

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY
STUDIES**



**AM228
BACHELOR OF ADMINISTRATIVE SCIENCE (Hons)**

**EMPLOYEE HANDBOOK: TERMINATION OF SERVICE
PRACTICAL TRAINING REPORT
SARAWAK FOUNDATION**

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JULY 2015

Declaration

I hereby declare that the work contained in this report is original and my own except those duly identified and recognized. If I am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed,



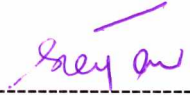
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**CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE
SUPERVISOR**

MADAM ARENAWATI SEHAT BINTI HAJI OMAR

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



(Signature)

Date: 9/7/11

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TABLE OF CONTENTS

Contents	Page
SUPERVISOR'S COMMENT	i
DECLARATION	ii
CLEARANCE FOR SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF FIGURE AND TABLES	vii
CHAPTER 1: INTRODUCTION OF THE ORGANIZATION	
1.0 Introduction	1
1.1 Sarawak's Foundation's Background	1
1.2 Vision	3
1.3 Mission	3
1.4 Logo and Colour	3
1.5 Organizational Chart	5
1.6 Client Charter	6
1.7 Conclusion	6
CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING	
2.0 Introduction	7
2.1 Report and Summarize of Daily Training	7
2.1.1 Week 1	7
2.1.2 Week 2	8
2.1.3 Week 3	10
2.1.4 Week 4	11
2.1.5 Week 5	12
2.1.6 Week 6	12
2.2 Conclusion	15

CHAPTER 3: TASK ANALYSIS

3.0	Introduction	16
3.1	Employee Handbook: Termination of Service Chapter	18
3.1.1	Definitions of Termination of Service	18
3.1.2	Types of Termination of Service	18
3.1.3	Notice to Quit	19
3.1.4	Notice of Working before Quitting	20
3.1.5	Other requirements before quitting	20
3.1.6	Retirement	21
3.1.7	Types of Retirement	21
3.1.7.1	Compulsory Retirement under Section 10 Act 227/239	22
3.1.7.2	Retirement at the Instance of the Government or Minister under Section 11 Act 227/239	24
3.1.7.3	Optional Retirement under Section 12A Act 227/239	24
3.1.7.4	Retirement due to the Privatization of a Government Agency under Section 10(5) (B), 12 and 12A/13 Act 227/239	25
3.1.8	Cash Award in lieu of Accumulated Leave	25
3.2	Strengths of new employee handbook	26
3.2.1	Provide more explanations	27
3.2.2	Relate to legal information	27
3.2.3	Provide attachments for employee referrals	27
3.2.4	More arrange into relevant chapters	28
3.2.5	Basic information of Sarawak Foundation is clearly stated	28
3.3	Limitations of Existing Employee Handbook	28
3.3.1	Not provide translations	29
3.3.2	Not organized into relevant chapters	29
3.3.3	No attachments as reference for employees	29
3.3.4	Employee handbook is too brief	30
3.3.5	The policies is not updated	30
3.4	Conclusion	31

CHAPTER 4: RECOMMENDATIONS

4.0	Introduction	32
4.1	Recommendations	32
4.1.1	Simplify the language	32

4.1.2	Make sure the policies are updated	32
4.1.3	Keep the employee handbook short but concise	33
4.1.4	Hiring the experts' people to review employee handbook	33
4.1.5	Refer to the employee handbook of other organizations	34
4.1.6	Selecting the best size, shape and format of employee handbook	34
4.1.7	Having a disclaimer	34
4.1.8	Organization goals and mission statement	35
4.1.9	Consider translations	35
4.1.10	Make sure all employees have a copy of employee handbook	36
4.2	Conclusion	36
CHAPTER 5: CONCLUSION		
5.0	Introduction	37
5.1	Conclusion for chapter one until chapter four	37
5.2	Conclusion	39
REFERENCES		40
APPENDICES		41

LIST OF FIGURES AND TABLE

Page

Figure 1.1	: Sarawak Foundation's building at Jalan Sultan Tengah	1
Figure 3.1	: Previous Employee Handbook	17
Figure 3.2	: Updated Employee Handbook	17
Table 3.1	: Period for notice on resignation	19

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

The final year students of Bachelor in Administrative Science (BAS) of Universiti Teknologi Mara (UiTM) Sarawak are required to attend for a practical training program as to fulfill the academic requirements and also as to expose them with new experience in actual working environment. This chapter highlights the background of the chosen organization for the throughout practical training period. This practical training must be completed in a period of six weeks starting from 20th January 2015 until 27th February 2015. For this purpose, a semi-government organization which is Sarawak Foundation has been selected as approved by the faculty. This chapter comprises the organization's background, vision, mission, logo and colour, organizational chart, and client charter.

1.1 Sarawak Foundation's Background



Figure 1.1: Sarawak Foundation's building at Jalan Sultan Tengah

The Sarawak Foundation was established under the Sarawak Foundation Ordinance as a Statutory Body on 27 May 1971 (Yayasan Sarawak, n.d.).

Their objectives as in the Ordinance are:

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

1.2 Vision

The vision of Sarawak Foundation is to be a world class foundation In developing quality human capital in Sarawak.

1.3 Mission







The mission of Sarawak Foundation is “We Are Committed To Advancing The Development Of Quality Human Capital In Sarawak Through Effective Assistance And Support”.

