



UNIVERSITI TEKNOLOGI MARA SARAWAK
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BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)

MMC PEMBENTUNGAN LANGAT SDN. BHD

PRACTICAL TRAINING REPORT

PREPARED BY

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Declaration

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

Signed



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CHAPTER ONE

INTRODUCTION OF ORGANIZATION

1.0 Introduction

In this chapter, it explains about the MMC Corporation Berhad and MMC Pembentungan Langat. Section 1.1 will explain about the background of the organization. On the other hand, Section 1.2 will discuss on visions and mission of the organization. Section 1.3, explains on strategic objectives use by the organization and Section 1.4 will explains about the background of project under MMC Pembetungan Langat and Section 1.5 will shows the organization chart of the company.

1.1 Background of company

MMC Corporation Berhad (MMC) is a leading utilities and infrastructure group with diversified businesses under three divisions, namely energy & utilities, ports & logistics and engineering & construction.

Under the energy & utilities division, MMC has a controlling stake in Malakoff Corporation Berhad (Malaysia's largest independent power producer), is the single largest shareholder of Gas Malaysia Berhad (sole supplier of reticulated natural gas in Peninsular Malaysia to non-power sector), and wholly owns Aliran Ihsan Resources Berhad (a water treatment plant operator).

MMC's key businesses in its ports and logistics division include the operations of Port of Tanjung Pelepas (Malaysia's largest container terminal) and Johor Port (Malaysia's leading multi-purpose port). MMC also has a substantial shareholding in NCB Holdings Berhad

which operates Northport in Port Klang and owns the largest container road haulage company in Malaysia. Through its associate stake in Red Sea Gateway Terminal Company Limited, MMC extends its operation in container port terminal in Jeddah Islamic Port in Saudi Arabia.

MMC's engineering & construction division has further established itself in the sector following its leading role as the Project Delivery Partner (PDP) and underground works package contractor for the 51 km Klang Valley Mass Rapid Transit (KVMRT) project (Sungai Buloh-Kajang Line). MMC has again been appointed as the PDP for the KVMRT Line 2 project (Sungai Buloh-Serdang-Putrajaya Line). MMC has also successfully completed the 329km Ipoh-Padang Besar Electrified Double Tracking Project as well as the innovative Stormwater Management and Road Tunnel (SMART) motorway, the first-of-its-kind dual-purpose tunnel in the world. MMC continues to make inroads in the construction industry, securing key civil and infrastructure projects in the country namely Langat Centralised Sewage Treatment Plant, Langat 2 Water Treatment Plant and civil and infrastructure works for RAPID Pengerang Co-generation Plant. Zelan Berhad in which MMC is the single largest shareholder, was also recently awarded the contract for the construction of material off-loading facilities jetty at Tanjung Setapa and a drawbridge in Kuala Terengganu.

MMC owns and operates Senai International Airport, Johor Bahru, a major aviation hub and the main air transportation gateway to Iskandar Malaysia. Surrounding the airport is an area covering over 2,718 acres known as Senai Airport City which is being transformed into a major integrated industrial and commercial development. In addition to that, MMC has a 2,255-acre Free Zone Industrial Centre known as the Tanjung Bin Petrochemical and Maritime Industrial Centre. Tanjung Bin Petrochemical and Maritime Industrial Centre offers

complete facilities and infrastructure for tankage and terminaling as well as trading and logistics.

MMC Pemetungan Langat Sdn Bhd (MMC PLSB), was awarded by the Ministry of Energy, Green Technology and Water (KeTTHA) to embark on a 59 month project to design and build a technologically advanced sewage treatment centre called, the Langat Centralised Sewage Treatment Plant and Sewer Conveyance System (Langat CSTP).

One of the Greater Kuala Lumpur anchored project implemented by Jabatan Perkhidmatan Pemetungan (JPP) and managed by Gabungan AJP-MFA as the project's PMC. Design and build based on the success of the Tokyo Metropolitan Sewage System, the facility will be able to accommodate an inflow of 920,000 population equivalent (PE) with the catchment area of 60.9 sq km stretching from Cheras Batu 11 to Kajang. It is designed to achieve the Class 1 water quality, specifically in the ammonia removal, an "integrated" space to promote best use of space and carbon reduction by means of Green Technology driven initiatives. The project also involve laying an approximately 105km of sewerage piping network to connect 1174 manholes that integrates 164 small inefficient multipoint sewage treatment plants and link it directly into one centralised location. The Langat CSTP project also provides its communities with range of public recreation and amenities such as community hall, landscaped park, badminton and futsal court built above the plant and expected to complete and made available to public by year 2020.

1.2 Vision and Mission

MMC's vision is to be a premier utilities and infrastructures group. While MMC's mission is to achieve an excellence in their core business segments where they be an enablers to move the economic progress movein their business. Managing national assets and the supply and distributed goods and services to the public is how they would contribute to the nation. They used innovation to create a stronger MMC and a better Malaysia for future generations.

1.3 Strategic objectives

MMC's strategic objectives are to maximise shareholder value, service excellence to stakeholders, leading in value innovation and also to be a preferred employ within employees.

1.4 Background of project

Langat Sewerage Project is one of the Greater Kuala Lumpur anchored project under Ministry of Energy, Technology and Water with Jabatan Perkhidmatan Pembetulan (JPP) as the implementing agency managed by Gabungan AJP-MFA as the project's PMC and MMC Pembetulan Langat Sdn Bhd as the main contractor.

The facility will be able to accommodate an inflow of 920,000 populations equivalent (PE). The catchment area is 60.9 sq km stretching from Cheras Batu 11 to Kajang. Phasing out of 164 localised STP in various housing area such as Cheras Batu 11, Desa Baiduri, Cheras Jaya, Kajang 1 & Kajang 3, inclusive of Kajang Prison. The construction will begin with

laying approximately 105 km of sewage piping network. Through pipe-jacking method with pipe depth varies from 25m deep underground, it will connect 1174 manholes that integrates 164 small inefficient multipoint sewage treatment plants and link it directly into one centralised location. This will immediately reduce multipoint of pollutant discharge into the Langat River.

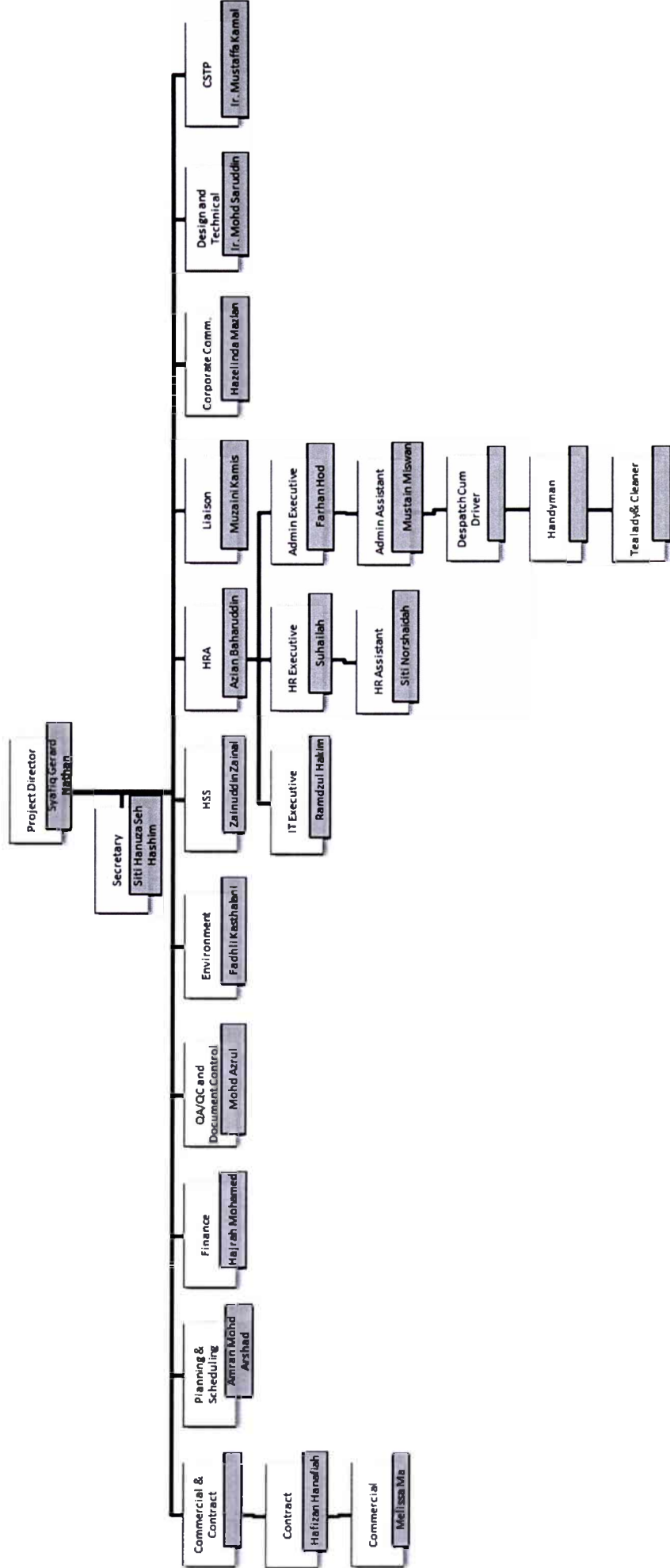
Simultaneously, the Centralised Sewerage Treatment Plant is strategically constructed in between the borders of Cheras and Kajang and occupying 7.3 hectares of land. This compact and integrated sewage plant offers more than efficient treatment system. It is designed to achieve the Class 1 water quality, specifically in the ammonia removal, an “integrated” space to promote best use of space and carbon reduction by means of Green Technology driven initiatives. The wastewater processing will be operated underground, utilising the "deep aeration" method with the Step-Feed Multi-Stage De-nitrification Process that will reduce carbon and nitrogen emission effectively. The Langat Centralised Sewerage Treatment Plant project also provides its communities with range of public recreation and amenities such as community hall, landscaped park, badminton and futsal court built above the plant and expected to complete and made available to public by year 2020.

