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FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI



PRACTICAL REPORT (DEWAN BAHASA DAN PUSTAKA)

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Mohammad Atemir Bin Yacub

Abstract

The trainee have undergo practical training for 2 month in the Dewan Bahasa Dan Pustaka (DBP), an organization build solely for the purpose of expanding and researching literature of every ethnic in Malaysia. The trainee were expose with multiple task in which most of the task solely focus on the public relation as well as management. While undergoing practical training, the trainee were given task as being part of the DBP committee in the event of Anugerah Sastera Negeri Sarawak. The event have its own multiple weakness in which the trainee identify as well as giving recommendation to improve.

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CHAPTER 1: INTRODUCTION TO *DEWAN BAHASA DAN PUSTAKA (DBP)*

1.0 INTRODUCTION

According to YBhg Dr. Hazami, The Head Director of Dewan Bahasa dan Pustaka Sarawak Branch, Dewan Bahasa dan Pustaka (DBP) is a public organization specially established for coordinating the use of the Malay language and Malay-language literature in Malaysia. DBP is the one who is responsible for any Malay related intellectual or the one who responsible in upholding the Malay language as the official language as well as the intellectual language of Malaysia. That means that DBP is responsible in regulating and coordinating Malay language and literature in Malaysia. However each branch of DBP is also responsible in researching native languages of each designated branch of DBP. For example, in the Sarawak Branch not only that they publish Malay literature, but also the literature of other natives living in Sarawak such as Bidayuh or Iban. DBP is an organization who's responsible on keeping the native's language and literature alive by collecting, creating and publishing new or old literature. In short, DBP is an organization who is responsible on keeping the traditional native's literatures alive from being devoured by the stream of modernization.

1.1 BACKGROUND OF THE ORGANIZATION

DBP Malaysia was first established as Balai Pustaka in Johor Bahru on 22 June 1956 (YBhg Dr. Hazami, 2017). It was placed under the scope of the Malayan Ministry of Education back then in 1956, before the establishment of Malaysia that was on 16 September 1963. It was known back then as Balai Pustaka. However during The Third Malay Literary and Language Congress on 16 till 21 September 1956 in both Singapore and Johor Bahru, Balai Pustaka was renamed as Dewan Bahasa dan Pustaka. The one who is responsible in the setting of the institution was Royal Professor, Ungku Abdul Aziz Ungku Abdul Hamid (Abu Bakar A. Hamad, 2009). He was the first General Director of the Council on Language and Literature Malaysia in 1956 till 1957. In 1957, DBP moved from Johor Bahru to Kuala Lumpur which is the current capital of Malaysia. Through The Ordinance of Dewan Bahasa and Pustaka 1959, DBP was granted a charter with its own Board of Governors. With the charter, DBP now granted the power to form policies regarding the Malay language, responsible to spread the language and is able to go into book publishing business. Charter is a written grant by the sovereign or legislative power of a country, by which a body such as a borough, company, or university is created or its rights and privileges defined. In this case, the Malaya government give DBP its own right and privileges.

On 31 January 1962, DBP moved to its own building at Jalan Lapangan Terbang Lama which currently called Jalan Dewan Bahasa. It is a big upgrade having their own building since before 31 January 1962, DBP was operating in an ex-hospital building. Later in 1977, in accordance of after establishment of Malaysia, DBP open new branches in Kota Kinabalu, Sabah and Kuching, Sarawak, taking over the role of Borneo Literature Bureau in Sarawak. Borneo Literature Bureau can be considered as the Balai Pustaka of Sabah and Sarawak before the establishment of Malaysia. Soon after the takeover, DBP had all the books in Iban language and other Bornean languages buried. However there were some books which were fortunate enough to be found and rescued. It was later alleged that all the books were burned. The situation happen since the original policy were to establish and empower the use of Malay language. Thus other form of literature which is not in Malay were considered as obsolete and ordered to be destroyed. DBP

stated that they cannot published books in regional languages because this would be against its own policy and is not economically great in a small market of readers. However, the form of discrimination changes overtime. Now, literature from languages other than Malay is most welcome. The establishment of DBP Sarawak and Sabah Branch were soon followed by DBP branch in Pulau Pinang (1999), Kelantan (1999), and Johor (2003).

Differrent then their main branch, I haved my practical training at DBP Sarawak branch. DBP Sarawak branch is located at Jalan Tun Datuk Patinggi Abdul Rahman Yaakub, Petra Jaya, Kuching, Sarawak. As stated, DBP Sarawak branch was first established in 1977. According to its Head Director Ybhg Dr Hazami, DBP Sarawak branch were a small organization who's rented a houseshop own by the natives back when it was first establishment. However it changes later when the Sarawak government purchase the land and build the current DBP building which is now standing on the current ground at Jalan Tun Datuk Patinggi Abdul Rahman Yaakub. It standard operation of procedure were similar with the main branch at Kuala Lumpur, however with a little adjustment since the natives in Peninsular Malaysia with Sarawak is different. It is different since DBP Sarawak branch is also responsible in collecting, Study and publish literature of its various ethnic. There are 26 different ethnic in Sarawak which is a difficult task to undergo research on all of them (Abdul Rashid, 2018). 26 different ethnic is large in term of number not including that in one ethnic, there might be different in term of their slang. Thus, the research on the different ethnic literature were studied from the day that DBP Sarawak branch own their first building until today.

1.2 ORGANIZATIONS POLICY

Here are a few of policy for the establishment of DBP as stated in the enactment of DBP 1959 (revised 1978):

1. To build and enhance Malay language as the national language of Malaysia in all form of literature including science and technology (Act 2138, No.5, I).
2. To expand the talent in literature mainly in the national language (Act 2138, No.5, II).
3. To print or published or help in the published of books, magazine, flyers, and other form of literature in the national as well as other natives language (Act 2138, No.5, III).
4. To standardize spelling and pronunciation, and devised appropriate terminologies in the national language (Act 2138, No.5, IV).
5. To encourage the proper usage of the national language (Act 2138, No.5, V).
6. To encourage the usage of the national language so that it will be extensively used for all purposes in accordance with the law for the time being in force (Act 2138, No.5, VI).
7. For the purpose of paragraphs (1) (V) and (VI), "to encourage" includes giving direction, commentary, advise, assistance, guidance, and training of supervision.

On 6 October 2009, Dewan Bahasa and Pustaka Act 1959 is expanded to give more power to DBP to counter the ever-growing improper Malay language in the community of Malaysian. In this case, improper Malay language were languages that is not a pure Malay language. For example, mixing English with Malay language or simplifying a Malay language that would make it stray for its normal definition. Malaysian call it "*Bahasa Rojak*". The power were not meant to punish but more towards educating Malaysian to the proper use of Malay language. On 8 Mei 2011, commercialist must refer to DBP before applying license to advertise their advertisement from the local authority. According to The Head Director of Malaysia DBP, Datuk Termuzi Abdul Aziz, the act has been enforced for years now under the local authority, law of advertisement. According to the power which been given, DBP will evaluate in the form of language and visual of the advertisement and if approved, it can be brought to the local authority to apply for license to advertise the advertisement. Failure to comply will result in be given fine, penalty or even jail.

