



**MARA UNIVERSITY of TECHNOLOGY**

**FACULTY OF ADMINISTRATIVE SCIENCES AND POLICY STUDIES**

**BACHELOR OF ADMINISTRATIVE SCIENCES (HONOURS)**

**AM228**

**PRACTICAL TRAINING REPORT**

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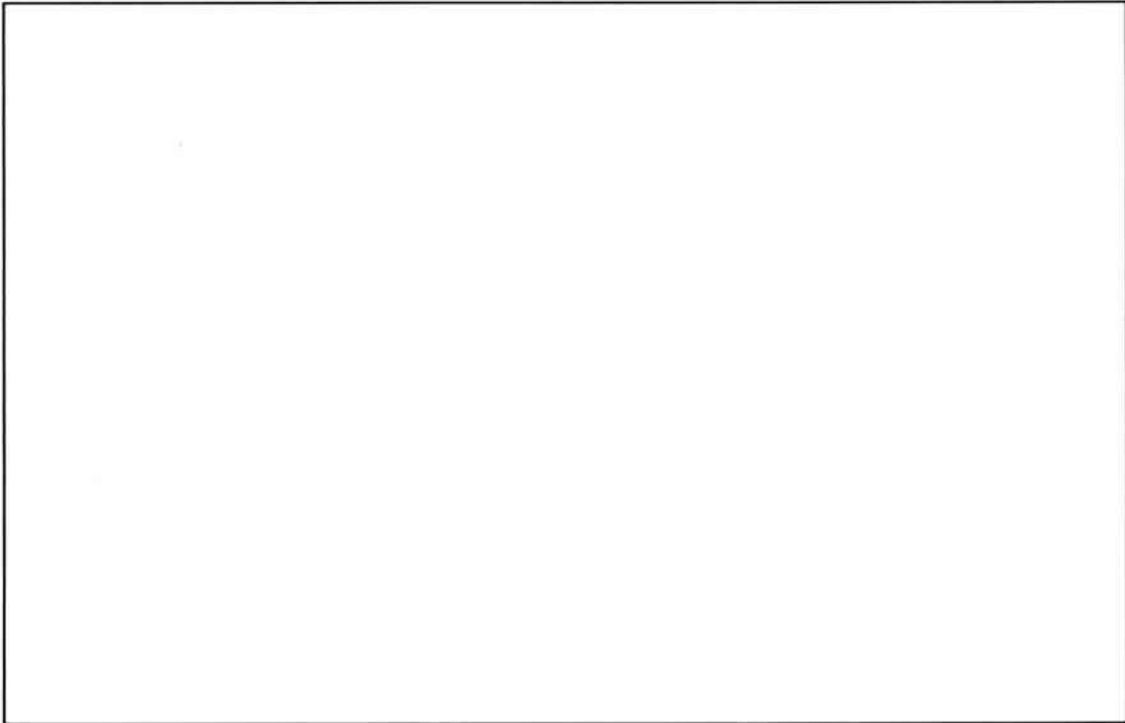
**SEPTEMBER 2013 – JANUARY 2014**

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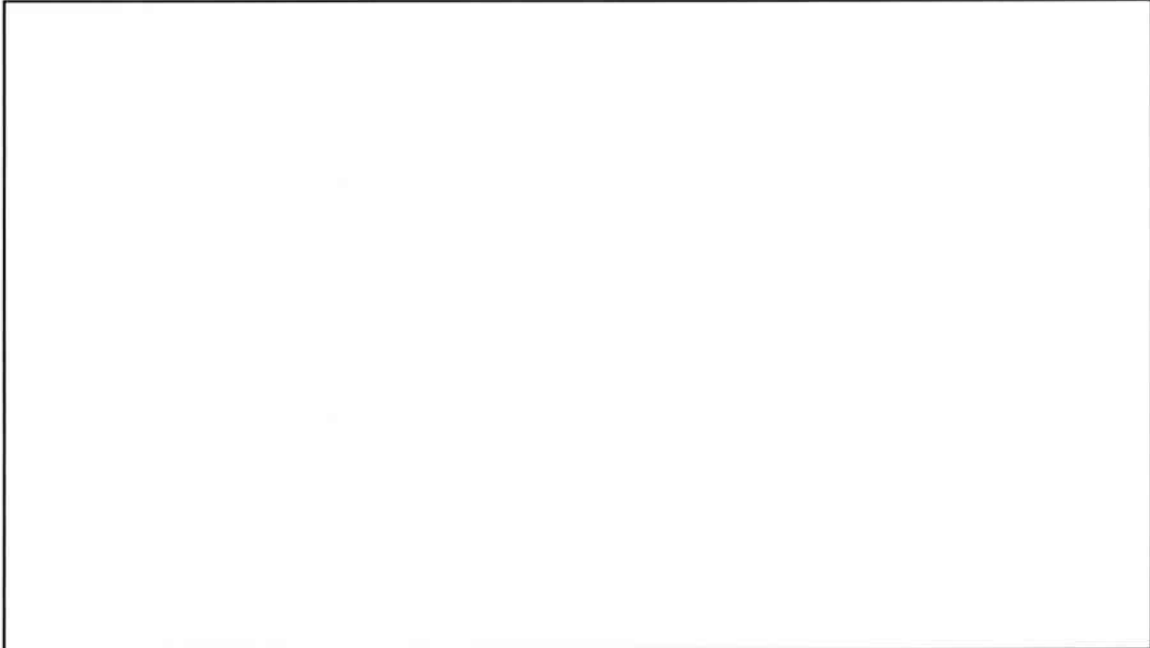
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**Supervisor's Comments**

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**Moderator's Comments**

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

(Miss Noni Harianti binti Junaidi)

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



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Date:

JANUARY 2014

## **Acknowledgement**

First and foremost, I would like to express my gratitude to God for giving His blessing and good health to me for allowing me to complete my practical training report paper successfully and complete it on time. We also like to thank you to my lecturer for this subject, Sir Fairuz Hidayat Merican and our supervisor, Miss Noni Harianti binti Junaidi for giving her guidance, ideas, support and encouragement in helping me to completes this practical training report within the time frame. Without their cooperation, support and attention it is very difficult for me to complete this practical training report on time.

