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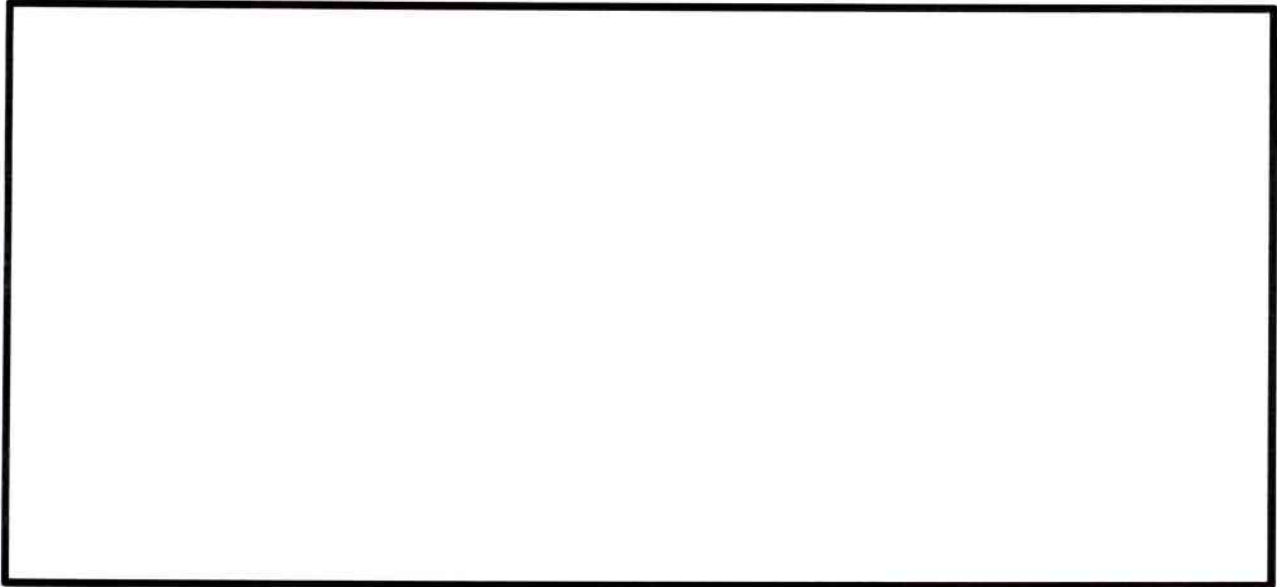
PRACTICAL TRAINING REPORT:  
MALAYSIA AIRPORTS HOLDINGS BERHAD (MAHB)

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2016728317

JANUARI 2019

Supervisor's Comments

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Moderator's Comments

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Name of Supervisor: Dr. Noni Harianti

Place: Malaysia Airports Holdings Berhad (MAHB)

Name of Student: Emafazirah Binti Madian

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

.....  
( DR. NONI HARIANTI )

Date:

## ACKNOWLEDGMENT

I had undergone my practical training for 10 weeks at Malaysia Airport Holding Berhad (MAHB) located at Kuching, Sarawak. The purpose of this practical training is to fulfil the requirement of the bachelor degree for Bachelor in Administrative Science (Honours) under Universiti Teknologi Mara (UiTM). Here, I would like to have the opportunity to thank everyone who has been supportive of me throughout my practical training.

I would like to thank my family for giving moral and financial support during the period of my practical training. I also would like to thank my host supervisor of MAHB, Madam Dayang Ratna Kesmawati Binti Abang Morni for accepting me into her division and also for giving the guidelines of the duties and tasks that need to be completed during my practical training. Not to forget other staff and colleagues who helped me a lot in adapting myself in the office's environment and sharing new experiences that are useful in completing my work.

Besides that, I would like to thank our practical training supervisor, Doctor Noni Harianti, for helping and assisting us in completing our practical training report on time. We are also grateful that he provides us many useful guidelines in completing our practical report from time to time. Lastly, I would like to thank my classmates and friends for sharing their knowledge and information regarding the practical training report.

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# CHAPTER 1

## INTRODUCTION TO ORGANIZATION

### 1.1 Introduction

The first chapter of this practical report will cover the introduction of the company which includes among others the background of company, vision, mission, logo, company's structure, company's campaign, corporate profile, company's brand identity and other relevant information pertaining to the company.

### 1.2 Organization Background

Kuching International Airport (KIA) was worked by the British Government of Sarawak in the 1940's. Kuching International Airport (KIA) has since turned into passage to the province of Sarawak and in addition Brunei and Sabah. This KIA is found 11km south of the city of Kuching.

The airport's terminal is fit for dealing with 5 million travelers every year, making it the fourth busiest air terminal in Malaysia after KLIA, Kota Kinabalu International Airport and Penang International Airport. It can likewise suit the Airbus A380 and Boeing 747 air ships. In this way, the airplane terminal has an assortment of retail and obligation free outlets, bistros and eateries as well as premium passenger lounges for your travelling convenience and comfort. Aside from that, the airport is additionally an airbase for the Royal Malaysian Air Force (RMAF) (Malaysia Airports Holdings Berhad, 2018).

### 1.3 Vision

The vision of Malaysia Airports Holdings Berhad is to be the global leader in creating airport cities.

### 1.4 Mission

The mission of Malaysia Airports Holdings Berhad is together we create joyful experiences by connecting people and businesses.



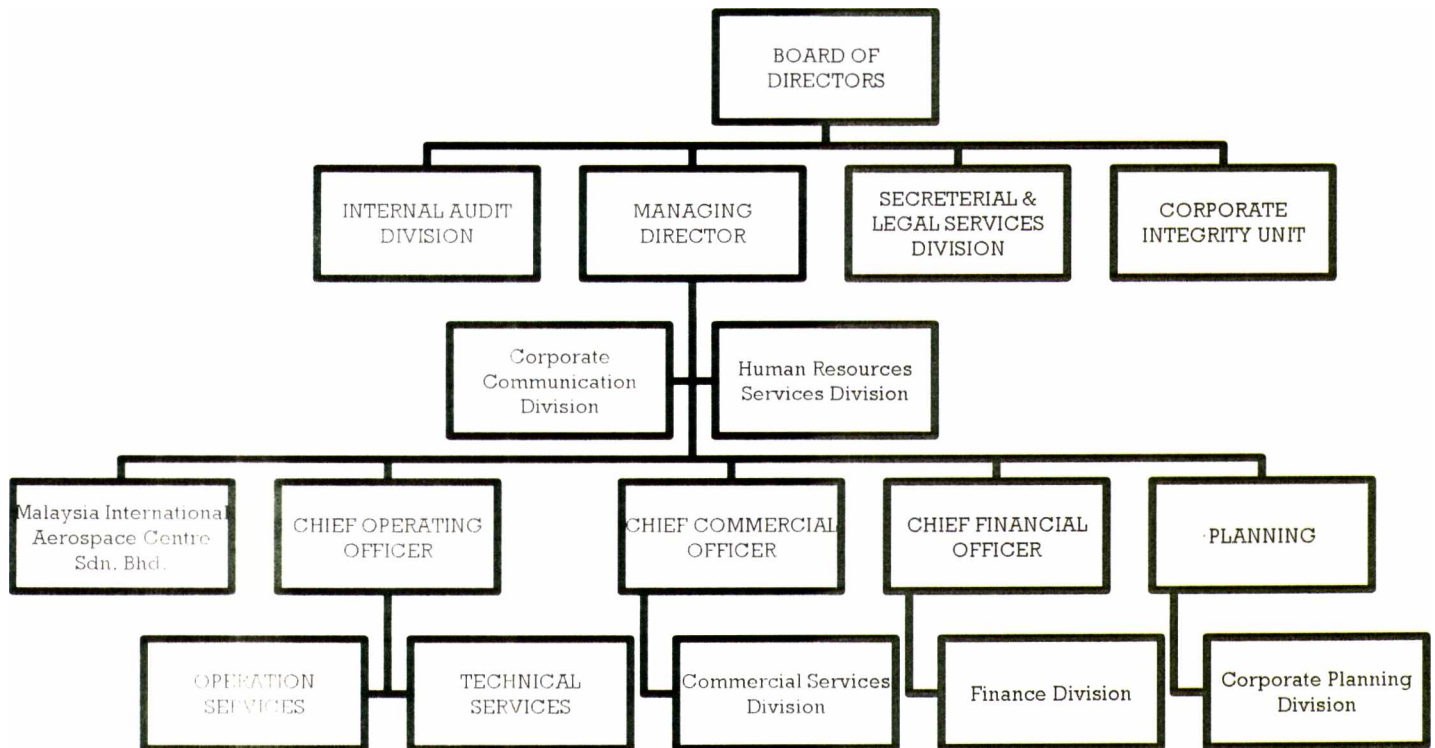
## 1.5 Company's Logo

The Malaysia Airports logo is a synthesis of three components which is a control tower, a runway and an aircraft flying skywards. Along these lines, the cooperative energy of the considerable number of components in the logo speaks to the Malaysia Airports' corporate vision of magnificence and respectability. First component is control tower which implies Malaysia Airports' exclusive expectations of proficiency and superb administration. Second component is the runway with its four edges reflects Malaysia Airports' professionalism and pledge to giving superior levels of service. It delineates Malaysia airports as being precise in its approach, dynamic, productive and client committed.

Last component is air ship flying skywards known as the corner to corner "aviation routes" which connotes Malaysia Airports' constancy to remain a consistently advancing association. Aside from that, blue shade of the logo speaks to aviation, implies dependability, harmony and the discipline to guarantee brilliance benefit, in the meantime, orange shading will express the quality and forward vision of the administration and the people in Malaysia Airports itself (Malaysia Airports Holdings Berhad, 2018).

