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Faculty of Administrative Science & Policy Studies

Bachelor of Administrative Science

ADS 668- INDUSTRIAL REPORT

Malaysian Palm Oil Board (MPOB)

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## CHAPTER 1

### INTRODUCTION OF THE ORGANIZATION

#### 1.0 Premier government Agency

MPOB is the premier government agency entrusted to served the country's oil palm industry. Its main role is to promote and develop national objectives, policies and priorities for the wellbeing of the Malaysian Oil Palm industry. It was incorporated by an Act of parliament (Act 582) and established on 1 May 2000, taking over, through a merger, the functions of the Palm Oil Research Institute of Malaysia (PORIM) and the Palm Oil Registration and Licensing Authority (PORLA). Each of these respective organizations has been involved in the oil palm industry for more than 20 years and it is to render more effective services as well as to give greater national and international focus to the industry that MPOB was instituted.

*(Sources: [www.mpob.gov.my](http://www.mpob.gov.my))*

#### 1.2 Funding

MPOB derives its funding mainly from process imposed on the industry for every tone of palm oil and palm kernel oil produced. In addition, MPOB receives budget allocations from the government to fund development projects and for approved research projects under the Intensification of Research in priority Areas (IRPA) programmed.

*(Sources: [www.mpob.gov.my](http://www.mpob.gov.my))*

#### 1.3 Vision

To become the premier Nobel Laureate-producing research and development institution, providing leadership and impetus for the development of a highly diversified value-added, globally competitive and sustainable oil palm industry.

*(Sources: www.mpob.gov.my)*

#### **1.4 Mission**

To enhance the well-being of the Malaysian oil palm industry through research, development and excellent services.

*(Sources: www.mpob.gov.my)*

#### **1.5 Strategies**

- Expand and improve the current uses of oil palm products
- Find new uses for the products
- Improve production efficiency and quality of products.
- Optimize land utilization in oil palm areas.
- Promote the use, consumption and marketability of oil palm.

*(Sources: www.mpob.gov.my)*

#### **1.6 Policy**

- To adopt strong market and industry-oriented research and development programmes.
- 'To aggressively undertake transfer of technologies and commercialization of research results.
- To forge and active partnership in technology development and utilization with the private and public sectors.
- To strengthen international linkages and research collaboration in selected areas.
- To promote global awareness, appreciation and demand for Malaysian Oil palm and products.

*(Sources: www.mpob.gov.my)*

## **1.7 Functions**

- Implement policies and development programmes to ensure the viability of the oil palm industry of Malaysia.
- Conduct and promote research and development activities relating to the oil palm industry.
- Regulate, register, co-ordinate and promote all activities relating to the oil palm industry.

*(Sources: [www.mpob.gov.my](http://www.mpob.gov.my))*

## **1.8 The Board Members**

Members of the board which comprises a Chairman, representatives from the government and the industry and the Director-General of MPOB are appointed by the Minister of Plantation and Commodities. The Board plays a leadership role in giving direction to the organization.

Several committees serve the Board in the following areas:

- Research
- Finance and development
- Tenders
- Establishment
- Registration and licensing
- Audit.

*(Sources: [www.mpob.gov.my](http://www.mpob.gov.my))*

## **1.9 The programme Advisory Committee**

The programmes Advisory Committee comprising eminent scientist and experts from Malaysia and broad annually examines and makes recommendations on research activities for the Board's consideration.

### **1.10 Logo MPOB meaning**

The Logo of the Malaysian Palm Oil Board (MPOB) resembles oil palms fronds, and an outline of an oil drop. The out-flung formation of fronds represents the diverse functions of MPOB which range from research and development to commercialization, registration, licensing, technical advisory and consultancy. The logo's green stripes also represent MPOB's R&D guiding strategies maximum exploitation of palm oil, complete utilization of the non- oil components and full-utilization of the land under oil palm. The golden stripe signifies the "golden crop of Malaysia". The logotype in black is symbolic of the strong and bold character of MPOB characterized by energy and progress.

*(Sources: [www.mpob.gov.my](http://www.mpob.gov.my))*

### **1.11 Activities Licensed by MPOB**

- Produced oil palm planting material.
- Sell or move oil palm planting material, oil palm fruits, palm oil, palm kernel, palm fatty acids or palm oleo chemicals.
- Commence construction of oil palm mill.
- Mill oil palm fruits.
- Commence construction of bulking facilities for oil palm products.
- Survey or test oil palm planting material, oil palm fruits, palm oil, palm kernel, palm kernel cake, palm fatty acids or palm oleo chemicals.
- Export and import of oil palm material, oil palm fruits, palm oil, palm kernel, palm kernel cake, palm fatty acids or palm oleo chemicals.

*(Sources: [www.mpob.gov.my](http://www.mpob.gov.my))*

### **1.12 Objective of the licensing and enforcement unit.**

- To register, coordinate, regulate and promote all relevant activities for the healthy and orderly growth of the industry.



- To ensure that oil palm products produced and exported meet the trading contractual specification and customer requirements.
- To provide more effective service and to give greater national and international focus to the Malaysian Palm Oil Industry.

### **1.13 Functions of licensing and enforcement unit department.**

- To register, regulate, co-ordinate and promote all activities relating to the planting, supply, sale, purchase, distribution, movement, storage, surveying, testing, inspecting, export and import of oil palm products and the milling of oil palm fruits.

## CHAPTER 2

### CURRENT JOB DESCRIPTION

#### SCHEDULE OF PRACTICAL TRAINING

##### 2.0 Introduction

On the first week practical in Malaysian Oil Palm Board (MPOB), I have been doing my routine task in the MPOB department. In my organization, I was responsibility take a task as an Enforcement officer for all categories. Besides that, on the first week during the internship, I have been introduced and inform with my leader that I am chosen our department as my place to doing the training. The first week, I have created a form to get permission from my leader to make inspection and enforcement Nursery within one week.

