UNIVERSITI TEKNOLOGI MARA (UiTM), SARAWAK

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

PRACTICAL TRAINING REPORT (ADS666)
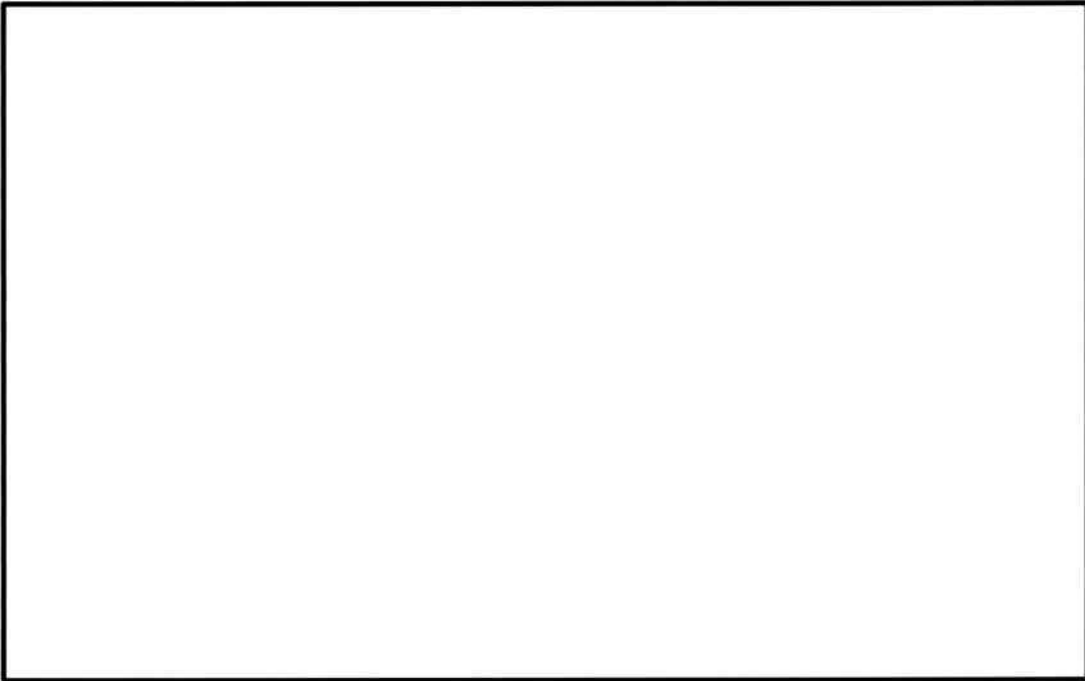

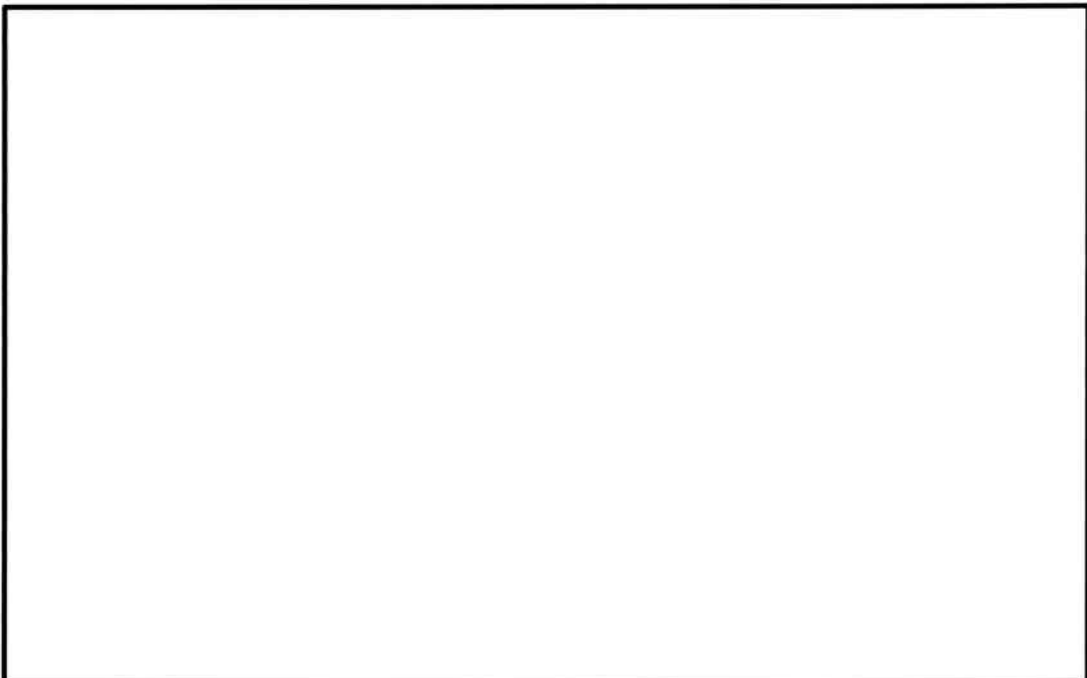UNIVERSITY MALAYSIA PERLIS (UNIMAP)

