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PRACTICAL TRAINING REPORT

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SARAWAK CHIEF MINISTER DEPARTMENT

(HUMAN RESOURCE UNIT)

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First of all, it is important for me to express my deepest thanks to my parents for they are the sole reason why I am able to exist and do what I do today. With that, I also thank my family for their support, and my friends who I go to whenever I feel as if I needed a place to have fun. I also thank my lecturer, Mdm. Sharon Pearl for her effort in helping me in this work, and also the people at the Sarawak Chief Minister Department for the time spent in which I have grown and learned so much from them.

All in all I thank God the most, for The Almighty have blessed me with great health and ability to do my job as He wills it. I am most grateful of it and all the people in my life.

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THE DECLARATION

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.

Signed:

A handwritten signature in blue ink, consisting of several loops and a long horizontal stroke extending to the right.

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CHAPTER 1: INTRODUCTION TO THE ORGANIZATION

1.0 INTRODUCTION

Within this chapter, the background of the organization chosen for this internship program will be explained as thoroughly as possible. Elements such as objectives, policies, its mission and vision, alongside the organizational structure and the various departments will also be discussed here. Aside from that, the core business of this organization and other related information will also be explained.

1.1 ORGANIZATION BACKGROUND

JKM (Jabatan Ketua Menteri or also known as the Chief Minister's Department) is a government based organization that handles many forms of government-related businesses, both from state and federal perspectives. Mainly, it functions as a central administration for 12 of Sarawak's administrative branches namely Kuching, Samarahan, Serian, Sri Aman, Betong, Sarikei, Sibul, Mukah, Kapit, Bintulu, Miri and Limbang, each with its own Resident to report to JKM. Each administrative branch will have districts, and will be monitored by their own respective District Officers.

The Chief Minister's Department is responsible for driving Sarawak's transformation by leading through the execution of transformation plans, building the state towards a more modern future, bringing the state closer to today's level of advancement standards. To achieve this, JKM took some positive steps by creating a number of units with their own autonomy and functions. It also plays an important role in ensuring that all policies, programs and activities planned to be well executed and making them as effective as possible.

JKM is located in the Wisma Bapa Malaysia building, made official on the 17th August 1976, taking inspiration from the first Prime Minister of Malaysia, Tunku Abdul Rahman Putra Al Haj who is also known as the "Father of Independence".



Figure 1.1 The Wisma Bapa Malaysia building

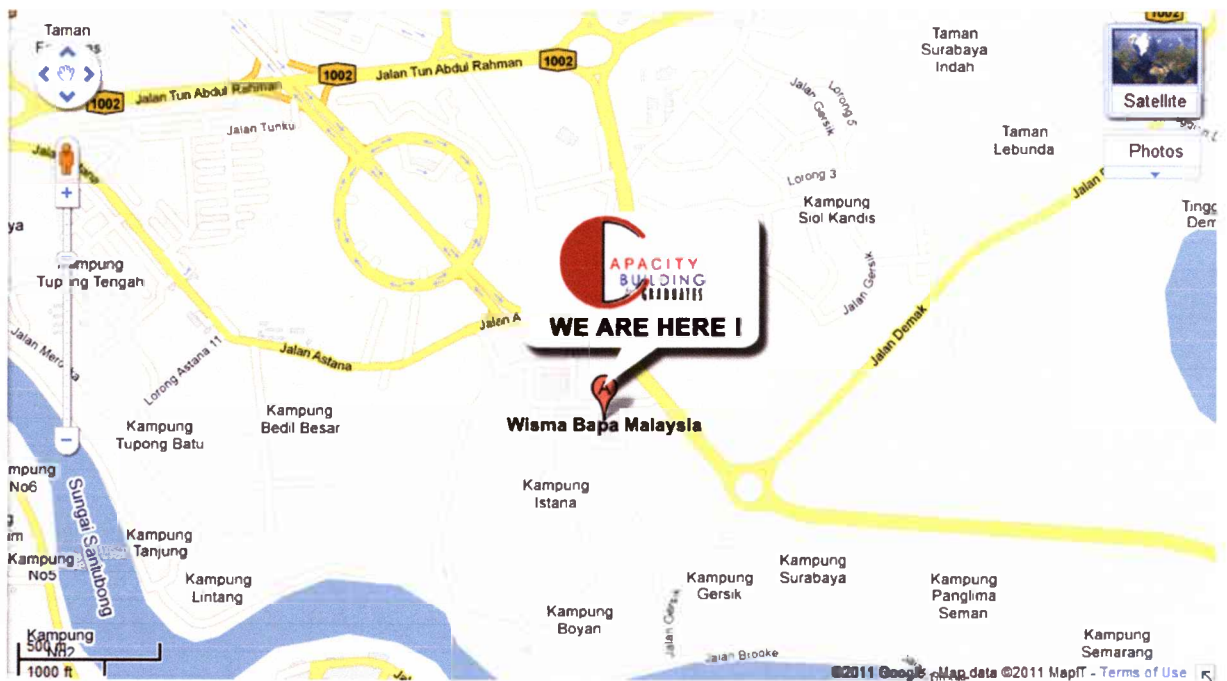


Figure 1.2 A more specific view on JKM's whereabouts

1.2 OBJECTIVES

As was stated before, JKM's objective is to create a drive and lead Sarawak into transforming itself to a competitive level, aside from promoting the growth and transformation of the state administration and workforce to a new degree.

1.3 VISION AND MISSION

Vision: To become a highly prestigious organization, driving the transformation of the state of Sarawak.

Mission: To lead and execute transformation plans for the state of Sarawak.

The organization also practices a number of shared values to achieve its goals, and is important for the organization to deploy and foster them within the members of the organizations. These shared values are:

1. Integrity
2. Kindness
3. Professionalism
4. Responsiveness
5. Teamwork
6. Result-oriented

1.4 OFFICIAL SYMBOLS



Figure 1.3 The Sarawak Crest

The official Sarawak crest is also the emblem of the Chief Minister's Department of Sarawak, portraying its unity and embodiment of the state itself. In other words, it is definitely the central department for Sarawak's transformation and advancements, so as to speak, it is the head of all the businesses of the state.

