

UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI



PRACTICAL TRAINING REPORT:
JABATAN IMIGRESEN MALAYSIA SARAWAK

MARYANA NORLIS BINTI SUBANG

2014364201

DECEMBER 2016

Supervisor's Comments

[Empty box for Supervisor's Comments]

Moderator's Comments

[Empty box for Moderator's Comments]

**CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY
THE SUPERVISOR**

Name Of Supervisor: Mdm Noorfadhleen binti Mahmud

Place: Jabatan Imigresen Malaysia, Sarawak (JIMS)

Name of Student: Maryana Norlis Binti Subang

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



.....
(Mdm Noorfadhleen binti Mahmud)

Date:

Declaration form

I declares that the work in this industrial training report was carried out in accordance with the rules and regulations of Universiti Teknologi MARA (UiTM). It is original and is the result of student own work, with the help of organization, lecturer and other references. This industrial training report has not been submitted to any other academic or non-academic institutions for any other qualification. Any form of publishing, copying and so forth is prohibited and requires the consent of the student.

Student's Name : Maryana Norlis Binti Subang

Matric Number : 2014364201

Program : Bachelor of Administrative Science (Hons)

Title : Industrial Training Report

Signature : 

Date : 3 / 01 / 17

Acknowledgement

First of all I would like to give a big thank you to the Jabatan Imigresen Sarawak Malaysia for giving me an offered and opportunity for being part of their company team for 2 months. It has been a great experienced and exposure for me. I've have earn more than just what I expected.

Secondly, I would like to thank to my ADS667 (Industrial Traning) lecturer Mdm Fadhleen Mahmud who had helped me a lot in completing this report. The understanding, encouragement and continous support from his throughout the duration of fulfilling this assignment are most appreciated. To coordinator of my practical training, Sir Fairuz Hidayat Merican Wan Merican, I also want to express my appreciation to him.

Besides that, I am also wish to thank all Jabatan Imigresen Sarawak`s staffs who have directly or indirectly taught and give opinion for me to conduct special project at the office. I am lucky to get their guidance, knowledge sharing and encouragement throughout these 2 months. It is most precious experience in my life.

Last but not least, thank you to my friends and other practical members for the ideas and advise that they have given to me. They helped me a lot in completing the industrial report, and without their help and advice, I could not able to do the industrial training report well.

Contents

Chapter 1 : Introduction of the Organization

1.0 Background of the Organization	8
1.1 Vision and Mission	8
1.2 Objective	8
1.3 Slogan	8
1.4 Motto	9
1.5 Quality Policy	9
1.6 Organizational Logo	9
1.7 Client Charter	10-11
1.8 Organizational Structure	12

Chapter 2 : Schedule of Practical Training

2.1 Introduction	13
2.2 Time Table	13
2.3 Log Books	14
2.4 Tasks and Assignment	14-18

Chapter 3 : Analysis

3.0 Introduction	19
3.1 Description of Tasks	19
3.2 What is Public Relations?	19-20
3.3 Practical Aspects	21-23
3.4 What is Event Management?	23
3.5 Majlis Ramah Tamah Aidilfitri JIMS	23-24
3.6 Importance of Event Management	25-26
3.7 Importance of Public Relations	26-27
3.8 Conclusion	28

Chapter 4 : Recommendations

4.0 Introduction	29
4.1 Strength	29-30
4.2 Weaknesses	31
4.3 Recommendations	32

Chapter 5 : Conclusion

5.0 Chapter 1	33
5.1 Chapter 2	33
5.2 Chapter 3	33-34
5.3 Chapter 4	35
5.4 Benefits & Experience Gained	35
Appendixes	

CHAPTER 1

INTRODUCTION TO THE ORGANIZATION

1.0 Background of the Organization

In the early years before World War II, the Immigration Department conducted surveillance and inspection work involving the inspection of travellers and travel documents at entry points.

In Sarawak, their main headquarter is located at Tingkat 1 & 2, Bangunan Sultan Iskandar, Jalan Simpang Tiga, 93350 Kuching. The functions of the department are as follows :

1. Issuing of passports and travel documents to Malaysian Citizens and Permanent Residents.
2. Issuing of visas, passes and permits to Foreign Nationals entering Malaysia.
3. Administering and managing the movement of people at authorised entry and exit points.
4. Enforcing the Immigration Act 1959/63, Immigration Regulations 1963 and Passport Act 1966.

1.1 Vision & Mission

Vision

'A World Class Immigration Services Management Towards 2020'

Mission

Enhancing The Quality of Delivery System and Committed in Enforcing Immigration Laws and Regulations in Upholding and Preserving National Security and People's Prosperity.

1.2 Objective

To Manage and Supervise Immigration Matters In Line With National Interest.

1.3 Slogan

Integrity Professional Friendly

1.4 Motto

Security Is A Mutual Responsibility

1.5 Quality Policy

The Immigration Department of Malaysia is committed to providing an excellent service to meet the needs of our clients. Continuous improvements by the management are based on the MS ISO 9001:2008 certification.

1.6 Organization Logo



1.7 Client Charter

a) Passport and Travel Document

● Passport And Travel Documents

Services	Duration
Malaysia International Passport	1 hour (after payment)
Malaysia International Passport (Applicant born in Sabah and Sarawak applying in Peninsular Malaysia)	5 days
Collective Travel Document in Lieu of Passport	5 days
Restricted Travel Document	1 days
Border Pass Malaysia / Indonesia	1 days
Certificate of Identity	30 days
Emergency Certificate	1 days
Malaysia International Passport / Certificate of Identity (Lost / Damaged Cases)	5 days
Inclusion of Recent Photo (Minor)	1 hour

Passports will be issued within 2 hours if payment is made before 3.30 p.m.

