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FACULTY OF ADMINISTRATIVE SCIENCE
AND POLICY STUDIES**



**PRACTICAL REPORT (ADS667)
PUBLIC SERVICE COMMISSION OF MALAYSIA**

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THE DECLARATION

Declaration

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

Signed.

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Nurul Hidayah binti Razim

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CHAPTER 1

1.1 INTRODUCTION

This chapter focused on the introduction of the organization which is Public Services Commission of Malaysia (PSC). It had explained the function of the organization as well as the organization's roles. This chapter continues with stated the organization's vision, mission and motto. In addition, it also shows the organizational structure of Public Services of Commission and will discussed the client charter of the organisation.

1.2 BACKGROUND OF THE ORGANISATION: ESTABLISHMENT OF HISTORY.

Public Services Commission of Malaysia (PSC) was founded on the 31st of August 1957 which happens to be the same day as the historic Independence Day of Malay Peninsula during the reign of the British. The administration of the Federated Malay States was handled by the British. The declaration of Independence on the 31st of August 1957 itself has initiated a new supreme and independent order and leadership in the Federation of Malay Peninsula. Officially, the Public Services Commission was formed according to Article 144(1) of the Federal Constitution. Article 144(1) of the Federal Constitution stated that,

“Subject to the provisions of any existing law and to the provisions of this Constitution, it shall be the duty of a Commission to which this Part applies to appoint, confirm, emplace on the permanent or pensionable establishment, promote, transfer and exercise disciplinary control over members of the service to which its jurisdiction extends.”

1.3 PSC'S FUNCTION

The Public Services Commission of Malaysia's function under Article 144(1) of the Federal Constitution stipulated six main functions of the Commission, which are appointment, confirmation of service, conferment into pension status, promotion, transfer and exercise disciplinary control. Article 144(1) of the Federal Constitution stated that,

“Depending on the provision of any laws at hand and towards the provision of this Constitution, therefore it has become the duty of a Commission which is referred by this Section to appoint, confirm, confer into permanent or pension status, promote, transfer and to exercise disciplinary control over personnel for services covered by its jurisdiction.”

1.4 PSC'S ROLES

There are six functions that carried out by the PSC are as stipulated in the Federal Constitution and it includes the following:

1.4.1 Appointment

The Commission manages the appointment of personnel in the Public Service on permanent, temporary, contractual, temporary transfer and loan status. It also has the authority to terminate the services of personnel in the Public Service according to the appointment's directive. In addition, the Commission has empowered Ministries and Federal Departments as well as relevant State's Administrative Government for posts in the Support Group. (Group D JKK).

1.4.2 Confirmation of Service

The Commission has the authority to confirm personnel in the Public Service of their services, to extend trial period, to return a personnel to an original post or to terminate the services due to failure at being confirmed of their services. It has empowered the Ministries and Federal Departments as well as relevant State's Administrative Government to confirm the services for posts in the Support Group (Group D JKK).

1.4.3 Conferment into Pension Status

The Commission manages the conferment into pension status of personnel in the Public Service who are confirmed in service and has served in services deemed pension status for not less than 3 years. This does not relate to the Support Group (Group D JKK).

1.4.4 Transfer of Services

The Commission has the authority to transfer permanent personnel in Public Service from one scheme of service to another scheme and from one service to another scheme of service of equal grade. It also has the authority to transfer permanent officers appointed on temporary transfer or loan.

1.4.5 Promotion

The Commission functions as a Board of Promotion for promotion to posts for members from the Public Service Boards of Promotion as well as promotion to a higher grade under the Integrated Service Scheme. Additionally, it also functions as a Board of Appeal for the Public Service Promotion as provided under the relevant Orders of the Public Service's Board of Promotion.

1.4.6 Disciplinary Control

The Commission is a relevant Disciplinary Authority for disciplinary actions with the purpose of dismissal or demotion of officers in the Highest Management Group and the Professional Management Group. It also acts as the Public Service Disciplinary Board of Appeal as provided by the relevant Orders of the Public Service Disciplinary Board.

1.5 VISION, MISSION AND MOTTO

1.5.1 Vision

The vision PSC is to become an outstanding public service agency in carrying out its functions.

1.5.2 Mission

The mission of PSC is to select and appoint quality members of the public service to fulfil our nation's needs and vision and to administrate matters regarding the members of the public service efficiently and effectively in order to deliver a harmonious public service.

1.5.3 Motto

The PSC's motto is convenient, prompt and accurate.

