



**FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
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BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.) (AM228)**

PRACTICAL TRAINING REPORT (ADS666)

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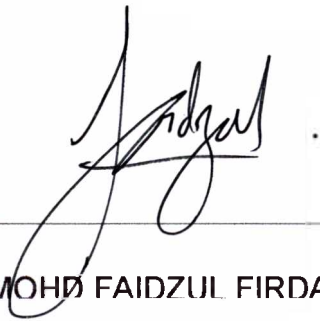
I have reviewed the final and complete practical training report and approve the submission of this report for evaluation.

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Date:

THE DECLARATION

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

A handwritten signature in black ink, appearing to read 'Faizul', is written over a horizontal line. The signature is stylized and cursive.

MOHD FAIDZUL FIRDAUS BIN SUKAIMI

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**PRACTICAL TRAINING REPORT OF HUMAN RESOURCE
MANAGEMENT UNIT**

Prepared by: Mohd Faidzul Firdaus bin Sukaimi

2013718381

Chapter 1

Introduction of the organization

1.1 BACKGROUND OF THE ORGANIZATION

Previously in the State Civil Service (SCS) it was divided into two parts, which are the Secretariat and the Divisional. In the year 1937, the Secretariat were the center of administration which lead by two Europeans officers and assisted by a Malay clerk, three Chinese descendent clerks and three office assistants. During the formation of Malaysia, there were about 2599 employees and the numbers increases up to 14208 employees in the year 2012.

In the year 1966, the original Secretariat Office was moved to the Secretariat's Building which is located in front of the Padang Sentral in Kuching from the Residence and Divisional Office right now. As time goes by, the Secretariat was changed to State Employment Office in the year of 1976 then was again moved to Wisma Bapa Malaysia.

Following based on the restructuring of the Government's State Secretary's Office on the 1st of November 1995, the State Employment Office was known as the Human Resource Department. A director was appointed to lead the organization and is responsible to the Deputy Secretary of the State Government (Human Resource). On the 25th of August 2001, the department was known as the Human Resource Unit as a result of the organizational restructuring of the Office of the

Chief Minister. The current Human Resource Department Unit is divided into 4 Divisions and each division consist of different sections. The first division is the Policy and HR Communication Division that consist of the System and Database section, HR Communication Section, HR Transformation and Innovation Section. The next division is the Employee Assistance Division that consists of four sections namely, Recruitment Section, Career Development Section, Privileges and Development Section and Training and Development Section.

The Human Resource Unit is still undergoing the HR Transformation that has a fresh mission, vision and motto. The continuous development and constant update will ensure the system is effective and efficient.

1.2 ORGANIZATION OBJECTIVE

Since 2010 to 2015, the State Human Resource Unit (SHRU) have been transforming to achieve better output. This goes along with the objective of the unit. The changing and flexible objectives are designed to be holistic and neutral in order to achieve goals of the unit effectively.

The first objective is HR Planning and Policy Review. The review is done because each year evaluation of the achievement of the objective is done. This act as a benchmark for the unit and this can also measure whether the objective is relevant or not. The reviews are made yearly as the transformation goes along in order to ease the transformation and enable the planning and policy of the unit act as a catalyst for the transformation.

The next objective is to make HR more strategic and align to organizational outcome. Strategies and planning is very crucial for the unit to ensure it to sustain its efficiency. Moreover, the organizational outcomes have to be balance to the HR roles because any imbalance can reduce productivity and eventually creates negative chain reactions. This is why strategies and planning of the HR must end up with an align process output.

Creating a structured development of talent pool and SCS leaders through continuity planning framework and Leadership Development Program is the next objective. Employees act as a backbone of an organization. Without any employees the organization will not run and eventually collapse. This is why the third objective focuses on the development of the SCS and developing them into leaders. The continuous planning framework will allow the diversified employees to develop in their own way.

The fourth objective is structured career development pathways. Planning employee career development is not an easy task. This is because employee competencies are diversified. On top of that, employees usually rely on their superior to plan for their future development. This is why a structured career development is required and with a structured career development, there will be no overlapping or overstaffing as the job openings are properly managed and the promotions given are fair.

Next is to have a comprehensive and reliable HR database. Database is very important in the K-Era as it stores all the valuable and important information of the unit. Without a comprehensive and reliable database, HR Unit will surely be pulled down in terms of its efficiency in storing information and details. Being able to store data properly and being able to obtain it easily when at need is the aim of this objective.

The sixth objective is to improve the GR processes, speed and response time. This is to increase productivity and also increase external satisfaction. External satisfaction as in to achieve one of the organization goals that is to please customers and the management. Besides that, by setting this as an objective it will allow unit to be more proactive because the response time will shorten and faster results will be obtained.

The next objective is to have a more engaged HR Unit. A more hands on approach is implemented in order to create a more effective environment. When engagement is increased, theories and books are no longer practical, as it will only be a point of reference. Besides that, having a more engaged organization enables the unit to increase its precision.

Next is to strengthened HR capacity through smart partnership. Partnership broadens the interaction with other parties because it will allow interactions and sharing. Ideas and technology are flowed through a numerous channels in order to improve the development of the unit.

Internalization on shared values is the last objective where here values are internalized, as it will help the unit to embrace a more cultured and ethical working environment. The values will be shared among the unit members and are fully understand to get the most positive impact out of it.

