



**Faculty of Administrative Science
and Policy Studies
Universiti Teknologi MARA**

PRACTICAL TRAINING REPORT

Name of Student

**Wan Amirrul Hasyim Bin wan Sukoran
2014619426**

Name of supervisor

MADAM SHARON PEARL HENRY SERUB

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Thank you.

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

In chapter 1, section 1.1 will cover the introduction of practical purposes. Section 1.2 will cover on Pustaka Negeri Sarawak Philosophy, concept, environment, Vision, Mission, Objectives, tagline, client charter, role, quality principles and cooperate logo.

1.1 Introduction to Practical Purposes

Practical training is one of the circumstances required for all semester five (5) students of Administrative Science and Policy Studies to meet the conditions of the course study.

Among the purposes of industrial training program is to:

- Expose students to real working environment
- Expose students to new technologies and the latest knowledge in the market
- Expose students to the specific practices in the field of their specialization
- Enhance the knowledge, skills (especially soft skills) and experience working with an organization
- Produce graduates who are competent
- Improving employment opportunities, and
- Network bridge between the Institutions of Higher Learning (IHL) with industry

Practical training is very important as the approach to build up students to be more confident and to test the credibility of them for any work performed. It's also to give them experience in working that related with their field of study. Practical training gives them opportunities to learn and do the task that had been learned before. They can see and do it by themselves that will give them to more understand and they can apply the knowledge for next semester and also as a guide for their job environment. Besides that, practical training is also able to produce the students to be more creative and innovative thinking, creating a culture of quality work and positive thinking and be able to create brilliant ideas.

1.1.1 The Purpose of the Report

Report of practical training is to record all the task and assignment that have been done by the student in a book that include the background of the organization. Report practical training is compulsory for all students who have finished training in the industry.

Other than that, it is easy for the faculty to keep and also easy for supervisor to do marking and read what have been done. The report presents in proper way with hard cover that looks compatible and easy to handle. The report also can be used for future reference. It contains the workflow of different work. It is very useful both for study and for working.

The importance of this report is to help or guide students in recognizing the difference in policies of each sector and department, and also different organization may have different workflow. In preparing this report, I can evaluate each sectors or departments in this organization and how it is related among others. Good opportunities for students to learn and know the nature of work of each department and unit.

1.2 Pustaka Negeri Sarawak

1.2.1 The Philosophy

"A knowledge and information-based society needs a forum for intellectual exchange among its people, a centre of enlightenment where minds can meet and ideas interact, and access to information, knowledge, technologies and cultures available beyond the superficial boundaries imposed by geography."

1.2.2 The Concept

Pustaka Negeri Sarawak is conceived as a major information resource centre and as the hub of information services for the public and private sectors. It will link with libraries, archives and information centers elsewhere in Sarawak and throughout Malaysia. It will also provide a gateway into and from publicly accessible international information centres.

Its complex will serve as a community centre of knowledge and cultural enlightenment, where Malaysians in Sarawak can not only access a vast store of information, in the form of both printed and electronic media, but also gather for educational and cultural exchanges, programmes and participate in many other regularly conducted activities.

1.2.3 The Environment

Set within a vast park that covers the State Mosque and the Minaret Gardens on the western side, Pustaka Negeri Sarawak is truly a place conducive for learning and reflection. While the interiors of the Pustaka complex are a modern structure that fit right into the 21st century, its exteriors are as close to nature as possible.



Picture 1.1: Pustaka Negeri Sarawak (Sources from Pustaka Negeri Sarawak website)

The park includes a lake, areas for public performances and art exhibitions, a playground, picnic areas, a scenic drive, pedestrian walkways and bicycle lanes strewn with trees, shrubs and flower gardens.

The interiors of Pustaka Negeri Sarawak are truly an architectural and information technology marvel, a perfect marriage of the two. It provides a mentally stimulating ambience for the seekers of information and knowledge. Different facilities are available for its patrons at the ground floor and first floor levels.

1.2.4 Vision, Mission, Objectives and Tagline

Vision

‘Pustaka Negeri Sarawak vision is to be the reservoir and the fountain of information and knowledge to the State’

Mission

“To provide access to information resources and to preserve Sarawak’s intellectual heritage for the people of Sarawak”

Objectives

“To promote acculturation of knowledge in the State”

Tagline

“Pustaka, Your Knowledge Partner”

“Pustaka, Rakan Ilmu Anda”

1.2.5 Client's Charter

Services

- ❖ To provide real time reference and referral services to meet the information needs of users

Collection

- ❖ To develop information resources based on the Collection Development Policy and Sarawak State Library Ordinance, 1999 requirements.

Access

- ❖ To give 24/7 access to information online, onsite or collaborative efforts.

1.2.6 The Role

- ❖ To provide timely, accurate, relevant and accessible information in different formats - the essential ingredients for the healthy economic and social development of a State and its citizens.
- ❖ To develop and contribute to relevant bibliographic databases, with particular reference to materials published within Sarawak.
- ❖ To develop itself as the hub of information services within Sarawak.
- ❖ To participate in National and International networks of libraries and information services.
- ❖ To provide an educational environment through programmes and exhibitions organized
- ❖ To increase awareness of the importance and potential of information services
- ❖ To teach information and research skills.