1.6 ORGANIZATIONAL CHART OF PSC

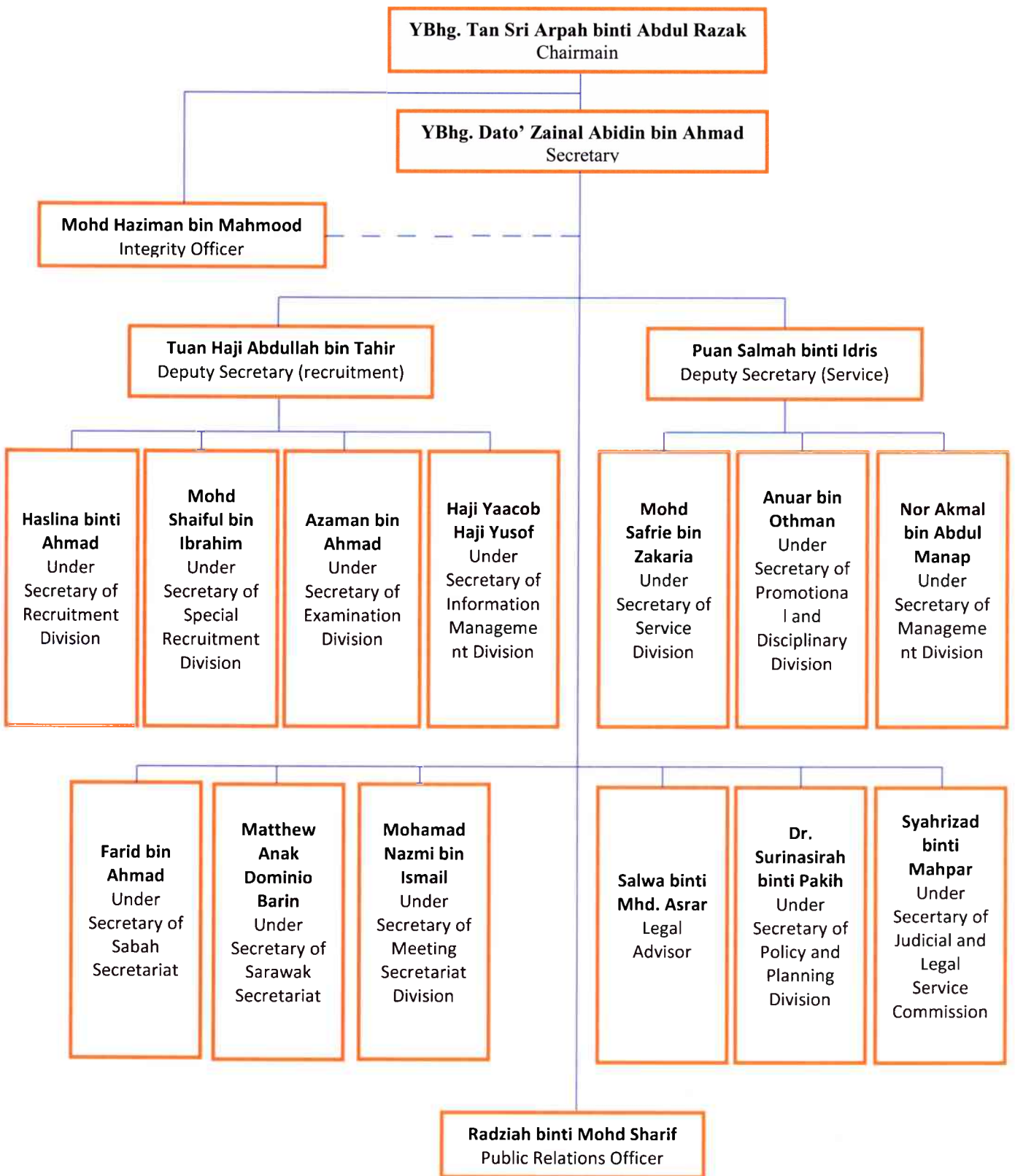


Figure 1.1: Organizational structure of Public Services Commission of Malaysia

Source: Official portal of Public Services Commission of Malaysia (2017).

1.7 CLIENT CHARTER

The client charter of PSC is they are responsible in providing quality services to satisfy the clients through equal and fair treatment.

1.7.1 PSC pledge

The PSC pledge to:

- I. Appoint successful candidates to Ministry/ Department to fill vacancies within 8 weeks from the date of requisition for posts which do not require special exam and 16 weeks for posts which require special exam.
- II. Deliver decisions on service exercises such as confirmation in services, grant of pension status, transfer of service within 6 weeks of validation, and
- III. Complete disciplinary actions, promotions, disciplinary appeals within 4 weeks, 2 weeks and 8 weeks accordingly after validation and receipt of complete documents.

1.8 CONCLUSION

In this chapter, I have explained about the background of the organization which established on the 31st of August 1957 which happens to be the same day as the historic Independence Day of Malay Peninsular. I have learned many things about the organization's culture environment along the practical training. Organizational culture includes an organization's expectations, experiences, philosophy and values that hold it together. It expressed from the inner working and interactions with the outside world. It is also based on the shared attitudes, beliefs, customs, and written and unwritten rules that have been developed over time and consider valid. Overall, the organization is striving to achieve their vision to be outstanding public service agency by carrying its six functions which are appointment, confirmation of service, conferment into pension status, promotion, transfer and exercise disciplinary control.

CHAPTER 2

2.1 INTRODUCTION

This chapter will explain about the report and summarize the daily training extracted from the log book. The summarizing will start from the beginning of internship until the end of the day internship on 23th January 2017 to 17th March 2017.

2.2 SUMMARY OF SCHEDULE OF PRACTICAL TRAINING

2.2.1 WEEK 1 (23th January – 27th January 2017)

During this week, on the first day of practical training, I have to report duty to the officer known as Puan Asma, the chief clerk at the management department. Puan Asma had introduced me to the other staff in the department. At the management department, there are divided into small unit of Finance Unit, Human Resource Management Unit, Administrative Unit, Acquisition and Development Unit, Public Relations Unit, Asset Management and Store Unit, Integrity Unit, Innovation & Quality Unit, Transport Unit and Safety Unit. Overall, management department are responsible on managing the affairs of staff of Public Services Commission of Malaysia (PSC). Besides, Puan Asma also briefly explained to me about the time of working hour as they using punch card for recording the attendance. Mostly, the worker there goes to work at eight a.m.

On the second day, I was introduced to Puan Nooralina (host-supervisor), Assistant Administrative Officer who's in charge on the practical training student. She had assigned me to Administrative Unit under supervision of Puan Yusmawati.

The first task given to me was helping Puan Mohaini the one in charge the library of PSC, settled the demolish process of book. The books or documents need to be demolished because some changes may occur due to the innovation of technology, changes of policy and circular which made the books no longer function as a reference in the organization. Other reason for demolished process is because the books or document has reached 7 years period which allowed the organization to filing document to the ARKIB Negara to get approval for demolish process. The books need to be differentiating according to the department, types and year. I need to jot down the title of the book, year and quantity of the book to easy the ARKIB officer do the checking.