1.3 VISIONS AND MISSION

The Vision of the SHRU is:

“A world class civil service”

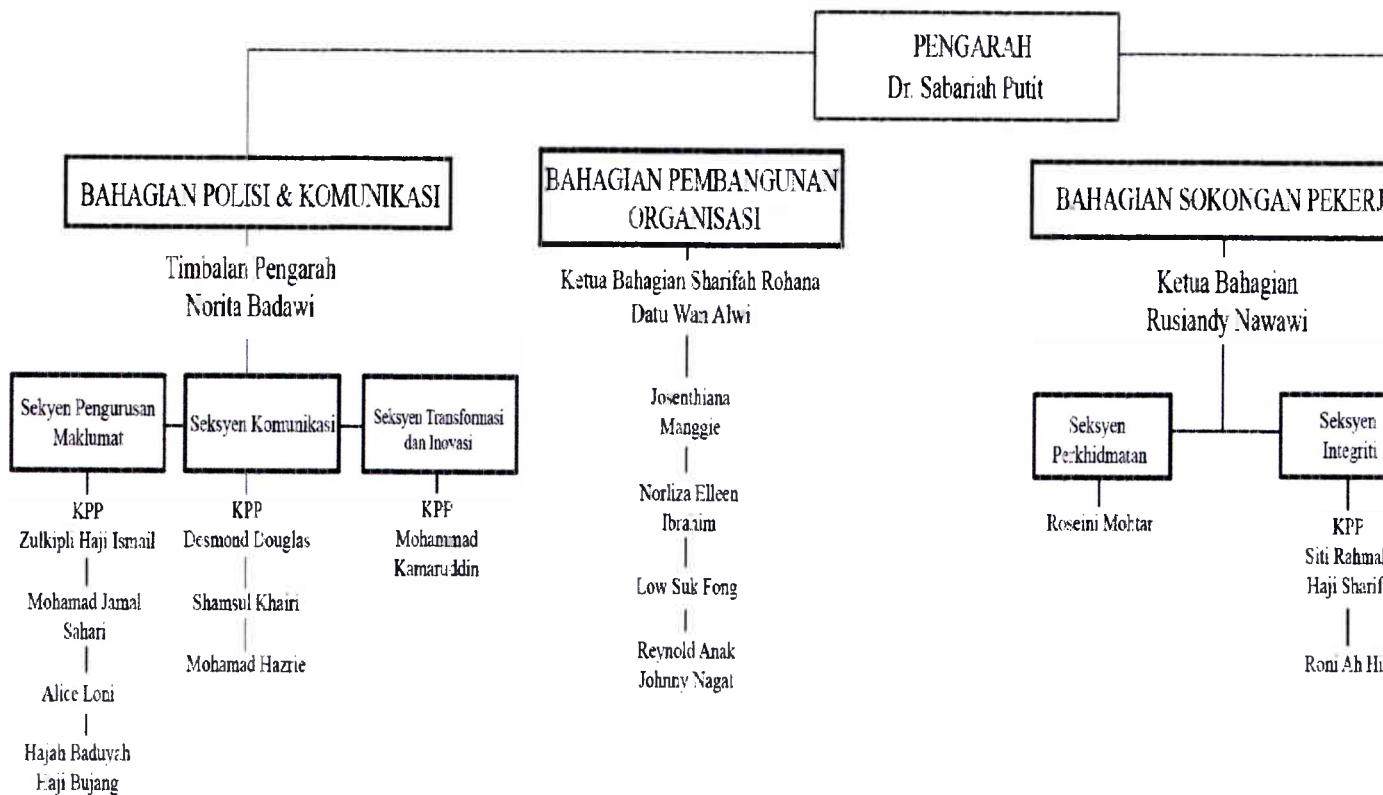
This is where the unit focuses on having a higher standard of civil service in the national arena.

The Mission of the SHRU is:

“To deliver excellent service through high performance teamwork”

The transformation have emphasize with working in team to enable optimum results.

4 ORGANIZATION STRUCTURE OF STATE HUMAN RESOURCE UNIT



1.5 CORE BUSINESS OF THE ORGANIZATION

One of the respectable main functions of SHRU is to act as the main agent in managing human resources in the state public service. This covers the whole state of Sarawak and its divisions of human resource management.

The core business is to research and develop policies and procedures of the human resource management. This is because it will always need a constant update in order to make it relevant and to ensure that the implementation is consistent throughout all levels of services.

1.6 CONCLUSION

As a conclusion for this chapter, Sarawak Human Resource Unit is an elite unit of the Sarawak Civil Service who are given the authority to manage human resource throughout the state of Sarawak. With the ongoing transformation currently to achieve the 2020 Transformation Plan goals, the unit keeps on improving day by day until their vision and mission is achieved.

Chapter 2

Schedule of Practical Training

2.1 INTRODUCTION

The location of the practical training is at level 11 Wisma Bapa Malaysia. The State Human Resource Unit (SHRU) consists of 3 levels at Wisma Bapa Malaysia namely level 9,10 and 11. The Communication Unit is located at level 11 where specifically the practical training will be done. The training starts from the 20th of July 2015 until 15th of September 2015 and the duration are 8 weeks in total.

2.2 WEEK 1: 20TH OF JULY 2015 UNTIL 24TH OF JULY 2015

On the first day, we were gathered all at once in order to report duty. The office was almost empty because it was only the fourth day of Hari Raya Aidilfitri and the other employees were on leave. The reporting officer was Encik Desmond Douglas whom is the Head of Assistant Director of the SHRU under the Communication unit. The day continued as we were given the manuals and official books of the Sarawak Civil Service (SCS) Transformation Plan 2020. The books are very important for the employees as it act as the guideline and kit for references. We were dismissed early on the first day because there was no task given. The only task and homework was to memorize and understand the shared values of the SHRU Transformation Plan.



Figure 2.0

On the second day, we were brought to a tour around the three levels of SHRU offices. These three offices consist of different units and sections where the employees are lead by the Head Section and assisted by the Assistant Directors. After lunch break, we were briefed about going to an event the for the following day which is the event of the Sarawak's Independence Day held at the Dewan Undangan Negeri (DUN). We were told to wear white formal shirts and also dark slacks because the protocol is very strict due to the invitations of the Tuan Yang Terutama (TYT) Negeri Sarawak and also our beloved Chief Minister himself are attending the occasion.

