



Universiti Teknologi MARA

**Faculty of Administrative Science & Policy Studies
Bachelor of Administrative Science (Hons)**

Sarawak Foundation (Yayasan Sarawak)

Practical Training Report (ADS667)

**Prepared by
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DECLARATION

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

Signed

A handwritten signature in blue ink, consisting of stylized initials, is written over a horizontal dashed line.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Introduction

This chapter focuses on introduction of organization. The company that I have been attending for my practical training is Sarawak Foundation. Hence, this chapter will include background, objectives, vision and mission, and organization structure, core organization services and other relevant information of Sarawak Foundation.

1.2 Background of organization

Sarawak Foundation or Yayasan Sarawak was established through the Sarawak Foundation Ordinance by the Sarawak State Government on 27 May 1971 under the leadership of Datuk Patinggi Haji Abdul Rahman Ya'kub, the Chief Minister of Sarawak at that time. He aimed to improve the standard of education amongst the people of Sarawak, and became the first Chairman of the Sarawak Foundation. Datuk Amar Abang Haji Yusuf Puteh, the State Secretary at that time, was appointed as the secretary to the Sarawak Foundation.

Main location of Sarawak Foundation building is located at Jalan Sultan Tengah, Petra Jaya. There are also another two branches of Sarawak Foundation located at Persiaran Ampang, Kuala Lumpur and Brondesbury Park, London.

1.3 Objectives of organization

Sarawak Foundation was established under Sarawak Foundation Ordinance to achieve six objectives, including :

1. To grant scholarships or to provide financial assistance of any form to any person born in Sarawak, in particular, and to any Malaysian citizen, in general, to pursue their education in schools, colleges, universities or institutions of higher learning within Malaysia or abroad on such terms and conditions as the Board deems fit or proper;
2. Actively to promote improvement of opportunities for education for the peoples of Sarawak in particular and Malaysia in general, both locally and in any institution of higher learning throughout the world, but especially the Universities in Malaysia;
3. To grant, and arrange for the award by other bodies of, scholarships or other educational assistance for the peoples of Sarawak or any Malaysian citizen whenever it deems fit to do so;
4. To give assistance and provide relief, to any person whose circumstances are, in the opinion of the Board, considered to be deserving of such assistance or relief;
5. To provide assistance, by way of loans, grants or otherwise, to organizations or institutions which are organized and governed for scientific, medical, educational, welfare, social or charitable purposes;
6. To make contribution and provide assistance towards the relief of national emergencies or calamities.

Sarawak Foundation has successfully achieved its objectives and continue to hold this achievement until more years to come.

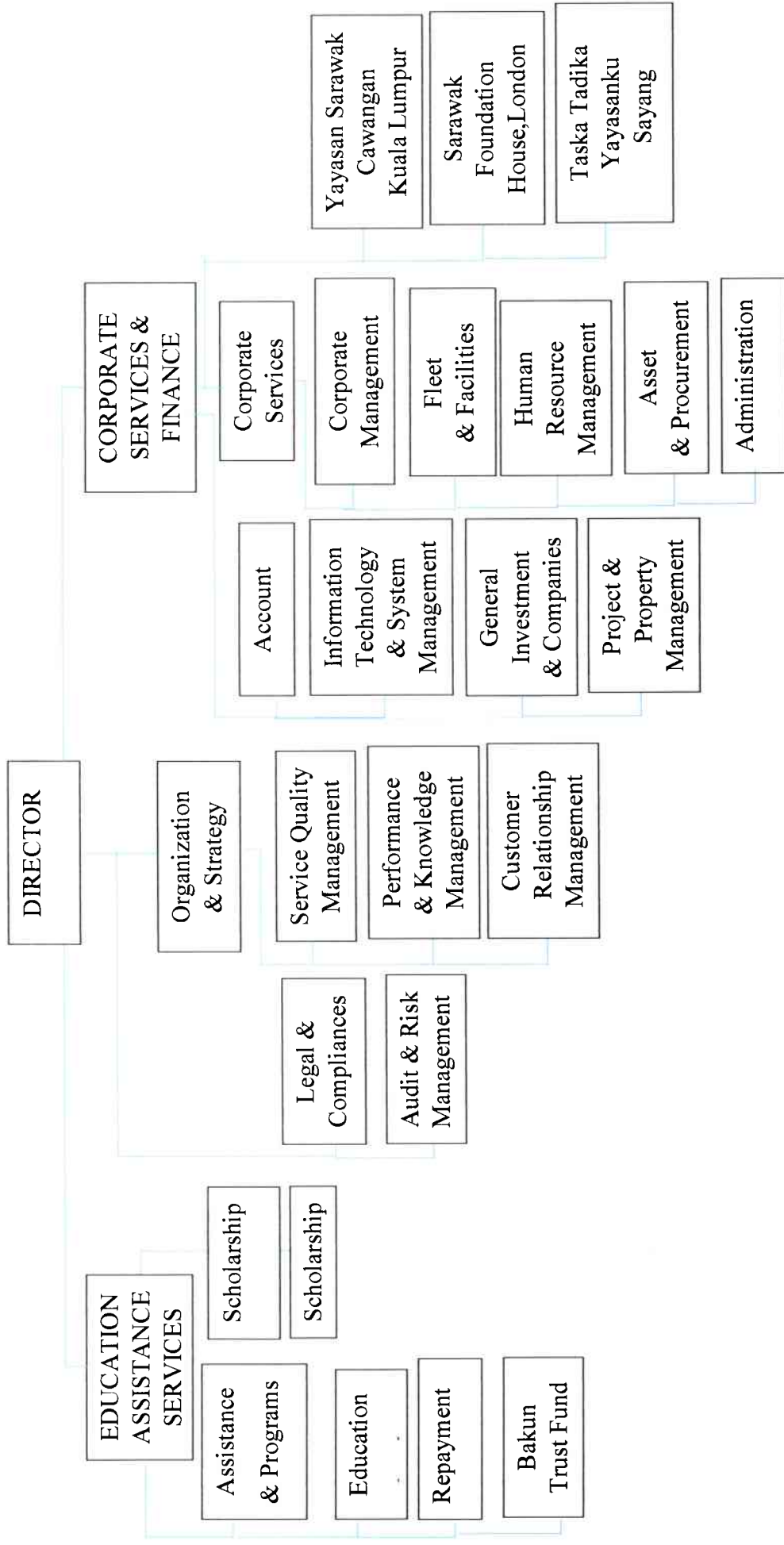
1.4 Vision and mission of organization

Sarawak Foundation holds onto their vision and mission in order to achieve their objectives. Their vision is ; ‘to be a world class foundation in developing quality human capital in Sarawak’. Sarawak Foundation aims to be a successful foundation that will assist the state to develop quality human capital in Sarawak. On the other hand, their mission ; ‘we are committed to advancing the development of quality human capital in Sarawak through effective assistance and support’. Here, Sarawak Foundation aims to greater the achievement of quality human capital in Sarawak by lending assistance and support in order to achieve it.