Note: This client charter is subject to applications that have fulfilled all the requirements.

b) Visa, Pass & Permit

● Visa, Pass and Permit

ACTIVITIES	DURATION	
	OTHER STATES	SARAWAK STATES ONLY
Visa With Reference	7 working days	7 working days
Long -Term (Social) Visit Pass	30 working days	30 working days
Short -Term (Social) Visit Pass	Same day	1 working days
Professional Visit Pass		
1. Artist	7 working days	14 working days
2. Mubaligh (Islamic)	14 working days	30 working days
3. Mubaligh (Other Religion)	30 working days	30 working days
Student Pass	7 working days	7 working days
Malaysia My Second Home	Same day	30 working days
APEC Business Travel Card (ABTC)	3 Months (Except China : 5 Months)	Not Applicable

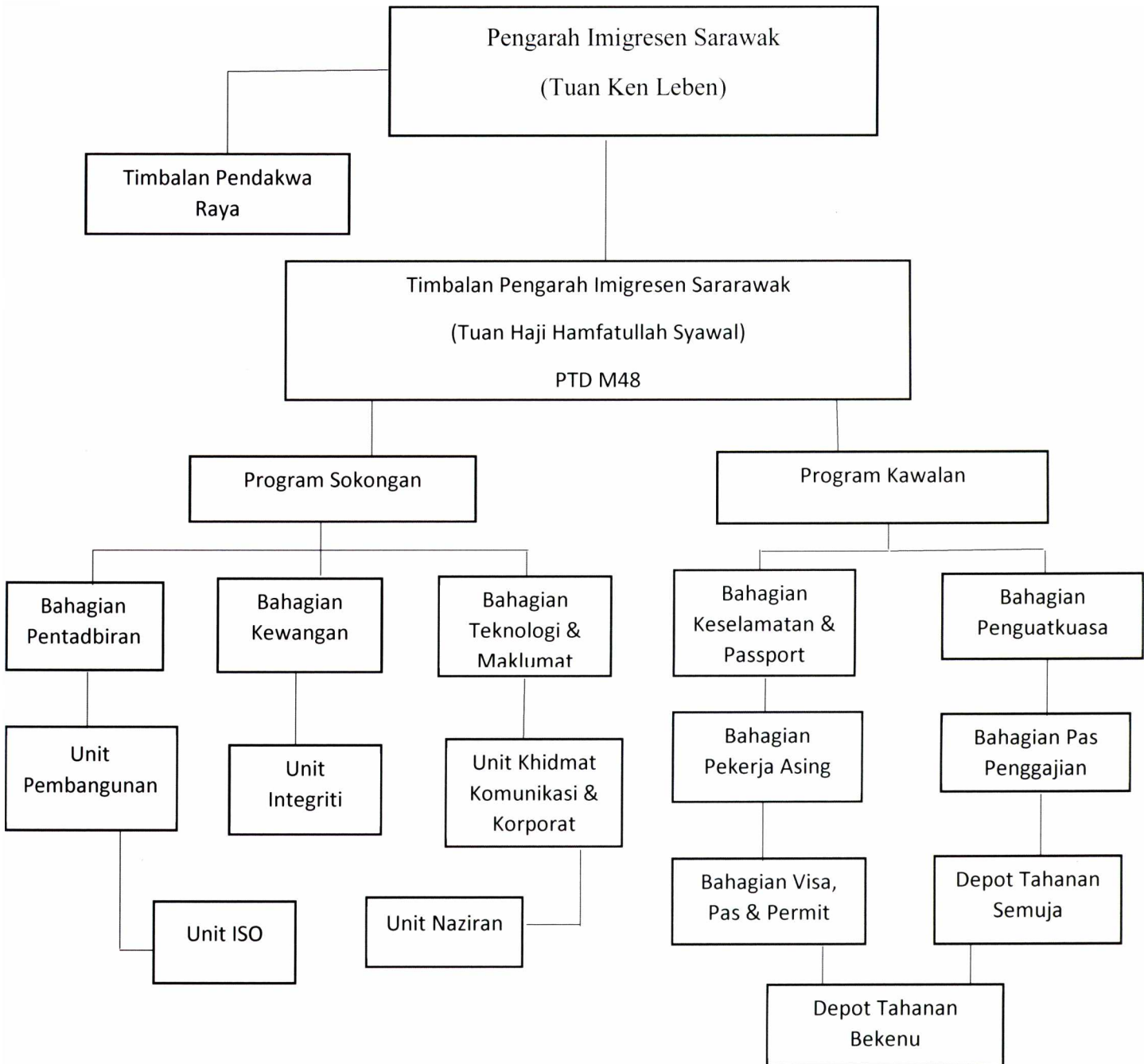
c) Enforcement

● Enforcement

Services	Duration (New/Extension)
Pre-investigation on complaint or information relating to Illegal Immigrants	7 days
Investigation on arrested cases under Immigration Act 1959/63 (Amended 2002), Passport Act 1966 (Amended 1996), Anti Trafficking in Person Act, 2007 and Immigration Regulations, 1963	10 days
Investigation on referred cases from other divisions or agencies	7 days
Carrying out Prosecution	Within 14 days of arrest
Offer of compound for compoundable offences	Offer of compound for compoundable offences

Note: This client charter is subject to applications that have fulfilled all the requirements.

1.8 Organizational Structure



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 INTRODUCTION

During the 8 weeks industrial training period, I was assigned all 4 departments in Jabatan Imigresen, including administration department and director's office. I was exposed with various tasks given whereby some are relevant while others is for the purpose of exposure to other fields that are semi-related. Besides that, I has learned to improve soft skills as well as management technique when dealing with superiors, subordinates, contractors and the public.

2.2 Time Table

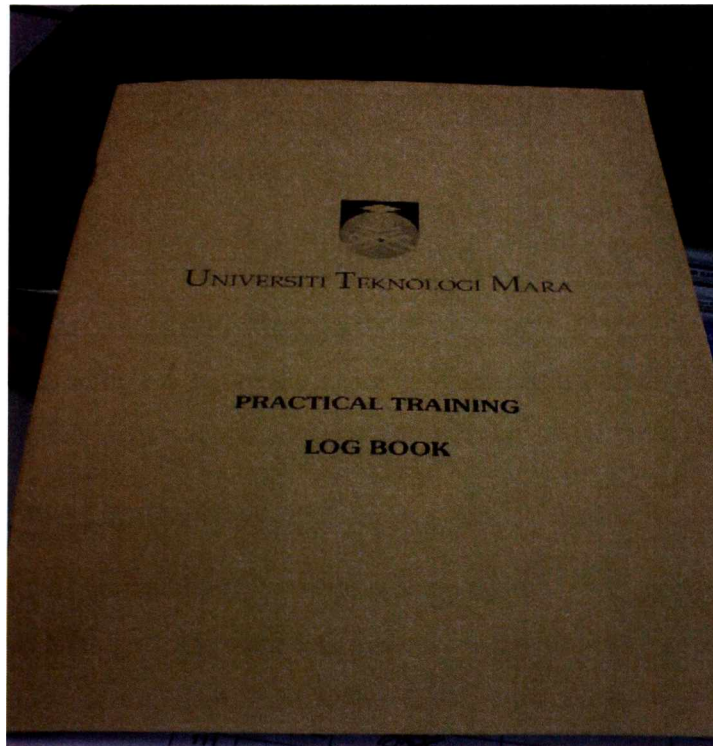
The time table show below that have been prepared by the administration for me as a trainee :