The third day we were brought to DUN for the event. The motive we participate in the event was to capture the moment of the event in videos and digital cameras, show support for the current government because simultaneously the Sarawak for Sarawakians (S4S) were also gathering to celebrate our state's independence in their own ways. The celebration proceed smoothly without any interference and the performance by the actors and actresses were magnificent as they show the spirit of patriotism and how we can actually show it by the younger generations. After having lunch at DUN, we went back to our office and gather the information and pictures that we obtained. We then discuss the information with our supervisor Encik Mohamad Hazrie an Assistant Director for the Communication Unit.



Figure 2.1



Figure 2.2

On the last day of the week, I was separated from my partner Mohd Iskandar bin Bolia where he was assigned to another unit and I stayed there and are being supervised by Encik Mohamad Hazrie. From this day, I will be supervised directly under Encik Mohamad Hazrie and will directly received tasks from him. After the separation, I received my first administrative task where my first task is to create a checklist of task and responsibilities of individuals for the celebration of '*Hari Bersama Setiausaha Kerajaan Negeri (HBSUK)*'.

The detailed table of focal persons assigned to handle specific tasks and the remarks. Among of the content of the checklist are as follows:

1. Handing out invitations
2. Coordination of the arrival of YB SUK
3. Form and train the choir group
4. Coordination of the launching gimmick
5. Coordination of the award handlers
6. Becoming the organizer of the awards
7. Appointing the event emcee

Our unit was not the only organization that participated in the tasks numbered above only but from various state civil service departments. They will work hand in hand where meetings will be made in order for the progress follow up to be kept track.

2.3 WEEK 2: 27TH OF JULY UNTIL 31ST OF JULY 2015

The “*Ramah Tamah Aidilfitri*” for Wisma Bapa Malaysia will be held tomorrow. As a last minute resort, we trainees and volunteers from various government agencies were appointed to form a dance and choir group. The training begins at 3.00 pm until 6.00 pm in the afternoon. We were choreographed by Kak Nor who also works at one of the public agencies. The choir and dance consist of two songs that emphasize on the celebration of Hari Raya Aidilfitri. After the assignment, we proceed to double-check our list before we email them to the Focal Persons in charge. Moreover, my next task was given at the same time where I am asked to edit and update the slideshows of the ‘*Mesyuarat Persediaan Hari Bersama SUK*’. The slide show was used for the meeting at 2.00 pm at the *Bilik Mesyuarat Utama USMN*. At the same time also, we paired up with 3 Politeknik students who were also trainees managed to complete the distribution of task and responsibilities of the Secretariat for the *Hari Bersama SUK* event. Encik Mohamad Hazrie stresses on how crucial the perfection of the event, as it is very important for SHRU. This is because on the same day, the State Secretary is celebrating his birthday as well.

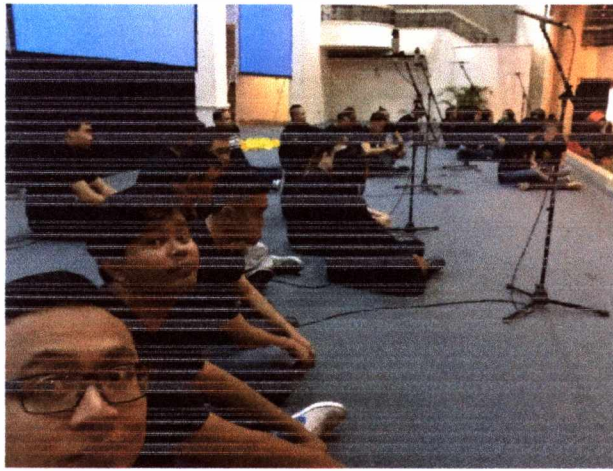


Figure 2.3

Tuesday, 28th of August 2015. We dressed up using traditional costumes of different ethnics for the dance and choir. We spent the whole day celebrating *Ramah Tamah Hari Raya Aidilfitri* at the old DUN.



Figure 2.4

On the next day, we proceed with the previous task given and update the checklist of the Secretariat. Phone calls were made to confirm whether the Secretariats would be able to participate with the commitments given or not. At 3.00 pm, we were assigned to another choir group for the event *Haru Bersama SUK*. From this day onwards, our office hours was from 8.00 am to 3.00 pm. From 3.00 pm to 6.00 pm we will be spending our time training at the old DUN. The songs that we were training on were "Stand by me" and "All of me". On the last minute, another third song the Borneo Medley was included and we had to train for the song as well.

On Thursday the 30th of July 2015, I was given the task to edit and update the current slideshow for the *Mesyuarat Persediaan Hari Bersama SUK*. The day was filled with updating the Focal Person's list and confirming back whether they can participate or no.

On the last day of the week, a new task was given to me where I need to update the Human Resource Development Officer (HRDO) list of focal persons. Besides that, as a side-project I was ask to be an actor to act the 6 scenario of the 6 Shared Values of the transformation plan. The picture that I participated in was for the value of Integrity and Kind and Caring. In the afternoon we start practicing for the choir again.

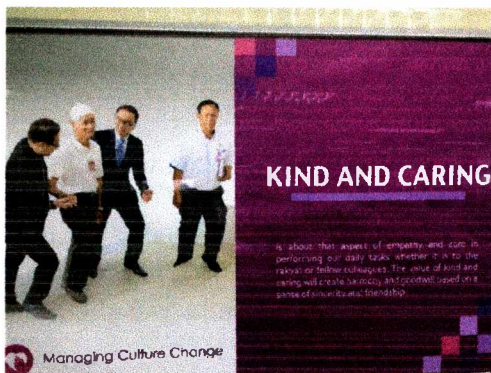


Figure 2.5



Figure 2.6

2.4 WEEK 3: 3RD OF AUGUST UNTIL 7TH OF AUGUST 2015

Today I was assigned to design the "Hari Bersama SUK" tentative. A simple A4 paper divided into 4 sections horizontally was the size. The designs were made and passed to the protocol unit (UPAK) to be evaluated.