Holding onto their vision and mission, Sarawak Foundation is able to work on achieving their objectives. Furthermore, they continue to achieve to be successful in every way.

1.5 Organization structure

Figure 1.1 : Organizational structure of Sarawak Foundation



(Source: Official website of Yayasan Sarawak, www.yayasansarawak.org.my)

Figure 1.2 : Sarawak Foundation management team

YAYASAN SARAWAK MANAGEMENT



Haji Azmi bin Haji Bujang
Director (VU7)
Yayasan Sarawak



**Merial
Abang Rosli**
Deputy Director (NS4)
*Corporate Services &
Finance*



**EBen @ Manium
anak Ungang**
Deputy Director (NS4)
Education Assistant Services



**Mohamad Adzlie
bin Ibrahim**
*Principal Assistant
Director (N48)*
*Organisation Development
& Strategy Division*



**Suryani binti
Abdul Hamid**
*Principal Assistant
Director (N48)*
*Corporate Services
Division*



**Zamahari bin
Haji Saidi**
*Principal Assistant
Director (N48)*
Scholarship Division



**Watson Chunggal
Leonard Doo**
Assistant Director (N44)
*Quality Management
Services Section*



**Eusmawi Razak bin
Mohamad Eastern**
Assistant Director (N44)
Account Section



**Jolly
bin Marikan**
Assistant Director (N44)
*Legal & Compliance
Section*



**Abdullah bin
Abdul Galor**
Assistant Director (N41)
*Corporate Communication
Section*



**Eliza Fazlyaton
binti Alias**
Assistant Director (N41)
*Knowledge Management &
Performance Section*



**Halimah
binti Morsidi**
Assistant Director (N41)
*Programs & Assistance
Section*



**Mohd Fikri
bin Mohamad**
Assistant Director (N41)
Facility & Fleet Section



**Mohammad Faisal
bin Jaffar**
Assistant Director (N41)
*Information Technology
& System Management
Section*



**Muhamad Rahman
bin Sallehin**
Ketua Pegawai (N41)
Kuala Lumpur Office



**Shafida Safia
binti Mohd Mustafa**
Assistant Director (N41)
*Audit & Risk Management
Section*



**Huznetta
Sarenau Howell**
Assistant Director (N41)
*General Investment &
Companies Section*



**Abang Aznanto
bin Abang Bahari**
Assistant Director (N41)
*Human Resources
Management Section*



**Zulqagar Fadzreh
bin Randy**
Assistant Director (N41)
*Property Management &
Project Section*



**Yaniska
bin Mahmud**
Assistant Director (N41)
*Education Assistance
Section*



**Ismellia
bin Hohari**
Assistant Director (W41)
Repayment Section



**Temah
binti Ibrahim**
Section Head (N32)
*Asset & Procurement
Section*



**Ratnasari
binti Mansor**
Section Head (W32)
Scholarship Section



**Haji Kasubi
bin Haji Bakir**
*Student Welfare Officer
Sarawak Foundation
House London*



Romio Ding
*Executive
Bakun Trust Fund*

(Source : Official website of Sarawak Foundation, www.yayasansarawak.org.my)

According to Figure 1.1, there are seventeen sections available in Sarawak Foundation including ; programs and assistance section, education assistant section, repayment section, scholarship section, account section, asset and procurement section, property management and project section, human resource management, general investment and corporate section, audit and risk management section, information technology of system management section, facility and fleet section, knowledge management and performance section, corporate and communication section, legal and compliance section, and quality management service section. Head of each section can be seen in Figure 1.2 above.

However, these sections are then divided into two parts ; education assistance services and, corporate services and finance, that are each head by deputy director. Only legal and compliance section, and service quality management section are directly headed by the director.

Each section carries different task and they are responsible directly to achieve objectives of the company. Therefore, it is the duty of their leader ; director and deputy directors to ensure each section implement their work according to plan.

1.6 Board members of organization

Figure 1.3 : Sarawak Foundation board of trustees



(Source : Official website of Sarawak Foundation, www.yayasansarawak.org.my)

Sarawak Foundation board of trustees consist of ; a chairman, deputy chairman, 6 members and a secretary. The secretary is the Director of Sarawak Foundation himself. Board members of Sarawak Foundation has their own important function in the organization, including ; propose, review and approve proposals made by all

sections in Sarawak Foundation, ensure no misuse of power or bribe by reviewing financial statement made after implementing approved proposals, make recommendation to a proposal if they find not deem fit, under or over budget, and encourage every proposal made to be able to achieve vision and mission of Sarawak Foundation.

1.7 Organization logo

Figure 1.4 : Logo of Sarawak Foundation



This logo represent dynamic, progressive and innovative of Sarawak Foundation aiming to be. The logo reflect Sarawak Foundation in their main field ; education, in providing services that could help to develop quality human capital.

1.8 Organization services

Sarawak Foundation main field is education. Therefore, the services they provided are mostly related to education. There are 4 services provided by Sarawak Foundation, including ; education loan, program and assistance, scholarship and loan repayment.

1.8.1 Education loan

Loan means borrowing sum of money to a person and that person is required to pay back the money in the future. Hence, education loan means borrowing sum of money to finance education and any related expenses. Since the establishment of Sarawak Foundation, the organization has been providing students with several choices of education loan to support their studies financially. Table 1.1 provides types of loan provided by Sarawak Foundation with different purposes and requirements to apply the loan.

Table 1.1 : Types of loan provided by Sarawak Foundation

Loan	1) National education scholarship loan
Purpose	<ul style="list-style-type: none"> • Loan scholarship for students who pursue their studies at Higher Public Education Institution in Malaysia and Private Universities.
Requirement	<ul style="list-style-type: none"> • Application is open throughout the year. • Students are required to apply for a PTPTN loan first and provide a PTPTN loan rejection letter when applying. • 2 guarantors with permanent job. • Household per capita income below RM2,000.00 per month. • Approval is subject to socio economic background and current provisions. • Repayment of loan after 12 months from graduation.
Assistance	<ul style="list-style-type: none"> • The first payment will be issued after received a complete agreement document. • The next payment will be issued after received a copy of complete examination result.
Application	<ul style="list-style-type: none"> • Online application. • Download application form online.
Loan	2) Overseas education loan
Purpose	<ul style="list-style-type: none"> • To fund part of education cost for students who pursue their studies overseas.
Requirement	<ul style="list-style-type: none"> • Application is open throughout the year. • Priority is given to courses that are not available in the country. • Courses and universities are recognized by the Malaysian Government through the Public Service Department (PSD). • Submit real estate collateral and 2 guarantors. • Repayment of loan after 6 months from graduation.