The main goal of this project is to rationalize the 164 sewage treatment plants and pumping stations existing small and inefficient to a centralized sewage treatment plant that can improve the quality of treated wastewater and reducing the sources of pollution to the river of Langat. The main purpose of this project is to rationalize and improve the sewage treatment services in the Basin Cheras - Kajang, Selangor with the catchment area of 60.9 square km. Other than that, rationalizing 164 existing small sewage treatment plant in Cheras Batu 11, Desa Baiduri, Cheras Jaya, Selangor Phase 2 in 1 & 3 with a system that is more efficient and environmentally friendly and to Improve the quality of treated wastewater and reducing the

sources of pollution to Sungai Langat, primarily from the release of ammonia and industrial effluent from Sewage Treatment Plant (STP'S) that is not fully treated.

1.6 Organizational Chart

LANGAT SEWERAGE PROJECT
- ORGANISATION CHART -



CHAPTER 2

SCHEDULE OF TRAINING

2.1 Introduction

In this chapter will elaborate more on the training schedule of practical training in MMC Pembentungan Langat Sdn Bhd (MMC PLSB). It will explain about what the trainee did most during the training.

2.2 Schedule of Practical training

During the eight weeks of practical training period, I was assigned into Department of Human Resources and Administration. I spent eight weeks in this department under instruction of supervisor, Puan Siti Norshaidah Binti Haron (Assistant of Human Resource) that guide and teach me as a trainee. The trainee was given various of tasks which are relevant to my qualification while other tasks were for the purpose to expose me with other related fields that were semi-related. Besides, me as a trainee had opportunity to improve my soft skills as well as the management technique when dealing with superiors and subordinates.

2.2.1 Week one (20-27th January 2016).

In 20th January 2016, I was arrived in MMC PLSB and welcomed by Assistant of Human Resources, Puan Norshaidah Binti Haron. She generally explained about recruitment process in MMC PLSB and I also got opportunity to join in the meeting of Head of Department where they were talking about performance appraisal that will be conducted in February. I

2.2.2 Week two (28th January-4th February 2016)

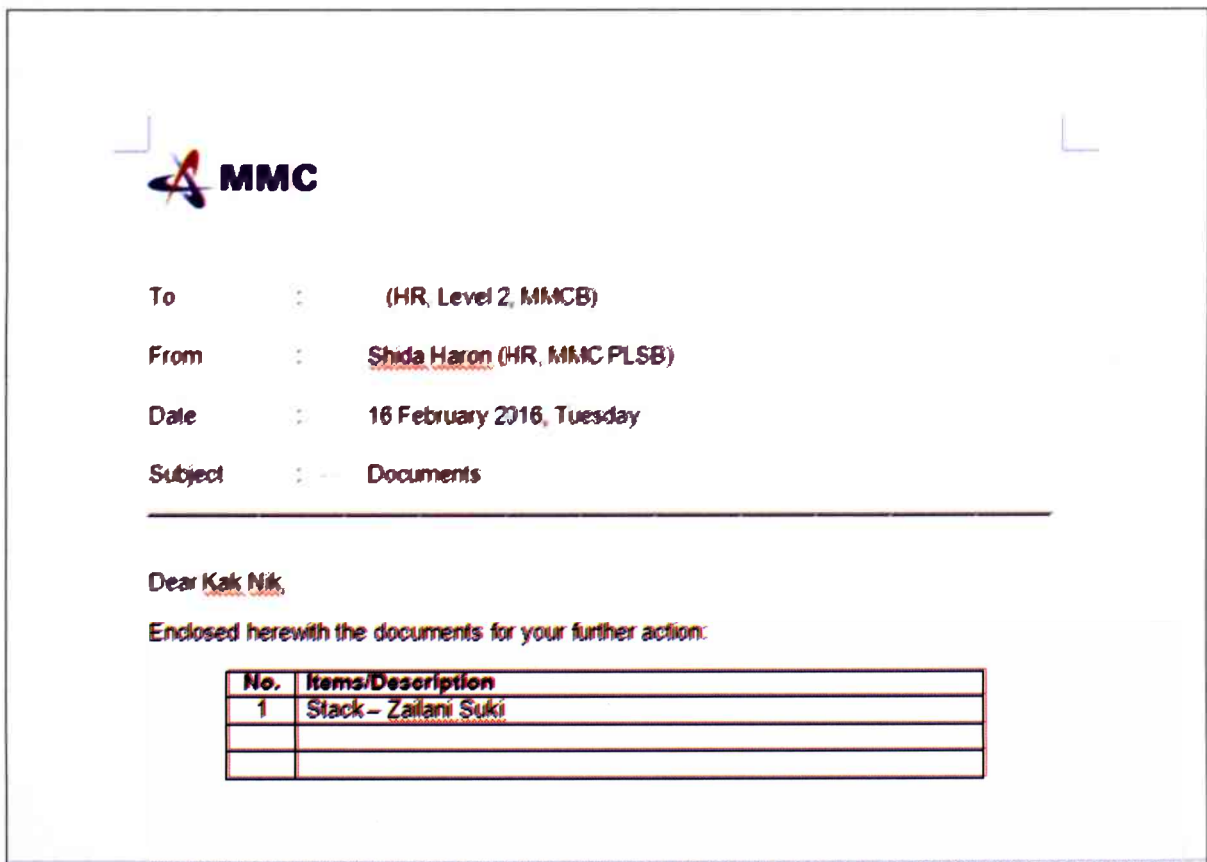
In the second week of the practical training, my supervisor assigned me to handle a few files during my practical training which was Transmittal File, Leave and MC file and attendance file to be recorded. This was because before I came they do not have punch card system since the company still new. Every time, staffs gave their MC letter I will keep it in the file same with leave application by cleaners, drivers, tea lady and inters. Besides, my supervisor also asked me to handle three interview sessions which was during that time was for Site Supervisor. During the interview I will collect their forms and certificate to compiled together before gave it to the panels.