After that, Puan Yusmawati has introduced Digital Document Management System (DDMS 2.0) to me. DDMS 2.0 is the new system replacing system *e-surat* and DDMS 1.0. Before this, DDMS 1.0 is owned by WINDOWS, so the organization needs to pay to WINDOWS for every person using the system. Later, MAMPU provide DDMS 2.0 to the organization which make the system now owned by ARKIB Negara. This system is a result of innovation from MAMPU. One of the objectives of the innovation is to prevent loss of records. Other than that, DDMS 2.0 is an innovation of technology that makes the organization as electronic government where the organization process will be paperless. DDMS 2.0 was introduced to the organization on 7th November 2016. Therefore, any documents or transaction occurred before the date of implementation need to be record in old file. Whereas, any documents or transactions occurred after the date of implementation will be kept in the new file (*Jilid 2*). This system is function to upload the documents. However, personal documents and confidential documents cannot be uploading due to low of security on the system as other files have been accessed by other parties before. The system can only be accessed by certain people with authority which make them also able to upload the document. While, the end user (other staff with no authority) can only view the document.

In addition, Puan Yusmawati also teaches me on how to scan the document by using photostat machine. Every new document after 7th November 2016 needs to be recorded by uploading using DDMS 2.0. I need to differentiate the documents according to its type (e-mail, letter, meeting, memo and else). After that, I needs to key in the detail of the document according to its department (administrative, infrastructure, asset and store, finance and human resource). For the first time, all the work is assisted by Puan Yusmawati. She also reminded me many times to not upload personal document and confidential document. It is because the system security can allowed others to view the document or information.

Later on, Puan Yusmawati shows the file room to the trainee. All the files are allocated differently according to the department:-

I. FILE 100 – ADMINISTRATIVE

- Legislative, public relations, cooperation program in the country, overseas cooperation program, reports and statistics, meeting management, facilities, organizations, associations and clubs, parliament/ assemblymen, publishing department, information and communication technology, records management, administrative reform, implementation of ISO standards, office management, intellectual property, advisory board, national heritage list, Malaysia plan and risk management.

II. FILE 200 – LAND, BUILDING AND INFRASTRUCTURE

- Planning and acquisition of land/ building,
- Planning, release and exchange of land/building
- Development/ acquisition/ disposal of building
- Hire, maintenance
- Building/ land safety

III. FILE 300 – ASSET AND STORE

- Governance moveable assets and government store
- Moveable assets
- Transport
- Store
- Immovable assets (animal, fish, plants)
- Virtual assets.

IV. FILE 400 - FINANCE

- Account, bank, payment, budget, warrant provisions, bill, cheque
- Consolidated fund
- Empowerment
- Procurement of supplies
- Services and works
- Loans for civil servants
- Financial audit.

V. FILE 500 – HUMAN RESOURCE

- Employment
- Services
- Holiday
- Competency
- Training
- Employee relations
- Human Resource Development
- Personal

On the third day, I also learned on how to filing a document. The document will be file according to file classification name which is differentiating using the code 100 to 500. It covers general, assets and stores, building, finance and human resource. Filing process need to start with differentiate code of document and followed by differentiate type of document (in/out) by using colour blue (out) and red (in). After filing process, every document needs to be uploaded by using DDMS 2.0 except for personal document and confidential document. Every file that need to be keep in the file room need to be marked with 's' which show (*simpan/keep*) at the file and *kad pergerakan fail*. This is to make easy for person in charge know where the file currently placed whether it is in the file room or with other staff.

Besides that, Puan Yusmawati also told me about the system *e-surat* which previously used by the organization. I need to find the code file for the staff document (certificate, remuneration, etc) through DDMS 2.0 or system *e-surat*. Result from using system *e-surat* is faster as the outcome is fewer. However, some detail is not there, so DDMS 2.0 are preferable as it have all the detail though the result outcome is a lot.

On the fourth day, I continue previous day work which is finding the code file for personal file. After that, I need to file the document into their file. I also learned how to properly close file and open new file. A file needs to be closed if it reached 100 number of document or if the thickness of the file is 4cm. To open new file, it must contain title and code file at the front file, minute paper and *kad pergerakan fail*. Every new file must be mark as *Jilid 2*. To maintain the neatness of the file, the hole for documents must be punch at 1cm from up left of the file.

On the fifth day, I need to open new file for Sabah and Sarawak. It is because the grade of employee has change according to current regulation. For example, changes of grade from N17 to N19. Other than that, the trainee does filing paperwork.

2.2.2 WEEK 2 (30th January – 3rd February 2017)

During this week, all employees are off on Monday and Wednesday because of Public Holiday Chinese New Year and Federal Territory Day. I work more on open new file and do filing and upload document. Finance department officer, Puan Nina has asked me to do filing on personal file which is document on changes of staff remuneration. I need to find the code file of staff through DDMS 2.0. The documents or certificate needs to be sorted out according to their own personal file. The work continues for two days. Everything needs to be updated for audit.

2.2.3 WEEK 3 (6th February – 10th February 2017)

During this week, I am working on doing open new file, filing and upload document.

Puan Alina has asked me to collect updated directory from every section in the organization which is directory from service section, exam section, promotion and discipline section, information management section, policy and planning section, recruit section, special recruit section, meeting secretariat section, administrative section, management section and the secretariat of the judicial and legal services commission. It is because she wants to update the direct number on the intranet. Intranet is one of the PSC website that provides staff direct number.

2.2.4 WEEK 4 (13th February – 17th February 2017)

During this week, I continue working on doing open new file, filing and upload document.

Puan Alina has asked me to make phone book of PSC's staff from the directory collected from every section. I need to key in detail of name, rank and direct number by using Microsoft Excel. Puan Zaidah and Miss Aida were helping me during the process. The work continues for a few days. Puan Alina also asks me to prepare list of PSC interview places in Microsoft Excel together with the phone book of direct number.

2.2.5 WEEK 5 (20th February – 24th February 2017)

During this week, I continue working on doing open new file, filing and upload document.