1.2.7 Quality Principles

5 Basic Qualities of a modern digital library:

- ❖ A repository of vast reserves of materials
- ❖ A gateway to knowledge and information of the world
- ❖ Streamlined and automated services within the library
- ❖ Borderless
- ❖ Time insensitive

1.3 Corporate Logo Rationale



Picture 1.2: Pustaka Negeri Sarawak Logo (Sources from Pustaka Negeri Sarawak website)

- ❖ Sarawak State Crest
- ❖ The 5 curved lines are conceptualized from the side view
- ❖ The following direction of these five lines from left bottom to right up corner is leading to 5 Basic Qualities of a modern digital library
- ❖ The shape of the traditional handicraft of hornbill ivory is conceptualized from a curved book cover, of which is to represent
- ❖ The toning Pustaka Negeri Sarawak's green is to represent boundless and infinite knowledge, just like sky and Ocean

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

This chapter will explain on the report and summarize the daily training that extracted from Log Book. It begins with Section 2.2 for the summary schedule of practical training and Section 2.2 is the summary of the chapter. The report will start from the beginning of the practical training (20th January 2016) until the end of the practical training (19th March 2016). The trainee spends 9 weeks in the organization and has been supervised by Mdm. Nor Khairunnisa binti Rosli. In this chapter, it covers all aspects of task during practical training period.

2.2 Summary Schedule of Practical Training

The summary schedule of practical training consists of the task that the trainee have done in the organization. All the tasks are being supervised by the supervisor at the organization. The schedule consists of 9 weeks start with 20th January 2016 until 19th March 2015.

Week 1: 20 January 2016 -22 January 2016

On the first week of internship at Pustaka Negeri Sarawak, I have arrived at the office at 7.00 a.m. and being given a simple briefing by Miss Sonia Suria before being attached to the department where I am being attached to. Miss Sonia Suria and Miss Alya Faeqah informed me and the other practical students regarding the rules and working environment at Pustaka Negeri Sarawak. After the briefing, we were introduced to the staffs and being located to the department where we are being attached. I have been attached to the quality sector department. I have been given my own desk to be used during the practical training.

On that day, I was instructed to help at registry room. I have been taught by Mr. Lokman as he is the one who in charge at registry room. He taught me on ways to file the documents. The documents that needed to be file will be placed in the file according to their number. The new one will be placed in the top of the file. It is essential for anyone to revise the file in future. The files that been organized will be placed in the box according to their section. After all the files have been placed in the boxes, it will be kept in the close stacks. The close stacks is one of the placed that they use to kept all the files and material that important to the organization. On the day, I have been given a task to fax the letter regarding the Trees Planting Ceremony 2016 programmed to several agencies. The task is simple but consume a lot of time since I have to fax the letter to several agencies. On the other hand, it is good to know how to use the faxing machine.

In this first week, I also have been given a task where I have been instructed by my supervisor, Mdm Khairunnisa to lists all the books and files at Wahah Oasis Section. This section is use as the collection room for the books of 5S Programme that they conducted and also others books and files such as the quality material books, references and also other books that Pustaka Negeri Sarawak have published. This task has taught me on how the organization

kept their materials as for the future revision. I have also been assigned to assist the staffs in the Trees Planting Ceremony 2016 programme. In this programme, I have been instructed to help planting the trees. I have help in preparing the tools and participating in planting the trees.

Reflection Week 1

As I have done all the tasks that have been assigned to me in the first week. I can say that it is good experience to see the process of filing and the process of keeping the important documents in the organization. These shows the several things that we learnt in class can be applied in the working environment. In quality management subject also have taught us the importance of keeping all the important materials to the organization in a proper ways as to be revise in the future. Even though the filing process never been taught in the class in term of practically, the theory on the keeping the important materials in proper ways have been taught in the class.

The social marketing also have been applied in the programme that been held by Pustaka Negeri Sarawak which is the Trees Planting Ceremony 2016. The social marketing subject has taught us on how to run the event and follows the instruction in handling an event. This is part of the training that can be useful to the students as they will conduct many events when they are working either with the government or the private sector organizations. Things that I also learnt for the past few days on the first week are the working environment in the real life and the ways to blend in the organization itself.

WEEK 2: 25 JANUARY 2016 – 29 JANUARY 2016

On the second week, I have been assigned to help the public relation department in Urban Transformation Campus (UTC) programme that being held in 3 days which is 25 January 2016 until 27 January 2016. I helped to set up the table for selling the ALAM PUSTAKA books to the visitors and setting up the free books which is the SARAWAK PICTORIAL books to be given to the visitors.

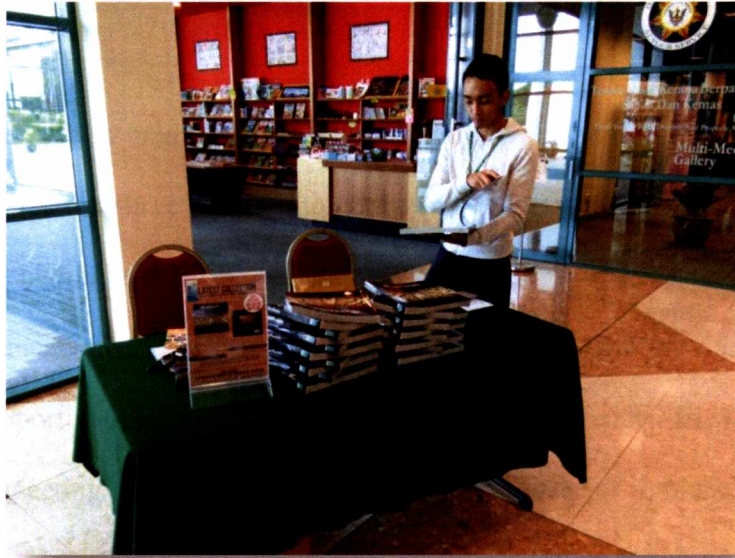
Besides that, we as the practical students, I was also being instructed by the staffs to assisting the participant of UTC programme if they ever needs our helps. The things that we have done are helping in distribute questionnaires to the participants, giving them the free books about Sarawak and also assisting them if they need a taxi. This is because Pustaka have provided taxi operator number that may be useful to them. The UTC programme that been held in three days was a good programme as the participants came from many countries. In this programme the participants will present their new research or the development and innovation that they think may be can become reality one fine day. I have attended one presentation in the UTC programme, it is a very interesting programme as we can see and think of the development that can help improve our country to higher standard of living based on their side of views. There are so many new information that can be learned only by listening to the presentation from other people with different culture and background.