1.5 ORGANIZATION CHART

As of now, the organizational chart for JKM's main business is as follows:

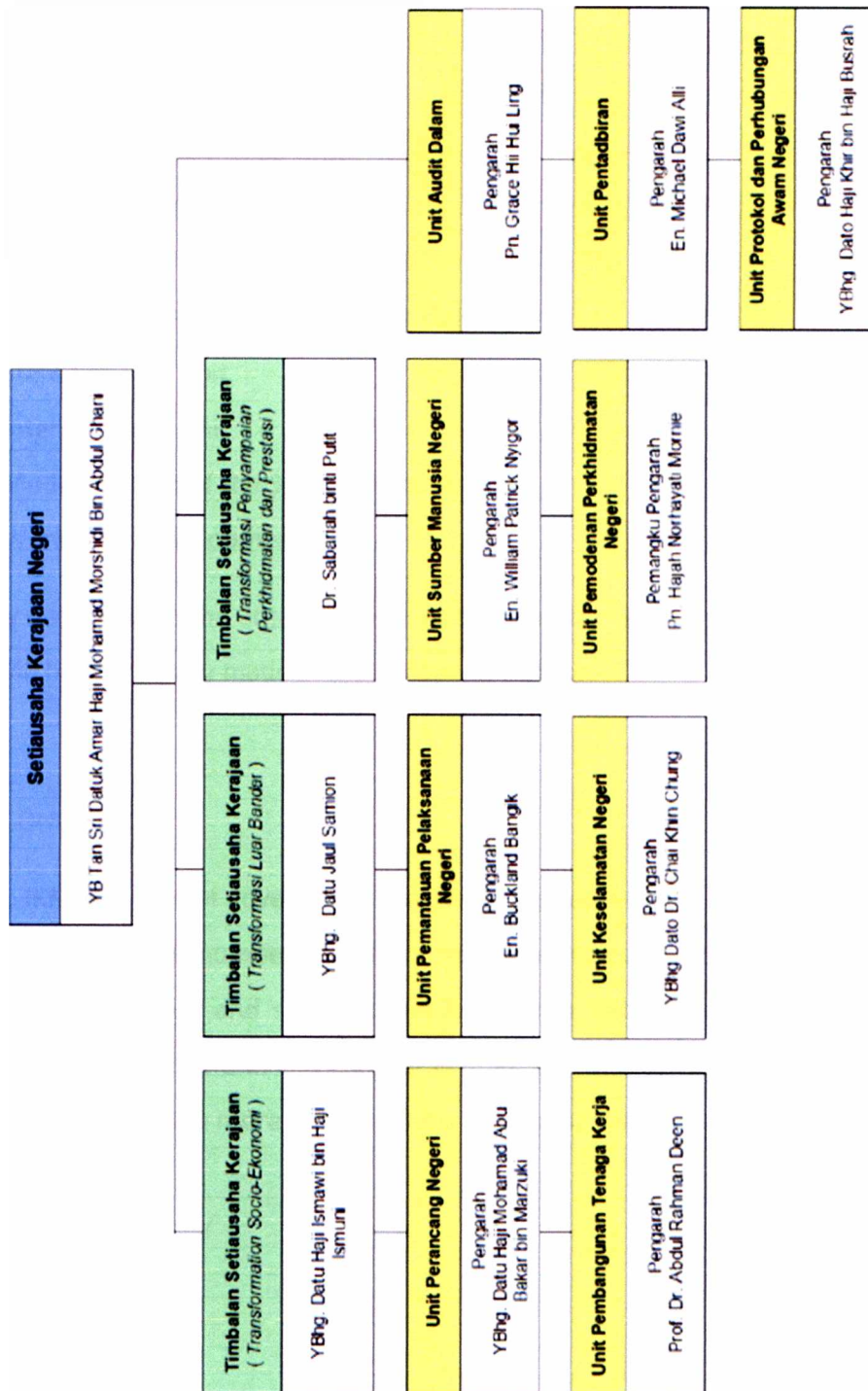


Figure 1.4 JKM's organizational chart

1.6 DEPARTMENTS

As was stated before, JKM has a number of units carrying out their own roles in order to work together into bringing the organization's vision a step closer to reality. These units are:

1. State Human Resource Unit
2. General Administration Unit
3. State Planning Unit
4. Protocol and Public Relations Unit
5. State Implementation Monitoring Unit
6. State Security Unit
7. Internal Audit Unit
8. Modernisation of the State Service Unit
9. Workforce Development Unit

Since my training with the organization is fixed under the State Human Resource Unit, this report will be specifically made in their scope of service.

1.7 CONCLUSION

In short, JKM is a central government machinery for developing the state's current force, in which it has its own number of units to uphold its roles to achieve a transformed state in a more competitive and standardized level on a national degree. While the initial information explained within this chapter is brief, the following chapters will reveal more information and provide more knowledge to the businesses of the organization.

CHAPTER 2: SCHEDULE OF THE PRACTICAL TRAINING

2.0 INTRODUCTION

Within this chapter, all the activities recorded within the practical training from the 25th of July 2016 to the 15th of September will be extracted and summarized into this report. It will be done week by week, for a period of 8 weeks. As was stated above, my place of internship is at the Chief Minister Department, specifically under the Human Resource Department, under the supervision of Mrs. Jacqueline Tan Sui Ling and Mr. Mohammad Firdaus bin Abdul Razak. During the internship, there are many things I have learned there, in which some of it cannot be found within the walls of a classroom. Basically, there are many things to relate when comparing classroom theory and real life work, but some things are quite different as expected as well. Therefore, reflections will be given as well, in order to explain on what has been learned and gained during this internship.

2.1 REPORT AND SUMMARY SCHEDULE OF THE PRACTICAL TRAINING

2.1.1.1 Week 1 (25th of July – 29th of July)

On the first day, the other interns and I were briefed on the rules and regulations of the place, with the explanation given from Mr. Hazrie. We were given brochures and books for free, all in relation to the department and the Chief Minister Department itself. From there, the roots and history of the administration in Sarawak was explained. This is rather unsurprising considering the fact that the Chief Minister Department is the central administration department of the state. Since we are new here, the first task given to us is was identifying all the divisions within Sarawak, In order to know better for future tasks, since the department communicates a lot with organizations from other places. We were encouraged to look around the place in order to familiarize ourselves.

Our second task was to record and prepare a recorded speech into written form, which is surprisingly hard since some of the words in the audio was quite unclear and vague. It took quite some time to identify the unclear and vague words. After that, we were taught on how to operate fax machines, and also call other organizations and how to greet people properly using the organization name.

On the third day, we were introduced to the unit that we were under for the rest of the internship period. The Civil Service Examinations unit is still under the Human Resource Department, in which it deals mostly with confidential matters regarding exams for civil servants to gain promotions, given that they fulfill certain conditions and worked in their jobs for a certain period of time. We were taught on how to fill the exam details and data into a database, which requires the applicant to hand in an application form either through fax or in person.

On the first week, we attended the Majlis Ramah-Tamah Aidilfitri at the old DUN building next to Wisma Bapa Malaysia. On the last day of the week, we attended another Majlis Ramah-Tamah at 10th level of our building. On both days, we were only tasked with continuing to fill in the database for the exam applicants.