Assistance	<ul style="list-style-type: none"> Approved loan rates are subject to the decision of the Education Committee and limited to maximum of RM50,000 a year.
Application	<ul style="list-style-type: none"> Online application. Download application form online.
Loan	3) Technical training scholarship loan
Purpose	<ul style="list-style-type: none"> Provide assistance to Sarawakian children who are following the technical courses at any Local Skill / Technical Training Institution under the Sarawak Foundation.
Requirement	<ul style="list-style-type: none"> Open to Sarawakian aged 16 years to 30 years. Interested in full-time training. Priority to trainees who have no chance or failure to pursue higher education. Priority to low income families of RM2,000 per month. Refund of loan after 6 months from completion of training and 50% rebate for trainees who passed.
Assistance	<ul style="list-style-type: none"> Training fees / courses and living allowances are provided throughout the duration of the study
Application	<ul style="list-style-type: none"> Online application. Download application form online.

1.8.2 Scholarship

Scholarship is a type of award given to students for their best performance in their studies. Sarawak Foundation didn't miss out to provide scholarship as an award to students for their specific achievement. Table 1.2 will explain types of scholarship as well as purpose and their required requirements to receive the scholarship.

Table 1.2 : Types of scholarships provided by Sarawak Foundation

Scholarship	1) Yayasan Biasiswa Sarawak Tunku Abdul Rahman (YBSTAR)
Purpose	<ul style="list-style-type: none"> Scholarship award from Sarawak state for excellent students.
Requirement	<ul style="list-style-type: none"> Malaysian citizens with priority given to Sarawakian. Attend education in level Bachelor's degree, Bachelor's, Doctoral Degree and Expertise. Excellent achievement in academic and active co-curriculum activities.

	<ul style="list-style-type: none"> • Offer of application is advertised in local newspapers along with a list of courses recommended by the Board of Directors. • Attend and pass interview session on given date and time.
Assistance	<ul style="list-style-type: none"> • Degree: Tuition fees, living allowance, book allowance, project paper allowance, tool kit allowance, practical exercise allowance, scientific training / thesis and flight allowance. • Advanced Degree (Master, PhD & Expertise): Tuition fees, living allowance, book allowance, tool kit allowance, thesis training allowance, final study allowance and aviation ticket. • Return flight tickets (once a year in the country and once throughout the course for overseas).
Application	<ul style="list-style-type: none"> • Online application. • Download application form online.
Scholarship	2) Bestari scholarship
Purpose	<ul style="list-style-type: none"> • Scholarship award from Sarawak state for excellent students studied in local private university.
Requirement	<ul style="list-style-type: none"> • Open to Sarawakian students who are excellent in academic. • Attending the first degree level only. • Has high leadership qualities and active in co-curricular activities. • Studying at Swinburne University of Technology Sarawak Campus, Curtin University of Technology Malaysia Campus and University College of Technology Sarawak (UCTS) only.
Assistance	<ul style="list-style-type: none"> • Study fees and lodging, transportation, living & book, thesis and computer.
Application	<ul style="list-style-type: none"> • Online application. • Download application form online.
Scholarship	3) Excellent scholarship
Purpose	<ul style="list-style-type: none"> • Scholarship award to students who pursued their students in courses recommended by the management of Sarawak Foundation.
Requirement	<ul style="list-style-type: none"> • Open Sarawakian students who are excellent in academic. • Has high leadership qualities and active in co-curricular activities. • Studying at local university only in the first degree level.
Assistance	<ul style="list-style-type: none"> • Study fees and lodging, transportation, living and book, and, thesis and computer.
Application	<ul style="list-style-type: none"> • Online application. • Download application form online.
Scholarship	4) Local scholarship
Purpose	<ul style="list-style-type: none"> • Open to secondary school students only and priority is given to

	students in Form Two (2)
Requirement	<ul style="list-style-type: none"> • Sarawak-born students who are living permanently in Sarawak. • Poor students whose <i>Ketua Isi Rumah</i> (KIA) registered with e-Kasih and certified status MISKIN or MISKIN TEGAR only. • Student is NOT a recipient of any scholarship or financial assistance from any party. • Students have no disciplinary problems at school. • List of eligible student certificates from the District office will be submitted to the Yayasan Sarawak for approval.
Assistance	<ul style="list-style-type: none"> • Cash payments to student accounts per year based on the following rates: <ul style="list-style-type: none"> • Form 2-3: RM300.00 • Form 4-5: RM400.00 • Form 6B - 6A: RM500.00
Application	<ul style="list-style-type: none"> • Online application • Download application form online
Scholarship	5) Early education and technical scholarship scheme
Purpose	<ul style="list-style-type: none"> • To help students in the early stages offered continue to study at Public Higher Education Institutions, Matriculation College organized by the Ministry of Education Malaysia and Skills / Technical Training Institutions organized by the government.
Requirement	<ul style="list-style-type: none"> • Open to students who are in semester one (1) only. • Attended Matriculation / Foundation, Diploma, First Degree in Public Higher Education Institutions. • Follow the training at the Technical / Technical Training Institution organized by the government. • Family income per capita below RM1, 000.00 per month. • Approvals are subject to current provisions.
Assistance	<ul style="list-style-type: none"> • One time payment of RM700.00 (Sarawak) and RM1,000.00 (outside Sarawak) and no refund
Application	<ul style="list-style-type: none"> • Online application • Download application form online

1.8.3 Program and assistance

Sarawak Foundation has implemented and carried several programs as well as providing assistance especially in education field. These programs and assistance enable to further enhance activities related to education among students. Table 1.3 provides types of program and assistance provided by Sarawak Foundation to enhance the effort to expand activities relating to education.