1.4 Logo and Colour

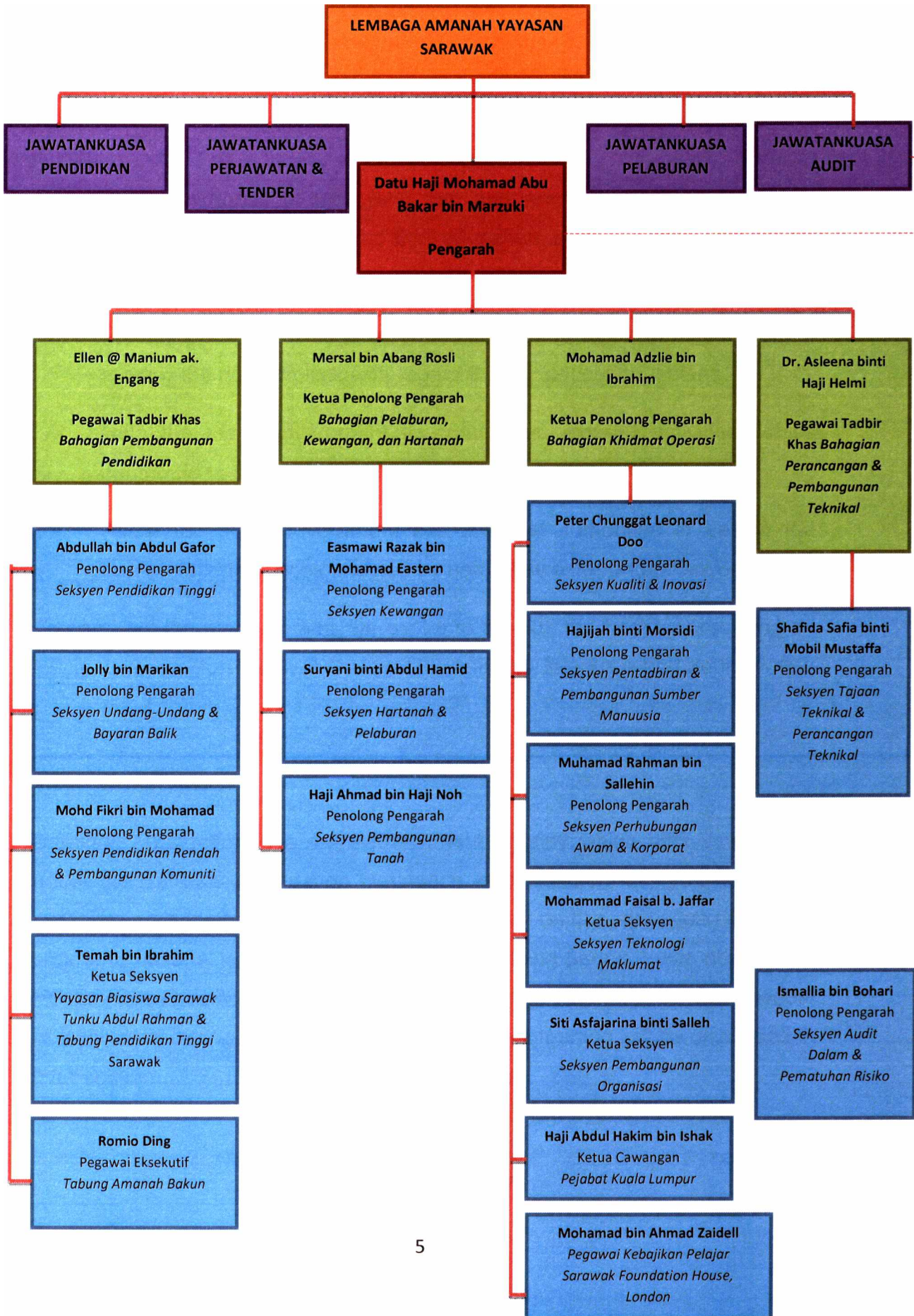


Sarawak Foundation's logo integrates the image of a dynamic, progressive and innovative organization. The logo reflects Sarawak Foundation's role in the field of education, providing services in the development of quality human capital.

The design is given momentum with the use of integrated geometric form, representing the vision, mission and aspiration of the organization towards achieving a developed nation.

Colour		Motives	
 Yellow	Flame, representing the ever burning desire to promote the growth of knowledge.	 Graduate	Sarawak Foundation's role in the field of education, providing services in the development of quality human capital.
 Green	Prosperity and progress of the State of Sarawak.	 Open Book	The volumes of knowledge as the foundation in the effort in human capital development.
 Blue	The clear vision, mission and aspiration of Sarawak Foundation.	 Y and S Alphabet	Acronym for Sarawak Foundation.

1.5 Organizational Chart of Sarawak Foundation



1.6 Client Charter

In line with The Sarawak Foundation's objectives and the responsibilities entrusted, we pledge to our clients that we will:

- i. Expedite efficiently process all application for our educational assistance schemes so that they may proceed with their studies unhampered by financial worry.
- ii. Instil awareness of their joint role and responsibilities in promoting better education for all, and that education is an essential investment for the future.
- iii. Provide update and detailed educational information to assist them in making the right choices with regard to their educational plans.
- iv. Help the state government to create and expand activities, which contribute to the progress of education in the state of Sarawak.
- v. Assist the state government and relevant authorities in easing the burden faced by those affected by natural disaster and calamities.

To carry out the pledge made, we aspire to provide the best by practicing an efficient work culture, trustworthiness, friendliness, tolerance and dedication.

1.7 Conclusion

Sarawak Foundation is a semi-government agency which was established under the Sarawak Foundation Ordinance as a Statutory Body in which this organization is majority running the administration on the education matters at state and national level. During the practical training period, I was attached in Human Resource Management and Administration Department. My schedule of daily tasks during the overall period of practical training will be discussed in later section.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

This chapter provides a description of jobs and tasks executed throughout training extracted from the log book. In this chapter I briefly explain on the report and summarize of my daily training. The schedule of my practical training started on the first week until the sixth week which was on the 20th January 2015 – 27th February 2015.

2.1 Report and Summarize of Daily Training

The summary of the daily training was written into the Practical Training Log Book and thus become a reference in preparing this chapter and also my practical training report. The schedule of my practical training will be summarizing daily into a table form.

2.1.1 Week 1 (20/1/2015 – 23/1/2015)

Date	Tasks
Tuesday 20/1/2015	<u>Briefing</u> <ul style="list-style-type: none">Briefing with Mr. Mohamad Adzlie bin Ibrahim which is Head of Assistant Director of Operation Service and Madam Hajjah binti Morsidi, Head of Assistant Director of Human Resource Management and Administration Department at 8:35 am at meeting room. <u>Allocation of practical students</u> <ul style="list-style-type: none">Mr. Adzlie ordering that all practical students allocated at the same department which is Human Resource Management and Administration Department under

	<p>Madam Hajjiah's supervision.</p> <p><u>Photocopying the documents</u></p> <ul style="list-style-type: none"> Learn how to use photostate machine and trying to photocopying documents by our own.
<p>Wednesday 21/1/2015</p>	<p><u>Starting with employee handbook assignment</u></p> <ul style="list-style-type: none"> Relate the employee Handbook with General Order 1996. <p><u>Photocopying the documents</u></p> <ul style="list-style-type: none"> Photocopying the circulars of public service which will use later for our Employee Handbook.
<p>Thursday 22/1/2015</p>	<p><u>Shredding the documents</u></p> <ul style="list-style-type: none"> Shredding the unwanted documents. <p><u>Continuing with employee handbook assignment</u></p> <ul style="list-style-type: none"> Discuss with supervisor about our project assignment. <p><u>Photocopying the documents</u></p> <ul style="list-style-type: none"> Helps a staff to photocopying the letter.
<p>Friday 23/1/2015</p>	<p><u>Continuing with employee handbook assignment</u></p> <ul style="list-style-type: none"> Starting with chapter one of employee handbook which is introduction of Sarawak Foundation. <p><u>Clock-in and clock- out card</u></p> <ul style="list-style-type: none"> The card is distribute among the new staffs and new practical student. Starting to scan with that card.