2.1.1.2 Reflections for the 1st Week

In the first week, we were taught to do many things that was not commonly found in classrooms. We were told to be relaxed, and were basically told the simplest introductions to office life in general. This is rather unsurprising, since we are only starting our first week.

2.1.2.1 Week 2 (1st of August – 5th of August)

The first task in the second week for me is to carry some heavy items, mostly boxes and big plastic bags to be brought to our confidential exam room. It turns out that the heavy things lifted were unused papers and confidential papers that needed to be destroyed. This is when I was taught to operate a paper shredder machine. After the papers were shred, I was instructed to list previous exam attendees and analyze the results obtained from the differing paper subjects.

I called a number of people to invite them to a workshop planned in the future weeks. The workshop's main focus is to gather the exam questionmakers, to create questions for the future exam attendees. Aside from doing registrations for the people who applied for the exam, I also sorted the previous exam attendees according to whether they failed or accepted to be used by my supervisors. In other words, my job is to classify people who are eligible for a promotion and those who are not.

After that, I prepared an Excel document on statistics of frequency of questions asked for paper codes 2700C, 2701C, 4100C and 4101C. After that was done, I continued to do the common registration for new applicants. Then, I was asked to refine the Excel document by renewing the statistics and adding graphical elements such as graphs and labels to make it easier to understand.

2.1.2.2 Reflection for the 2nd Week

In our 2nd week, we were introduced to the idea of confidentiality, and that some things are not meant to be kept. We were also taught on using more advanced equipment such as the shredding machine and the photocopy machine. A part that can be related to administration studies is our contact with other people, which required human or social skills. Other than that, we are also more involved in using Microsoft Excel, in which we, as administration students, only knew it by its surface. We applied our CSC (Computer Science) knowledge here, and the course actually helped a lot.

2.1.3.1 Week 3 (8th of August – 12th of August)

During this week, I had to skip the first two days due to a very bad fever. I came on the third day with a medical leave, and were given the task to create covers for files to be used for the workshop in the weeks to follow. The file covers are to be sorted according to the codes, names of the questionmakers and modified some codes and names in order for it to fit more with newer style. Other than that, I helped key in names to be registered for the exam. On the last day, I was told to go home half day after helping the other interns to sort some files after my fever which is actually still as bad as the first day started getting worse.

2.1.3.2 Reflections for the 3rd Week

The 3rd week is considerably one of the toughest, due to the fact that it is a sick season. Outside the office in general, there are many people who are afflicted with fever and flu and also cough. For the whole week, I personally had a hard time to do the tasks given. This sheds some light on how hard it is to work when you are sick. Fortunately, I happen to have very understanding supervisors. During this week, I can relate most to Organizational Behavior class, since it is related mostly to how we should deal with our superiors in a proper way.

2.1.4.1 Week 4 (15th of August – 19th of August)

As usual, we filled some data into the database to register new applicants. Shred some files and took some calls as well. In other words, some things are starting to feel like a routine by now. Other than that, I carried more heavy things and boxes (I am the only male intern so it is quite some work) in order to help sort more files according to their years.

On 17th August, most of the work done is focused on addressing errors in deliveries of certificates in previous weeks where some certificates are found to be wrongly filled while others are sent to the wrong places. While this is a recurring issue, it is actually quite common and easily fixable.

We also attended a meeting with the staffs during the internship. It acts as both a general meeting and a farewell to a staff who just got promoted. In the meeting, some problems were mentioned and issues too. After that, I was asked to prepare a minute sheet to invite officers to a panel meeting.

Since the questionmaking workshop is around the corner, we were asked to create a brochure in order to explain to the participants on what each code is made of and for what. Stood in for some staff members who are doing their work away from the office, while also photocopied a number of important pages.

2.1.4.2 Reflections for the 4th Week

At this point, some things have started to feel like it is recurring and so common to the point the body and mind is used to it. Also, it is obvious that mistakes are inevitable. However, it is important to address them immediately as well. In this week, I also learned on how meetings actually take place. Contrary to how most dramas portray, meetings are carried in a formal way, but the environments can be quite casual. This is not a bad thing, as it actually helps relieve the tense situation and gave people a more relaxed environment to deliver an idea. Those meetings are mostly related to Human Resource Management class, in which the topics discussed within the meetings are about how to handle most staff problems in the department.

2.1.5.1 Week 5 (22nd of August – 26th of August)

During this week, the workshop will start. In order to get ready for it, we were asked to find the sample books in the unit's possession for the use of the questionmakers during the event. Sorted important files to be brought along as well.

The following day, we checked into Imperial Hotel as it is the venue for the event. There was a confusion with the hotel management on when the event actually starts, so we have to help in clearing the misunderstandings. During the event, we stayed and acted as assistance to whatever the attendees needed. Aid is given whenever possible, but most of our job is to observe and make sure that everything works as smoothly as possible.

Despite my stay at the hotel is to end at the end of the week, I had to check out early due to a sudden addition to the workshop members who needed a room more than I did. So I stayed there for 2 days and 1 night only, to spend the rest of the week at the office to stay in the exam room to answer calls and questions from people who called and asked regarding exams.

2.1.5.2 Reflections for the 5th Week

Most of this week's learned knowledge revolved around not being in the office. We were actually asked to stay at the Imperial Hotel in order to obtain experience on how it would feel like. It also taught me specifically on sacrifice, since I was the one who had to check out 3 days earlier than I should. During this time, I was applying what I have learnt in ethics class, because it is important to see the good things behind the bad ones.

2.1.6.1 Week 6 (29th of August – 2nd of September)

On the 6th week, I was tasked with modifying the exam schedule according to the new exam structures. Made changes such as changing the format different from the previous years by making it in landscape instead of portrait mode. Added things such as more tables to provide different rows and columns for essays and OMR questions.

Took a day off in the following day to send my parents to the Muslim yearly pilgrimage, and on the 31st of August, I did not go to office due to it being the Independence Day.

Since there will be another workshop in the future, I was asked again to create cover pages for files to be used by questionmakers, along with the contents as well. After that, I helped look for books for the team's next project. Called a number of applicants to manage some confusing registration entries.

At the end of the last day, we were given some advice on the life as a civil servant, and those advice were so helpful and helped us understand more about life after education.

2.1.6.2 Reflections for the 6th Week

During this week, I can relate to what I have learned in class that change is inevitable, and most of the time, it is actually needed quite badly. The exam structure was obsolete, so I had to change it so it suited better in a more modern way. This is reminiscent to most management classes I studied in UiTM, where it is important to apply the process of obtaining feedback and doing corrective action.

Towards the end of the week, another member of the staff from the department checked on us, and we have a bit of a chit-chat session. He told us some important advice on what Human Resource actually dealt with, some tips and tricks to succeed in interviews and so much more.