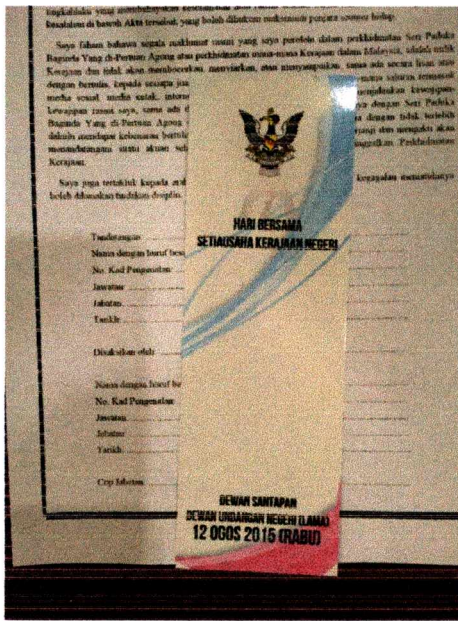


Figure 2.7

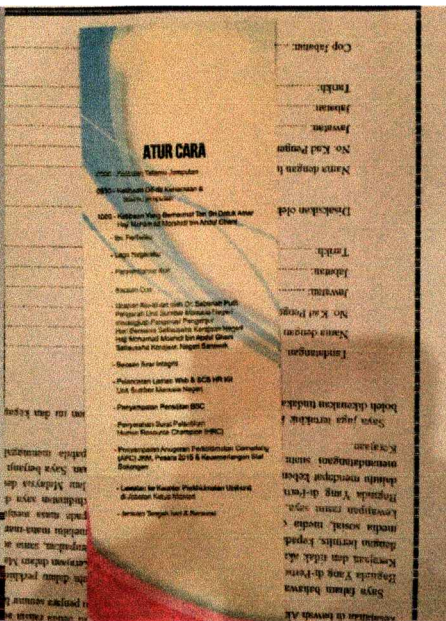


Figure 2.8

On the next day, we greeted students from *Moratuwa University of Sri Lanka* and ushered them for a tour. They are Masters students studying Public Administrations. We then packed souvenirs for them to bring home as a memorabilia. Further in the day, I continued with designing the digital backdrop, banners and posters for the big event. Partnered up with a student from Politeknik, the task was completed smoothly but after numerous trials and errors. This is because most of our designs was rejected due to certain flaws and error. The designs were supervised directly under Encik Mohamad Hazri himself. As a competent photographer and designer himself, he thought us the skills and tricks in order to make make a design more interesting but effective at the same time.

On Wednesday 5th of August and Thursday 6th of August 2015, both of the days were filled with updating and redesigning all the three items (digital backdrop, banner and poster) as the protocol unit had issued certain changes to our designs. The process continued until the approval and agreement was made.



Figure 2.9

Friday was a fresh start as we begin our new tasks. Working as a team with the employees and other practical students there, we made and edited the official ‘*Memorandum Pelantikan Sebagai Human Resource Champion (HRC)*’ that was previously named Human Resource Development Officer.

The appointed officer from each state civil service agencies will act as the representative for human resource activities report to be update to the SHRU. The appointed officers ranged from N48 to N52 from numerous agencies. Plus, the appointed officials will also be considered as the strategic partner for SHRU. After the task ended, we continue our day with editing the meeting minutes from the previous and upcoming meetings.

2.5 WEEK 4: 10TH OF AUGUST UNTIL 14TH OF AUGUST 2015

Monday, 10 of August 2015. The official memorandum of appointment was focused today. We faxed it to different state departments and agencies. Further in the day, we also proceed with designing the posters, digital backdrop and banner. After proceeding with the designs, I was hand in another task to design the ground layout of the old DUN hall (*Dewan Santapan*). The layout was to be use as a guideline for the choir positioning and also the coordination of the exposition booths.

Tuesday, today the whole day was allocated for the rehearsal of the big main event '*Hari Bersama SUK*'. We rehearsed the coordination and the flow of the events.

The rehearsal was head by our own SHRU Director Dr. Sabariah Putit.

The next day was the main event. The event went smoothly with only minor technical difficulties that cannot be prevented. I was in the choir group and at the same time participated in distributing the HRC Kits to the appointed officials.



Figure 2.10

Thursday 13th of August 2015, today we reorganize the old DUN's hall. We brought back all of the items we used for our exhibition booth and also the equipments (TV, booth frame, computers, exhibition panels, etc). We brought it back to our office at Wisma Bapa Malaysia at level 11.

Friday, the day started with reassembling the HRU frame booth that we used on the previous day as our exhibition booth. This booth was originally placed at our unit's lobby at level 11. After the reassembling, we stayed back for lunch because there was a farewell celebration for Asyari a student from Universtii Islam Antara Bangsa (UIA) also a practical student. After the lunch break, I was assigned a new task which was to fill in and organize the yearly planner for our unit. The planner begins from September 2015 until January 2016. The planner consists of numerous events namely HRWU, HRC Retreat, JPA Liaison, '*Pecah Tanah*' LDI, Parliamentary Discourse and '*Program Dialog Isu Semasa*'.