2.1.2 Week 2 (26/1/2015 – 30/1/2015)

Date	Tasks
<p>Monday 26/1/2015</p>	<p><u>Continuing with employee handbook assignment</u></p> <ul style="list-style-type: none"> Continuing to do the chapter one of employee handbook.
<p>Tuesday 27/1/2015</p>	<p><u>Meeting with supervisor</u></p> <ul style="list-style-type: none"> Meeting with Madam Hajjiah regarding with first draft of our project assignment. There are several mistakes that need to adjust and other information that need to

	<p>add up.</p> <p><u>Continuing with employee handbook assignment</u></p> <ul style="list-style-type: none"> • Doing the correction that have been identified by our supervisor such as organize the part of leave in public service in an appropriate table. So, its easy to understand. • Going to the libary to find the more information about leave in public service. • Get the locality plan from Madam Hajijah which is under chapter safety and health and ask the training guidelines for public servants from Madam Asfajarina binti Saleh which is under chapter training and development.
<p>Wednesday 28/1/2015</p>	<p><u>Discussing with supervisor</u></p> <ul style="list-style-type: none"> • Discussing with supervisor for a while about the chapter training and development which is still blur. <p><u>Continuing with employee handbook assignment</u></p> <ul style="list-style-type: none"> • Completing the chapter of training and development, and subtopic which is resignation under chapter termination of services. <p><u>Attending rehearsal</u></p> <ul style="list-style-type: none"> • Attending the rehearsal for morning prayer that will be held tomorrow.
<p>Thursday 29/1/2015</p>	<p><u>Attending the morning prayer</u></p> <ul style="list-style-type: none"> • Attending the morning prayer which is held once in a month. • Introduce myself in ice-breaking session for the new staffs and new practical students to the other employees at auditorium. <p><u>Continuing with employee handbook assignment</u></p> <ul style="list-style-type: none"> • Finishing the chapters of leave and safety and health as a part of our employee handbook.

Friday 30/1/2015	<u>Conduct the farewell</u> <ul style="list-style-type: none"> • Conduct the farewell for the practical students who are going to finish their practical training for today. <u>Continuing with employee handbook assignment</u> <ul style="list-style-type: none"> • Continuing the employee handbook with the last chapter of my part which is termination of services.
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2.1.3 Week 3 (2/2/2015 – 6/2/2015)

Date	Tasks
Monday 2/2/2015	<u>Continuing with employee handbook assignment</u> <ul style="list-style-type: none"> • Continuing with the chapter termination of services. • Discussing with other group members about our handbook.
Tuesday 3/2/2015	<u>Continuing with employee handbook assignment</u> <ul style="list-style-type: none"> • Still continuing the chapter termination of services. • Completing all chapters for my part of employee handbook by this afternoon.
Wednesday 4/2/2015	<u>Meeting with supervisor</u> <ul style="list-style-type: none"> • Meeting with Madam Hajjah about our second draft of project assignment. There are several adjustment that need to made such as replacement of vacation leave.
Thursday 5/2/2015	<u>Continuing with employee handbook assignment</u> <ul style="list-style-type: none"> • Adding up more information into each chapter. <u>Calculating the payment of expenditures</u> <ul style="list-style-type: none"> • Calculating the payment of expenditure that made by Sarawak Foundation.
Friday 6/2/2015	<u>Continuing with employee handbook assignment</u> <ul style="list-style-type: none"> • Completing the third draft of employee handbook for checking by the supervisor. <u>Key-in data</u> <ul style="list-style-type: none"> • Key-in data for employees' medical expenses per year in the table by using Microsoft Excel.

2.1.4 Week 4 (9/2/2015 – 13/2/2015)

Date	Tasks
Monday 9/2/2015	<p><u>Total up medical expenses for all employees</u></p> <ul style="list-style-type: none"> • Typing the workers' names with their medical expenses in order to total up the whole medical expenses for all employees. <p><u>Calculating the <i>Potongan Cukai Bulanan</i> (PCB) for employees</u></p> <ul style="list-style-type: none"> • Calculating the differences of employee PCB for months of January 2015 and February 2015. <p><u>Updating the assets and inventories files</u></p> <ul style="list-style-type: none"> • Updating the assets and inventories files according to the categories before can pursued to the master list.
Tuesday 10/2/2015	<p><u>Completing sorting out the files</u></p> <ul style="list-style-type: none"> • Completing sorting out the files according to respective categorize items. <p><u>Tracing the assets and inventories</u></p> <ul style="list-style-type: none"> • Tracing the assets and inventories whether still available and useful to the organization or already been vanished.
Wednesday 11/2/2015	<p><u>Compiling the employee handbook</u></p> <ul style="list-style-type: none"> • Compiling the employee handbook that will be given to the Mr. Adzlie as a first draft for him.
Thursday 12/2/2015	<p><u>Submit the employee handbook</u></p> <ul style="list-style-type: none"> • Submit the employee handbook to my supervisor to be checking by Mr. Adzlie. <p><u>Pre-checking the stocks</u></p> <ul style="list-style-type: none"> • Pre-checking the stocks in the store room. • Helps arrange the stocks to be more standardize at store.
Friday 13/2/2015	<p><u>On leave</u></p> <ul style="list-style-type: none"> • On leave because my sister have solemnization for today.

2.1.5 Week 5 (16/2/2015 – 18/2/2015)

Date	Tasks
Monday 16/2/2015	<p data-bbox="398 297 928 329"><u>Calculating the amount of inventories</u></p> <ul data-bbox="445 351 1287 554" style="list-style-type: none"> • Helping Mr. Rahman, Head of Assistant Director of Corporate and Public Relations Department calculating the amount of inventories such as paper bags, pens, paper weightage and neck tie in the store room. <p data-bbox="398 631 875 663"><u>Arrange and updating new stocks</u></p> <ul data-bbox="445 685 1287 832" style="list-style-type: none"> • Arrange and updating new stocks such as car wax, perfume car, and white and brown envelopes. • Record those new stocks in a proper lists.
Tuesday 17/2/2015	<p data-bbox="398 860 1166 893"><u>Separating the documents according to the categories</u></p> <ul data-bbox="445 915 1287 1231" style="list-style-type: none"> • Separating the documents to the categories such as for Financial Section, Higher Education Section, Human Resource Management and Administration Section, etc. • Separating the receipts for Sarawak Foundation according to date.
Wednesday 18/2/2015	<p data-bbox="398 1253 835 1286"><u>Write down the receipt number</u></p> <ul data-bbox="445 1308 1287 1399" style="list-style-type: none"> • Write down the receipts number of cheque recipients in the cheque book. <p data-bbox="398 1421 875 1454"><u>Decorating the cover page of files</u></p> <ul data-bbox="445 1476 1287 1568" style="list-style-type: none"> • Decorating the cover page that would be putting on the front file and typing the details of labelling file.

2.1.6 Week 6 (23/2/2015 – 27/2/2015)

Date	Tasks
Monday 23/2/2015	<p data-bbox="398 1810 1097 1843"><u>Designing and re-designing the side cover of files</u></p> <ul data-bbox="445 1865 1287 1956" style="list-style-type: none"> • Designing the side cover of files for the list of registered contractor in Sarawak Foundation.

