

**UNIVERSITY TEKNOLOGI MARA SARAWAK**  
**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICIES STUDIES**



**INDUSTRIAL REPORT (ADS669)**  
**PREPARING MYPORTFOLIO FOR SECTION HUMAN RESOURCE AND**  
**ADMINISTRATION OF MAMPU SARAWAK**

**CHULIK ANAK ANGKI**  
**2015776675**

**SEPTEMBER 2018**

**Supervisor's comments**

[Empty box for Supervisor's comments]

**Moderator's comments**

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

Madam Sharon Pearl anak Henry Serub

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

----- (Signature)

Date:

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Above all, glory, honour and praise is to God the Almighty who is the divine source of all wisdom and strength. And may God bless those who have given me good cooperation.

Thank you.

Chulik anak Angki (2015776675)

## Declaration

I hereby declare that the work contained in this practical training report is my own except those which have been duly identified and acknowledged. If I am 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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Name: Chulik anak Angki

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## CHAPTER 1

### 1.0 INTRODUCTION OF THE ORGANIZATION

#### 1.1 History

According to MAMPU Official Website, MAMPU was established based on a study, "Development Administration in Malaysia" in year 1965 conducted by Prof. John D. Montgomery and Milton J. Esman. The report acknowledged the need to upgrade professionalism in the Public Service through educational and training programmes. Based on recommendations of the report, the Development Administrative Unit (DAU) was established in 1966 to spearhead administrative reforms in the Government.

DAU was later expanded and renamed Implementation Coordination Development Administrative Unit (ICDAU) tasked with coordinating the planning and development of human resources. In line with the rapid and dynamic growth of the Public Service, ICDAU was later restructured in 1977.

In 1986, the role of human resource planning was reassigned to other agencies so that the agency can focus its efforts on Public Sector administrative modernisation and management consultation. Since then, ICDAU was known as the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU).



## 1.2 Vision, Mission and Motto

Vision of MAMPU is as a catalyst and leader of public service delivery transformation by the year 2020. Meanwhile its mission is empowering people-centered service delivery through organisational management development initiatives and implementation of digital government towards an effective and efficient civil service. Then the motto is **Together We Transform**.

## 1.3 Roles and Strategies

As a central agency for the modernization and transformation of Public Service Administration, **Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)** carries out six (6) major roles.

The first role is as a catalyst for change in administrative and management services in the public sector by introducing and promoting the relevant programmes. For example, as assessor of *Kumpulan Meningkatkan Mutu Kerja (KMK)* Competition, and *Kumpulan Inovatif dan Kreatif (KIK)* Competition. All of these program is to assess the achievement level of government administration machinery in providing efficient, effective and responsive public service.

The second role of MAMPU is as the leader in developing information and communication technologies (ICT) for the public service sector. This is to empowering public service system.

The third role is as consultants in management organisation and ICT for the public service sector. This is to strengthen the structure, system, working

procedures and the implementation of ICT development toward the higher quality level of public service sector.

The fourth role is as facilitator in the implementation of modernisation and transformation programmes in the public sector delivery system. MAMPU provide knowledge, expertise, and sources toward the public sector, private sector and to the non-government organisation.

Other than that, MAMPU is also conducting research in administrative modernisation and management planning for the public sector. It is to produce the creative and innovative ideas therefore it can be implemented and giving cost effective solution.

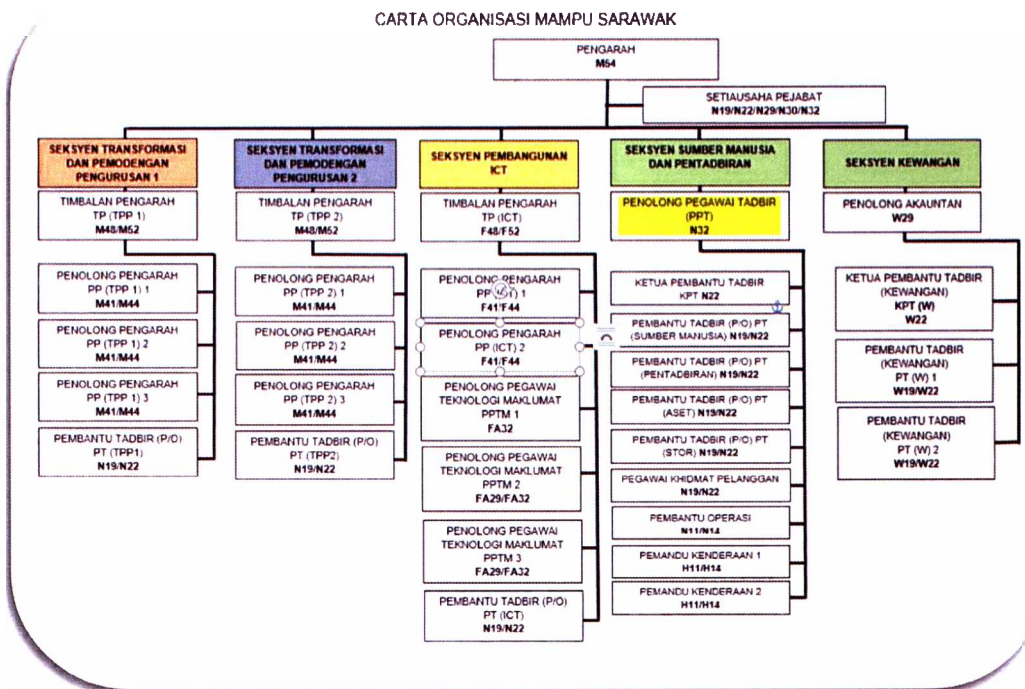
Finally, MAMPU promotes all the improvement efforts made by the public service through all sort of media. It can be defined that MAMPU as promoter of government services to the public.

All of the roles carries out by MAMPU are implemented through three (3) sectors as shows in the MAMPU's organizational chart. The three (3) sector including Management Transformation and Modernization Sector, Management Sector and Information Technology Sector and Transformation Policy Division.