1.3 MISSION, VISION, INSIGHT AND PHILOSOPHY OF THE ORGANIZATION

Mission: *Meningkatkan Penggunaan Bahasa Melayu*

Vision: *Bahasa Melayu Salah Satu Bahasa Utama Dunia*

Insight: *Menjadi Peneraju Utama Pengembangan Bahasa dan Persuratan Melayu dalam Pembinaan Negara Bangsa*

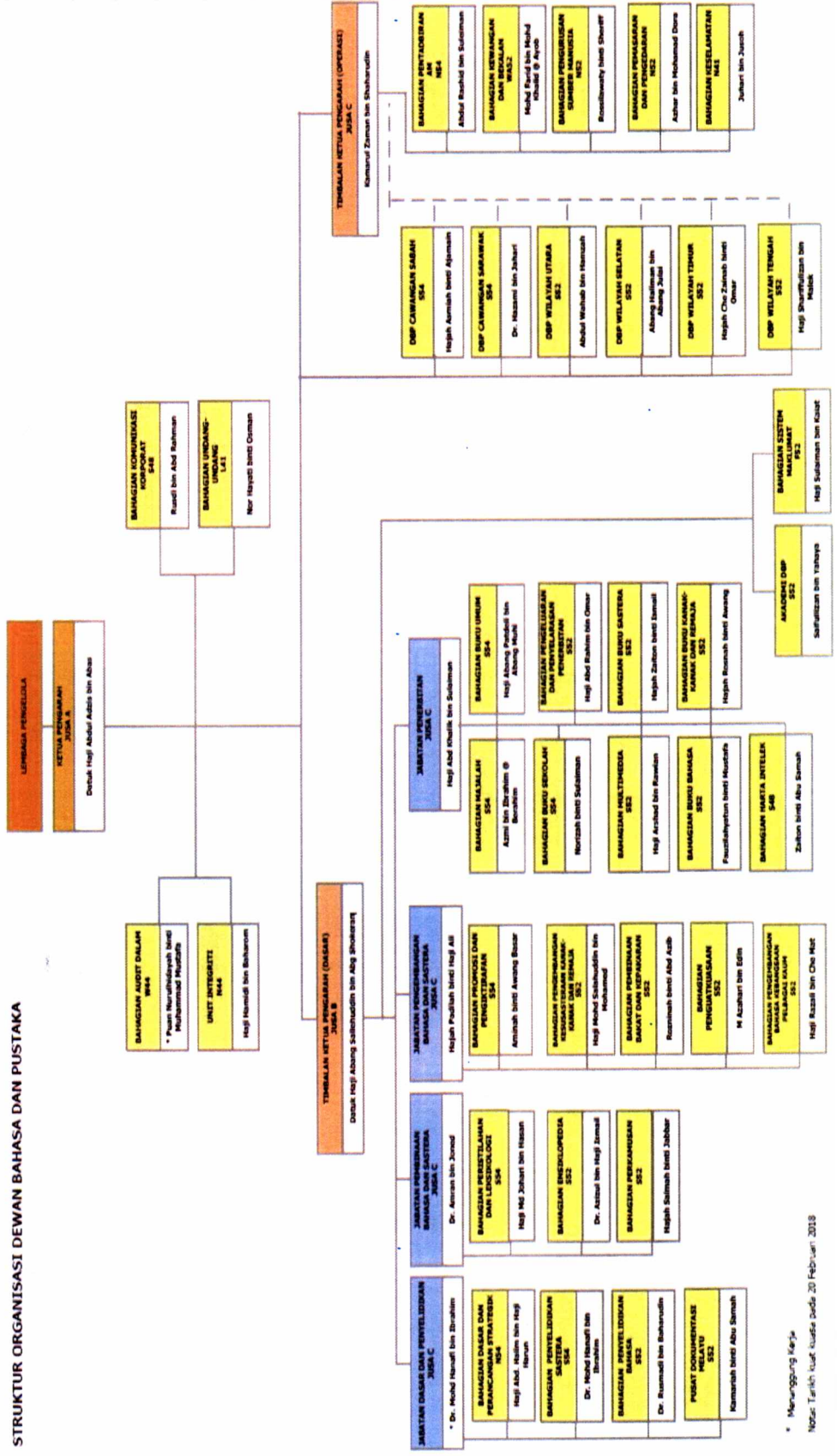
Philosophy: *Bahasa Jiwa Bangsa*

The Mission was "*Meningkatkan Penggunaan Bahasa Melayu*". The mission can be translated as to increase the use of Malay language. Similar to its identity as the land of Malay, "Malay" sia, it is common sense to empower to use of the national language. Thus by accomplishing the mission, DBP can enhance Malaysia identity which is to empower and strengthen the Malay language as the national language of Malaysia. The vision of DBP was "*Bahasa Melayu Salah Satu Bahasa Utama Dunia*". The vision can be translated as to make Malay language as one of the main language used by the world. It is prove that DBP is visionary. To make Malay language global or in other words, to globalize the language of Malay is a very big and difficult vision. Thus to accomplished it is a noble and perfect vision for DBP. DBP also have their own insight. Their insight was "*Menjadi Peneraju Utama Pengembangan Bahasa dan Persuratan Melayu dalam Pembinaan Negara Bangsa*". It can be translated as to become the main leader for the development of Malay language alongside the development of Malaysia. It other word, DBP insight were to upgrade or improve the Malay language and literature as the same height or pace as the development of Malaysia. DBP is famous in Malaysia for their philosophy of "*Bahasa Jiwa Bangsa*". It can be translated as language is the soul of the nation. It is as to give a statement that Malay language is the identity of Malaysian. Thus fit perfectly with their vision, mission and insight which the main goal were to carve Malay language in Malaysian souls.