	<ul style="list-style-type: none"> • Re-designing the cover side of files to be more attractive. <p><u>Employee handbook checked by Mr. Adzlie</u></p> <ul style="list-style-type: none"> • Our first draft of employee handbook for him is checked. There are some information need to add up and some correction need to made up. • The information that need to add up such as the Emergency Response Team of Sarawak Foundation, customer charter, etc. • The cover page of employee handbook need to re-design because based on him, the design are not appropriate as he want the design look more corporate. • The subtopic of employee handbook that we have made before need to organize in appropriate chapter such as introduction, services, terms and condition, leave, self-development, safety, image, and facilities. <p><u>Discussing with supervisor</u></p> <ul style="list-style-type: none"> • We discuss with our supervisor about which subtopic will be under those chapter.
<p>Tuesday 24/2/2015</p>	<p><u>Visiting lecturer visit us</u></p> <ul style="list-style-type: none"> • Madam Arenawati Sehat binti Omar visits us at Sarawak Foundation. <p><u>Interviewing staff</u></p> <ul style="list-style-type: none"> • Interviewing the staff at library and taska of Sarawak Foundation to gain more information about what we required in our employee handbook. <p><u>Starting to put the front and side cover of file</u></p> <ul style="list-style-type: none"> • Starting to put the front and side cover of all files nicely.
<p>Wednesday 25/2/2015</p>	<p><u>Packing the goodies bags</u></p> <ul style="list-style-type: none"> • Helping Miss Shafida, Head of Assistant Director of Technical Department and Mr. Rahman, Head of Assistant Director of Corporate and Public Relations Department to pack the goodies bags for MOU

	programme between Sarawak Foundation and Shell company.
Thursday 26/2/2015	<p><u>Attending Memorandum of Understanding (MOU) programmed between Sarawak Foundation and Shell at Auditorium</u></p> <ul style="list-style-type: none"> • Distributing the goodies bags from Sarawak Foundation to the guests such as Politeknik, MRSM, UNIMAS, UiTM, etc at registered counter. • Distribute the goodies bags from Shell to the guests at Auditorium. • Collecting the questionnaire feedback from guests regarding the MOU programme. • Act as usher of the programme. <p><u>Continuing with employee handbook assignment</u></p> <ul style="list-style-type: none"> • Editing the safety part in employee handbook and adding Emergency Response Team under that chapter.
Friday 27/2/2015	<p><u>Completing and compiling the employee handbook</u></p> <ul style="list-style-type: none"> • Compiling all chapters in employee handbook. • Print out all part in employee handbook, put nicely in a file, and submit to supervisor.

2.2 Conclusion

In this chapter, it concludes the summary of my practical training in Sarawak Foundation for six weeks. I was attached under the Human Resource Management and Administration Department, supervised by Puan Hajjah binti Haji Morsidi, Head of Assistant Director of Human Resource Management and Administration Department. Me and other trainees were given a project assignment which we were asked to update the Employee Handbook of Sarawak Foundation. During my practical training, I need to finish the Employee Handbook and need to submit it before I end my practical training. During my training, the major tasks that have been given to me are updating the Employee Handbook so that it becomes reliable from time to time and compatible with the State General Order.

CHAPTER 3

TASK ANALYSIS

3.0 Introduction

During the practical training, me and other trainees were given a main task which is the employee handbook by Mr. Mohamad Adzlie bin Ibrahim, Head of Assistant Director of Operations Service Department under the supervision of Madam Hajijah binti Morsidi, Head of Assistant Director of Human Resource Management and Administration Department. The employee handbook is already published but he wants us to purify the employee handbook to make it more comprehensive and more detailed. The employee handbook should be the guideline during employee's service period in Sarawak Foundation in order to ensure each employee will obey the rules and regulations that have been legally endorsed. In the employee handbook of Sarawak Foundation, there are eight chapters which are introduction; services; terms and conditions; facilities; leave; safety and health; self-development; and images of Sarawak Foundation. Thus, I will emphasize more on the services chapter in employee handbook namely termination of service among public servant in which this will be explained in details later.