Apart from that, I also want to express my appreciation to all staffs at Insitut Pendidikan Guru, Rajang's Campus, especially my host supervisor during my practical training, Miss Dona Octavia Jiku who had spent her time and giving full cooperation and teaching me to complete all my tasks that had given by them. Their cooperation had helped me to get required information for my report.

Finally, I would like to show my special thanks to my beloved families and close friend who are very kind in helping and given moral support to me in order to complete my practical training report. Thank you.

## Declaration

I hereby declare that the work contained in this practical training report is my own except those which have been duly identified and acknowledged. If I am later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

Signed

A handwritten signature in black ink, appearing to read 'Davinna', written over a horizontal dashed line.

Name: DAVINNA LAUS ANAK JIM

# CHAPTER 1

## Introduction of the Organization

### 1.1 Introduction

Chapter 1 explain on the background of the organization, vision and mission of the organization, organization structure, client charter and the service that offers by the organization.

### 1.2 Background of the organization

Institute of Teacher Education Rajang Campus or Institut Pendidikan Guru Kampus Rajang (IPG Kampus Rajang) was formerly known as Institut Pendidikan Guru Malaysia Kampus Rajang, Institut Perguruan Rajang, Maktab Perguruan Rajang and Rejang Teachers College. This teacher's education institute was established under Ministry of Education and situated at Bintangor, Meradong District, Sarikei Division, Sarawak.

Besides that, the campus was opened on 1966 by the Governor of Sarawak, late Tun Abang Haji Openg Bin Abang Safiee. The campus was established from the joint project under the Colombo Plan between the government of Malaysia and government of New Zealand. The first Principal of the campus (Director) was Mr. K.J. Hayr who is from New Zealand from 1966 – 1967. The campus was built on 1966 under the Colombo Plan with an area of 32.3 hectares. In addition, the campus was situated 12km from Bintangor town, 26km from Sarekei town and 45km from Sibu town. The cost to build the campus was RM1.5 million that fund by Colombo Plan.

Sources: [www.ipgkrajang.edu.my](http://www.ipgkrajang.edu.my) (Rajang, 2013)





Figure 1 Tun Abang Haji Openg

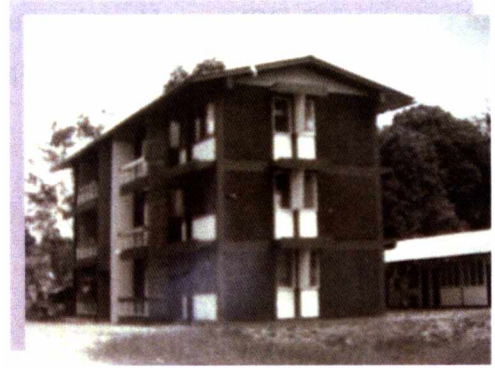


Figure 2 Old view of IPGKR's staff quarters



Figure 3 Current view of IPGKR's main administration office



Figure 4 IPGKR's hall: Dewan Sri Rajang



Figure 5 IPGKR's cafeteria

Sources: [www.ipgkrajang.edu.my](http://www.ipgkrajang.edu.my) (Rajang, 2013)

Vision and Mission are very important in an organization. Hence, IPG Rajang also has their own Vision and Mission. Below are the Vision and Mission of IPG Rajang:

### **1.2.1 Vision**

- IPG Peneraju Kecemerlangan Pendidikan Guru

### **1.2.2 Mission**

- IPG melahirkan guru yang kompeten dan berjiwa pendidik melalui program pembangunan guru yang dinamik ke arah pendidikan sekolah bertaraf dunia.

## **1.3 Client Charter**

We as the member of IPG Rajang with full determination and commitment pledge and promise to devote our efforts to:

1. Ensure that satisfaction of student at least achieve minimum 3.5 score towards the registration process that being implemented.
2. Ensure that satisfaction of students at least achieve minimum 3.5 score towards the activity for new student administration system that being implemented.
3. Ensure that teaching and learning system are implemented starting on the first day of every semester are accordance with the plans that have been prepared.
4. Ensure that satisfaction of students at least achieving minimum 3.5 score towards the teaching and learning system.
5. Ensure that satisfaction of students at least minimum 3.5 score towards the GERKO activity.
6. Ensure that satisfaction of students at least minimum 3.5 score towards the practicum program.
7. Ensure that satisfaction of students at least minimum 3.5 score towards the guidance in personal tutorial.
8. Ensure that the students who are sitting for final examination achieved 99.5% are passed.
9. Inform the campus on the results of final examination teacher course on seven working days after the meeting with Examination Board of Teacher Education.

10. Give award (Diploma Perguruan Malaysia / Diploma Pendidikan) to graduate who have been passed their Diploma within one year after the final examination results were announced.
11. Submit list of final semester student to the Department or other relevant department for the placement of students for three months before they complete their course.
12. Ensure that all complaints are taken into action within seven working days after the complaint was been made by the customers
13. Students' monthly allowances need to be paid within ten working days on the first month every month according to the rules and regulations that have been stated by BPG except for January.
14. Provides beginning teachers who are:
  - Have skills to teach on their own teaching area.
  - Able to manage co-curriculum activities that have been assigned.
  - Comply with the Teacher Professionals Ethics.