JANUARY						
No.	Date	To	Issued By / From	Title	Item	Received By
1	4-Jan-16	Zuhaida (Level 5, Engineering & Construction Division/MPCB)	En. Shafiq Gerard Nathan (Project Director, PL5B)	Documents	Claim	Liza (4/1/16)
2	12-Jan-16	Nik Puhiaya (Level 2, Human Resources/MPCB)	Shida Haron (MPC PL5B)	Documents	Claim- Zam Nizam Bin Zukhri (Dec 2015) Shade- Ari Nica Mazon (Design Coordinator) Shade- Wan Mohd Khalid Mazwan (JC Engineer) Shade- Nu Nabila Binti Nordin (Project Clerk) Shade- Aman Bin Mohamed Arshad (Manager, Planning) Shade- Norasah Saad (Drafter)	Nik Puhiaya (2/1/16)
3	15-Jan-16	Nik Puhiaya (Level 2, Human Resources/MPCB)	Shida Haron (MPC PL5B)	Documents	Shade- Ng Peng Leong (Senior Construction Superintendent)	Nik Puhiaya (15/1/16)
4	15-Jan-16	Nik Puhiaya (Level 2, Human Resources/MPCB)	Shida Haron (MPC PL5B)	Documents	Shade- Fadillah Bin Mohamad Isa (Senior Site Supervisor)	Nik Puhiaya (15/1/16)
5	15-Jan-16	Zuhaida (Level 5- MPCB)	En. Shafiq Gerard Nathan (Project Director, PL5B)	Documents	Shade- Ng Peng Leong (Senior Construction Superintendent)	Nik Puhiaya (15/1/16)
6	15-Jan-16	Nik Puhiaya (Level 2, Human Resources/MPCB)	Shida Haron (MPC PL5B)	Documents	Shade- Fadillah Bin Mohamad Isa (Senior Site Supervisor)	Nik Puhiaya (15/1/16)
7	15-Jan-16	Zuhaida (Level 5- MPCB)	En. Shafiq Gerard Nathan (Project Director, PL5B)	Documents	Claim- Enck Shafiq Gerard Abdulkah Nathan	Aida (18/1/16)
8	18-Jan-16	PMCase	Mohamad Hafizan Mohamed Hanafiah (MPC PL5B)	Documents	Claim- Mohamad Hafizan Mohamed Hanafiah (MPC PL5B)	Wani (18/1/16)
		Noor Fathana Binti Ahmed	HR/MPC Corporation Bethad	Documents	Personal claim reimbursement	Noor Fathana Ahmed (28/1/2016)
9	28-Jan-16	Nik Puhiaya (Level 2, Human Resources/MPCB)	Shida Haron (HR/MPC PL5B)	Documents	Offer letter- Um Balkis Binti Mohamed Hashim Employment Confirmation- Siti Nor Ain Hussin Employment Confirmation- Florid Hartizan Mohdca Employment Confirmation- Siti Haruzza Sheffashim Allowance entitlement- Aman Mohd Arshad Allowance entitlement- Ari Nica Mazon Allowance entitlement- Norasah Saad The company name is UTM M&C (M) Sdn Bhd	Nik Puhiaya (27/1/2016)

Figure 2.2.2a: Transmittal File

2.2.3 Week three (5th – 12th February 2016)

In the third weeks, I started preparing forms and official letter and meet with others managers to gain information as my manager need. I was also manage staffs' personal files, so whenever they got certificates or updates I had to update it in their personal file. I will do daily updates of files. In this week also I helped my manager to calculate marks for staffs' performance appraisal and provide a transmittal form before send it to the headquarters which is MMC Berhad. In the Friday, I prepared minutes of meeting for weekly HRA's Department meeting and also forms for interview which were application form and assessment form for the interview in Saturday this is because my manager prefer to set the interview in Saturday.



 **MMC**

To : (HR, Level 2, MMCB)

From : Shida Haron (HR, MMC PLSB)

Date : 16 February 2016, Tuesday

Subject : Documents

Dear Kak Nik,

Enclosed herewith the documents for your further action:

No.	Items/Description
1	Stack – Zailani Suki

Figure 2.2.3a: Transmittal form

2.2.4 Week four (13th -20th February 2016)

In this week, I received a few resumes to be reviewed by the manager whether need to set interview or not and for what position. I called a panel to get his available dates to set interview for Site Engineer position. I was also prepared a medical letter for candidates who past the interview in the last week and send the email of Pre- employment Medical Check Up to the candidates. I was also make phone calls relating to the tasks given and called the candidates to sign offer letter and check their available dates to set interview. Other than that, I met Construction Manager, En Rhisdy and Senior Construction Superintendent, Mr Ron Ng Peng Leong to get their signature for the assessment form. I sent updated interview list to the HRA Manager and got his signature for offer letter. I also helped my manager to prepare HR Budget and finish it on the next day. I had to compare the latest organizational chart with the previous organizational chart. I was also assigned admin tasks, which was asset tagging. I need to update the file and check on the company assets like tables, chairs, boards, cabinet and etc. but not including vehicles. In the Friday, I prepared minutes of meeting for weekly HRA's Department meeting and also forms for interview which were application form and assessment form for the interview in Saturday this is because my manager prefer to set the interview in Saturday.

3 **INTERVIEW LIST**

Updated : Thursday, 3/3/2016

5 **Human Resources & Administration**

No.	Name	Designation	Date Intvw.	Time	Status	Remarks
1	Noor Aqlina Binti Abd Majid	Receptionist	11/1/2016	3:00 PM	KIV	
2	Rosrawati Binti Rashidi	Receptionist			Reject by candidate	
3	Nur Nabila Binti Nordin	Project Clerk (Network)	17/12/2015	3:00 PM	Identified	Date joining : 11/1/2016
4	Nooramalina Binti Mohd Samsudin	Project Admin	21/1/2016	11:00 am	Identified	LO signed
5	Nurul Bosyirah Binti Munawer	Receptionist	7/1/2016	11:00 AM	Identified	Date joining : 7/3/2016
6	Nur Hamidah Binti Abdul Raof	Receptionist	27/2/2016	3:00 PM	To set interview	Done Interview
7	Nooridayah Binti Abdul Rahman	Project Admin	2/3/2016	12:00 AM	To set interview	Done Interview

18 **Liaison & Corporate Communication**

No.	Name	Designation	Date Intvw.	Time	Status	Remarks
1	Hj Mohd Omar Bin Mohd Haris	Senior Manager, PR, Land Liaison & Corporate Communication			Identified	Date joining : 1/2/2016

Figure 2.2.4a: Interview list

Asset Tagging for MMC Pembetungan Langat Sdn Bhd 2015

Full Height Cabinet (2-Tone) (DHC)

No.	Module Name	Asset Number	Location	Name
1	Cabinet	PLSB-DHC0001	CSTP Wing	/
2	Cabinet	PLSB-DHC0002	CSTP Wing	Azlan Bin Baharuddin
3	Cabinet	PLSB-DHC0003	CSTP Wing	Hajrah Binti Mohamed
4	Cabinet	PLSB-DHC0004	CSTP Wing	Azrul Aswat Bin Abdul Samad
5	Cabinet	PLSB-DHC0005	CSTP Wing	Ir. Mustaffa Kamal AK Jailani
6	Cabinet	PLSB-DHC0006	CSTP Wing	Zainuddin Zainal
7	Cabinet	PLSB-DHC0007	CSTP Wing	Fadli Kasthalani
8	Cabinet	PLSB-DHC0008	CSTP Wing	Hafiz (SMHB) - F34
9	Cabinet	PLSB-DHC0009	CSTP Wing	Vacant
10	Cabinet	PLSB-DHC0010	CSTP Wing	Kong Keng Tak
11	Cabinet	PLSB-DHC0011	Network Wing	Melissa
12	Cabinet	PLSB-DHC0012	Network Wing	Hafizan Hanafiah
13	Cabinet	PLSB-DHC0013	Network Wing	Secretary
14	Cabinet	PLSB-DHC0014	Network Wing	Ir. Saruddin
15	Cabinet	PLSB-DHC0015	Network Wing	F3
16	Cabinet	PLSB-DHC0016	Network Wing	Ron Ng Peng
17	Cabinet	PLSB-DHC0017	Network Wing	Hasmadi
18	Cabinet	PLSB-DHC0018	Network Wing	LOH & LOH
19	Cabinet	PLSB-DHC0019	Network Wing	LOH & LOH
20	Cabinet	PLSB-DHC0020	Network Wing	LOH & LOH

Figure 2.2.4b: Asset Tagging File

2.2.6 Week six (29th February – 6th March 2016)

In the sixth week, as usual I need to set interview and call the candidates for their available dates. I did update the files and attended my department's weekly meeting to discuss about what need to be done and highlighted important things. I tagged the company assets (cabinets, computer and table). I did called the new comer to sign an offer letter. In the Friday, I prepared minutes of meeting for weekly HRA's Department meeting and also forms for interview which were application form and assessment form for the interview in Saturday this is because my manager prefer to set the interview in Saturday.