2.1.7.1 Week 7 (5th of September – 9th of September)

During the first day of the 7th week, I was asked to configure some calculations in Excel in order to determine which questions has higher tendencies in failing candidates for exam paper code N2011. It was found that among the 100+ candidates, almost none passed. This led up to the need to create a statistical analysis of this problem.

We also faxed a number of documents for promotion of certain employees for respective ministries, district councils and government bodies. However, it was found that some numbers were difficult to reach, which alerted the department that they needed to update the new numbers to enable an easier communication and information exchange.

Since this week is full of programs and training events for staffs in the department, we, the interns, are given the task to cover for these staffs by answering their calls and answer questions in their stead. The following day, we attended a meeting discussing on the progress made within the department. The intership students were asked to address our views and perspectives on what the staffs and department lacked.

2.1.7.2 Reflections for the 7th Week

The first task of this week required me to work on my own, since my supervisors only gave me the task but had to be away from office so I have no one to actually ask about how to do the task properly. I had to think of a method to properly calculate the results, and they were actually quite pleased with it in the end. To me, that meant that during this phase in life, you cannot always rely on other people. Sometimes you have to think critically on how to solve problems on your own.

Organizations have to be well prepared to receive criticisms in order to grow. It also emphasized on the importance of two way communications as well. That relates well with our studies with transparency as well. However, the fact that the department actually asked us about their weaknesses is similar to what we have learnt in Quality Control classes, where a department or organization may want to attain a better quality by asking on their weaknesses and attempt to remedy or correct them.

2.1.8.1 Week 8 (13th of September – 15th of September)

Made a few adjustments to some of the files done within the earlier periods of the internship, which usually consists of other older works that only required simple modifications. For some reason, we were not given much work, and the only other thing we did this week were the usual registration for the upcoming exam in October.

On our last day, we were not given any tasks at all, and we are celebrated, received souvenirs and a farewell party.

2.1.8.2 Reflections for the 8th Week

As this is our last week, the staffs and our supervisor seemed to be wanting us to leave with a relaxed mind, so we were not given much tasks to be done. But that does not mean that we obtained nothing on the 8th week. We have learned that during the period of time since our arrival to the last day, we have actually built a bond with the staffs here, to the point that our teamwork were effortless and the chemistry was so fine that it made our jobs easier. Here as well, the theories in Human Resource Management subject is applied, where organizations will give workers (or interns) gifts in order to create loyalty and provide satisfaction.

2.2 CONCLUSION

Despite the fact that our internship only lasted 8 weeks, we have learned a lot. While some of them can be directly related to the theories we have learned in class, most of them are totally new for us. The other interns and I also experienced a lot together in terms of teamwork, cooperation and also healthy competition. I have also learned on how to actually follow instructions from my superiors, plus other things that cannot be found within the four walls of a classroom in school and universities.

CHAPTER 3: TRAINING ANALYSIS

3.0 INTRODUCTION

Within chapter 3, analysis will be carried out in which it will focus on one task that is mostly done throughout the internment period. Based on the information found in Chapter 2, one task that will be in focus in this chapter is filing of files and documents. This will be the main focus of this whole chapter, and it is not surprising given the fact that I was stationed at the human resource department.

3.1 TASK ANALYSIS

During my internship, I had to do a number of jobs and tasks including sending out faxes, photocopying, preparing minute sheets, recording data and more. Since I joined, it was found that the department had lots of unsorted files, and many are to be shredded down due to its confidentiality. Therefore, this chapter will be focused on the task to sort these files into their proper places, in order to have a more organized filing system.

3.2 DEFINITION

According to Dictionary.com, filing can be defined as *"a collection of papers, records, etc., arranged in convenient order"*. Another source from Cambridge Dictionary explains it as *"an official record of something"*. Thus, it can be said that filing can roughly be defined in this context as a set of data or information that is essential in order for an organization to function within one or a several of its departments. With that in mind, it is now apparent that proper filing is important in order for a department to work on, and is an important task despite its process varying from being trivial to hard in nature to actually accomplish.

3.3 TYPES OF FILING SYSTEMS

Since files and records have elements or unique categories within each of its entries, files can be separated according to types and sorted according to its elements, in which these types and characteristics to be based on for the filing process is determined by the person organizing them.

3.3.1 Alphabetical Filing

As the name goes, in this filing system the entries are sorted according to its alphabetical order. Usually, most organizations would obviously go for the A-Z sequence, but technically it is also possible to do so the opposite way, which is from Z to A. Point being, whichever sequence is possible if the file organizer decides to do so.