##### 2.1 First week (1<sup>st</sup>) from 16 March 2015 (Monday) until 21 March 2015 (Friday).

###### I. 16 March 2015 (Monday)

For the first day, the first my task is made a plans to go to two nurseries near urban areas in the Nursery Miri Kedah Semaian Tan Sdn Bhd and Miri Best One in Bakam Lambir Miri land that took 45 minutes from the office to the premises Nursery. Before travelling in monitoring nursery palm oil, I have provided a few books to carry out check on the premises of the nursery in Miri. Inseption and enforcement in the premises of the nursery, we are required to bring two officer to carry out inseptions on all nurseries.

###### II. 17 March 2015 (Tuesday)

On the second day, had made plans to go to nursery of Kai Nguong and On road Resources Sdn Bhd. I made the inspection and enforcement is the same as the first day. In our routine task for checking the nursery that we need to check the each tree sold must have the age 9 months to ensure that the tree planted are still fresh. The premises of nursery, I have done a search of all records of purchases and sales that have been made by the premises of each monthly statement to avoid fraud on record purchases and sales on the premises.

**III. 18 March 2015 ( Wednesday)**

On the third day, I had made plans to go to two nursery of koperasi Miri Port Berhad and Espirit Rise Sdn Bhd. In koperasi Miri port is a port to import the tree of palm oil to other country. Beside that, I was conducting surveillance on the premises of the nursery, I have done a review of all document and record related to the MPOB policies. During the review is conducted on a monthly statement record the daily and sales of palm trees, where it appears there is confusion occurs warning notice or warning was issued immediately first. I was advised the worker in nursery to use the correct measure of the size of the permitted by MPOB the size polybag size is 15" X 18 " polybag distance 0.9 m X 0.9m and resources germinated seeds.

**IV. 19 March 2015 ( Thursday)**

On the fourth day, I had made plans to go to nursery of Jungkong Plantation and Mega Jutamas Sdn Bhd. I made the inspection and enforcement again that same with second day until fourth day that I was checking the all record and give them some advice for the worker in the nursery to obey toward the MPOB policies.

**V. 20 March 2015 (Friday)**

On the fifth day, I do not do inspection and enforcement on the premises of the nursery as are required to report to any visited during the week. I have made a report on eight premises of the nursery for review by

enforcement officers. After review by the enforcement officers' report will be sent to the review by the Sarawak region headquarters in Kuching.

## **2.2 Second week (2<sup>nd</sup>) from 23 March 2015 (Monday) until 27 March 2015 (Friday)**

### **i. 23 March 2015 ( Monday)**

In the second week, I was assigned to make a list of all compounds that have been imposed on all premises in the area Miri. I also do the work of organizing the entire list of compounds to be filled by year and month in order to make it easier for others officer to find information related compounds. I also directed to call on all dealer palm fruit to inform and remind them to pay compound of the offense committed.

### **ii. 24 March 2015 (Tuesday)**

On the second day of the second week, I have done all the checking information on the list of compound that have been paid and unpaid. I have also directed a letter head to all premises which still fails to pay for the commemoration of the first compound. I also interact with smallholder to the condition of applying for a new license for selling and moving oil palm tree.

### **iii. 25 March 2015 ( Wednesday)**

On the third day for the second week, I was working at the counter service in where I was made an explained to the customer how to applying the license for the smallholder categories. To deliver the information to the customer that it needs to be clear and understand information to avoid and miscommunication happens. Besides that, I was arrange the fail for the any categories so that easy for the others officer to find what the fail their want to search.

### **iv. 26 March 2015 ( Thursday)**

On the fourth day of the second week, I have done all the checking information on the list compound that has been paid and unpaid. Besides that, I was created the letter head to the premises in where should pay the compound immediately. If they failed to do so, the renewing license will not proceeding.

**v. 27 March 2015 ( Friday)**

On the fifth day, I was assigned to make monthly statistics report for each month for all categories such as mill, nursery and dealer. I was collected the form from each officer enforcement to combine to the month report statistics. Then, I will entering at all report information and send that information to headquarters in Kuching for every month.

**2.3 Third week (3<sup>rd</sup>) from 30 March 2015 (Monday) until 2 April 2015 ( Friday)**

**i. 30 March 2015 ( Monday)**

On the first day in the third week, I have created a work plan for the next month outside the office to facilitate the planning of the inspection to all categories can proceed smoothly. I also have consulted with client s to explain the conditions of applying for new licenses and additional hectare of land in their license. I was made a called on all traders to remind them of the date of sending the report to the reception and sale of oil palm fruit to the other premises,

**ii. 31 March 2015 ( Tuesday)**

On the second day , my work are still same because I should continuous the work in first day in where I also have consulted with client s to explain the conditions of applying for new licenses and additional hectare of land in their license. I was made a called on all traders to remind them of the date of sending the report to the reception and sale of oil palm fruit to the other premises,

**iii. 01 April 2015 ( Wednesday)**

On the third day , my work are still same also because I was focused with the smallholder license in where I also have consulted with client s to explain the conditions of applying for new licenses and additional hectare of land in their license. I was made a called on all traders to remind them of the date of sending the report to the reception and sale of oil palm fruit to the other premises.

**iv. 02 April 2015 ( Thursday)**

On the fourth day, my work to clear the all license smallholder license because the report should be sending every week to the Headquarters to check how many smallholder was applying the license in the one month.