BAHAGIAN	TEMPOH
Bahagian Pentadbiran	25.07.2016-05.08.2016
Pejabat Pengarah	08.08.2016-26.08.2016
Bahagian Visa, Pas & Permit	29.08.2016-02.09.2016
Bahagian Pas Penggajian	05.09.2016-07.09.2016
Bahagian Keselamatan & Pasport	08.09.2016-12.09.2016
Bahagian Pekerja Asing	13.09.2016-16.09.2016

2.3 Log books

For recording purposes, UITM has provided with one log book. The log book are used as a diary that contain all tasks and assignments given.

2.3.1 UITM Log Book



2.4 Tasks and Assignment

This sub- section is divided into 6 parts, each representing one unit. This contain all tasks given with pictures as evidence.

2.4.1 Bahagian Pentadbiran

For the first two weeks of training, I was placed under the supervision of Puan Nadiatul. During the first two days, I was exposes on how to administration work scope, for example, office administration and file management.

Filing

Filing is important for every file within the departments as it will be a future reference for the officers itself. The officers can easily know which documents have been record or not been record.

Distribute invitation from the Sarawak Immigration Office through faksmille

As Immigration Office become one of the committee in one of the event that being organized by KDN (Kementerian Dalam Negeri), I have been instructed by my supervisor to faks the invitation through faksmille. Since I have never use the faksmille before, my supervisor briefly explaining on how to use the machine.

Phone calls

As I was being instructed by my supervisor to faks those invitation, I also need to make phone calls for the agencies being invited to the event for their confirmation whether they attending or not. Hence, I also learn to communicate and address people in a correct way.

Attending Monthly Meeting of Immigration

Immigration Department will held a monthly meeting every month. This meeting usually be chaired by the Director Of Immigration, Tuan Ken Leben. He will briefly explain to all the officers what the plan for the immigration in Sarawak intend to do. In addition, he also explaining all the activities for the immigration department in Sarawak.

Majlis Ramah Tamah Aidilfitri Immigration Office

As it is still in the month of Syawal for the muslims, Immigration Office have organized a 'Majlis Ramah Tamah Aidilfitri' which all the officers from all of the departments were attending. Here, I was able to getting know all the officers from the other departments too.

Handle the reception counter

Here, I learned how to handling the reception counter in the administration department. Any incoming letter or postage will need to be stamp and signed before distribute it to the officers in charge. In addtion, I also need to answer incoming phone calls in this reception counter.

2.4.2 Pejabat Pengarah

For another three weeks, I was placed under the supervision of Puan Beatrice Dinus. Puan Beatrice is Tuan Ken Leben's personal assistant (PA). Here, I am exposes with the scope of

work by personal assistant. Personal assistants are people who provide services that relieve his or her employer from tasks that are associated with managing one's personal and or business life. They assist with a variety of life management tasks, including running errands, arranging travel (e.g., travel agent services such as purchasing airline tickets, reserving hotel rooms and rental cars, and arranging activities, as well as handling more localized services such as recommending a different route to work based on road or travel conditions), and also finance (paying bills, buying and selling stocks)

Record all the incoming letters and files

Here, I was assigned by my supervisor to record all the incoming letters and files using the usage of a computer. The usage of computer help to create more effective and efficiency in doing those tasks.

Rearrange the files

As there were many 'SULIT' and 'RAHSIA' files in the directors' office, I was assigned to rearrange those files according to their reference number. Those files then are being kept and locked in cabinet as only an authorized person can open it.

Filing

Filing is important for every file within the departments as it will be a future reference for the officers itself. The officers can easily know which documents have been record or not been record.

Handle the phone calls

I have been instructed to handle all the incoming phone calls to the Director of Immigration. I need to record all the details for example who, where and the matters. I also have practised how to communicate well as I have been assigned to this job.

Manage the Director's diary

I was assigned by my supervisor to manage the director's diary. I need to record all his upcoming meetings and appointments.

2.4.3 Bahagian Visa, Pas & Permit

For another week, I was placed under the supervision of the chief of this department, Mdm Ijah. In this department, they were responsible in issuing of visas, passes and permits to foreign nationals entering Malaysia.

Manage the Deputy of Immigration's meetings and appointments

As the Deputy's personal assistant were away for 2 days, I was assigned by my supervisor to take over her place. Here, I am asked by the deputy to record all his incoming letters and files. In addition, I have to record all his meetings and appointments.

Prepare necessary documents on behalf of the Deputy for his meetings

I was asked to prepare the document needed by the Deputy for his meetings which will be held at Wisma Bapa Malaysia.

Rearrange private files

I was assigned to rearrange the immigration officers private file according to their position. This is important to arrange those files for the future references.

2.4.4 Bahagian Pas Penggajian

I was placed under supervision of Puan Sharifah Mastika for 3 days at this department. This department is responsible in issuing the employment pass.

Filing

Filing is important for every file within the departments as it will be a future reference for the officers itself. The officers can easily know which documents have been record or not been record.

Record officers's data

I was assigned to record all the officers data in their database system. With this database system, it will help in saving the time in searching for the employee's information.

Phostate the forms

I was assigned to do photocopy some of the forms that are need to be fulfill by those who applying for the employment pass

2.4.5 Bahagian Keselamatan & Pasport

I was placed under supervision of Puan Jawahir for 2 days under this department. In this department, they were responsible in issuing of passports and travel documents to Malaysian citizens and permanent residents.

Punch Card

I was assigned to do their punch card for the month of October. There were 34 officers altogether in that department.

Filing

Filing is important for every file within the departments as it will be a future reference for the officers itself. The officers can easily know which documents have been record or not been record.

Pesta Pantun Imigresen

This Pesta Pantun Imigresen was organized by one of the departments in Immigration office , Bahagian Visa, Pas & Permit. I was assigned to help those departments in serving the invitations.