## 1.6 Company's Structure

Figure 1.1 Company structure



Source: Malaysia Airports Holdings Berhad

Based on *Figure 1.1*, there is various type of division in Malaysia Airport Holdings Berhad. The highest level of position in this company is board of directors. They are responsible in giving an advice towards the other division. In this company, it consists of four important division which is internal audit division, managing director, secretarial and legal services division and corporate integrity unit. Furthermore, internal audit division here is to evaluate the performance or activities that have been done by their own staff in order for them to improve the weaknesses regarding of the performance itself. While, managing director division is to handle the systematic management inside the company. Under this division, it consists of two important division which is corporate communication and human resources services division. Corporate Communication is where they are able to communicate with the other responsible corporate as they are accountable in control over any consequences that might be happen in Malaysia Airport Holdings Berhad itself. Hence, for Human Resources Services Division is the ability in providing the services towards their

own staff where they are responsible in managing their own human resources regarding of recruiting, training and development, compensation, rewards, occupation health and safety, performance appraisal and so on. Therefore, under of managing director there is another top position that is accountable in managing their own task and performance. Firstly is Malaysia International Aerospace Centre Sdn Bhd, followed by Chief Operating Officer which consists of operation services and technical services. Next position is Chief Commercial Officer and under this position there is Commercial Services Division. Other than that, Chief Financial Officer where is to control over the finance division in the company in order to provide their systematic budget for the whole activities itself. Last but not least, Planning Division where this officer is accountable in performing their task in planning the overall activities in the company. Hence under this position, there is Corporate Planning Division which they will divide their task into various type of position in order for them to achieve their vision, mission and goal of the Malaysia Airport Holdings Berhad itself.

## **1.7 Company's Campaign**

Malaysia Airports run profoundly successful campaigns for both business and inner crowds, from the yearly "Indulge Till You Fly" deals advancements to far reaching efforts intended to bring issues to light about corporate and social issues.

Impelled by the goal to redefine our customers' involvement with KLIA, the TOUCH campaign was presented in September 2012 with the center properties of: Total Customer Satisfaction through Outstanding Services Practices with Unforgettable Smiles yet Conversant and Humbly Pleasant.

At last, TOUCH is gone for presenting an administration culture that is only KLIA, intertwining with the Malaysian warmth and cordiality. The TOUCH crusade required more than 5,000 front liners speaking to retail, food & beverage and service outlets at KLIA and LCCT-KLIA.

In this manner, in June 2013, the TOUCH acknowledgement function was held to recognize and remunerate the most extraordinary front-liners and concessionaires. Since the dispatch, they have perceived and compensated over 100 front-liners who have reliably and supported the TOUCH attributes.

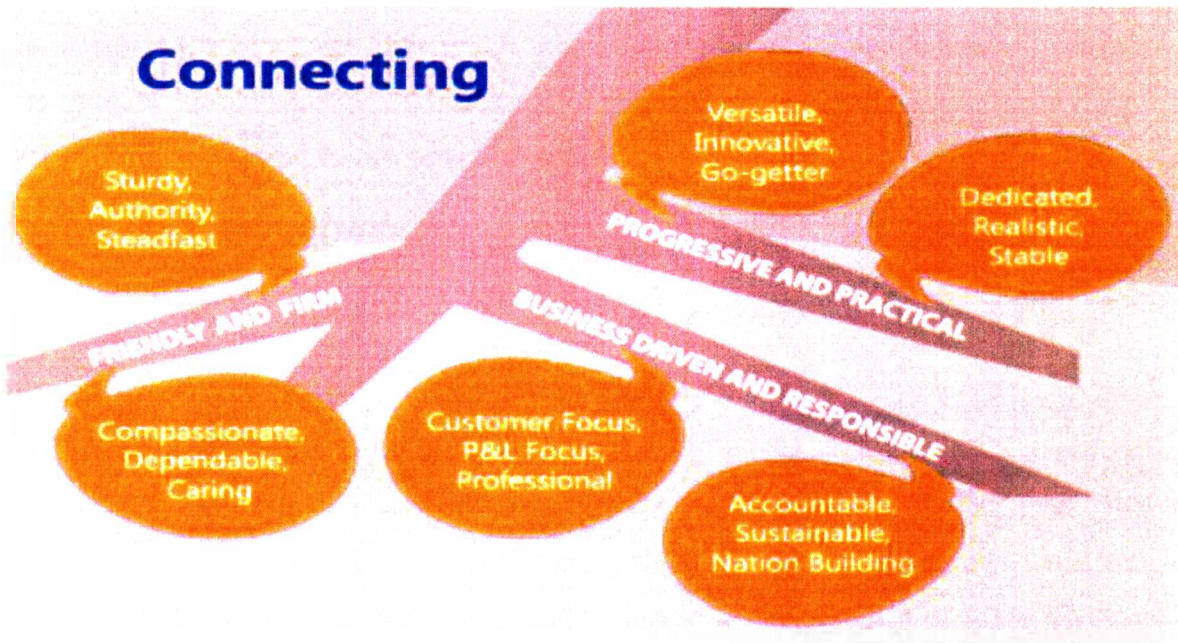
Aside from that, Malaysia Airports won two honors for the TOUCH Campaign at the Marketing Excellence Awards 2013; the Gold Award for Excellence in Public Relations Internal and the Silver Award for Public Relations Corporate Communications. The TOUCH Campaign is additionally in the Top Five for the 'Best Employee Engagement Strategy' classification at The Loyalty & Engagement Awards 2014 held in Singapore this year. This activity has been selected as a Finalist in two categories, namely Excellence in Government marketing and Excellence in Public Relations at the Marketing Excellence Awards 2014 (Malaysia Airports Holdings Berhad, 2018).

## 1.8 Company Corporate Profile

### 1.8.1 Company Policies

At Malaysia Airports, they put stock in the estimation of directing their business in an open and straightforward way that depends on moral qualities and regard for the community, employees, the environment, investors and other stakeholders.

Figure 1.2



Source: Malaysia Airports Holdings Berhad

Based on *Figure 1.2*, this business is tied in with interfacing individuals to the world, and to their lives and dreams. They additionally trust that network is basic to accomplishing their vision of turning into a world-class airport business. This company is established on the quality of availability; hence they advance comparable alluring traits among the people such as being cordial and firm, being business driven and dependable, and being dynamic and practical.

Apart from that, by urging the people to create associations with their stakeholders, the network and the environment by living the Brand Essence, Malaysia Airports tries to accomplish their definitive mission of accomplishing service magnificence. On top of that, this company's Brand Essence is established on the quality of availability, hence promoting desirable attributes among the people.

## **1.9 Company's Sustainability**

### **1.9.1 Practicing Sensible Economics**

In Malaysia Airports, their Business Continuity Management (BCM) Programme, which is driven by the Risk Management Division, sustains business strength activities at operational airports. The usage of BCM was done as per the distribution of ISO 22301, which sets the standard for an extensive BCM framework, currently being utilized by numerous associations everything being equal and types.

Malaysia Airports' BCM programme was produced with the goal to relieve danger of business disturbance, which may affect their authoritative structure for example, powerlessness to complete everyday airplane terminal activities, loss of profit because of a failure to create potential salary and irreversible harm to Malaysia Airports' reputation, image and goodwill.

With regards of BCM, 'catastrophe' is characterized as a situation where far reaching human, material economic or environmental misfortunes have occurred which surpasses Malaysia Airports' ability to react utilizing ordinary working strategies.

With respect to alleviate chance and exploit openings, Malaysia Airports have improved the current structure to an increasingly unique process dependent on the Plan-Do-Act-Check model that reflects a continuous cycle. The BCM Framework applies the PDCA display for arranging, actualizing, working, observing, checking on, keeping up, and consistently enhancing the viability of Malaysia Airports' BCM programme under the purview of Risk Management Department (Malaysia Airports Holdings Berhad, 2018).

## **1.9.2 Inspiring Workplace**

Malaysia Airports employees are the most important asset, as talented employees end up being a fundamental segment in conveying an abnormal state of capabilities in our business rehearses. In 2014, Malaysia Airports continued to drive successful projects under the domain of the Human Resources division, where basic difficulties recognized were managed by practical actions. Through capitalization of practical advancement activities, the company centers around vital activities; talent recruitment and retention, motivation and rewards for exceptional performance, as well as promoting education to upgrade critical competencies.

Recruitment plays an important role in pulling in capable individuals into joining their company. In actualizing the recruitment process, they advance workforce inclusive and assorted variety from different groups of age, gender and region. They trust their contribution in employee benefits, incentives; in addition their reward and acknowledgement program will further upgrade their allure as the business of decision.

As they advance the assorted variety esteem among the employees, they embrace each others disparities in social and social foundation. In Malaysia Airports, senior management contracted is mostly from the local community, originating from various backgrounds of race, religion, culture and social values. Their senior management team comprises of the Managing Director, Chief Financial Officer (CFO), Chief Operating Officer (COO), five Senior General Managers and 19 General Managers. They offer a similar employment and promotion opportunities to everyone with the foundation of mixed team dependent on diversity.

In exhibiting the commitment to the economic prosperity towards their employees, the company pays a better than expected compensation for section level representatives contrasted with the nearby the lowest pay permitted by law rate. In Malaysia Airports, they offer RM1, 200 entry level wage contrasted with the national entry level wage of RM900, which is equivalent to 25% increase than the standard entry level wage. They trust that this focused wage offering will add to the factor in building strong community relations and employee dedication (Malaysia Airports Holdings Berhad, 2018).