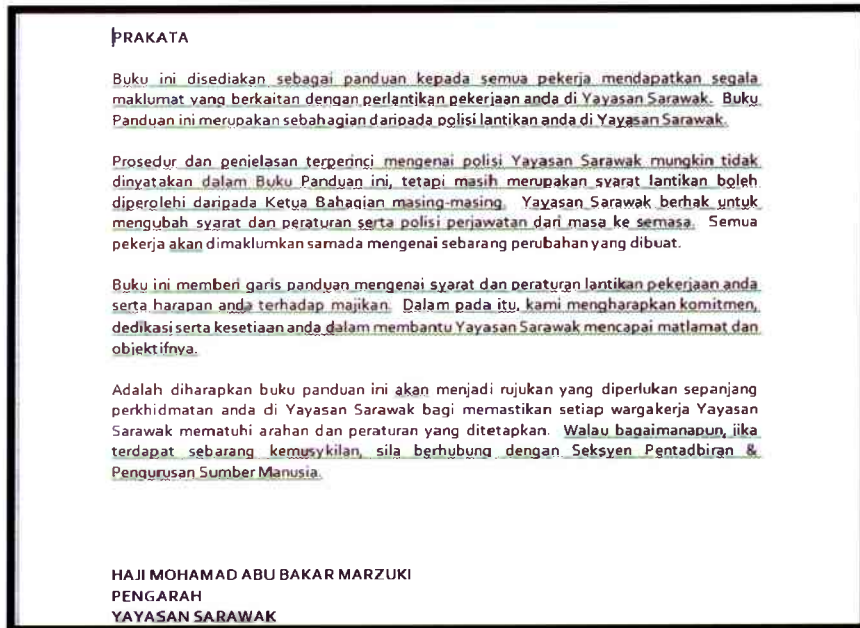


Figure 3.1: Previous Employee Handbook

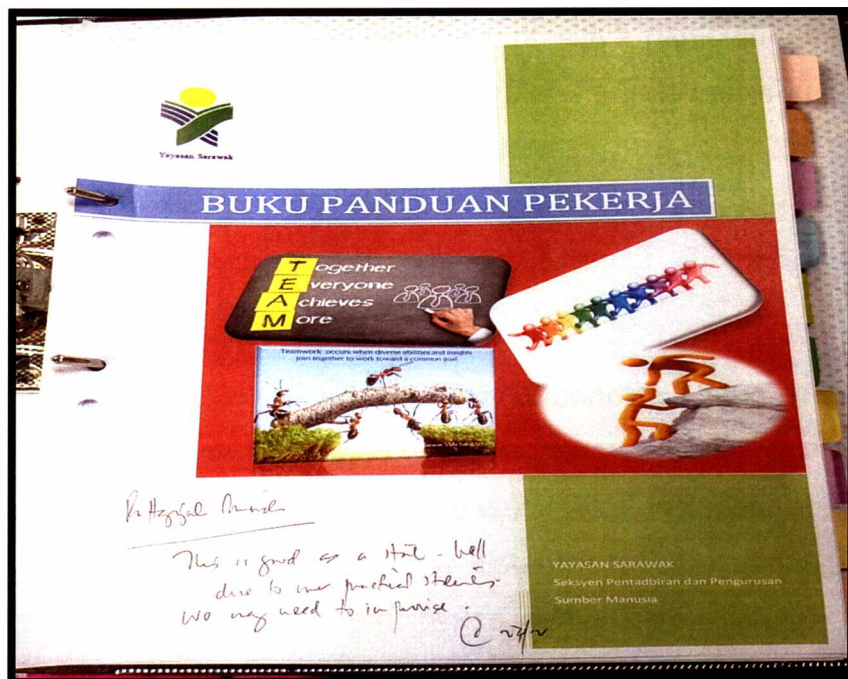


Figure 3.2: Updated Employee Handbook

3.1 Employee Handbook: Termination of Service Chapter

In the employee handbook, under the chapter termination of service, there are several other subtopics which are notice to quit; notice of working before quitting; other requirements before quitting; retirement, and Cash Award in lieu of Accumulated Leave. Therefore, I will focus on that subtopic in this chapter.

3.1.1 Definitions of Termination of Service

Termination means cessation of service due to company closure and workers redundancy. Redundancy situation can arise due to several reasons such as corporate restructuring, decrease in production, mergers, changes in technology, acquisitions and others. This does not include termination of service due to disciplinary action and dismissal of employees (Department of Labour of Peninsular Malaysia, 2013). Termination occurs when an employer or employee ends an employee's employment with a particular employer. The period of service of an employee in Sarawak Foundation is subject to the agreement stated in the offer letter of employee.

3.1.2 Types of Termination of Service

Termination can be voluntary or involuntary depending on the circumstances. In a voluntary termination, an employee resigns from his or her job. Resignations occur for a variety of reasons that included a new job, a spouse's acceptance of a new job in a distant location, returning to school, and retirement. With valued employees, employers expend efforts on employee retention to limit preventable turnover. In an involuntary termination, an employer fires the employee or removes the employee from his or her job. An involuntary termination is usually the result of an employer's dissatisfaction with an employee or an economic downturn. Reasons for involuntary termination range from poor performance to attendance problems to violent behavior. Involuntary termination, such as a lay off, can also occur because

an employer lacks the financial resources to continue an employment relationship. Other events that trigger termination can include mergers and acquisitions, a company relocation, and job redundancy (Heathfield, n.d.).

3.1.3 Notice to Quit

If the management of Sarawak Foundation or employee wishes to terminate the service before expiration date, thus notice of termination of service in writing should be submitted within reasonable time. The period of service will expire automatically when they reach retirement age without submitting the notice of termination by any party. Termination of service without notice may be issued by the management of Sarawak Foundation on the disciplinary offenses due to disciplinary problems or failures of employees to comply with instructions or regulations of Sarawak Foundation.

An officer who wishes to resign from his post shall first give notice of resignation in writing as follows:

Table 1.1: Period for notice on resignation

Status of Officer	Period of Notice
a) Probationary officers or temporary officers	One month's notice or one month's salary in lieu of notice
b) Officers who have been confirmed in service	One month's notice or one month's salary in lieu of notice
c) Contract officers	According to the terms of the contract

Note: The State Public Service General Orders, 1996

The notice of resignation shall be sent to the State Secretary through the respective Heads of Departments. The State Secretary may, under specific and exceptional circumstances only, accept a shorter period of notice of resignation whether with or without any payment of the appropriate amount of

salary (The State Public Service General Orders, 1996: (Swk. L.N. 1/96)., 1996).

3.1.4 Notice of Working before Quitting

The remaining of employee's leave shall be taken and finished before the end of a period of service. However, the management of Sarawak Foundation has the right to retract the employee's leave when necessary. Then, Sarawak Foundation will pay the leave that has been withdrawn based on the calculation of the employee's salary. If employees that will retiring save or keep the items belonging to Sarawak Foundation (including files in softcopy), the employee must inform the Supervisor and submit all the documents to Sarawak Foundation.

3.1.5 Other requirements before quitting

Sarawak Foundation will deduct the final salary of employees due to outstanding the amount of debt with Sarawak Foundation. This might include loan, payment instructions or any payment overpaid by Sarawak Foundation to employees. If employees quits without any prior notice or the consent of Sarawak Foundation, this can be considered as violation of Letter of Agreement and enable payment of final salary withheld.

Before leaving the Sarawak Foundation, the employee must return all property belonging to Sarawak Foundation, including ID cards, documents (if any) and equipment and computer equipment (software) that is used outside the office. Documents and software including (but not limited to) correspondence, files, reports, records or any other form of information storage. Employees are not allowed to keep any copies, drafts, abstract or summary of documents and software.

It is an offense if the instructions are not adhered and Sarawak Foundation has the right to take any action, including legal action against an employee or former employee who fails to comply with this instruction.

3.1.6 Retirement

Retirement is an event that led to a transition from employment field in the public service are obliged to leave or releasing the position held as soon as reached retirement age, whether voluntarily or not. Government as an employer will reward and give monthly pension payments according to the rates specified in the regulation the pension (Hjali, 2011).

Retirement is the status of an employee who has resigned from his job, which later they will called as retirees or pensioners. It usually occurs due to reaching the age limit. There are also retirements due to other factors such as the physical condition or with options. Retirement is a relatively new idea, since the 19th century, before that, most people will work as long as they can and able. Now normally there are an age limits which different according to their location and types of job.

In public service in Malaysia, for officers appointed on or after 1st January 2012, the compulsory retirement age is 60 years old. For officers who are now subject to the compulsory retirement age of 55 years of age, 56 years of age, or 58 years of age, the officer will be offered the option extend the service until compulsory retirement age of 60 years old (Pekeliling Perkhidmatan Bilangan 11 Tahun 2011, 2011).

At Sarawak Foundation, the retirement age is 60 years. Extension of retirement is subject to the requirements of the organization, employee's health and approval of the Director of Sarawak Foundation. Employee shall inform the Director of Sarawak Foundation at least six (6) months before the date of retirement.

3.1.7 Types of Retirement

There are four types of retirement (Public Service Department of Malaysia, n.d.).

- i. Compulsory Retirement under Section 10 Act 227/239;

- ii. Compulsory Retirement at the Instance of the Government under Section 11 Act 227/239;
- iii. Optional Retirement under Section 12 Act 227/239;
- iv. Retirement due to Privatisation of a Government Agency under Sections 10(5)(b), 12 and 12A/13 Act 227/239.