**2.4 Fourth week (4th) from 06 April 2015 (Monday) until 10 April 2015 (Friday)**

**i. 06 April 2015 ( Monday)**

I was working at the counter service in where I was made an explained to the customer how to applying the license for the smallholder categories. To deliver the information to the customer that it needs to be clear and understand information to avoid and miscommunication happens. Besides that, I was arrange the fail for the any categories so that easy for the others officer to find what the fail their want to search.

**ii. 07 April 2015 ( Tuesday)**

I was working at the counter service in where I was made an explained to the customer how to applying the license for the smallholder categories. To deliver the information to the customer that it needs to be clear and understand information to avoid and miscommunication happens. Besides that, I was arrange the fail for the any categories so that easy for the others officer to find what the fail their want to search.

**iii. 08 April 2015 ( Wednesday)**

I was working at the counter service in where I was made an explained to the customer how to applying the license for the smallholder categories.

To deliver the information to the customer that it needs to be clear and understand information to avoid and miscommunication happens. Besides that, I was arrange the fail for the any categories so that easy for the others officer to find what the fail their want to search.

**iv. 09 April 2015 ( Thursday)**

v. I was working at the counter service in where I was made an explained to the customer how to applying the license for the smallholder categories. To deliver the information to the customer that it needs to be clear and understand information to avoid and miscommunication happens. Besides that, I was arrange the fail for the any categories so that easy for the others officer to find what the fail their want to search.

**vi. 10 April 2015 ( Friday)**

I was working at the counter service in where I was made an explained to the customer how to applying the license for the smallholder categories. To deliver the information to the customer that it needs to be clear and understand information to avoid and miscommunication happens. Besides that, I was arrange the fail for the any categories so that easy for the others officer to find what the fail their want to search.

**2.5 Fifth week (5th) from 13 April 2015 (Monday) until 17 April 2015 (Friday).**

**i. 13 April 2015 ( Monday)**

On the first day for the fifth week, I was providing documents and arbitrarily preparation for the visit of Minister of Plantation Industries and Commodities of Malaysia Datuk Amar Dounglas Unggah Embas. I was carrying out the budgeting to buy the food and drink to meeting with the Minister of Plantation and Commodities of Malaysia. I also was control and manage the meeting room to make the equipment and tool is complete to make the presentation for the Minister about the all issue happen in the MPOB, Miri.

**ii. 14 April 2015 ( Tuesday)**

Our department was already preparing the setting to make the presentation and make the all food and drink also was prepared early. Before, we start the meeting and discussion, our Head of Sarawak Region was made the presentation about the performance of the enforcement unit toward the cases thief of palm Oil Mill in Bakong area in Marudi. Miri. After we discussed and making the suggestion, I and other staff was provide the food and drink for the all staff. At 2.00 pm, the all officer enforcement and Minister was visited the new premis (Pelita Jaya Sama Sdn Bhd) category Dealer fruit (DF) was open on January 2015. After we finished visited the DF, we was moving to the Rh plantation Palm Oil Mill.

**iii. 15 April 2015 ( Wednesday)**

Before I started the work, the enforcement officer was divide the team to carrying out the "OPS Sawit Kenyalang". This operation was made because the smallholder was theft the Fresh Fruit Bunch (FFB) in the estate area. I was doing the task to collect the all data smallholder to prepare for those the staffs are need the information about the license. I am also was apply advance RM 1,500 for the budget OPS to pay the car rental and also buy the diesel. To apply the advance, I need to complete the form and make it signature and agree by the Head of Sarawak Regional.

**iv. 16 April 2015 ( Thursday)**

Make the list who is smallholder was over their hectare in license in which they was selling the fruits to the premise. After found the doing, I was made a cross check for find the smallholder over their hectare and make the report to the enforcement officer to show how many smallholder was finding the daily or monthly report for every premise.

**v. 17 April 2015 (Friday).**

I was appointed by my leader as a Licensing officer unit for category smallholder. After the new applying license and extend their hectare, I was made the check their form to avoid any problem before key in the MPOB



system. Before the sending the documents to me, there should check what the documents are needed when to apply the license. I was remind the smallholder what the documents should be their send and make sure that documents fully complete to avoid from the slowly process their license.

## **2.6 Sixth week (6th) from 20 April 2015 (Monday) until 24 April 2015 (Friday).**

### **I. 20 April 2015 (Monday)**

Make the list who is smallholder was over their hectare in license in which they was selling the fruits to the premise. After found the doing, I was made a cross check for find the smallholder over their hectare and make the report to the enforcement officer to show how many smallholder was finding the daily or monthly report for every premise.

### **II. 21 April 2105 (Tuesday)**

Before the sending the documents to me, there should check what the documents are needed when to apply the license. I was remind the smallholder what the documents should be their send and make sure that documents fully complete to avoid from the slowly process their license.

### **lii 22 April 2015 (Wednesday)**

My work are still same also because I was focused with the smallholder license in where I also have consulted with client s to explain the conditions of applying for new licenses and additional hectare of land in their license. I was made a called on all traders to remind them of the date of sending the report to the reception and sale of oil palm fruit to the other premises.

#### **IV 23 April 2015 (Thursday)**

my work are still same also because I was focused with the smallholder license in where I also have consulted with client s to explain the conditions of applying for new licenses and additional hectare of land in their license. I was made a called on all traders to remind them of the date of sending the report to the reception and sale of oil palm fruit to the other premises.

#### **V 24 April 2015 (Friday)**

My work are still same also because I was focused with the smallholder license in where I also have consulted with client s to explain the conditions of applying for new licenses and additional hectare of land in their license. I was made a called on all traders to remind them of the date of sending the report to the reception and sale of oil palm fruit to the other premises.