The other day, I have been instructed to analyze the employees satisfaction survey (ESS) 2015 questionnaires. The questionnaires have been answered by the permanent staff and the top management. The top management questionnaires paper was being set in different colour compared to the questionnaires of the permanent staffs. The questionnaires have been answered by the Pustaka Negeri Sarawak employees and Pustaka Miri. The questionnaires are being printed and being answered by them before the raw data will be process.

Reflection Week 2

The tasks have been done during second week have taught me and remind me of what I have studied in several subjects. The public relation subject has taught us on how to communicate with people that you do not recognize and the people with different language. The limitation on speaking in English is one of the major factors that can slow the programme. Thus, the program have raise my confidence in communicating with other people.

The SPSS that been taught in Research Methodology subject have given huge advantage on me as I have already know few tricks that can be used in handling the data. The ways to use SPSS have been taught in the Research class previous semester. There are few things that I do not understand in using SPSS. Luckily, my supervisor taught me on how to extract the data that been needed using SPSS. I have learnt many things from my supervisor regarding handling the data using SPSS. For example on how to convert the data into percentage and index that been use in the Employees Satisfaction Survey 2015. Thus, all the experiences that I have learnt in the second week at Pustaka Negeri Sarawak can be related to the theory that we have been studied. The new knowledge on how to handling the data using SPSS is really good. This situation has given me a chance to learn more about handling SPSS.



Picture 2.1: Selling Alam Pustaka books (Sources from Public Relation of Pustaka Negeri Sarawak department)



*Picture 2.2: Urban Thinkers Campus Programme
(Sources from Public Relation of Pustaka Negeri Sarawak department)*

WEEK 3: 1 FEBRUARY 2016 - 5 FEBRUARY 2016

On the third week, we attended the aerobic session that being held every Monday in the morning. The aerobic session being instructed by Mr. Busman and the staff were encourage to attend the aerobic session.

Within this week I was being instructed to continue with the data processing of the 2015 employee's satisfaction survey. I have to analyzes the data and find the percentage of every areas that been highlighted in the questionnaire. There are 7 areas that being highlighted which are management competency, rewards and recognition, autonomy, identity, cooperation, support and performance standard. I also have attended friends of library (FOL) meeting. This meeting was to introduce us to the Friends of Library society. We were encouraged to register and participate in FOL activities. Their activities that being conduct during weekend. After the meeting, I have been given a task to do inventory of the books that being kept in the close stack.

There are several books that need to be inventory as to check the quantity of the books in the close stack. I have also being instructed to create new calendar of events for innovation initiatives 2015 and 2016. I have to create the calendar based on the previous year calendar and the new events that need to be included.

Reflection Week 3

Based on the tasks that I have done in the third week, I have learnt many new things that may not be taught in the class. There are few things that can be related with the scope of study that I have learnt in the class. The SPSS software that I learnt in Research Methodology class has helped me to understand the task easier. The basic knowledge on how to use the SPSS that I learnt in class makes the task simpler. Even though there are several things that I did not know on how to do it because it is more advanced, but my supervisor has taught me on how to do it.

The statistic subject is one of the subjects that have given me some basic knowledge to do the graphs, bar chart and calculation. The things that I learnt in class have I applied in the tasks. The inventory session at close stock can be related to the quality management as it is one of the processes of maintaining the quality of the things that are being kept by the organization. As all the tasks of the third week have been completed, I feel the tasks given made me realize on how to use the knowledge that we learnt in class to be visualized in reality of working environment.

WEEK 4: 8 FEBRUARY 2016 - 14 FEBRUARY 2016

On the fourth week, I have been instructed to attend U-Pustaka Talk. The talk was purposely to give us information about U-Pustaka. U-Pustaka is the system that been used by Pustaka Negeri Sarawak in order to attract more people to become member of library. This system will help the library members easier to borrow books. In this week also we have attend the 5S talk that been conducted by Mr. Izzarudin. We have been exposed to the ways on how Pustaka Negeri Sarawak conducts 5S in their organization. The 5S program that they implemented in their organization was very comprehensive as to ensure all the process in the organization will be conducted in a proper manner.

After that, I have to continue to do the data processing of the employee's satisfaction survey. The data that been insert in the SPSS system will be used to find the percentage and the index of the respective areas that been highlighted in the questionnaires. On Saturday, we have to join the Friends of Library (FOL) Seminar that been conducted. This Seminar was the collaboration between Pustaka Negeri Sarawak (FOL), Yayasan Salam and Perfilem Sarawak. The collaboration with others non-government organization (NGO) is purposely to exposed we as the Friends of Library members into the volunteerism society.

Reflection week 4

Based on the task that I have done in the fourth week, there are few things that can be relate to the subject that we studied in class. In social marketing subject, we have conducted a social program that being held at Sekolah Rendah Dato Musa. This shows that we have learnt the process of conducting an event. Similar to the talk and seminar that we have attended, the process of conducting the program was the same. This made it easier for us to understand the situation in every program that we been asked to join. On the other hand, the SPSS software

that been taught in class helps me to understand more on how to complete the task given to me. Thus, the experience that we get from the practical training gives us more understanding regarding the knowledge that we studied in the class.

WEEK 5: 15 FEBRUARY 2016 - 19 FEBRUARY 2016

On the fifth week, I have been instructed to help the public relation department in packaging the 73 books of Alam Pustaka that needed to be sent to several Perpustakaan Desa. We have to obtain the books from Close Stacks and packing the books covered with white paper and plastics. The cover was to ensure that the books will be in good condition when being delivered to the respective places. In this week, I also continue the data processing process of the employees satisfaction survey (ESS) 2015. I have to construct the graphs and bar charts using the data that have been obtain in SPSS software.