2.4.6 Bahagian Pembantu Rumah & Pekerja Asing

I was placed under supervision of Puan Saptuyah for 3 days under this department. In this department, they were responsible in registration of any general workers from outside Malaysia, for example, Indonesia and Philippines.

Handling the reception counter

I was assigned to handle one of the counter in this department. Here, I am assigned to communicate with the publics if they wanted any information in hiring maids from Indonesia and Phillipines. I was able to improve my communication skills.

CHAPTER 3

Analysis

3.0 Introduction

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

3.1 Description of Tasks

Jabatan Imigresen Sarawak has conduct the orientation session for the practical students. During the briefing session, the students has introduce to the management of the organization, rules and regulation of the organizations and many more. I was placed in the administration section which is also called 'A' department. In this department, there are various tasks has been given to me. I am not only learned one task but many tasks and this give me the opportunities to learnt lots of things.

I will focused more on Public Relations (PR) task which in types of job for Bachelor of Administrative Science are organizational PR events, matters that relating to protocol and matters relating to public needs. One of the most important tasks that I have learnt was managing one of the biggest events of Jabatan Imigresen Kuching which was Majlis Ramah Tamah Aidilfitri. All the officers from all of the departments under Jabatan Imigresen Kuching were attended this events.

3.2 What is Public Relation?

Public Relations (PR) are an important aspect of a marketing and communication strategy of any organization. Whether in a governmental organization, a not-for-profit organization, or a private corporation, public relations play an important role in persuading the public towards a particular perspective. Messaging and information provided through PR must fit in with the organizational goals, mission and vision. Moreover, PR has the aim of positioning an organization and provides a new perspective to the intended audience on an existing product or service, or on an entirely new service or product.

Literally Public relations mean 'relations with publics', for example customer, employees, investors, communities, media, suppliers, government, industry bodies, pressure groups, competitors etc. It is defined as the management of communication between an organization and its publics (McElreath,1996). PR is the discipline that looks after organization's reputation, maintains its public image and facilitates relations in order to gain understanding and support as well as influence opinion and behavior (McElreath,1996). It is the planned and sustained effort to establish and maintain goodwill and mutual understanding between an organization and its public.

Public relations work is all about developing effective relationships between organizations and groups that are important to them, including the media, customers, employees, investors, community leaders and members, activist groups and government agencies. The communication manager is considered to be an expert in the field of public relations and therefore takes on more responsibility in their job tasks (Lauzen,1992). Most of the communication that public relations practitioners do is both persuasive and purposive. From the earliest times public relations has been seen as the planned effort to influence public opinion, generally through persuasive communication. Public relation calls upon leadership and management functions.

Public relations also involve in assessing and supervising public attitudes as well as maintaining mutual understanding and relations between an organization and its public. To provides exposure to its audiences, public relations practitioners use third-party endorsement such as topics of public interest which do not associate with direct payment (Seitel, 2007). Some widely used PR tools include press releases, media kits, brochures, newsletters, annual reports and interactive social media. Common PR activities include working with the media, speaking at conferences, crisis communication and employee communication.

By responding to the stakeholder's expectations and harmonizing their interests with the organization, PR serves as an intermediary. Effective PR will help the organization to convey information and message to its public improve communication channels and develop new ways to encourage two-way communication thus crafting its public image and public awareness in order to increase patronage of its product.

3.3 Practical Aspects

During these 2 months having practical here, I am exposed to many new things which are very valuable for me to learn and carry out with devotion when I face the real world of working in the future. Industrial training has become one of the curricular that college student need to attend as it become compulsory for those who studied at IPTA. One of the motives is to expose students and let them experience the environment of the real world of working before they enters it. It is also to prepare students to face the real challenge and learn how to find solutions when there are problems besides completing the course. This exposure may not only help the students to prepare before entering the world of working but it is also a great opportunity to gain knowlegde at the industry.

Besides that, it can prepare the students on how to polish more of their soft skills especially on how to communicate with others and to work in a group. Usually students communicate among themselves whom around of their ages but in real world of working, they will meet others that have difference in their ages and also higher positions that they are. Hence the students will need to improve their communication skills. The period of completing industrial training is different according to the course. Most of the courses need to undergo 6 months of training period in order to complete it as others only 2 months. This period of training is not important to ensure the students will get full benefits from it. Therefore, it is important to make use of the chances given and make the best out of it as this experience is priceless and it wouldn't be the same when we are working later on.

I have learnt a lot of valuable things while working here. I realize that learning from theoretical is never the same when it comes to practices. There are a lot more to learn than just reading from book to gain knowledge. For example, it is impossible to master the etiquette of communicating with others from the book unless we practice it daily. I have also learned that it is very important to know how to work in a team especially when we are working in a big organization. In order to complete all the taks that been given, deadlines is also important to manage in real world of working. There are some practical aspects that I gained from practical training.

3.3.1 Internal Communications

Communication activities and processes undertaken within an organizational context may be defined as 'internal communications'. The internal stakeholders are the employees, are important to ensure that they are informed of good and bad news. My supervisor is always giving the right instructions to her employees. Apart from that, my section has created a 'Whatsapp' group for us to communicate. Sometimes my supervisors will give her instruction at night. Other employees also will give and exchange their ideas about any event and sharing some important images or information in the 'Whatsapp' groups. This has become important as the social media have become important to us nowadays, which gives employee the chance to give their opinions. However, we do not just rely on the electronic communications. We also have a regular newsletter or news update out via e-mail or Immigration Portal. This is to keep staff engaged with what is happening in the organization. Moreover, at my practical section, my supervisor also always conducting the regular face-to-face meetings to ensure her staff listened and are well informed. Hence, this will encourage better relationships between managers and employees. My section is doing this meeting at least once a month. My section is also welcoming their's employee feedback. Sometimes, my supervisors will ask me about any suitable ideas to be shared. This will let me to think out of the box.

3.3.2 Special Event Management

It is easy to get caught up in the glamour that surrounds a special event that the staffs that plan must be careful that they do not lose sight of their objective. From a public relations perspective, there are some of the elements that we should be considered during the planning process of any event. The reason an organization hosts a special event is to promote an idea, a cause or a project that is important to the organization and its publics, special events should not be done just for the sake of doing them. My section had organized some special events. One of them is Pesta Pantun Imigresen 2016. This event is for those who interested to polish their skills in reciting 'pantun'. They can show their special skills in here. Apart from that, during organizing the events, I also can practice from what I have learnt in the class which are some elements of planning which consists of establishing goals, determine the threats and opportunities, setting the theme and many other more. My department has applies some of the elements of planning.