## 1.4 Organizational Chart



Picture 1: Organisational Chart of MAMPU Top Management as at December 10, 2018



Picture 2 : Organisational Chart of MAMPU Sarawak as at December 10, 2018

## 1.5 Activities and Program Organised by MAMPU Sarawak

Every year, each section of MAMPU Sarawak need to list out all of their annual work target (SKT) and uploaded to the myPrestasi System which will be updated monthly and will be review by MAMPU Head Director. This is to monitor MAMPU core business performance. Core business or program organised by MAMPU Sarawak are separated by section as listed as below:

### 1.5.1 Section Information and Technology (ICT):

- a. Monitoring the website of Sarawak Federal Agencies – Compliance with *Pekeliling Kemajuan Pentadbiran Awam Bilangan 2 Tahun 2015: Garis Panduan Pengurusan Laman Web Agensi Sektor Awam*
- b. Publishing MAMPU Sarawak Bulletin
- c. Quality ICT visit
- d. Monitoring visit of 1Malaysia Training Centre (1MTC)
- e. Digital Documentation Management System 2.0 (DDMS 2.0) Seminar
- f. *Bina Upaya* ICT Program
- g. Head Director Meeting with Information System Officer (Scheme F) of Sarawak Federal Agencies
- h. *Libat Urus Set Data Terbuka Zon Sarawak dan Sabah* Session
- i. Monitoring Visit 1Gov\*Net
- j. Enhancement of Service Delivery Program

**1.5.2 Section Modernisation Management and Transformation 1**  
**(TPP1)**

- a. Innovation Driver Committee of Sarawak Federal Agencies Meeting
- b. Quality Visit to Sarawak Federal Agencies
- c. Benchmarking Visit
- d. MAMPU 4U Program
- e. Mystery Shopping
- f. Innovation Program at Sarawak State Level
- g. *Anugerah Kualiti Perkhidmatan Awam Sarawak (AKPANS)*
- h. High Performance Team Award
- i. Excellent Enforcement Award
- j. Customer Service Award

**1.5.3 Section Modernisation Management and Transformation 2**  
**(TPP2)**

- a. Stabilization Program for *Ekosistem Kondusif Sektor Awam (EKSA)*
- b. *Khidmat nasihat inovasi/KIK*
- c. Innovation Assessment /KIK
- d. EKSA Consultation
- e. Auditing and certification for EKSA
- f. Outreach Program PKPA: *Fail Meja* in Sarawak
- g. Advisor for Strategic Plan, Risk Management and *Fail Meja*

## CHAPTER 2

### 2.0 JOB DESCRIPTION

#### 2.1 General Information

I am Chulik anak Angki, and now is working at MAMPU Sarawak which located at Level 5, Bangunan Sultan Iskandar, Simpang Tiga, Kuching, Sarawak. My position in MAMPU Sarawak is as *Penolong Pegawai Tadbir*, Grade N32. Short title for *Penolong Pegawai Tadbir* is PPT, meanwhile in English called as Executive Officer or in short form as EO. In MAMPU Sarawak, EO act as section head of Section Human Resource and Administration and directly supervised by Director of MAMPU Sarawak, Encik Banges anak Munga.

This position was appointed by Public Service Commission and the Head of Public Service now who incharge this position is Head Director of Public Service. Executive Officer position is providence in the Job Warrant stated at *Bekalan B.06-Program 8.2.4 Butiran (111), Buku Senarai Perjawatan Tahun 2017*. Field of service provided by EO is administration. This Job Description is checked and approved by MAMPU Sarawak Director.

#### 2.2 Purpose of Creating Executive Officer Post

Purpose of creating Executive Officer post in MAMPU Sarawak is to lead, control and manage all of the affairs related with human resource management, office administration, asset and store management in order to ensure all of thing being done according to the rules and to support the organisation in implementing its function effective and efficiently.

## 2.3 Accountabilities

The first accountability of EO is to administer the human resource management to ensure it being managed accordingly and fulfil the needs of internal staff. Main tasks that is under the Human Resources Management are stated as follow:

- a. Monitor and lead in managing the job confirmation affair.
- b. Monitor and lead in job promotion affair.
- c. Monitor and handle the officers and staff transfer affair.
- d. Monitor and lead in managing the officers aand staff leaves.
- e. Monitor and manage the officers and staff assessment affair.
- f. Monitor and manage the yearly salary increament of officers and staffs.
- g. Regulating the service book management.
- h. Monitor the HRMIS system management.
- i. Secretariat for nomination of Excellent Service Award (APC).
- j. Supervise the keeping record and reporting activities of affairs related with attending courses, seminar and workshop by officers and staff.
- k. Secretariat for handling disciplinary cases.
- l. Supervise the retirement management processes.

The second accountability of EO is supervise the office administration activities in order to ensure all the office activities and program move well. Main tasks under the office administration are as follows:

- a. Supervise the receiving and outgoing mail activities.

- b. Supervise the file management activities.
- c. To monitor the office safety.
- d. To monitor the attendance report.
- e. To ensure the office cleanliness.

The third accountability of EO is to supervise asset and store management in order to ensure all of asset and stock being handle according to the regulation and being keep in good condition. The task breakdown under the asset and store mangement are mention as follows:

- a. Apply budget for asset and stock acquisition.
- b. Supervise the asset and stock receiving activities.
- c. Supervise the asset and stock record management.
- d. Supervise the asset and stock checking activities.
- e. Supervise the asset maintenance activities.
- f. Supervise the transferring and borrowing of asset and stock.
- g. Managing the asset disposal activities.
- h. Managing the case of loss and write off for the asset and stock.
- i. Handling meeting for Asset Management Committee for every quarter (JKPAK).
- j. Submit quarterly asset and stock report to headquarters.



The fourth accountabilities of EO is to monitor the customer service activities in order to ensure the service given in satisfaction manner. The main task under the customer service management are including the following matters:

- a. Supervise the office telephone service activities.
- b. Supervise the customer service management.

The fifth accountability of EO is to monitor the office transport management in order to ensure the transport being used according to the rule and always in good condition. The breakdown of activities under the transport management are as follows:

- a. Supervise the use of transport activities.
- b. Supervise the transport maintenance activities.
- c. Monitoring the fuel record and transport Log Book.
- d. Monitor the transport cleanliness.