Figure 2.2.6a: Interview invitation

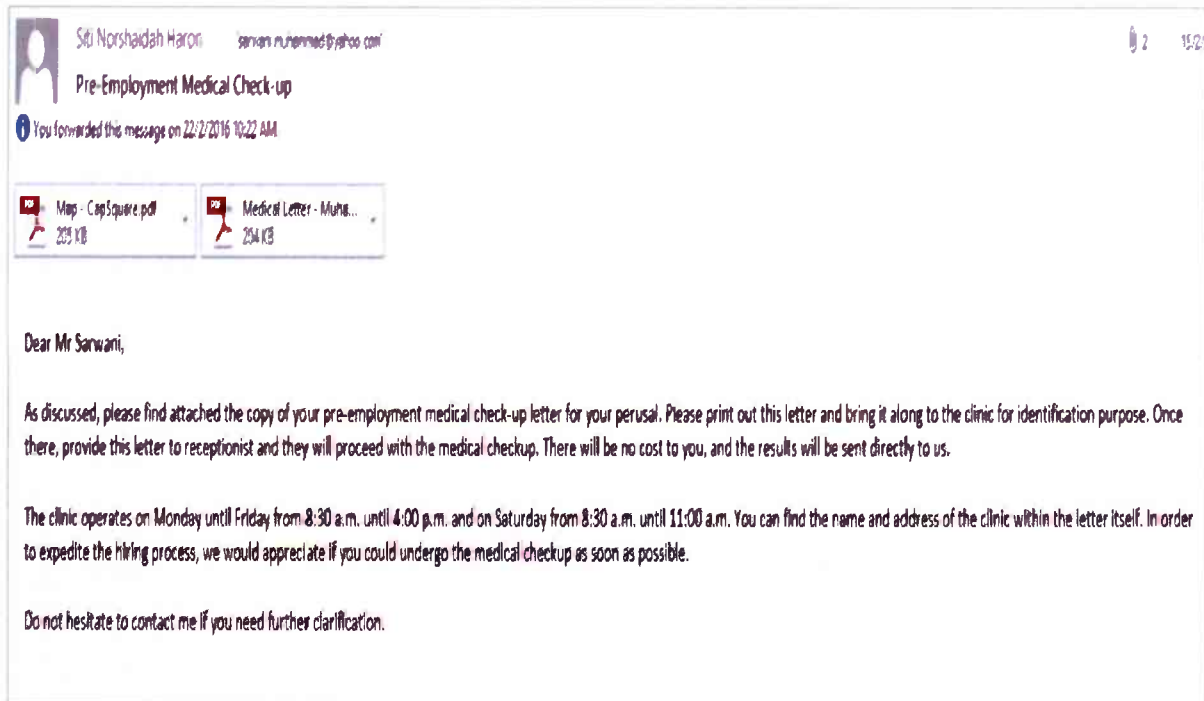


Figure 2.2.6b: Pre-employment invitation

2.2.7 Week seven (7th – 14th March 2016)

In the seventh week, I did my daily routines which was updating the files in my possession and join weekly meeting and did preparation for the auditors to come. I sent attendance report from the system to all Head of Department and asked them to provide reason if they were late and sent it to my manager. I also assisted Admin Executive, Muhammad Farhan Hod to make duty roster for the staffs and make name tag for the staffs to be put in their compartment.

No.	Name	Department	From Date	End Date	End Date	Klinik
FEBRUARY						
1	Siti Farhana Binti Ahmad Shukri	DC, QA & QC	1/2/2016			Klinik Idzham Sdn Bhd
2	Kamalrul Bin Md Noran	Construction - Network	2/2/2016			Klinik Mediviron
3	Shaidatul Iwani	Trainee	3/2/2016	5/2/2016	3 days	Klinik Kesihatan Kajang
4	Nooraini Binti Md Nor	Cleaner	3/2/2016	3/2/2016		Klinik Kesihatan Kajang
5	Kamalrul Bin Md Noran	Construction- Network	3/2/2016			Klinik Kesihatan Putrajaya Presint 18
6	Shaidatul Iwani	Trainee	5/2/2016			Klinik Kesihatan Seksyen 7
7	Kamalrul Bin Md Noran	Construction- Network	5/2/2016			Klinik Kesihatan Putrajaya Presint 18
8	Avi Nica Mason	Design	6/2/2016			Hospital Kuala Lumpur
9	Hasnadi Bin Mohd Nor	Surveyor - Network	6/2/2016			Poliklinik Anjung Karisma
10	Romzana Binti Ahmad	Cleaner	10/2/2016			Klinik Kita Sdn Bhd
11	Mohd Khairi Bin Zainal	Operation	11/2/2016			Klinik & Surgeri Semabok Perdana
12	Ahmad Thoriq Bin Baharuddin	Operation	12/2/2016			Poliklinik TTDI Grove Kajang
13	Faizul Henri Bin Firdaus	Operation	18/2/2016	20/2/2016	2 days	Columbia Asia Hospital
14	Faizul Henri Bin Firdaus	Operation	22/2/2016	23/2/2016	2 days	Poliklinik Anjung Karisma
15	Mohd Hafizan Yamin	Construction- Network	24/2/2016			Klinik Ikhlas
16	Mohamed Adib Bin Abd Hamid	Construction - Network	25/2/2016			Klinik Famili Wangsa Melawati
17	Melissa Ma Mun Sim	Commercial & Contract	25/2/2016	26/2/2016	2 days	Klinik Procure
18	Mohd Omar Mohd Haris	Liaison, corp comm	27/2/2016			KPJ Kajang
19	Mustain Miswan	HRA	27/2/2016			Klinik Alam Medic
20	Mohd Atiq Muid Mohamed Rasidi	Operation	28/2/2016			Poliklinik Dinar

Figure 2.2.7a. : Medical Leave record

JANUARY						
No.	Name	Department	From Date	End Date	End Date	Remarks
1	Junaina Binti Muin	Cleaner	4/1/2016	4/1/2016		Cuti tahunan
2	Romzana Binti ahmad	Tea lady	7/1/2016	9/1/2016		Personal matter
3	Zaim Najmi Bin Zulkifli	Driver	7/1/2016	7/1/2016		Keluarga datang
4	Suzaity Binti Ibrahim	Cleaner	23/1/2016	23/1/2016		Cuti tahunan
5	Suhaili Binti Ibrahim	Tea lady	23/1/2016	23/1/2016		Sepuluh hari

FEBRUARY						
No.	Name	Department	From Date	End Date	End Date	Remarks
1	Siti Salma Binti Abdulah	Corporate Communication	3/2/2016	5/2/2016		Cuti tahunan
2	Zaim Najmi Bin Zulkifli	Driver	3/2/2016			Balik kampung
3	Nor Ayu Hidayah Binti Mohamad Safri	Trainee	3/2/2016			Cuti tahunan
4	Suzaity Binti Ibrahim	Cleaner	14/2/2016	16/2/2016		Kematian
5	Shaidatul Iwani Masod	Trainee	17/2/2016			Interview
6	Nor Ayu Hidayah Binti Mohamad Safri	Trainee	20/2/2016	20/2/2016		Cuti peperiksaan
7	Shaidatul Iwani Masod	Trainee	20/2/2016	20/2/2016		Cuti peperiksaan
8	Muhammad Syazwan B. Mohd Zainal	Liaison	22/2/2016			Kematian
9	Nor Ayu Hidayah Binti Mohamad Safri	Trainee	24/2/2016	25/2/2016		Interview

Figure 2.2.7b: Leave application

2.2.8 Week eight (15th – 26th 2016)

In the Friday, I prepared minutes of meeting for weekly HRA's Department meeting and also forms for interview which were application form and assessment form for the interview in Saturday this is because my manager prefer to set the interview in Saturday. I did my daily update routines, deliver letter and memo to the staffs. I followed admin staffs to buy stocks like groceries and cleaning material. On the last day, I did not have any job to do but only assisted the staffs to Photostat and scan documents only.

