of individual employees as they relate to future leadership possibilities.

CHAPTER 5

5.0 CONCLUSION

As conclusion, as a student of Bachelor of Administrative Science of UiTM Kota Samarahan, Sarawak, this practical training subject given me a lot of advantages.

The practical training give a lot of benefits to the students to increase or gain more knowledge at the real world of work field and it can increase the students awareness on how to deal with the work field and environment after graduate from the university. Not all courses at UiTM Kota Samarahan give opportunities to their students to do their practical training outside of the campus.

I feel glad and happy because I can have my practical training at Pustaka Negeri, Kuching. I had gained a lot of experience, knowledge and much information which sometimes it is so hard to see how the flow of works at the department runs well to satisfy the customer requirement and satisfaction. The practical training also help me to increase my confidence level on meeting outside people who I do not know them well.

Besides that, the training also helped me to increase my communication skills, my performance on doing my tasks and also helped to build good understanding and build good cooperation among the staffs at the section. I am hoping that the department will accept other students to do their practical training there especially the students from UiTM Kota Samarahan.

Reference(s):

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Retrieved on July 2015, from: www.pustaka-sarawak.com



FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR : MUHD IKRAM BIN KAMARUDIN
NO MATRIK UiTM : 2013228478
NO KAD PENGENALAN : 921001-13-5529
PROGRAM : AM228
NAMA PENSYARAH PENYELIA : MADAM NURFADHLEEN BINTI MAHMUD

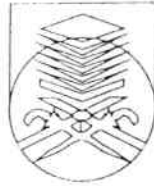
* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

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* potong yang tidak berkenaan

Sila gunakan lampiran jika ruang sediada tidak mencukupi



UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

Student's responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the details required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that;

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your Training Officer for retention on your return to UiTM and this will later be handed to the Faculty for grading.

Recording

The log book should contain the following information:

1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being undertaken.
4. Constructive comments on the work being undertaken and your considered opinion as to its value as training.

1. Student's name: MUHD IKRAM B. KAMARUDIN
2. Date & Place of Birth: 1/10/1992, SARAWAK GENERAL HOSPITAL
3. UiTM No.: 2013228478
4. Program: DEGREE BACHELOR IN ADMINISTRATIVE SCIENCE
5. Year: 2015 Part: 6
6. Home address: PERUMAHAN KILANG SAWIT, FELDA PALM INDUSTRIES, P.O BOX 39, 94507, LURDU, SARAWAK.
7. Address during practical training:
8. Place of training: SARAWAK STATE LIBRARY, KUCHING.
9. Name of Supervisor in-charge: MDM. SURIA SONIA
10. Duration of training: From: 20/1/2015 to 27/2/2015