1.4 ORGANIZATIONAL STRUCTURE

1.4.1 Organizational Structure for Headquarters of DBP

STRUKTUR ORGANISASI DEWAN BAHASA DAN PUSTAKA

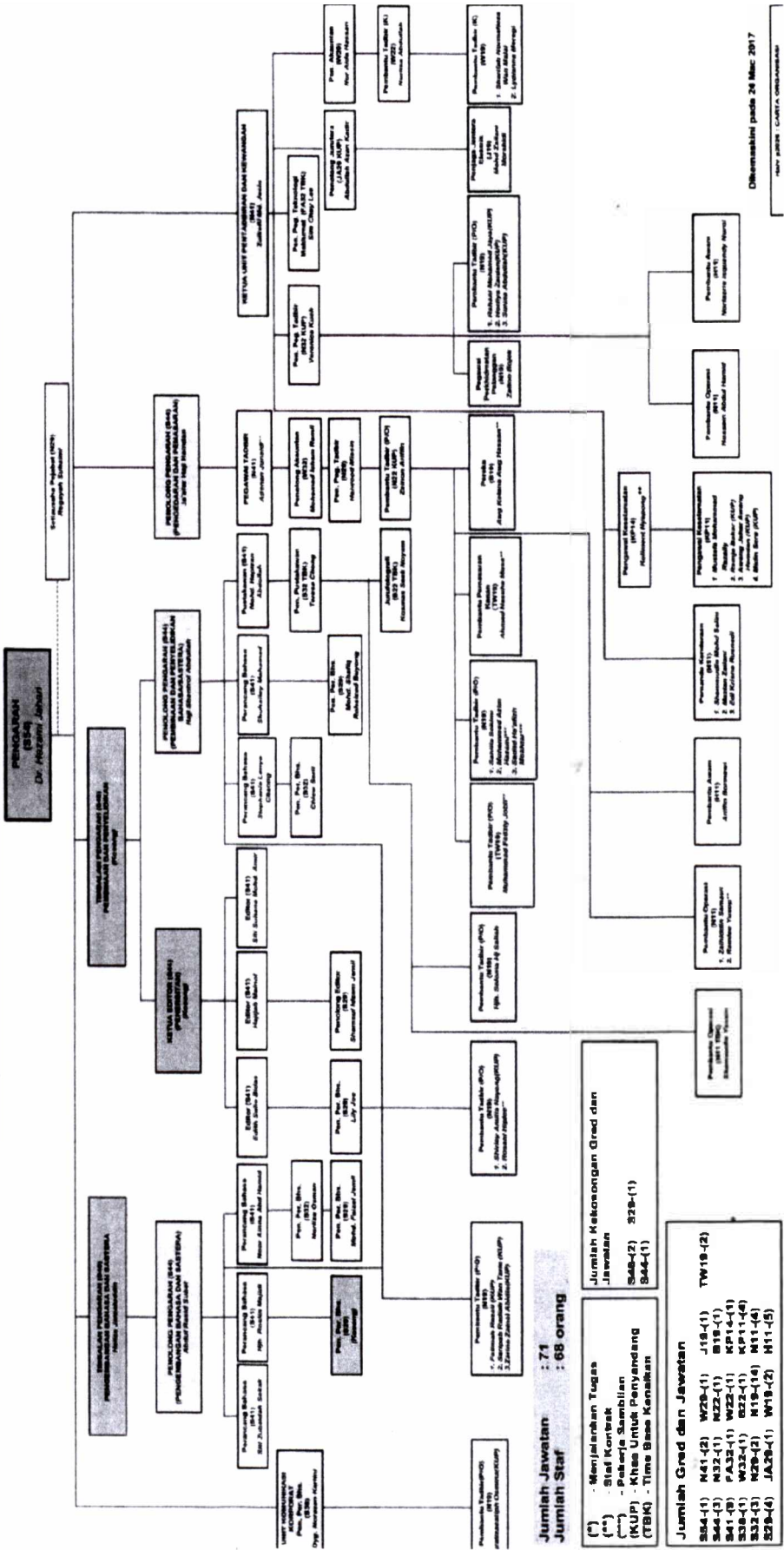


* Menunggu Kerja
Nota: Tarikh tukar kuasa pada 20 Februari 2018

1.4.2 Organizational Structure for DBP Sarawak Branch



CARTA ORGANISASI
DEWAN BAHASA DAN PUSTAKA CAWANGAN SARAWAK



1.5 CORE BUSINESS OF THE ORGANIZATION

1.5.1 Publish and Selling Self-produce Books

DBP is well known in Malaysia as the publisher of *Kamus Bahasa*. *Kamus Bahasa* is a dictionary of the Malaysian national language. The dictionary is not only descriptive, but rather also prescriptive, as it represents the result of the efforts of DBP to adapt the Malay language to accommodate the challenges of technology and science. However let us not forget that language used also changes accordance with time. DBP's role in developing and regulating the language may be resembles to that of similar government bodies in other countries. For example the Academie Francaise of French, council for matters regarding French language. Besides *Kamus Bahasa*, DBP also produce textbook. These textbook is standardize to be used by the primary and secondary school in Malaysia. These books were used till today and be loan toward the student for free under the Malaysian policy of *Skim Pinjaman Buku Text*. It can be further translated as Textbook borrowing scheme.

Besides *Kamus Bahasa* and textbook, DBP is most popular for their native's literature. These form of literature is considered as unique and quite hard to find in the market because the production is limitedly as well as the difficulty of finding the sources of literature. This happen since a few ethnic were living far away from urban area and some places is difficult to reach.

1.5.2 Training Novelists

DBP is also known to produce many talented novelists. DBP is obligate to help and produce writers for their purpose of writing their books to be publish. Thus for that purpose DBP occasionally would held a writing improvement program which they will use to scout new and talented writers. The selected writer later would be offered a contract as well as guidance by DBP in term of language and writing format. Overall, DBP would held writing improvement program to scout talented writer to be their writer to ensure the future of their book publishing agenda. Most outstanding DBP novel writer are Miss Hasbah Abdullah, Mrs. Malardevi Margamuthu, and Mr. Syed Satahkatulah Bin Mohamed Kalik. These novels writing has published many books such as *Hikayat siak*, *Peluru Petunang*

and others. These novels help DBP in regulating and coordinating Malay language and literature in Malaysia, helping to accomplish its policy to empower the Malay language and literature as well as meeting the philosophy of DBP, "*Bahasa Jiwa Bangsa*".

1.5.3 Event Organizer

Occasionally, DBP would be the organizer of any events regarding literature. Since they can be considered as expert regarding the Malaysian native's literatures, it is without a doubt that they will be the first one to be referred to. Thus, if there would be any literature based event, they would be the one which would held or supervised the event. This proved that how much confident that the Malaysian put their trust toward DBP regarding literature of their natives.

1.6 CHAPTER SUMMARY

DBP Sarawak branch is currently led by its Head of Director, YBhg Dr Hazami. YBhg Dr Hazami is assist by three assistant director which are Madam Haliza, Dr. Haji Santrol, and Mr. Abdul Rasid. DBP Sarawak branch is responsible in research and publishing of the native's literature as well as handling any event regarding the knowledge of its native's literature. Unlike most of the organization which each department have their own unit, DBP Sarawak branch work together even with different work designation and ethnic. Thus, to work as one is their own motto in working as the one responsible to keep its traditional natives literature alive. DBP Sarawak branch also have their own book shop which located within their building. It is a bookshop full of literature treasure which is recommended to be visit since a few of their books is not sold in other book shop in Sarawak. It was an honor to work among them and if I was given chance to work within their organization, I would not hesitate to say 'yes'.

CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

Practical training can be defined as studying which take place in a company or business, offering the students the opportunity to adapt what he or she has learned in the practice and develop professionally. It is a part of all the bachelor's degrees completed at the universities of applied science. In short, practical training can be simplified as a program which the student of bachelor degrees took part which takes place in a company or business, giving them opportunity to learn and adapt. Following the way of working at the place of training to enhance their future working ability towards professionalism. Since practical training is a part of student's studies and activities, it would require to be supervised and well planned.

2.1 REPORT AND SUMMARY OF INTERSHIP

Report can be identify as a spoken or writing account of something that one has observed, heard, done, or investigated. It also means that an account given of a particular matter, especially in the form of an official document, after thorough investigation or consideration by an appointed person or body. In short, repot can be identify as spoken and writing account of something which have been undergo or experience by an individual. Summary is a brief statement or account of the main points of something.

2.1.1 Week 1 – Week 6 (29 January 2018 - 7 March 2018)

The program of internship start on 29 January 2018. The place of internship as stated was at Dewan Bahasa dan Pustaka (DBP) Sarawak branch at Jalan Tun Datuk Patinggi Abdul Rahman Yaakub, Petra Jaya, Kuching, Sarawak. On the first day of attending, the unit that were given on duty is *Unit korporasi Korporat*. This unit is responsible in handling task regarding events and activities held by DBP. Thus, this unit can be considered as the center of DBP Sarawak Branch. As common, there were a briefing regarding the main scope of work of *Unit Koperasi Korporat* in DBP. Immediately, there was a meeting which were required to be attended to. During the meeting, I was given a brief regarding the future events which would be held as well as works which were given to be done. Thus, the first task given were to be appointed as the public address system (PA system) unit in the event of *Program Kolokium Teori Sastera: Pengkaedahan Melayu Sebagai Asas Penelitian* that were held on 1 February 2018.

The program were used to publicize a new book made by DBP as well giving a talk regarding the correct way of writing Malay literature. The program was held at *Dewan Bahasa*, in the DBP area. After the event finish on 2 April 2018. The second assignment were given and this time, as the attendance checker and the receptionist of the two events. The first event were *Kongres Seni Sarawak* on 21 till 22 February 2018 and *Anugerah Sastera Negeri Sarawak* on 26 February 2018. The event were held to praise as well as giving award toward the literature figures in Sarawak. The event were held at The Hill's Hotel. Since the date of the event were close, the work of both event are done simultaneously. As the attendance checker, there were an obligation to fax an invitation as well as attendance toward the intended guest. After taking the confirmation of the

attendance, there were also the making of list of the attending guest. Thus by referring to the list, the table were booked accordingly.

During *Kongres Seni Sarawak* that was a two days event, the task given were being the receptionist of the event. The task as the receptionist were to check the attendance of the guest, as well as giving tentative of the program. There were also the normal obligation such as to give answer toward the guest's question regarding the event as well as giving help toward those who are physically disable. At the end of the event, there were also a job given to distribute questionnaire regarding the event via email to check the level of satisfaction of the guest towards the program held by DBP as well as preparing for the next event *Anugerah Sastera Negeri Sarawak*. The job given during the event was the same as *Kongres Seni Sarawak*, however this time there were an additional obligation as to self-order the table for the attending guest since the hotel at that current time have problem regarding their capability of going online to check those seat order. Thus, we work together with the hotel staff to make the event successful. After the event, I was given the task to arrange the file of those previous two events.