2.3 Chapter summary

In this chapter, the trainee had explained about the tasks and the job done during the past 8 weeks in the internship. The tasks given to the trainee is consistent as the guidance from the faculty. The tasks mainly related to the scope of Human Resource and the trainee can apply the theory in class into practice. Therefore, it is a valuable experiences that trainee can get through an internship program.

CHAPTER 3

ANALYSIS

3.1 Introduction

During my practical training, I was assigned to do various tasks as I mentioned in Chapter 2. For the analysis of training, I will focus on the area of the task that I had done. The area of task that I will focus in recruitment and selection process as attending the recruitment and selection is my daily task. Therefore, I will relate the entire task of recruiting with the subject that I have learned in class which is recruitment process. Throughout my training period, I have the opportunity to apply the theories that I have learned in class to the tasks that I was assigned to.

3.2 Definition and Concept of Recruitment

In recruitment a pool of capable people is generated in order to fill the employment for a company. In this process an organization will try their best to attract as much as possible candidates on timely basis, with sufficient quantity and appropriate qualifications and encouraged them to apply for jobs in the organization.

3.2.1 Types of Recruitment

In recruitment, recruiters will find the informations on board, social sites, references, and resume database and through head hunting techniques. There are two types of recruitment which are internal recruitment and external recruitment.

3.2.2 Internal recruitment

This type of recruitment involved recruiting candidates internally which mean the source of candidates is within the company. For example, an existing employee working in the company is transfer to another department in a same company if they receive a higher position post during that time if the employee's performance is excellent and up to the mark. If extra skills required, the organization is ready to provide them with training. This one is the easiest ways of selecting candidates as the performance of their work already recognized by the management.

There are various ways of internal recruitment, normally management will select top talents within an organization to higher because the employees already know about the organization and their scope of work. It is also through promotions and internal advertisement that might be through email, internal circular, employee's publication, special handout and bulletin boards that outlining the requirements of the jobs and the contacts person details (Snell & Bohlander, 2012). It involves the movement of employees from lower level position to higher level of position that sometimes involve change of duties. For example, in MMC when high level of management resign, HR will find someone in the company who is qualified enough to fit in the position like during my time of internship a Construction Manager resigned and replaced by a senior engineer.

The next method is employee referral. It is a recommendation made by a current employee regarding a potential job applicant through a word of mouth. It means using personal contacts to locate job opportunities. In MMC PLSB, there is also a situation where a vacancies and the employee recommend his friends to apply the position by send their resume to the manager.

The other method of internal recruitment is transfer. It is a relocating the employee with similar job duties and responsibility. A transfer is a lateral movement within the same grade

from one job to another. It leads to changes in duties and responsibility and also working condition but not necessarily salary (Snell & Bohlander, 2012). It may be branches to other branches of the organization. For example, it is common when an employee from the headquarters is transferred to MMC PLSB. Since MMC PLSB is still new and need more employees than before.

3.2.3 External recruitment

An external source involves recruiting candidates externally which mean from outside of the organization for better performance. External employees always feel young and innovative for new companies that mean they will feel more energetic, excited and active to work in a new organization. The organization will search qualified job candidates externally or outside the organization to fill in job vacancies (Snell & Bohlander, 2012). The effort made by the organization that looks beyond its own border to find new employees particularly when expanding its workforce.

There are various method of external recruitment which are through advertisement, employment agencies, recruiters, job fairs, online recruitment, walk in applicant, professional, and also internship program.

However, MMC PLSB only use a few of them to fill in their job vacancies which are through advertisement, job fairs, online recruitment, walk in applicants, professional association and also through internship program.

3.2.3.1 Advertisement

Advertisement is a medium chose by an organization to communicate the employment to the public through a media such as radio, newspaper, television, industry publication and also internet. Sometimes, organization may promote the recruitment through blind advertisement

where there is no identification and details about the organization are provided to applicants. The organization may use blind advertisement for a variety of reasons. For example, the organization might want to keep the recruitment information in low profile so that lesser number of applicants will apply to avoid the irrelevant people or may be it due to bad reputation of the company. The purpose of the advertisement is just to test the market and wanted to gain knowledge about the supply of labor in the market. In MMC PLSB, the advertisement of job vacancies is posted in the official website of MMC Berhad and also in official website of MMC PLSB. They will advertise the vacancies according to position they want for examples, position for engineer, site supervisor, planner and etc.

3.2.3.2 Job fairs

During job fairs, a single employer or group of employers will open interview booth or counter to attract large number of candidates on that region. The individual will meet recruiters face-to-face in interview conducted. Recently, MMC PLSB and MMC Berhad conducted job fairs in Kuala Lumpur City Centre (KLCC) in March 2016

3.2.3.3 Walk in applicants

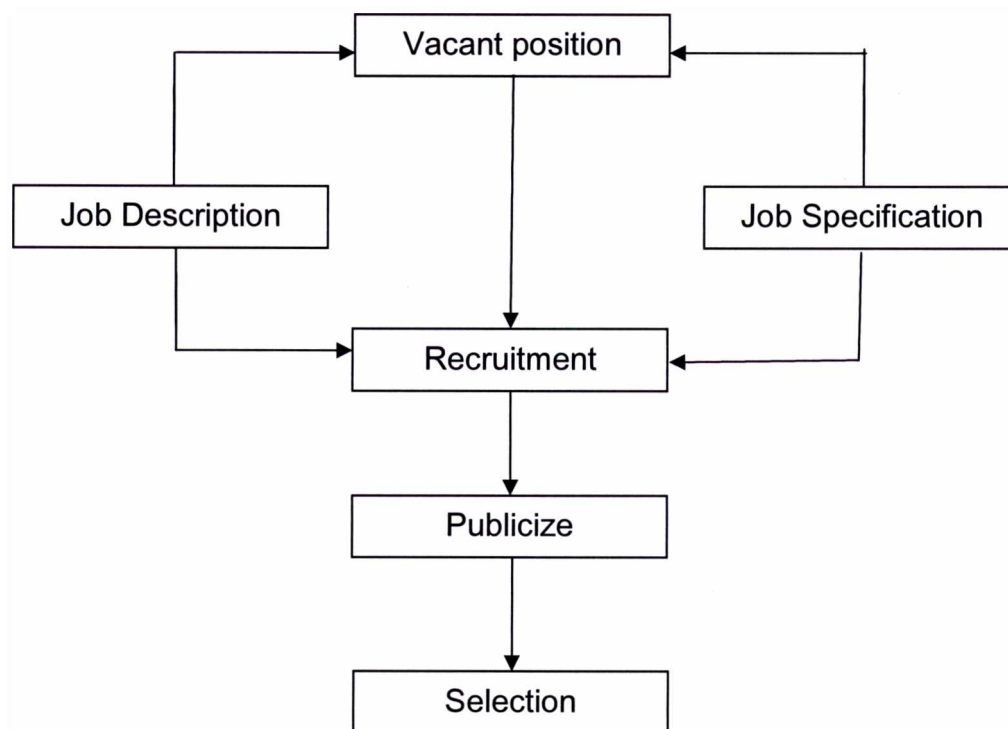
In walk in application, the candidates will go to the organization personally. If the organization has an excellent reputation of being considered as a nice place to work, it may attract good expected employees to apply the vacancies without extensive recruitment efforts. In MMC PLSB, applicants normally send their resume directly to the organization which in this company, directly to the receptionist and later the receptionist will pass the resume to the HRA Manager to be reviewed. In case if the manager is free during that time, he will make a short interview to check whether suitable or not because they come with any qualification that hope they will find a job there.

3.2.3.4 Internship program

Internship is a special form of recruiting that involves placing a student in a temporary job. During the internship, MMC PLSB will produce an offer letter stated that there will be no obligation of the company to permanently hire the student and no obligation on the part of the student to accept a permanent position in the organization. Hiring a student is typically reviewed as training activities rather than as recruiting activities. MMC PLSB also support internship program by receiving interns from the program “Skim Latihan 1 Malaysia” (SL1M) in order to enhance employability among graduates. The interns will be allocated in any department and if the superior see the intern can perform she/he will be employed by the organization.