MOHD EZZDWAN BIN YUSUF

2013178783

SEPTEMBER 2015

SUPERVISOR 'S COMMENT

MODERATOR'S COMMENT

CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Name of Supervisor : MADAM NOORFADHLEEN BINTI MAHMUD

Place of Practical Training : UNIVERSITY MALAYSIA PERLIS (UNIMAP)

Name of Student : MOHD EZZDWAN BIN YUSUF (2013178783)

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

....

(NOORFADHLEEN BINTI MAHMUD)

Date :

ACKNOWLEDGEMENTS

First of all I would like express heartfelt gratitude to Central Industries and Government Collaboration, University Malaysia Perlis for the opportunity of having Industrial Training at this department. Appreciation goes to Puan Siti Nur Idayu Binti Alias, my organization's supervisor. The sharing of knowledge had brought the new dimension of thoughts about to grab the values and get the experience of life behind every event or course assisted.

In addition, I would to appreciate my supervisor Madam Fadhleen Binti Mahmud, the person that in-charge in order to evaluate my practical training report, for all the necessary guidance and precious advice regarding the requirement of this practical training report. As the most important person, I also want to thanks to the Director of Central Industries and Government Collaboration, Dr. Mukhzeer Mohamad Shahimin that giving me chance and opportunity to carry out my practical training in his organization within this eight weeks until it's been done completely. Even though he being busy with his duties, he still took time out to guide and keep me on the correct path and gave a right direction toward completion of my tasks in her organizations. Last but not least, I would like to thanks for all Central Industries and Government Collaboration (CIGC), UniMAP staffs that provided me with the facilities and conductive conditions, and also for sharing their knowledge and guidance regarding my tasks during my practical training.

Mohd Ezzdwan Bin Yusuf

Bachelor of Administration Science (Honours)
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THE DECLARATION

Declaration

I hereby declare that the work contained in this practical training report is original and our own except those duly identified and recognized. If I am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed,

…………………………

(MOHD EZZDWAN BIN YUSUF)

(MOHD EZZDWAN BIN YUSUF)

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CHAPTER 1

1.0 INTRODUCTION OF THE ORGNIZATION

1.1 BACKGROUND

University Malaysia Perlis (UNIMAP) is the Malaysia's 17th public institution of higher learning. It was approved by the Malaysian Cabinet on May 2001. Before known as UNIMAP, it was originally known as Kolej University Kejuruteraan Utara Malaysia (KUKUM) or Northern Malaysia University College of Engineering. It was renamed as University Malaysia Perlis (UNIMAP) in February 2007. Currently, UniMAP has approximately 11,000 students and a workforce of more than 1,700 academic and non-academic staff members. It offers 21 undergraduate programmes that lead to an Engineering Technology degree and two undergraduate programmes that lead to a Bachelor in Business. UniMAP also offers six Diploma in Engineering programmes and 13 post graduates programmes that lead to Master of Science in Engineering and PhD degrees.