Table 1.3 : Types of program and assistance provided by Sarawak Foundation

Program and assistance	1) Students exchange program
Purpose	<ul style="list-style-type: none"> • Scheme aimed at enhancing the spirit of 1 Malaysia. Involves sponsoring and sending excellent students from Form 1 and Form 4 to: • Full boarding school / high performing school in peninsular Malaysia. • Selected schools in Sarawak for students from Sabah and the Peninsular. • Selected schools in the state of Sabah for students from Sarawak under the sponsorship of the Sabah Foundation.
Requirement	<ul style="list-style-type: none"> • Registration to Full Boarding School / High Performing School through school. • Received 5A (UPSR) and 8A (PT3) results. • Approval from Ministry of Education Malaysia. • Apply for scholarship sponsorship from Sarawak Foundation.
Assistance	<ul style="list-style-type: none"> • Fees, books and stationery tools with pocket money allowance including school uniform / any necessary uniform from Sarawak Foundation.
Application	<ul style="list-style-type: none"> • Online application • Download application form online
Program and assistance	2) Community Education Program
Purpose	<ul style="list-style-type: none"> • Community Program to help and give awareness to society the importance of prioritizing education as a catalyst for family development. Target groups are: • Primary and secondary school students, • Parents, school leavers & community leaders.
Program components	<ul style="list-style-type: none"> • Seminar of excellent parenting. • Education awareness course. • Guidance and counselling to form 5 students. • Dialogue session with top management of Sarawak Foundation.
Program Module	<ul style="list-style-type: none"> • Inspiration and self-motivation. • Self-management and time management. • Effective learning. • Preparation to face examination.
Program Implementation	<ul style="list-style-type: none"> • Sarawak Foundation will help to cover some part of the costs.
Program and assistance	3) School uniform assistance program
Purpose	<ul style="list-style-type: none"> • Relieve burden of parents financial by providing school necessities for children.

Requirement	<ul style="list-style-type: none"> • Students from primary school and secondary school in Sarawak. • Poor students whose <i>Ketua Isi Rumah</i> (KIA) registered with e-Kasih and certified status MISKIN TEGAR only.
Assistance	<ul style="list-style-type: none"> • Voucher worth RM200 to buy school uniform, shoes and bag at participated stores.
Application	<ul style="list-style-type: none"> • Students proposed or recommended by respective schools and certified to be in focus group in the their respective areas for concern of Sarawak Foundation.
Program and assistance	4) High performance rural schools (HIPERS)
Purpose	<ul style="list-style-type: none"> • Improving performance of selected Primary and secondary schools in rural areas.
Component	<ul style="list-style-type: none"> • Improved overall student achievement. • Teacher and school empowerment. • Parents' involvement. • Community awareness.
Program and assistance	5) Reading material aid program
Purpose	<ul style="list-style-type: none"> • To encourage students in building reading habits structurally in different discipline knowledge especially in science, mathematics and english field.
Assistance	<ul style="list-style-type: none"> • Donation of reading materials to be distributed to selected primary schools and secondary schools with cooperation from Sarawak education department.
Program and assistance	6) Sarawak Foundation prizes for excellent students
Purpose	<ul style="list-style-type: none"> • Incentives for students who have achieved excellent results in public examinations. • Encourage students to work hard to achieve academic excellence.
Requirement	<ul style="list-style-type: none"> • Obtain all A's in core subject ; UPSR, SPM and STPM. • Eligibility criteria of receiver is done with cooperation from Sarawak education department.
Assistance	<ul style="list-style-type: none"> • Prizes in the form of BSN Premium Savings Certificate with the following amounts: <ol style="list-style-type: none"> 1. UPSR: RM100.00 2. SPM: RM500.00 3. STPM: RM700.00
Program and assistance	7) Sarawak chief minister special award
Purpose	<ul style="list-style-type: none"> • Sarawak chief minister special award is awarded to schools' administrative, teachers and students who have shown excellent performance consistently and have given their contribution in all field, either in academic or non-academic, as well as holding a good reputation of the school at state or national level. • Sarawak chief minister special award is divided into

	categories. Award receiver are chosen according to the decision made by Special Workforce, headed by the management of Sarawak Foundation and Sarawak education department.
Requirement	<ul style="list-style-type: none"> • Every schools give their recommendation names according to achievement in the respective field and categories of award. • Award receiver are not eligible to receive at least in term of the next 3 years. • Open for all public schools and <i>sekolah bantuan</i>
Program and assistance	8) Sarawak Foundation - Sarawak education department cooperation program
Purpose	<ul style="list-style-type: none"> • To implement a program for development of education in Sarawak with cooperation from Sarawak education department.
Program	<ul style="list-style-type: none"> • <i>Program menjejaki maklumat</i> • Reaching for the stars • Reading and information literacy program • <i>Bantuan tambang balik kampung murid</i> • <i>Kem nilai peringkat negeri</i> • Holiday English Language Programme (HELP) • <i>Jejak sejarah</i> • Conversion Programme For Science Teachers (COPS) • <i>Pertandingan Bola Sepak Piala Emas dan Perak Rebutan Yayasan Sarawak</i>

1.8.4 Loan repayment

Loan repayment means paying back money that has been borrowed in the past.

Sarawak Foundation provides several method for borrowers to repay back their loan.

Along with that, several incentives are also provided following several requirements.

Table 1.4 : Method and incentive of loan repayment

Payment	1) Method of loan repayment
Purpose	<ul style="list-style-type: none"> • Educate towards to achieve repayment of education loan.
Maturity Period	<ul style="list-style-type: none"> • Certificate / Diploma - 6 months after graduation • Degree / Postgraduate - 12 months after graduation • Revolving Fund - 8 months after received acceptance offer
Method of payment	<ul style="list-style-type: none"> • Sarawak Foundation counters : Wisman Adenan, Jalan Sultan Tengah, Kuching. • BSN • Allotment

Payment	1) Loan repayment incentives
Purpose	<ul style="list-style-type: none"> As a 'prize' to excellent students and students who are able to finish their education.
Rebate Incentives	<ul style="list-style-type: none"> Application for rebate incentives and subject to approval with a consistent refund: <ol style="list-style-type: none"> 75% rebate: CGPA 3.50 and above (within the country). 50% Rebate: CGPA 3.00 - 3.49 (in-country) and Consistency Refund 25% Rebate: CGPA 3.75 and above (overseas) and refund as a whole. Automatic rebate incentive 50%: <ol style="list-style-type: none"> Technical Training Loan Scholarship (if successful in graduation) Yayasan Pinjaman Foundation in Engineering (Bumiputera students only) at Swinburne & Curtin Sarawak
Application	<ul style="list-style-type: none"> Online application

1.9 Conclusion

Based on this chapter, all details regarding Sarawak Foundation, the organization I have attend my internship, are clearly explained. Sarawak Foundation main field is education and therefore, they aim to successfully achieve development of education especially in Sarawak. Furthermore, they continue to develop quality human capital in Sarawak.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

This chapter will focus on the schedule of practical training which has been recorded in my log book during my practical training. I was assigned to the General Investment and Companies section under the supervision of the Head of General Investment and Companies section, Miss Haznetta Serenau Howell. This chapter will further explain the activities I have carried out during my practical training. Lastly, I will conclude my explanation in conclusion.