2.1.2 Reflection of week 1 – week 6 (Event Management and Counter Service)

During the first week until the sixth, there were two work which is given. The first one is event management. Almost all the work which were given in DBP were interrelated with handling events and project regarding literature such as *Anugerah Sastera Negeri Sarawak* and *Majlis Bengkel Penulisan dan Kertas Kerja*. The events fulfilled the definition of event that is a planned public or social occasion. These form of events are important to DBP since they would have the ability to increase their credibility as well as their value as an honorable organization which is trusted in Malaysia in handling event regarding literature. Thus to have the ability to handle event and program well, event management is essential.

Event Management is the process of managing several related projects, often with the intention of improving an organization performance. The program manager has oversight of the purpose and status of the projects in a program and use this oversight to support that project level activity. This is to ensure the program goals are met by providing a decision making capacity that cannot be achieved at project level or provided by the

project manager with a program perspective when required, or as a sounding board for ideas and approaches to solving project issues that have program impacts. The program manager may be well placed to provide this insight by actively seeking out such information from the program managers although in large and complex projects, a specific role may be required. However this insight arises, the program manager needs this in order to be comfortable that the overall program goals are achievable. Thus to conclude, the ability as a great program manager need to be achieve to ensure the future literature event which is held by the DBP will be improve to be better.

The second work given during week one till week six was counter service. On the event of both *Kongres Seni Sarawak* and *Anugerah Sastera Negeri Sarawak*, there was a chance given of being a receptionist. Receptionist is the first people that customer will see when entering a business. Thus, a receptionist is the face of the organization which to have the ability good counter service would prove beneficial to the organization, in this case, be beneficial toward DBP. Since to increase the face of the organization would increase their value as a respectable literature organization.

Thus, it is essential that a receptionist to have a proper service experience and method to deliver as the face of the organization since service is interconnected with the task execution of becoming a receptionist. Service can be identify as an action of helping or doing work for someone. According to The American Marketing Association (2016), service can be identify as activities, benefits and satisfactions which are offered for sale or are provided in connection with the sale of goods. It also can defined as any act or performance of one party offer to another that is essentially intangible and does not result in the ownership of anything. Its production may or may not be tied to a physical product. Increasingly, however, manufacture, distributors, and retailers are providing value-added services, or simply excellent customer service, to differentiate themselves. In short, service is an action of offering help from one party toward another. Thus to conclude, counter service can be identify as services which is offered by an organization at their counter provided usually located in front of the front door of the organization. There are the first line or representative of their organization in offering service thus to have the

ability of a good counter service would improve DBP ability in giving services as well as increasing their value since the first visual is the first judgement of the organization.

2.1.3 Week 6 and Week 8 (7 March 2018 and 21 March 2018)

On 7 March 2018, there was a task given as being the escort as well as personal assistant for the program *Majlis Bengkel Penulisan Laporan dan Kertas Kerja*. The event were held to give talk regarding the correct method and procedure on writing working paper and report. The program were held at *Bangunan Sultan Iskandar* in Jalan Kampung Simpang Tiga. By being an escort in this context give the meaning that accompanying the VIP presenter for protection since it was required to do so according to the protocol. During the event, as being the personal assistant, there were an obligation to give services toward the VIP presenter such as writing notes, presentation sound recording and gifts distribution. At the end of the event, questionnaire were given to the VIP presenter as well as the guest which attend the program to acquire their level of satisfaction regarding the program.

The next task were on 21 March 2018. The task given were once again as the escort as well as personal assistant for the program *Bengkel Penulisan Laporan dan Kertas Kerja*. This event however, held at Leadership Institute in Jalan Batu 12. As usual, the task were to escort the VIP presenter as well as giving services. At the end of the program, questionnaire were given as usual.

2.1.4 Reflection of week 6 and week 8 (Public Relation)

During week 6 and week 8, being an escort for a VIP presenter needed the ability to create a good relationship. The relationship with the VIP presenter will give benefits to DBP in term of increasing their popularity as a literature based organization. Thus, the popularity would attract more business in term of literature events and programs as well as new literature making contract. In short, it is essential for DBP to have a good public relation.

Public relation is the practice of managing the spread of information between an individual or organization and the public. Public relation also can be define as an action of keeping a good relationship between individual and the public. Public relation may

include an organizations' individual gaining exposure to their audiences using the topics of public interest as well as establish specialists and maintain relationships with an organization target audience. Thus, this proves that public relation is an essential skill of DBP to gain more popularity.

2.1.5 Week 7 – Week 8 (12 March 2018 – 19 March 2018)

There were also the requirement to update the activity files on 12 March 2018. In the context of DBP, activity files is a log of the latest activity on a file, folder or project. This file were to be used by the DBP as to be given to the auditors for further inspection by the auditors. The inspection were to check regarding the operation of the program as well as the spending of the program.

On 19 March 2018, the task given were to rearrange the books in the directory of their shop since there are new books which were produced and ready to be displayed. The old books need to be logged to ensure that the books are confirmed to be log-exit and given away to charity. The books need to be exit-log to ensure that the log are given to the editors to prove that the books are being given as charity and not being misused. Parallel to the exit-log, the books are also arranged carefully to know which books is suitable for kid's reading or adults. For example, story books for the kid's while bibliography for the adult reader.

2.1.6 Reflection of week 7 – week 8 (Data Processing)

Before each event, there would be an activity of work which to acquire the attendance of the guest. Later, the name of the guest which were confirmed to attend will be put in a list inside a computer program develop by DBP. The name later would be used as a guideline to order table and the table would be arrange accordingly as planned before the event. After the event, any paperwork regarding the event would be put into a file and be updated to be given to the audit to be evaluate. These steps of processes require data processing.

Data processing is a process of carrying out of operations on data, especially by a computer, to retrieve, transform, or classify information. It also can be identified as the collection and manipulation of items of data to produce meaningful data. In short, data processing is a change of information in any manner detectable by an observer. In this

context, the observer usually a specific department within an organization which responsible for the operation of data processing application. Data processing need the data to go through validation. This is to ensure that the supplied data is correct and relevant. Then, the data would undergo sorting which is to be arranged in sequence to help in quick identification. It help in term of table arrangement in DBP event. Besides, the data would undergo reporting. Reporting which is to finalize the data to make a report which would later be given to the auditor. To ensure the satisfaction of the auditor, the ability in data processing need to be acquire. Thus, by fulfilling the expectation and approval of the auditor would increase the chances that the budget for the next program would increase to the benefit of DBP.

CHAPTER 3: ANALYSIS OF PRACTICAL TRAINING

3.0 INTRODUCTION

This chapter will be on the overview of the event of *Anugerah Sastera Negeri Sarawak*. Since *Unit Korperasi Korporat* main task were to undergo and manage various big events, thus on the analysis of practical training it is undeniable that handling events is the main work during the practical training.

DBP as describe before is an organization which responsible in handling events regarding literature regardless if it is in international or local level. Hence, in this chapter, it focuses on *Anugerah Sastera Negeri Sarawak* since it is an event based work as well as one of the major event which is being handle by DBP yearly. This event, is a special occasion since it is one of few events in which to give appreciation to the writers in Sarawak. Thus to honor their hard work on rebuilding local literature which has been destroyed before, *Anugerah Sastera Negeri Sarawak* is held. The event was organized and lead by *Unit Korperasi Korporat* with the help of other department such as *Unit Pengedaran dan Pemasaran* (marketing) and The Hills' hotel management themselves. The Hills' hotel management helps since the event is being held at their location, thus to ensure the successful of the program, working together is crucial. As the trainee were given the opportunity to be involve in this event, I was required to join a meeting on 6 February 2018. Among related activities involved in the meeting were brainstorming, preparation of invitation list, and rehearsal before attending the event itself on 26 February 2018.