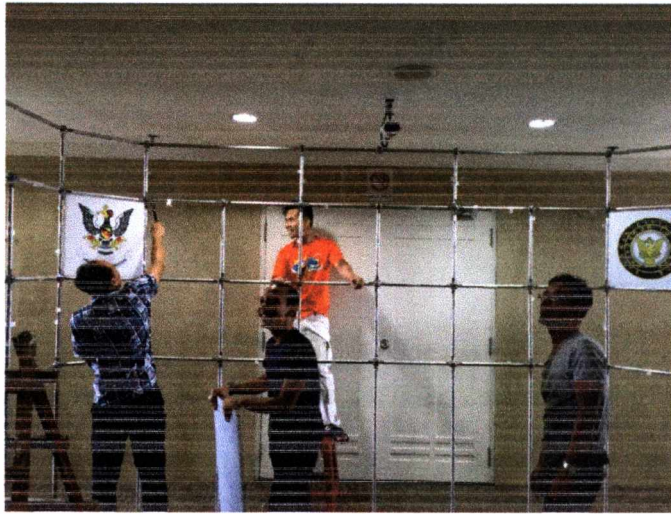


Figure 2.11

2.6 WEEK 5: 17TH OF AUGUST 2015 UNTIL 21ST OF AUGUST 2015

Monday, today we attended the 5th DUN seating at the new DUN of Sarawak. The seating took place at 9.45 am until 11.00 am. The seating resumed at 11.15 until 1.33 pm. There were many agendas and explanation given and presented by the Chief Minister of Sarawak himself. We were dismissed after the event ended because there was no task given to us yet for the day.



Figure 2.12

On the next day, we reedit the Desk File for Grade N48 that specifically belongs to our Assistant Directors of our unit. Updating the file was an interesting task because

we learnt a lot when it comes to specific task and responsibilities of certain people at certain posts. The nature of their daily tasks and their possible career developments was also a fun part to explore because it is a new thing for us.

On Wednesday, we attended the *Taklimat SCS HR Kit* at the second floor of the Wisma Bapa Malaysia. A detailed presentation of the HR Kit and its functions. Both the SHRU unit representatives and also the appointed officials of the HRC attended the event.

2.7 WEEK 6: 24TH OF AUGUST 2015 UNTIL 28TH OF AUGUST 2015

Monday, the day started with a brief meeting with Encik Desmond about the preparation for the coming lecturer that we still have no news about. We already tried contacting Encik Fairuz Hidayat numerous times but there was still no update. After the discussion, I continued my day with preparing my questionnaire for my research because there was no task given on that day. After lunch break, I was assigned to another task that was to update the HRC Retreat program checklist, which will be held at Dama Beach Resort.

Tuesday, today I was assigned to update the Desk File for the Assistant Director post. The specific nature of task was to update and replace the existing Client's Charter to a new one. The previous one was obsolete due to the transformation that the unit is going through.

The next day was a handful of tasks as we were assigned as a team to contact the HRC participants that are going to the retreat program. We also update the checklist and the attendance for the programs. We spent the whole day contacting the participants and faxing them the tentative of the event.

2.8 WEEK 7: 7TH OF SEPTEMBER 2015 UNTIL 11TH OF SEPTEMBER 2015

Monday, today we update the HRC Retreat checklist. This is because we need to add on extra equipment and double-checking the event flow. We do not want any delays or technical faulty during the event because we need to maintain our reputation working under the Chief Minister's Office. After updating the list, our visiting lecturer came today, which was Puan Nor Aida. We presented our findings and experience and also took here for a tour. The interview with Puan Nor Aida was done individually and was also attended by Encik Mohamad Hazrie himself to make sure the information that I gave to Puan Nor Aida was legit and accurate. Basically there were two assessors during our interviews. Encik Desmond himself cannot attend the interview as he was still in Sibu for a meeting.

On the next day, I was assigned to create groupings for the HRC Retreat 2015 participants. Groups of facilitators and participants were needed and the list will also be needed for the tentative of the event. The list consists of the participants' name, agency and also schedule. After lunch break we attended a program named 'Pitstop' Program at level 2 of Wisma Bapa Malaysia. The program's objective mainly was about to boost the team spirit and work spirit for the N17 and other similar income scale employees working in the building. Majority of them are senior employees who have been working for more over than 15 years. The program was interesting where we can see how psychologically and physically they tackle the participants to boost up their overall morality.

Thursday 10th of September 2015, today I was assigned to update the HRC Retreat program's tentative and venue. The venue was changed from Damai Beach Resort to the Pullman Hotel. The previous checklist was updated due to certain changes of

the participants and the event organization was detailed out and elaborated after the meeting with the unit's Director.

On the last day of the week, we brainstorm and double check the tentative and flow of the event for the HRC Retreat program. Again the event involved participants from numerous agencies so SHRU must keep its reputation on par. The day was filled with discussion and updating the event flow to make sure it runs smoothly.

2.9 WEEK 8: 14TH OF SEPTEMBER 2015 UNTIL 15TH OF SEPTEMBER 2015

Monday, today I was given the opportunity to reorganize the practical logbook and practical report. After lunch break, I received a letter of appointment to join the '*Pelantikan Pasukan Gerak Gempur Pemindahan Rekod Yang Wujud Sebelum Malaysia (1963 Ke Bawah) Ke Pustaka Negeri Sarawak*'. The task will take place in the old DUN-filling store. The task was to renumber the file into a more organized order and also to clean up the old files into a neater file. We were given the permission to wear sports attire to complete the task.

Tuesday, today is our final day and we headed to the old DUN-filling store. We wore sports attire and also were prepared packed food for breakfast and lunch. The job was a messy one due to the dust and tons of old papers of documents. Some even dated back to the formation of the first DUN of Sarawak that was ages ago.



Figure 2.13



Figure 2.14

During lunch hour, we trainees from UiTM were called to the office for a farewell occasion. The farewell was lead by our own Head of Unit Puan Norita as she gives a short speech and also comments. Other Assistant Director from various units that we had attached to also comment on our performance and appraise us. Food was prepared for us to celebrate the farewell and we ate for lunch together. After lunch we head back to the old DUN-filling store where we ended our final task there.