### **2.7 Seventh week (7th) from 27 April 2015 (Monday) until 31 April 2015 (Friday)**

#### **i. 27 April 2015 (Monday)**

I was working at the counter service in where I was made an explained to the customer how to applying the license for the smallholder categories. To deliver the information to the customer that it needs to be clear and understand information to avoid and miscommunication happens. Besides that, I was arrange the fail for the any categories so that easy for the others officer to find what the fail their want to search.

#### **ii. 28 April 2015 ( Tuesday)**

I was checking the applying for the previous year's license to key in the report for each month. My duties and reasonability only focus on the licensing smallholder. I also control the application licensing smallholder before their get the original. If I detect any confusing about their information I will interview them to determine that it complete or not.

**iii 29 April 2015 ( Wednesday)**

I was checking the applying for the previous year's license to key in the report for each month. My duties and reasonability only focus on the licensing smallholder. I also control the application licensing smallholder before their get the original. If I detect any confusing about their information I will interview them to determine that it complete or not.

**IV 30 April 2015 (Thursday)**

I was remind the smallholder what the document should be their send and make sure that document fully complete to avoid from slowly process their license. Besides that, I also need to explain how to ensure their document complete and was I give the period time in one month to get the original license to sell and buy the Fresh Fruits Bunch (FFB)..

**V. 31 April 2015 (Friday)**

In our department, for the new apply in one month in which we was received more than 100 smallholder applying the license and I have a one administration assistant to key in the license in which we need to know how many tree palm oil their buy from the Nursery that amount will determine how much hectare will be put into license. I was learning it how to manage the customers need for everyday.

## **2.8 Eighth week (8th) from 04 May 2015 ( Monday) until 08 May 2015 ( Friday)**

### **i. 04 May 2015 ( Monday)**

I was checking the applying for the previous year's license to key in the report for each month. My duties and reasonability only focus on the licensing smallholder. I also control the application licensing smallholder before their get the original. If I detect any confusing about their information I will interview them to determine that it complete or not.

### **ii. 05 May 2015 ( Tuesday)**

I need to explain how to ensure their document complete and was I give the period time in one month to get the original license to sell and buy the Fresh Fruit Bunch (FBB).

### **iii. 06 May 2015 ( Wednesday)**

I was remind the smallholder what the document should be their send and make sure that document fully complete to avoid from slowly process their license. Besides that, I also need to explain how to ensure their document complete and was I give the period time in one month to get the original license to sell and buy the Fresh Fruits Bunch (FFB).

### **iv. 07 May 2015 ( Thursday)**

In our department, for the new apply in one month, we was received 200 smallholder applying the license. I was made the check their form to avoid any problem before key in the MPOB system. Before the sending the document, I was remind the smallholder what the document should be their send and make sure document fully complete to avoid from the slowly process their license.

### **v. 08 May 2105 ( Friday)**

I was made the check their form to avoid any problem before key in the MPOB system. Before the sending the document, I was remind the smallholder what the document should be their send and make sure document fully complete to avoid from the slowly process their license.

## **2.9 Ninth week (9th) from 11 May 2015 (Monday) until 15 May 2015 (Friday)**

### **i. 11 May 2015 ( Monday)**

I need to explain how to ensure their document complete and was I give the period time in one month to get the original license to sell and buy the Fresh Fruit Bunch (FBB).

### **ii 12 May 2015 ( Tuesday)**

I need to explain how to ensure their document complete and was I give the period time in one month to get the original license to sell and buy the Fresh Fruit Bunch (FBB).

### **iii 13 May 2015 ( Wednesday)**

I need to explain how to ensure their document complete and was I give the period time in one month to get the original license to sell and buy the Fresh Fruit Bunch (FBB).

### **iv 14 May 2015 ( Thursday)**

I need to explain how to ensure their document complete and was I give the period time in one month to get the original license to sell and buy the Fresh Fruit Bunch (FBB).

### **v 15 May 2015 ( Friday)**

I was checking the applying for the previous year's license to key in the report for each month. My duties and reasonability only focus on the licensing smallholder. I also control the application licensing smallholder before their get the original. If I detect any confusing about their information I will interview them to determine that it complete or not.

## **2.10 Tenth week (10th) from 18 May 2015 ( Monday) until 22 May 2015 ( Friday).**

### **I. 18 May 2015 (Monday)**

Make the list who is smallholder was over their hectare in license in which they was selling the fruits to the premise. After found the doing, I was made a cross check for find the smallholder over their hectare and make the report to the enforcement officer to show how many smallholder was finding the daily or monthly report for every premise.

### **II. 19 May 2015 (Tuesday)**

Make the list who is smallholder was over their hectare in license in which they was selling the fruits to the premise. After found the doing, I was made a cross check for find the smallholder over their hectare and make the report to the enforcement officer to show how many smallholder was finding the daily or monthly report for every premise.

### **III. 20 May 2015 (Wednesday)**

Make the list who is smallholder was over their hectare in license in which they was selling the fruits to the premise. After found the doing, I was made a cross check for find the smallholder over their hectare and make the report to the enforcement officer to show

how many smallholder was finding the daily or monthly report for every premise.

**IV. 21 May 2015 (Thursday)**

I have created a work plan for the next month outside the office to facilitate the planning of the inspection to all categories can proceed smoothly. I also have consulted with clients to explain the conditions of applying for new licenses and additional hectare of land in their license. I was made a called on all traders to remind them of the date of sending the report to the reception and sale of oil palm fruit to the other premises,

**V 22 May 2015 (Friday)**

Make the list who is smallholder was over their hectare in license in which they was selling the fruits to the premise. After found the doing, I was made a cross check for find the smallholder over their hectare and make the report to the enforcement officer to show how many smallholder was finding the daily or monthly report for every premise

## CHAPTER 3

### ANALYSIS

#### 3.0 Introduction

3.1 This chapter will focus on the analysis that focuses on one or several tasks covered in the training handbook. This chapter also reflects the definition of concept and in this chapter it demonstrates a reflection of practical student's personal experience during the training. This chapter will compasses on how I as a trainee at my own department at MPOB organization transform knowledge gained at workplace to reinforce understanding on the concept learned in classroom.