3.1 PUBLIC MANAGEMENT

As explained before, public management is the practice of managing the information spreading between individual and an organization to the public (Public Relations Society of America, 2012). Public relation is occasionally used by individual or an organization to gain popularity by exposure to their audience using the topic in which perpendicular with the interest of the public. In short, public relation can be identify as gaining the favor of the public by attraction using information which suit the interest of the public. Public relations is the idea of creating coverage for consumer for free, rather than marketing or advertising. An example of a good public relation would be the one which generating a lot of relationship with the consumer and superior in term of number. The aim of public relation is to inform the public, prospective consumer as well as maintaining a positive or favorable view about the organization. Public relations specialist establish and maintain relationships with the organization target audience. This is used by DBP to enhance their value as well as to be used to accomplish their vision to go global. Having good public relation is crucial to determine the successfulness of an event which is held. Thus, after mastering public relation, event management which falls under public relation need to be in command to ensure *Anugerah Sastera Negeri Sarawak* success.

3.2 EVENT MANAGEMENT

3.2.1 Definition

Event management according to Steve John (2015) 'Event' and 'Management' which need to be define separately. Event is something that happens at a given place and time for a reason with someone or something involved, while management could be defined as the act of applying necessary skills in all business and all human resourceful activities to accomplish desired goals and objectives. Based on Steve John (2015), the definition of event management after joining the two is "the process of creatively applying necessary professional skills in organizing a focused event for a target audience to achieve a desired objective." Other expert such as Glenn McCartney (2010) defined event management as a multidisciplinary phenomenon that comprises of marketing, catering finance, security and risk management, logistics and human resource management, among other disciplines. All the factors are connected to each other to produce successful event. Thus in short, event management requires the process of planning, executing and evaluation and every stages of the event process are important to ensure the attainment of the events. The event management begins with several processes from initiation of the event to the evaluation of the events. In addition, events management also requires strong organizational, budgeting, cooperate and creative skills tools and techniques.

3.2.2 Purpose of the event

The event of *Anugerah Sastera Negeri Sarawak* falls under the category of an important event in DBP. *Anugerah Sastera Negeri Sarawak* is an event which gives award to talented writers who fulfill the requirement as the best writer in each category. Usually, each category is evaluated based on the numbers of sale and the evaluation of professional panel. In short *Anugerah Sastera Negeri Sarawak* is an award based event which is used to acknowledge the talented writers in Sarawak. The event is mainly to evaluate and pick the best literature from different category and to give present or gift in the form of acknowledgement to the best literature in each category. The event serve the purpose as to acknowledge talented writers as to boost their morale for future and continuous literature writing which later on would be use by DBP. The literature obtain would later be use to rebuild some of the native literature which has been destroyed by

the main branch of DBP in the early stages of DBP taking over Borneo Literature Bureau. The event also be used as a stepping stone to ensure competitiveness in the literature market in which writers would compete against each other to create new and interesting literature to gain the price of acknowledgement by DBP in the event of *Anugerah Sastera Negeri Sarawak*. In short, *Anugerah Sastera Negeri Sarawak* is created to honor the writers as well as to create a friendly competition in the literature market. However, the most crucial purpose of the event were to collect and expand the natives literature in which have been destroyed during DBP takeover on Borneo Literature Bureau.

3.2.3 Event Management Process

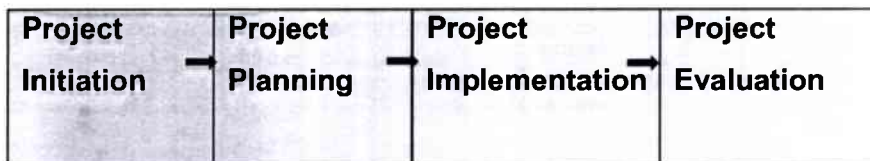


Figure 3.1 Event management process

3.2.4.1 Project Initiation

Project initiation is the first step of event management process whereby it is the idea for the project will be carefully examined to determine whether or not it is beneficial to the organization. During this phase, the decision making team will identify whether the project can realistically be completed. However since *Anugerah Sastera Negeri Sarawak* is a yearly event, the event must be held and organize no matter the circumstances since it is the culture of DBP as well as the writers in Sarawak.

3.2.4.2 Committee Chart

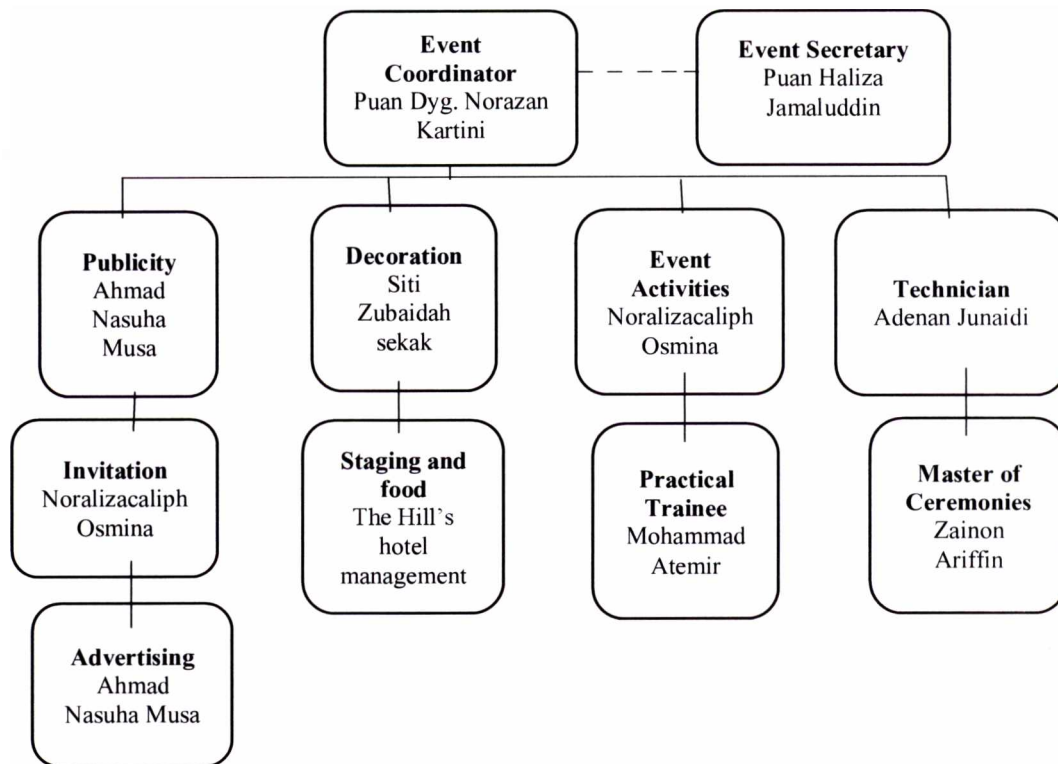


Figure 3.2 Committee Chart

The event coordinator for this event is Puan Dayang Norazan Kartini. The event manager was being assisted by event secretary, Puan Haliza Jamaluddin. Hence, Puan Dayang Norazan Kartini organized four more committee to assist her for the event. Thus, every committee was given specific jobs which suit with their ability to ensure the event runs smooth. Trainee was being allocated in event activities due to experience that trainee had during his study in Diploma and Bachelor. However, trainee also being given several tasks that are not related with his committee such as being the receptionist and ushered during the event.

3.2.5.1 Project Planning

Project plan can be identified as creating the outlining of the work which to be performed for the project. During this phase, the team should prioritize the project, calculate the budget and schedule and determine what resources are needed. In short, to create and do necessary preparation for the event which will be held. For the event of *Anugerah*

Sastera Negeri Sarawak, the planning involves several departments mainly the *Unit Korperasi Korporat* and *Unit Pengedaran dan Pemasaran*, with the help from The Hills' hotel management.

3.2.5.2 Meeting

According to McConell (2010), meetings are an effective method of gathering and distribute information as well as to communicate with the team and stakeholders. In event meetings, the organizer should give a proper and clear explanation regarding each of the tasks to each unit. Event meetings also enable the event manager to discuss any issues pertaining to the event and also enable him/her to monitor the progress of the event. It also acts as a medium to discuss on the alternatives on the event with the event team.