3.3 Recruitment flow

Figure 3.1



Source: Suhailah (2016)

A recruitment process is an organization-specific model of how the sourcing of new employees is undertaken. Typically the process of recruitment lies in Human Resources responsibilities however, this is depend on the oraganizational structure of the organization. This process can be divide into a few steps. While the naming and exact process steps are unique and differ to an organization, a typical recruiting process may commence with the identification of a vacancy, preparation of a job description and job specification, recruiting, publicize and selection.

In MMC PLSB, this process begins with the human resource department receiving an from upper level management to fill in vacancies in any department. These would contain the posts

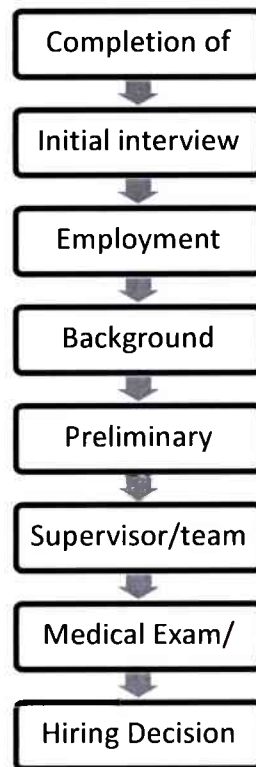
to be filled, number of persons, duties to be performed and qualifications required. It is also might be created if there is a new position, termination of an employee, promotion, or if there is employee's resignation.

Next the position is evaluated and the job description is written to match it. The job description should detail the purpose, tasks and responsibilities of the job. It is important for both in the recruitment process and the subsequent management of safe practice the following appointment, for example it can help with induction and training. The purpose of the job description is to detail the purpose, tasks and responsibilities of the post. This is to enable job seekers to read about the position before applying for it and also can be use as a reference when short listing and interviewing applicants in order to assist the organization to organize and design the new staff member's induction and training program. During the designation of the job description, all job descriptions should be completed in a recognized and consistent template and should clearly state all of the details such as title of the post, employer details; including: name and location of employer and also salary and hours to be worked.

Job specification is also known as employee specifications, a job specification is a written statement of educational qualifications, specific qualities, level of experience, physical, emotional, technical and communication skills required to perform a job, responsibilities involved in a job and other unusual sensory demands. It also includes general health, mental health, intelligence, aptitude, memory, judgment, leadership skills, emotional ability, adaptability, flexibility, values and ethics, manners and creativity. Job specification may help the candidates to identify whether they are eligible to apply for a particular position or not. Besides, it is also to help the recruiting teams in the company to understand on what kind of qualification,, qualities and set of characteristic the candidate should have to fill in the

3.4.1 Selection Process

Figure 3.2



Sources: Suhailah (2016)

The selection process above is almost similar to the selection process in MMC Pembentukan Langat. It begins with the application form fill by the applicant to ensure that the organization has certain standard categories of information about the candidates (contact information such as the applicant name, address, phone number, marital status and also email address), work experiences (job title and date of employment), educational background (universities or college attended and also degree awarded) and also applicant's signature for the validation of information. The application form will be given through online method where the person in charge will and interview invitation together with the copy of application form.

After the interview invitation received by the applicant, they will bring the application form and certificates relevant to the position offered on the day of interview. After the person in

charge check all the requirement stated in MMC Checklist Form the interview will be started around an hour. MMC PLSB applied unstructured interview where conversational style interview in which the interviewer pursues candidates points of interest as they came up in response for questions. According the Human Resources Manager, Encik Azian Baharuddin the purpose of having this style of interview is to allow freedom to the panel in determining the course of the interview and it is also allow interviewer to have discretion in choosing question to the candidates relating to the area of position offered to the candidates.

During the interview, the supervisor will ask a question based on a few of employment test which is cognitive aptitude test to determine or measure mental abilities such as general knowledge, intelligence, memory, vocabulary and also verbal fluency. Besides, a question regarding the job knowledge of the candidates which is relating to the position offered and seldom given a situation to be handled by the candidates. The interviewers will also ask general questions on the IT skills, substance abuse and vocational interest to check whether the candidates are interested or not. Not to be forgotten, he told me that personality test is a crucial test where from there they can identify candidate's soft skills such as leadership and teamwork skills. It is also to identify the personality of the candidates relating to the "Big Five Personality" which are extroversion, agreeableness, conscientiousness, emotional stability and openness to experience of the candidates.

Background investigation is a process where the company will look up the information applicant by compiling the criminal records, commercial records and financial records of an individual. The Human Resource Assistant, Puan Siti Norshaidah will call the previous employer and business association to make sure whether the candidates give valid information during the application and interview especially regarding demanded salary. MMC PLSB will refer to the previous salary by requesting their current pay slip.

position. Other than that, it also provided the team with detailed information about the job including job responsibilities, desired technical and physical and conversational ability.

Job description and job specification are two integral parts of job analysis. MMC PLSB will define the job and guide the staffs on how to carry on the whole process in recruitment and selection.. Both data sets are extremely relevant for creating a right fit between job and talent, evaluate performance and analyze training needs and measuring the worth of a particular job.

Next, the company will publicize the vancy through website, newsletter, job board and media. For example, MMC PLSB will post the vacancies in Jobstreet.com and their official portal. The applications are will be filtered and unqualified candidates will be rejected. Next, the qualified candidates will be interviewed and to those whoe succeed will be hired after salary negotiations or maybe get a chance on second interview by the company.

3.4 Definition and concept of selection

Selection is a process of choosing individuals who are qualified to fill in the jobs in an organization (Mathis & Jackson, 2014) where an organization choose a group of applicant that best suited for a particular position and organization with a relevant qualifications. Usually, managers and supervisors will be ultimately responsible for the hiring of individuals. It is also include finding individuals that meet organizational requirement that match the compatibility between the candidates and the organization.

If the interviewers are satisfied with the candidate, an email of pre-employment medical check-up will be sent directly to the candidate's e-mail. The candidate later will have to undergo a few tests to the suggested clinics under the service of PMCare. The result of the medical check-up will be sent directly from the clinics to the company.

If the candidate passed the entire test during the medical check-up, their application is further discussed among the top management which were including the Human Resources Manager and the Project Director, Syafiq Gerard Nathan. The Human Resources Manager will refer to the project director about all aspects to be considered in terms of the salary, educational background, and competencies and also the courses attended for the area. For example, for the engineer position they must at least register in Board of Engineer Malaysia (BEM) and also if they have any expert certificate their chances of being chosen by the management is higher.

3.5 Strength of the Recruitment

3.5.1 Commitment by the managers

During my practical training, I was assigned in dealing with the panels for the interview. The good thing was all the panels from each department willingly participated the interview. They were also always willing to share any information for the interview, for example, Encik Ahmad Kailani as the Project Manager of the company always willing to accept the interview invitation from Human Resources team and be involved in the interview for Network Department. Encik Azian as a Manager of Human Resources also always willing to be involved during the interview no matter the interview conducted in Saturday.

3.5.2 Flexibility

At many time when many employers are acutely focused on retaining top talent, human resources expert said that they must offer some flexibility to the employees (Halzack,2012). In MMC PLSB, flexibility was given to the candidates to set up the interview. For example, HR team will called the candidates to check on their available dates and times since most of them still working with another company. The flexibility also can be seen during the interview session where the panels were not so formal and be less strict. For example, during the interview the panels will give chances to express more about their job, so that the candidates feel motivated to answer all the questions by the panel. The candidates will talked about what they did most during their previous job regarding their fields and position.

3.6 Weaknesses of the Recruitment

3.6.1 Poor advertising medium

As we know, advertising is a form of marketing used by an organization to communicate and promote or sell something about the business's product or service. Meaning that in order an organization to promote the company, they may use radio, television, billboard, email, flyers, and social media as their medium of advertisement (Schwartz, 2012). In MMC PLSB, the company not openly promote their job vacancies except through JobStreet.com. Even though, MMC PLSB has it own official portal but, the portal is more details about the current projects rather than recruitment issues. For example, in the portal they show the progress of activities like pipe jacking and piloting during the construction. Even though, the company need to recruit more employees but the company remain closed about the vacancies and prefer recommendation from current employees. For example, they prefer the staffs to recommend

their friends or family with related field to fill in the vacancies. This could make the process of recruitment easier but the availability of unique skills and talent will be limited.