3.1 The first subject which related mostly for my practical training is **ADM 510 Quality Management in part 3**. In definition of Quality Management as an act of overseeing all activities and tasks needed to maintain a desired level of excellence. This is includes creating and implementing quality planning and assurance as well as quality control and quality improvement. Quality management has an eight principle such as:

##### 3.1.1 Principle 1 is Customer focus.

Definition of customer focus is organizations depend on their customers and therefore should understand current and future customer needs, should meets customer requirement and strive to exceed customer expectation. The key benefits for this principle are improved customer loyalty leading to repeat business. This principle also applying the principle of customer focus typically leads t communicating customer needs and expectation throughout the organization. The main important part of customer focus in MPOB organization is smallholder and holder license categories needed from the organization such as service toward them.



### 3.1.2 Principle 2 is leadership.

Definition of leadership is established unity of purpose and direction of the organization. They should create and maintain the internal environment in which people can become fully involved in achieving the organization's objective. The key benefits for this principle are miscommunication between levels of an organization will be minimized. This principle also applying the principle of leadership typically leads to setting challenging goals and targets. The main important part of leadership in MPOB organization such as high level has a responsibility control the all staff and provide the policy increase the motivation of the staff.

### 3.1.3 Principle 3 is involvement of people.

Definitions of involvement of people at all levels are the essence of an organization and their full involvement enables their abilities to be used for the organization's benefits. The key benefits are people eager to participate in and contribute to continual improvement. This principle also applying the principle of people typically leads to people free sharing knowledge and experience. The main important part of involvement of people in MPOB organization if any events or activities, the all staff will join and participate to successful the program such as Family day.

### 3.1.4 Principle 4 is process approach.

Definition of process approach is a desired result is achieved more efficiently when activities and related resources are managed as a process. The key benefits are lower costs and shorter cycle times through effective use of resources. The applying the principle of process approach typically leads to establishing clear responsibility and accountability for managing key activities. The main important

part of process approach in MPOB organization is every task has an own objective and target to complete the task.

### 3.1.5 Principle 5 is system approach to management.

Definition of system approach to management identifying, understanding and managing interrelated processes as a system contributes to the organization's effectiveness and efficiency in achieving its objective. The key benefits are integration and alignment of the processes that will best achieve the desired results. The applying the principle of system approach to management typically leads to providing a better understanding of the roles and responsibilities necessary for achieving common objective and thereby know how reducing cross-fucntional barrier. The main important part of the system approach to management in MPOB's organization in where every fail for the work provide the name of the officer to know how many tasks received fro every month.

### 3.1.6 Principle 6 is continual improvement.

Definition of continual improvement is the organzaition's overall performance should be a permanent objective of the organization. The key benefits are the performance advantage through improved organizational capabilities. Applying the principle of continual improvement typically leads to providing people with training in the methods and tools of continual improvement at MPOB's organization in where the staff was allowed to join any training and their should be apply first in one week before approve by the leaders in the office.

### 3.1.7 Principle 7 is factual approach to decision making.

Definition of factual approach to decision making is effective decision are based on the analysis decision. Applying the principle of factual approach to decision making typically leads to ensuring the data and information are sufficiently accurate and reliable. The main important part of the factual approach to decision making at MPOB's organization is the all data and information should be complete and easy to understand with other employee in the organization.

### 3.1.8 Principle 8 is mutually beneficial supplier relationship.

Definition of mutually beneficial supplier relationship is an organization and its supplier are interdependent and a mutually beneficial relationship enhances the ability of both to create value. The key benefit is increased ability to create value for both parties. Applying the principle of mutually beneficial supplier relationship typically by leads to establishing relationship that balance short term gains with long term considerations. The main important part of the mutually beneficial supplier relationship in where the relationship MPOB's organization with the industry and smallholder has a cooperation with each other even though some of the customer are not satisfaction toward the service in the organization.

3.2 The second subject related mostly for my practical training is **Human Resources in code subject ADM 551 in part 3**. Definition of Human resources management is activities designed to provide for and coordinate the human resources of an organization according Lloyd B. 2004. In this subject more focus on the chapter 6 in which in system approach to training and development such as need assessment, program design, implement and evaluation.

### 3.2.1 Need assessment

The need assessment focus on the organization analysis means that an examination of the environment, strategies and resources of the organization to determine where training emphasis should be placed. The main important part of the need assessment at MPOB's organization is identifying what the customer need in the service organization.

### 3.2.2 Program design

In program design is focus on the strategies creating a motivated training environment such as use positive reinforcement. The main important part of the program design at MPOB's organization in where creating the training for the staff through the any activities.

### 3.2.3 Implement

Implement the training program focus on the advantage of the web based training. The main important part of the implement at MPOB's organization was established the program and we are combination with other department.

### 3.2.4 Evaluation

This is training program evaluation. This is how the organization evaluates the training toward the worker in the organization. The main important part of the evaluation at MPOB's organization in where for every years the all staff in organization will be evaluate their potential in any activities and training program.