On Thursday, Puan Alina has assigned me to help Puan Mohaini returning the book borrowing to the National Library of Malaysia. The book borrowed must be group according to its type or code. For example, 'A' for adult, 'k' for kids and else. Few steps must be taken before the process of returning book borrowing.

- Set the date and time with the National Library of Malaysia staff before the expired date of borrowing.
- Packing the book according to the code and discharge the book with list of the title of book borrowed.
- Borrow new book for PSC's library. Book chosen are from request by the PSC's employee. For example, employee who want to further study or employee who want to borrow book for their children.
- After new borrowing is done, official letter and list of book title will be given to Puan Mohaini in one week.

- If some book is lost, fine will be imposing two times on the real price.

The National Library of Malaysia also has SPP (*Sistem Pembekalan Penerbitan*). Code 'M' for Malaysiana. Book in this section is for reading only. However, it can be borrowed between the library and other organization that have library too. The book from SPP section can be borrowed by other library for the period of 3 months only. If SPP ask for certain book to be return, other library that have the book in possession need to return the book immediately.

PSC's library also has process of borrowing. The staffs need to register membership in the system to get the membership number. Period of borrowing is one month.

2.2.6 WEEK 6 (27th February – 3rd March 2017)

During this week, I continue working on doing open new file, filing and upload document.

I also learned to open new file of confidential file from Puan Yusmawati. The file is in green colour and the file name must be writing inside the file. Confidential file usually contain case of disciplinary action. For example, case of employee did not come to work place. Firstly, the employee will be given a warning. Secondly, if there is no change, fine will be imposing to the employee such as cut three months emolument.

2.2.7 WEEK 7 (6th March – 10th March 2017)

During this week, I continue working on doing open new file, filing and upload document.

I need to prepare 70 copy of phone book to Puan Alina. Besides that, I was helping Puan Yusmawati labelling the file room. Labelling can make time to find the file in the file room lessens.

2.2.8 WEEK 8 (13th February – 17th February 2017)

During this week, I continue working on doing open new file, filing and upload document.

I continue labelling the file room. File need to be organized according to its running number. Labelling will make work more effective as the document required can be easily found.

2.3 CONCLUSION

In this chapter, I have explained about all the report and summarize the daily training extracted from the log book. The summarizing was starting from the beginning of internship until the end of the day internship on 23th January 2017 to 17th March 2017. I have learned many things along practical training such as know the Digital Document Management System (DDMS 2.0), Microsoft Excel, and know how the documents are filing. Overall, the task assign to me is more on file management. Filing is used to control how data is stored and retrieved. Without a file system, information placed in a storage area would be misplace and hard to find. Therefore, taking time and effort to develop a systematic way of organizing your papers can result in less stress at the workplace.

CHAPTER 3

3.1 INTRODUCTION

This chapter will explain the analysis of daily task from practical training. The focuses area and scope that mostly in charged by me is more on the file management under administration unit.

3.2 DEFINITION OF FILING CONCEPT

File management can be describes as the fundamental methods for naming, storing and handling files by using appropriate file and folder naming strategies (Anderson and Krogh, 2015). According to Warnecke (2015), filing means keeping documents in a safe place and being able to find them easily and quickly. Safe place can be a room that specially made for storing the documents. It also must be kept under authorization of people in charge of filing. The room must be lock after working hours to prevent other staff or non staff from retrieving confidential information regarding the personnel information, emoluments, discipline record and so on. According J.C. Denyer (1974), “filing is the process of arranging and storing records so that they can be located when required” (HSEB, 2013). This shows the important of folder naming strategy that should be placed in the organization whereby the process of arranging and strategic storing of the document can make the work in the organization more effective as the document required can be finding easily. The organization mostly use to naming the folder by its group, followed by the alphabetical or numbering. For example, the documents are grouping under human resources department, financial department, administrative department and et cetera. Then, it will be code by using alphabetical, numeric or alpha-numeric.

Furthermore, according to George R Terry (1971), “filing system is the method of keeping papers in an accepted file according to pre-determine system so that they can be easily as well as quickly found” (HSEB, 2013). Based on the above definition, it can be concluded that the process of arranging and storing the records for the future reference is called filing. Filing is an important function of modern office because the documents that are storing in the organization can be retrieved for further discussion, review or else. Therefore, the documents must be cared so it will not easily tear, get lost or dirty. The staffs that in charge on file management need to make sure every document are filing into its folder and have a copy recorded by using electronic system. For example, in the Public Service Commission of Malaysia organization, the documents will be uploaded in the system by using DDMS2.0 except for confidential document and personal file. Every organization receives and dispatches a large number of correspondences such as letters, agreements, news, memo and commentary every day. These documents play a very important role in business operation and for taking some decisions. So, such documents should be preserved to easily obtain at the time of need. For that, filing system is developed and be the central record-keeping system in every organisation. Hence, it helps documents to be organised, systematic, efficient and transparent. It also helps all people who should be able to access information to do so easily when required for future reference or evidence.

3.3 PURPOSE OF FILING

Files are created and included in a filing system to provide formal evidence of the business transactions of an organisation. Their purpose is to capture, maintain and provide access to evidence of transactions over time in accordance with accountability and business practices. The establishment of a coherent filing system provides for faster and systematic filing, faster retrieval of information, greater protection of information, and increased administrative stability, continuity and efficiency. Filing is like the memory of any organization. It is a scientific and systematic process of saving important documents for future reference. By providing availability of previous records, it helps in the future planning of the organization. Good filing system shows good system applies by the organization. Despite this main objective, there are other objectives of doing filing which are as follows:

3.3.1 Collection and classification of documents

Every day the organization receives and sends a large number of documents from internal and external sources. It can be memo, letter, email, reports, minute meeting, vouchers, bills, contracts and so on. So, these documents should be classified into various categories on the basis of their nature and importance. If these documents are not cared for, we cannot account for all our organisational activities. With good filing naming and strategic storage, everyone in the organization who needs to use documents should know where to get them. It either knows how to use the system in the computer to find the file code or know where to find the file in the file room. All documents and information are valuable for the office works for taking decisions. So, if the worker can be independent and can find the file by himself when the person in charge of file is absent, their work can be done without delay. The success and efficiency of an office depends upon presentation, safety and rapidity available of important information and documents.