The sixth accountability of EO is to implement every tasks for each program that being organised by organisation in order to ensure every program will be successful. EO will be given specific task and become committee members for every program organized by MAMPU Sarawak.

## **2.4 Dimension**

There are nine (9) staffs under supervision of EO including Rosni binti, Sonny William Daor, Azlina binti Annuar, Anga anak Lawrence Ayai, Lucy anak Jito, Rizanah binti Morni, Mohamed Jefferi bin Mohamad Shukor, Khairul Sodiqi bin Julaihi and Hew Fah Lin.

The committee that joined by EO are *Jawatankuasa Pengurusan Asset Alih Kerajaan (JKPAK)* and *Jawatankuasa Pengurusan Kewangan (JPKA)*.

The relevance circulars for Executive Officer are as including:

- a. *Panduan Pengurusan Pejabat (PP Bil.7/2007)*
- b. *Tatacara Pengurusan Aset Alih Kerajaan (1PP)*
- c. *Tatacara Pengurusan Stor Kerajaan (1PP)*
- d. *Pekeliling Pengurusan Kenderaan Kerajaan Malaysia (1PP)*
- e. Other rules and regulations

Other rules and regulations that relevance with Executive Officer job are stated as follows:

- (i) *Arahan Keselamatan*
- (ii) *Surat Pekeliling Perkhidmatan Bil. 15/2008*  
*(Panduan Menguruskan Buku Perkhidmatan Kerajaan)*
- (iii) *Peraturan-Peraturan Pegawai Awam (Kelakuan Dan Tatatertib) 1993*
- (iv) *Peraturan-Peraturan Pegawai Awam (Pelantikan, Kenaikan Pangkat Dan Penamatan Pekhidmatan) 2005*
- (v) *Perintah-perintah Am (Bab "A" hingga Bab "G")*
- (vi) *Surat Arahan Ketua Pengarah MAMPU (26.01.2015) (Pelaksanaan Dan Penggunaan Aplikasi Digital Documents Management System [DDMS])*
- (vii) *Pekeliling Perkhidmatan Bilangan 1 Tahun 2012 - Kenaikan Gaji Pegawai Awam Persekutuan Di Bawah Sistem Saraan Malaysia (SSM)*
- (viii) *Pekeliling Perkhidmatan Bilangan 2 Tahun 2013 - Penambahbaikan Gaji Minimum-Maksimum Bagi Pegawai Perkhidmatan Awam Persekutuan Di Bawah Sistem Saraan Malaysia (SSM)*

- (ix) *Pekeliling Perkhidmatan Bilangan 2 Tahun 2016 - Penambahbaikan Kemudahan Bagi Pegawai Lantikan Kontrak (A Contract of Service) Dalam Perkhidmatan Awam*
- (x) *Pekeliling Perkhidmatan Bilangan 4 Tahun 2015 - Kemudahan Cuti Urusan Kematian Ahli Keluarga Terdekat*
- (xi) *Pekeliling Perkhidmatan Bilangan 5 Tahun 2017 - Kemudahan Cuti Bersalin Pegawai Perkhidmatan Awam*
- (xii) *Pekeliling Perkhidmatan Bilangan 10 Tahun 2017 - Kenaikan Pangkat Secara Time Base*
- (xiii) *Pekeliling Perkhidmatan Bilangan 11 Tahun 2015 - Kadar Kelayakan Cuti Rehat Tahunan Bagi Pegawai Perkhidmatan Awam Persekutuan*
- (xiv) *Pekeliling Perkhidmatan Bilangan 17 Tahun 2007 - Peraturan Penanggungungan Kerja Perkhidmatan Awam*
- (xv) *Pekeliling Perkhidmatan Bilangan 4 Tahun 1984*  
*– Peraturan Mengenai Kelayakan Cuti Haji Di Bawah Perintah-Perintah Am 34 & 35 BAB C*
- (xvi) *Pekeliling Perkhidmatan Bilangan 3 Tahun 2002 - Pemilikan Dan Perisytiharan Harta Oleh Pegawai Awam*
- (xvii) *Surat Pekeliling Perkhidmatan Bilangan 2 Tahun 2009 – Pemantapan Pengurusan Sistem Penilaian Prestasi Pegawai Perkhidmatan Awam*
- (xviii) *The State Public Service General Orders 1996*

## CHAPTER 3

### 3.0 ANALYSIS OF TASK ON PREPARING MYPORTFOLIO FOR SECTION HUMAN RESOURCE AND ADMINISTRATION, MAMPU SARAWAK

#### 3.1 Introduction

Public Sector Work Guide or most well known as myPortfolio is a document which replace the *Fail Meja (FM)* and *Manual Prosedur Kerja (MPK)* that has been reviewed and improved to make it relevant with the current situation. The current situation is including the challenges and changes whether at the global or domestic level such as the wave of digital technology, the people's expectations, the millennial domination and the Fourth Industrial Revolution (4.0). Circular on myPortfolio that is *Pekeliling Kemajuan Perkhidmatan Awam Bilangan 4 Tahun 2018*: MyPortfolio is issued as a new approach in the implementation of duties and responsibilities in a more comprehensive and orderly manner for government agencies. Enforcement date for the circular was on July 12, 2018. The contents of myPortfolio are:

- i. Organization Chart
- ii. Functional Chart
- iii. Activities for Each Functions
- iv. Job Description
- v. Work Processes
- vi. Flowcharts
- vii. Checklists
- viii. Lists of Laws, Acts, Rule and Sources of Power
- ix. List of Forms
- x. List of Committee Participated

### **3.2 Strategies in Completing myPortfolio**

Acted as leader at the Section Human Resource and Administration in MAMPU Sarawak. Executive Officer (EO) have to lead all of subordinates to prepare and complete their myPortfolio within the target date. MyPortfolio of each member in the section will be edited and compiled to become the Executive Officer myPortfolio. The approach taken was by having discussion personally with each one of the subordinates.