3.3 The third subject which related mostly for my training is **Public relations in code subject PRO 458 in part 3**. Public relations is leadership and management function that helps achieve organizational objectives, defines philosophy and facilitates organizational change. Practitioners communicate with all relevant

internal and external publics to develop positive relationship and to create consistency between organizational goals and societal expectations. In this subject, I would like to focus on the chapter 11 community relations. Definition of the community relations is community relations as a public relations function, is an organization's planned, active its environment to the benefits of both the organization and the community to maintain and enhance its environment to the benefits of both the organization and the community. There are several objectives for the community relations such as:

#### 3.3.1 Supporting community activities.

Social support services can helps to maintain an active social life by having arranging visits and outings in the community. For example, at MPOB's organization is established the mobile program for the community. This is to give information for them.

#### 3.3.2 Determining community attitudes and expectations.

Community attitudes are attitudes held by group of people that live in communities. For example at MPOB's organization was established the program to know what the people want and what the problem their applying the licensing.

3.4 The four subject related with my practical training is **service management in code subject is ADM 570 in part 6**. Definition of the service management is the manufacturing context is integrated into chain management as the intersection between the actual sales and the customer. For this subject, I would like to focus chapter 7 planning for public service. In this chapter, very related with my practical training in which discuss about the managing the waiting time. But waits can be reduced by:

#### 3.4.1 Rethinking and redesigning the queuing system.

Provide the incorporate mobile options into their queue are the ones suffering. Mobile options allows customer to register for their place in line, communicate directly with the service agents and receive text alerts when their turn is imminent. For example, at MPOB's organization is was not have a large space for the customer to waiting their turn.

3.5 The five subject related with my practical training is **knowledge management in code subject ADS 503 in part 7**. Knowledge management has become the bussword in the era of knowledge based economy. In this subject I would like to focus chapter 10 issues, challenges d constraint of the K-Era. The rationales for knowledge on government context can also understood by examining government's structure and function ( Misra 2003). The following four characteristics of government can be said to drive knowledge management needs:

3.5.1 Knowledge is a central resource of the government.

Effective government rests on effective acquisition and dissemination of knowledge.

3.5.2 Government is a distributed enterprise.

Similar knowledge requirement are spread across States and local government.

3.5.3 Frequent transfers of knowledge worker.

People are now more used to dealing with government using a wide variety of channels (including online channels) . Government need to continuously re-evaluate their service delivery programs in order to meet the challenges of e-government. The important part of this frequent transfer of knowledge worker at MPOB's organization is every department was using the transfer of

knowledge worker to make sure that can deliver the faster service to the customer.

3.6 The six subject related with my practical training is **public finance in code subject ADS 652 in part 6**. The definition of public finance is field of economics concerned with paying for collective or governmental activities and with the administration and design of those activities. The types of the government expenditure in public finance such as government investment and transfer payments.

#### 3.6.1 Government investment

A government investment pool or local government investment pool is a state or local government pool offered to public entities of public funds. These pools are important investment tools, offering safety with a competitive yield. For example, MPOB's organization was imposed the tax for the industry Palm Oil Mill for every month included the estate categories.

#### 3.6.2 Transfers payment

Transfer payment in transaction payment to other agencies to pay the taxes. For example, MPOB's organization was reminding the payer to pay their tax through the online system.

3.7 The seven subject related with my practical training is **managing change in code subject ADS 607 in part 6**. The managing change meaning is dynamic environment requires constant change. For an organization to be successful in midst of highly-competitive market and demanding customers it is imperatives for organization to regularly, if not constantly evaluate the need for initiating changes. In this subject, I would like to focus in chapter 5 resistance to change in which it is two reason for taking change positively according Kirkpatrick (2001) such as :

### 3.7.1 Responsibility

The change in the nature of responsibilities. A person or staff may be given some important work tasks which he or she will take much pride on. For example, at MPOB's organization in where the responsibility of staff to protect the facilities in the organization.

### 3.7.2 Better working conditions

This may be related to the change in better physical environment or perhaps when the staff is given new equipment to deal with. For example, MPOB's organization was provided the good environment facilities and comfortable doing the work.

3.8 The eight subject related with my practical training is **Ethics in administration in code subject ADS 452 in part 4**. According to the National Integrity for ethics in administration is a set of moral values and principle which form the standards guiding the code of conduct of individual, organization and profession. In this subject, I would like to focus on the chapter 6 such as Ethics and public administration for the value in public administration in which has a two categories such as:

#### 3.8.1 Value in the organization as a whole.

Deals with the values that affect the role of the institution. For example, MPOB's organization in where we has a more communication with the industry in licensing information.

#### 3.8.2 Values of the public administration (civil servants).

Deals with the values that affect the role as public administration. It also affects the various relationships (employer-employee, employee-employee, employee- customer). For example, MPOB's organization will interact between staff and customer.



3.9 The second last subject is **Strategic management in code subject ADS 553 in part 6**. The meaning of strategic management is the process of identifying, choosing and implementation activities that will enhance the long term performance of an organization by setting direction and by creating compatibility between the internal skills and resources of the organization and the changing external environment within it operates. In this subject, I would like focus on the chapter 3 about the internal and external analysis.

#### 3.9.1 External analysis

It is involves evaluation of the task environment to determines trends, threats and opportunities and also provide a foundation for strategic direction. For example, at MPOB's organization was provided the information technology to access the website for key in the licensing for all categories.

#### 3.9.2 Internal analysis.

It includes a broader evaluation of all the organization's resources and capabilities, to determine strength, weakness and opportunities for competitive advantages and to identify organizational vulnerabilities that should be corrected. For example, MPOB's organization was provided the good facilities for the staff to using in comfortable when doing their work.