Besides that, I have attended the Lean Management Talk together with the staffs. The talk was conducted by the MAMPU officer. There are many new things that I have learnt in the talk. The Lean management is actually part of the 5S program that helps the organization to be more organized in every procedure that they made. On this week also we held a meeting to discussed the program for FOL. we were being given a task to conduct an events “Hari Permuafakatan Rakan Pustaka”. In this meeting, the committee has been decided and I become the leader of activity bureau. We have discussed the content of the events and the other important aspects that need to be added in the program such as the event needs to relate with the Pustaka nature. The Pustaka nature means that the activity that will be conducted must relate to giving knowledge to the participant.

On Saturday, we have to join the paper beads program that has collaboration with the non-government organization (NGO). In this program we had been taught to create necklace and

bracelet using paper. The participants were the staffs of Pustaka, the practical students and the old folks from NGO agencies.

Reflection week 5

Based on the fifth week, there are a few things that we can relate to the subjects that been learnt in the class. The process of packaging the books that needs to be delivered to the Perpustakaan Desa can be relate to the management that been learnt in the class. This shows that every matter that being done needs to be handled according to the procedures. As for the data processing that I have done, the Microsoft word and Microsoft excel have been used. I have learnt to use the Microsoft excel and word during class and it gives me no problem in using it. Furthermore, the Friends of Library (FOL) program can be relate to Public Relation subject as we have to deals with other agencies to perform our tasks. We have to deals with other organization such as the Camp Permai organization to reserve the place for our FOL program.

WEEK 6: 22 FEBRUARY 2016 - 26 FEBRUARY 2016

On the sixth week, I have been instructed to do the inventory at Wahah oasis section room. I have printed the list of the books that have been listed and place it at the room. The lists of the books have been set according to their section. The lists will be useful for the people to find the books. I have also been instructed to Photostat the action for improvement request (AIR) form for upcoming internal audit. The internal audit will be conducted by the staffs as to check all the tasks that they have done.

Reflection Week 6

Based on the sixth week, there are few things that can be related to the subject that we have learnt in the class. The process of internal audit that been used in the organization are similar to the process that been taught in the class. The public finance subject have taught us that the flow of the internal audit process that been conducted in the organization. As for the printing and Photostat, we as students usually do that in completing on the assignment

| READING MATERIALS (QUALITY) | |
|-----------------------------|---|
| 1 | CENTRE FOR MODERN MANAGEMENT - Bengkel Manual Prosedur Kerja (MPK) dan FAIL Meja (FM) (2002) |
| 2 | COMPETENCY MANAGEMENT GOVERNANCE - CMD Competency Development, Validation and Facilitation Project |
| 3 | SARAWAK CONVENTION BUREAU - How to Attract New National & International Conventions to Sarawak |
| 4 | Sarawak State Bibliography II (3 Copies) |
| 5 | K@BORNEO BIBLIOGRAPHY: Selected Monographs |
| 6 | SARAWAK STATE BIBLIOGRAPHY - Pustaka Negeri Sarawak (3 Copies) |
| 7 | U.S EMBASSY KUALA LUMPUR - 50 Years of Enduring Friendship (2012) |
| 8 | NATIONAL LIBRARY BOARD Singapore (NLB) |
| 9 | NATIONAL LIBRARY BOARD Singapore (NLB) - Celebrating Libraries |
| 10 | FOUNDATION OF KNOWLEDGE - The Story of Pustaka Negeri Sarawak |
| 11 | PUSTAKA NEGERI SARAWAK - The Library for The 21 st Century (3 Copies) |
| 12 | PUSTAKA NEGERI SARAWAK - Senarai Koleksi Tesis, Disertasi dan Kajian Ilmiah Mengenai Sarawak di Perpustakaan Institusi Pengajian Tinggi Awam Malaysia |
| 13 | PUSTAKA NEGERI SARAWAK - Buku Panduan (2 Copies) |
| 14 | KNOWLEDGE 2005 CONFERENCE - Making Libraries Relevant (2 Copies) |

Picture 2.3: One of the lists of the books that been done (Sources from Staff of Pustaka Negeri Sarawak)

WEEK 7: 29 FEBRUARY 2016 - 6 MARCH 2016

On the seventh week, I have attended FOL meeting regarding the “Hari Permuafakatan Rakan Pustaka”. We have discussed several matters regarding our event such as the target group. We have decided that the participant of our program will be the youth that will automatically be recruited into Friends of Library (FOL). After that, I have been instructed to Photostat several forms for the internal audit. The forms will be placed on the table and the staffs will get it for themselves after that. Besides that, we have to attend meeting with Mr. Afiq who works at ICT department. He gave a briefing on the video for upcoming studio room namely Makerspace@Pustaka. We have been instructed to act in the video. On this week also we have joining the Persatuan Perpustakaan Malaysia (PPM) program that being held at several places in three days. The places which the program being held were at Pustaka Negeri Sarawak, Swinburne University, University Malaysia Sarawak (UNIMAS), Dewan Bandaraya Kuching Utara (DBKU) and Dewan Undangan Negeri (DUN).

Reflection Week 7

Based on the seventh week, there are several matters that can be related to the subject that have been learnt in the class. We have participated in the Persatuan Perpustakaan Malaysia program that brings us to see the facilities of several libraries in Kuching. This program needs us to have good public relation when interact with other people. This shows the knowledge that we learnt in public relation subject were indeed important. Apart from that, as we participate in the Friends of Library (FOL) and makerspace meeting with the staffs, we must know what to do in this kind of situation. The organizational behavior subject has taught us ways to communicate and ways to contribute to the program or the organization

itself. Undeniably, the theory that been taught in class can gives us more understanding on the situation in reality.