### **1.9.3 Environmental Consciousness**

As a major aspect of the organization's general business arranging, Runway to Success: (2015-2020), the Sustainability related plans, initiatives and targets were developed by the Resource Management Task Force that was overseen and facilitated by the Sustainability and Transformational Management Office (TMO). The task force was formed in cross-functional manner involving subject matter experts from various divisions pertaining to the four focus areas of resource management (Energy, Water, Waste and Carbon).

Other than that, the improvement of vital activity gets ready for each focus area were guided by the fifth pillar of the Strategy Themes & Objectives of Runway to Success: 2015-2020, "Sustain Our Environment and Community". Strategic action plans were developed with the aim to achieve the following outcomes; cost reserve funds and additionally evasion, decrease of carbon discharges, and a chance to advance their PR esteem as a "green" airport company.

Their employees are urged to embrace an environmentally responsible behavior to advance environmental consciousness in business operations. From now on, related activities for example Engineering Seminar, ACI Environmental Seminar and a month to month reusing program have been held to help the dedication towards environmentally feasible improvement (Malaysia Airports Holdings Berhad, 2018).



#### **1.9.4 Community Friendly**

Education is the base of all achievement. Malaysia Airports inspires to evoke thought creativity that sustains self-advancement through training sponsor-ships. Similarly, they seek after vital network programs that address the requirements of those dwelling inside their circle of activities. In order to fabricate strong ties with their stakeholders, different initiatives and activities have been completed for the improvement of local communities for example creating employment chances to local residents and contributing to charity groups.

The Education Scholarship Programme (ESP) is a stage for them to have any kind of effect by supporting youthful abilities and contributing decidedly to the nation and its people. This is one of Malaysia Airports' essential social commitments, whereby they offer scholarships to the most deserving students to seek after tertiary studies at top local and foreign universities, empowering them to obtain the learning and abilities to wind up future pioneers.

Malaysia Airports has produced organization through joint effort with the local authorities to enhance the live hood of the local community by giving job opportunities to them. They train and furnish the work force with the fundamental firefighting aptitudes in Airport Fire and Rescue Services (AFRS), a particular skill which can only be acquired through airport operations (Malaysia Airports Holdings Berhad, 2018).

### **1.9.5 Memorable Airport Experiences**

Malaysia Airports put very high need on customer loyalty. Subsequently, they keep on striving to enhance their administration profile to give more solace to travelers going through the airports. They are profoundly inspired to give the most elevated amount of administration magnificence as security and airplane terminal experience to their travelers. According to that, they guarantee that their Aviation Security Officers are much prepared in taking care of security matters, and additionally in activities involving participation from the passengers such as the Indulge Till You Fly Campaign and T.O.U.C.H program that takes into account the need of their clients and travelers at their terminals.

As they are resolved to make progress for service excellence, they urge travelers to give input by means of iCARE. Situated at the Information Counter in their international airports, iCARE is a tablet application that gives data on the airplane terminals; it likewise fills in as an instrument to more readily comprehend their client needs and their desires. Their CARE Ambassadors likewise advance the usage of iCARE to further enrich customer involvement in klia2 terminal. Thus, they trust that the usage of these initiatives will help add to the enhancement of our execution measure in Airport Service Quality (ASQ) (Malaysia Airports Holdings Berhad, 2018).

## **2.0 Summary**

As a trainee, I was briefed about the background of Malaysia Airports Holdings Berhad regarding of their vision, mission, and corporate values of the company as well as the structure of Human Resource Division where I was attached to.

## **CHAPTER 2**

### **SCHEDULE OF TRAINING**

#### **2.1 Introduction**

During the industrial training attachment, I was given a practical training log book which is for the trainee to record and summarize the daily tasks that have been done during 10 weeks industrial training which was from 9<sup>th</sup> July 2018 until 14<sup>th</sup> September 2018. Thus, this chapter will focus on the tasks executed throughout the industrial training which I had undergone at the Malaysia Airports Holdings Berhad. During my practical training, I was placed at the Human Resource Department. The following part is my practical training schedule of daily tasks that I have carried out and it is arranged in weekly format.

#### **2.2 Weekly Practical Training Report**

The trainee is provided with log book by Universiti Teknologi Mara Samarahan. All tasks being done by the trainee were recorded in the log book and all the recorded activities had to be signed and approved by the supervisor, Madam Dayang Ratna Kesmawati Binti Abang Morni on weekly basis.

##### **2.2.1 Week One**

On the first day of week one, I report myself at the Human Resource Department at 8 a.m. where I filled in all required forms for registration and undertaking for trainee. Later on, I was assigned to register thumbprint at the Malaysia Airports Holdings Berhad systems for attendance during my practical training. Besides, I had briefing regarding the background of the organization, the rules and regulations and the nature of workplace in the Malaysia Airports Holdings Berhad. After that, I was assigned to the Human Resource Department to start my practical training therefore helping the staff to receive call from other department regarding on human resource management itself.

On my second day, I had briefing with my host supervisor which is Madam Dayang Ratna Kesmawati Binti Abang Morni on the information of the HR department in MAHB. Every morning, all the staff from all department will have morning briefing for any update that will be informed in the meeting room. I was

assigned to do record the letter from the medical centre which is the sick leave letters of the Aviation Security (AVSEC) staff. The letters were submitted to the staff in charged and were signed to verify the letters. I also had briefing with the staff regarding on the overtime and public holiday policy terms and conditions in MAHB itself.

On the third day and fourth day, I was assigned to perform the task regarding on the updating the system which is to identify the reason why AVSEC staff are not able to attend Course of First Aid. This is to record the course that was attended by the staff in the system where to improve the skills and knowledge among the staff itself. Moreover, I also assigned in updating Course attended by Airport Fire Rescue and Services (AFRS) staff which is Driving Technique & Fire Tender Operation Course. Thus, I help the staff who in charge in recorded evaluation form for AFRS staff in the system.

On the last day of the fourth week, I did the same task where updating course in the system which will be recorded for the performance for every staff. Then, I was assigned by one of the staff who in charge in caterer services for AFRS staff regarding of the Driving Technique and Fire Tender Operation Course. Other than that, I also learned how to handle house loan for the staff where they need to fill in the form provided and according to the terms and conditions therefore will be checked by my host supervisor in order to approve the house loan.

### **2.2.2 Week Two**

On the first day of week two, we had morning briefing to inform any current update that need to be followed up by all the staff regarding of status in MAHB itself. I was assigned by one of the staff in human resource which is Mr Sahari who in charge in handling any course pertaining to the staff in MAHB, thus we checked First Aid Course in department of Airport Fire Rescue and Services (AFRS) whether the staff that involved are attending their course as well as to checked the caterer services are ready before the course started.. On the second day, I was asked by my host supervisor to involve with the performance during dinner MAHB on 28<sup>th</sup> July 2018 together with the airport apprentice where we decided to do Flashmob on 'Jutaan Jiwa' where this is one of the favorite song of airport manager. Therefore, they emphasized more in taking the practical trainees to participate.

On the third day, I was asked to attend Talk of Joyful Customer Experience through Effective Communication Skills by my host supervisor, Madam Dayang Ratna Kesmawati Binti Abang Morni.

Through this talk, it helps units deliver a consistent and superior level of service to its customers where it treats customers as people while using data and feedback to continually enhance our customers' experiences.

On the fourth day of this week, I did the same task in helping the staff in charge to record the letter from the medical center which is the sick leave letters of the staff. After that, I involved in Flashmob Training Session together with airport apprentice for the whole week until 27<sup>th</sup> July 2018 as we need to prepare for the performance during the MAHB Dinner on 28<sup>th</sup> July 2018. after I finished practiced, I was assigned to handle the task regarding on Speaker for Airport Operations Course level 2 & Invitation Speaker for Hearing Conservation Programme where I need to inform the staff involved to attend the course.

On the last day of this week, I also did the same task where to handle the task regarding of course therefore I do filing for the course that need to be compile accordingly for the future refer. Then, I was asked by my host supervisor to assist the staff from other department to fill in Key Performance Indicator which it is the new system that just being introduced in that company since my host supervisor already taught me on how to use the system together with the human resource staff.

### **2.2.3 Week Three**

On the first day of the third week, I was assigned by staff who in charge in setting up the course, Madam Suraya to help her in set ting up the place where we need to arrange the chair and table according to the amount of staff that involved with the Joyful Experience Programme in Mass Media room at Malaysia Airports itself. Then, I assist one of the staff to fill in their Key Performance Indicator. Besides, I was assigned by Mr. Sahari to key in data on monitoring and biodata of the staff involved in the course of Joyful Experience Programme for Group 6 & 7 using the Microsoft Excel.

On the second day till the fourth day of this week, I did few more key in data for monitoring and biodata of the staff that involved with the Airport Operations Course Level 2 as well as for AVSEC Screener Recertification Course using the Microsoft Excel. Then, I did the same task in helping the staff in charge to record the letter from the medical center which is the sick leave letters of the staff. After that, I helped the staff to do packaging on door-gift for the dinner and this is the last preparation of our Flashmob Training Session before 28<sup>th</sup> July 2018.