3.10 The last subject is related with my practical training is **Organizational Behavior in code ADM 501 in part 4**. The definition of the organizational behavior is study of what people think, feel and do in and around organization (Mcshane and Von Glinow, 2010). It is also helps mangers to look at the behavior of individual within an organization and interpersonal relations, when two or more people interact and intergroup relations that emerged (Newstrom, 2011) , I would like to focus on the chapter 7 such as team in which is learn about the types of team in the organization such as:

### 3.10.1 Departmental team

The departmental team is the group of people from the same work area or department who meet on a regular basis to analyze customer need, solve problem, provide members with support, promote, continuous improvement and share information. For example, MPOB's organization in where we are having a two division unit with the different customer needs.

### 3.10.2 Advisory team.

Advisory teams mean the advisory team make suggestion about the final product. For instance, a quality control group on an assembly line would be an example of an advisory team. For example, MPOB's organization we have a different division and different leadership for each unit.

### 3.10.3 Leadership team

Leadership team is typically a group of administration, teachers and other staff members who make important governance decision in a school and or who lead and coordinate school and or who lead and coordinate school improvement initiatives. For example, MPOB's organization is leadership is a top management level as a guide staff to manage and carrying out the work and tasks in the organizations.

## CHAPTER 4

### RECOMMENDATION

#### **4.0 Introduction**

This chapter will focus on the strengths and weaknesses of the task assigned to the practical students, under the administrative department as discussed in chapter three. Solutions and improvements are provided as well. In section 4.1 will be discussed on the strengths, weaknesses and the recommendations of MPOB organization. In section 4.1.1 will go through on the Quality Management and on section 4.1.2 which will be discussed on the Human Resources. On section 4.1.3, it will discuss on the public relations. On section 4.1.4, it will discuss on the Service Management. On section 4.1.5, it will discuss on the knowledge management. On section 4.1.6, it will discuss on the public finance, on section 4.1.7, it will discuss on the managing change. On section 4.1.8, it will discuss on the Ethics in administration. On the section 4.1.10, it will discuss on the organization behavior.

#### **4.1 Strength, weakness and recommendation**

##### **4.1.1 Quality management**

For the strength is MPOB's organization was allowed the eight principles when they carry out their duties in their own department.

The weakness is several principles of the quality management were not followed in MPOB's organization.

The recommendation is followed the eight principles to achieve the target of the MPOB's organization.

##### **4.1.2 Training and development in human resources.**

The *strength* is in where the all staff was allowed to join any training related with their own tasks.

The *weakness* is limitation of the staff to participate because they are not interested.

The *recommendation* is should take a more staff so that the other staff easy to participate any training in an organization.

#### **4.1.3 Objective of public relations**

The *strength* is objective of the public relation in the MPOB's organization in which it is often considered a highly credible from of promotion.

The *weakness* is uses many of the same channels as adverting differs significantly from adverting in that marketers do not have direct control whether a message is delivered and where it is placed for delivery. For example, MPOB's organization in which the nay negative issue in happens that will the media about the price of the oil in the Malaysia.

The *recommendation* is provide a more information effectiveness and efficiently in promotion in the organization.

#### **4.1.4 Managing the waiting line in service management.**

The *strength* is to we can discuss with the customer what their want. The staff in front of the counters should practice the friendly with the customer who is come to the organization. The more facilities for customer.

The *weakness* is very long term capacity of the service.

The *recommendation* is in managing ethics waiting area, there should out

#### **4.1.5 Characteristics of knowledge management**

The *strength* is knowledge management can share the information or ideas with each other in the organization. MPOB's organization was practice the latest news in where it was post in the email for all staff in the Organization. Every different tasks or unit also gets the same information about the knowledge in the organization. It was called as an "Edisi MPOB".

The *weakness* is some of the staff are lazy to read "EDISI MPOB" in knowledge because their expectation that news was not important for their in the routine tasks n the workplace.

*Recommendation* is knowledge management should be more practice in the organization especially on the meeting session with all staff. This is important in the organization.

#### **4.1.6 Types of government expenditure in public finance.**

Definition of public finance is a field of economics concerned with paying for collective or governmental activities and with the administration and design of those activities.

The *strength* for the government expenditure in public finance in MPOB' organization in where our licensing was imposed the tax for the industry for every month and their will pay at the office or through the online website.

The *weakness* to pay the taxes in the online website was still lack because the system still slow and some of the information are

not and some of customer are not understand what the instruction was mention to them.

#### **4.1.7 Resistance to change in managing change**

Definition resistance to change is tri-dimensional involving effective, behavioral and cognitive components. Affective is all about feeling such as angry, cognitive is all about what the person does in the face of change such as critical, blaming and accusing.

The *strength* is responsibility the change in the nature of responsibilities. A person or staff may be given some important work tasks which he or she will take much pride on. Better working condition may be related to the change in better environment or perhaps when the staffs are given new equipment to deal with. In MPOB's organization was provide the good and better condition and comfortable doing the jobs.

The *weakness* is still lack of the facilities and sometime the works are not finish yet because sharing with one machine. The process of work was slow and not efficiency.

#### **4.1.8 Value in the public administration in ethics in administration**

Definition of value in the public administration is a core value is a broad phrase to described the standard by which we characteristics a person, profession or organization. The value in the public administration has two categories such as value in the institution and value in the civil servants,

The *strength* for the value in the institution is deals with the values that affect the role of the institution. It is also influences their relationship with the various 'actors' in public administration ( intra-org), inter-org, org-customer). In MPOB's organization is the value

in the institution in which we made a deal to process the license with the industry like a Palm Oil Mill. For the value in the civil servants is deals with the values that affect the role as public administration. In MPOB's organization, the value in the civil servants in relationship between staff in the organization respect the each other and make cooperation when having a problem about the environment in the office.