Special event, like any other public relations technique, should be used to achieve a specific public relations purpose. I should identified and having a special target audience in mind before the event planning starts and forcefully delivering a clear and unique message to that audience with the event. I have learnt from my practical training, special events do not just happen. Someone has to think about all the possibilities and make them happen. For example, deciding the general nature, location and date of the event are just the beginning. There are also come such considerations such who will be invited, how will people get in and out of the event and so on. Having helped with the event planning in the past, things can get pretty hectic. I must measure and analyze results to better plan next time, and to able to report to people who are vested in the success of these events.

3.4 What is Event Management?

Event management is a continuous process that revolves around the utilization of project management practices, in the creation and programming of events such as conferences, seminars, festivals and business exhibitions (Polivka 1996). It involves the planning, monitoring and controlling of activities and resources that would be used, as an event evolves from a preliminary concept into an active and operational implementation. The process of event management involves studying the purpose of the event, identifying the prospective target audience, inventing a suitable event concept, planning and coordinating the logistics and finally executing the proposed event (Renton 1994). It is important to note that event management continues even after the execution of the actual event. Post-event analysis is necessary to gauge the ultimate success or failure of an event.

3.5 Majlis Ramah Tamah Aidilfitri by Jabatan Imigresen Sarawak

Event management is a service oriented field of work where we will be dealing with people from all walks of society in large congregations. It means dealing with human behaviour which will require tactful and diplomatic skills. Apart from dealing with people characteristics it also means the overall performance of handling an event from start to finish such as the event planning stage, budget management, creativity and workflow management, theorization of events as dense concentrations of symbols and locations of communication that convey participants into versions of social order exemplifies that their mandate is to engage in the ordering of ideas, people and conditions (Handelman,1990).

I started my practical training on 25th July which is the seventeen day of Eid ul-Fitr. During my practical training at Jabatan Imigresen Sarawak for eight weeks, I have been

asked to help other staffs to manage an event. My supervisors has appointed me to become one of the protocols for this event. My supervisor has appointed me to become one of the protocols for this event. Majllis Ramah Tamah Aidilfitri organized by Jabatan Imigresen Sarawak (JIMS) was held on 2nd September 2016. My supervisor told me that our department will be organizing Majlis Ramah Tamah Aidilfitri on my second weeks of practical training. All the government agencies and the customers of immigration department will be invited and come to the event. This event was one of the biggest events for Jabatan Imigresen Sarawak. There are many important elements involved in planning event.

One of the most joyous in the Islamic calender, Eid ul-Fitr is a celebration that marks the end of Ramadan which is a holy month of fasting observed by Muslims. This year Eid ul-Fitr is expected to fall on July 09,2015. Eid al-Fitr is a great merriment and thanksgiving. Eid is also a time of forgiveness, self-reflection and giving to charity. At the end of Syawal, some people would like to organize an event which can be called as 'Ramah Tamah Aidilfitri'.

Apart from that, I have experienced that I have to deal with many types of public. On the day which the event was held, I have been asked by my supervisor to go the first floor of Bangunan Sultan Iskandar in the morning to help other staffs to set up the decorations and made last preparations. The event started at 12.00 p.m. Around 11.30 a.m., some guests were already there. I try to communicate to them and ask them to take their seats. The guests talking to each other together, with everyone sharing the food they have prepared. Not only that I have been asked to become one of the usherettes. I ushered the VIPs and treat them well. By having this kind of event, JIMS successfully bridging and bonding a good relationship among the races and also with the locals who are previously were not familiar with each other.

By organized as nothing will makes a host more worried than a haphazard event organizer. As I have learnt from this practical training, to be organized entails that we have full knowledge and control over the whole event. The organization is able to tackle problems in the quickest and most effective manner without causing too much concern to the host. Now is the time when the organization will find that it is most handy to have an event management system on-hand to provide an event solution to help us manage our tasks and workflow.

3.6 The Importance of Event Management

The evaluation of the services as an event organizer will not only be from your client but also your participants and attendees. The application of phenomenology on management studies has been neglected for many years mainly due to the dominance of quantitative techniques, in contrast to qualitative methods that were more obvious on education or social studies (Ehrich,2005). Complaints and praises would be most apparent when surveys and feedbacks are conducted as post mortem of the event. The most important is to pay attention, especially there will be no contentions post event. Where there are sections lacking and not advisable make it a point to voice it out or give constructive suggestions. This will ensure that the planning stage is successfully carried out. There are some importance of event management.

Firstly, develop team spirit. Event management helps to develop team spirit in the employees. The success of the event management largely depends upon the team effort. Therefore, there is need for team work between the managers and their subordinates, and in between the various departments in the organization, so as to make the event more successful. As in JIMS, I have develop team spirits when I was assigned by my supervisors in helping them in managing Majlis Ramah Tamah. With the existence of this team spirits, the event had successfully done without any problems.

Secondly, ensures safety and security. Event management team should ensures safety and security of the people during the event. The event management team should makes proper security and safety arrangements. For instance, the event management team makes proper arrangement deal with the certain crisis such as occurrence of fire, failure of lighting or air conditioning, gas leaks and so on. In Majlis Ramah Tamah JIMS, our team also have taken this preventive measures such as double check on the kitchen appliances such as the gas using to cook for that day as there were VIPs and our customers had attended that day.

Thirdly, communication. The organization can share ideas and vision openly with the team. Communicate on a level that is respectful to everyone. Do not talk down to anyone, regardless of their role. Everyone has their part and it ultimately leads to the success, make sure you communicate clearly and respectfully. Accept criticism and be open to new ideas. During my practical training, I have been communicate with different types of people. The good communication will prevent wrong information. When most people think about communication, it is usually speaking that first springs to mind, however being able to listen

is a large part of effective communication. It is also about being able to listen to what other person is not actually saying but is communicating through non-verbal communication include gestures, facial expression, body language as well as various props.