MAMPU is one of the pioneers in the implementation of myPortfolio. Therefore the target date for MAMPU citizen to settle myPortfolio was by October 30, 2018 which determined by headquarters and it was earlier compared with other agencies which was set on November 30, 2018. Internally, at first the Director of MAMPU Sarawak target it to be settled on September 13, 2018, that is before our department giving seminar on myPortfolio to all government agencies in Kuching division, which was implemented on 19 to 20 September 2018. Our Director expect that our myPortfolio may be the sample to the others departments during the myPortfolio Seminar. It is quite tough for this section to settle the task within the target date, whereas the Executive Officer have just posted to MAMPU Sarawak on August 23, 2018, and at the same time this section have not started anything yet. Apart from that, this section also busy with the preparation on myPortfolio Seminar, that was organized on 19 to 20 September 2018. Chief Director of MAMPU become the guest of honour and accompanied by Sarawak Federal Secretary Officer (SUP) and it involve quite formal protocol. The talk was given by Miss Rajeswari a/p Karuppiah from MAMPU headquarters. Lead for this event was, MAMPU Sarawak Assistant Director from Section TPP 2, Madam Cornelia Wong Chui, meanwhile Executive

Officer, was appointed to handle the transportation and protocol. It was two hundred fifty (250) crowd attended the event.

Section Human Resource and Administration consist of six (6) main units, which including Human Resource Management, Administration, Asset Management, Store Management, Transportation, and Counter Service Management. Each function is managed by the personnel as stated below:

No.	Unit		Person Incharge	Position
1	Human Resources Management		Mr. Sonny William Daor	Clerk
2	Administration		Mdm. Rosni binti Waini	Chief Clerk
3			Mdm. Azlina binti Annuar	Clerk
4			Miss Anga ak Lawrence Ayai	Operation Assistant
5	Asset Management		Mdm. Lucy ak Jito	Chief Clerk
6	Store Management		Mdm. Rizanah binti Morni	Clerk
7	Transportation		Mr. Mohamed Jefferi bin Mohamad Shukor	Driver
8			Mr. Khairul Sodiqi bin Julaihi	Driver
9	Counter Service Management		Mr. Hew Fah Lin	Customer Service Officer

Before the event, this section just manage to settle chapter one (1) until chapter four (4) of myPortfolio. Meanwhile for chapter five (5), Executive Officer just started discusses with Human Resource Management and Administration on the work processes for each activities. The most critical part was starting from Chapter three (3) until Chapter seven (7) which include List of Activities, Job

Description, Work Processes, Flowcharts, and Checklists. The rest are a bit simple and straight to the point.

After the myPortfolio Seminar settled, Executive Officer continue to discuss further with Asset Management Unit, Store Management Unit, Customer Service Unit and Transportation Unit.

Starting from October 2018, progress on completion of myPortfolio need to be reported to the headquarters. First week of October, there was only twelve (12) out of thirty three (33) positions have complete myPortfolio in MAMPU Sarawak. Then, for the second week it was seventeen (17) positions have completed myPortfolio. Finally, on October 24, 2018 the whole MAMPU Sarawak citizens have completed their myPortfolio. MAMPU Sarawak managed to settle their own myPortfolio within the target date which set by headquarters but not the internal target date which set by MAMPU Sarawak Director.

### **3.3 Outcome of the discussion**

The outcome of discussion between Executive Officer with all units under Section Human Resource and Administration have produces list of activities as shown below:

#### **3.3.1 Human Resource Management Unit**

- a. Supervise the job confirmation processes;
- b. Supervise the job promotion processes;
- c. Supervise the staff transfer/posting matters
- d. Supervise the management on the leaves matters;
- e. Monitoring the job appraisal processes;

- f. Supervise the annual salary increment process;
- g. Monitoring the Book of Service matters;
- h. Monitoring the staff record in the Human Resource Management Information System (HRMIS);
- i. Secretariat for Excellent Service Performance (APC);
- j. Supervise record management of staff attending courses, seminar, and workshop;
- k. Secretariat for disciplinary action; and
- l. Supervise the retirement management processes.

### 3.3.2 Administration Unit

- a. Supervise on opening file activities;
- b. Supervise on closing file activities;
- c. Monitoring the management of incoming mail;
- d. Monitoring the management of outgoing mail;
- e. Supervise the files disposal processes;
- f. Monitoring staff attendance record through i-Time System; and
- g. In-charge of the schedule on Morning Sharing, Morning Assembly and Monthly Staff Meeting.

### 3.3.3 Asset Management Unit

- a. Supervise the asset receiving activities;
- b. Supervise the asset registration activities;
- c. Supervise the asset checking activities and report submission;
- d. Supervise the asset maintenance keeping record activities;



- e. Supervise the asset borrowing;
- f. Supervise the asset disposal processes;
- g. Handling the Quarterly Asset Management Committee Meeting (JKPAK); and
- h. Monitoring the quarterly asset report activities.

#### 3.3.4 Store Management Unit

- a. Prepare the annual budget application for stock acquisition;
- b. Supervise the stock receiving activities;
- c. Supervise the stock registration processes;
- d. Supervise the stock checking and verification activities and report submission;
- e. Supervise the store maintenance activities and record keeping;
- f. Supervise the stock borrowing and its transferring;
- g. Supervise the stock disposal processes; and
- h. Monitoring the quarterly asset report.

#### 3.3.5 Customer Service Management

- a. Supervise the office telephone service management;
- b. Supervise the customer service management; and
- c. Supervise the promotion and exhibition activities.

#### 3.3.6 Transportation Unit

- a. Supervise the use of office transport by internal officer;

- b. Supervise the use of office transport by outsider;
- c. Supervise transport maintenance;
- d. Monitoring record of Transport Log Book;
- e. Monitoring the transport cleanliness; and
- f. Monitor the transport fuel record.

#### 3.3.7 Programme organized by MAMPU Sarawak

- a. Committee member for all events or program organized by MAMPU Sarawak

All of activities above will be explain in detail on form of processes, flowcharts and checklists in the myPortfolio.