Sources: [www.ipgkrajang.edu.my](http://www.ipgkrajang.edu.my) (Rajang, 2013)

## 1.4 Logo



Sources: <http://www.blogger.com/profile/03474734182874503766> (PIM, 2004)

The logo for Institut Pendidikan Guru Kampus Rajang is standardized with the main campus and all the campuses that are using the same logo. From the above picture, IPG is stand for Institut Pendidikan Guru. The three white stripes symbolized the teachers who developed a standards based teachers of Malaysia. While the world globe with Malaysia's map represent the teachers who produced a world class teacher qualities. Letter "G" represent the process in teachers education. Besides that, blue colour is the official colour of IPG that represent the educator of IPG that integrated and live peacefully in accordance with the concept of IMalaysia.

## **1.5 Organization Structure**

Head of Director at IPG Rajang is Mr. Raymond Gai Panting @ Gaie and he is assisted by the Deputy Director, Mr. Wan Mohd. Madehi Bin Wan Ali. There are ten departments in this educational campus and every department is led by one Head of Department. Below are the lists of the ten departments.

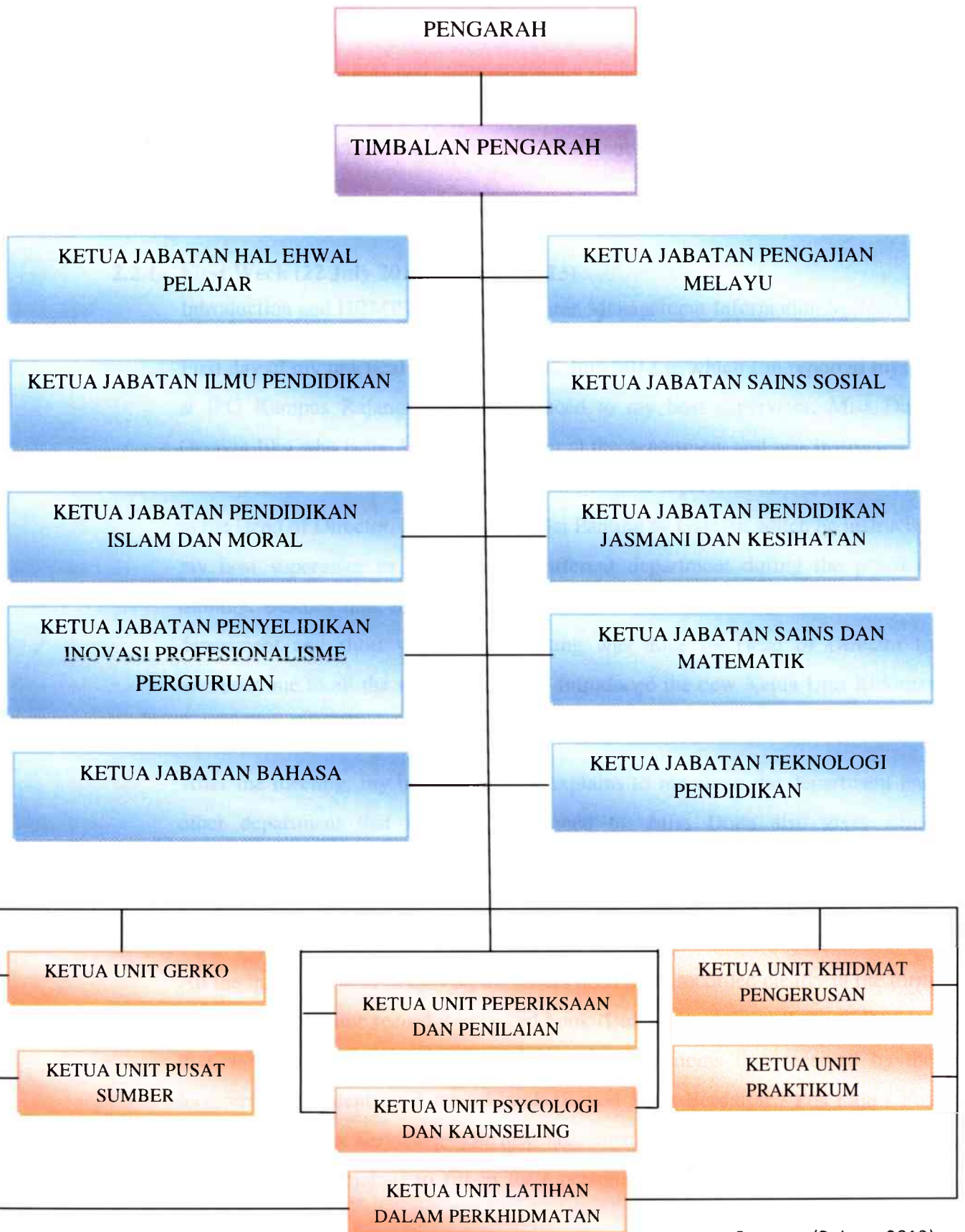
- Students Affairs
- Language
- Education Technology
- Malay Studies
- Physical Education and Health
- Sciences and Mathematics
- Social Sciences
- Knowledge Education
- Islamic and Morale Education
- Innovation Research

Apart from that, under those departments, there are seven units that are headed by the Head of Units. Below are the lists of the seven units.

- Curriculum
- Assessment and Examination
- In-Service Training
- Practicum
- Resource Centre
- Management Services
- Psychology and Counselling



## 1.6 IPG Rajang's Organization Chart



Sources: (Rajang, 2013)

## **CHAPTER 2**

### **Schedule of Practical Training**

#### **2.1 Introduction**

Chapter 2 provides the report and summarizes the daily training extracted from the log book that has given by the lecturers during the meeting with the students before they go for practical. It provides the job description that done by the students throughout the training.