WEEK 8: 7 MARCH 2016 - 11 MARCH 2016

On the eighth week, I have been asked to photostat and filed several documents for data analysis files. This file is particularly used by the staffs for the internal audit to check. The auditor will check the files as several important documents have been put in the files. On this week also we have shooting for the video launching of the makerspace@Pustaka. We have been asked to act in this video. Apart from that, I have also prepared the slide for my presentation of the activity that will be conduct in the “Hari Permuafakatan Rakan Pustaka”. The activities that will be conducted in the program are treasure hunt, book review and performances. The presentation was smoothly done and the activities have been decided. Moreover, on this week also Pustaka have participated in Malaysia Inklusif Negara Digital (Minda) event at waterfront Kuching. I have helped the staffs to set up the booth at the waterfront. The event was being held for 3 days. I have become the Pustaka exhibitor and joining the Minda Run in the morning. Thus, this kind of program gives me better understanding on how the ways of the organization expose their existence of their program using the medium that government have established.

Reflection Week 8

Based on the eighth week, there are several things that related to what have been taught in the class. I have helped in becoming the exhibitor in Minda program. This gives me more experiences in dealing with people. I have to convince people to join U-Pustaka. It is hard to convince people but we have done our part and many people have joined U-Pustaka. We also have to tell the people about the information of Pustaka in order to ensure them know the function and activities that Pustaka Negeri Sarawak done. The presentation that I have done at the FOL meeting regarding the “Hari Permuafakatan Rakan Pustaka” can be related to Social Marketing subject. As in the social marketing subject, I became the project leader for the awareness campaign at Sekolah Rendah Dato Musa. Thus, I have experience on how to conduct the activities for a program. This shows that the things that being learn in the subject can help the student to perform their task in real job situation.

WEEK 9: 14 MARCH 2016- 16 MARCH 2016

On the ninth week, we have to attend the rehearsal for Chairman’s Annual Address. The program will be held in 2 days later, thus, we need to know what need to be done in the program. We have been show the flows of the program in order to ensure the program will go smoothly. I have been assigned for the registration or attendance of staffs. That will be my job during the program. In this program, there are several matters that occurred in the program such as Launching of the Sarawak Dictionary of Acronyms and Abbreviations, and also the launching of the Makerspace@Pustaka. During this program, there are many people who come including the reporters from several agencies. Apart from that, on Saturday we handle the Friends of Library (FOL) event at Camp Permai. This was the last day of my internship in Pustaka. The event was conducted from 7am until 5pm. The activities were smoothly

conducted. Everyone plays their part well. We enjoyed our events and get to have farewell party for our last day of internship.

Reflection Week 9

Based on the ninth week, there are several things that can be related to the subject. Project Management subject can be relate to the launching event as I have participate in the process of planning until the end of the program. In project management subject, we have been taught of the flow of the project. I have learnt new things as I observe their staffs ways in conducting the program. Apart from that, the “Hari Permuafakatan Rakan Pustaka” that being held at Camp Permai can be relating to Social Marketing subject. In this subject I have learnt on ways to conduct an event. Thus, the knowledge that I have learn in this subject have help me to complete my task easier. Undeniably, the experiences that we learn practically can be done easier when we have the knowledge on ways to do it.

2.3 Summary of Chapter 2

In Chapter Two, the trainee had explained about the tasks and job that trainee did during the nine weeks of the internship programmed. The task given to the trainee were consistent to the guidance provided by the faculty. The task mainly related to the scope of administration. The trainee able to apply what had been learned in the classroom and to relate into practice. Therefore, it is valuable experience that trainee can get through an internship programmed.

Chapter 3

ANALYSIS

3.1 Introduction

During the practical training at the Pustaka Negeri Sarawak Kuching, 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 *Hari Permuafakatan Rakan Pustaka* event that was the main event every year. The event was purposely done as to closer the relations between the members of Friends of Library (FOL) and non government agencies.

3.2 Focus Task Cover during Internship

The focus task covered during the internship was helping out with the preparation of the *Hari Permuafakatan Rakan Pustaka*. A series of task from planning, organizing, designing, contacting, coordinating and implementing the event was done together with various non government agencies. This is because there are many members from non government agencies such as Yayasan Salam and Perfilems Sarawak is also involved in the event. Moreover, The event is only a one day event but is planned one months ahead to ensure every program that have been set in this event will be conducted smoothly. The event have been planned earlier than a month because in order to acknowledge the other volunteer agencies regarding the events.

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.

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 Permuafakatan Rakan Pustaka*

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. Initiating phase is the identification of a need, problem, or opportunity (Clement and Gido, 2012). In this phase, it is to determine whether to select the project or not. Usually during this phase, the organizer will brainstorm with other party about the need and requirement that needed throughout and after the event (Clement and Gido, 2012). 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 Permuafakatan Rakan Pustaka*

As the initiating phase, various agencies have come together to make this event happen. Yayasan Salam, Perfilems Sarawak and Friends of Library (FOL) had team up and brainstorm of how the event will happen. Specific task was given to them 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 progress because we were appointed as the head organizer for the event. Here was where my task begun when I was appointed to be the head of activity committee and was asked to prepare the activities for the events. The list is constantly updated from time-to-time as updates and upgrades were made.