UniMAP has shown itself as a true-blue technical university which fulfill the interest of students who are inclined towards practical-based engineering education. UniMAP graduates are engineer who has been groomed to be competent and confident enough to explore entrepreneurial opportunities upon graduation. They are expected to not only exhibit excellent in knowledge and skills in engineering study but also excellent in communication and ICT skills, as well as possess unsurpassed traits of professionalism and patriotism. This is to ensure that they will become the engineering leaders of tomorrow. This is a UniMAPs' commitment to engineering as a discipline. The way to achieve maximum benefits for the country at large, the areas of focus of public technical universities are determined by government. For UniMAP, it was decided that electronic-

based engineering should be the focus. However, that does not mean that there is no space for others disciplines of engineering to be developed here. All the related fields of engineering and technology that can support the advancement of electronic-based engineering can be offered.

(www.unimap.edu.my)

1.2   VISION AND MISSION STATEMENT

1.2.1   MISSION OF THE ORGANIZATION

To produce a holistic human capital that contributes to the nation's development and industrial competitive agenda.

1.2.2   VISION OF THE ORGANIZATION

The vision of UniMAP is to become an internationally competitive academic and research institutions.

1.2.3   CORE VALUES

Knowledge, Sincerity, Excellence

1.2.4   OFFICIAL WEB PORTAL

http://www.unimap.edu.my/

1.3   PROFILE OF DEPARTMENT

The Centre for Industrial Collaboration (CIC) was officially formed on February 2004 which is to enable UniMAP to achieve its goal in providing the industry with competent graduates to support the building of nation. The establishment of Centre for Industrial Collaboration is to carry out the activities and program that oriented based on the real world of engineering applications. The Centre also represents the variety of program offering and academic activities based on the participation and commitment from the industry. All the program and activities will be part of the course and activities that can improve the competitiveness in the field of design, processing and production of various products based on engineering.

There are several units in the department which is 'Industrial and Governmental Relations Unit (I&GR) networking is coupled ads with community outreach scope. The

responsibility of this unit is to find and establish new networking and sustain the available I&GA networks. This indirectly introduced UniMAPs visibility to the outside world through Memorandum of Understanding (Mou), Memorandum of Agreement (MOA), and Letter of Intent. Another role is in engaging and faculty community works and activity which are in tandem with the University's mission.

The second unit in the department is Industrial Training Unit. This unit plays an important role in assisting Centre for Industrial and Government Collaboration (CIGC) in relationship with various sectors in industry. These units need to prepare a lot of exercise programs and various activities based on the world of production and the actual engineering applications. Through programs and activities that related with the course and the core activities of the students, this will able to enhance the competitiveness of UniMAP in the areas of design, processing and production based on engineering.

There are several objective of industrial training:-

i) -Expose students to the environment and type of jobs offered by the industries and organization.

ii) Provide opportunities for students to apply the theory learned in lectures during training industry.

iii) Provide opportunities for students to acquire technical skills in industry.

iv) Developed attitudes of cooperation and encourage interaction between students, workers in industry and society.

v) Train students to write an appropriate report and systematic.

The third unit in the department is Administrative & ICT. Administrative Unit is the unit that is responsible in planning, run, manages, monitor and implement policies related to all administrative aspect Central Industries & Collaboration (CIC). Among the function

and role of administrative unit is manage general administration office, planning, oversee and stabilize management system in CIC, act as project leader, monitor the implementation of activities units according to SOP, manage and monitor course, event, training organized by in and out for staff CIC and help provide proposal working paper and implement academic programs CIC.

The fourth unit in the department is Graduate Employability (GE). During practical, I was placed in the Graduate Employability Unit. Graduate Employability (GE) unit was established as a direction from Ministry Of Education. This is in line to address the mushrooming employability concerns. This unit will help the students who do not have required qualities and skills in working environment. Therefore, graduate employability has work with the MOE, companies, and training provider in order to supply the students with job and training. In order to improve, CIGC has taken interest to directly engage with Multi-National Companies (MNCs), SMEs and GLCs accordingly to cater their tailored requirements. The objective of Graduate Employability Unit is to enhance the employability of graduates from University Malaysia Perlis. The program that will introduce is ongoing program which acts as one stop career that connect students with industry. Based on that, CIGC is the focal point of UniMAP because students can get the any information through this department. Besides that, this unit also implements a lot of activities such as Industry Engagements, Networking Session, Career and Sharing Talks with the future employer. This would help the students in order to make a better decision for themselves.