The *weaknesses* for value in the institution in MPOB's organization in where some of the employee will not have integrity to carry out their jobs when dealing with the customer fro the license. Meanwhile, for the value in the civil servants in where the staff in the MPOB's organization still lack of communication in the office.

The *recommendation* for the value in the institution in MPOB's organization in where there should change with the different officer for different task because to avoid any interest officer their jobs. For example, value in the civil servants is the staff in the MPOB's organization should build up more activities or events with other people.

#### **4.1.9 Internal and external analysis in strategic management.**

Definition of external is involves evaluation of the broad and task environments to determine trends, treats and opportunities and to provide a foundation for strategic direction. Meanwhile, as for the internal analysis, it include a broader evaluation of all of the organization's resources and capabilities to determine strengths, weaknesses and opportunities for competitive advantage and to identify organizational vulnerabilities that should be corrected.

The *strength* for the external analysis in the MPOB's organization is information technology. Information technology is important for every department to access the data or other information. In this organization, we get information from access the internet. Beside that, to key in the data such as license, we need to access the portal to key in the data licensing. For internal analysis, it can lead superior performance in many aspects whereas by knowing organization weaknesses, it can improve the performance from inferior performance or potential.

The *weakness* is external analysis in where have a more influence economic forces in which economic factors have a direct impact on the potential attractiveness or various strategies. In internal analysis are physical resources such as machine always breakdown. It made the work is slow.

The *recommendation* for the external analysis is provide the high speed for the access internet because to access the internet is very slow and make the processing the license in the website become slow. Photostat so that every staff can be used in easily without waiting one person to finish their work and machine also always breakdown because a lot of staff was using for one machine.

#### **4.1.10 Types of team in organization behavior.**

Definition of team in organization behavior is a group whose individual efforts results in a performance that is greater than the sum of the individual inputs. There are three types of team in the organization such as problem solving team, self-managed work team and cross-functional.



The *strength* is can making communication between each other. Communication helps people to contract with each other to achieve organization objective, the communication must be effective. In MPOB's organization, in our department when doing the work in the outside. We need a team because we can helps each other to check that all record for every premise in the Miri.

The *weakness* in organization opportunity because behavior in teams in where the few of the staff are not does this. Some of the worker did not have a time to help the other because did not have a staff in the organization.

The recommendation is the leadership should be divide the tasks by person so that the bias will not happens.

## **CHAPTER 5**

### **CONCLUSION**

#### **5.0 Introduction**

This chapter will focus on the summary of discussion on previous chapter by highlighting the main points. Under this chapter, the conclusion will be provided according to each chapter from chapter one until chapter four. In section 5.1, it will analyze the conclusion for chapter 1, under section 5.2, it will summarize the conclusion for chapter 2, and section 5.3 will comprise on the conclusion for chapter 3 and lastly is on section 5.4 which will discuss the conclusion for chapter 4.

#### **5.1 Chapter one**

As a conclusion, trainee has been exposed to the working environment in term of the governmental organization. Under Chapter One, I have explained on the introduction of the organization and also the background information for the organization. Next, vision, mission, objective and goals, function, logo MPOB also have well elaborated and this show that the organization is one of the learning organization and there is a goals that is needed to be achieved. Another elements that is explained in chapter one is the organization structure which discussed more details about the hierarchy system in MPOB organization. There are several departments in MPOB and every department have its own function. Other elements such as organization motto and logo, flag also have been highlighted. Organization policy also the important things in the organization and shows the rules and regulations that should be followed by the organization.

## **5.2 Chapter two**

In completing chapter two, schedule of the practical training, I have clearly explained on my daily task which is extracted from the log book. As mentioned in Chapter Two, I have explained on the task that has been given to me as a trainee in the organization and as a requirement to complete the internship requirement. From the daily task, I can summarize that the given task is focusing on the service management toward how to handling the customer in the organization. In chapter two also explained every detail that I have done during my internship programme. As a conclusion, I can say that the organization really gives a full trust and wanted to helps the practical students to gain the a new experience and gives the students opportunity to learn with a new something during working process.

## **5.3 Chapter three**

In completing Chapter Three, I have made some analysis on the area of the task that has been assigned to me which ten subject in degree programme such as Quality Management (ADM 510), Human Resources (ADM551), Ethics relations (ADS 452), Public relations (PRO 458), public finance (ADS 652), managing change ( ADS 553) , knowledge management ( ADS 503), service management ( ADM570), organization behavior ( ADM 501) and last is strategic management ( ADS 553). This analysis has been made after I have finished tenth weeks in completing the practical training. In this chapter three, it describes the analysis of the practical training and it specifically focuses on one area task. It reflects the theoretical aspects as all of the concepts learned in classroom at the workplace and how to transforms knowledge gained at the workplace to reinforce understanding on the concepts learned in the classroom. In the analysis I have explained well on the service management and how the

organization applies this concept. Besides, I have come out with the examples that I have experienced during the practical training process.

#### **5.4 Chapter four**

In this chapter, as a conclusion I can conclude that this chapter gives out what is the strength, weakness and also the recommendations as the solution for improvements toward the weaknesses. The strength comprise the entire positive and the advantages that the organization has been practiced. The weaknesses from happens every time and the recommendation can help the MPOB's organization to minimize their weaknesses and any other problem cause since it can lead to dissatisfaction of their staff and their customers too.

#### **5.5 Overall conclusion.**

Therefore, through tenth weeks of the internship programs, I as a trainee can identify strength and the weaknesses of the organization that I have choose which own my organization. I can conclude that there are many advantages and also the disadvantages during the process of internship in MPOB's organization. During the internship program, it gives a new experience for the trainee students to experiencing the working life. It also challenges to the trainee students so that they can have a good time management and finish the work on time. Here, I would like to suggest that.