Fourthly, encourages creativity. Event management encourages and develops creativity in the managers. Managers need to be dynamic or innovative in managing the event. The managers with the help of their subordinates have to find out new and innovative ways in managing events. As in JIMS, my supervisors who are in charge of Majlis Ramah Tamah Aidilfitri, she have fully utilize the Internet in making the event more interesting. She have also search about how to decorate those places without spending too much money on unnecessary things. It is indeed help my supervisor as it was one of the interesting Majlis Ramah Tamah than before as one of our customers have commented.

3.7 Importance of Public Relations

Public relations describes various methods uses to disseminate messages about its products, services overall images to its customers, employees, stockholders, suppliers or other interestes members of the public. The aim of public relations is to make the public think favourably about the company and its services. Commonly used tools of public relations includes news releases, press conferences, speaking engagements and community service programs. Public relations involve 2 way communication between an organization and its publics. It requires listening to the constituencies on whioch an organization depends as well as analyzing and understanding the attitudes and behaviors of those audiences. Only then an organizatio undertakes an effective public relations campaign. These problems with codes of ethics are not new and they are not limited to the field of public relation. (Kruckerberg,2000).

A simple ethics statement is all that necessary because good intentions is a mass stringent guideline than a code of ethics (Bowes, 2007). Public relations includes promotional activities that work to create a strong public image of company. PR ctivities include helping the publics to understand not only the background and mission of a company but also amy product or services that are offered. If it is done right, public relations can rreach a large audience without the expensive cost of traditional advertising and marketing.

In public relations discipline, ethics include such as honesty, openness, loyalty, fair mindedness, respect, integrity and forthright communication (Haili, 2007). In organizations relying on shared values makes setting goals easier in the face of competing ideas, desires and objectives of individual employees. Practitioners often state that codes of ethics are still too vague to be used in their own careers or that they do not give enough specific guidance to be anything other than rudimentary (Griffiths, 1996). When an organization communicates internally, it shapes the values of its employees. When it communicates externally, it influences the perception of the external public.

Practicing ethical communication is not an easy way to live. Being ethical in the workplace or at home, or with anyone can be a struggle. Often it can be easier to say nothing at all than the truth. In our society gossip is a daily occurrence and some people even make their living from it. When practicing ethical communication, it means that we will disregard communication that degrades individuals and humanity through distortion, intimidation, coercion, violence and through the expression of intolerance and hatred. Practitioners of ethical communication support individuals sharing information, opinions and feelings when facing significant choices at the same respecting the privacy and confidentiality of individuals.

Public relation practitioners must be confident talking to a wide range of people for example, the role may involve presenting to clients, dealing with journalists and meeting with groups of people important to the organization or client. We also need to have an excellent writing skills as we could be producing press releases, annual reports, articles and newsletters. There are certain essential qualities and skills that I will need to get ahead in public relations. There are good verbal and written communication skills, an ability to multi task and manage time effectively and a good level of organization and planning.

3.8 Conclusion

As a conclusion, ethics and public relation are interrelated with event management. In every organization, when they want to manage an event, this will involve some ethics value and have good public relations especially in dealing with different types of people. Based on my experienced, public relations is the backbone of an organization and that activities affect the performance and delivery of services which in the end reduces firm' profitability. There is need for a trade off between receivables and holding inventory if the firm is to attain the required profits. The findings show public relation does build product awareness, provide information of services of an organization, reinforce brand of an organization and create interest of services of an organization. Thus public relation positively impacts on the delivery of services. It is therefore paramount to actively engage these activities at equal measure in an organization if we need to realize the set goals and promote the organizational values.

It is a pleasure for me to work with the organization whereby they taught me a lot about knowledge and experienced that I cannot find in the university life. This experience has an impact for me personally, where I am able to improve my soft skills in the class and overcome my weakness such as to be more confident in doing many types of job in public relation and event management.

Chapter 4

Recommendations

4.0 Introduction

This chapter will highlight the strengths and weaknesses of tasks in Jabatan Imigresen Malaysia, Sarawak (JIMS). This chapter also highlights recommendations from my point of view and based on my experience during completing my practical training. Thus JIMS should consider any recommendations in order to improve their services from certain aspects.

4.1 Strengths

The first strength regarding to the jobs given by Jabatan Imigresen Malaysia, Sarawak (JIMS) is related to the effectiveness of management in administration works. As I am an administrative student, they give me this opportunity to have this scope of jobs. In JIMS, my supervisor have assigned me to do filing on some of the documents. As it was the first time I have done that task, my supervisor have given me some of the guidelines and she also assist me in doing others administration task. Besides, a lso had learnt on how to well manage the files or document to be in a safe condition as well as record management of those files so that it can help the finding much easier.

Secondly, improving my communication and interpersonal skills. The communication skills had been improved as some of my tasks I have to deals with the customers, publics, officemates and my supervisor. This activity had helped in improving my communication skills on which tone and language were need to be used when meeting certain people and which time is suitable to talk about something. On my interpersonal skills, I have been assigned by my supervisor to become one of their protocols for their event, Majlis Ramah Tamah Aidilfitri. In this event, I have been given chance to become more confident and improve my personality when dealing with other staff and also their customers.

Lastly, good relationship with the customers. Maintain a good relationship with the customers is very important for those organization that have to deal with the customers everyday. As in JIMS, they have to deal with the customers in terms of making their passport and also issuing visa for those who wants to travel overseas. I also have been assigned by my supervisor to handle counter servic whereby I have to deal with the customers. The staff in

JIMS always put their customers first before anything else. In addition, they also serve their customers with a mannered behaviour. My supervisor always remind me to maintain a good relationship with the customers to take care of the organization reputation on others.

4.2 Weaknesses

The first weaknesses of the job is regarding of the slow internet connection in the organization. Internet is essential in all organization especially in Jabatan Imigresen Sarawak as they are the one that issuing the passports and so on. As I have been assigned by my supervisor to help The Director's personal assistant in managing the Director meetings and others. As most of the time the Director is not around of the office, I need to update the directors through his email. The internet connection is so slow and I need to refresh it several times in order to send those email. JIMS need to improve on their internet connection as most of their jobs need to be connected to internet.

The second weaknesses is their filing system. In JIMS, they are still using the traditional ways which is by using files. Every documents that need to be filing will be kept in one file and when that file is full with documents, they need to open up a new files. This indeed takes many space as it need more space if too many documents in the same type of files. It will also be hard for the staff to refer to the files as they need to search of the files first and it indeed takes time.