### 3.4 GANT CHART FOR COMPLETION OF MYPORTFOLIO FOR SECTION HUMAN RESOURCE AND ADMINISTRATION

Activities	Aug Week 4	Sept Week 1	Sept Week 2	Sept Week 3	Sept Week 4	Oct Week 1	Oct Week 2	Oct Week 3
Briefing on myPortfolio by MAMPU Sarawak officer for internal staff								
Finalise the list of activities for Section Human Resource and Administration with Director of MAMPU Sarawak								
Guide and discussion with Human Resource Management Unit								
Guide and discuss with Administration Unit								
myPortfolio Seminar for federal and state agencies at INTAN Sarawak								
Guide and discuss with Asset Management Unit								
Guide and discuss with Store Management Unit								
Guide and discuss with Customer Service								

Management Unit													
Guide and discuss with Transportation Unit													
myPortfolio all members of Section Human Resource and Administration completed													

### 3.5 Strength in Completing the Task

Completing MyPortfolio for each one of Section Human Resources and Administration members finally giving satisfaction to all, even it was very stressful for everyone at the beginning. The task was not easy as everyone must give corporation and contribute their times, ideas and energy. The task cannot simply being copy and paste from the existing *Fail Meja* even there are similarity between two of them. There are several strengths of performing this task.

The first strength is where MAMPU become a pioneer in creating myPortfolio. All of MAMPU top officers are knowledgeable and they are willing to guide our section for better understanding the concept and it's practical. The Director ask those champion in myPortfolio to give briefing to all staff and show how to make it. The template is ready for us to use and we do not have to waste our time on how to create the standard format for myPortfolio.

The second strength in performing this task was coming from Section Information and Technology (ICT), which helping very much in editing the documentation using the computer system. Not all of staff under Section Human Resource and Administration are well in using the computer. Some of them are senior citizen and some of them not expose with usage of computer such as the drivers. The ICT Section has been accounted to assist our section by the Director. Sometime there was problem arise with the computer which we use daily, and their section manage to settle the problem immediately. Highly credit to this section for their excellent cooperation.

Another strength in performing this task was coming from this own section. All of members was giving very good cooperation. They willing to contribute their

energy, ideas and time to brainstorming together with superior to produce a perfect myPortfolio. They have a sense of responsibility to complete their own task. Once they was understand and clear with the concept, they willing to continue finishing their own myportfolio until complete. At the earlier stage, they gather the information from all sources of work procedure, such as circular, general order, acts, existing *fail meja*. MPK and many more. This section cannot fully use the existing *fail meja*, because lot of work process are outdated. Cooperation of all subordinates make it success.

Push factor by top management like MAMPU Sarawak Director and MAMPU Chief Director is one of the strength. Progress report on myPortfolio completion must be submitted to headquarters weekly. Section Human Resource and Administration started seriously performing this task since early September 2018. The target date set by MAMPU Sarawak Director was too short for us complete our task, since that we still have to perform our daily tasks. But completing myPortfolio need to be given priority, unless we will be warned by our superior for not to take it seriously.

The most important is, our section able to complete our task before the date set by headquarters.

### **3.6 Challenges and Weaknesses in Completing the Task**

As we can see, in social media like Facebook, topic on myPortfolio is popular and become viral. This shows that this task is challenging. MyPortfolio become one of the top management KPI, therefore every civil servant must prepare and complete it within the estimated time that is until 30 November 2018 generally.

The first challenge in completing this task was, given a very limited time. The circular was published on July 12, 2018. But the briefing session performed in MAMPU Sarawak was at the end of August 2018. At the same time, MAMPU also become organization that accounted to lead and guide other agencies to create myPortfolio.

Lack of knowledge and skill among the staff in using computer application also become one of the challenge in completing this task. If compare with others unit in MAMPU Sarawak, we are just consisting of supporting group only. There is no professional group officer in our section. Meanwhile the other three (3) section are consist of professional officers group. But their job are very specific which mean that they have less number of activities to be included in myPortfolio. Unlike our section, which cover forty five (45) activities. With a limited computer skill among staff of our section, and the number of activities that we have to produces in myPortfolio, we have to help each other. Those who manage to complete their myPortfolio earlier, help those who still left behind. This make us fail to accomplish our mission the same time with other section.

Another challenge to accomplish this task is to make subordinate understand the concept and the flow on how to create myPortfolio. Although has been brief by champion of myPortfolio, but they still unclear on how to create it in detail. Close

discussion and explanation need to be done, then they really understand. This may be due to their attitude that they do not want to explore in detail by themselves.

Another weakness in performing this task was during organizing the myPortfolio Seminar, when invited speaker from MAMPU Putrajaya did not give respond whether she able to come to Kuching or not. MAMPU Putrajaya has to find another officer in the last minute moment to replace her. This shows that the negative attitude of some senior officer.



## CHAPTER 4

### 4.0 RECOMMENDATIONS

The challenges and weaknesses of performing this task has been detected, which include the time constraint, lack of computer skill among the staff, unclear understanding on myPortfolio creation, and discipline problem of invited speaker. All of these problem can be solved for future improvement. All of government agencies need to be improved from time to time, especially for MAMPU which act as pioneer of transformation to all government agencies. The task will become more challenging in the future and if there is no action taken for a better improvement, then the government agencies will be left behind. Even a small matter, can be the sources of problem that resulted in certain particular task to fail.

The first problem in completing myPortfolio for all staff under Section Human Resource and Administration is the time constraint. The circular on myPortfolio was effective on July 12, 2018, but then it was too slow to be brief towards the MAMPU Sarawak staff. Most of officers from other units in MAMPU Sarawak have been expose earlier with myPortfolio implementation. They have attended talk in headquarters Putrajaya. But for our section, which acted as only a supporting unit waiting for the internal officers to give briefing. Time is moving and the internal briefing was only done at the end of August 2018. The target date set by MAMPU Sarawak Director was on September 13, 2018 and it was too close after the internal briefing. It was really impossible to get it settled within the set period where the Human Resource and Administration Section have not done anything with their myPortfolio. The time was enough if only everyone started to

create their myPortfolio from the effective date, which was from July 12, 2018 until October 30, 2018. Early briefing must be done for the MAMPU Sarawak staff to enable them to start the task earlier. MAMPU headquarters should have the schedule for each steps in completing myPortfolio including other divisions such as MAMPU Sarawak and MAMPU Sabah. It was very stressful to perform the task in a very limited time, and the result produced may not be in the best quality as it was done in a hurry. At the same time, MAMPU have to give seminar, workshop or courses to the other agencies and this also took away some of our time. If MAMPU headquarters have a proper plan and guideline in completing the task, then MAMPU Sarawak should follow the plan.