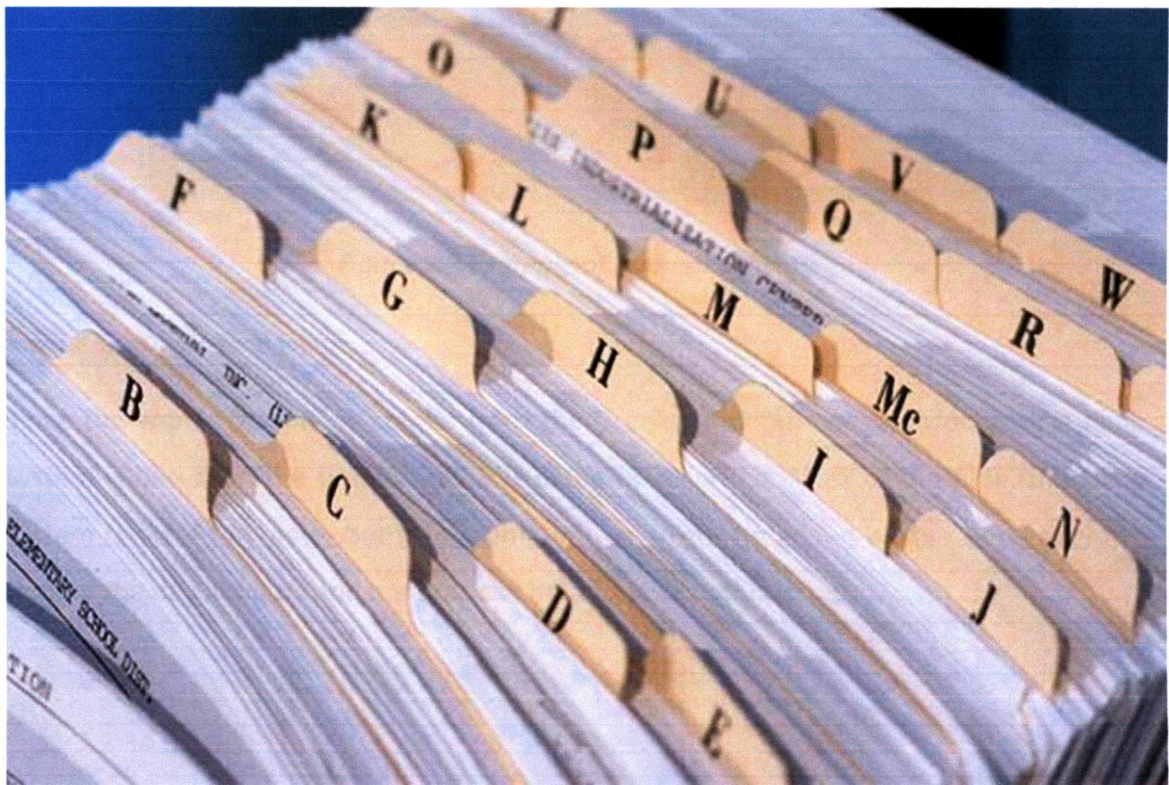


Figure 3.1 Example of alphabetical filling

3.3.2 Numerical Filing

Just like the previous filing system mentioned, numerical filing system works the same way, with the alphabets replaced with numbers. In other words, the files are labeled in a sequence starting from 1 to the total number of entries. Unlike the alphabetical filing system, the sequence of numbers must always start from 1, and not from the biggest number or the last entry.

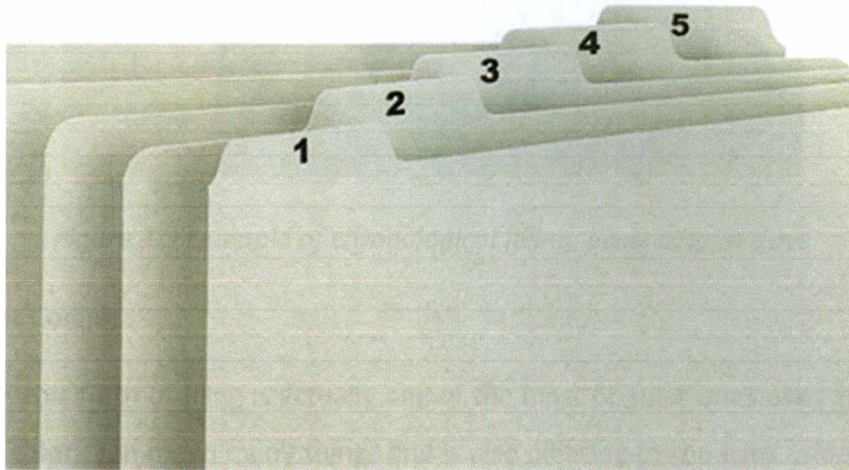


Figure 3.2 Example of numerical filing

3.3.3 Chronological Filing

Since the word “chrono” is coined from the Greek word “*khronos*”, chronological filing system is based on the time an entry is made or recorded. Most of the time, this filing system is sorted by date, but since some entries might be added on the same day, the time of the day in hours and minutes can help to resolve this issue.

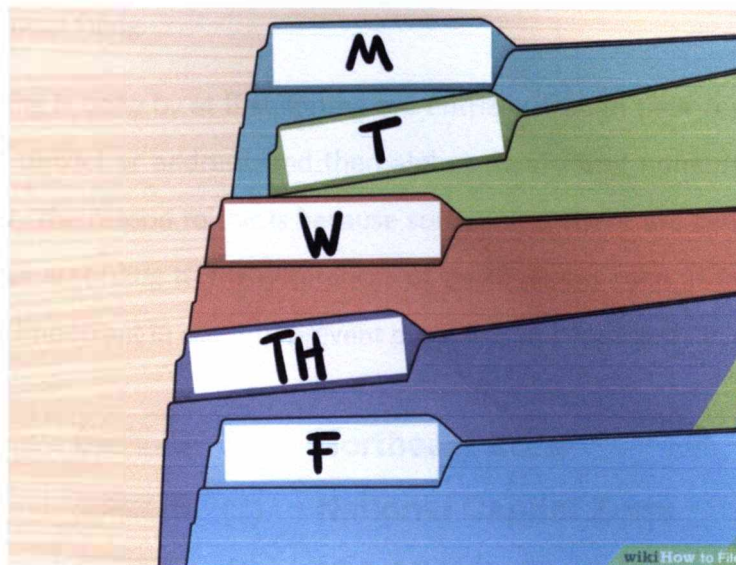


Figure 3.3 Example of chronological filing, according to days

3.3.4 Color Coding

Surprisingly, this form of filing is actually one of the most popular ones used today. This is so because colors can mean many things and is also pleasing to the eyes aside from being easy to differentiate from each other with a glimpse of the eye. It could range from simply to differentiate entries to rating them (red means very high confidentiality, yellow means it is a file with moderate confidentiality and green would mean open to all).



Figure 3.4 Example of color coding

3.3.5 Geographical Filing

Geographical filing is done by at first sorting the entries through their respective country, state, province, district or address, and then alphabetically and numerically by name or account number. The reason to this is because sometimes, there are certain matters that is beyond control according to the differences of these places such as laws and licenses, and therefore is important in order to prevent problems or constraints in the system.



Figure 3.5 Example of geographical filing

3.3.6 Subject Filing

By far the least popular method to record and keep files, subject filing system is a system that organizes certain materials found within each subject. By making use of the descriptive features of each entry, each of them will be separated into subsets of subjects, depending on which fits into what category. Unsurprisingly, its complicated nature proved to be very problematic mostly due to its rigidity and also due to the fact that in application, it is also the most expensive filing system to be used.



Figure 3.6 Example of subject filing, according to career field

3.4 APPLICATION

Based on my experience during my internship at JKM, I have been asked to do some filing tasks for my superiors. Most of this is done in computers, since the records can be considered as virtual files. I have noticed as well that some old records that are considered to be confidential but is not needed anymore are quickly disposed by using the paper shredder.

In terms of alphabetical filing, most of this is done whenever I was tasked to record the marks of exam participants for the department. This is very common since the same kind of sequence can be found in most academic institutions or schools who sort the list of students according to names. The thing about alphabetical filing is it can be combined with numerical filing as well, since the names are sorted alphabetically first and given the number after that.

However, most of the numerical filing systems are found in the tasks in which I was required to specifically do a task and sort them according to its numbers, such as the ones where I am required to deal with the many differing paper codes.

Aside from that, chronological filing is also quite apparent during my time at JKM. Most of the registration forms submitted from future exam participants are usually received by hand or through fax, in which the forms are then arranged according to which was received first. Therefore, it is as chronological as it can be, and fits the filing system method well. Another example of this kind of filing I have found in JKM is when our supervisors asked me and the other interns to sort some files according to the years they are received.

Unsurprisingly, geographical filing are apparently common at JKM. This is due to the fact that since it is the main branch of administration for the state, they are required to communicate often with other districts and provinces. These are apparent specifically during my task where I am required to address certificates to those in other places. The papers are sorted geographically at first, then according to the names and other elements present.