3.3.2 Preservation of documents

Another purpose of filing is to preserve the important letters and documents safely for future reference. Filing provides protection to all the important documents from rats, insects, dust, water and from dishonest staff of the company as well. Several transactions take place concerning different subjects' matters in and out of an organization. Filing serves to settle misunderstanding and disputes arise between the business organizations and the different parties such as government, customers and other organization. Then the preserved documents can be presented as proof when ever required. It is because filings provide different dates and necessary information for formulating plans, policies and taking quick and rational decision for the organization.

3.3.3 Systematic arrangement of documents

Filing the documents can be done in systematic order of numbering, subject, alphabetical and geographical order. The documents can be placed in proper drawers, racks and cabinet. In addition, to make the documents easily found by labelling the file according to its category. Labelling can be differentiate by using colours, number and else. Good filing can make rapidity in official work. Therefore, the documents required can be obtained without any difficulty and delay. This also helps in quick performance of an official work and provides proper guidance to the staff in performing their duties which as well increase the development of working efficiency of the staff.

3.4 IMPORTANCE OF FILING

Filing is an important activity in every type of organization whether it big, medium or small. It plays a very crucial role in smooth functioning of official work. The importance of filing can be highlighted from the following points:

3.4.1 Helpful in setting disputes

Proper filing is important for setting any disputes arise between the contracting parties. A document related to the agreement will be required as evidence. The records may be presented in a court of law in case of legislation. Hence, nobody can deny the facts and figures given in the documents. Filing keeps the past records of customers and helps to deal with them accordingly which promotes companies goodwill.

3.4.2 Helps in planning and decision making

When the previous records are generally needed for future reference, filing makes the documents immediately available at required time. The records will be made available only if they properly and systematically preserved. Formulating effective plans and taking quick, rational and correct decisions can be made. Management requires facts and information to make plans, policies and decisions. So, with filing, such facts and information can be provides.

3.5 REQUIREMENT OF A GOOD FILING SYSTEM

A file refers to the physical unit of information contained within a paper or electronic folder. Records are held in files to enhance accessibility and identification. Appropriate controls should be built into filing systems to capture and identify accurately information required by an organisation. The system should be kept simple to reduce errors and to facilitate all employees' use of the system. It should, therefore, be designed for the normal requirements of the organisation and not for remote or exceptional possibilities. Files should contain information which is linked to the activities and functions which they document.

3.5.1 Structured referencing system

The system should have a structured numeric or alphanumeric referencing system in which each element equates with a function of the file title to a maximum of four elements. Types of file referencing systems include alphabetical, numerical and alpha-numeric (for example, AB 12 / 1). The most common of these systems is the alphanumeric. An attraction of this is that the letters can indicate the function or business process covered by the files.

3.5.2 Good Maintenance

In order to maintain a good filing system in the organization, a good follow-up system must be applicable. For example, tracer cards are function to show where the file is place currently. It is because the tracer cards have the update of date the file being taken and by who or whether it is in the file room or in other staff possession. Hence, with good maintenance of tracer cards and proper control of record creation and filing additions it can confirm the adequate security and adequate storage for archived material.

3.5.3 Adaptability and accessibility

Adaptability is the ability of a system to adapt dynamically to changes in its organization environment. It can be considered as an important property of computer systems. The system should be sufficiently flexible to meet the future needs of the organisation. The system also must enable the user to classify records in any desired manner and to retrieve them with certainty and without delay.

3.5.4 Accountability

To conform to the accountability of the system, there should be an in-built audit mechanism whereby failure to adhere or to establish practices and procedures is identified and rectified. It is because filing systems can fail to operate effectively for a number of reasons such as overloading, duplication, lack of cross-referencing, obsolete correspondence, absence of a tracer system, inappropriate equipment, lengthy retrieval times, filing backlogs and an overall ad hoc approach to review and storage.

3.6 QUALITIES OF GOOD FILING SYSTEM

Business studies (2013) stated that filing consists with some important qualities to fulfil its objectives. Some important qualities of good filing system are explained as follows:

3.6.1 Suitability

The good filing system must be suitable according to the size and nature of organization. The system should meet the individual users or departments needs.

3.6.2 Safety

The good filing system must provide enough safety to the records from fire, water and else.

3.6.3 Rapidity

The good filing system should make the availability of records in a minimum time and effort.

3.7 THEORETICAL ASPECTS

Most of the works done during the internship have relationship with the subject that I have been studied, which is on the Organizational Behaviour. In performing the task, it requires me to do two way communications with the applicant in communicating in teams and organizations in Organizational Behaviour was applied here. Through this experience, I am able to expand and raise the level of the basic skills as a preparation to face the real workplace world in the future. Besides, this task also required me to be more ethical whereby I must not have disclosed the confidential information to public. From this, I also able to practice the ethical conduct that was learn earlier at class and understand more about the theories and concepts. During the practical training, I have been attached in one unit but I was also given other different tasks. In conclusion, I only focus on one area which is on administrative area where most of the task given was from this scope.

Other than that, I can also relate the internship work environment to subject Service Management. Service management highlight five dimension of service where good service performance can show the reliability, assurance, tangible, empathy and responsiveness of the organization. Every task that needs quick response of the staff shows the high responsiveness action of the staff. The staffs in charge in files management needs to have empathy so they feel responsible to provide better service when the task asked is for urgent discussion. From that, the reliability and assurance of the service from the staff and organization can be conforming.