The third weaknesses are related to the appreciation that had been given to the student after they had finished some work. In this situation, senior staff will give the work to the student and after the work had already finished, they claim that they are the one who finish it. It was unfair to the student, because they need to be appreciated and after they get the appreciation, they will become more motivate to perform the jobs. It is truth that they had the experience but the student still fresh and have a lot of new ideas that can be used to improve the development of the organization.

4.3 Recommendations

There was a lot of new knowledge that I had gained from the internship that had been performed at the Jabatan Imigresen Malaysia, Sarawak. Besides, there were also some recommendations that can be implementing for the future improvement of this organization as well as for the future benefits of other industrial trainees.

Firstly, it is regarding to the equipment given to the trainee's student. The student organization must provide the table for the student and give them some space in performing their tasks. Computer and other necessities also need to be provided by the organization in order to help them in performing their tasks. Besides, enough place and computers may lead to the fast action or fast finish of any task that been given to the staff. It is really necessary that organization must provide one computer for each of the staff.

Secondly, regarding to the communication between the student and other staffs in the organization. I would like to recommend that the staff need to well communicate to the students and do not try to bully the students by giving too much jobs to them. The staff also need to aware and always assist the student when the students are dealing with some task so that can avoid the mistake to occur while performing the tasks. That mean, the staff also need to respect the student just like the student respect the staff.

Lastly, allowances for the practical students. As we know, the allowances might help the students in their daily expenses. The student also will be well motivated when they get some money from the organization which may support their spending. The allowance can be in term of food allowance and transportation allowance to the student. If they got this allowance, they will happy and have the spirit to involve well in the work in the office.

CHAPTER 5

CONCLUSION

Practical training can be assumed as the best way for the students in the higher education to know and at the same time to improve their skills. Besides, the student can use the knowledge or apply the knowledge that they gain through the practical training in their life or they can apply it when they go to the real working world. In conclusion, after 2 months undergoes the training at the Jabatan Imigresen Sarawak (JIMS), it had given me a lot of great experience which are interesting, instructive and challenging. Based on that, I would like to conclude the report based on the each chapter.

5.0 Chapter 1

In Chapter 1, there will be the information of the organization where I had my practical training which is Jabatan Imigresen Malaysia, Sarawak (JIMS) in Kuching. In this chapter, all the information regarding to the organization are described and explained. This chapter also consists of the mission and vision of the organization. Besides, this chapter also will give some information on how the organization operates as well as the nature of the work that had been done by the organization. In addition, the organizational chart are also included in this chapter.

5.1 Chapter 2

In Chapter 2, it described the tasks that had been done during the practical training in JIMS. In this chapter, the flows of works were explained chronologically. These tasks were explained according to the weekly work flow. There will be some pictures in order to give scenario on the jobs that had been done and as evidence on what task that had been done during the practical training. The purpose of this chapter is to inform which tasks that are often been done and to identify what are the everyday routines during the practical training period.

5.2 Chapter 3

In Chapter 3, it explained the main task that had been done in JIMS. As I chose the public relations (PR) in this chapter, the details of this task were explained. It starts with the definition of the task and the practical aspects in JIMS. This chapter will help the student in

understanding what tasks that have been done under public relations. This chapter also explains the importance of public relations in the organizations.

5.3 Chapter 4

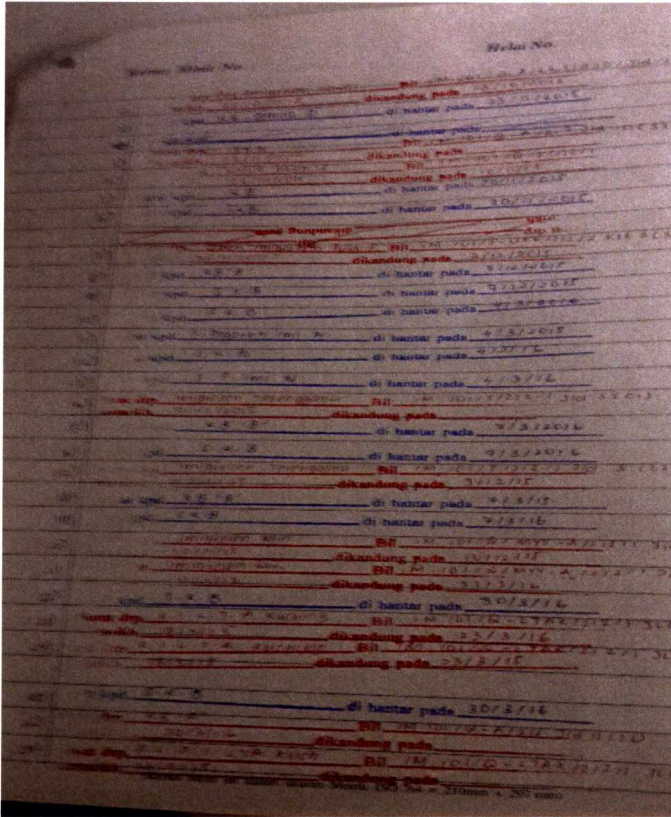
In this chapter, it explained the strengths and weaknesses of the task chosen in chapter three. After identifying the weaknesses of the task, recommendations were given to improve the process of doing the task. Based on the weaknesses that were stated which are slow internet connection, the filing system and appreciation of the staff, there are few recommendations made. Some of the recommendations are necessary equipment, allowances and communication skills. This chapter also explains the weaknesses that need to be taken into consideration to ensure that the task can be done smoothly.