#### **2.2 Schedule of Practical Training**

##### **2.2.1 First Week (22 July 2013 – 26 July 2013)**

Introduction and HRMIS (Human Resource Management Information System)

First day of my practical training is on 22 July 2013 in which I'm reported myself at IPG Kampus Rajang. I was introduced to my host supervisor, Miss Dona Octavia Jiku who is the Executive Officer at the department and was instructed by her to join the Administration Department. My host supervisor also introduced me to the Head of Director, Mr. Raymond Gai Panting @ Gaie, in which he instructed my host supervisor to place me at different department during the practical training. Besides that, my host supervisor also introduced me to the staff in the department and short welcoming meeting was done by Head of Director to introduce me to all the staff and he also introduced the new Ketua Unit Khidmat Pengurusan (KUKP) officer to us, Mr. Prakash Adam.

After the meeting, my host supervisor explains to me about the department and other department that I will be assigned to. Miss Dona also gives some explanations on what I will do during my practical training from week to week. For my first practical training day, I was assigned by my host supervisor to help the staff to do a record on delivery letters to many organizations using Post Laju. All the information or details on the letters need to be recorded clearly in the form and at the same time record it in record book (Buku Rekod Surat Keluar). Besides that, I also assigned to do recording of received items that received by the lecturers and students in a record book (Rekod Surat Berdaftar / Pos Laju / Pos Ekspres / Courier Services). The next task for my first day was helping the staff (Pembantu Am Pejabat) to fill in their personal details using HRMIS (Human



Resource Management Information System). They need to log in using their own ID to update all their personal details in the system.

For my second practical training day, I was assigned to record the delivery of the letter that need to be deliver using Pos Laju. Besides that, I also assigned to type all the record data in Rekod Fail Tutup using Excel. The details that need to be keep or typed in the Excel was reference number, items, file location and the next reference. On the evening, I was assigned to help the staff to fill in their Sasaran Kerja Tahunan (SKT) using the same system, HRMIS. The staffs need to type all their job description or jobs that were assigned to them in the system. Once they are finished record all their job description, they need to send it to their evaluate supervisor.

On the next day for my practical training, I was taught by one of the staff in the department on the correct way to folded formal letters that need to be sending to the other organization. I also do on the recording of the letters, such as address, fax number and details of the letters. I also assigned by my host supervisor to guide the lecturers and other staff to key in their SKT using HRMIS. During that day, I also help the staff to key in their SKT as some of them are unable to understand the way to key in their SKT. The SKT for all the staff in IPG Rajang Campus need to be done within 2 weeks as they need to submit their SKT to the head quarters in Shah Alam.

During the forth day of my practical days, I also do recording on the formal letters that need to be delivered using Post Laju. All the details about the letters need to be recorded in the Post Laju form. Besides that, I also help the Assistant Administration (Pegawai Eksekutif) to fill in the SKT for the lecturers. On the evening, I do recording on the items (Barang Kiriman) that received by the students and do arrangement of letters which includes the differentiation of the receivers and senders of the letters. Last task for me during that day was learning how to calculate the balance of leaves that can be taken by the staff who want to take a leave during Hari Raya celebration.

For the last day of the first week, as the Executive Officer are go for a course, she assigned me to guide the lecturers to do their SKT using HRMIS at Computer Lab. Apart from that, I also helping them to update their personal data or details in that

system. They need to fill in their details such as personal details, family, education background, achievement and so on.

## **2.2.2 Second week (29 July 2013 – 2 August 2013)**

### Delivery of letters

For the first day of my second week practical training at IPG Rajang, I was assigned to do recording of letters that need to be posted to other schools in Sarawak and Sabah. Apart from that, I also need to differentiate the letters of the staff that have to be put in Fail Peribadi Anggota which this file contains the movement of the staff in the campus. In the evening, I continue my task on the first week which is key in the SKT for the counsellors of the campus, using the same system, HRMIS.

The next day of the week, I need to update the Personal Details of the staff and key in the SKT for the lecturers and Head of Units. During the HRMIS week, the lecturers and staff in other department always refer to me if they have any problems to fill in their information using the system. Some of the staff also needs my help to key in their data as they are quite busy with the practicum week.

As the last day of key in and updating the details of the staff are on 31 of July 2013 (Wednesday), I help that staffs that wants to do amendment of their details using HRMIS. Besides that, I also assigned to do some amendment on Closed File Record (Rekod Fail Tutup) as the auditor from Miri was come to campus to do some auditing on the file. I need to amend on the dates and year of the file so that the file is easier to be accessed by the auditors. After amendment of the file was done, I need to print it so that the auditors are clear enough on the details of the file.

For the forth and fifth days of the weeks, I was assigned to record letters that need to be posted using Pos Laju , Courier Service and by hand. The details of the letters need to be clearly recorded so that it is easy for the staff to refer to it. The procedures to deliver the letters need to be followed so that the letters are posted to the correct address as stated in the letters. Most of the letters are delivered to Sabah as many of the students of the campus are attached to Sabah for their practicum week.