As for the event of *Anugerah Sastera Negeri Sarawak*, the organizing team that is made up with *Unit Korperasi Korporat* and has carried out several coordination and event management meetings. The meeting was conducted to discuss on matters pertaining to the event. It includes on the tentative of the events, arrangement of the events, invitations, event's publication and also risk management. The meeting was chaired by the event's manager, Puan Dayang Norazan Kartini; Secretary of language planning of Dewan Bahasa dan Pustaka. Trainee has also joined the event meeting and asked to distribute invitation through fax as well as being the receptionist during the event.

3.2.5.3 Venue and Date

Venue is important for any kind of event because where and when the event takes place can give impact on its overall success (Event management, 2009). Hence, there are several factors need to be considered such as availability of the venue, practicality, financial constraints, facilities ,transport and support of the local stakeholders (Christies & McAteer, 2006). The venue chosen to any event must be suitable to its use and purpose. This is to ensure the event can be carried out smoothly. According to Christie and McAteer (2006), both suggest that the date of the event must be carefully chosen and fit the event concept and the target audience.

The venue of the event is located at The Hill's hotel hall. The reason for choosing this place is because it is according to the theme of the event in which is to be as grand as possible for an award based event. Besides, the staging and food were handled by

The Hill's hotel management. Hence, it is easier for the DBP committees to use The Hills facilities such as tables, chairs, sound system and catering as well as reducing their work load of handling staging and food. The date for the event is on 26 February 2018.

3.2.5.4 Invitations

Invitation is something that encourages someone to come or go somewhere to the location which being told. According to McCartney (2010), the number of guests that need to be invited is depending on the capacity and the setup of the event. In short, invitation is a request for a person presence at the event. There are several ways to make an invitation such as phone calls, invitation card, letter, emails or meet individually by verbal invitation. In addition, there are many ways to invite internal and external guest which were using invitation cards, phone calls and also emails. The internal guests for the event were the director of Dewan Bahasa dan Pustaka Dr. Hazami Jahari as well as His assistant, Madam Rogayah Suhaimi. Meanwhile, the external guests were Yang di-Pertua Negeri Sarawak, Tun Pehin Sri Haji Abdul Taib Mahmud, Sarawak Chief Minister, Datuk Patinggi Dr. Abang Haji Abdul Rahman Zohari bin Tun Datuk Abang Haji Openg, most ADUN members as well as Sarawakian's writers.

3.2.5.5 Risk Management

Risk management is the process of identification, analysis and acceptance or mitigation of uncertainty in investment decisions. According to Investopedia (2016), risk management occurs anytime an investor or fund manager analyzes and attempts to quantify the potential for losses in an investment and then takes the appropriate action given his investment objectives and risk tolerance. In planning, the event manager must look into the risk that may occur during the event. The risk assessment is one of the ways to identify potential risks and taking steps to eliminate those (Shone & Parry, 2004). Hence, contingency plans must be develop to minimize the risks involved. Thus, the event management team must carefully analyze and identify any potential harm that could pose risk to the event (Event management planning guide, n.d.).

The event organizer can identify one risk regarding the event. The committees is afraid regarding the security of the event since most of the guest of the event were VVIP in Sarawak as well as the issue of obeying the protocol. However, in term of security were

covered by Sarawak Chief Minister's personal security as well as the help from Polis Diraja Malaysia (PDRM). In term of protocol, DBP have their own expert on.

3.2.6.1 Project Implementation

Project implementation is the phase where all the event planning activities been carried out. During this phase, the event management teams need to cooperate with each other, by having good communication system and work delegation (Shone & Parry, 2004). The planning that have been done need to be used and implemented to reduce the uncertainty of the events as well as the ability to adapt to unplanned changes during the event.

During the event, the committees were struggling to avoid any mistakes and also alert with new instructions from the coordinator. Hence, the trainee also assists several committees even though it is not his duties on the day of the event. Several minor changes has been done during the event such as allocation of VIP tables and some of the plan still remain the same such as guest tables.

3.2.6.2 Event Schedule Control

As there were a lot of effort and hard work that been put into the planning and preparation of the event, the event manager must have a checklist of tasks with the time frame to keep the event on track (Anonymous, 2009). The tasks on each of the units have been delegate to the teams and every team has an expertise staff that led them. This is for the purpose of smooth event process. In addition, the organizing committees will done their own duties according to their expertise while the event manager tries to minimize several errors that might occur on the day of the event. Hence, every committee has their own checklist to comprise of the items and details of each of the tasks that need to be carried out for the event, along with the responsible that needed to handle. By having the checklist, the project manager would be able to track down the progress of the event especially during the event preparation.

3.2.6.3 Event Delivery

Tentative program can be defined as the scheduling activity of finding a suitable time for an event (Geiger & Shenoy, 1997).

Time	Tentative
7:45 p.m. 8.00 p.m. 8.10 p.m.	<ul style="list-style-type: none"> • Arrival of guest • Arrival of Sarawak Chief Minister and his wife • Arrival of Sarawak's YADP • Negaraku and Ibu Pertiwiku singing • Prayer • Speech by Dr. Annuar Rapae • Speech by Sarawak Chief Minister • Speech by Sarawak's YADP • Prize-giving ceremony by Sarawak's YADP <ul style="list-style-type: none"> - Sarawak literature award (Iban language category) - Sarawak literature award (Chinese language category) - Sarawak literature award (poetry genre) - Sarawak literature award (Short story genre) - Sarawak literature award (Novel genre) - Special Sarawak's literature and language award • The launch of P.Ramlee Book "<i>Dimana 'kan kucari ganti'</i>" written by Datuk Aziz Sattar • Souvenirs ceremony to Sarawak's YADP • Special performance • Dinner • Departure of Sarawak's YADP

Table 3.3 Tentative of the event

The event of *Anugerah Sastera Negeri Sarawak* was organized by *Unit korporasi Korperat* and *Unit Pengedaran dan Pemasaran* of DBP which was held on 26 Februari 2018. It was a half-day event. The event were attended by over 200 people including Sarawak's YADP and Chief Minister. Thus, there were more than 50 tables that were prepared including some spares. This event as stated were held to be given acknowledgement to Sarawak's writers. Before the event commence, each of the committee in the event management team has been given specific task and responsibilities. The event manager has only organized several meetings before the event to ensure that all committee are clear on their respective roles.

The event begins with the arrival of guess at 8.10 p.m. including the VVIP, Sarawak's YADP and Chief Minister. Then, the event continued with *Negaraku* and *Ibu Pertiwiku* singing which is the national anthem of Malaysia and Sarawak, followed by prayer. The event then continued with several speeches by Dr. Annuar Rapae, Sarawak's YADP and Chief Minister. After the speech, then the main event of giving award of each category listed. Then event continued with the launched of P.Ramlee Book, written by Datuk Aziz Sattar followed by souvenirs giving ceremony to Sarawak's YADP together with a special performance to celebrate the event. Later, the event followed by a feast which is dinner, and the departure of Sarawak's YADP.

3.2.7 Project evaluation

The last phase of event management process is the event evaluation. Evaluation takes place once the event has ended. During the evaluation phase the event management team must evaluate whether the objective of the event is achieve and analyze what are the loopholes that can be improve (Shone & Parry, 2004). The termination process may require the event management team to seeking feedback from VVIP, VIP, staffs and guests of the event. After project tasks are completed, an evaluation is necessary to highlight project success and learn from the mistake that had been done.

The evaluation of *Anugerah Sastera Negeri Sarawak* has been done by conducting post-mortem after the event termination. The post-mortem takes place in the meeting room. During the post-mortem, the event management team has addressed few areas that need to improve for future undertakings. The areas that need to be improvised was

on the communication between the teams regarding changes of plans. The event was a success with only a few problems occur during the event. The VVIP was happy with the event and gave a lot of compliment for our team especially the trainee involve.