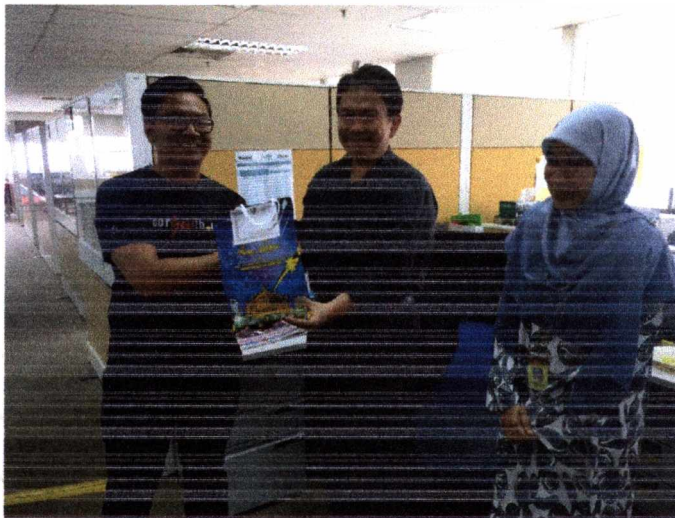


Figure 2.15

2.10 CONCLUSION

As a conclusion, the practical training schedule takes place around 8 weeks. Starting from the 20th of July 2015 until 15th of September 2015. The supervising lecturer came on the sixth week and evaluated our progress. Moreover, undergoing practical training at the State Human Resource Unit have thought us a lot about the real

working experience and how to apply our theoretical knowledge into real life. Most of the theories used were on soft skills applications.

Chapter 3

Analysis

3.1 INTRODUCTION

During the practical training at the State Human Resource Unit (SHRU), certain tasks that were given were aligned to the syllabus that we had studied based on our syllabus. The most crucial syllabus implementation was being able to implement and enhance the skills and knowledge of the subject Project Management ADS512. This was a Semester 5 course that is compulsory for the AM228 students. The implementation took place during the *Hari Bersama SUK* event that was the main event every year. The event was celebrated to appreciate the achievements of the State Civil Service (SCS) under the leadership of the current State Secretary (SS).

3.2 FOCUS TASK COVER DURING INTERNSHIP

The focus task covered during the internship was helping out with the preparation of the *Hari Bersama SUK*. A series of task from planning, organizing, designing, contacting, coordinating and implementing the event was done together with various government agencies. This is because all of the state civil services are involved for the event, as it is their celebration. Moreover, the VIPs that will be attending the event are also from a higher ranking officer as well. That is why the event must follow certain project life cycle and phases in order for it to be flawless or at the most least so we can minimize the errors. The event is only a one day event but is planned two months ahead to ensure every secretariats appointed will be able to accomplish their task given. Any shorter than that, it is almost impossible to cater for the event due to lack of preparation and tons of bureaucracy. The event cannot be planned earlier than two months because certain agencies have their own priorities to get to including the SHRU themselves.

3.3 PROJECT MANAGEMENT

Project Management is a Semester 5 course that is compulsory to be taken by students studying Bachelors on Administrative Science AM228. This course was implemented for the event due to the significant skills required namely management, organizing, designing and coordination.

3.3.1 Introduction

A project is a temporary endeavor undertaken to create a unique product, service or result. It is only temporary because it has a defined beginning and end time therefore defined scope and resources. A project is unique and because it is not a routine operation but a specific sets of operations designed to accomplish a singular goal. So a project team (multiple civil service agencies) usually works together from different organisations and across multiple geographies.

Project management then is the application of knowledge, skills, tools and techniques to project the activities to meet the project requirements. The project management processes fall into five groups namely; initiating, planning, executing, monitoring and controlling, and closing.

3.3.2 Application of Project Management (PM) in *Hari Bersama SUK*

Based on the syllabus, the project life cycle was applied, as it is a holistic approach in project management. It covers the whole project from the planning until the closing. On top of that, the project life cycle is also a clean approach to reduce any wastage and to minimize risk of failing the project. The project life cycle consist mainly of four phases that are initiating phase, planning phase, performing phase and the closing phase.

3.4 INITIATING PHASE

3.4.1 Definition

This is the first phase of the event and its objective is to identify need, problems and opportunity. This phase also can be use to determine to choose the project or not. Usually during this phase, the organizers will team up and brainstorm of the numerous possibilities that will be faced throughout and after the event.

3.4.2 Application of Initiating Phase in *Hari Bersama SUK*

As the initiating phase, various agencies have come together to make this event happen. JKR, CMO, DBKU, JKS, JIM, PDRM and many others had team up and brainstorm of how will the event happen. Specific task was given to each agency and this was the first meeting that we had attended and is actually a pre-event meeting. After the meeting, every week we will request updates of the their progress because we were appointed as the head organizer for the event. Here was where my task begun when I was asked to create checklists for the event. The list is constantly updated from time-to-time as updates and upgrades were made.

3.5 PLANNING PHASE

3.5.1 Definition

Planning Phase is the second phase in the Project Management Cycle. At this stage, it will show how the project scope will be accomplished. In other words, it is time to plan the work and work the plan. A baseline will be created which consists of what needs to be done, how it will get done, who will do it, how long will it take, how much will it cost and the risks that will be faced.

3.5.2 Application of Planning Phase in *Hari Bersama SUK*

During the Initiating Phase, specific task was distributed among the State Civil Agencies. At the Planning Phase, the list of agencies is being scoped down to a more specific person in charge, which we called 'Focal Person'. This focal person will be updating directly to us and are directly responsible for the progress of their task. They will answer all of the baseline questions and will develop strategies of their own.