#### **2.2.4 Week Four**

In this week, I did the same task in key in data for monitoring and biodata for the staff that involved with AVSEC Screener Recertification. Then I helped Madam Rina, Officer of human resource department, in filing documents on 'Minit Siasatan Dalaman' where it is for future reference. For the next day, I was asked by my host supervisor to attend meeting for Programme Airport Run 2018 with Safety Healthy Environment which is SHE Committee and also airport apprentice to discuss regarding the programme. After that, I helped Mr. Sahari, another staff under human resource department, to monitor attendance of Operation Course at Level 2. On the last day of this week, I helped Mdm. Yun another staff from secretary department to labelling the file to be more systematic using the Microsoft Excel. Aside from that, we are having our recite on Surah Yassin and 'Tahlil' for early month of every Friday where this is their workplace ethics for every Muslims in the company. After lunch, I continued my task to key in data for monitoring and biodata for the previous course. Then, I helped Mdm. Habsah another staff from human resource department to complete documents on travelling claim form.

#### **2.2.5 Week Five**

On the first day of the fifth week, I was assigned by my host supervisor to key in data regarding of details information of new airport apprentice for 3<sup>rd</sup> batch in 2018 where they will be selected to be an ambassador for Malaysia Airports Holdings Berhad under Operations Department at level 3. So, I shortlisted resume according educational background using Microsoft Excel and sorting out old and new resumes, then I filling all resumes after sorting out. On the next day, I continued to key in the data which there is new resume given by my host supervisor. After finished the task, I gave it to my host supervisor to be checked. I also emailed a soft copy to my host supervisor.

Then, I helped, Mdm. Suraya, another staff of human resource department to reorganize the information board where we need to do create information regarding of human resource department in Malaysia Airports. After lunch, we had our meeting for upcoming programme on 15<sup>th</sup> September 2018 which is Airport Run 2018 pertaining to choose the exact committee and to divide the task during the programme and I was assigned to be as contact person during the programme. On the next day, I continued and finished my task to reorganize the information board for human resource department. Then, I was assigned by my host supervisor to do a survey on cheaper T-shirt at QE Shop for the Airport Run together with the airport

apprentice. On the fourth day and last day of the fifth week, Mdm. Suraya and I was assigned to reorganize the information board for Safety Health Environment Corner.

### **2.2.6 Week Six**

I distributed invitation on Airport Run 2018 to all departments in Kuching International Airport together with other trainee which we are assigned as a contact person and also act as protocol for the programme on 15<sup>th</sup> September 2018. we also patch the poster of Airport Run 2018 at all information board in KIA in order to spread the information to the staff who interested to join the run. On the next day, I did the same task which is filling the document of every latest course in all departments. I was invited to join programme on One Airasia Safety Day (KCH) at level 2 in KIA together with other trainee which the programme focus on the safety regardless where we are either in the airplane, during driving or else. Thus, this programme also collaborated with the Occupational Health and Safety Department as they want to spread awareness regarding the safety. .

On the next day, I was involved in Malaysia Airports Competency Award (MACA) meeting to know the date of each department will be evaluated in order to improve their proficiency and oral test among of each staff. On this week, I continued in organizing the information board of SHE Corner which include Occupational Safety and Health System, Safety Management System, Environmental Systems, policies, structure and also general notice. Then, I act as a contact person for Airport Run 2018 where the staff can contact me to asking regarding of the run. I also handle the Airport Run form and distribute invitation on Airport Run 2018 to the TUDM department in order to invite them to participate with the run. Then, my host supervisor assigned me to do a list name of the staff using Microsoft Excel from Operation Department and AVSEC Department which had never being called for the Joyful Experience Training and I have to arrange them based on their shift and this training will be conducted for four days which is 27<sup>th</sup> August until 30<sup>th</sup> August 2018.

### **2.2.7 Week Seven**

As usual we had our morning briefing before we start our routine in the MAHB office. On this week, I do filing on the document of every course for AVSEC Screener Recertification. I also assisted to patch doodlers regarding of ensuring the cleanliness of KIA toilets and filled the toilet cleaning checklist together

with other trainee. Moreover, I checked the number of people whose participate with the run in every tenant of Malaysia Airports as we are responsible in promoting the programme which is to improve the healthy and active staff in future. I also finalized the number of participants who involve with Airport Run 2018 on 15<sup>th</sup> September 2018 which we need to order T-shirt based on the number of people who join the run. After done with it. I continued my task regarding the information board of SHE Corner.

### **2.2.8 Week Eight**

In this week, I was assigned by my host supervisor to assist the course of Joyful Experience Training together with Mdm. Suraya and Mr. Sahari for the whole week. I was assigned to photostate evaluations form, prepare attendance, and provide satisfaction evaluation as well as brochures for the staff for the staff to refer during their training. I also assisted the staff to set up the chairs and tables for the staff. Moreover, I manage to set up projector for Joyful experience Training at MASB Media Room. Therefore, I was assigned to monitor as well as joined the training programme to gain an experience. After four day of training, I finished my task in reorganize the notice board of SHE Committee.

### **2.2.9 Week Nine**

In this week, I was assigned by my host supervisor to involve with Malaysia Airport Competency Award (MACA) at Airport Fire and Rescue Services (AFRS) which I act as a committee that need to monitor and assisted all the AFRS staff including their officer to perform Theory Test. This theory test is different by which it depends on their grade of position. After lunch, we have to prepare their attendance form for the Alpha shifts as they need to perform Oral Test in order for the Head Quarters Department is able to evaluate their annual performance. On the next day, the staff from Alpha shift will performed another test which is Proficiency Test (IPPT) and will be followed by other shift which is Beta, Bravo and Charlie. Therefore, this MACA of AFRS will be handled by all the human resource staff and me as a trainee from 3<sup>rd</sup> September until 7<sup>th</sup> September 2018.



### **2.2.10 Week Ten**

In this week, I managed T-Shirt for Airport Run 2018 kit collection. I assisted people who involved with the run to collect their T-Shirt three days before the day of Airport Run as it is to ensure that they are ready with their own T-Shirt and bib during the run. Moreover, I also helped the other committee to do packaging on the 24 types of lucky draw. On the next day, I was assigned to do filling on documents of Joyful Experience Programme Training from 25<sup>th</sup> August 2018 until 30<sup>th</sup> August 2018. On 14th September 2018, during morning briefing, I was asked to give my last speech regarding on my last day of internship with MAHB. Then, I helped Mr. Sahari to do attendance form for PMS briefing season 1 and season 2. On this week also, I still managing T-Shirt for Airport Run 2018 kit collection where the programme is on 15<sup>th</sup> September 2018.

### **2.3 Summary**

In this chapter, the trainee explained the tasks being carried out during the practical training. Thus, the tasks given to the trainee were according to the standard guidelines as provided by Faculty of Administrative Science and Policy Studies. The trainee was also able to understand the Human Resource Department of MAHB working culture and valuable experience gained from the internship programme would be useful for future undertaking.

## **CHAPTER 3**

### **ANALYSIS**

#### **3.1 Introduction**

In this chapter it explains the analysis of the training specifically focuses on one area of task as covered in the practical training. Other than that, it also reflects the definition of concept and theoretical aspects at the workplace and how I transformed the knowledge and experience gained at the workplace to apply understanding the concept learned in class therefore, it also includes my personal experience during my practical training.

#### **3.2 Description of Task**

The Human Resource Department of Malaysia Airports Holdings Berhad deals with staff matters and the department where I was attached to focused on training and development as well as performance appraisal where they conducted Malaysia Airports Competency Award (MACA) started from September for every department of MAHB such as AVSEC, AFRS, Operations, Finance, Commercial and Engineering. There were various tasks given to me throughout the practical training period. This gives opportunities for me to learn new things and to increase my knowledge of the department duties and responsibilities.

#### **3.3 Training and Development**

Training can be defined as the process of teaching employees the skills they need to perform their jobs efficiently where it gives new or present employees the skills they need to perform their jobs (Aris, 2012). It is the process of acquiring knowledge, developing competencies and skills, and adopting behaviours that improve performance in current jobs. Moreover, improvement is characterized as the way toward overhauling the abilities and learning to meet present and future prerequisites of the employments (Dessler, 1980)

In theoretical review, training in private organization usually is conducted internally at workplace or outside workplace which organized by Human Resource Department. Therefore, training can also be

conducted by external training provider. According to the Human Resource Development Fund (HRDF) Act 1992 where the company which has more than 50 employees is required to contribute 1% equivalent of its monthly payroll to a fund which can be used to promote training in various industries.

There are two types implementation of training and development which is on the job training and off the job training. On the job training is training that carries out at the job place. It also known as an informal approach to training in which an employee learns job tasks by actually performing them. For example, coaching, mentoring, job rotation, apprenticeship and others. Meanwhile, off the job training is training that carries out outside the job place. For example, simulation, distance learning and video and et cetera.

As for the task that I have done at Malaysia Airports Holdings Berhad, most of my daily task is to key in data on monitoring and biodata of the staff that attended for the course. The course or training that provided by the company is Operation Course Level 2 for the operation staff, AVSEC Screener Recertification Course for the Aviation Security staff, Joyful Training Experience for all the staff in Kuching International Airport and more. The type's implementation training is on the job training where they use Mas Media Room at VIP room to perform the training activities. During intern, I was assigned to monitor and assist the staffs that attend the course. The course previously was on Joyful Training Experience where it was handled for the whole weeks of week eight.

### **3.4 Performance Appraisal**

Performance appraisal can be defined as a process typically performed annually by a supervisor for a subordinated which is designed to help employees understand their roles, objectives, expectations and performance success (Bohlander, 2001). Therefore, comparing performance standards with employees actual performance as it will show the real commitment, involvement, responsiveness, cooperation, knowledge of job, quality of work which will be evaluated by the supervisor. Performance appraisal is important where it is a process of creating a work environment in which people can perform to the best of their abilities. In theoretical review, under subject Human Resource Management, most companies conduct performance appraisal on their employees following the calendar year that is on December (Kampkotter, 2014). Therefore, some companies may conduct performance appraisal based on their accounting period that could be in March, June or September.