3.8 STUDENT'S PERSONAL EXPERIENCE DURING THE TRAINING

Throughout the practical training, I have learned many things in the organization which can develop knowledge and skill which it is not being teach in the University. At the Public Service Commission of Malaysia, my scope of work is more on file management under administrative unit. So, I have know how the filing system process and its importance. Labelling the file category also increase the rapidity time of finding file required.

Other than that, I also learned the etiquette in the workplace. First and foremost I need to follow the time of coming to work. If something occurs, the staffs need to inform the higher officer to let them know the situation and reason for coming late. In case of getting a holiday, the staff need to fill in form to provide the reason which may be cause of sick, have to attend important event or personal matter. Next, I need to wear appropriate office attire. The staffs need to be neat, clean and as conservative as the organization required.

Last but not least, I need to show appreciation for the courtesies extended to her. In exchange, the staff can be helpful and cooperative with each other. I need to aim to improve with the computer skills and other attributes too to help others. Office etiquette also means being thoughtful when interacting with the peers. The essence of good manners and etiquette is to be respectful and courteous at all times and with everybody.

3.9 CONCLUSION

Filing system is an important matter in every organization. It is always a pleasure when someone looks for something and is able to find it without difficulties. For the Public Service Commission of Malaysia organization, it still kept the personal file of the worker who no longer working there, someone who already pensions or someone who also no longer live. They kept the document in case there are cases of corruption in the future that relate to that people, the organization can refer the personal file of the staff. These show the important of storing the document.

CHAPTER 4

4.1 INTRODUCTION

This chapter would highlight with examples the strength and weaknesses of job or tasks assigned during training and provide solutions for improvement in future in order to control the problems provided later. Other than that, I also include the recommendation for the organization so that they are able to increase their performance in the future.

4.2 PROBLEM RELATED TO THE ORGANIZATION

A company with a strong organizational structure benefits from improved communication, a well-defined hierarchy and the ability to create a unified company message. As efficient as organizational structure can be, it can also create problems that can lead to loss of productivity and internal conflict.

4.2.1 Lack of staff

It is a serious problem that an organization face in order to achieve its vision, mission and also motto. Currently, the organization only has one staff that in charge on file management under administrative unit after the contact worker terminates his contract. This will make the staff having overload work as she also have other commitment during and after working hour which is responsibility towards her family. The consequence if the staff in charge in file management having emergency leave or on holiday will make the working process of other department moving slow because they did not know how to find the file code by using DDMS2.0 system. Besides, only certain people are authorize to use the system and people not in charge of file management did not have ID number for the system. Even though the other employees know how and where to take the file, it can lead to misplace of the files if

they did not record the name that have the file in possession at the file and tracer cards (*kad pergerakan fail*). Hence, the problem of lack of staff can lead to several negative effects.

4.2.2 Lack of motivation

Manager or leader is responsible to increase employee's motivation to work. This shows the important of understanding the vision, mission and objective of the organization. If the employees fully understand what the organization trying to achieve, they can be very committed at their work and display good teamwork among co worker.

The manager or leader play important role in the organization which is they need to assist the employees doing the project or work. They also need to prepare employee's work platform so the employee will motivated to achieve their goal. Platform to Employment empowers the employee, fosters self-sufficiency and focuses on performance improvements with measurable outcomes. The manager or leaders can help employees discover their true potential while providing training. This can make the employee think critically, act independently and working in teams.

4.3 FACTORS OF THE PROBLEM

In order to maintain a strong company framework, I need to be able to identify the factor of the problems within an organizational structure and provide solution with them as they occur. The solution will be discussed in recommendation section later.

4.3.1 Low budget

First and foremost, due to low of budget in the organization, Human Resource Department cannot hire more staff to cover the job mostly related to file management. The organization will suffer financial cost as a result of time spent in recruiting poor performing employees. Poor performing employees are someone who the organization needs to send for training

program to improve their skills and knowledge. In addition, employees with limited role capabilities take time to become productive and need more training in building their knowledge, skills and interest in learning in an organization. Therefore, due to low budget, the organization cannot take risk to hire new employee with the consequence to be a poor performing employees. It is because the organization need to prepare budget for training program and else. Thus, lack of staff will make the organization not have a backup in case of emergencies.

4.3.2 Limited Human Resources

The reason related to the problem is limited human resources. Limited of human resource is a weakness that many small businesses discover after doing Strength, Weakness, Opportunities and Threat (SWOT) analysis. Limited human resources can be concluding as having a small number of staff which makes it difficult to tackle every task on the organization. On the other hand, an organization with a full of staff that lacks of skills and training necessary to perform tasks can be hindrance to an organization.

4.4 SWOT ANALYSIS

According to Alyssa Gregory (2017), Strength, Weakness, Opportunities and Threat (SWOT) analysis is a strategic planning tool that helps an organization identifies its own strengths and weaknesses, as well as any opportunities and threats that may exist in a specific situation. A SWOT analysis is commonly used as part of a marketing plan, but it also good tool for general business strategizing and use as a starting point for team discussions. It considers all the internal and external aspects of the business and market. From this, the managers can understand whether a situation has enough aspects in its favour and ultimately worth being pursued. SWOT analysis can be useful in a number of situations as it will come out with vary information when it being conducted thoroughly.

4.4.1 Strength

Strengths are characteristics of the business or project that give it an advantage over others. Administrative Unit has its own strength. From my observation during practical training, I can see some strength for the service. First strength is involvement of all level of management. All the staff in an organization cooperate each other and they can do multi-tasking in the same time. Each staff knows the others' duty briefly. This will improve its efficiency. Second strength is develops a good relationship with the officer under the same level department and other level with different function. This can be seen when the librarian of the organization can ask other staff from different department to help her settle process of borrowing new book at National Library of Malaysia. The staffs of an organization in charge give well explanation to me about the process and the particulars related and needed. In addition, it would enhance the good relationship between the officers in the organization. In the same time, if they have a good relationship, therefore, it would create harmony environment at the workplace.