### **2.2.3 Third and Forth week (5 August 2013 - 16 August 2013)**

#### Answering phone calls

As the first day in the third week, I was do recording for the delivery of formal letters using Post Laju. For these weeks, the Executive Officer assigned me to be placed at the front desk to replace the Customer Service Officer who has taken her leaves to celebrate Hari Raya Aidilfitri. During the weeks, I have learnt how to answer the phone using the correct way, how to past the phone line (Intercom) and how to make phone calls to other government department or organization. It is very important for us to know on the courtesy ways to answering the phone calls especially when we are dealing with upper stage management. Besides that, I also need to know how to use the Phone Book in the computer to record all in and out calls for the day. The Phone Book contains phone numbers that have been categorised into Non - Academic Staff, Academic Staff, Government Department, Schools, Company, Individual and Other Departments. This Phone Book have help me a lot as I only have to click on the caller's name and receiver name and all the details of both person will appear on the screen. After they finish their conversation, I need to save the phone call records such as date, time, caller, location, telephone number and receiver for the call. This task needs to be done daily so that the organization can refer to it when necessary. On that week, my visiting lecturer, Miss Noni Harianti also made a visit at my practical training place. I introduce her to my host supervisor, Miss Dona. She asks my host supervisor on my progress at IPG Rajang. Apart from that, Miss Noni also does check on my Log Book and she also asks me on how was my task for these few weeks.

#### **2.2.4 Fifth week (19 August 2013 – 23 August 2013)**

##### **Purchasing of materials**

For the first day of this week, the Executive Officer assigned me to replace the Administrative Assistant who is taken her leaves. I was assigned to do the task that handle by the Administrative Assistant such as post the letters, recording for formal letters and handle the received items that received by the students and lecturers. While post the letters, I need to ensure that the address are clearly stated on envelop. The important details that need to be recorded in Buku Rekod Surat Keluar are the title of the letter, receiver, reference number, Post Laju code and date of the letter. Besides that, I also handling the items that received by the students and lecturers. All the items need to be recorded in items receiving book and they need to sign it when they claim the items. I also need to make a call to them when the items are not being claimed to avoid overlapping of items in the received box.

During my second day in this week, I was assigned by my host supervisor to be placed at the Student Affairs Department (HEP) for two days only. For the first day in HEP, I was introduced to the Head of Department, Encik Mat Kamal and all the staff in the department. In this department, I was assigned by Encik Razali to fill in the procurement form that want to be used to purchase raw materials for the purposed of making of sculpture that need to be placed at the front building of the administration office. The necessary details that need to be writing in the procurement form are the quantity, price per unit, raw materials that needed and the total price for the overall materials. Completed form need to be submitted to the Accounting Department for approval before submit it to the supplier. The next day at HEP, I was assigned by Encik Razali to design the pamphlet for IPGKR's Enrolment Student Board using Microsoft Excel. This pamphlet needs to be approved and printed out before it is submitted to the selected store to create the board.

On Thursday, I do the recording of formal letters that need to be submitted to IPGM using Post Laju. The details of the letters such as the title of the letter, reference number and date of the letter need to be clearly recorded in the record book (Buku Rekod Surat Keluar). On the next day, I do recording of formal letters

that need to be sent to school which contain the placement of the practical students. Apart from that, I also was assigned by my host supervisor to replace the Customer Service Officer at the front desk which I need to answer the phone calls from the customers.

## **2.2.5 Sixth week (26 August 2013-30 August 2013)**

Key in LNPT for the staff

For the first and second days of my final week's practical training at IPG Rajang, I was assigned by my host supervisor Miss Dona to replace the Customer Officers at the front desk. In which, I need to answers and handles in and out calls for the staff. All the calls entries need to be recorded using the system that have been created to ensure that the staffs are fully utilized all the facilities that have been provided to them.

On Wednesday, I'm accompanied my host supervisor to attending the invitation of Majlis Sambutan Merdeka Raya 2013 at Bintangor. The dinner was organized by MAKSAK Bintangor and attended by nine government departments or agencies at Bintangor. The purposes of the programme are to establish good relationships among the departments and at the same time to increase the patriotism spirits towards our country. During that night, I have learnt on the formal ethics that need to be followed when attending the dinner. Besides that, I also have established good relationship with the others staff from different departments.

The next day of my practical training, my host supervisor and the Administration Assistant ask me to join them to study on the case of one of the IPG Rajang's lectures who are taken her medical leaves more than 90 days. According to the Employment Act, the staffs who are taken their leaves more than 90 days should given their medical leaves that had been approved by the doctor. The report of their medical leaves should be send to staff's medical board. In this case, Madam Tiong was taken her medical leaves more than 90 days due to cancer. The case of Madam Tiong was send to staff's medical board in which she was advised by the Executive Officer to taken her leaves for one or two years, in which her salary is still pay by the government.

For my last day practical training at IPG Rajang, I was assigned by my host supervisor to assisted the staff to fill in or key in their LNPT (Laporan Nilaian Prestasi Tahunan) using the HRMIS. LNPT needs to be filling in by the staff as they will be fully evaluated on their jobs performance using the system. They need to clearly stated their job performance and job description in the system so that the evaluator easy to know on their work progress for the whole years. To key

in the LNPT, the staff need to log in to the HRMIS using their own id. Besides that, the staff also organized small farewell ceremony for me. I am very thankful to my host supervisor, Miss Dona and to all the staff at IPG Rajang who willing helps me during my practical training. I have learnt few things in IPG Rajang especially on how to handling HRMIS which is my main task in this department and also this system was newly introduced to this organization.



## **CHAPTER 3**

### **Analysis**

#### **3.1 Introduction**

In this Chapter 3, the chapter explain the analysis of the training specifically focuses on one area of task as covered in the practical training. This chapter also reflects the definition of concept and theoretical aspects, demonstration of practical aspects at the work place and how I transformed knowledge gained at workplace to reinforce understanding on the concepts learned in class. It also includes my personal experience during my practical training.

#### **3.2 Task Analysis**

On my practical training at IPG Rajang, I had been doing many tasks every weeks, such as, key in the personal data and SKT for the staff using HRMIS, answering phone calls at front desk, recording in and out letters that need to be posted and fill in the form for purchasing materials that needed to build sculpture. For this chapter, I want to highlight on the Human Resource Management Information System (HRMIS) that newly introduced at IPG Rajang. This system was introduced to increase the effectiveness and efficiency of the information management system at IPG Rajang.