1.3.1 OBJECTIVE OF THE DEPARTMENT

The objectives of the department are:-

i. To introduce UniMAP to industries

ii. To create, implement and execute various industrial activities for staffs and students

iii. To accentuate industrial and public recognition toward academic programs and UniMAP is high standard of quality by promoting close participation in its academic programs with industries.

iv. To encourage the cooperation such as consultancy, training, technical services and research involving industries.

1.3.2 FUNCTION OF THE DEPARTMENT

The functions of the department are:-

i. To acquire engineering skills, organization knowledge, interpersonal communication, and management in relation to practical engineering areas.

ii. To established good relationship with the industries and create opportunities for more cooperation.

iii. To train and provide industrial exposure for students in the mission of producing highly-skilled and proficient engineers.

iv. To expose the student with the latest technologies which are utilized in industries and expand this to the academic staff through staff internship training program.

1.4 BACKGROUND OF LOGO

The UniMAP logo is adopted from the original KUKUM logo. It was formulated by a special committee in 2003. The preservation of the original look shows that university preserves its original values and philosophy formulated during the birth of KUKUM.

In 2003, a competition was carried out to collect logo ideas from the University staff. After reviewing the entries, the committee decided that the design submitted did not reflect KUKUM's aspirations and philosophy. Hence, modifications were imposed on some shortlisted logos, resulting in a few alternatives.

The logo mirrors UniMAP's position of a dynamic engineering, scientific, and innovative university. It strives to be at the forefront of knowledge, both locally as well as internationally. The aero-dynamic shape represents dynamism and globalization, while the yellow circles within the silver layers are reminiscent of objects in science fiction, echoing the University's space-age inclination. The fourteen yellow circles is the number of states in Malaysia. The yellow circles seem to be in motion, especially towards the north, signifying readiness to address numerous challenges it face on daily basis. The shapes of atomic orbits are repeated within the logo, emphasizing UniMAP's association with all things engineering, scientific and technology.

When KUKUM changed its name to UniMAP, it was agreed that the concept and idea of the logo should not be changed, so as to indicate that the original idea and aspiration of the University remains the same. The logo type 'UniMAP' is designed as to appear more dynamic and carries within it the philosophy it contains. The yellow italic 'ni' means 'nilai insan' which is essentially human values that the university hopes to embed amongst its students.

The logo has three colours blue, yellow and silver. These are the UniMAP's corporate colours. Blue is related to nature, knowledge, harmony, discipline and the field of engineering and sincerity. Yellow is connected to excellent, life, and Perlis's sovereignty.

The three silver layers in the logo embody a sense of movement and balance between engineering, dynamism and energy. The silver triangles at the corner of the U,M and P letters in the logo type is about three core values of the university namely knowledge, sincerity and excellence.

The official use of the new logo started in 2007.

1.5 ORGANIZATIONAL STRUCTURE

STAFF STRUCTURE

- **Director** — Dr. Mukhzeer Bin Mohamad Shahimin
- **Secretary** — Pn. Nor Azlindamaziru Binti Mohamad
- **Deputy Director** (Quality Relation & Graduate Employability) — Dr. Vithyacharan A/L Retnasamy
- **Deputy Director** (Industrial Training & Administration) — Dr. Noorhafiza Binti Muhammad
- **Program Chairman** (Quality Relation & Graduate Employability) — Cik Siti Safwani Binti Mohamad
- **Program Chairman** (Industrial Training & Administration) — En. Mohd Roek Bin Abdul Ghani

UNIT KEBOLEHPASARAN DAN PEMBANGUNAN SISWAZAH	UNIT JARINGAN INDUSTRI	UNIT PENTADBIRAN & ICT	UNIT LATIHAN INDUSTRI

- **Assistant Registrar** (Graduate Employability Unit) — Pn. Siti Nur Idayu Binti Alias
- **Assistant Registrar** (Quality Relation & Graduate Fund Unit) — En. Mohamad Firdaus Bin Abu Bakar
- **Information Technology Officer** (ICT & Administration Unit) — Pn. Nurul Akhmar Binti Abdul Hamid
- **Assistant Registrar** (Industrial Training Unit) — En. Khairul Uwaidi Bin Harun