3.6.2 Poor candidate engagement

Employee engagement is a workplace approach resulting in the right conditions for all members of an organization to give of their best each day, committed to their organization's goals and values, motivated to contribute to organizational success with an enhanced sense of their own well-being (Macleod, 2015). So here, this is about how the company create a condition in which candidates feel comfortable and convenient with. As nowadays, candidate engagement is one of the major challenge face by most companies due to the rising cost to hunt for talent in industries. In MMC PLSB, most of the job seeker applied for the job but never heard back from the recruiter and there was no active engagement on the recruiters part during interview. For example, the recruitment team will only told the candidates to wait for upcoming call but in that time they are unable to contact the candidates. There was less rapport and communication with the candidates make them had fewer information's about their status of application whether they are accepted or not accepted by the company.

3.6.3 Lack of resources

The resources were very important in order to gain knowledge as much as possible and to make the recruitment effective and efficient. In MMC PLSB, the resources were lack in term of the employees, candidates and recruiter itself.

There was insufficient number of employees to handle recruitment process in the company, since the company just established about a ago. For example, a few of the candidates did not know their status of application and did not get any feedback from the company because the staffs were too busy to find a pool of other candidates.

The next is in term of the willingness of the candidates to reveal their private information. From my observation, most of the candidates avoided in revealing their previous employer's information and only stated the name of their company name in the resume. The manager will had difficulties to do background investigation about the candidates. Another issue was the salary demand by the candidates. For example, the candidates did not submit the current payslip and also the information about allowance received in order to demand a higher salary from MMC PLSB by mentioning it was private information.

Lastly, the recruiter involve was also insufficient and do not have a qualified abilities to be involved in the interview. For example, the person that in charged had to be in a meeting and a replacement is needed in order to proceed the interview. Normally, a project manager will ask construction manager to replace him, if not it will be senior engineer of that company.

3.7 Chapter Summary

In chapter three, the trainee had explained the most tasks done during the practical training related to the concepts that trainee learned in classroom and how to transform knowledge gained at workplace to reinforce understanding on the concepts learned in the classroom. It specifically focuses on one area of tasks as covered in the practical training handbook. It also should reflect definition of concept, demonstration of practical and theoretical aspects

CHAPTER 4

RECOMMENDATION

4.1 Introduction

In this chapter, the trainee will elaborate more on the recommendation and suggestion for the limitation and threats stated in Chapter 3. Based on the overview of recruitment and selection process in MMC PLSB learned by the trainee throughout the practical training, the trainee had come up with a few suggestion which are improve the candidate engagement, create a career blog and enhance recruiter/ HR and hiring manager relations.

4.2 Recommendation

Once the organization is aware about the weaknesses and threats faced by them. They must come up with strategies in order to overcome the problem. This is to ensure the effectiveness and the efficiency while performing the recruitment and selection process.

4.2.1 Improve candidate engagement

One of the suggestions in order to handle the limitation is by improving the candidate engagement. During the process of recruitment, each conversation and interaction with candidates is considered as an opportunity to engage or disengage the individual. It is also to establish a positive or negative relationship or perception of MMC PLSB among the applicant. In order to engage the candidates they may establish a timeline for the hiring process so that the applicant can expect when the next stage will occur.. For example, where and when interview, testing and offer could be happen. Besides, MMC PLCB's recruitment

team must always follow up with candidates in a timely manner by setting up a standard time for responses. For an example, MMC PLSB may set up a goal on responding towards the applicants who have submitted their resume to the organization within a few days of their submission. Another example is set a range of time for the result of applicant; if the time passed across the range then it will be considered as rejected.

The recruiting team also should keep informing the candidates about when the applicant will hear any update from MMC PLSB on the next stages in the hiring process such as interview, medical update and the offer as well. Meanwhile, address the candidates after each interview and stage of the hiring process, and also about the final decision has been made whether the candidates are accepted or rejected. Additionally, consider providing reasons on why they are not accepted. The recruiting team, should approach the applicants with a conversation in a way that keeps the door open for on-going relationship. In this situation, hiring managers or others hiring team should be involved to ensure the effectiveness and also conduct a simple survey or gain feedback from the candidates.

4.2.2 Create a career blog

The second suggestion would be MMC PLSB initiative to create a career blog. They should all job content by having a regular blog devoted to all things related to careers at the company blog. The company may invite all recruiters and hiring managers to periodically contribute content in the blog so it would help the applicants and encourage job seekers to subscribe to the blog so that they got the latest update on various social media site. The idea could be including the job summary in a list of job success factors and vacancies in that company. Other than that, the blog also should also consist upcoming job fairs for example, where and when the company will open their booth. The company also should upload a video of

company cultural events in the blog such as corporate challenges; holiday, family day and also trade show exhibitions.

The blog also may help the candidates by offering them tips on how to prepare themselves for the interview by providing them with set of question that interviewer always ask and where to find out the latest and greatest about the company milestone. It also may include post that compliment current job opportunities and tell the job seekers about the good environment and cultures of the company to attract more candidates.

4.2.3 Enhance recruiter/ HR and hiring manager

In a process of recruiting a pool of talent, MMC PLSB will have a problem if HR and hiring managers are not engage to it. This can create disorganization, inefficiencies and inconsistent communication that candidates often pick up on during the hiring process (Bernard, 2011). Through improve and enhanced communication, a positive and efficient recruiter and hiring manager relations can be improved.

At the beginning of the process, the company should analyze the core people that will need to be interview and make the final decision because this can prevent the inevitable “reeling” of others into the process which can elongate the hiring timeframe. The recruiting staffs should communicate about the hiring process and what need to be done before the interview started. They should consider the hiring manager timeline for the manager to manage their expectation for the interview and assist them to prepare themselves. Besides, the recruiting team may manage the hiring manager involvement in selection process. If managers are to rate candidates in an interview, be sure that they received rater training and if they design the interview question be sure they have training on that. MMC PLSB also must ensure that managers have job description and are aware of any competencies or criteria they will need to assess and always maintain open lines of communication throughout the process.

4.3 Chapter summary

In this chapter, the trainee had made a few recommendation and suggestion based on the weaknesses and threat stated in Chapter 3. The recommendation helps the improvements in the recruitment and selection process in the company and also can enhance the ability of the company to handle the traits in the future and as well as for the trainee.

CHAPTER 5

CONCLUSION

5.1 Introduction

In this chapter, the trainee will conclude about each of the chapter that had been explained in the previous chapter. Besides, on the conclusion part I will conclude about the benefits that I have gained from the internship training in MMCPLSB

5.2 Summary of Chapter 1

In this chapter, I had explained about the organizational background of MMC Berhad and also MMC Pembentungan Langat. I also had identified mission and vision of the organizational and also their strategic objectives use by organization and the roles of MMC according to the sewerage project.

5.3 Summary of Chapter 2

In this chapter, the trainee had explained about the tasks and job that trainee did during the eight weeks of the practical training. The task given to the trainee were consistent as the guidance provided by the faculty. The tasks mainly related to the Human Resources scope that make the trainee able to apply what she learned in the classroom and may also relate it to the theory into practices. Therefore, it is valuable experiences that trainee can get through this practical training.

5.4 Summary of Chapter 3

In this chapter, the trainee had explained the most tasks done during the practical training related to the concepts that the trainee learned in the classroom at the workplace which is recruitment and selection. The trainee also explained on how to transform knowledge gained at workplace to reinforce understanding on the concept learned. It specifically focused on one area of task as covered in the practical training handbook. It was also should reflect definition of concept, demonstration of practical and theoretical aspects.

5.5 Summary of Chapter 4

In this chapter, the trainee had make recommendation and suggestion based on weaknesses and threat listed out in Chapter 3. The recommendation helps the improvements in activities after the process of identification of mistakes and corrective action that can be taken in order to be better in the future. Hence, the trainee can enhance the knowledge on how to handle the tasks in future as most task did by the trainee during practical training.