3.1.7.1 Compulsory Retirement under Section 10 Act 227/239

An officer required to retire from the public service if:

- i. Reach the age of 55 or 56 years old [Section 10 (1)]

This is a compulsory retirement because reaching the age of retirement. For those who were appointed before 1st October 2001, have been granted options through the Service Circular No. 3 of 2001 to choose the compulsory retirement at age 55 or 56 years.

However for a pensionable officer who are facing a criminal trial or disciplinary action which may result in a conviction or dismissal which is not yet finish, they are not allowed to retire with his service will extended and deemed to be on leave without pay until the decision of his case obtained.

- ii. Incapable to carry out the duties because of illness [section 10 (5) (a)]

A pensionable officer who are founded that not capable to performing the duties of his post because of infirmity of mind and body that remain permanent, shall be confronted to the Medical Board and based on the recommendation of the board, which later will be submitted to the Director General of the Public Service or the State Secretary, that officer will be retired as outlined in the Service Circular No. 5 Year 1995. Retirement benefits including pension not less than one-fifth of his last drawn salary which eligible to be given to them on the date of retirement.

- iii. A position that an officer held was abolished [Section 10 (5) (b)]

If the position held by the pensionable officer abolished, the incumbent shall be retired.

- iv. Organizational restructuring [Section 10 (5) (c)]

Organizational restructuring may cause a number of positions approvals to that public agencies are no longer needed. If this happens, a pensionable officer involved should be retired.

- v. A employment of an officer has been terminated for the sake of public interest [Section 10 (5) (d)]

A pensionable officer founded by Head of Department behaves that affect the public interest, but no disciplinary action which resulted in the dismissal on them should be retired. Retirement benefits to them will be determined by the pensions authority with one rate depreciated.

- vi. Acquire the foreign citizenship [Section 10 (5) (e)]

A pensionable officer appointed on or after 16th May 1986 shall be retired if acquiring foreign citizenship (other than marriage), or using the rights of foreign citizenship, or has declared loyalty to a country other than Malaysia, or has been deprived of his Malaysian citizenship. They are not eligible for any retirement benefits.

- vii. Giving false information for the purpose of appointing members to the Public Service [Section 10 (5) (f)]

A pensionable officer appointed on or after 12th April 1991 shall be retired if it is proved that they are giving false information for the purpose of his appointment to the public service, on condition that they

have been given a reasonable opportunity to make representations to their case.

3.1.7.2 Retirement at the Instance of the Government or Minister under Section 11 Act 227/239

If the Government requires and a pensionable officer agrees, the following pension may take place:

- i. On the ground of national interest [Section 11(a)(i)]

If the Government requires that a pensionable officer be appointed to another post under a different appointing authority and is agreeable by that officer, he may be pensioned on the ground of national interest.

- ii. In the Interest of the Public Service or Statutory Bodies or Local Authorities.

The Government may require that a pensionable officer which with low performance, or declining over a certain period, or has persistent health problems but not to the level of being Medical Boarded, if he agrees may be pensioned.

3.1.7.3 Optional Retirement under Section 12A Act 227/239

A pensionable officer when reaching 40 years of age may apply for optional retirement. The period of reckonable service not less than 10 years is required to enable pension benefits be paid to the officers. Payment for service gratuity is made on the date of retirement while pension would be paid when reaching the eligible age as stipulated in the Pension Laws.

3.1.7.4 Retirement due to the Privatization of a Government Agency under Section 10(5) (B), 12 and 12A/13 Act 227/239

Upon the Government's approval, a pensionable officer may be retired when a public agency or part of it is privatized. The retirement is on voluntary basis made via an option offered that is, either:

- i. Retirement due to the abolition of the office held under Paragraph 10(5)(b) Act 227/239, if offer into employment of the privatized entity is refused; or
- ii. Optional retirement under Section 12 Act 227/239, as stipulated in Paragraph 15 and agrees to work with the company; or
- iii. Retired after appointment to work for the company under Section 12A Act 227 or Section 13 Act 239, if less than 45 years for women and 50 years for men effective from the date of the privatization and accept to work with the company. In such case, the option is also given to either choose:
 - a) A Scheme [Subsection 12A(2) / 13(2) Act 227]; or
 - b) B Scheme [Subsection 12A(3) Act 227 or Section 13(3) Act 239].

3.1.8 Cash Award in lieu of Accumulated Leave

Cash Award in lieu of Accumulated Leave is given to Public Service personnel who are unable to utilize all his leave due to exigency of the service. The provision for Cash Award in lieu of Accumulated Leave came into effect from 1st January 1974 under the Service Circular No. Bil. 1/1974 and was given to public service personnel who pensioned on or after 1st January 1974.

Cash Award in lieu of Accumulated Leave was only given to permanent serving officers (including officers under probation) and temporary personnel in the public service. Cash Award in lieu of Accumulated Leave was not

extended to contract officers and officers who resigned or were dismissed due to disciplinary action.

Accumulated of Leave for Cash Award is in accordance to paragraph 2.1 (1) of Pension Regulation 1980, Service Circular and General Orders under Chapter C. Cash Award in lieu of Accumulated Leave is based on 1/30 of the last drawn salary, up to a maximum of 150 days. The last drawn salary is inclusive of basic pay and fixed allowances according to the service group and salary grade of the officer.

Public Service Department (JPA) is responsible for approving this 'award' in lieu of Accumulated Leave. When approving Cash Award in lieu of Accumulated Leave, JPA has the right to scrutinize and amend any mistakes found if any, in the service leave record of the officer. Any excessive leave taken during his service may be deducted from the total leave accumulated.

'Award' payment to federal public service personnel is borne by the Federal Government from the Consolidated Fund. If one's salary were not from the Consolidated Fund, 'award' payment would be the responsibility of the relevant authorities such as State Service, Statutory and Local Government Bodies.

Cash 'award' payment is made on the last working day for a serving officer; and immediately after death notice is received, to the dependents for an officer who dies in service (Public Service Department of Malaysia, n.d.).

3.2 Strengths of new employee handbook

The new employee handbook has greatly improvised in terms of add value, information, knowledge and legal reference in order to make it more reading-friendly and facilitate the employee to comprehend what the organization try to outline in the existing employee handbook as the organization's standards that employees need to follow and abide. There are several strengths after finished making the new employee handbook.

3.2.1 Provide more explanations

The new employee handbook of Sarawak Foundation gives more explanation in terms of its policies. The further explanation will make the employee better understand the policies and they don't need to meet with the Head of Department to know further about it, so it will save their both time. For example, the Cash Award in lieu of Accumulated Leave which is not provided in existing employee handbook. Now, the employee will know about the Cash Award in lieu of Accumulated Leave in terms of what is accumulated leave, how leave accumulation is done, who is eligible and who is not eligible, which allocation the cash award is paid from, and so on.