- **Assistant Administrative Officer** — En. Mohd Shahfii Bin Ismail
- **Assistant Administrative Officer** (ICT & Administration Unit) — Pn. Janatul Naim Binti Zulkafli

- **Administrative Assistant (P/O)** — Pn. Nor Faarah Binti Mirdukh @ Mustapa
- **Administrative Assistant (P/O)** — En. Azmi Bin Azit

- **Office Assistant** — En. Abang Syamri Bin Ahmad

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CHAPTER 2

2.0 SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

My practical training is located at Central Industry & Government Collaboration (CIGC), University Malaysia Perlis, Main Campus, Pauh Putra, 01000 Perlis. There are several units in that department which is Industrial and Governmental Relations Unit, Industrial Training Unit, Administrative and ICT unit and Graduate Employability. During the internship, I was placed at Graduate Employability Unit (GE). My host supervisor for practical training is Puan Siti Nur Idayu Binti Alias who is responsible in Graduate Employability Unit to manage all the programs and activities for UniMAP students. Within the period of practical training, she is responsible to arrange and give tasks to me. For the period within 8 weeks, my supervisor has given several tasks and jobs in order to give me knowledge and experience in working environment.

2.2 Weekly Task

1st week (20 July 2015 24 July 2015)	During my practical training for the 1st week, I had been explained by my supervisor about the working procedure. Puan Ayu has briefly explained to me about the function and objective of the CIGC. After that, I had been introduced to all the members in the department and have been told about the task that I need to do in the department. 1. Preparing slide presentation. The task that has been given to me is to prepare slides for convocation day for diploma students. To prepare the slide, I need to find the picture that related with the speech that has been prepared. 2. Filing/File management. Filing is one of the task that been assigned to me. This is because the department will be audit. So, I need to place the file that important in one place. The reason of the task is to make sure that the file is easily to find when needed and to avoid from misplaced. Besides that, some of data is important because there is the data about the inflow and outflow of the money towards the program that has been done. 3. Organize data. This task needs me to copy and save the data from the Tracer Study to Microsoft Excel. The function of Tracer Study is to know the number of students that has been employed after graduate. The data need to be analyzed in to several groups to know the number of students based on faculty, level of education and employment after graduate. The data are based on the survey done by UniMAP and KPM.

	4. Prepare a form. I need to prepare a form that need to be filling by students before convocation day. The function of the form to know what the students have planned after finished their studies or after graduate. 5. Public relations. I had been assigned to make an evaluation at the booth that has been prepared by UniMAP. I need to distribute the form to the students to gain feedback regarding what they want to do after graduate. This task enables me to interact with others people.
2nd week (27 July 2015- 31 July 2015)	1. Use system. The first task for the second week that I need to do is to key in the data of the students. I need to classified the data which is need to make a folder based on the profile graduate that not work based on faculty, based on work they do, and profile students. The reason of doing this task is to know the number of students that not work yet. 2. Check email. The second task is needs to check the email from students. The email is about the programs that will be organized by UniMAP. The programs are under Insep Kismec and Gems by Talent Corp. Through the email, I need to analyze the email which is need to save the resume and know which programs students prefer to join. This task enables me to know the number of students that want to join each of the programs.

	3. Calls students. Based on the email that has been sent by students, certain of them do not specify which programs they want to join. So, I need to call the students to know which programs they want to join. After the data is cleared, I need to make changes in the document. This is to ensure that data is cleared before submit to the director. The program has been separate into several sector for example Insep Kismec has divide into safety and health, and American society &destructive testing while Gems Program has been divide into oil and gas, telecommunication, electric and electronic. 4. Data. I had been given the data by my supervisor. The task that I need to do is to calculate the number of students based on the data given. I need to calculate the data based on their course starting from 2011, 2012, 2013 and 2014. The data need to be separated into four groups which is Malay, Chinese, India, and others. The reason for this task is to check the number of students for each course.
3rd week (3 AUG 2015- 7 AUG 2015)	1. Organize file. There are several programs that had been organized by UniMAP for students which give the opportunity for the students to get job. The programs that had been done are Dreamedge, My Partner, Job House, Crest, Bees Academy and KEMSB. Through all the programs, I need to find the quotation, verification form, list name of participant and

purchase order. All the document need to put in a file as an evidence that the money that provided for that programs has been used effective and efficiently.