In practice, Malaysia Airports Holdings Berhad Company conducted Malaysia Airports Competency Award (MACA) on September where this is similar with the performance appraisal. On week nine, I was

assigned by my host supervisor to involve with Malaysia Airport Competency Award (MACA) at Airport Fire and Rescue Services (AFRS) which I act as a committee that need to monitor and assisted all the AFRS staff including their officer to perform Theory Test. This theory test is different by which it depends on their grade of position. I also have to prepare their attendance form for the Alpha shifts as they need to perform Oral Test in order for the Headquarters Department is able to evaluate their annual performance. The purpose of performance appraisal regarding of the developmental is to identify the performance feedback through the staff towards the task that they performed. Also, to identify individual strengths or weaknesses which needed training to improve knowledge skills and ability in order to enhance their performance. All the staff from every department such as operations, engineering, finance, commercial, Aviation Security, will perform Malaysia Airport Competency Award (MACA) annually where they will be evaluated by the Headquarters Department in order to this performance appraisal can be achieved. Besides, to improve communication among the staffs which will help in achieving their objectives also to determine promotion as the staff show their proficiency in their performance appraisal.

### **3.5 Compensation**

Compensation can be defined as a form of pay or rewards offered to employees arising from their employment. All registered companies must pay compensation for their employees as stipulated in Employment Act 1955. In theoretical review, under subject Human Resource Management, there are two types of compensation which is financial compensation and non-financial compensation (Howard Adler, 2015). Under financial compensation, it is divided into two types which is direct financial and indirect financial. Examples of direct financial is such as salaries, incentives and commission meanwhile for indirect financial is mostly in term of medical benefits, insurance or company provided transportation. Other than that, for non-financial compensation is additionally separated into two types which is job contents and job environments. The examples of job contents include interesting and challenging duties, empowerment, recognition, career opportunities and advancement and these are non-financial compensation (Nadzri, 2012)

As for job-environments include such as friendly co-workers, comfortable working conditions and flexible working hours and these are among the non-financial compensations for the staff or employees. During my practical training, the company showed me their own small guideline book as a reference. The book is confidential and only available to department which carries out recruitment exercise. The contents of that book include guidelines on salary structure based on grade, guideline on annual leaves, rules and regulations and guideline to determine the minimum starting salary and salary based on working experience.

There are similarities on what I learnt in theoretical review compare to what I practice in real situation. This is because the company gives similar privileges for every staff either permanent or contract staff. All the staff is eligible to receive their medical benefit. They also receive the bonus and rewards if their performances are satisfactory or excellent. The rewards in monetary value will be included in their monthly salary. Rewards and bonus are based on the Key Performance Indicator (KPI) score.

### **3.6 Summary**

In this chapter, what I learnt during past semester help me to understand better the concept carried out during my internship. The theory I learnt during past semester under subject of Human Resource Management is similar to what I practice during my internship involving training and development, performance appraisal and compensation at Human Resource Department in Malaysia Airports Holdings Berhad.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.1 Introduction**

This chapter explains more on the strengths and weaknesses on the job or task assigned during practical training. This chapter will provide suggestion or recommendation for improvement in the future. There are strengths and weaknesses on filing during my experience at Malaysia Airports Holdings Berhad at Kuching International Airport. The company needs to know the weaknesses and ensure they can cover on those fields regarding to improve their weaknesses.

#### **4.2 Strengths**

##### **4.2.1 Good Working Environment**

There are few strengths and weaknesses that are found during doing my task at Malaysia Airports Holdings Berhad. For the strength on the training course that is given to the staff pertaining to enhance the knowledge, ability and skills about their performance of the tasks. Malaysia Airports Holdings Berhad will ensure that every staff in all departments will involve with the course provided in every month. Through this, I believe that they also be able to communicate with each other where they can inculcate their relationship. Besides, the working environment will be more fun and harmony thus will develop the objectives of the company.

##### **4.2.2 Teamwork**

Besides, another strength that I found is good relationship between the employees. Having a good management within an organization is important as they need to communicate with each other and work together as to achieve the objectives of the company or any program. Their relationship with each other are

most admirable and the other staff is willing to help without hesitate. This shows that the employees have good relationship with their colleagues. When there is a good relationship, it would be easier to get assistance or help from others if needed.

#### **4.2.3 Filing System**

Lastly, for the strength on filing is their filing system is in organize way. A proper filing system helps the organization to protect and arrange the document or records so that it can be found easily for the future and reference. All the files and documents are store in a good place which it was kept in the filing cabinet at the file room. This is because Malaysia Airports Holdings Berhad is using the numerical filing method for their file management which it is easier for the employees to look for the files. The employees are able to find the files without difficulties. Also, the filing system is good as there is no unnecessary document is saved in the file.

### **4.3 Weaknesses**

#### **4.3.1 Training Costly**

When there are strengths, there will be weaknesses. For the weaknesses in training courses is the training evaluation form which it is costly. The staffs in charge of the evaluation form have to prepare enough forms for the staff that attended the course. Those evaluation forms usually are not filled by the staff who attended the courses. Therefore, there are amount of money that is wasted when not everyone participate in fill in the form. It will be such a waste of money to print out those evaluation forms. For example, in MAHB I was assigned to photo state the evaluation form according to the list name given for one week of training session.

#### **4.3.2 No Check and Balance**

Last but not least, for the filing system weakness that I found is there is no check and balance. I have been assigned to updating the filing of the organization on employees' personal file. When I check the files that have been done by other employee, there is error in filing. I re-check all the files and gone through it and

some of it has errors. Nobody even bothers to check whether there are mistakes or not in filing. The interpretation of the information can be wrong and one mistake can give impact to the whole. It can be simply said as a domino effect which will affect the others. There should be check and balance in the task so that errors and mistakes can be avoided.

## **4.4 Recommendation**

### **4.4.1 To Reduce Training Cost**

One of the recommendations that I would like to suggest for Malaysia Airports Holdings Berhad is to reduce the amount of cost in doing the evaluation form for the training. I would recommend the company to distribute evaluation form through direct email to every staff who attended the courses. This can help to reduce the cost in printing survey forms and to reduce wasting the amount of evaluation form that is not completely filled. Besides emailing, the staffs who are in charge of managing the evaluation may consider to make a short and simple evaluation form to reduce the cost of printing.

### **4.4.2 Check and Balance**

Lastly, another recommendation that I would like to suggest is there must be check and balance of work. This is because the employee is seldom to check again after they have completed the task. In order to avoid mistakes, the employee should check each other work so that mistake or error could be avoided. There should be one of the employees will check the work so that it would not affect the outcome the task. If there is no check and balance, errors will be made and it will create conflict between the employees. For example, in MAHB there is an error found when I did filing on the medical certificate of employee's personal file.

## **4.5 Summary**

In this chapter, I have recognized the strength and weaknesses of Malaysia Airports Holdings Berhad, Kuching during my practical training. With respect to the weaknesses that I have recorded, I turn out with a couple of recommendations to conquer their weaknesses.



## **CHAPTER 5**

### **CONCLUSION**

#### **5.1 Chapter 1**

As a summary of Chapter 1, I have introduced about the background of Malaysia Airports Holdings Berhad (MAHB), which is the company that I have done my practical training from 9<sup>th</sup> July 2018 until 15<sup>th</sup> September 2018 which is ten consecutive weeks. Every company or organization has their own objectives, mission, vision and et cetera. Malaysia Airports Holdings Berhad also has their goals, mission, vision, brand identity and et cetera which are unique in their own ways and different from others.

#### **5.2 Chapter 2**

Besides, in Chapter 2 is more on my schedule of practical training in Malaysia Airports Holdings Berhad as I had undergone for ten consecutive weeks. The tasks were explained according to the weekly work flow. This chapter stated more on what are my daily task and schedule were that have been given. The purpose of this chapter is to inform which tasks that are often been done and to identify what are the everyday routines during the practical training period.

#### **5.3 Chapter 3**

Furthermore, in Chapter 3, it explained the main task that had been done in MAHB. In this chapter, the details of the task were explained. It starts with the definition of the task and the methods that are used theoretically and also in MAHB. This chapter will help the student in understanding the methods used in the task and ways to make an analysis report. This chapter also explains how the students manage the knowledge and skills that they have in real working situation.

## 5.4 Chapter 4

Moreover, in Chapter 4 is more focused on the recommendation which include strengths and weaknesses of Malaysia Airports Holdings Berhad. Every company or organization has their own strength and weaknesses which they need to enhance their strength and overcome their weaknesses. I have seen the strengths and weaknesses in MAHB during my internship. For the strength the organization can maintain the momentum meanwhile for the weaknesses they have to improve it for a better future.

## 5.5 Summary

The practical training was very useful for me and I gained a lot of new information from each staff of MAHB regardless their position. They are willing to share their knowledge and experience with me and treat me as part of MAHB even though I am intern. I have learned new concept and new ways of working. The experience that I gained will never be the same as in the class.

One of the things that I have learned throughout my practical training is to be confident and motivated. Every time I think about it I will be anxious and demotivated because I scared that I could not cope with the new environment. I always thought on people will not like my existence being there. But after I did my practical training, I learned that confidence is the key to success and motivation is the tool that leads you to success.

In addition, I was able to make full use of the knowledge I studies to be applied to the real working environment, particularly in the task of handling course such as Joyful Experience Training. Now I am able to understand better on how the work process to be done during practical training. Furthermore, I also gained other benefits such as enhancing my personal development skill in terms of self-confidence and communication skills.