While I realize that my superiors and other staffs code their files according to color a lot, I myself on the other hand are not given much exposure to tasks with these method of filing. In one of the weeks, I was asked to photocopy a number of important files which needed to be done quickly and is given a very short period of time to finish the task. I realized that the original copies are tagged with different colors, and the copy was also marked with the same colors with colored stickers with the help of another intern. Another time I encountered this method of filing is when I was tasked with separating lists of names of people who passed or failed a test. Each category is sorted into orange and red files.

Unfortunately, I have not encountered any subject filing system during my time there. This would not come as a shock as was stated above, the method can be very complicated and problematic and not to mention the price to maintain it can be very costly.

3.5 CONCLUSION

Simply put, despite its almost trivial importance, filing actually plays an important role in order to keep a department organized and alerted to its responsibilities. It also gives the staffs and the department itself a sense of function, since files are to be handled, read and usually contains data and important information to be used in the job.

CHAPTER 4: RECOMMENDATIONS

4.0 INTRODUCTION

Within this chapter, we will focus on the problems faced by the Chief Minister's Department. By identifying these problems, we can discuss on recommendations and how to solve them, as this can help the organization grow better by giving it constructive criticisms and carefully addressed views and perspectives from our point of view.

4.1 PROBLEMS

While it is a model organization for most administrative bodies of the state due to it being the central administrative factor, the Chief Minister's Department is not perfect, neither is it flawless in any of its characteristics. It still has a long way to go, and this is pressured by the fact that its reputation is not easy to keep and sustain. Within this discussion, we will be focusing on the problems with the filing process of the Chief Minister's Department.

One of its main problems are the obsolete software and hardware used within the compartments of the divisions within the organization. During my internship period, I have found that I struggled with the old computers and technology. Old software and hardware are not hard to use, but they are undoubtedly slower than their newer, more advanced descendants. The computers used are either old or simply not up to date with newer updates and operating systems. The organization should really look into this problem, as while older software are more user-friendly, not updating to the latest technology hinders progress and creates an obsolete work environment. During my time there, I noticed that the virtual filing systems can actually be better, in a way where there are actually dozens of better versions of the same software or other software can even be used as well, which outperforms the current one.

Another of its problems is the cramped office space. Due to the number of the staff members on each floor, I have found that some levels of the building can be hard to traverse to and can also be quite claustrophobic. The seats and tables are closely

positioned to one another and this restricts movements when assigned with tasks involving carrying heavy things. However, some levels of the building are almost empty and very quiet for some reason, maybe due to confidentiality. This affects mainly the physical filing systems where old documents or files that is still usable will be placed at a very weird space, such as our exam room. The files of other departments are actually stored at our place since our room is the least one visited by other people. We can also see that the other places of the same level actually ran out of space to actually add more files to store.

During my time there, it is very obvious in how good the management actually is. Superiors are also very transparent in addressing problems during meetings, which is very crucial and important to do in order to work together. This makes it easier to address such problems, and the superiors may be able to issue this problem to all of their staffs.

4.2 RECOMMENDATIONS

Since our internship only lasted 8 weeks, as students we are asked to think of our experience and create thought-provoking questions to be answered by ourselves. Despite the fact that our time there was kind of short, we will be making recommendations on what was seen during our time there, from an academic perspective.

In order to create better job results, the organization should be open with updating their software and hardware. If necessary, the divisions within the organization should opt to replacing computers that are too old to function. It is also important to have a stable WiFi connection and set important software to be able to auto-update if they update periodically. Operating systems should also be updated as well. Obviously, it is recommended to update the software versions or use another better software, as long as the office are up to date with the latest technology.

In regards to the cramped space, perhaps the empty levels of the building can be used to store the excess files as well. As was said earlier, some levels are surprisingly empty and only consisted of a small number of people, mainly due to confidentiality. In other words, this problem can be addressed if they address this to maintenance in order to put these levels into use.

Basically, the employers or superiors will be the ones who will play the biggest part, by addressing the problems and asking the employees to do their part. Teamwork is the key, and in numbers, comes power.

4.3 CONCLUSION

Despite its immense reputation, there are some flaws that the Chief Minister's Department should take consideration to fix. In fact, every organization should be aware that they should have the latest technology to be able to compete with other organizations while maintaining a comfortable workplace to induce optimum level of performance among workers while addressing staff-related problems to furthermore enhance the quality of the work done and its productivity in general as a whole.

CHAPTER 5: CONCLUSION

5.0 INTRODUCTION

This chapter will serve as a summary of everything in this report, sorted out by each chapters. It will also serve as the conclusion to this report, my feelings and the experiences I had which I will never learn about in the classroom as a student.

5.1 CHAPTER ONE

In Chapter One, the organizational background of the Chief Minister's Department is provided, in which we have learned its policies, vision, mission, location, objectives and the divisions of the organization. We have also been provided with the hierarchy chart, to help us know who is doing what in the department I was put at in the Human Resource Department.

Specifically, the Human Resource Department has its own niche in the whole organization due to its casual surroundings, friendly staff members and they are also willing to teach the interns on many things without hesitation. They were extremely helpful and patient in helping us grow, and they actually care for us to the core by giving us everything necessary to live with.

5.2 CHAPTER TWO

Within Chapter Two, I have thoroughly expanded on the things that I have done from attending meetings, photocopying important documents, filling in data into databases, filling and so on. This chapter also mentions that even as interns, we are required to attend events as well. This chapter consisted with most of this report, as it is what I have experienced in the 8 weeks of internment period.

The report is mostly repetitive in many ways, but each week I have learned many things that I can actually relate to the subjects I have learned in the classroom. Most

theories are applied and proven, while some things cannot be found in these study hours. We learned many things in technical, physical and even virtual ways in many different methods. We also realized the differences between being a student and in the working life, the environment of a classroom and an office, and the guidance of a lecturer and an employer.

5.3 CHAPTER THREE

In Chapter Three, I focused on one aspect of the task given during my internship period in the Chief Minister's Department which is filing. I have specifically explained on its definitions, its types and which of them were actually done during my internship period in the most detailed way possible.

I have learned that despite only described as a simple task, filing actually is a very interesting thing to do since it is actually divided into a number of types. It is interesting to know this, as you will actually do it repeatedly on a daily basis without even realizing it. We will come across this numerous times and not even knowing it is actually the same thing, albeit of a different medium altogether.

5.4 CHAPTER FOUR

Chapter Four is comprised of my recommendations for the main problems I have found within the organization's filing system. The problems were identified and are given recommendations swiftly. It is fairly simple, seeing that the problems revolved around the obsolete softwares used and the limited physical space since most of it are occupied. The employer plays a major role here in order to make sure that everyone in the department work hand in hand in order to handle the problem.