Picture 3.1: the meeting session with Yayasan Salam, Perfilems Sarawak and Friends of Library (FOL) (Sources from Public Relation Department)



Picture 3.2: the briefing session on the activities that will be held by Pustaka Negeri Sarawak In 2016 (Sources from Public Relation Department)

3.5 Planning Phase

3.5.1 Definition

Planning Phase is the second phase in the Project Management Cycle. Planning phase is the development of a proposed solution to the need or problem. It shows on how project scope will be accomplished (Clement and Gido, 2012). In other words, it shows on how it is to be done. A baseline will be developed which consists of what needs to be done, how it will get done, who will do it, how long it will take, how much it will cost and what the risks are (Clement and Gido, 2012). 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 Permufakatan Rakan Pustaka*

During the Initiating Phase, specific tasks were distributed among the members of Friends of Library and other non-government agencies. At the Planning Phase, the list of participants is being scoped down to ensure we know exactly the amount of people who will be participating in this event. There will be one of the members in the non-government agencies who will be appointed to be the one who will be 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 member of Yayasan Salam was assigned to book the area at Bako National Park and later we change the venue to Camp Permai. After the reservation is done, only then we came there to see the place that can be the place for the activities. As the progress continues, the checklist will continue to be updated. At this stage also, all of the brochures and tentative booklet were designed.



Picture 3.3: The Planning process (Sources from Public Relation of Pustaka Negeri Sarawak Department)

| Hari Permuafakatan Rakan Pustaka | |
|----------------------------------|---------------------------|
| Tentatif Program | |
| 7.00 pagi | - Ketibaan Peserta |
| 8.00 Pagi | - Pendaftaran Peserta |
| 9.00 Pagi | - Makan Pagi |
| 10.00 Pagi | - Sesi Senaman Pagi |
| 11.00 Pagi | - Aktviti Dimulakan |
| 1.00 petang | - Rehat / Makan Tengahari |
| 2.00 Petang | - Aktviti Disambung |
| 4.00 Petang | - Sesi penyampaian hadiah |
| 5.00 petang | - Bersurai |

Picture 3.4: Tentative program of Hari Permuafakatan Rakan Pustaka (Sources from Public Relation of Pustaka Negeri Sarawak Department)

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. Performing phase is the project objectives is to be accomplished (Clement and Gido, 2012). The manager will make sure the objective of each micro-task is completed as the main event is going on at this phase. The project manager will lead and the project team will complete the project. 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 participant noticing it. Thus, the manager must play his role in checking all the phase that have been plan will be completed before the event.

3.6.2 Application of the Performing Phase in *Hari Permufakatan Rakan Pustaka*

During the event, Encik Zaaba was the one managing and controlling the whole movement of the event as he is the head of this event. I am the one who will be the floor manager for this event. It was not a small deal to be the floor manager in this event. Critical thinking and the sense of urgency were flooding the event as it starts. Even though 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 7AM and finished at 6 PM where the members of Friends of Library, Yayasan Salam and Perfilems Sarawak gathered at Camp Permai. Participant will judge and will evaluate the performance of the project team appointed. This is critical because the event is not the first event that being held by the collaboration of the volunteer agencies, so it is very ease for participant to compare the performance with the previous events. This creates stress and builds a heavy burden for the organizer, as they need to constantly surprise the participant with a powerful performance of the project team.

At this phase, everything comes together and acts 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.



Picture 3.5: warming up session (Sources from Public Relation Department of Pustaka Negeri Sarawak)



Picture 3.6: One of the activities that been done in Hari Permuafakatan Rakan Pustaka (Sources from Public Relation Department of Pustaka Negeri Sarawak)

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 conduct post project evaluation, document lessons learned, archive project document and record the lessons learned.

3.7.2 Application of Closing Phase in *Hari Permuafakatan Rakan Pustaka*

After the event, there was a post-event meeting attended by all of the non government agencies involved with the event. The meeting was chaired by the Head of Friends of Library (FOL) 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. He 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 Head of the Friends of Library (FOL), 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 the future. 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.



Picture 3.7: The post-mortem meeting (Sources from Public Relation Department of Pustaka Negeri Sarawak)



Picture 3.8: The winner that being given Prize (Sources from Public Relation Department of Pustaka Negeri Sarawak)

3.8 Strength

During practical training, trainee had found several strength that is related to the task analysis which relate with Hari Permuafakatan Rakan Pustaka. From the tasks that have been completed by the trainee, several strength of the desk file management system will be explained. It is based on the direct and indirect experience that the trainee gained during the practical training at the Pustaka Negeri Sarawak Kuching.

3.8.1 The relationship between the members will be closer

The event will eventually closer the relationship between the members. The members of Friends of Library (FOL) are not usually meet each others. They will meet each other if there are an events conducted by the Pustaka. This shows that there relation may not closer as they did not know each other very well in Friends of Library (FOL). Thus, this will make the relationship between the members of the organization will be closer by using this *Hari Permufakatan Rakan Pustaka*.

3.8.2 The committee members will get new experiences by participate in this event

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 non government agencies. Dealing direct with the third parties such as printing companies, Camp Permai and also food provider 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

3.8.3 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 others non government agencies to collaborate in this event. The event was set up to be a formal event in the beginning such as the meeting but then slowly turned into a sub-formal event where the organizers create a surprise birthday celebration for the one of the members.

3.9 Limitations

During practical training, trainee also had found several limitations that are related to the task analysis which is the *Hari Permuafakatan Rakan Pustaka*. From the task that has been completed by the trainee, several limitations of the *Hari Permuafakatan Rakan Pustaka* will be revealed. It is based on the direct and indirect experience that the trainee gained during the practical training at Pustaka Negeri Sarawak.

3.9.1 Not given fund for this event

The event that has being held at Camp Permai under the Friends of Library (FOL) was not being given fund by Pustaka. Pustaka did not giving the fund to the FOL to implement this event. This eventually forces the committee to set the fee to join this event. The members who want to join this event will have to pay RM40 per person. This shows that fee will be use to book the place and for providing other things such as the buying the food for the participant.

3.9.2 Expensive Fee

The Fee that being set by the Committee is expensive. The fee that been set is RM40 per person is expensive for the participant to pay. This will eventually makes the people less interested to participate in this event. During the Events, there are only less than 200 persons who join the event. This shows that the people does not want to join may be affected by the expensive fee. Thus, the fee for the Hari Permuafakatan Rakan Pustaka was expensive for the people that will be the limitation for them to join the event.