In Project Management, we call this the Responsibility Matrix that will be applied in the Work Breakdown Structure (WBS) and Critical Path of the event. This detail breakdown will enable each agency to keep track of each other's progress. This is to make sure that no overlapping work is done, certain task to be completed on time so others can use the output of the assigned agency. For example, the CMO was assigned to book the old *Dewan Undangan Negeri* 's main hall for the event. After the reservation is done, only then other agencies can come in and decorate, prepare layouts and equipment for the event. As the progress continues, the checklist will continue to be updated. At this stage also, all of the banners, digital backdrops, posters and tentative booklet were designed.

3.6 PERFORMING PHASE

3.6.1 Definition

This is the third phase and is the climax of all phases, as all of the planned activities and task should be implemented systematically. The managers will make sure the objective of each micro-tasks are completed as the main event is going on at this phase. The project manager will lead and the project team will complete the project. At this phase, the pace will be increased as a contingency extra resource is needed and added. The manager will be monitoring and controlling the progress of the event. Corrective actions will be needed on the go to solve critical problems and to ensure that the event will run smoothly without the customers (audiences and guests) noticing it.

3.6.2 Application of the Performing Phase in *Hari Bersama SUK*

During the event, Encik Mohamad Hazrie was the one managing and controlling the whole movement of the event. Being the floor manager and also the queue manager at the same time is not a small deal. Critical thinking and the sense of urgency were flooding the event as it starts. Eventhough everything in the checklist is in order, there will still be the missing parts to the puzzle and critical thinking is the correct recipe to overcome such errors.

The event started at 1030 AM and finished at 230 PM where the hall was flooded with people from various State Civil Service agencies. People will judge and will evaluate the performance of the project team appointed. This is critical because the event is an annual event so it is very ease for guests to compare the performance and progress with the previous events. This creates stress and builds a heavy burden for the organizer, as they need to constantly surprise the guests every year with a powerful performance of the project team.

At this phase, everything comes together and act as the climax of the Project Life Cycle based on the Project Management syllabus. Each and every task is realized and pieced together and act as one big part of the event with no pieces left behind.

3.7 CLOSING PHASE

3.7.1 Definition

The closing Phase is the final phase of the project life cycle. The closing phase usually are post-mortems of the events where we collect and make final payments, recognize and evaluate staffs, conduct post project evaluation, document lessons learned, archive project document and record the lessons learned.

3.7.2 Application of Closing Phase in *Hari Bersama SUK*

After the event, there was a post-event meeting attended by all of the agencies involved with the event. The meeting was chaired by the State Secretary (SS) himself to correctly guide where the part is appropriate and which is not during the event. This is the most crucial part of the event where organizers are being evaluated and commented. The SS usually will give positive feedbacks with minor comments of the event and these minor comments are actually criticisms for improvements.

After the post-event meeting chaired by the SS, the meeting is chaired by the project manager himself to give comments and remarks to each focal persons on their performance and commitment throughout the event. All of the recommendations, ideas, improvements and planning were kept record by the secretary of the event and also was being written down in the meeting minute. This is because it will be use for the upcoming similar event in 2016. Furthermore, a quick brainstorm was done for the upcoming event as well to save time for the next meeting next year. The focal persons were given a simple token of appreciation as a symbol of gratitude.

3.8 CONCLUSION

During the internship the most practical subject that I had undergone is the Project Management ADS512. This subject was applied during the *Hari Bersama SUK* event as it is practical and can be applied directly based on the syllabus. The Project Life Cycle was being implemented of all the phases from 1 to 4.

Chapter 4

Recommendations

4.1 INTRODUCTION

Every activity and task completed during the event has its own purpose, strength and weaknesses. Each weakness can be overcome in the oncoming year by acquiring recommendations and solutions. Once the weaknesses are overcome, it will become the strength of the event in the future. There are a few strengths, weaknesses and solutions for the event.

4.2 STRENGTH OF *HARI BERSAMA SUK*

During the event, there are a few strengths of the event that can be analysed and highlighted. The strengths of the event allow the activities preparing for the event to be easier and more efficient.

4.2.1 Active annual cooperation

During the event, numerous state government agencies work back-to-back every year and successfully handled the event. The first strength is the active annual cooperation between the agencies. Some of the agencies work at the Wisma Bapa Malaysia and the rest works all across the state. The uniqueness of this event is that although some of them had never even met before, they are able to cooperate and tolerate among each other. This professional quality is important in civil service employees as it shows how competent and outgoing they are. Every year they will never fail to work together and fill in each other's task whenever needed.

The cooperation between multiple agencies from different specialties allows them to access different professional equipment to celebrate the day. Specialized equipment gives

tip-top performances and outcomes for the event. Moreover, variety in agencies comes up with various ideas during the preparation of the event.

4.2.2 Creativity and Formality to sub-formality

Mixing up a formal event and a sub-formal event is not an easy task when it comes to inviting the one of the leader of the civil service which is the State Secretary of Sarawak. The event was set up to be a formal event in the beginning but then slowly turned into a sub-formal event where the organizers create a surprise birthday celebration for the State Secretary.

The creativity also enables the organizers to unleash their talent in creating and managing an event. This allows them to do activities outside of their usual office norms and interact with other public agencies. Dealing direct with the third parties such as printing companies, cake designing companies and also stage decoration agent, gives opportunities for new participant in the organizers to gain more experience and learning new skills and abilities in project management in a larger scale. On top of that, participating in this event can also enhance their creativity, leadership skills and working in team efficiency.

4.3 WEAKNESSES OF *HARI BERSAMA SUK*

Eventhough the even was a success, it will never fail to have it's weaknesses. When the post-mortem of the event was done, the entire organizers sat down for a meeting and discussed their success and failure of the event. This was for the upcoming similar event next year and to provide general understanding for the new organizers who participated in handling the event as well.