The experience I had during my practical training at Malaysia Airports Holdings Berhad is a good as the employees are friendly which make I feel comfortable and welcomed to the company. It will be unforgettable experience for me as I learn on how to polish my ability at the company. Those new experiences trained me for my future real working environment. Moreover, I received many good advises from my supervisor, executives of the company and also from my thoughtful colleagues.

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## APPENDIX



Figure 1 Logo of MAHB

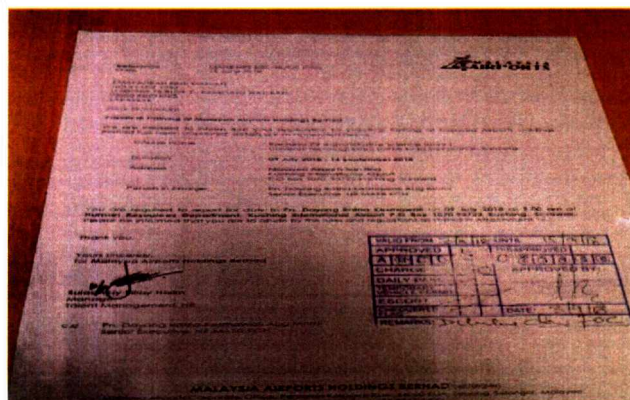


Figure 2 Temporary security passes



Figure 3 Handle Airport Run 2018

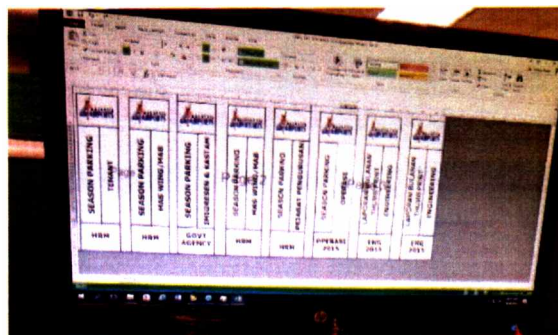


Figure 4 Making new list for new file



Figure 5 New file

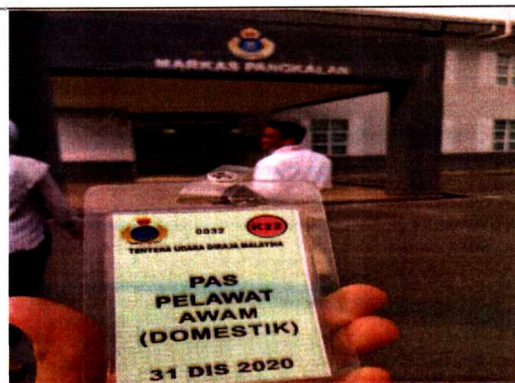


Figure 6 Invited TUDM for Airport Run 2018



Figure 7 Key in data for training programme



Figure 8 Monitoring candidates during training programme



Figure 9 Photostats' Evaluation form for Joyful Experience Programme



Figure 10 Morning Briefing



Figure 11 Monitoring candidates for Training Programme at MASB Media Room



Figure 12 Monitoring candidates for Malaysia Airports Competency Awards at AFRS



Figure 13 Preparation for "Minit Siasatan Dalaman"



Figure 14 One of committee for Staff Appreciation Dinner MAHB



Figure 15 Committee of MACA KIA 2018



Figure 16 Committee of Airport Run 2018



## CERTIFICATE OF INTERNSHIP PROGRAMME

*This is to certify that*

***Emafazirah binti Madian***

***(IC No: 961221-13-5164)***

***Bachelor of Administrative Science (Hons)***

***Universiti Teknologi Mara (UiTM) Kota Samarahan Sarawak***

***has successfully completed her Internship Programme***

***for the period of***

***09 July 2018 – 14 September 2018***

***as per training centre below: -***

**Human Resource Department,  
Malaysia Airports Sdn. Bhd.,  
Kuching International Airport  
P. O. Box 1070, 93722 Kuching.**

*During this short period of having Industrial Training with our company, we found Ms. **Emafazirah binti Madian** to be creative and capable of handling all the responsibilities / assignments given to her.*

A handwritten signature in black ink, appearing to read 'IR Jun Iskandar Mursidi'.

**IR JUN ISKANDAR MURSIDI**  
*Senior Manager, Malaysia Airports Sdn. Bhd.  
Kuching International Airport*



Figure 17 Certificates of Industrial Training



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Kuching International Airport*



Figure 17 Certificates of Industrial Training





FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI  
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA  
LAPORAN AKHIR PRAKTIKAL (ADS 667)

NAMA PELAJAR : *EMAFARAH BT MADIAN*

NO MATRIK UITM : *2016728317*

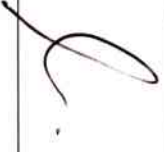
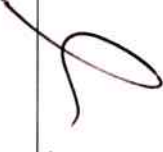
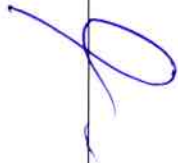



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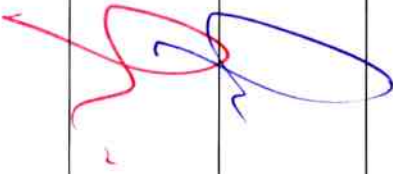
PROGRAM : AM228/AM225\*

NAMA PENSYARAH PENYELIA : *Dr Nori Harizanti*

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

Bil	TARIKH	MASA	TANDATANGAN	CATATAN
1	27/9/18	11 am		Correction for chapter 1 & 2.
2	16/11/18	8am.		"
3	19/11/18	8am		Sent my chapter 3, 4 & 5 to be checked
4	21/11/18	9 am.		correction for chapter 3
5	22/11/18	10 am.		correction for chapter 4 & 5.
6	17/12/18	10 am		Sent the correction report to be checked
7	23/12/18			consultation about the format APA.

8	27/12/18			Consultation for E block chapter.
9	31/12/18			"
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\* potong yang tidak berkenaan  
 Sila gunakan lampiran jika ruang sedhada tidak mencukupi

1. Student's Name : Enafazirah BE Madiah  
2. Date & Place of Birth : 21 December 1996 / Hospital Umum Sarawak  
3. UTM I/C No. : 2016728317 / 961221-13-5164  
4. Course : Bachelor of Administrative Science (Hons)  
5. Year : 2 Part 3  
6. Home Address : No 21, Lot 1333, Blok C, Lorong 16  
Kampung Haji Baki

7. Address During Practical Training : \_\_\_\_\_

8. Place of Training : Malaysia Airports Holdings Berhad.

9. Name of Supervisor In-Charge : Mdm Dayang Rana

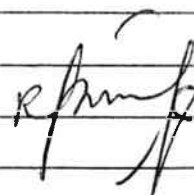
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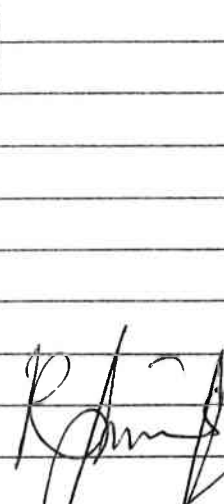
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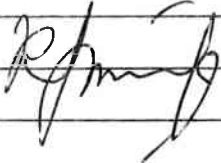
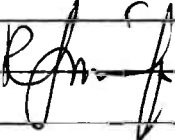
Date	Exact Nature Of Work Done	Supervisors Remarks
9/7/2018	<ul style="list-style-type: none"> <li>- Briefing on every status in MAHB</li> <li>- fill in sickleave certificate for every AVSEC staff</li> <li>- briefing about overtime and public holiday policy/terms &amp; conditions in MAHB itself.</li> </ul>	
10/7/2018	<ul style="list-style-type: none"> <li>- Briefing for every status in MAHB in meeting room.</li> <li>- fill in sickleave certificate for every AVSEC staff</li> <li>- briefing about overtime and public holiday policy/terms &amp; conditions in MAHB itself.</li> </ul>	
11/7	<ul style="list-style-type: none"> <li>- Briefing on every status in MAHB</li> <li>- perform the task regarding on the update the system which is to identify the reason why AVSEC staff cannot attend "kursus" of first Aid.</li> <li>- update "kursus" attended by AFRS staff which is Driving technique &amp; fire Tender operation course.</li> </ul>	 <p data-bbox="1127 948 1394 1045">Dya Ratna Kesmawati Abang Murni Human Resource Senior Executive Malaysia Airports Sdn. Bhd. Kuching International Airport</p>
12/7	<ul style="list-style-type: none"> <li>- Briefing on every status in MAHB</li> <li>- update "kursus" in system for driving technique &amp; fire tender operation course</li> <li>- fill in the evaluation form for AFRS staff.</li> </ul>	
13/7	<ul style="list-style-type: none"> <li>- Briefing on every status and position in MAHB</li> <li>- update "kursus" in system</li> <li>- restructure "Tempahan makanan" utk AFRS staff</li> <li>- Learn on how to update house loan for the staff.</li> </ul>	