3.9.3 There are lacks of participants

The participants who consists of the members from Friends of Library (FOL), Yayasan Salam, and Perfilem Sarawak. The participant were only less than 200 persons. The target of participant in this event was actually 300 persons. This shows that the participants target does not being achieve. Thus, this may be impact by the expensive fee that has been set by the committee that leads to lack of participant that wants to join the events.

3.10 Conclusion

In chapter three, the trainee had explained the most tasks done during practical training related to the concepts that trainee had learned at the workplace and how to transform knowledge gained at workplace to reinforce understanding on the concepts learned in the classroom. It specifically focuses on one area of task as covered in the practical training handbook. It also should reflect definition of concept, demonstration of practical and theoretical aspects. Besides, trainee also explained about the strength and weaknesses of the task that have been done. During the internship the most practical subject that the trainee had undergone is the Project Management ADS512. This subject was applied during the *Hari Permuafakatan Rakan Pustaka* 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

Chapter 4 begins with Section 4.2 for the recommendations. The recommendations describe on the problem and a suggestion of the problem occurs. The Section 4.3 is the recommendation on the strength and Section 4.4 is the recommendation for the limitation in chapter. Section 4.5 is the summary of the entire chapter.

4.2 Recommendations

This chapter deals with the strength and limitations of analysis in the organization that the trainee attached during internship. In this chapter, the trainee come out with a suggestion or recommendation from the analysis as it had determined the strength and limitations of the program that already describe in Chapter 3. Once the organization is aware about the limitations faced by them, they must come out with strategies to overcome it. This is to ensure effectiveness and efficiency while doing their job. The strengths are the relationship between the members will be closer, the committee members will get new experiences by participate in this event and the Formality to sub-formality. The limitations that had been discussed in chapter three are not given fund for this event, expensive Fee and there are lacks of participant.

4.3 Strength

4.3.1 Implement the event annually

The event was the good initiative that can get the members who participate closer. This will eventually makes them easier to communicate and work together for the better event in the future. This shows that the event is good program that make them working together as the event activities that being done was Explorace. This activities will bring them closer them together as they must work as a team to complete every tasks. Thus, this event is recommended to do annually for the better team can be create as their relation between each other is strong.

4.3.2 Appoint the youth to be the committee members as they can have better exposure

The youth can be appointed as committee members as this can help them to get better exposure on the process of conducting the event. The manager of Friends of Library must monitor the progress as the youth may not have any experiences in conducting any event. This will allow to youth to shows his creativity in handling the event. This is because in handling the event is not only to deals with the committee itself but rather to deals with the other agencies.

4.3.3 Reduce the formality

The formality is nevertheless important in every aspect of the process of the event. Although it is important, sub-formality is also can be applied in the event. This is essential to make the process of the event be more interesting. For example, during the event, we conducted the surprise birthday to one of the members who coincidentally her birthday was on that day. This shows that the formality can be reduce as to makes the event be more interesting. Thus, there are still need for formality in the event but it must be reduce as the process of implementing the event does not really need formality as a whole.

4.4 Limitations

4.4.1 Pustaka needs to give fund for this event

The event that has been conducted was really a good event that has the good purpose which is to closer the relationship between the members of the FOL and other non government agencies. The fund is needed for the event to create better event. If the organization can provide enough fund for the event, it is believe that the committee can implement better events that can gives more valuable experiences for the participant. These will eventually gives the participant good impression towards the organization. Thus, the people will recognize the organization as the event is well organized by the committee when they have enough fund to conduct the event.

4.4.2 Reduce the fee for participant

The fee for the Hari Permuafakatan Rakan Pustaka is RM40 per person who wants to join the event. This shows the fee is quite expensive as many people may not be able to pay the huge amount for the event. The fee need to be reduce as to attract more to come and join the event of FOL in the future. This shows that it is related to the first point which is the fund is not being given. The committee has to set the fee higher because there is no fund being given. Thus, the fee for the event must be reduce when the similar event being conducted in the future as to attract more participant.

4.4.3 Try to find other agencies to join the event

The event that has being conducted are the collaboration between Friends of Library, Yayasan Salam and Perfilems Sarawak. The committee needs to try to gain more participants in the future event in order to achieve the target participant of the event. This can be done by trying to invite with other non government agencies to join the event. For examples of non government agencies that can be contact are Saberkas and IM4U. When the other agencies knows about the event, they will help in finding participants for the event as they can provide their members to join the event. Thus, the strategy to find other non government agencies to join the event is challenging but it will essentially attract more participant in the future event.

4.5 Chapter Summary

In chapter four, the trainee had make several recommendation and suggestion based on the strength and limitations that had been list out in analysis done in Chapter 3. The recommendation helps the improvements in term if getting more accurate data for the employee satisfaction survey. Hence, the trainee can enhance the knowledge on how get more accurate information in handling the survey and gain knowledge to applied it in working environment as processing the data from the survey is the task that is most done by the trainee during practical training.

CHAPTER 5

CONCLUSION

5.1 Introduction

Chapter 5 begins with Section 5.2 for the summary of chapter 1. Section 5.3 will be the summary of chapter 2, continue with Section 5.4 which is the summary of chapter 3 and Section 5.5 consist of the summary for chapter 4. The summary of the report will be explained in Section 5.6.

5.2 Summary of Chapter 1

In Chapter One, I have explained about the background of Pustaka Negeri Sarawak and also its objectives, vision and mission. Besides, I also had identified the function of the organization. I also elaborates on the organizational structure of Pustaka Negeri Sarawak and also their Client's Charter. I also discussed about the corporate logo rationale of Pustaka Negeri Sarawak.