4.4.2 Weaknesses

Weaknesses are characteristics that place the business or project at a disadvantage relative to others. Administrative Unit has its own weakness. The weaknesses are insufficient staff to handle file management process and to giving personnel training and development to staff. Currently, only one staff is in charge on file management. As for me, lack of staff would lead to slow performance. Even though some other staff may know how to find document if the staff in charge takes leave, it is still not enough because they do not have authorize to access the DDMS2.0 to find code file. Other than that, there is duplication of task to perform when the duty did not clearly clarify to the staff. In the organization, the Assistant Administrative Officer and one staff is in charge of the DDMS2.0 system. Sometime, the work become

redundant and delayed when the officer asked the staff to open new file in the system but later on she also open the new file in the system but using different code name. Therefore, the staffs need to wait for the officer to replace the file with another document.

I also found that the leader of the department have work overload as she need to prepare the work that not within her responsibilities. This shows that the organization officer is lack of leadership skill because the leader did not take any action to delegate the task fairly and not take care of the welfare of the staff. A good leader should have empathy and responsibility to make the workplace as a comfortable place for the worker to do work.

4.4.3 Opportunities

Opportunities are elements that the organization could exploit to its advantage. In Administrative Unit, each staff has their own competencies such as skills, knowledge, and other personal characteristics that lead to superior performance in order to achieve the goals of an organization. The Human Resource Development will also provide training for new workers to enhance individual performance and result. The seminar usually attends by many officers from different department or organization, so the employee will have new acquaintance. From that, the employee can gain new information about the other organization and get more knowledge and skills from the seminar and sharing session. Besides that, the organization can also hire person-job matching, therefore they can produce higher performance and tends to increase the employee's well-being.

Other than that, in every organization, a leader is important people to lead and manage variety of skills that his worker have. According to MTD Training (2010), leadership skills are the tools, behaviours and capabilities that a person needs in order to be successful at motivating and directing others. Yet, true leader have ability to help people grow in their own abilities. It can be said that the most successful leaders are those that drive others to achieve

their own success. Without exception, to achieve the organizational goal, vision and mission, there are three traits that every successful leader must have (MTD Training, 2010). First is the desire to lead. Without it, the leader will be miserable with job burnout and the team fail in completing their work. Secondly is the commitment to the mission and vision of the organization. The leader need to convince others to understand what the organization's goal is so they know what to achieve. The final trait is to have integrity. In simple meaning, the leader must do what they say they will do and behaving the way the leader expect their team to behave.

4.4.4 Threats

Threats are element in the environment that could trouble the organization or project. Since the weakness of Administrative Unit is insufficient staff to serve the file management to the officer those have required file, it will lead to the threat. The threat is the services provided by Administrative Unit are inefficient and ineffective. In performing the task and duties, the staffs will face some of trouble to settle the tasks. This is because I am responsible for file management when the staff were on leave. Since I am lacking of experience and expertise using the DDMS2.0 system, the tasks of file that needed and required are not available immediately. This makes the other staff's work delay. Furthermore, the labelling in the file room is not systematic and the trainee or other staff who not familiar with the file room may feel it hard to find the file. However, if one staff of an organization did too many tasks, this will affect to quality of work done. In order to produce quality of work, the staffs have to focus on one task at one time.

4.5 RECOMMENDATION

I have provided recommendation for improvement in future in order to control the problem above. Lack of staff is a serious problem in an organization in order to achieve its vision, mission and also objectives. Therefore, I would like to suggest Administrative Unit to ask permission from the PSC to hire more contract worker in order to improve their performance to achieve the organizations goals. When an organization uses a contract workforce, it can find a person-job-matching which can produce higher performance and tends to increase the employee's well-being. Besides, through the contract workforce, the organization can provide training enhancing individual performance and result before they are hiring as a permanent worker. From my observation, shortage of staffs happens because of low budget of the organization. Due to that, the organization can provide a sum of money for employees training program where it increase the staff motivation, self efficiency and skill towards the organization rather than spending for training for new recruit that not skill. Other than that, I also suggest the Administrative Unit to select one staff from the same level department to learn about the file management in case the main staffs are taking emergency leave. At least, they should learn how to use the system to find the code name of the file. So, they will easily find the file required in the file room. When there are other staffs that can back up the work of other employee, it can control their problem and the organization's performance is increasing.

4.6 CONCLUSION

Overall this chapter, I gives the recommendation in order for organization to solve their weakness and thus will help them to improve and increase a good quality performance in order to achieve the organizations goals.

CHAPTER 5

5.1 INTRODUCTION

This chapter consist of the summary of discussion of each chapter in the report by highlighting the main points of the chapters. I also presented my opinion about the experience gained which can be my guide in the working environment in the future.

5.2 DISCUSSION SUMMARY OF EACH CHAPTER

Chapter one represents on the history and background of the organization. It also discussed about six main function of the organization which is appointments, confirmation of service, conferment into pension status, promotion, transfer and exercise disciplinary control. Besides that, it mentioned the vision, mission and motto of the organization where their vision is to become an outstanding public service agency in carrying out its functions. Meanwhile, their mission is to select and appoint quality members of the public service to fulfil nation's needs and vision. Towards the end of chapter is discussing about the organization structure and client charter of PSC. The organization is promising to be responsible in providing quality services to satisfy the clients through equal and fair treatment.

In chapter two, it shows the flow of tasks that I have done throughout eight weeks of practical training. This chapter also includes the description of the task given to me on daily basis and also other supplementary activities and events that trainee had attended. According to the schedule of practical training, the task given during internship period can be observed. It can be seen that the organization is utilizing the services that I can provide to the organization while doing practical training by giving me the task that related to my course. In addition, the staff in the organization also taught me on how to perform all the tasks given because many of the tasks is a new thing and knowledge for me which some of it did not

teach in theory that I have learned in class. All the knowledge that I have gained would give benefit to me and might be useful in my real working environment later in the future.