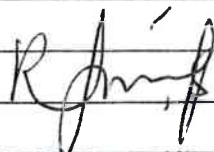
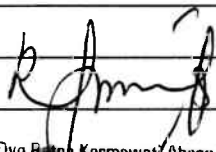
Date	Exact Nature Of Work Done	Supervisors Remarks	
16/7	<ul style="list-style-type: none"> <li>- Briefing on every status in MAHB</li> <li>- Check "kursus" First Aid in department of AFRS</li> <li>- Involved in flashmob Training session</li> </ul>		
17/7	<ul style="list-style-type: none"> <li>- Briefing the status on MAHB in meeting room</li> <li>- Discuss on performance during dinner on 28<sup>th</sup> July 2018.</li> <li>- Involved in Dinner activities</li> </ul>		
18/7	<ul style="list-style-type: none"> <li>- Briefing the status on MAHB every morning</li> <li>- Attend talk of "Joyful Customer Experiences Through Effective Communication Skills" by Madam Dnyang Ratna Kesmawati</li> </ul>		<p>Dyg Ratna Kesmawati Abeng Khor, Human Resource Senior Executive Malaysia Airports Sdn. Bhd. Kuching International Airport</p>
19/7	<ul style="list-style-type: none"> <li>- Briefing status of MAHB for every department</li> <li>- help the staff to check sickleave certificate for every staff</li> <li>- Involved in flashmob Training session</li> <li>- Handle the task regarding of "kursus" on speaker for airport operations course level 2 &amp; Invitation speaker for hearing conservation programme.</li> </ul>		
20/7	<ul style="list-style-type: none"> <li>- Briefing status of MAHB for every department.</li> <li>- Handle the task regarding of "kursus"</li> <li>- Help the staff to fill in key performance Indicator.</li> </ul>		

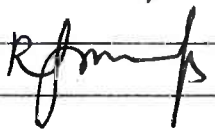
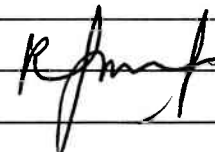
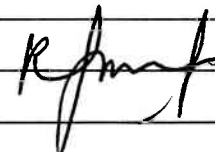
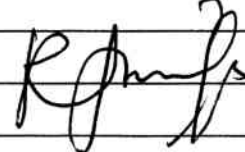
Date	Exact Nature Of Work Done	Supervisors Remarks
24/7	<ul style="list-style-type: none"> <li>- Briefing &amp; status on MAMB.</li> <li>- set up twags for the Joyful Experience "kursus" in Mass media.</li> <li>- Help the staff to fill in their KPI</li> <li>- key in data on monitoring &amp; biodata of the staff involved in the kursus' of Joyful Experience programme Group 6 &amp; 7.</li> <li>- Dinner Training session.</li> </ul>	<p style="text-align: center;"><i>Rini</i></p> <p style="text-align: right; font-size: small;">RINI @ RINA KUNAN Pegawai Taubir/Operasi Malaysia Airports Sdn Bhd LTAB Kuching</p>
25/7	<ul style="list-style-type: none"> <li>- Briefing in meeting room</li> <li>- key in data for monitoring &amp; biodata of the staff that involved with the "kursus" Airport operations course Level 2.</li> <li>- Dinner Training session</li> </ul>	<p style="text-align: center;"><i>Rini</i></p> <p style="text-align: right; font-size: small;">RINI @ RINA KUNAN Pegawai Taubir/Operasi Malaysia Airports Sdn Bhd LTAB Kuching</p>
26/7	<ul style="list-style-type: none"> <li>- Briefing status on MAMB</li> <li>- Key in data for AVSEC screener recertification course (monitoring &amp; biodata)</li> <li>- Handle sick leave certificate for the staff.</li> <li>- Dinner Training session</li> </ul>	<p style="text-align: center;"><i>Rini</i></p> <p style="text-align: right; font-size: small;">RINI @ RINA KUNAN Pegawai Taubir/Operasi Malaysia Airports Sdn Bhd LTAB Kuching</p>
27/7	<ul style="list-style-type: none"> <li>- Briefing in meeting room.</li> <li>- Help the staff to inform the absence form to the boss.</li> <li>→ Help the staff to do packaging on doorgift during the dinner.</li> <li>- Dinner Training session.</li> </ul>	<p style="text-align: center;"><i>Rini</i></p> <p style="text-align: right; font-size: small;">RINI @ RINA KUNAN Pegawai Taubir/Operasi Malaysia Airports Sdn Bhd LTAB Kuching</p>

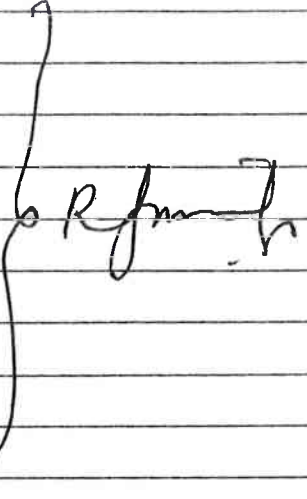
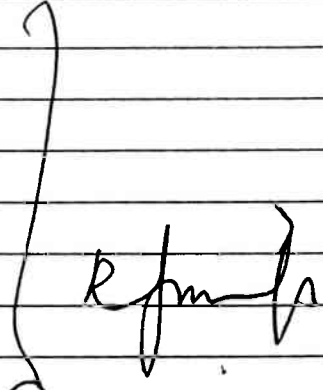
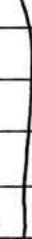
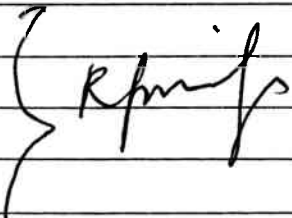
Date	Exact Nature Of Work Done	Supervisors Remarks
30/7	<ul style="list-style-type: none"> <li>- Morning briefing in meeting room</li> <li>- Key in data for monitoring &amp; biodata for the staff that involved with AVSEC screener recertification</li> <li>- Filing the documents</li> </ul>	<p style="text-align: center;"><i>Rina</i></p> <p style="text-align: center; font-size: small;">RINA @ RINA KUNAN Pegawai Tadbir/Operasi Malaysia Airports Sdn Bhd LTAB Kuching</p>
31/7	<ul style="list-style-type: none"> <li>- morning briefing on every status in MAHB.</li> <li>- Help the staff to filing documents on 'Minit Siasatan Dalaman' in MAHB company.</li> </ul>	
1/8	<ul style="list-style-type: none"> <li>- Morning briefing on every status in MAHB</li> <li>- meeting for program of Airport Run 2018 on 14 September 2018</li> <li>- Do filing on HR document</li> </ul>	<p style="text-align: center;"><i>Rina</i></p>
2/8	<ul style="list-style-type: none"> <li>- morning briefing in MAHB meeting room</li> <li>- Help the staff to monitor attendance of 'kursus' operation level 2.</li> <li>- Filing on staff sickleave</li> </ul>	<p style="text-align: center; font-size: small;">RINA @ RINA KUNAN Pegawai Tadbir/Operasi Malaysia Airports Sdn Bhd LTAB Kuching</p>
3/8	<ul style="list-style-type: none"> <li>- morning briefing in MAHB meeting room</li> <li>- Labelling the file</li> <li>- Bacaan surah Yassin &amp; tahlil pada setiap hari, Jumaat untuk awal bulan</li> <li>- Key in data for monitoring &amp; biodata</li> <li>- Help the staff to complete documents on <del>the</del> traveling claim form.</li> </ul>	

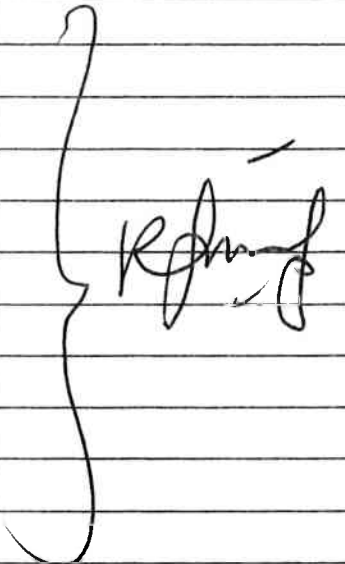
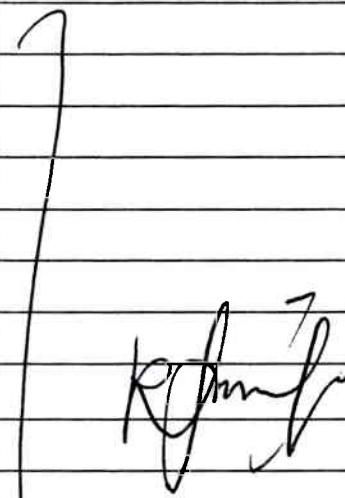
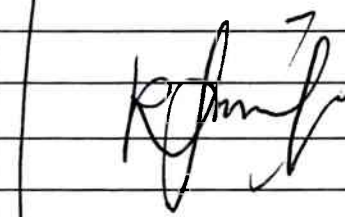
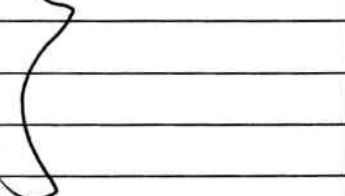
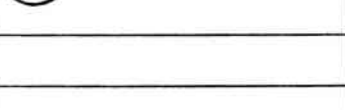