From my own observation, key in the data using HRMIS that need to be done by all the staff at IPG Rajang is the best way for them to manage their own personal data, Sasaran Kerja Tahunan (SKT) and Laporan Nilain Prestasi Tahunan (LNPT). This is because, the staff themselves can update and key in all the necessary information that they need to be updated. For example, the staff can log in to the HRMIS using their own ID and password and do the updating process for their data in anytime. Besides that, fill in their SKT and LNPT using HRMIS can make their moderator to easily monitor and evaluate their yearly performance as they need to record all their tasks for the year in the system. Their performance on the job task will be evaluated through the SKT and LNPT.

HRMIS also one of the elements in the subject that I had learnt during my Semester 3, that is in the Human Resource Management subject. During my practical training at IPG Rajang, I can apply the knowledge and information that I have learnt during classes into my tasks is to manage the data using the system that practised by the IPG Rajang. Using the system, the staffs need to clearly state what are their main task, quality and quantity of the task, the target and the achievement of the work done. In order to fill in the information, the staffs need their work

schemes that have been given by the Executive Officer. All their job specifications need to be recorded in by clearly explain on their job description. As the only one practical student in the administration department, I have learnt on the correct way to key in data for the staff using the HRMIS system.

### **3.3 Background of HRMIS**

Human Resource Management Information System (HRMIS) was newly introduced at IPG Rajang. This system was introduced to the organization on the 1<sup>st</sup> of July 2013. The purposes of the system are to manage and monitor the performances of IPG Rajang's staff, in which this system contain three important parts, which are Data Peribadi, Sasaran Kerja Tahunan (SKT) and Laporan Nilai Prestasi Tahunan (LNPT). The organizations apply this system as their Key Performance Indicator (KPI) so that they know on the current performance on all the staffs in the organization.

#### **3.3.1 Personal Data (*Data Peribadi*)**

In this part, the staff need to key in on their personal data such as their family background, education, work experiences, achievement and club that they join at IPG Rajang. The staffs need to click on Pengurusan Data Peribadi on the system to ensure that they able to key in and make changes on their personal data if necessary. Besides that, the staff also need to provides correct information so that the evaluator able to know on their personal background. All the staffs' information is used as references to the organization if there is anything happen to the staff. For example, the organization will know on the staff's family background when they refer it to the system.

#### **3.3.2 Annual Year Target (*Sasaran Kerja Tahunan*)**

SKT is one of the important parts that need to be filled in by all the staff in the organization. This is because, the evaluation officer will know on the current progress and achievement of the staff. In this part, the staff need to key in their main task, quantity and quality of the task, duration, comment, target and current achievement. In the main task, they need to clearly define their job responsibility that need to be carried out by them for the whole year. Quantity will state how many students that will involved performing the task while the quality will state the target performance of the task. Besides that, the staffs also need to state their target to the task that needs to be performed in order to ensure that the task given

can be done successfully. Current performance on the task will state on the progress of the task that have been given and the staffs need to provides their comment on their task whether the task given are effectively done or otherwise.

### **3.3.3 Annual Year Performance Report (*Laporan Nilaiian Prestasi Tahunan*)**

LNPT is the third important elements in the HRMIS. The staffs need to ensure they have record all necessary information in this part such as the programme and contribution towards the organization, knowledge and expertise of the staff, personal quality, and the comment from the evaluator. All the staff in the organization need to stated all programmes and contributions that have been given by them towards the organization. For example, if the staffs attend for badminton match that was organized by the IPG Rajang, they need to state it in the programme and contribution part. Apart from that, the staffs also need to record all the courses, induction and seminar programmes that have been attended by them during their working with the organization. Knowledge and expertise of the staff for the task given also needed in order to ensure that the evaluator able to know on the knowledge and expertise of the staff. This is very important as the staff able to inform the organization on their expertise towards the task given. While the personal quality will state on the ability of the staff, such as the ability to be the leader for certain programme that been organized by the organization, ability to carry out the task given, discipline, responsibility and relationship between the staff. Lastly, the evaluator will provide their comment on the performance of the staff based on the marks that have been obtained by them.

### **3.4 Relationships between the theories learned with practical training experience**

The HRMIS system that was introduced in the IPG Rajang is very useful as the staff can easily get accesses to the system to fill in their important data especially on the SKT and LNPT. For example, the organization able to evaluate on the achievement and the performance of the staff by excess to the staff's HRMIS. All the details on the work progress that carried out by the staff will be appearing in the system. The evaluator also able to give their marks based on the work performance that has been performed by the staff.

Apart from that, the evaluation officer also needs to ensure that the staffs are carried out their task according to the work schemes. This is because it will help the organization to achieve their aim and at the same time able to achieve excellent performance among IPGs in Malaysia. For instant, the Executive Officer has the responsibilities to provides job description or work scheme to all the staff at the administration department. Other than that, they also have the responsibility to monitor the work progress of the staff, so that the staff will not facing work overload at the end of the year.

During my practical training experiences, I can apply the theory that I have learnt in the classes on how to manage the staff's information especially on their job description. As in the Management Information System Theory, this theory stated that management information system is using information technology to carry out the functions of the management. Besides that, it is concerned with information related to people, products, procedures and technology. There are five theories in the Management Information System Theory, which are cognitive fit, cognitive dissonance, task-technology, competitive strategy and socio-technical theory. These five different theories have different definition that should be understand by all the organization which applies theory as guidelines in their organization.