3.3 ANALYSIS OF THE EVENT OF *Anugerah Sastera Negeri Sarawak*

Based on Bagust (2016), strengths can influence or power possessed by a person, organization or country. Those who have strengths in their organization are also known as their opportunities. Hence, every organization has their own strengths such as in term of their management, human resource, physical equipment, brand, and so on. With their own strength, they can build up opportunity which mean can give benefits to the organization. From the event organized, trainee has able to identify the strengths of the event through his observation and discussion with supervisor in charge.

3.3.1 Effective commitment from committee

Effective commitment is the worker's emotional attachment to identification with and involvement in a particular organization (McShane, 2013). During the event, each team performed well. However from this case, trainee was able to identify that one of the strengths that DBP Sarawak has are the commitment from their employees. The other staff which were not in the committee also willing to help in ushering and guiding VIP to their seats. Thus, the teams also manage to settle their work on time and technical setting was prepared earlier before the day of event.

3.3.2 Maintain composure in difficult time

With the change management requirements, increased marketplace demands and intensifying competitive factors that surround us, leaders must have greater poise, agility and patience to minimize the impact of uncertainty (Llopis, 2014). Even when the management facing several minor problems, the committee was able to maintain the environment calm. Such as during the VVIP arrival, one of the usher slipped and fall in the hall, but then, that individual who was responsible to usher the guests manage to get up and pretended that it was part of the gimmick and the MC manage to pretend and make some moves to cover up that moment and follow up with the gimmick action. Another example is when the table were not enough for the guess in which the committee work with The Hill's hotel management to provide extra tables.

3.3.3 Experienced event management team

Apart of that, the strength of the event also includes the experienced event management team. The event management committee was led by Puan Dayang Norazan Kartini, from *Unit Korporasi Korporat* in which the unit were not a stranger when in terms of event

based work. She was been assisted by the all of committee. Hence, all of the committee knows every important tasks and threats that they should overcome before the event. The committee also helps each other even though it is not their tasks and responsibilities.

3.4 ANALYSIS OF THE EVENT OF Anugerah Sastera Sarawak: LIMITATION

Based on Bagust (2016), limitation is a condition of limited ability, a defect or failing. Through joining the event management committee through preparation and the event himself, the trainee has able to identify several limitation occur during the event. It is important to identify the limitations of the events to ensure that the management team can do some corrective action and improve for the future events.

3.4.1 Improper action planning

During the event, the flexible approach was being practiced. It is to ensure that the event progress keeps on updating when there are problems occur. However, several plans were also changing during last minute such as serving drinking water bottle for guests due to The Hill's hotel management unable to served drinking water bottle on time. Originally, the teams were not given permission to served drinking water bottle for guests because the drinking water bottle will be served by The Hill's hotel management. But, the project manager was given new instruction to help The Hill's hotel management in term of serving those water bottles. Several guests have complaints about the drinking water bottles and recommend juice or syrup for the drinks while waiting for VVIP. In the original plan, the water bottles were considered as an "opening" before serving coffee and tea. Then, coffee and tea is serve. After some time of serving coffee and tea, the coffee and tea have been finished. However, even after the request to refill, the refill process taken more time than anticipated making problems for the guest to acquire coffee and tea during the event. This problem was being argued by Dewan Bahasa dan Pustaka Sarawak's director, Dr. Hazami Jahari as "Improper action planning".

3.4.2 Communication breakdown

Communication according to Luhmann (2011), is a message containing information or news and successful conveying or sharing of ideas and feelings. Based on McShane (2013), communication flows through channels between the sender and receiver while sender forms a message and encodes it into words, gestures, voice intonations and other symbols or signs. While in Project Management (2015), communication is a policy driven approach to providing stakeholders with information about a project and the plan formally

defines who should be consist specific information, when the information should be delivered and what communication channels will be used to deliver the information.

Since the event involved the external agencies, the event organizers need to gain few information regarding the agencies information for the event backdrop. However, the event has experience communication breakdown when there are delays in the replies from the organization and also other units. Hence, it has delaying the process of decision making in certain areas such as the event's backdrop. Not just that, the communication among the units also lagged whereby some of the information regarding the event was either delayed or not been delivered successfully.

3.4.3 Committee Surplus

Even if there were specific members in under each committee, there were a surplus identified in term of each of the committee members. The surplus can be considered as an advantage since there were more workforce to ensure the smoothness of the event of *Anugerah Sastera Negeri Sarawak* as well as to ensure it successfulness. However, those surplus can be a burden since there are not enough work for everyone. The situation thus create a slum to a few committee member which later would only sit on the reception table. The situation create a bad image toward DBP since the reception table is now considered as a "hang-out" place for DBP staff in which it is not considered as professional in the field of work. The committee surplus also created a situation whereby an easy job to be turn difficult since more than one opinion is applied toward the problems. Thus the problem became more difficult to solve.

3.5 CHAPTER SUMMARY

In chapter three, trainee had explained that during practical training, trainee identified that there are related concepts had been applied to the workplace which able to help the trainee to gain more understanding on the concept learns during past semester. Trainee had identified the processes that are involved in the event management during his practical training at *Unit Korperasi Korporat*. Hence, the process that has been applied is related to the coursework that the trainee had learned during past semester which is under subject of Public Relation and Project Management.

CHAPTER 4: RECOMMENDATION

4.0 CHAPTER REVIEW

Chapter 4 begins with Section 4.2 for the introduction of this chapter and Section 4.3 for the recommendations and Section 4.4 for the chapter summary.

4.1 INTRODUCTION

Based on the overview of the event management process that are being applied in the organization that trainee attached during internship, the trainee come out with recommendations from the overview of event management process that have already been describe in Chapter 3. Apart from that, the recommendations that are being made can help the organization in term of their effectiveness and efficiency as the strengths and limitation have been recognized.

4.2 RECOMMENDATION

Based on the trainee observation, there are several suggestions that can be recommended towards improving the organization in running the events for future endeavors. From the analysis given in chapter 3, the limitations that had been faced by the organization need to be cover up with a good strategy to ensure the effectiveness and efficiency while doing their job. Meanwhile, the strengths could be enhanced its effectiveness and efficiency.

4.2.1 Recommendations on strength

There are a few recommendation for DBP to improve their strength to maximum potential.

4.2.1.1 Enhance staff commitment

The committee has a good commitment, but the other staff in the organization might not have the same level of commitment. An effective commitment should be practice in any organization especially when the organization always dealing with public and other agencies. Since the events invited many VVIPs from many agencies, the commitment for committee and non-committee need to be show the VVIPs to enhance the perspective that the organization has a good team working. During *Anugerah Sastera Negeri Sarawak*, most of the staff in which work as the frond liner of the event shows incredible teamwork as well as giving a good perspective in term of their attitude toward the VVIP guest. This kind of attitude should be an example for other staff. For staff that lacked commitment should be given some training or attend a special course to enhance their commitment. Commitment is important in an event because it will contribute a good event progression.

4.2.1.2 Train staff to practice self-control

During the event, the committees were able to maintain the calm environment even though the committees were facing several problems. It is good to enhance this attitude so that the committees can solve any problems without any confusion or problem. However, the other non-committees such as the other staff (as a guest during the event),

was panicking even though the staff is not in the committee. This action has start to shows bad image for the other guest since the situation create a hectic scene. Hence, a special course should also be given for several staff to ensure that he or she might not be doing the same mistake in the future.

4.2.1.3 Train new staffs in event management

The event run by the two department which are *Unit Korperasi Korporat* and *Unit Pengedaran dan Pemasaran* were organized and arranged under an experienced event management staff. The units and staffs that involved in the event are used to organizing the organization's event. In order to strengthen the dynamic of the event management in DBP, the units related should train and exposed the new staff and interns. The exposure could be a good experience to them and the organization would be able to produce more skilled and competent staffs as well as being able to conduct the protocol needed for the events.