2. Filling

The second task that I need to do is there are several file programs starting from 2013 until 2015. So, I need to make a label for all the files to make it easy to find when needed. What I need to do is to make a front page, side cover and make a separation for the document inside the file.

3. Prepare report.

The task that I need to do is to prepare a report based on the guideline that has been given to me. I need to find the objective of the programs and the flow of the programs. There are two reports that I need to do which are Dreamedge 2014 and My Partner 2014. This task enables me to know on how to make a report. Besides that, Puan Ayu also wants me to check either the budget allocated is correct or not.

4. Prepare data.

I had been assigned by Puan Ayu to make a clear data about the flow of the money. The data required me to find the date, reference number, the person incharge and the amount for each programs. This is based on the programs that organize by UniMAP. The reason to make a clear data is as evidence and to know the person who is responsible during organize the programs.

4th week (10 AUG 2015- 14 AUG 2015)	1. Need to use the system. During the practical, I need to use the system which is Intra UniMAP and Osi UniMAP. Both of the system is important for UniMAP student who will be going on practical. I have been given a file that contains the details about their practical training. So, I need to check either it is the same with the file or not. If not I need to make a correction in the system. If the company that they choose are not exist, I need to create for the. After that, I need to sort based on the district of the practical training. This is to make it clear and easy for the management to recognize the number of students that do a practical at the same area. 2. Need to email Puan Ayu had assigned me to email the data that has been done before this which is the data about the number of student based on their course and races starting from 2011 until 2014. After that, I need to check the email because there is a new program has been organized by UniMAP which is under Fuji and Muehlbauer. This program gives opportunity for students to get job after finish their studies. There are several courses that have been prepared and I need to recordbased on what student prefer to join. The data is submitted to officer to know the number of the students that interested to join. The reason of this task is to make it easy for the management to prepare a budget for the programs.

	3. Attend meeting I need to join the meeting because Puan Ayu wants me to learn the process that happens during the meeting. During the meeting, the officer will present their paper work, activities or programs that they do. If there is a problem, they will find a solution. The director and all the members can give suggestion for the improvement of the programs.
5th week (17 AUG 2015- 21 AUG 2015)	1. Filling I need to find the data that important such as quotation and report for the programs. All the important documents need to be compiles in the file. After that, I need to make new file which each of the file need to have front page, side cover and the separation of the content in the file. This is to make sure that the entire file is organized well and easy to find when needed. 2. Organize interview session. Puan Ayu has given me tasks which need to organize the place for interview session that has been done by UniMAP. I need to set up a counter for registration and the place for interview. Then, I need to explain to the student about the flow of the programs. 3. Prepare a form. I need to prepare the form that need to be filled in by students based on the guide line given. The function is to know the choice of the students. There are 3 programs that organize by two companies which is Fuji and Aegis. The form need to be submitted to know the number

	of students for each of the programs. 4. Attend meeting I need to join the meeting that has been organized by the department. During the meeting all of the officer will present their on-going programs that will be done. Through this interview, the director will know the problem happen and each of the members in the meeting can give their opinion on how to manage the problem. 5. Prepare a proposal. I need to prepare proposal based on the programs that will be held which is Dreamedge and My Partner. Both of the programs are the company that will provide employability for the students. This opportunity is open for graduate students that still do not have job. During this task, I need to list the objective, schedule of the programs, the venue, and the date of the programs.
6th week (24 AUG 2015- 28 AUG 2015)	1. Phone call. The first task in the 6th week is to make a call and inform the students about the programs organize by UniMAP under Dreamedge which is car body and manufacturing. I had been given a list to call the selected person to make a confirmation whether they want to join on not the programs. I also need to give a due date for them to make a confirmation because want to give opportunity to others. If the student has working, they cannot join the programs. During that week, there is a change of the date, so I need to call the students to know whether they still can join or not.