2.2 Practical Training Schedule

I have been provided with a practical training log book for the purpose of recording every activity I have carried out and done during my practical training in Sarawak Foundation. Later, it was checked and signed by my supervisor, Miss Haznetta Serenau Howell as proof that I've carried out all the activities.

The term given to complete my practical training is within 2 months; from 24 July until 15 September. The following are my practical training schedules of what are the activities I have carried out along my internship in Sarawak Foundation week by week.

2.2.1 Week 1 (24 July-28 July)

During the first day of my internship on 24th July, employees in second floor was hosting *Ramah Tamah Aidilfitri* held in the second floor. All employees in every floor was invited to the activity as a way to strengthen relationship among employees in different hieraracy as well as to celebrate Eid. On the next day, our floor was hosting the *Ramah Tamah Aidilfitri*. I participate in the preparation as well as hosting the activity by welcoming employees from other floors.

On the third day, I learn about system used in investment section called ‘Yayasan Sarawak Treasury Investment Management Section’. I was taught by assistant accountant, Madam Shermila Binti Chebby, on how to use the system. The system records information of all Sarawak Foundation investment products, including ; finance deposit, short-term money market deposit, unit trusts, bond, quoted shares, and fund manager portfolio transaction. The recording helps to keep track with the trend as well as for future audit purpose. I have also been taught on what to do with few of the investment products. For examples are fund manager portfolio and unit trusts. Fund managers are the companies that Sarawak Foundation invested on, and later the companies will invested the money received from Sarawak Foundation. We require their performance report regarding investment their made, dividen and interest gained to be recorded in the system. On the other hand, unit trusts can be refer as shares (unit) Sarawak Foundation bought and receive dividen from the shares. Currently, Sarawak Foundation have 13 shares. Net Asset Value (NAV) received from each shares are recoded in the system to check on the trend. Head of General Investment and Companies section have power to advise Director to withdraw or make new proposal on buying new unit.

I was also taught on how to filing documents, letters, bank statements and others in the investment section. Each investment products were kept in their own categories. The records kept are mostly original and copies together. Copies are important because in case of missing original documents and more like, copies must be available to replace the originals. There are also scan copies kept in the PC. Supposedly, all records are confidential. If there is a request for external audit, for example ; from account section, they are only provided with the copies. If necessary, then they will be provided with the originals. However, they must fill in cop of *akuan penerimaan* as proof they received the copies.

Along the day also, I was asked by assistant accountant to work on procedure to dispatch letter. The letter titled renewal of fixed deposit. Firstly, make two copies of the letter ; one is to be tag along with original letter and cop with *akuan penerimaan* to be fill by receiver, and another one to be kept as proof we dispatch the letter. If the letter is send inside Kuching, the copy will be staple outside the letter. On the hand, if the letter is send outside Kuching, the letter will be fold inside envelope together with original. Next, I must fill in dispatch letter form whereby I must write date, title and reference number of the letter. Later, the letter is passed to administration section and they must sign the form as proof the letter has been pass to them. Lastly, another copy of the letter is kept to its respective file. In this case, it is a fixed deposit letter of CIMB Jalan Satok. Then the letter must be kept inside CIMB Jalan Satok and according to written account number on the letter.

The next day on the 27th July, I was in charged on daily administration tasks due to absent of investment principal and her assistant accountant. Therefore, I am responsible to collect calls, receive messages and receive letters. All information I gained will later be inform to investment principal and assistant accountant.

Part of my daily task includes send and receive documents or letters from different sections in Sarawak Foundation. On the 28th July, I was asked by assistant account of investment section to sent proposal letter that has been corrected to deputy director section for their review. I was also asked to receive bank statement from account section to be kept in investment section.

Later, I was asked by investment principal to make copies of minutes from last meeting. Original minutes are then kept in external audit file while the other copies kept in its respective files according to types of investment products that has been discussed in last meeting.

2.2.2 Week 2 (31 July-4 August)

On the last day of July which is the 31st, I attend morning prayer organized by employees of Sarawak Foundation. Today's morning prayer was organized by service quality management section and, performance and knowledge management section. It is an activity compulsory to conduct every month and sections that are responsible must comes with their own theme as well as activities to do during the morning prayer. Part of the activities includes introduction of practical students. I participate in the introduction and introduce myself in front of everyone. In conclusion, it was a good event that could strengthen bond between employees and employees are able to share memories together.

Later, I continued with my work. I was asked by assistant account of investment section to make copies of bank statement we received from account section. The copies are then kept in its respective file.

On the 1st August, a *Ramah Tamah Aidilfitri* was organized by employees in level 1. I attend the ramah tamah as every employees are welcomed.

Later in the evening, I continue with my tasks. I was asked by assistant account of investment section to go to account section and receive copy of journal voucher from them upon request from investment principal. I also done dispatching letter of renewal of fixed deposit to Al-Rajhi bank. The letter dispatching are done according to procedure of dispatching letters.

On next day, I was given responsibility to implement two tasks. Firstly, I need to check on Nett Asset Value (NAV) to ensure it is correct with recorded one. The second task is to dispatch letter of account opening form for non-individual to Malaysian Building Society Berhad, one of the fund managers, according to procedure of dispatching letters.

On the 3rd of August, I implemented few tasks as requested by assistant account of investment section. Firstly, I dispatch letter of renewal of fixed deposit according to procedure to dispatch letters. Secondly, I prepare a minute regarding new investment. There was a high investment rate provided by CIMB bank. Therefore, I need to prepare a minute regarding proposal of new investment. Next, I prepared letter titled withdrawal of short-term money market to CIMB REPO and new replacement for fixed deposit to CIMB Satok. Lastly, I was asked to scan to PC as a copy as well as making copies of financial audit report of one of subsidiaries companies to be provided to account section as requested by them.

The last day of week 2, I help assistant account of investment section to key in interest rate in the system. Before that, I was given a little briefing from her regarding the interest rate. The rate must be update every month to see changes in the rate as well as looking at trend of the rate. If the rate drop, we could advice respective bank to maintain the rate. Furthermore, if Sarawak Foundation still have extra fund or grant

from state of federal, investment section could propose new placement for fixed deposit to director and Board of Trustees.