Under chapter three, it involves the analysis of the dominant task during the internship. From the analysis of the practical training, it is specifically focuses on the area and scope that mostly in charged by me is more on file management under administration unit. I have learned many things along practical training such as know the Digital Document Management System (DDMS 2.0), Microsoft Excel, and know how the documents are filing. Overall, the task assign to the trainee is more on file management. Filing is used to control how data is stored and retrieved. Without a file system, information placed in a storage area would be misplace and hard to find. Therefore, taking time and effort to develop a systematic way of organizing your papers can result in less stress at the workplace. With filing, it can be the evidence for any documents or transaction occurs. So, there will be no problem during the internal audit process that was held every month in the organization.

In chapter four, it includes the strengths, weaknesses, opportunities and threats of the job or tasks assigned during practical training that is more on Human Capital Management. One of the strength of this human resource is it develops a good communicating in teams and organizations. This can be seen through the process of filing, upload new document and make phone book by using Microsoft Excel. The staffs in the organization are motivated and have ability to communicate about the process and the particulars related. On the other hand, they can share similar mental models of the communication context. Meanwhile, the weaknesses of this task whereby there are insufficient staffs or they have limited human resource in charge of file management. So, this chapter also provide the recommendation for improvement in the future and for the organization to deliver better services towards the other staff or client involved.

5.3 CONCLUSION

Overall, there is a lot of new knowledge that I have gained throughout practical training period under Administrative Unit of PSC. Some task given was new things that I have not learnt in class. I was taught on how to perform the task according to the right ways and ethical conducts that must be fixed in performing task and delivering the services to the organization. Besides, I have gained a lot of new experiences which are very useful and it give the full picture on how the real working life looks like. Both knowledge and experiences that I got will help to be ready to face the real working life in the future. Apart from that, I would like to give a suggestion towards the faculty to extend the period of internship for at least three months to one semester because eight weeks is insufficient and the students cannot learn and gain much when the period of internship is short. When the period of practical training is extending, the students will able to learn more and therefore it would help them to be more ready to enter the working life in the future as long as after the graduation. This will help the university to produce a competence future employee that will contribute to the organization.

APPENDIXES



Figure 1.2: Public Service Commission of Malaysia building in Putrajaya.

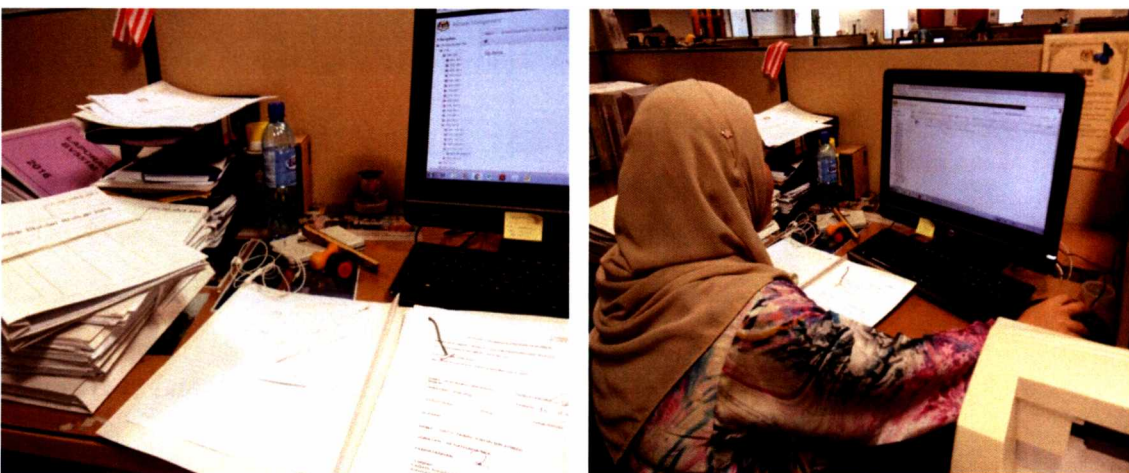


Figure 2.1: Uploaded document and filing the document.

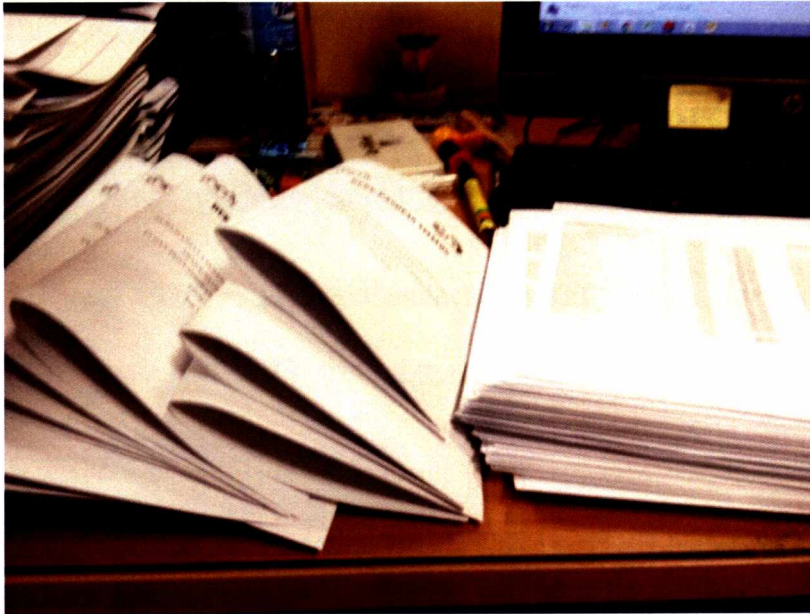


Figure 2.2: 70 copy of phone book.



Figure 3.1: Labelling the file room.

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