Cognitive fit means the presentation of information that affects task performance. This means that the task performances that carry out by the individual or group will be presented using the system in the computer. Cognitive dissonance theory is concerned with the change that used to eliminate inconsistency between the attitudes and behaviours of the person who are carry out the tasks. Inconsistency in attitudes and behaviours in carry out tasks can make the person unable to complete the tasks that have given by them especially when they are assigned to complete the tasks within short period of time. Next is task technology which means the theory that holds information technology capabilities that must match user tasks in order for the technology to have a positive impact, while competitive strategy draws on economic concepts

that used to determine factors that make a market attractive. The last theory is socio-technical theory that emphasizes the need for consistency among independent subsystems for the larger system to achieve optimal performance. (Hall, 2013)

During my practical training, I choose Task Technology Theory as this theory stressed on the capabilities of the user to use information technology to carry out the tasks especially to key in the data as IPG Rajang is using HRMIS to record all necessary information about the staffs. Its help me a lot on my understanding on how to use the system to key in all necessary data without using manual work. Besides that, I also feel more responsible in handling the task that has given to me especially when I was assigned to key in the SKT and LNPT for the upper level management and the lecturers. It was the first time I do such kind of job as I need to really understand on the process on how to key in information using HRMIS and I also spend most of my time in the IPG Rajang's computer lab to guide the staffs on the correct ways key in their information using HRMIS.

In a nutshell, despite from my hardness, I had learnt something new on managing the staff's information that I had not learned during classes. All their information was recorded in a system in which this system had recorded their information in a systematic ways as the system has divided into different section. Apart from that, the system also not just a storage data system but it also helps the organization have a strategic and systematic data system which can ensure the effectiveness and the efficiency of the organization's information management system.

## **CHAPTER 4**

### **Strengths, Weaknesses and Recommendations of Major Task**

#### **4.1 Introduction**

Chapter 4 will highlights the strength and the weaknesses of the major task or job that was assigned to the practical training student.

#### **4.2 Strengths of the HRMIS**

##### **4.2.1 Systematic information storage**

One of the strength of using HRMIS as the system to record all necessary information of the staff is it is more systematic as the system can record all information in one time. This means that, the personal data, performance of the staff towards their job and their job specification can be recorded in one system which the staffs only need to log in into the system using their own ID. This has made the staff easier to key in their own information without asking others to do it for them. Besides that, the systems also have been divided into different section such as personal data section, SKT and LNPT. The staff can do recording on the system by click on the section that they need to do.

##### **4.2.2 Save time and money**

By recording all necessary data using HRMIS, the staffs only needs to online and log in to use the system using their own ID and password. HRMIS is the online system that can made the staff easier to access to their data as long as they are connected to the internet. Besides that, the staffs also able to key in their necessary information at home by log in into the system. The organization also save more money as they don't need to printed out the forms that need to be filled by the staff. For instant, the organization doesn't have to provide form for the staffs to fill in their SKT as they can do it using the HRMIS which is the online system. Other than that, the HRMIS also able to help the organization to use less paper as the system already was being provided with all the sections that need to be filled by the staffs.

### **4.2.3 Efficient and effective**

Do recording on the data of the staffs using HRMIS is more efficient and effective. This is because the information such as SKT that have been recorded by the staff itself can be directly sent to their evaluator. This have made the process is faster and effective as the evaluator can directly view on the information that have been recorded by the staff. Apart from that, if there was mistake have been done by the staff while they are key in the information, they can re-do it again without required them to print the form as it is the online system. The information of the staff also can be kept in a long period as long as the organization is still using the system. For example, the SKT of the staff can be reviewed by themselves until they are retired from the organization.

## **4.3 Weaknesses of HRMIS**

### **4.3.1 Adaption of the staff towards HRMIS**

Certain staffs at IPG Rajang were unable to adapt to the system as they doesn't have knowledge on how to key in their information using the online system. This is happen because the Executive Officer only gives short briefing to them on how to use the system. For instant, some of the staff (Pembantu Am Pejabat) is computer literate and this has made them unable to key in their information using the system. The Executive Officer need to guide them personally and this take more time as the amount of them are huge. Besides that, short briefing on the using of the system also have made the lecturer and staff unable to understand clearly on how to fully utilized the system to record all the necessary information that they need.



#### **4.3.2 Required many procedures**

This means that in order for the staff to key in their personal data in the system, they need to click on several links that will connect them to the system. Too much link make the staff confuses on which link that they need to use to key in their record. For instant, if the staffs want to key in their personal data, they need to log in into the system and click on the sub-links that have been provided in the system. The procedures that need to be followed by the staffs to key in their information can make them confuses and they need to re-do it again before they submit it to their evaluator. Sometimes, their ID was being blocked and it needs them to seek help from the Executive Officer which the only staff that have the authority to re-set their password.

#### **4.3.3 Misused of the system**

The staffs tend to misuse the system especially during key in their job specification and job description on the SKT. Some of the staff are not fully following the job description that was assigned to them and simply key in the wrong job description in the system as they doesn't have any officer to monitor them when they key in the information on their job. When this is happen, the staff will key in on their job description without following the work schemes that was given by the Executive Officer. For instant, the staff can stated they have been reach the work target even though the work are not fully finished done by them.



#### **4.4 Recommendations**

Due to the some weaknesses in the HRMIS system, I suggested few recommendations that can help the organization to overcome the weaknesses.

##### **4.4.1 Provides ample time for the staffs to adapt to the new system.**

The organization need to provide ample time to the staffs to adapt with the new system that have been introduced to the organization especially the staff. This means that the organization should held one week HRMIS's clinic to the staffs to fully understand on how to use the system. By having small clinic to use HRMIS, the Executive Officer will able to briefly and clearly explain the steps taken that need to be followed by them to key in their necessary information in the system. For instant, the upper level management need to guide the computer literate staffs by teach them on how to use the online system. Apart from that, the Executive Officer also need to ensure that the staffs are fully understand on how to use the system and if there was staffs still unable to understand on the system, another alternative need to be taken such as provides person to guide them to key in the information in the system.