2.2.3 Week 3 (7 August-11 August)

On the first day of week 3, I dispatch letter of renewal of fixed deposit according to procedure to dispatch letters. I also asked by assistant accountant to keep few copies of letter into their respective files.

The next day, I only done some dispatching letters of renewal of fixed deposit according to procedure to dispatch letters.

On the 10th and 11th August, I was in charged of daily administration due to absent of investment principal and her accountant assistant. I also done keeping all letters, Net Asset Values (NAV) that has been recorded and proposal approved by deputy director in their respective files.

2.2.4 Week 4 (14 August-18 August)

The first day of week 4, I done some filing of resignation letters from former director into several companies file.

The next day, I have done a few tasks as ordered by assistant account of investment section. Firstly, I keep all Net Asset Values (NAV) that has been recorded in NAV file. Secondly, I prepare minute of authorised signatories to director, deputy directors and principal of assistant directors. Recently, Sarawak Foundation announced its new Board of Director (BOD). Therefore, authorised signatories are compulsory to be provided to banks as to inform them regarding new BOD. Next, I prepare a list of shareholders to be provided to account section. Lastly, I make a copy

of Swinburne financial audit report received from account section as a copy for investment section.

The following day, I continue with preparing the authorised signatories letters. On the 17th August, I've done few tasks only. Firstly, I dispatch letter of renewal of fixed deposit according to procedure to dispatch letters. Next, I make copies of a letter provided by investment principal. She requested the copies to be provided to asset and procurement section, and director section. Another copy is for investment section to keep.

On the last day of week 4, I finally organized all required forms and cards that need to be filled in by new BOD. Later, it is attached to its respective letter and sent to deputy director of corporate services and finance to be sign by him. I also done dispatching letter of renewal of fixed deposit according to procedure to dispatch letters.

2.2.5 Week 5 (21 August-25 August)

My first day of week 5 begin with completing few tasks ; including received signed authorised signatories letters from deputy director of corporate services and finance, and check to see all has been signed. Later, it is pass to director for his signature in all the letters. Then, I was asked to kept all letters received by investment section in their respective files.

In the following day, I was required to do a few tasks including the following. Firstly, I was asked to scan received financial report audit from shareholders to PC. Then, I provide account section with original bank statement and receipt from Pometia Sdn. Bhd. and copy of it are kept in Pometia Sdn. Bhd. File. I also provide

account section with copy of fixed deposit and withdrawal statement of Kuwait Bank. Lastly, I kept all the received acknowledged letter into their respective files.

On the 23rd August, I was in charged to daily administration task on the absent of investment principal and her accountant assistant.

The next day, I continue with the authorised signatories letters by passing the letters to deputy director of education assistance service for his signature. Later, I was in charged to daily administration task on the absent of investment principal and her accountant assistant as both of them are attending meetings.

On the last day of week 5, I required to scan all dividends from Malaysian Industrial Development Finance (MIDF) into PC for record. Later in the evening, I was in charged to daily administration task on the absent accountant assistant as she went for audit.

2.2.6 Week 6 (28 August-1 September)

In week 6, I was given a new task. I was requested by assistant accountant to rearrange files, putting new label and close several files. I started by checking all the available files, request for assistant account's advice on order of the files and then, rearrange the files. I also clean the cabinets.

The next day, I continue with my previous task. I prepare labels for each files and printed the labels. Later, I was asked by assistant accountant to dispatch letter of AmBank renewal of fixed deposit according to procedure to dispatch letters. I also was asked to kept all letters, bank statement and recorded NAV into their respective files.

Finally on the 3rd day of week 6, I label all the files and close few files upon order of assistant accountant. Next, I key in interest rate from Kuwait Finance House in the system as asked by assistant account. She also asked me to keep several things including ; AmBank statement and recorded interest rate in their respective files.

The following two days were public holidays. Hence, no attendance required during the holidays.

2.2.7 Week 7 (4 September-8 September)

On 4th September, it was public holiday. Therefore, no attendance require. The next day, I was in charged to daily administration task on the absent accountant assistant until she comes back in the evening. Later, I was asked to fax renewal of fixed deposit placement to Malaysian Building Society Bhd. as requested by investment principal. In the evening when the assistant accountant was back, she asked me to dispatch letter of renewal of fixed deposit to Malaysian Building Society Bhd. and withdrawal letter to CIMB Kuala Lumpur (REPO) according to procedure to dispatch letter. The copies of the letters are kept in their respective files. Lastly, I continue with authorized signatories letters by passing it to the nexy BOD member, one of Sarawak Foundation head of assistant director, for his signature.

On 6th September of week 7, I received back the authorised signatories letters and so, I continue with the next BOD member, who is also another one of Sarawak Foundation head of assistant director, for her signature. Later, I was asked to dispatch letters of renewal of fixed deposit to different banks including ; Maybank Islamic Bhd., AmBank, Malaysian Building Society Bhd and more. The dispatching of letters are following procedure to dispatch letters. I also went to account section and help

them with sorting receipt according to numbers. Lastly, I went to asset and procurement section, and hand in supply request form investment section.

The following day, I only done, as asked by assistant accountant, to pass copy of approved withdrawal letter as requested by account section. Then, I help again in sorting receipts.

On 8th of September, I continued again with authorized signatories after received back the letters from previous BOD member. Before I proceed to the next BOD member, I check all letters to ensure everything has been signed.

2.2.8 Week 8 (11 September-15 September)

I was already in charge of daily administration on the first day of week 8 due to the absent of accountant assistant. The following day ; 12th September, I was also in charged to daily administration task on the absent of investment principal and her accountant assistant. However, I did help with on going event in Sarawak Foundation called MKKY. I was asked to participate and help in welcoming guests as well as giving them goodies bag. Later in the evening, I help to fax renewal of fixed deposit letter to Bank Rakyat, Simpang Tiga Branch as requested by the bank. Lastly, I help in sorting receipt according to numbers in account section.

On the 13th September, I continue with authorised signatories letters after received back the letters. The next BOD member that need to sign the letters is not an employee from Sarawak Foundation. Instead, he manage Telang Usang Hotel Sdn. Bhd. Therefore, the letters need to dispatch to Telang Usang Hotel Sdn. Bhd. according to procedure to dispatch letter. A sample is provided to ensure he knows where to sign.

The next day, I continue again with handling authorized signatories letters by preparing for the BOD member to sign. The letters was then dispatch for the next BOD member to sign and dispatching is following procedure to dispatch letters.