		2. Attend meeting
		The meeting is done in the department regarding the programs that will be held which is Finishing School. During the meeting Puan Ayu has explained about the schedule of the programs, the objectives, and how the programs will be organize. This is an open discussion and every member in the meeting can give idea for improvement.
		3. Prepare a report.
		UniMAP will organize an interview session for students who has graduate but still does not have job. The interview will provide an opportunity for students to be employed. There are 2 companies that will interview the students which is Intel and Continental. During the task, I need to list the objective, schedule of the programs, the place and date of the programs.
		4. Filling
		I need to make a file for the report that has been check by supervisor. All the reports are kept in the file as the evidence and reference for the department. The data need to be keeping in a file because it will be easy for the management when something happen such as the KPM want to see the program that has been done.

7th week (1 Sep 2015 – 6 Sep 2015)	Konferensi Antarabangsa Islam Borneo (KAIBVIII) , UNIVERSITI ISLAM SULTAN SHARIF (UNISA).
8th week (7 Sep 2015 – 15 Sep 2015)	1. I had been assigned to participate in the program that has been done by UniMAP which is Finishing School. Before the programs, I need to set up the place starting from the registration until the programs end. Finishing School is the program which gives the chance for the students to gain knowledge and also give job opportunity for them. During the program, there are two activities that have done which is Career Talk and interview session. The interview session is done by two companies which are Fuji and Aegis. The task that I need to do is to manage the students to make sure that they know about the flow of the programs. 2. After the programs end, I need to arrange the place like before. This is because the place needs to be used by students for their class. After that, I have been assigned to call the students that still do not fill the form tracer study. I need to remind them that the form is compulsory for them to fill before the graduation day. Besides that, I also need to explain and mentioned about the last date to fill in the form.

CHAPTER 3

3.0   ANALYSIS

3.1   Introduction

From the analysis of internship, it is specifically focuses on the one of area and scope that mostly related and in charged by me at Central Industries and Government Collaboration (CIGC), UniMAP. Therefore, I will relate most of the works done during the internship with the subject that I have been studied, which is on the File Management and Communication Theory. Through this experience, I am able to expand and raise the level of the basic skills as a preparation for me to face the real workplace world later. During the internship, I have been attached at various departments which I was given various tasks from each department. However, in this report I will only focus on one area which is on administrative area whereby most of my task given was from this scope. Besides that, this internship allows me to apply the theories and concepts learned at the university to the workplace.

3.2   Office Administration

During my practical training, one of the daily routine that I need to do is office administration. The office administration becomes my daily routine that has been given by my supervisor. The trainee has been placed in administration department. During the practical training, the trainee needs to communicate with the customer either inside the organization or outside the organization. Besides that, another task of office administration is includes the task which is record data that are important to the organization, photocopy the document, sending email, and call the customer. To ensure the task that has been assigned to the trainee run efficient and effectively, the trainee realized that most of the task that has been assigned involved communication.

3.3   File Management

File management is important in every department or organizations. The organization or department must ensure that all the data and information are in proper manner. Each of document or papers in the organization need to be placed in a file to make sure that the document is not missing. The file must be registered which means that an organized assembly of documents kept together for use and relating to a specific subject, type transaction or area of business. The registered file incudes three components consist of a cover to protect the contents and act as a title page and a record of the file's circulation, the contents, and some method of securing the whole together. The systematic file management helps the organization to be more efficient and effective. Each of the file need to have files cover usually made of rigid manila card. This is to enclosed the documents and so minimize damage from handling and use. The file cover should be printed with the name of the agency. The file cover should also include a

space for the title, file number, index heading or keywords, security marking, references to previous, subsequent or related files and file period.

File management also need to be arrange in systematic order. This is to ensure that the file is easily to find by the staff. The maintaining the order of documents within the file is a vital requirement of filling. This includes the context within which decision and actions were taken and the sequence of those decisions and actions. Based on that, paper should be filled in the same order as the transactions of which they from part. The file needs to be placed in order which they are received in the record office for filling. For example, the outward letter is filled before an incoming letter.