##### **4.4.2 Reduce red-tape in using the system**

In order for the staff to fully understand on how to use the HRMIS, the organization needs to reduce the procedures that need to be taken by the staff to use the system. This means that the organization needs to make the system more simple and friendly users to the staff. This is because, too much procedures need to be followed in key in the information can make the staff confuses and at the same time can make the staff unable to finish their recording on their tasks. Besides that, the system also need to be friendly user so that the staff easily to understand on how to fully utilized the system to do their recording on personal data, SKT and LNPT. The organization also need to make the system more simple so that the staff don't need much time to click on the sub-link to key in their information. This also can help them to save more time to record all necessary data especially for the staffs that was assigned to many tasks.

#### **4.4.3 Monitoring by the Executive Officer**

When key in the job description and job specification using the HRMIS, the Executive Officer need to monitor the staff whether they are key in the information that was stated in the work scheme or otherwise. The officer also needs to ensure that the staffs are carried out their job accordance to the work schemes that was provided to them. It is important for the staff to following the work schemes to ensure that all the programme and activities that have been plan from the first month until at the end of the year can be carried out successfully. Apart from that, the evaluator also needs to know on the actual job description and job specification that was assigned to the staff so that the staff will not simply key in the wrong job description in the system. Check list on the job done need to be checked by the evaluator so that the staff are correctly following the work schemes.

## **CHAPTER 5**

### **Conclusion**

#### **5.1 Introduction**

Chapter 5 will conclude on the Chapter 1 until Chapter 4 and summarizing on everything about the practical training.

#### **5.2 Conclusion**

In a nutshell, I want to summarize everything about my six weeks practical training at IPG Rajang. From my practical training at this organization, I have learnt a lot of few things and new knowledge that I have never learnt at the classes, especially on the real work life environment that one day need to be adapted by me when I was employed. In the real work life environment, it is more difficult compared to the study life as I need to deal with different colours of people which they have different personality, attitudes, ages and work environment.

I am very agreed that it is not easy for us to adapt with the new environment which we needs to deals with different types of people. Despites of my difficulty in dealing with my job during my practical training, I have learnt new things and knowledge such as using HRMIS, answering phone calls, attending formal invitation, do recording of letters and purchasing of materials. Apart from that, from my practical training, I also have learnt on how to be responsible employees in which, I have learnt on how to be disciplines especially in term of attire, punctual and helpfulness.

Throughout the six weeks practical training at IPG Rajang, I also have learnt new knowledge on the public service management style, such as the organization charts, rules and regulations, work culture, and client charts. It is very important for every students who are attend on their practical training to know on such useful information to ensure that they are fully understand on the organization that they attend. Besides that, I also have learnt on how to handle my job properly with the helps from the staff in the organization. Problem solving skills also one of the important skill that should have by all the staff as they deal with different attitude of student. During my practical training, I am able to practise my problem solving skill when the IT literacy staffs needs me to solve their problem when using the HRMIS.

During my practical training at IPG Rajang, I also learnt on how was the appropriate ways to communicate with the upper level management. As during my first day attach to this

organization, the Head of Director always keep remind all the staff that efficient communication skill is the important part that should be practised and adopted by the staff as there are working under one organization. Besides that, I also realised that, communication skill is one of important method that used by use to deliver the information apart from using other resources such as email and internet. Efficient communication skill should always be practiced by all the staff so that they will not deliver wrong information. On my practical training days, I am able to communicate well with all the staff as they always encourage me to communicate with all the management level in term of completing my task that are given by them.

As a government servant, we should be responsible and transparency employees to ensure that there are no delaying of work and other problems occurred. Through that, I have learnt on to be more responsible and handle all the tasks that have been assigned to be in a best manner. This is because we as the public servant are the image of the organization which we assigned and we have the responsibility in maintaining the good images and reputation of the organization and at the same time to ensure good governance in the public sector. On my practical training, I was assigned to too many tasks in which I need to complete my task within time given. Through that, I learnt on how to manage time well so that I am able to complete my task on time.

During my practical training at IPG Rajang, I was assigned to different types of tasks which can help me to apply my knowledge that I have learnt in the classes to my tasks. Although I am not familiar with the tasks that was assigned in the beginning, but in the end I am able to perform my task very well and I am able to help the staffs with their work when the staffs are on their leaves. Apart from that, I also can make new friends with the staffs in the organization. Most of the staffs are very friendly and willing to give their helps in completing the tasks that was assigned to me. With the friendly working environment that was shows by the staff, I can easily adapt to it and at the same time able to build my confidence level in performing my tasks.

Although I am not the permanent staff in the organization, I feel much appreciated among them. The staffs are not easily ordering me to do their task even though they are busy completing their task. I am very glad that I have the opportunity to do my practical training at IPG Rajang. Although it is only for six weeks being attached to this organization, but I have learnt few things and useful knowledge on the real work environment in public sector. It is also can classified as one of my working experiences that can be apply by me when I enter my real work life in the future after my graduation.

I would like to express my thankfulness to my host supervisor during my practical training period at IPG Rajang which she has help me a lot in term of handling my tasks. Besides that, Miss Dona also provides guidelines to me every week when I was started with the new tasks, by having her as my host supervisor; I can do my practical training orderly and properly throughout the six weeks practical training at IPG Rajang. However, I think that six weeks of practical training period is not enough for me as I don't have ample time to learn more on the new knowledge and experiences. If the practical training period can be extended to three months or longer, I think that I can get more experiences and be exposes more to the real work life environment especially at this organization.

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