The second recommendation is regarding the weaknesses of the lack of computer skill and knowledge of the staff. To create myPortfolio need high-level computer skill especially for the flowcharts. Some staff are very slow in editing the document using computer as they only know the basic application in using the computer. Apart from that, they also must think about the process and the suitable word to be used. They are not a group of staff that are familiar in critical thinking and detail paperwork. They are used to doing routine job such as typing the letters following the standard format and using certain system. To improve this situation, everyone should be trained in using high-level or moderate computer skill. The staff need to be sent to computer courses. Actually it is very useful, when everyone is skilled, work can be done smoothly. Knowledge and high-level computer skill will make people creative and to perform the task well. In completing this task, those who are not well -versed in using computer have to depend on others to do their part. It is quite burdensome for others because they have to do more than one myPortfolio.

The third problem in performing this task was the lack of understanding among the subordinates for the creation of the myPortfolio. Although briefing has been done by the champion myPortfolio officer, they were still unclear about the concept until they have to go through their own myPortfolio chapter by chapter. The champion did not guide them in detail. To remedy this situation, the top officers should be aware of the concerns and problem that may face the staff. They should not expect to push the staff to complete the task as soon as possible, just to make the report beautiful for submission to the headquarters. The officers are also busy with giving the other agencies talk on myPortfolio, but they forget to give special attention to the internal staff. As a new officer transferred to MAMPU Sarawak, personally the Executive Officer was a bit shock as he was not familiar with the new environment but must complete the difficult task. The executive officer has to move faster in order to get familiar with the new office environment and at the same time to understand the myPortfolio concept and its breakdown. Internal workshop should be done by the myPortfolio champion with those staff who are not yet clear about it. They need to help the staff to go through the paperwork step by step with them until they understand. Then the Executive Officer (EO) would not be alone in guiding them as this will take a long time to discuss with all the subordinates and ended up only doing the checking and making correction.

Another recommendation made towards the negative attitude of invited speaker for myPortfolio Seminar. MyPortfolio Seminar is responsibility of everyone to make it a success. It affects part of the completion of this task, whereas the Executive Officer are appointed to provide the transport for her. The speaker was unable to respond every time we make a call or contact her, until the last minute.

This really wasted our time, to concentrate on her matter whereas we still have many things to be done including myPortfolio. The top management should be concern about the officer's attitude when it comes to work discipline. The disciplinary actions should cover all officers without differentiating the high level and lower level officers. This kind of attitude may delay the completion of any task and create difficulties for others. For this case, the other officer have to take over her task, even when she was not ready and have to fly to Kuching from Putrajaya late at night before the event took place.

Apart from that, to improve the performance in handling any task is, the management should be alert with the motivation level of their staff. If the organisation does not have excellent level of cooperation among the staff, then the organization should organise team building courses. If their level of urgency is low, then the organization should send their staff to go for motivation courses. MAMPU is still maintaining the target of seven (7) days courses attended by its officers and staff. In this matter, the staff should not only limit to attend the course which is related with their job only. They may also be send to attend the motivation and team building courses or something different, which may courage them to become open minded. The same goes to MAMPU staff. This is to solve the problem regarding the staff habit that love to procrastinate when it comes to completing their task. They spend too much time surfing the internet instead of making initiative asking the officer for help to complete their myPortfolio. An example of this is those staff who are almost retire and they are not familiar in using computer. They are just comfortable in doing their daily tasks like dispatching the letters, photostating the documents, and other general work. They keep on saying that, they do not know how to use the computer and waiting for

somebody else to do their part. When an individual like this is being motivated by sending them to attend motivation course, they may have chances to think that, they can change to gain better performance. Nothing is impossible and the group task can be completed much easier, for everybody have sense of accountability with their own responsibility.

For more efficient way to accomplish certain task, MAMPU Sarawak should have both hard copy and soft copy of existing *Manual Prosedur Kerja* and *Fail Meja* of every position in the organization. If any changes happen and need to be updated, the task will be much easier for everyone. Before myPortfolio is being enforced, MAMPU does not have a complete *MPK* and *Fail Meja* for everyone in the form of soft copy. Our section has to brainstorm in detail for every activities and can only copy and edit from some of the existing *Fail Meja*. If *Fail Meja* is always being updated either in the form of soft copy and hard copy, the task will become much easier for us. We can copy from it and make some adjustment based on myPortfolio requirement. There are five (5) similar chapters in *Fail Meja* which still maintain in the myPortfolio including the Work Processes, Flow Chart, Checklist, Member of Committee, List of Rule and Regulation. Lot of time can be saved if MAMPU Sarawak have a good record-keeping. This is supposed to be expected, because any circular need to be review and changes happen. The only thing that need to be done is keep on updating the record and make sure it is ready to be access at any time. By the time MAMPU staff need the record and information, they do not have to create a new one. They can just edit the existing record.

## 5.0 CONCLUSION

Existence of MAMPU from 1966 which was called Development Administrative Unit (DAU) under Prime Minister Department is very important as a catalyst and leader of public service delivery transformation. MAMPU act as an organisation that lead development initiatives and implementation of digital government towards an effective and efficient civil service. DAU was later restructured in 1977 and called as Implementation Coordination Development Administrative Unit (ICDAU). Finally, in 1986, ICDAU was known as the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), since it responsible to focus on Public Sector administrative modernisation and management consultation.

MAMPU six major roles includes catalyst for change in administrative and management services in the public sector by introducing and promoting the relevant programmes, as leader in developing information and communication technologies (ICT) for the public service sector, consultants in management organisation and ICT for the public service sector, as facilitator in the implementation of modernisation and transformation programmes in the public sector delivery system, as a researcher in administrative modernisation and management planning for the public sector, promotes all the improvement efforts made by the public service through all sort of media.