5.5 CONCLUSION

During my time at the Chief Minister's Department, I have learned many things that I will probably not learn in class. I have felt how the environment is way different than simply being a student, and I have dealt with people more than ever in the Human Resource Department. Overall, it was a very productive and fun experience to have, and is something that I would not mind dealing with again.

APPENDICES

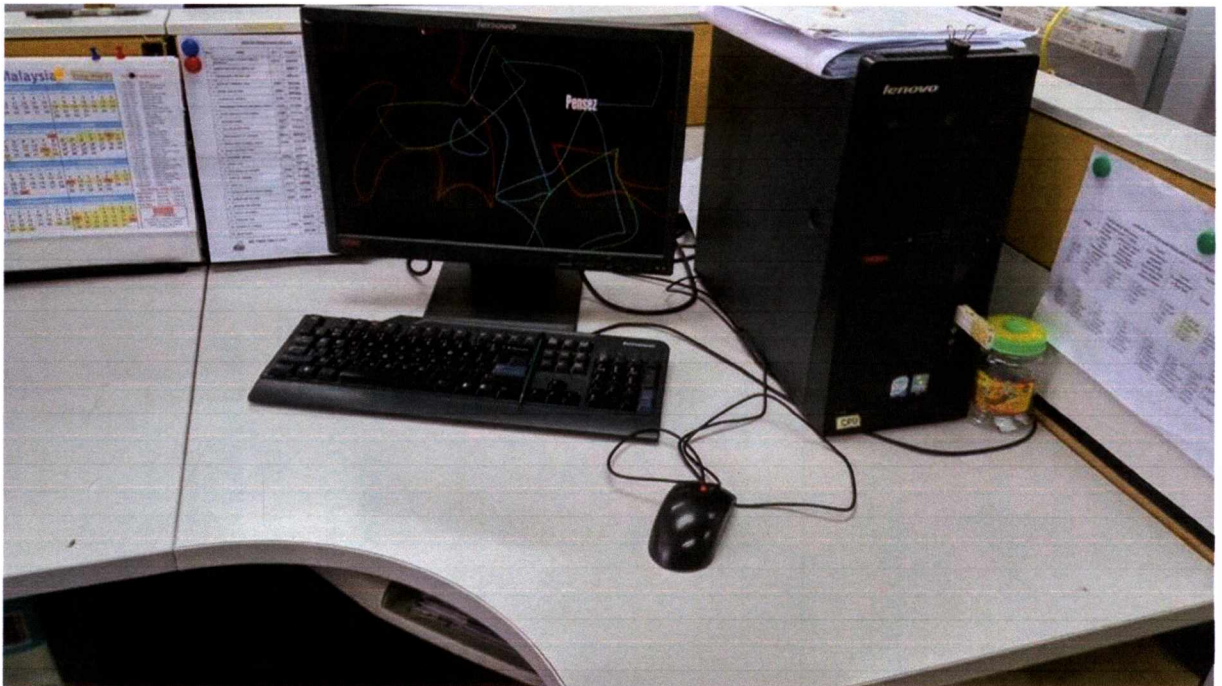


Figure 1: My desktop

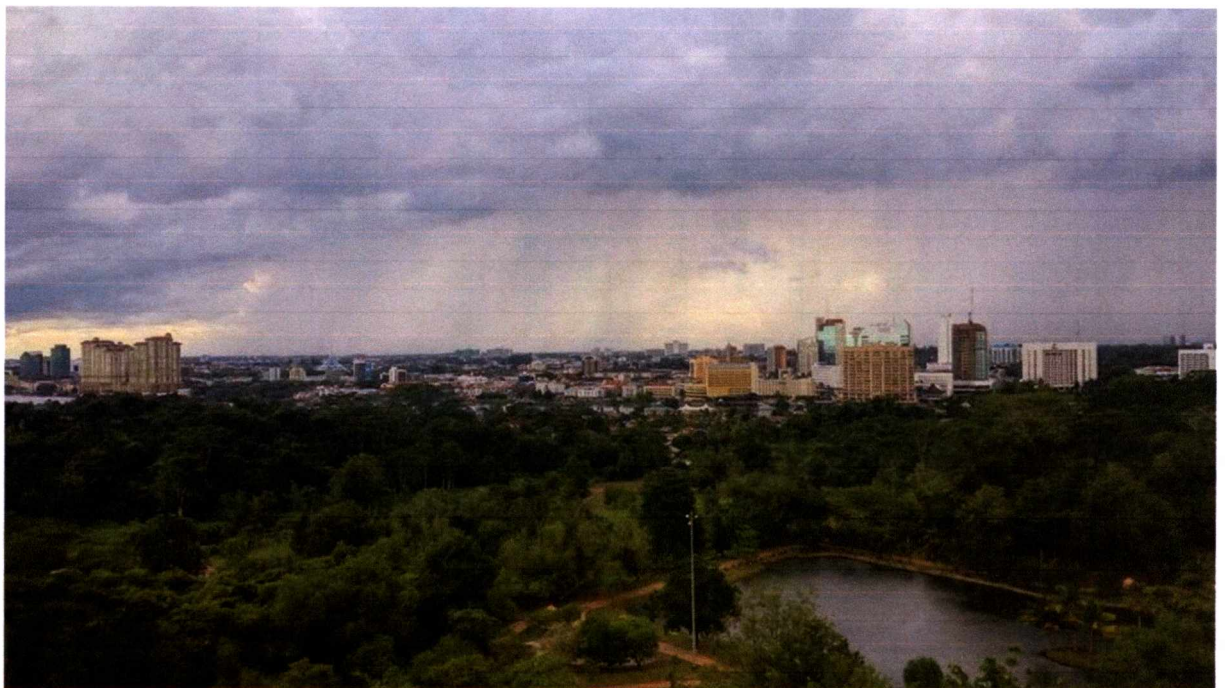


Figure 2: The view from my window office



FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 667)