4.2.1.4 Better work force division

As stated in chapter 3, the event have a problem regarding surplus of staff in the committee which eventually created a situation whereby there is not enough work for everyone. The situation create a scene in which some staff is loitering around with no purpose since there is no work to be done. The situation can be avoided by creating a better work division force. The work division would create a better planning in term of dividing the work force as well as the possibility of adding a new division of sub-support division to ensure that every committee has work to be done.

4.2.2 Recommendations on limitation

4.2.2.1 Well-organized Planning

Planning is an important step that need to be followed during the event. It usually consists of the work flow of the event, backup plans of the event and so on. Hence, during the event of *Anugerah Sastera Negeri Sarawak*, there are no fix plans which meant the committee are practicing flexible plan. However, the flexible plan has caused several problems that cause confusion among the committee during the event. A proper planning and a fix plans would need to be practice on certain decision such as the major plan like The Hills Hotel management in serving refill for coffee and tea. The request to refill coffee and tea were countered late which produce a negative view since the guest expect an A-grade service by DBP as well as The Hills Hotel management staff. Thus, a fix or rigid plan should be implementing on certain plans to ensure the action are taken in time or other problems that may occur.

4.2.2.2 Selection of committee

A competent committee is important to ensure the event achieve the objective. During the event, a late in arrival of one of the member has caused major problem to the entire committee and has cause bad image of the organization. Hence, the appointment of a committee is very important. If the staff was not willing to be part of the team, the selection should be rejected and no force should be used for the selection. The selection should be more considerable so that the committee can work effectively and efficiently. Hence, the event should always have a backup plan if the important member such as the usher is absence, there should be another person who will replace him or her.

4.3 CHAPTER SUMMARY

The main highlight for this chapter was to make an analysis of the strengths and limitations of the task that being chosen as the main focus. This is in accordance with the analysis in Chapter 3 whereby there are some recommendations that have been suggested in this chapter regarding the strengths and weaknesses of the tasks. The recommendations made based on the strengths is to further firm the action. Meanwhile, the recommendations made based on the limitations of the event is to suggest some corrective actions that can be occupied by the organization for future endeavors. Thus, it can enhance trainee knowledge on how to evaluate the tasks given by suggesting a reasonable idea to reduce any difficulties in the future.

CHAPTER 5: CONCLUSION

5.0 CHAPTER REVIEW

Chapter 5 begins with Section 5.2 for the introduction of this chapter. Section 5.3 for Summary of Chapter 1, Section 5.4 for Summary of Chapter 2, Section 5.5 for Summary of Chapter 3 and Section 5.6 for Summary of Chapter 4. Lastly in Section 5.7 is on the Report Summary.

5.1 INTRODUCTION

This chapter, it will conclude every chapter that had being explained previously.

5.2 SUMMARY OF CHAPTER 1

In chapter 1, the trainee had explained about the organizational background of Dewan Bahasa Dan Pustaka. The trainee had recognizes and understands the vision, mission, organization's logo and its meaning, the core of business and the policies practiced. Furthermore, the trainee also acknowledges regarding Dewan Bahasa Dan Pustaka organizational structure and it's well informed about the division for each department.

5.3 SUMMARY OF CHAPTER 2

In chapter 2, the trainee had explained about the tasks and jobs that trainee did during the practical training at Dewan Bahasa Dan Pustaka. The tasks given to the trainee is based on the guidelines that have been provided by the faculty. In line with that, it also can be concluded that the trainee was able to understand the Dewan Bahasa Dan Pustaka working environment and culture especially in *Unit Korperasi Korporat*. In addition, it is a valuable experience that can be gain from the internship program where all the task and activities that are being given by the supervisor to the trainee can prepare the reality of working environment yet to come.

5.4 SUMMARY OF CHAPTER 3

In chapter 3, the trainee had explained that during practical training, there are related concepts that had been practiced to the workplace which able to help the trainee to gain more understanding on the concept already learns during past semester. The trainee was also able to identify the practice involved in event management process during the practical training at Dewan Bahasa Dan Pustaka. Plus, the trainee has also able to relate most of the task that has been done when organizing an event with past semester subject, Public Relation. With that, the trainee has able to compare the theory and application parts of it and make analysis regarding the strengths and limitations of the task that have been selected as the main focus to prepare this report.

5.5 SUMMARY OF CHAPTER 4

In chapter 4, the main focus was to provide recommendations based on the strengths and limitations that been highlighted in earlier chapter. The chapter is regarded as the extension of the analysis done in chapter 3. This chapter has focused on identifying the slips of certain task or area as well as the organizational practices. In line with that, the trainee has suggested a few recommendations that could be taken by the organization to enhance the work process and services delivery in future.

5.6 REPORT SUMMARY

The trainee has done the practical training at Dewan Bahasa Dan Pustaka from 29 January 2018 until 23 March 2018 for eight consecutive weeks. During the practical training at Dewan Bahasa Dan Pustaka, trainee has been placed at *Unit Korperasi Korporat*. There are a lot of experience that the trainee gained from the practical training in working environment for the first time. Trainee also able to make use most of the knowledge in studies to be apply to the real working environment, particularly in the task of handling event. Through that, the trainee was able to understand better on how the work process to be done through the exposure during practical training period.

Furthermore, the trainee has also gained other benefits in enhancing the trainee's personal development. In terms of self-confidence level and also communication skills. The improvement that the trainee obtained was through the tasks that has been carried out during the practical training in *Unit Korperasi Korporat*, the trainee need to communicate and discuss with other staffs and department in completing tasks given. Hence, the trainee has adapted on how to use proper language and approach when communicating with the staffs, customer and also external agencies that differs in position and seniority. The trainee has also polish the communication skills when trainee was assigned to contact the external agencies regarding the invitation of events. Dealing with external organization was fret moment for trainee since the way trainee deals with other organization would give impact to the organization's image. However the trainee has able to counter it with the support and guidance from other staffs. In addition, during the practical training, the trainee has been involved with few department and operational meetings that require trainee to give some ideas on the issues that had been discussed on the meeting. Indirectly, this has boost the confidence level in trainee.

On top of that, the practical training has aid the trainee to improve the knowledge and other skills that definitely are useful for trainee's future endeavors. The task and duties been performed by the trainee has taught the spirit if teamwork, interpersonal skills, technical skills, critical thinking and also problem solving skills. The knowledge that the trainee get are important as it will help the trainee in dealing and adapting with the real

life work environment once trainee started to work in future. Other than that, the trainee would be able to know the abilities and this help trainee to search for the right job and planning for the career path.

Next, the trainee was able to establish good rapport with the staffs in the organization. The trainee's effort to understand and completing the task, trainee has constantly interact and communicate with the other employees by using few modes of communication that is face to face communication, emails and also phone calls. Through this, the trainee has able to understand the work process and procedures that need to be done plus adding up the circles for acquaintance. The *Unit Korperasi Korporat's* staffs are very cooperative and helpful in many ways that help the trainee to go through the internship. Apart of that, the supervisor was very concern and professional on the trainee wellbeing during the period of practical training. The supervisor would give advices and constructive comments to the trainee for every that had been done.

Last but not least, the trainee was able to learn about the company's workplace culture. The working culture of Dewan Bahasa Dan Pustaka such as values, norms, systems, process, language, beliefs was progressive and practical that has always been the gene of the organization itself. In addition, the friendly behavior of the staffs also makes the trainee feel comfortable and welcomed to the organization. This is not only lay at office but also outside the office. Their professionalism has also been portrayed whereby the staffs have been seen high work ethics in delivering their job.

To conclude, the experience gain by the trainee is very valuable and it helps the trainee to improvise the skills and knowledge. The gains that the trainee had will aid trainee in the future choice of career. The practical training has prepared the trainee with essential skills that trainee may needed as part of the trainee training before trainee enters working environment. Apart of that, the trainee has also understood on the importance of having good relationship and training has helps in understands the working environment and assists in embracing the future career path.

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GLOSARY (PICTURES DURING ANUGERAH SASTERA NEGERI SARAWAK)