In the headquarters, MAMPU are divided into three (3) sectors, including the Management Transformation and Modernization Sector, Management Sector and Information Technology Sector and Transformation Policy Division. Meanwhile in MAMPU Sarawak, the organization are divided into five (5) sections, which

including Section Transformation and Management Modernisation 1, Section Transformation and Management Modernisation 2, Section ICT Development, Section Human Resource and Administration and Section Finance.

In MAMPU Sarawak, *Penolong Pegawai Tadbir* or Executive Officer (EO) is responsible to lead the Section Human Resource and Administration. The purpose of creating Executive Officer post in MAMPU Sarawak is to lead, control and manage all of the affairs related with human resource management, office administration, asset and store management in order to ensure all of thing being done according to the rules and to support the organisation in implementing its functions effective and efficiently. There are nine (9) staff and forty six (46) main activities under the Section Human Resource and Administration.

Starting on August 2018, MAMPU officers and staff have been asked to create myPortfolio for themselves and all of the position that exist in the organization. MyPortfolio is a document which to replace the *Fail Meja (FM)* and *Manual Prosedur Kerja (MPK)* that has been reviewed and improved to make it relevant with the current situation. Circular on myPortfolio that is *Pekeliling Kemajuan Perkhidmatan Awam Bilangan 4 Tahun 2018*: It was issued as a new approach in the implementation of duties and responsibilities in a more comprehensive and orderly manner for government agencies. Enforcement date for the circular was on July 12, 2018. There are ten (10) chapters in each myPortfolio including Organization Chart, Functional Chart, Activities of Each Functions, Job Description, Work Processes, Flowcharts, Checklists, Lists of Laws, Acts, Rule and Sources of Power, List of Forms, and List of Committee Participated.

MyPortfolio of Executive Officer must contain all of activities which contained in myPortfolio of each staff in Section Human Resource and Administration. For this task, the Executive have to guide each staff to better understand and then create for themselves their own portfolio. For those who are not familiar in using computer can get help from the others to complete it.

The strength in performing this task when MAMPU become a pioneer in creating myPortfolio. All of the MAMPU top officers are knowledgeable and they are willing to guide our section for a better understanding the concept and its practicality. The second strength in performing this task is when Section Information and Technology (ICT) was helping very much in editing the documentation. Other than that, all members of the Human Resources and Administration Section was provide very good cooperation in completing this task. Push factor by top management like MAMPU Sarawak Director and MAMPU Chief Director is one of the strength. Finally, our section manages to complete this task within the target date set by MAMPU Head Director.

Meanwhile there were always weaknesses and challenges in completing this task. One of it was given a very limited time, making everyone stressful. Then followed by lack of knowledge and skill among the staffs in using computer application. Apart from that, as a leader, the high-level officers must have leadership skills to make subordinate have better understanding of the concept and the flow on how to create myPortfolio in detail. Then, part of the challenges during the myPortfolio event was when the invited speaker from MAMPU Putrajaya did not give a good respond whether she will be able to come to Kuching even at the last moment.



All of the challenges and weaknesses while performing the task can be solved for better improvement in the future. For the problem in term of limited period given, it can be solved by having better planning and implementation. Step by step process from the beginning starting from MAMPU headquarters until small unit and other agencies must have a target date to complete their task. The implementation and completion must strictly follow the schedule. Meanwhile for the lack of computer skill among the staff can be solved by sending them for training, or internal coaching by Section ICT. Another challenge that is for Executive Officer itself, when EO need leadership skill to lead and guide subordinates in completing their myPortfolio. To help this situation, other sections can help as guidance to help the Human Resource and Administration Section staff have a better understanding and able to complete their own myPortfolio. The next problem was, discipline problem of invited speaker who was supposed giving talk for the myPortfolio Seminar in Kuching on 19 to 20 September 2018. The top management should be alert with their officer discipline and take the disciplinary action to solve this problem. It can affect the event implementation which probably can be cancelled in the last moment. Another recommendation for better improvement to complete similar tasks in the future is by organizing team building and motivation courses for MAMPU Sarawak staff, in order to keep the staff in highly motivated mode. This will help much to provide excellent performance. Besides that, MAMPU Sarawak should keep good record of myPortfolio for all positions in the organisation in form of hard copy and soft copy. Any changes also have to be updated from time to time for better reference and modification in the future.

Throughout completing the task, everyone was very stressful as the same time they also need to perform their daily tasks. Every moment is very valuable and cannot be wasted. Acting as section head, sense of accountability to complete the task within the set period is a heavy role. But once we accept the challenge, it will be much easier for us to complete the task. Once everything was done, it gives a high satisfaction and an infinite relief for everyone. As Executive Officer, it is one of the valuable experience and part of the learning process in performing job. The matter that need us to ponder in the future is the use of myPortfolio, is it really being used as reference, or just the matter to make it exist to fulfil the particular parties as their KPI. It is everyone responsibility to make it useful.

## REFERENCES

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*Pekeliling Kemajuan Pentadbiran Awam Bilangan 4 Tahun 2018*

## APPENDICES

### 1 Executive Officer Job Description

2.1 GENERAL INFORMATION			
Position :	Penolong Pegawai Tadbir (Executive Officer)	Prepared by:	Chulik ak Angki
Short title of the position :	PPTK	Checked by:	Banges Munga
Grade :	N32	Approved by:	Banges Munga
Hierarchy 1/Division	MAMPU Sarawak	Date :	October 22, 2018
Hierarchy 2/Branch/Sector/Section / Unit	Section of Administration and Human Resource	Field	Administration
Scheme of Service	Penolong Pegawai Tadbir		
Head of Public Service	Head Director of Public Service		
Providence in the Job Warrant	Bekalan B.06 - Program 8.2.4 Butiran (111) <i>Buku Senarai Perjawatan Tahun 2017</i>		
2.2 PURPOSE OF CREATING THE JOB			
Lead, control and manage all of the affairs related with human resource management, office administration, asset, and store in order to ensure all of thing being done according to the rules for the purposes to support the organisation in implementing its function effective and efficiently.			
2.3 AKAUNTABILITIES		2.3.1 MAIN TAKS	
1. Administer the human resource management to ensure it being managed accordingly and fulfil the needs of internal staff.		<ul style="list-style-type: none"> <li>• Monitor and lead in managing the job confirmation affair.</li> <li>• Monitor and lead in job promotion affair.</li> <li>• Monitor and handle the staff transfer affair.</li> <li>• Monitor and lead in managing the staff leave</li> <li>• Monitor and manage the staff</li> </ul>	