NAMA PELAJAR

Khairil Anwar bin Zamhari

NO MATRIK UTM

2014916801

NO KAD PENGENALAN

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PROGRAM

AM228/AM225*

NAMA PENSYARAH PENYELIA

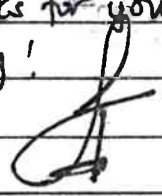
Mdm. Sharon


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

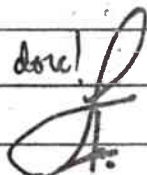
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1	22.9.2016	10.05am		<ul style="list-style-type: none"> ① To Submit Job Book ② To Submit draft Chapter 1 ③ Next appointment: 29.9.2016 @ 11am
2	29.9.2016	12noon		<ul style="list-style-type: none"> ① To Submit draft Chap. 1 on 4.10.2016 (Tuesday) ② To draft Chap. 2 ③ Next appointment: 13.10.2016 @ 12noon
4	13.10.2016	12.10pm		<ul style="list-style-type: none"> ① Returned draft Chap. 1 ② Submitted draft Chap. 2 ③ To proceed with Chap. 3 ④ Next appointment: 20.10.2016 @ 5pm
6	28.10.2016	5.10pm		<ul style="list-style-type: none"> ① Submitted Chap. 3 ② Next appointment: 3.11.2016 @ 5pm
7	10.11.2016	4.15pm		<ul style="list-style-type: none"> ① Submitted Chap. 4 ② Next appointment: 17.11.2016 @ 5pm
8	24.11.2016	4.30pm		<ul style="list-style-type: none"> ① Submitted final draft ② Next appointment: 8.12.2016 @ 5pm
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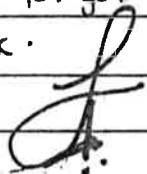
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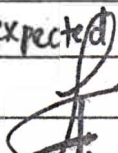
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Sila gunakan lampiran jika ruang sedia ada tidak mencukupi


DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
11/8/2016	Carried some heavy stuff from another room. Turns out to be papers that are not used anymore. Learned	
	shred papers from the shredder machine. Received a new list of exam attendees for the	
	to be done from previous sector.	thanks for your help today!
2/8/2016	Talking with calling a few numbers, inviting	
	a "workshop" specifically made for the public.	JACQUALINE TAN SUI LING Penolong Pengarah
	in data for new fax received	Sekyen Pembangunan Kerjaya Unit Sumber Manusia Negeri
	organizing exam attendees.	Jabatan Ketua Menteri
	the task to sort certificates for people who passed	
	previous promotion advance exams.	
	previous data of list of exam attendees, separated the	
	ones who failed into a new list.	
	Also continued sorting yesterday's	
	certificates.	


DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
4/8/2016	Prepared an Excel document on statistics of frequency of questions asked for paper codes 2700c, 2701c, 4100c, 4101c. Continued sorting the certificates.	
5/8/2016	Refined the certificates sorting also the statistics in the Excel document. Given a new task to prepare (or modify) a powerpoint document for a presentation.	Thanks for getting this done!
8-9/8/2016	Medical leave.	
10/8/2016	Made covers for files to sort workshop materials. Added up the names of the question makers, modified the codes to their newly used names. Sorted the covers into their respective files.	JACQUALINE TAN SUI LING Penolong Pengarah Seksyen Pembangunan Kerjaya Unit Sumber Manusia Negeri Jabatan Ketua Menteri
11/8/2016	Continued doing yesterday's tasks.	
12/8/2016	Helped the trainees to sort the some files. Went home half day because of fever.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
15/8/2016	Shred some files, took some calls, key in new data for new registrations from new applicants	
16/8/2016	Carried some heavy things to be used to label files according to its year.	
17/8/2016	Focused the day on addressing errors in deliveries of certificates in previous weeks where some certificates are wrongly filled while others are sent to places. The problems are then	Well done!  JACQUALINE TAN SUILING Penolong Pengarah Sekolah Pembangunan Kerjaya Unit Sumber Manusia Negeri Jabatan Kerja Menteri
18/8/2016	Attended a meeting with the staffs. The meeting acts as both a general meeting to issue problems and as a farewell to a promoted staff. After that, prepared a minute sheet to invite officers to a panel meeting.	
19/8/2016	Tasked with creating a brochure for the workshop for the following week. Also photocopied a number of important pages while standing in for staff members who are in training.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
22/8/2016	Tasked with finding the sample books for the use of questionnaires for the upcoming workshop event. Sorted important files along with the books to be taken to the questionnaire workshop.	Thanks for your good work this week.
23/8/2016	Checked in into Imperial Hotel. Helped clear up an understanding with the hotel about the time to start the event. Stayed and assist anything that needed attention.	Thanks for your good work this week.
24/8/2016	Continued the work like the day before. Assisted with whatever job that is needed to be done. Mainly focusing on observing how the people involved do their work. Checked out for other people to use the room.	 JACQUALINE TAN SUI LING Penolong Pengarah Seksyen Pembangunan Kerjaya Unit Sumber Manusia Negeri Jabatan Ketua Menteri
25/8/2016	Went back to office. Handled calls since	
- 26/8/2016	no one else is at office till the workshop ends.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
27/8/2016	<p>Was tasked with modifying the exam schedule according to the new exam structures.</p> <p>At first the original sample is in portrait layout and only consisted of a table for the essay questions, and thus is required to add an OMR exam schedule in landscape view.</p>	<p>Wonderful, this is more than I expected!</p> 
30/8/2016	<p>Took an off day to join in sending parents to their pilgrimages.</p>	<p>JACQUALINE TAN SUI LING Penolong Pengerah Seksyen Pembangunan Kerjaya Unit Sumber Manusia Negeri Jabatan Ketua Menteri</p>
31/8/2016	<p>(Independence Day.)</p>	
1/9/2016	<p>Task: creating cover pages for files to be used by questionmakers, along with the contents as well.</p>	
2/9/2016	<p>Helped in looking for books for the team's next project. Managed a registration entry by calling the applicants. Also received a few advices from one of the people who are in charge about what managing human resources are.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
5/9/2016	Had to configure some calculations in Excel in order to determine which questions has higher bandwies in pasting candidates for exam paper code N2011.	
6/9/2016 -7/9/2016	Fixed a number of documents for promotion of certain employees for respective ministries, district councils and government	showing interest & enthusiasm at task given & able to complete the task in
8/9/2016	Tasked with covering for a number of staffs taking leave, doing business outside office and answering calls and questions for their stand.	timely manner. 
9/9/2016	Attended a meeting discussing on the progress made within the department. Also addressed on the weaknesses of the staffs, and ways to overcome them.	<p>MOHAMMAD FIRDAUS BIN ABD RAZAK Penolong Pegawai Tadbir Seksyen Pembangunan Kerjaya Unit Sumber Manusia Negeri Jabatan Ketua Menteri</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/4/2016	Made a few adjustment to some of the files, usually consists of other older work to be modified	
14/4/2016	Keget in on registrations by applicants for the PSL exams in October.	well done!
15/4/2016	On our last day, we are given souvenirs as gifts and farewell party.	
		MOHAMMAD FIRDAUS BIN ABD RAZAK Penolong Pegawai Tadbir Seksyen Pembangunan Kerjaya Unit Sumber Manusia Negeri Jabatan Ketua Menteri

MOHAMMAD FIRDAUS BIN ABD RAZAK
 Penolong Pegawai Tadbir
 Seksyen Pembangunan Kerjaya
 Unit Sumber Manusia Negeri
 Jabatan Ketua Menteri