4.3.1 Expensive expenditures

Although the State Government of Sarawak funded the event, money is money and a loss is a loss. The huge amount of expenses to support the event demands the State Government to pump more money into it. The expenses were generally divided into three parts that is the State expenses, individual agencies expenses and also the third parties expenses. During the event, there were a lot of unnecessary expenses such as paying the volunteers of the choir group for their performance. They are volunteers and were taken from various public agencies as well including the instructor. They were volunteers in the first place and are not demanding any payments. This is a waste as the cost could be cut down for other important expenditures.

Other unnecessary cost such as the supersized banners and posters are also a waste. This is because there are alternatives to these means such as digitalizing it like they did with the backdrop for the event. This will cut down hundreds of Ringgits and will narrow the gap of expenditure to another leap of level.

4.3.2 Late invitation of the Human Resource Champion (HRC)

Before the event, we had issued out letters and also official memorandum of appointment HRCs. There was a delay in inviting them and also confirmation of their attendance for this event. This create a last minute reshuffling the seats layout for the HRCs as their attendance keeps on changing. This is due to the first time being appointed and many did not think that they can make it for the event. Reshuffling of the seats affect the printed seats layout in a hard copy cover where it is required for formal documentations. This leads to a chain reaction of a waste of time for the designers to change it over and over again.

Besides that, the last minute invitation also affects the number of the HRC kits being prepared. The kits are given out to the HRC as a gimmick and as a symbol of their appointment in front of the other Head of Departments and the Directors. The number of kits printed out and prepared for were more compared to needed as 8 of the HRCs failed to show up without any notice.

4.4 THE SOLUTIONS AND RECOMMENDATIONS

The weaknesses shown before, during and after the event enables us to analyze the event further. Recommendations and suggestions were given during the post-mortem after the event.

4.4.1 Solutions for the first weakness

Organizing a grand event is not a walk in the park and surely not cheap. There are numerous solutions given out for overcoming the extra expenses such as inviting less people, reduce the cost in the dining expenses and event reducing the number of programs in the events.

Officials attending the event demand a high expectation annually and this is the hardest part in organizing a budget but happening event. Cost reduction can be done as mentioned above and also as I suggested before in finding alternatives to digitalize the promotion of the event.

4.4.2 Solutions for the second weakness

Early confirmation is the best remedy for this problem. When it comes to organizing the main event, usually the organizers will tend to forget about the invitation of guests for the event. This will create problems when the participants fail to reply about their attendance.

Having a specialized team to focus only on the guest and protocols can be a great deal. This allows the organizer to be more coordinated and focus on their individual task. In the focal person checklist, it is well prepared and well mentioned of the specific task to be carried out for the event. This fails to be complied due to technical difficulties and miscommunication at the last minute.

These issues can be clear out during the meeting before the event. Clarifying the roles and responsibilities is crucial before the event to avoid duplication of task and miscommunication. This can save time and also increase the efficiency of coordinating the event.

4.5 CONCLUSION

Every event has its strengths and weaknesses, and without these issues the event will be an anomaly, might even be a prodigy. We cannot prevent any slacks and errors when managing events especially an important and grand one. Improving the event is the only key and remedy for this problems.

Chapter 5

Conclusions

5.1 CONCLUSION FOR CHAPTER 1

Sarawak State Human Resource Unit (SHRU) is a state government agency that emphasize on the strength of human resource management. This chapter focuses on the background of the organization and it's roles and function for the state government. As a conclusion for this chapter, Sarawak Human Resource Unit is an elite unit of the Sarawak Civil Service who are given the authority to manage human resource throughout the state of Sarawak. With the ongoing transformation currently to achieve the 2020 Transformation Plan goals, the unit keeps on improving day by day until their vision and mission is achieved.

5.2 CONCLUSION FOR CHAPTER 2

This chapter focuses on the schedule of the practical training that commence on the 20th of July until 15th of September 2015. The 8 weeks practical training must be filled with task based on the syllabus of the AM228 Bachelor of Administrative Science course in order to gain practical and hands on experience for the students to obtain and absorb. The supervising lecturer came on the sixth week and evaluated our progress. Moreover, undergoing practical training at the State Human Resource Unit have thought us a lot about the real working experience and how to apply our theoretical knowledge into real life. Most of the theories used were on soft skills applications.

5.3 CONCLUSION FOR CHAPTER 3

Focusing and analyzing on specific task given during the training was discussed and elaborated in detail in this chapter. Both individual and group task was analyzed and related to the syllabus of AM228. During the internship the most practical subject that I

had undergone is the Project Management ADS512. This subject was applied during the *Hari Bersama SUK* event as it is practical and can be applied directly based on the syllabus. The Project Life Cycle was being implemented of all the phases from 1 to 4. All phases was applied and implemented not only in theories but also to reality.

5.4 CONCLUSION FOR CHAPTER 4

The strength and weaknesses of the selected event that is the *Hari Bersama SUK* event was highlighted and emphasized in this chapter. Recommendations and solutions for each weakness and problems are also given out in this chapter. To conclude this chapter, every event has its strengths and weaknesses, and without these issues the event will be an anomaly, might even be a prodigy. We cannot prevent any slacks and errors when managing events especially an important and grand one. Improving the event is the only key and remedy for this problems.

5.5 OVERALL CONCLUSION

As the overall conclusion, the practical training is the perfect platform for applying the theories that have been studied in class. Realizing the theories is neither easy nor simple, as it requires gathering other skills and experiences to make it happen. Furthermore, the practical training also gives students views of the real working environment and how to adopt with it as a staff by following the working disciplines. As a final recommendation, the practical training is great but would be better if it is extended to fully one semester and be placed at the end of the semester. This would clear the momentum of returning back to class after the practical.