	<p>assessment affair.</p> <ul style="list-style-type: none"> <li>• Monitor and manage the yearly salary increment of staff.</li> <li>• Regulating the service book management.</li> <li>• Monitor HRMIS system management.</li> <li>• Secretariat for nomination of Anugerah Perkhidmatan Cemerlang.</li> <li>• Supervise the affairs related with attending courses, seminar and workshop.</li> <li>• Secretariat for handling disciplinary cases.</li> <li>• Supervise the retirement management.</li> </ul>
<p>Supervise the office administration activities in order to ensure all the office activities and program move Well.</p>	<ul style="list-style-type: none"> <li>• Supervise the receiving and outgoing mail activities.</li> <li>• Supervise the file management activities.</li> <li>• To monitor the office safety.</li> <li>• Monitor the attendance report.</li> </ul>
<p>Supervise asset and store management to ensure all of asset and stock being handle according to the regulation and keep in good condition.</p>	<ul style="list-style-type: none"> <li>• Apply budget for asset and stock acquisition.</li> <li>• Supervise the asset and stock receiving activities.</li> <li>• Supervise the asset and stock record management.</li> <li>• Supervise the asset and stock checking activities.</li> <li>• Supervise the asset maintenance activities.</li> <li>• Supervise the transferring and borrowing of asset and stock.</li> <li>• Managing the asset disposal activities.</li> <li>• Managing the case of loss and write off for the asset and stock.</li> <li>• Handling meeting for Asset Management Committee for every quarter (JKPAK).</li> <li>• Submit quarterly asset and stock report to headquarters.</li> </ul>
<p>Monitor the customer service activities to ensure the service given in satisfaction manner.</p>	<ul style="list-style-type: none"> <li>• Supervise the office telephone service.</li> <li>• Supervise the customer service management.</li> </ul>
<p>Monitor the office transport management in order to ensure the transport being used according to the rule and ensure the transport always in good condition.</p>	<ul style="list-style-type: none"> <li>• Supervise the use of transport activities.</li> <li>• Supervise the transport maintenance activities.</li> <li>• Supervise the fuel record and transport</li> </ul>

	Log Book. • Monitor the transport cleanliness.
Implement every tasks for each program that being organised by organisation to ensure every program will be succesfull.	• Committee members for every organization program.

## 2.4 DIMENSION

<u>DIMENSION</u>	<u>SCOPE</u>
. Number of staff under supervision	: 9
. Secretariat of Committee	: Asset management committee (JKPAK) Financial management committee (JPKA)
. Relevance circulars	: Panduan Pengurusan Pejabat (PP Bil.7/2007) Tatacara Pengurusan Aset Alih Kerajaan (1PP) Tatacara Pengurusan Stor Kerajaan (1PP)
. Other rules and regulations/	: Arahan Keselamatan; Perintah-Perintah Am; 1Pekeliling Perbendaharaan; PKPA/Surat Pekeliling/Garis Panduan/Arahan Pentadbiran yang berkuat kuasa

## 2.5 ACADEMIC QUALIFICATION

<u>QUALIFICATION</u>	<u>FIELD</u>
. Diploma	: Own at least diploma and others equal level of academic qualification

## 2.6 COMPETENCIES

- . Competent in administration and management.
- . Competent in communication.
- . Competent as a leader and supervisor.

## 2.7 EXPERIENCE (Job Experience )

<u>MINIMUM DURATION</u>	<u>EXPERIENCE</u>
At least 6 years working experience	: In the field of management as <i>Penolong Pegawai Tadbir</i> (Executive Officer)

## 2. MyPortfolio Seminar Program Schedule

**ATUR CARA  
SESI FAMILIARISASI DAN PEMBANGUNAN KAPASITI  
PEKELILING KEMAJUAN PENTADBIRAN AWAM (PKPA) BIL. 4 TAHUN 2018  
MYPORTFOLIO: PANDUAN KERJA SEKTOR AWAM  
DI NEGERI SARAWAK**

**19 September 2018 (Rabu)**

- |                   |   |
|-------------------|---|
| 8.00 pagi         | - Pendaftaran Peserta<br>- Sarapan Pagi   |
| 9.00 pagi         | - Nyanyian Lagu Negaraku<br>- Bacaan doa<br>- Ucapan Perasmian:<br><b>YBhg. Dato' Dr. Mazlan Yusoff</b><br>Ketua Pengerah MAMPU |
| 9.15 pagi         | - Sesi 1: Taklimat Pekeliling Kemajuan Pentadbiran Awam (PKPA)<br>Bilangan 4 Tahun 2018 myPortfolio: Panduan Kerja Sektor Awam  |
| 12.00 tengah hari | - Sesi 2: Taklimat Tatacara Penyediaan myPortfolio  |
| 12.30 tengah hari | - Makan Tengah Hari   |
| 2.00 petang       | - Sesi 2: Taklimat Tatacara Penyediaan myPortfolio (sambungan)  |
| 5.00 petang       | - Minum Petang dan Bersurai   |

**20 September 2018 (Khamis)**

- |                   |   |
|-------------------|---|
| 8.30 pagi         | - Sarapan Pagi  |
| 9.00 pagi         | - Sesi 3: Amali   |
| 12.30 tengah hari | - Makan Tengah Hari   |
| 2.00 petang       | - Sesi 4: Pembentangan<br>- Sesi 5: Rumusan                                   |
| 4.30 petang       | - Ucapan Penutup:<br><b>YBrs. Tuan Banges Munga</b><br>Pengerah MAMPU Sarawak |
| 5.00 petang       | - Minum Petang dan Bersurai   |

### 3. Photos during the MyPortfolio Seminar





#### 4. Executive Officer myPortfolio