On the last day of week 8, I only required to provide account section with interest statement from CIMB Bank as requested by them.

2.3 Conclusion

According to all the given information I have provided in chapter 2, it is related with activities, responsibilities and tasks I have carried along two months of my practical training in Sarawak Foundation. All the activities are monitored and approved by my supervisor.

CHAPTER 3

TASK ANALYSIS

3.1 Introduction

This chapter is focusing on one particular task I have done the most during my practical training in Sarawak Foundation, which is ; file management. Therefore, this chapter will explain definition, classification and importance of file management. In addition, I will explain also file management in Sarawak Foundation General Investment and Companies section.

3.2 Definition of file management

File management can be define as a process of organizing, sorting and labelling files or documents. The files are then store or kept in suitable storage, usually in a cabinet. Cabinets contain files or documents must be placed where it is easy to access. However, it is also must be kept at a place not accessible without authorization. This is to protect the files, especially files that marks as confidential.

Files contain information can also be kept or store in a computer or computer files. Nowadays, more organization are practising this method mainly for the purpose of saving budget and environment.

Managing files must be done properly however, in the most simplest way. Therefore, in future, is it easy to re-mange the files again. It is important to ensure all files are organize according to their order, sort them following its types and label them to ease search of the files.

3.3 Classification of files

Classifying files is define as a process of arranging and organizing files or documents in a systematic order. Classification act as management tool that helps to arrange items into groups or categories systematically (Franks, 2013 cited in Mokhtar & Yusof, 2014). Files are being classified either according to types or purpose. The files must be classified due to several purpose and reasons, including ; for easy access, saving time, quick search and as part of organization culture.

Records management has similar meaning with file management. File act as a record of information and therefore, it has close relation with records management. According to Mokhtar and Yusof (2015), main element of records management is classification ; fail to handle so will resulted to ineffective record management. Hence, classifying files are important.

In the process of classifying files, a person must identify the proper way to classify them. To classify the files systematically, it must be done following an order. Therefore, it is more neat and easy to search. According to Hamid (2004), there are three ways to classified files or documents systematically ; alphabetically, chronologically and numerical.

Classifying files alphabetically is one of the common method used to classify files. It doesn't involve complicated steps and therefore, it is easy to understand. There are four categories under alphabetical classification as refer to Hamid (2004). Firstly, geographic area, which means files are organized according to geographical areas. Secondly, subject which refer to classifying files according to nature purpose of the file. Next, organization where files are arranged following names of organization. Lastly, individual whereby files are classified according to person's name.

The second method is by using chronological which means classify files according to date. This method is used when there is an urgency to identify which files need to have its attention first following which date came first. It is also used to arrange files from past date to recent date.

The last method ; numerical, is also one of the common method used to classified files. The reasons are also the same ; involves simple steps and easy to understand. Files are organized using numbers and numbering are usually inwards. Under numerical method, there are three categories according to Hamid (2004). Firstly, decimal numeric which means files are arranged according to numbers but when it has subtitle, decimal will be added. Secondly, alpha numeric whereby files was first arranged alphabetically before numbering it. Lastly, terminal digit which means a file is given a code in numbers to indicate something such as department.

Classifying files inside a computer on the hand is a different story. Information or items such as letters, minutes and more like are kept inside the computer system. There are two method to classify files or electronic materials. According to McNeill and Bailey (2014), methods used to classify files inside a computer are hierarchical and tag-based.

Hierarchical is method of organised files by placing it inside a folder and sub-folders just by using, such as ; Windows. The folder and sub-folder are named so they are easy to find just by searching its name. Tag based is a method of tagging item or items by using bibliographic software, image management programs or Google tools. By tagging, it is easier to find just by searching the name of the tag.

Although there are different kinds as well as ways to classify files, it is necessary to classify a file. It will save time and, work environment will be more clean and

organized. Classification of files are also depend on the organization. If it suits on how the organization manage their management, their file management will bring positive result, such as ; effective file management

3.4 Importance of file management

In every organization, big or small, managing files are important. We cannot look at it as unnecessary and only take it as a small segment in organization management. Instead, it should be taken deliberately. There are several importance of file management that needs to look at.

Firstly, to ensure consistency. Consistency in file management refers to managing files in the way it is in consistence way. An organization management need to figure which method of file classification is suitable for managing to files. Once they adopt the method, it will be use for a long-term to ensure consistency. Consistency can lead to efficiency which the arrangement of files are done systematically. Office environment will be more clean and suitable for working.

Secondly, to have discipline. File management can become a practice for employees. They will become more discipline in keeping files in the place where they should be instead of whimsically placing or taking out files to places where it shouldn't be specially the confidential one. Another discipline practice they can adopt to is asking for permission from the authorized person who managed the files in order to access information in the files. Discipline in managing the files is overall important to ensure the safety of the information are safe.

The third importance of file management is to save time. According to McNeill and Bailey (2014), we could save time in the future by investing time to manage files

efficiently now. Managing files efficiently could save us some time in future by enable finding of files or document in a quick time as the files has been arranged and organized systematically. Furthermore, it is much easier to find the files. Hence, save us more time.

Lastly, to control movement of files. According to Mokhtar and Yusof (2015), the purpose of systematically classifying files into category including other important records is to have control of the files as well as its movement. Part of file management is to control the files or document. If the file goes into the wrong hand, some confidential information could exposed. Therefore, it is important to have control of the files by assigning head of section as authorized person to the files. He or she will determine whether to give the information or not.

Importance of file management can be in different perspective, depend on the organization itself. However, every organization should adopt practice of file management as it could benefit them in many form.

3.5 File organizing in Sarawak Foundation General Investment and Companies section

During my practical training in Sarawak Foundation, I have been dealing with different tasks. However, the most one is dealing with filing of documents, letters, minutes and the like. I was also being asked to make labels for all files according to its code and names. Therefore, I chose to focus on file management as the main focus.

The section I have been assigned in the Sarawak Foundation by my host supervisor is General Investment and Companies section. In the section, it has their own cabinets to keep all the files and folders. The files are divided into two types ;

confidential and non-confidential. Non-confidential files are kept either in the cabinets inside the investment principle's office or the cabinets available at assistant accountant's cubicle. Confidential files on the other hand must kept inside the investment principle's office only and shouldn't be brought outside the office unless necessary and with the consent of investment principle.

All files had their own types and code. Based on the method to classify files, the Sarawak Foundation General Investment and Companies section is using alpha numeric; one of numerical method to classify files, to classify their files and documents. It is one of the method whereby numbers are given to files after arranging it alphabetically.