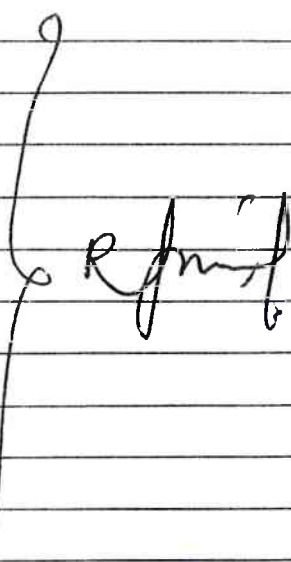
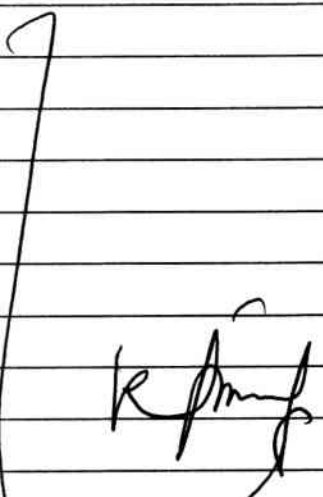
Date	Exact Nature Of Work Done	Supervisors Remarks		
6/8	<ul style="list-style-type: none"> <li>- morning briefing on MASB status</li> <li>- Key in data for apprentice MASB regarding of their name &amp; course taken</li> <li>- Help the staff to reorganize the information board</li> </ul>			
7/8	<ul style="list-style-type: none"> <li>- Briefing on MASB status in meeting room.</li> <li>- Key in data for apprentice MASB regarding of their name &amp; course taken in order to ensure HR will be able to recruit the staff.</li> <li>- Reorganize the information board for human resource programme</li> <li>- meeting for upcoming event on 15th September 2018 which is Airport Run 2018 where to choose the exact committee &amp; to divide the task during the programme.</li> </ul>		<p data-bbox="1151 694 1404 781">Dyg Ratna Kesmawati Abang-Morni Human Resource Senior Executive Malaysia Airports Sdn. Bhd. Kuching International Airport</p>	
8/8	<ul style="list-style-type: none"> <li>- Briefing on MASB status</li> <li>- Reorganize the information board for Human Resource unit.</li> <li>- Survey on <del>t-shirt</del> cheaper t-shirt at Q.E. Shop for the Airport Run programme.</li> <li>- Done with the information board in HR unit.</li> </ul>			
9/8	<ul style="list-style-type: none"> <li>- morning briefing on MASB status</li> <li>- Reorganize the information board for SHE CORNER</li> </ul>			<p data-bbox="1167 1642 1435 1742">Dyg Ratna Kesmawati Abang-Morni Human Resource Senior Executive Malaysia Airports Sdn. Bhd. Kuching International Airport</p>
10/8	<ul style="list-style-type: none"> <li>- morning briefing on MASB status</li> <li>- Reorganize the information board for SHE CORNER.</li> </ul>			

Date	Exact Nature Of Work Done	Supervisors Remarks	
13/8	<ul style="list-style-type: none"> <li>- morning briefing</li> <li>- Distribute invitation on airport run 2018 to all department in KIA.</li> <li>- Patch the poster of airport Run 2018 at all information board in KIA.</li> </ul>		
14/8	<ul style="list-style-type: none"> <li>- morning briefing in meeting room</li> <li>- Filling the document of every 'kursus' in all unit.</li> <li>- Invitation to join programme <del>etc</del> on one airasia safety day (UCH) at level 2 in KIA.</li> </ul>		<p data-bbox="1124 549 1378 646">Dyg Ritha Kesmawati Adang-Morni Human Resource Senior Executive Malaysia Airports Sdn. Bhd. Kuching International Airport</p>
15/8	<ul style="list-style-type: none"> <li>- morning Briefing</li> <li>- involved in MACA meeting</li> <li>- Help the staff to labeling the file</li> <li>- Reorganize the <del>not</del> notice board of the committee which include OSHAS, SMS, EMS, policies, structure, &amp; general notice.</li> </ul>		
16/8	<ul style="list-style-type: none"> <li>- morning briefing in meeting room</li> <li>- handle the airport run form</li> <li>- Act as contact person for airport Run 2018</li> <li>- Distribute invitation on airport run 2018 to the TUDM department.</li> </ul>	<p data-bbox="1101 1412 1370 1509">Dyg Ritha Kesmawati Adang-Morni Human Resource Senior Executive Malaysia Airports Sdn. Bhd. Kuching International Airport</p>	
17/8	<ul style="list-style-type: none"> <li>- morning briefing on status of MASB</li> <li>- Act as contact person for airport run</li> <li>- reorganize notice board of the corner</li> <li>- <del>reg to the name</del> List the name of staff from Avsec &amp; operation unit to attend 'kursus of Joyful Experience 2018</li> </ul>		

Date	Exact Nature Of Work Done	Supervisors Remarks
20/8	<ul style="list-style-type: none"> <li>- morning briefing for status of KIA MASB in meeting room.</li> <li>- Filling the document of every course in all unit for AVSEC SCREENER RECERTIFICATION</li> <li>- patch doodlers regarding of ensuring the cleanliness KIA toilets.</li> <li>- check the number of people who's participate in Airport Run 2018 in every tenant of Malaysia Airport.</li> </ul>	
21/8	<ul style="list-style-type: none"> <li>- Attending morning briefing in meeting room</li> <li>- SHE corner update to ensure the <del>board</del> latest information of Safety, Health &amp; Environment.</li> </ul>	
23/8	<ul style="list-style-type: none"> <li>- compulsory to attend morning briefing for MASB organization.</li> <li>- Finalise the number of participants who involve with Airport Run 2018 on 15th September 2018.</li> <li>- updating SHE corner board.</li> </ul>	
24/8.	<ul style="list-style-type: none"> <li>- Attending morning briefing</li> <li>- reorganizing the information board for SHE corner.</li> <li>- Helping the staff to patch doodlers in every toilets of KIA to ensure the cleanliness of IT.</li> </ul>	

Date	Exact Nature Of Work Done	Supervisors Remarks
27/8	<ul style="list-style-type: none"> <li>- Attending morning briefing at meeting room</li> <li>- Handle course of Joyful Experience</li> <li>- Photostate evaluations for the staff</li> <li>involve in Joyful Experience Training</li> <li>- Rearrange chairs for the staff</li> <li>- I also manage <del>T-shirt</del> ordering T-shirt for Airport Run as well as bib.</li> <li>- prepare attendance, satisfaction evaluations, as well as brochures for Joyful Experience Training on 28/8.</li> </ul>	
28/8	<ul style="list-style-type: none"> <li>- As usual, morning briefing at meeting room</li> <li>- managing bibs for airport run 20/8</li> <li>- I manage to set up projector for Joyful Experience Training at MASB media room.</li> <li>- prepare attendance, satisfaction evaluation notes, brochures for Joyful Experience training on the next day.</li> </ul>	
29/8	<ul style="list-style-type: none"> <li>- Attending morning briefing at meeting room</li> <li>- as usual, I need to set up projector for Joyful Experience Training at MASB media room</li> <li>- prepare attendance, satisfaction evaluation notes, brochures for Joyful Experience training on 30/8</li> </ul>	
30/8	<ul style="list-style-type: none"> <li>- attending morning briefing</li> <li>- Today is the last day of Joyful Experience Training at MASB media room for <del>the</del> operations &amp; AVSEC staff. <del>that I had attend</del></li> <li>- I continued my task in reorganise the notice board of SAE committee.</li> </ul>	

Date	Exact Nature Of Work Done	Supervisors Remarks
3/9	<ul style="list-style-type: none"> <li>- attending morning briefing</li> <li>- I was asked by my supervisor to involve with Malaysia Airport Competency Award (MACA) at Airport Fire &amp; Rescue Services (AFRS) which we need to monitor all the staff including their Officer to perform Theory Test. This theory test is different by which it depends on their Grade of position.</li> <li>- While in the afternoon, we have to prepare their attendance form as they need to perform oral test in order for HQ department to evaluate their annual performance.</li> </ul>	
4/9	<ul style="list-style-type: none"> <li>- attending morning briefing</li> <li>- AS usual, I have to attend Malaysia Airport Competency Award (MACA) for this whole week as to assist and monitor each of their shift regarding to perform their (JPPT) proficiency test</li> </ul>	
5/9	<ul style="list-style-type: none"> <li>- <del>so they need to perform the best as they can</del></li> <li>- morning briefing at meeting room</li> <li>- as usual, I have to go to AFRS as I am one of the committee which to assist and monitor them regarding of MACA programme.</li> </ul>	
6/9	<ul style="list-style-type: none"> <li>- <del>I have to</del> attend morning briefing at meeting room for the latest status in MATH</li> </ul>	
7/9	<ul style="list-style-type: none"> <li>- as usual, me and all the HR staff go to AFRS to monitor AFRS staff to perform their Oral test and proficiency test</li> <li>- We are divided into groups in order for us to assist the staff from the other shift.</li> </ul>	

Date	Exact Nature Of Work Done	Supervisors Remarks
12/9	<ul style="list-style-type: none"> <li>- morning briefing at meeting room.</li> <li>- managing T-shirt for Airport Run 2018 kit collection</li> <li>- Act as contact person to assist people who involve with Airport Run regarding of collecting T-shirt in order to ensure the day of Airport Run, they should be ready in their own T-shirt &amp; Bib.</li> <li>- Handle lucky draw which need to do packaging on the 30<sup>th</sup> prize.</li> </ul>	
13/9	<ul style="list-style-type: none"> <li>- morning briefing at meeting room.</li> <li>- still managing T-shirt for Airport Run 2018 kit collection</li> <li>- Act as contact person to assist people who involve with Airport Run regarding to make sure that they have their own T-shirt before the programme tomorrow.</li> <li>- I was asked to handle and filling documents of Joyful Experience Training from 27<sup>th</sup> August 2018 till 30 August 2018</li> </ul>	
14/9	<ul style="list-style-type: none"> <li>- morning briefing at meeting room and</li> <li>- I was asked to give my last speech regarding on last day of internship with MASB.</li> <li>- one of the staff asked me to help him to do performance <del>form</del> attendance form for pms course briefing season 1 &amp; season 2.</li> <li>- Still managing T-shirt for Airport Run 2018 kit collection</li> </ul>	