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/1/2015	<ul style="list-style-type: none"> - Report duty at Pustaka as a practical student. - I was attached under the Human Resource Department. - Being introduced to the supervisor and another practical training student under the H.R department. - I was told to serve the PUSTAKA website to study about the organization information - Attend Attended a short meeting regarding on the safety instruction at the PUSTAKA. - Officially registered me myself as the member of PUSTAKA. 	<p>Excellent work attitude performance & interest for learning</p> <p>Suria Sonia Ahip Abdulan Pegawai Tadbir N41 Pustaka Nasional</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/1/2015	<p>- I was teach been taught by another practical training student under the HRD to learn all the task/work he usually done and what I will be doing later.</p>	<p>Able to work in team and portrays good interpersonal skill.</p>
	<p>- Receive soft copy on all the reports he had done before, I study how to do reports after every training or course that has been conducted at the PUSTAKA</p>	<p>Sarin Sariy Pegawa Pustaka</p>
	<p>- learn how to update a box list to be compile with all the reports after bind it, and after that to update the Master list.</p>	
	<p>- Mr. Jasper taught me how to conduct a training or course.</p>	
	<p>- had get to know with the staff in HRD store.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
22/1/2015	- Supervisor gave me a task to identify all the staff has been undergone training outside & inside Sarawak & international.	Able to complete task with less supervision. Able to understand task quickly.
23/1/2015	- Participating the course "Knowledge Cafe". - Inform all the practical student when is the training where it will be held at.	Suria Soria / Ahip Abdullah Pegawai Tadbir N41 Pustaka Negeri Sarawak
26/1/2015	- Doing database using Microsoft excel, based on the training or courses that has been conducted since 2000 until 2014.	
27/1/2015	- Continue with database. - Help to distribute the Log Book for staff & to get to know well with the staff and the venue in Pustaka.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/1/2015	<ul style="list-style-type: none"> - Continue with database. - Check the safety instruction in pustaka" script translation from english to BM. 	<p>Excellent language background.</p> <p>Meet target</p>
29/1/2015	<ul style="list-style-type: none"> - Continue with database. - Handle the ETT Bichannel set-up training. 	<p>Suria Soora Ahip Abdolish Pegawai Tadbir N41 Pustaka Negeri Sarawak</p>
30/1/2015	<ul style="list-style-type: none"> - Complete the database & submit it to the supervisor. - My partner teach me how to update the template on the box. 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/2/2015	<ul style="list-style-type: none"> - Joined the 'SS' training with all the practical students. Prepare evaluation forms and to make sure everyone is already inform about the training. 	<p>Able to complete task with flying colour</p> <p>Able to understand instruction very fast.</p>
4/2/2015	<ul style="list-style-type: none"> - Doing the 'SS' training report. - learn how to do binding. - Complete the report & submit to supervisor - Handle and attend 'Bengkel U-Pustaka'. Distributed & collected the evaluation form. Doing the report on the workshop. Finish & submit. - To do again & updating the Master list from 2009 to 2014. 	<p>Suria Sonia Ahip Abdullat Pegawai Tadbir N41 Pustaka Negeri Sarawak</p>
5/2/2015	<ul style="list-style-type: none"> - Able to complete the master list. Finish & submit. 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/1/2015	<p>- Prepare the evaluation form for 'Berkel Cermin'.</p> <p>- Able to finish the database for (6/1/2015) and submit it to the supervisor.</p>	<p>He was able to work very independently and was very adaptable to all work situations</p>
13/2/2015	<p>- Able to complete the report on 'Berkel Cermin' and submit it to the supervisor.</p>	<p>Suria Sonia Ahip Abdullah Pegawai Tadbir N41 Pustaka Negeri Seremban</p>
16/2/2015	<p>- Prepare evaluation forms for another course, "Tatlimat Summons Pustakawan". Distribute & collected the evaluation forms.</p>	
17/2/2015	<p>- Able to complete the report on "Tatlimat Summons Pustakawan" and submit it to the supervisor.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
18/12/2015	<ul style="list-style-type: none"> - Received the evaluation forms on 'Bengkel Photoshop' at Pustaka Mini and do the report on it. - Able to complete the report & submit to the supervisor. 	<p>Able to complete Gabe and assignments according to the given time frame.</p>
23/12/2015	<ul style="list-style-type: none"> - Attending staff assembly. 	<p>Suria Soria Ahip Abdullah Pegawai Tadbir N41 Pustaka Negeri Sarawak</p>
24/12/2015	<ul style="list-style-type: none"> - Was taught by Mr. Cyprian how to do listing on all the stating student's practical training ^{reports} before. 	
25/12/2015	<ul style="list-style-type: none"> - Continue with student's practical training reports listing. - Able to complete the task & submit the master list box template to Mr. Cyprian. 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/2/2015	- Doing document cleaning on all the documents kept in the Depository Services sector.	Able to work and communicate with new team mates.
27/2/2015	- Continue with the document cleaning. - Joining final meeting with supervisor & team Nestly Rebid.	Manage to receive new tasks with open arms.
		Suria Sonia Ahip Abdullah Pegawai Tadbir N41 Pustaka Negeri Seremban