During my practical training, I have been assigned to rearrange the files and label them. I started by arranging files according to their category ; finance deposit, short-term money market deposit, unit trusts, bond, quoted shares, and fund manager portfolio transaction. Then, I apply alpha numeric method. Each files in their category are arrange alphabetically at first. Next, I insert numbers accordingly with the arrangement. Lastly, I print the labels and glue it on each the front page of the file accordingly. The files then later are kept inside the cabinets.

I have also done some recording of information into computer files. The investment section used Google drive that connects with everyone in the investment section. Therefore, they all can review information available in the section. Example of recording I made into computer files was scanned financial audit report of Sarawak Foundation shareholders. Here, I apply hierarchical method ; one of method used to kept electronic materials. Information are kept in a file inside a computer and the file

CHAPTER 4

RECOMMENDATION

4.1 Introduction

This chapter will point out strength and weakness of the task I have elaborate in previous chapter, which is file management. Furthermore, I will point out in detail strength and weakness of the task based on the organization. Lastly, I will provide few recommendation with my own opinion and conclude this chapter.

4.2 Strength and weaknesses of file management

File management in an organization is essential and practice of file management is implemented in all most every organization. Indeed, the practice of file management has its own few strength we can look at.

Firstly, it is easy and simple to practice. The practice of file management is very simple. The guideline to implement it only take few steps including ; arrange files into category, choose method to classify files, apply the method and kept the files in suitable storing place such as cabinets. Hence, everyone can adopt the practice easily.

Next, it is a short-term process. Based on the steps I have mention on previous paragraph, the process only took short time to implement. This is because it is easy to practice and therefore, requires minimum time to handle.

Lastly, only few hands required to involved in the process. Managing files are easy and took a short time to finish. Therefore, it doesn't require a lot of parties to involve in the process.

Despite the mentioned strength of file management, file management has also its own weakness. There are several weakness of file management practice that needs to be pointed out.

Firstly, the process must always be consistent. File management must always be consistent even when the next person intended to rearrange the files and document. Whimsically changing the method or adopt new method without informing others could cause confusion or worst, lost track of files, especially the confidential ones.

Secondly, storage problem. Part of file management is a proper storage for the files. The hardest part of file management is to kept all the files and it must be kept neatly and accordingly. Lack of storage or no space to place the storage will cause inefficiency in file management.

Lastly, control problem. Controlling movement of files is only part of file management practice. However, it depends how far is level of control to the files. Some organization are too strict and doesn't share information even among sections available in the organization. Some organization also find controlling movement of files as a small matter. When their just passing the files without keeping track, the files could be lost or goes to the wrong hand.

There is a need to balance between strength and weakness of file management. It all depends on the organization itself to have the balance. Therefore, the organization could achieve efficiency in file management.

4.3 Strength and weakness of file management in Sarawak Foundation

General Investment and Companies section

During my practical training in Sarawak Foundation, I experience dealing with file management the most. Later, I found few strength and weakness in their file management especially in the section I have been assigned by my host supervisor. There are two strength of file management I discovered in Sarawak Foundation General Investment and Companies section that I will point out.

The first strength is discipline practice of file management. Sarawak Foundation General Investment and Companies section is very discipline in managing their file. They adopt few rules including ; access to file with permission, provide copy of original instead of providing the originals with cop of *akuan penerimaan* to be signed by receiver as prove receiving the copy, and storing confidential files inside the office of investment principle. These rules are bound among employees in investment section and mustn't break the rules.

The second strength is applying simple method to manage files. In Sarawak Foundation, not only the section I'm working in but every section adopt simple method to classify their files. Employees doesn't even complain regarding how the files are manage or classify because the practice are done together or in a teamwork and the process is simple. Furthermore, the whole organization is systematic as every section adopt the same method to ensure coordination.

Besides the strength, there are also weakness. I have also found two weaknesses of file management in Sarawak Foundation General Investment and Companies section.

Firstly, storage problem. Not only their facing problem on lack of cabinets to kept files, their also dealing with lack of space to place the cabinets. Therefore, overall their file management practice won't resulted into efficient file management as storage problem is also one of major part of file management.

The next weaknesses is inefficient control of files. Although the section control movement of their files, however it is still lacking. The are lacking in terms of who can borrow the files. Instead, anyone can borrow the files and this has becomes a problem.

4.4 Recommendation

Based on weaknesses I have found in file management in Sarawak Foundation General Investment and Companies section, I have come several recommendations. The recommendations is my opinion on how to overcome the weaknnesses.

Firstly, on the storage problems, the files needs to rearrange again first. Hence, they could detect any necessary and unnecessary files. Furthermore, if there are lack of space to place cabinets, they could probably share space with other section to place their cabinets. Therefore, problem on lack of space to place the cabinets can be avoided.

Lastly, with the second problem ; inefficient control of files can be solve by having tight control on who can access the files. Along with that is providing a written purpose why the files need to be borrowed. If it fits with the purpose, then only the files are been approved to let borrow by head of section.

4.5 Conclusion

There are strength and weaknesses in anything, including managing files. I have also found few strength and weaknesses of file management in Sarawak Foundation General Investment and Companies section. I hope recommendation I gave could make changes and improve their file management practice.

CHAPTER 5

CONCLUSION

I have chosen Sarawak Foundation or Yayasan Sarawak to conduct my practical training. Took me two months to complete my training and I have complete my training successfully. Everything I have done and received will be conclude according to chapters.

In chapter 1, I have introduced the organization I chose to conduct my practical training. Introduction of the organization includes ; background, objectives, vision and mission, board members, logo and services provided of Sarawak Foundation. All information are facts and taken from reliable sources.

Chapter 2 explains on my schedule during my practical training. The schedule are explained according to weeks. I have conducted my training for 14 weeks and therefore, I explained what activities I have carried along those 14 weeks in Sarawak Foundation.

Chapter 3 is explaining on one particular task I have done the most, which is ; file management. Therefore, I explain on definition, classification and importance of the task. Furthermore, I also add information regarding file management in Sarawak Foundation.

Lastly in chapter 4, I point out strength and weakness of the task. I also point out on strength and weakness of file management in Sarawak Foundation. Along with that is recommendation I made as a suggestion on how to improve whatever that are lacking in the organization`s file management.

In conclusion, I have learn and receive a lot of information as well as knowledge from my practical training. From knowing the organization, to learn on based actual working experience is very challenging. However, I find it as a good experience as I'm exposed to real working situation. Practical training has really give me a positive impact.

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