5.3 Summary of Chapter 2

In Chapter Two, I had explained about the tasks and job that trainee did during the nine weeks of the internship programmed. The task given to me were consistent to the guidance provided by the faculty. The task mainly related to the scope of administration. I was able to apply what had been learned in the classroom and to relate into practice. Therefore, it is valuable experience that trainee can get through an internship programme.

5.4 Summary of Chapter 3

In chapter three, I have explained the most tasks done during practical training related to the concepts that I had learned at the workplace and how to transform knowledge gained at workplace to reinforce understanding on the concepts learned in the classroom. It specifically focuses on one area of task as covered in the practical training handbook. It also should reflect definition of concept, demonstration of practical and theoretical aspects. Besides, I also explained about the strength and weaknesses of the task that have been done.

5.5 Summary of Chapter 4

In chapter four, I had make recommendation and suggestion based on weaknesses that had list out in analysis done in Chapter 3. The recommendation helps the improvements in term of the process to conduct the employee satisfaction survey in the organization. Hence, I can enhance the knowledge on how get more accurate information in handling the survey and gain knowledge to applied it in working environment as processing the data from the survey is the task that I had done during practical training.

5.6 Summary of the report

On the period of nine weeks in Pustaka Negeri Sarawak Kuching, the trainee got a lot of benefits during practical training. There several benefits that trainee can get through the practical training.

First benefit is in term of my confident level. If before this, I had never have an opportunity to do some task with large structure organization, after practical training, I have an opportunity to works together with all level of management. Due to that, it helps in improving my confidence level in communicating and teamwork. This is because I had experienced the feeling of nervousness on the first time entering the organization in order to adapt with the surrounding and environment at the trainee workplace. However, when the time passed by, I was able to cope with the working environment. This is because the supervisor and other staff had started to show their trust to me to handle certain jobs and tasks with the trainee own effort. From here, I saw that all the employees believe in trainee's ability. But it is under the guidance of the supervisor. I have been treated the same as the other employees. This makes my confident level increase and able to complete every task that have been given. For example, I had given the responsibility to be the head of activity committee that specifically incharge of the Activities in this event.

Second benefit is improving interpersonal skill. During an internship, I was assisted to be more competent in order to develop skills. This is the main focus of the supervisor to enhance my knowledge and skills. As I saw during the practical training, the supervisor had taught on how to use a variety of software to complete tasks faster and effectively. For example, I had used the database for all the administration tasks. This is because Microsoft excel is more convenient and easy if people understand to use the software. I was asked to use Microsoft excel for the purpose of doing the processing the data from questionnaires. The trainee had managed to complete the

task given in a short period because it is very compatible to use. If before I only have a basic skill and knowledge on handling the Microsoft excel and SPSS, but through the training, I had an opportunity to enhance the skill. For example, I had used the Microsoft excel and SPSS software to complete the task given by the supervisor.

Furthermore, the third benefit is I had learned a lot about the culture in the workplace. I learn that the organizational culture in Pustaka Negeri Sarawak Kuching is very friendly and have a great teamwork. This is because during nine weeks of training, I saw the sense of belonging among the workers is very strong. They are care about each other and make them as a family. Indirectly the staff is encouraged to improve their performance. Thus, from that it shows that they have applied respectful manner among employee. I feel motivated with the environment shows by employees.

Last but not least, the most valuable benefit that I gets is new experience. Experiences cannot be gained without an opportunity. During the practical training, I did not miss any opportunity that had comes. I get a lot of experience form the task given. This started from the beginning until end of the practical training where the trainee had learned new things and experienced it. There are many tasks that have been given by the supervisor in the nine week of practical training. As a conclusion, I had gain the experience on the environment in workplace.

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APPENDIXES



Picture with CEO of Pustaka Negeri Sarawak (Sources from public Relation Department of Pustaka Negeri Sarawak)



Decorating process before Chinese New Year (Sources from public Relation Department of Pustaka Negeri Sarawak)



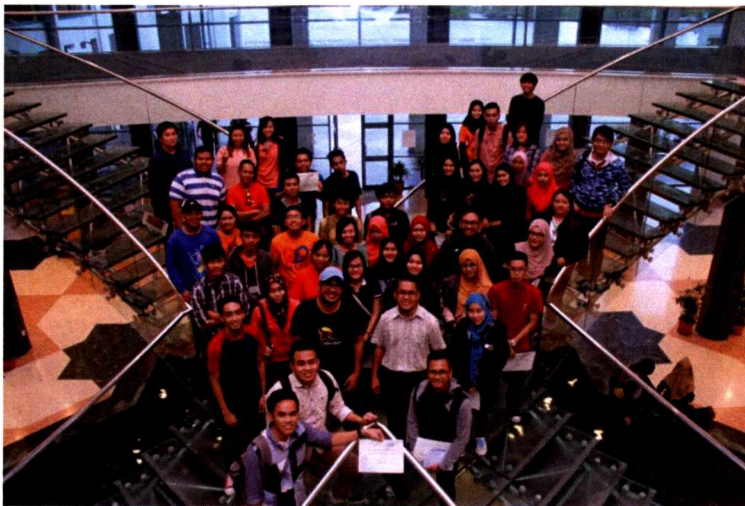
Photograph Session at Dewan Bahasa dan Pustaka in Bengkel Penulisan Novel Sains Fiksyen (Sources from Dewan Bahasa dan Pustaka staff)



Packaging process of Alam Pustaka Books (Sources from public Relation Department of Pustaka Negeri Sarawak)



Briefing regarding the Hari Permuafakatan Rakan Pustaka (Sources from public Relation Department of Pustaka Negeri Sarawak)



Photograph session with Yayasan Salam, Perfilem Sarawak and Friends of Library members (Sources from public Relation Department of Pustaka Negeri Sarawak)



Photograph session with the committee of Hari Permuafakatan Rakan Pustaka (Sources from public Relation Department of Pustaka Negeri Sarawak)