3.2.2 Relate to legal information

The latest employee handbook relate with legal information in order to make the employees follow the policies. Legal information is important to allowed the employees knows when the policies were implemented and whether it recognized by the government or not. This later will makes employees follow the policies without any hesitation because they know the sources of those policies. For example, in notice of working before quitting, according to Sarawak State General Orders 1996, for probationary officers or temporary officers they must give one month's notice or one month's salary in lieu of notice. So, because it is the sources from general orders the employees will obey that before they want to quit they must give the notice.

3.2.3 Provide attachments for employee referrals

By facilitate employees more understand the information in employee handbook, attachments must be put together. So, with the new employee handbook the relevant attachment are put at the back of employee handbook, for example, in the subtopic of retirement which is the Service Circular No. 11 in 2011 which provide the options of compulsory retirement on age of 60 years. That circular explains more about for the appointment in service which

is before, during or after 12th April 1991, when the employees will receive their gratuity and monthly pension after the retirement.

3.2.4 More organized into relevant chapters

The new employee handbook of Sarawak Foundation had organized or arranged into relevant chapters. This will helps the employees to find out what they want to know or read by look to the table of contents and their page numbers to get the information from that handbook. So, this will save employee's time by simplify the searching process. Besides that, the neat handbook will attract employees to read and explore to its contents. They also will easily understand if read the neat employee handbook and this will lead to the employee satisfaction.

3.2.5 Basic information of Sarawak Foundation is clearly stated

The new employee handbook stated clearly the basic information of Sarawak Foundation. To make the employee know well about their own organization, the basic information of organization such as objectives, mission and vision, motto, and client charter must be placed together in the employee handbook. This will make the employees more understanding about their organization need. So, the trainee added up the basic information which is not stated in existing employee handbook such as client charter of an organization. The client charter will be useful for employees later.

3.3 Limitations of Existing Employee Handbook

Limitation is a restriction that limits the quality or achievement of desired result. Limitation makes the process of making employee handbook takes longer time than it should be. There are several limitations throughout the making of employee handbook.

3.3.1 Not consider translations

The existing employee handbook is not consider translations because the handbook only available in Bahasa Malaysia. If organization has workers with varying native languages, consider having different translations made so that all of the employees can have a thorough understanding of organizational policies and procedures. For example, if Sarawak Foundation has a Chinese worker which is not able to understand Bahasa Malaysia, but understand English language, so without translation provides in English language will aggravate that employee to deepen understand about the handbook. Thus, translations must be made.

3.3.2 Not organized into relevant chapters

The existing employee handbook of Sarawak Foundation not organized into relevant chapters. This will make the employees having the difficulty to find what they want know or read. Furthermore, the employee handbook does not provide the table of contents and page numbers to ease employees to get the information from that handbook. For example, if employee wants to get information relating to notice to quit, employee need to go through one by one of pages in handbook and this will wasted employee's time. Besides that, from the part of trainee, trainee needs to organize all those in proper chapter. For example, termination of service, wage payment, overtime job, and promotions, all of those must neatly organized in services chapter.

3.3.3 No attachments as reference for employees

An attachment is very important as a referral to employees to better understand the contents and requirements of employee handbook. The existing employee handbook does not provide the relevant attachments for employee referrals. For example, in the subtopic of retirement, there are several circulars that use by the Sarawak Foundation such as Service Circular No. 11 in 2011 which provide the options of compulsory retirement on age of

60 years, and to be more understood about that options the circular must attached at the back of employee handbook as reference for employees.

3.3.4 Employee handbook is too brief

The existing of employee handbook is too brief and it only provides the brief explanation about each topic. This will make practical trainee have to find out more information to add up the explanation to make the employee much understand about that topic. For example, in retirement, the existing employee handbook only provides brief explanation about the retirement age is 60 years, extension of retirement is subject to the requirements of the organization, employee's health and approval of the Director of Sarawak Foundation, and employee shall inform the Director of Sarawak Foundation at least six months before the date of retirement. But, the handbook does not provided the types of retirement and what conditions that makes the retirement occurred. This would make the employees will questioning about that.

3.3.5 The policies is not updated

To establish a good employee handbook, the policies in that handbook must be updated every time when there is the changes occurred in that policy and the new policy are being implemented. This will make the employee be informed or aware about the new policy, so they can follow the new policy. For example, if the policies in employee handbook are not updated, and employees still follow and depend on that policy, so this will bring difficulties to the organization.

3.4 Conclusion

This chapter shows how the existing employee handbook is improvised to be better than before by the practical trainees. Even though there are several difficulties while completing the employee handbook assignment, it can be solved by the encouragement and support from the supervisor and cooperation from the other staff. This employee handbook has deepen trainee's understanding on its policies and taught the trainee on how to apply it in particular condition during working at Sarawak Foundation and in other organization in future.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

This chapter will provide the recommendations to improve the quality of employee handbook of Sarawak Foundation. The recommendations which were made on the basis of what had been studied in the fields of administrative science program and related information are purposively to improve the quality and the performance of the employee handbook of the organization.

4.1 Recommendations

There are several recommendations that can be adapted by the organization to improve the quality of their employee handbook.

4.1.1 Simplify the language

When writing the employee handbook, the language must clear and concise. If the wording is too vague or too technical and written in a manner that can't be clearly understood by employees, then it will not serve its intended purpose. So, the language must be as simple and clear as possible. For example, do not use bombastic words. This will simplify the employee's understanding process. If necessary, hire a professional writer, preferably one with a human resources background, to produce the best employee handbook for the organization.

4.1.2 Make sure the policies are updated

The world is constantly changing, from technology to laws to society, so make sure the employee handbook of an organization is relevant and must be kept

updated. What are the policies that were relevant when the organization first started may not be relevant now. Try to take potential changes into account when writing employee handbook, but keep in mind that it may be necessary to write updated versions. New laws, new technology, and significant changes in how conducted the organization should all be reflected in the handbook when it is required. It's a good idea to review the handbook once a year and update it as necessary. So, the outdated policies can be identified and must be altered after that.

4.1.3 Keep the employee handbook short but concise

The explanation in employee handbook must be short but concise. If the employee handbook is too long, employees will not be able to absorb everything. As a new employee, when read the long explanation in employee handbook they will become bored and not able to absorb all information because they still a new employee that need guidance from supervisor or other employees. Besides that, if the employee handbook is too long, employees will feel so overwhelmed that they will be afraid to do anything, thereby decreasing productivity. This is because they are afraid disciplinary action will be taken if doing the wrong job. Of course as the new employees they will take care of their reputation, so because of too cautious in doing the job will reduce the productivity. Thus, keep the explanation in employee handbook short but concise.