5.6 Summary of Report

During the eight weeks of my practical training in MMC Pembentungan Langat Sdn Bhd, I gained a lot of experiences and benefits. There are four benefits I gained along the practical training that I would to explain here.

The first benefit is in term of my confident level. If before this, I do not have any opportunity to work in any department or agencies that consider have a large organizational structure. During my first day of practical training, I felt so nervous and fear that I might not be able to

adapt with the surrounding and environment in my workplace. I was so afraid to get to know the staffs in my department and also other department especially the staff in managerial level since they have different level of ages and academic qualification. However, when the time passed by, I was able to cope with the working environment. This is because my manager, supervisor and other staff had started to show their trust in me to handle certain jobs and tasks with own effort. From here, I can see that they believe in my ability to do the tasks given by them. But it was under my supervisor guidance make me believe myself more than before in accomplishing the tasks given. For example, I had given a private file of the staffs to be handled with.

The second benefit was in term of the interpersonal skill. This is because during my internship, I was assisted to be more competent in order to develop my skills. During this practical training, I was able to enhance my knowledge skills where my supervisor taught me on how to deal and interact with people since I was in the department of Human Resources that continuously interact with staffs. From here, I was able to improve my interpersonal skills in term of communication and soft skills. Besides, I was also given an opportunity to meet many people from different background which was an interesting experience for me where I can polish my communication skill by communicating with upper level management and other staffs. Thus, it was also reduced my nervousness and doubtness when dealing with people.

Furthermore, positive culture of MMC PLSB allow me to learned a lot about their culture. The staffs are very friendly yet competitive to each other. I can see the sense of belonging among the workers was very strong where they care about each other and like a family rather than just a colleague. My manager, Encik Azian Baharuddin had play a role as a leader to motive his staffs. Indirectly, all the staffs are encouraged to improve their performance. As a trainee, I was also feel this situation that make me feel motivated and encouraged to do well

in my job. If I did not understand on certain tasks, they will give a good direction for me to improve the quality of my tasks and not to be forgotten the advice and tips given by them to be used in future.

Last but not least, the most valuable benefit that I gained was new experiences. Experiences cannot be gained without opportunity. During this practical training, I did not missed any opportunity that came to me. This is because I knew that it can be beneficial for me to improve my ability in the future. This started from my beginning until the end of my practical training where I had learned new things by completing many tasks that I was not familiar with and I found that it was totally different from what I had learned in class and in reality. For example, the moment when I had to push ,myself for something that I am not used to make appreciate it more. In a conclusion, I get the experiences on the environment in workplace and I hope I can apply what I learned in my future career

5.7 Conclusion

In this chapter, the trainee had summarized on what activities completed during the practical training according to each chapter in this report. The trainee also stated the benefits learned and gained during the practical training which can be useful in the future.

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Appendix A:
Checklist For New Interview



CHECKLIST FOR NEW INTERVIEW

Name : _____ **Department** : _____
Position Applied : _____ **Date of Interview** : _____

1.0 Pre-Employment – Recruitment

- | | | |
|-------------------------------------|--------------------------|--|
| 1) HR Requisition Form | <input type="checkbox"/> | |
| 2) New Hire Application Form | <input type="checkbox"/> | |
| 3) MMC Interview Writing Assessment | <input type="checkbox"/> | |
| 4) Resume | <input type="checkbox"/> | |
| 5) Photograph – Passport Sized | <input type="checkbox"/> | |
| 6) Copy of latest payslip & IC | <input type="checkbox"/> | |
| 7) Copy of Certificates | <input type="checkbox"/> | |
| 8) Interview Evaluation Form | <input type="checkbox"/> | |
| 9) Reference Check | <input type="checkbox"/> | |
| 10) Medical Check-up Letter/Report | <input type="checkbox"/> | |
| 11) Talent Q (MMCB Only) | <input type="checkbox"/> | |
| 12) Salary Proposal | <input type="checkbox"/> | |
| 13) Job Description | <input type="checkbox"/> | |

2.0 Letter of Employment

- | | | |
|-------------------------|---|-----------------------------------|
| 1) Company | : | |
| 2) Department/ Division | : | |
| 3) Position Offered | : | |
| 4) Reporting Line | : | |
| 5) Job Grade | : | Grade |
| 6) Salary Offered | : | RM |
| 7) Employment Status | : | Permanent / Contract = years |
| 8) Start Date | : | / / 2014 |

HR Acknowledgement

Name : _____
Date : _____
Signature : _____

Appendix B:
Interview Assessment Form



INTERVIEW ASSESSMENT FORM
STRICTLY PRIVATE & CONFIDENTIAL

Name of Candidate	:	
Position Applied For	:	
Department	:	Date of Interview:

RATING SCALE GUIDELINES		
4	EXCELLENT	Generally exceed job expectation and criteria.
3	GOOD	Generally meets the expectation and criteria.
2	MODERATE	Meets part of the job expectation and criteria. May require immediate development intervention such as on & off job training to perform the job according to expectation.
1	POOR	Generally does not meet job expectation and criteria.
	NOT OBSERVED / NOT APPLICABLE	Not enough information. Not applicable to the requirements of the job.

AREAS OF ASSESSMENT (Circle one rating per area investigated)	NOT OBSERVED/ NOT APPLICABLE	POOR	MODERATE	GOOD	EXCELLENT
--	---------------------------------	------	----------	------	-----------

Qualification & Experience						
Education & Training	Matching the requirements within the Job Description.	<input type="checkbox"/>	1	2	3	4
Working Experience	Demonstrated current and past working experiences, technical expertise and achievement relevant to the context of the job.	<input type="checkbox"/>	1	2	3	4

Competencies						
Financial Acumen	Cost saving, budget reduction and profitability.	<input type="checkbox"/>	1	2	3	4
Operations Management	ISO Compliance, better operations process, process improvement and able to provide relevant steps or procedures in completing an assignment.	<input type="checkbox"/>	1	2	3	4
Leadership	Ability to lead and provide direct, thoughtful feedback to a team and projects. Articulates future goals, proactive, aspiration for success, drive and energy. Willingness to coach and guide others in need.	<input type="checkbox"/>	1	2	3	4
Communication	Engages others through effective and impactful communication; adjusting language or terminology to the characteristics and needs of the audience and helps them to understand and retain the message through use of a variety of methods; customer satisfaction.	<input type="checkbox"/>	1	2	3	4
Comprehension/ Listening	Provide clear and relevant feedback to any enquiries or questions posted by the interviewers.	<input type="checkbox"/>	1	2	3	4
Teamwork	Ability to work with others and project team be it within or outside of the organization. Encourages team members to help and respect each other and communicates belief that success is due to team effort.	<input type="checkbox"/>	1	2	3	4
Interpersonal Skills	Relates well with all kinds of people, building effective interpersonal relationships. Adjust own behavior to take account of working styles and perspectives of others.	<input type="checkbox"/>	1	2	3	4
Customer Relations/ Stakeholders Management	Ability to influence a decision and convey communication apart from maintaining a good relationship with customers/ stakeholders.	<input type="checkbox"/>	1	2	3	4

Manage Multiple Priorities	Ability to work under pressure, deal with stress and produce results.	<input type="checkbox"/>	1	2	3	4
Personal Attributes	Demonstrates confidence in own ability to handle difficult situations, makes a good impression, conveys an air of confidence, and exhibits a presence that commands attention and respect.	<input type="checkbox"/>	1	2	3	4

AREAS OF ASSESSMENT (Circle one rating per area investigated)		NOT OBSERVED/ NOT APPLICABLE	POOR	MODERATE	GOOD	EXCELLENT
		<input type="checkbox"/>	1	2	3	4
		<input type="checkbox"/>	1	2	3	4
		<input type="checkbox"/>	1	2	3	4
		<input type="checkbox"/>	1	2	3	4
		<input type="checkbox"/>	1	2	3	4

Hiring Recommendation

OVERALL Evaluation

Comments : _____

() To hire () To reject / KIV () 2nd Interview
 () To refer for _____ position (if applicable)

Interviewed by :-

Signature : _____
 Name : _____
 Designation: _____