5.4 Benefits and Experience Gained

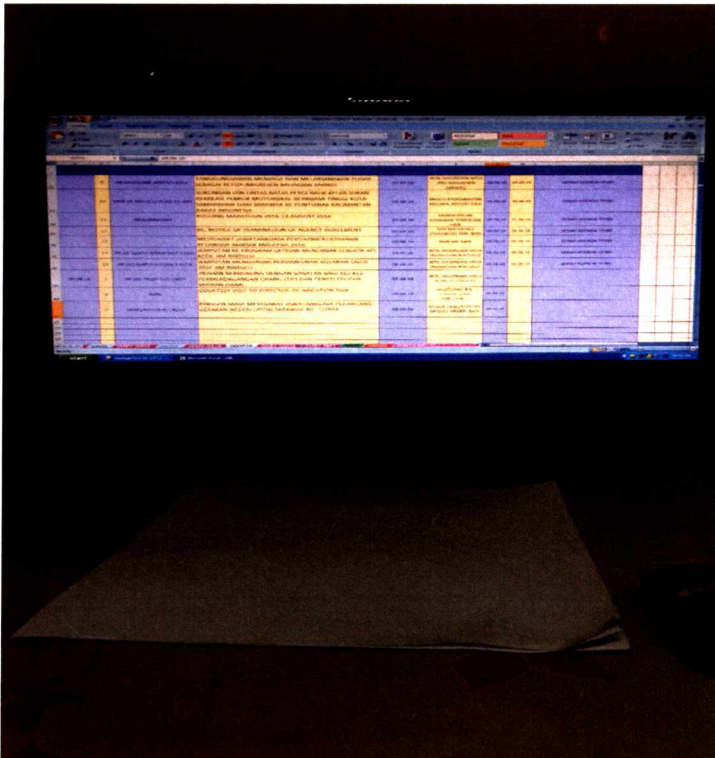
For the two months period that I had my practical training in JIMS, there are many new experiences, new friends, benefits and knowledge that I have gained. Those new experiences trained me for my future real working environment. Besides that, I managed to polish my interpersonal communication skills and my computer skills which will be useful in completing my task. I also make an effort to expose myself with outdoor activities under the organization which help to balance my lifestyle. Moreover, I received many good advices from my supervisor, directors of the organization and my thoughtful colleagues.

APPENDIXES

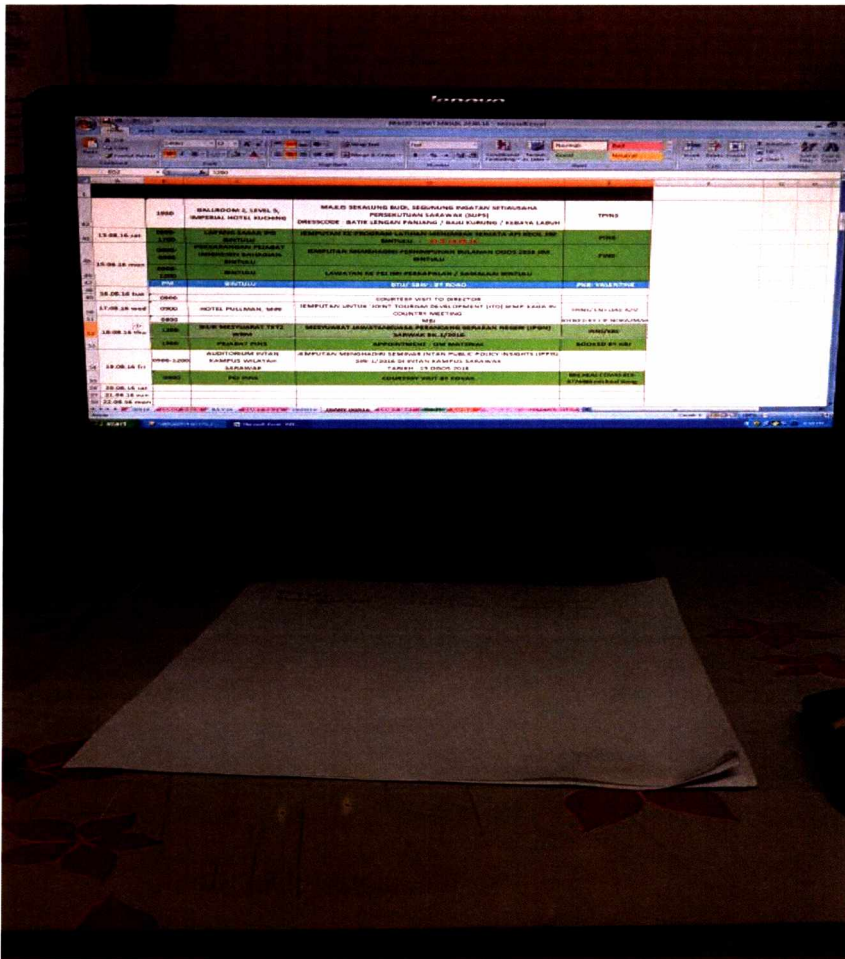
Filing system in JIMS



Record incoming letter and appointments of The Director of Immigration Sarawak



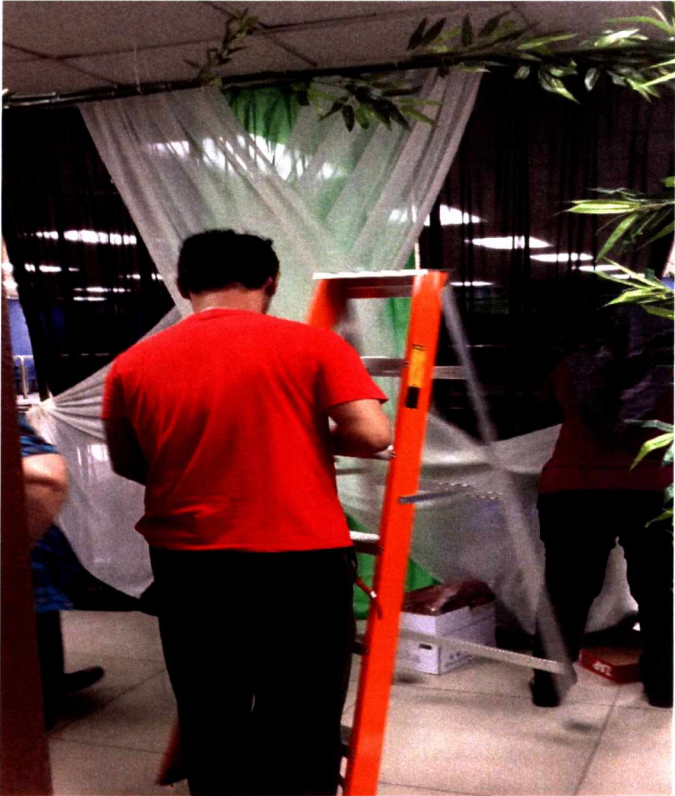
Update the Director's diary daily



Monthly meeting in JIMS



Preparation for Majlis Ramah Tamah Aidilfitri





Organizational Chart in JIMS

CARTA ORGANISASI (JIM, Negeri Sarawak)