4.1.4 Hiring the experts' people to review employee handbook

Experts that are really recommended are a lawyer. It is very easy for people to misunderstand or misinterpret written policies, and what organization try to convey may not be so clear to the employees. So, have a lawyer who is well versed in employment law evaluate the handbook before being distributed to the employees. If there is anything that could organization in legal trouble, a good lawyer will pick up on it and help the organization to make the correction

on handbook. So, employee handbook must be review by an expert which is a lawyer who is well versed in employment law.

4.1.5 Refer to the employee handbook of other organizations

When set up the employee handbook of the organization, read through several other organizations' employee handbooks, looking at how they are generally set up. This will create some ideas on how to set up a good employee handbook. What are the topics or information that should include in the handbook or vice versa. Besides that, an organization also can compare their employee handbook with other organizations and can make correction on it. The organization must use of any and all resources as create the employee handbook because it's well worth the effort and will pay off in the long run.

4.1.6 Selecting the best size, shape and format of employee handbook

The size of the handbook is also an important consideration. If it is too small, it will probably get lost. On the other hand, if it is too big, employees will lazy to open it. If want the handbook to be easy to read, but not too informal, the best writing format must be choose. Employee handbook is a formal and important document for the employees and whoever else might read it. So, the appropriate size, shape and format must be evaluated before implement. The unique employee handbook will able to attract the employee's interests to open and read it. So, an organization must know how to attract the interest of employees to read the employee handbook.

4.1.7 Having a disclaimer

The disclaimer is what defines the nature of the employee handbook. It should clearly state that the handbook is not a contract of employment. This will

prevent fired employees from suing the organization for a breach of contract at a later date. This component is very important and organization should consider putting it both at the beginning and the end of the handbook for emphasis. Be sure to include a disclaimer that makes it clear that the handbook contains only general guidelines and information, and is not intended to be comprehensive or address all the possible applications of or exceptions to the policies and procedures described. Without a disclaimer, the handbook can be considered as a contract. So, having a disclaimer in employee handbook is very important.

4.1.8 Organization goals and mission statement

Organizational goals and mission statement must be clearly stated in employee handbook. The organizational goals and mission statement can be placed at the beginning of employee handbook so employees feel a sense of purpose and duty. Employees are more likely to take organization policies to heart if instilling the organization morale first. So, the organizational goals and mission statement is very important to be put at the beginning of employee handbook to gives the spirit to the employees to be more enthusiastic and striving when perform their task. This is because they know what are organization's ambition and desire.

4.1.9 Consider translations

If organization has workers with varying languages, consider having different translations made so that all of the employees can have a thorough understanding of organizational policies and procedures. For example, if Sarawak Foundation have the foreign workers from London which not able to understand Bahasa Malaysia, so the translation of employee handbook must be made. The translation can be in English language as it is an international language. So, it will ease the foreign workers to more understand the employee handbook in terms of its policies and procedure.

4.1.10 Make sure all employees have a copy of employee handbook

All the effort involved in developing, creating, and presenting employee handbook will go to waste if some employees don't receive one. Make sure every staff member signs off when he or she receives the handbook. As a matter of policy, be sure that each new employee receives one when they join the organization. If employees have to request a copy of the handbook from a supervisor or take it from a common area, they are less likely to read it. In order to make employees to read the handbook, so the best thing organization can do is make sure everyone has a copy. This will enables the employees to read the handbook at any time according to their free time because they have their own handbook.

4.2 Conclusion

In conclusion, there are several recommendations for purposes to make improvement and overcome the limitations while accomplishing the employee handbook. From this chapter, the recommendations that provided by trainee can be useful to build a good employee handbook for Sarawak Foundation.

CHAPTER 5

CONCLUSION

5.0 Introduction

This chapter is about the summary of discussion for each chapter in the practical report. In this chapter, it provides explanation of each chapter from chapter one until chapter four by highlighting the main points. The chapters covered are chapter one which is about the organization background and chapter two about the schedule of practical training. While chapter three explains on task analysis, strengths and weaknesses, and chapter four discusses the recommendation that also being recommended for the organization improvement.

5.1 Conclusion for chapter one until chapter four

Chapter one of the practical training reports is about introduction of the organization which is Sarawak Foundation. Sarawak Foundation is a semi-government agency which was established under the Sarawak Foundation Ordinance as a Statutory Body in which this organization is majority running the administration on the education matters at state and national level. The chapter discuss on the organization background, objectives, vision, mission, logo and colors of Sarawak Foundation. This chapter also included the organization chart and also client charter as well as other relevant information pertaining to the organization. This chapter was helped trainee to know more and understand about Sarawak Foundation.

In chapter two, it is about the summaries of the daily work from the practical training which is extracted from the log book. In this chapter, it concludes the summary of my practical training in Sarawak Foundation for six weeks. I was attached under the Human Resource Management and Administration Department, supervised by Madam Hajjah binti Haji Morsidi, Head of Assistant Director of Human Resource Management and Administration

Department. Me and other trainees were given a project assignment which we were asked to update the Employee Handbook of Sarawak Foundation. During my practical training, I need to finish the Employee Handbook and need to submit it before I end my practical training. During my training, the major tasks that have been given to me are updating the Employee Handbook so that it becomes reliable from time to time and compatible with the State General Order.

Meanwhile in chapter three, it discussed on task analysis from my practical training at Sarawak Foundation. This chapter shows how the existing employee handbook is improvised to be better than before by the practical trainees. Even though there are several difficulties while completing the employee handbook assignment, it can be solved by the encouragement and support from the supervisor and cooperation from the other staff. This employee handbook has deepen trainee's understanding on its policies and taught the trainee on how to apply it in particular condition during working at Sarawak Foundation and in other organization in future.

In chapter four, it highlighted and discussed several recommendations for purposes to make improvement and overcome the limitations while accomplishing the employee handbook. From this chapter, the recommendations that provided by trainee can be useful to build a good employee handbook for Sarawak Foundation.

As an overall, the practical training had provided valuable experiences for the trainee especially in term of preparation towards actual working environment in future. Besides that, through the report writing, the trainee was given an opportunity in sharing personal opinions and recommendations towards the improvements of Sarawak Foundation's employee handbook.

5.2 Conclusion

As the conclusion, from my practical training experience at Sarawak Foundation for about six weeks, I gained a valuable knowledge and meaningful memories that will never being forgotten including the real working situation in the semi-government agency. I have learnt so many things and help me to suit myself with working environment. I also get to know the types of services provided, their working process, policies, rules and regulation and how they operates from time to time. This is my first step for beginning of working career and gives me the strength for preparation to face the real working life in future. I really thankful to the Sarawak Foundation because have given me to become one part of their family throughout my practical training.

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APPENDICES



Sarawak Foundation's Organizational Chart



Sarawak Foundation's Library



Monthly Morning Prayer



Ice-breaking session for the new practical students



Memorandum of Understanding Programme



First day of briefing with Mr. Mohamad Adzlie bin Ibrahim