Besides that, file management also includes the task which is cross referencing and removing papers from files. Meaning that, if a single letter or other item of correspondence relates to more than one file it should be photocopied and the original document or data is placed on the file for which it has most relevance. The photocopies files are placed on the other files which the letter relates. On the original letter note the file numbers on which additional copies have been placed. Similarly, note the location of the original on each copy placed on other files.

Basically, the file management also includes the task which is creating a new file. Meaning that, when a document comes into the record office, the record staff must decide whether an appropriate file already exists or not. If there is no appropriate file exists, create a new file and allocate a reference and a title. No new file may be opened before there is no correspondence to go on it. Besides that, opening files in the expectations of future correspondence leads to waste effort, waste of valuable file covers and most damaging of all confusion in the file index. Thus, if the there is a new files, the record office staff must think carefully about what it will contain and how it will

grow. The file should relate to a single subject, a well define area of business or a particular type of transaction.

The titles of the files are very important because it will be a guideline for the staff in the organization. So, the staff that handles the file must make sure that the titles are clear and precise. The title should be as descriptive as possible to provide adequate details of the file's actual and likely contents. It should trigger in the users' minds what the file contains. At the same time it ought to be specific enough so that the records office staff do not use the file to cover different aspects of the same business or new developments that really should be the subjects of several files. When there are extra document in the file, take care that the file title continues to reflect the content accurately. At the same time, need to make sure do not change the title of the file unless absolutely necessary.

Filing system must also be held in storage spaces that are lockable and offer some protection against hazards of burglary and fire as well as maintaining confidentiality of information stored. An efficient filing system should contain guides that organize and subdivide the contents of the file drawer. The guides may made from heavy cardboard or other substantial material and be direct the eye to the desired file.

3.3.1 Application of File Management into CIGC

Application of file management into Central Industries and Government Collaboration (CIGC). The trainee involved in the Graduate Employability Unit (GE). The trainee has been exposed with the clerical jobs during the practical training. The trainee is being guide by the officer in-charge on the file management. Based on that, CIGC is the department the applying file management which can make sure that all important information in the organization are keep systematically.

During practical training in CIGC, the trainee has been assigned to handle the report of the programs that will be and the past program that has been organized by UniMAP. The report and the document that received by hand or through email need to be handling by trainee. Each of the report and the document that received need to be keep in right file to make sure that the staff in the CIGC can easily find the file when needed. One of the task that need to do in file management is the trainee to make a front page for the file which is by label the name of the company that related, make a side cover for each of the file and also need to make a separation for each files. The report and the data that received are kept in the file. This is to ensure the file document is easily to find by the staff. The original document that has been received is kept in the files and need to make a photocopy for each of the document as a backup in anything happen. The files are manage by assistant registrar and will be monitored by program chairman. The program chairman will monitored all the file to make sure that all the document are kept systematically because most of the data involved the flow of money. The assistant registrar is the person that needs to make sure all the files are manage effectively. Each of the unit in CIGC has their own files management. So, all the document are kept by the assistant registrar and they are the person who are responsible when the director asked about the file.

File management is important system and very useful in any of the organization. The file management system in the CIGC might help all the staff in the department to ensure that they have a systematic file and able to be effective and efficient in implement the task that has given to them. Besides that, the systematic file management can reduce the time for the staffs in doing the task because the file can be easily differentiate by the staff based on the year and the organization that want to organize the event in UniMAP. Thus, through the systematic file management, the issues of misplaced can be avoided because the staff can know the file that important when been asked to find.

3.4 Communication Theory

According to Adler and Towne (1978), all that ever has been accomplished by humans and all that ever will be accomplished involves communication with others. Many of the problems that happen in the organization derived from the unsatisfactory relationships brought by in inadequate communication between the people in the organization. According to Snell and Bohlander (2013), communication can be defined as the process of transmitting information and common understanding from one to another. The successful workers are the workers who are success on and off the job which is has ability to transfer information and express ideas to others. There are two types of communication which is verbal and non-verbal communication. Adler and Towne (1978) describe communication as a process between at least two people that begins when one person wants to communicate with another.
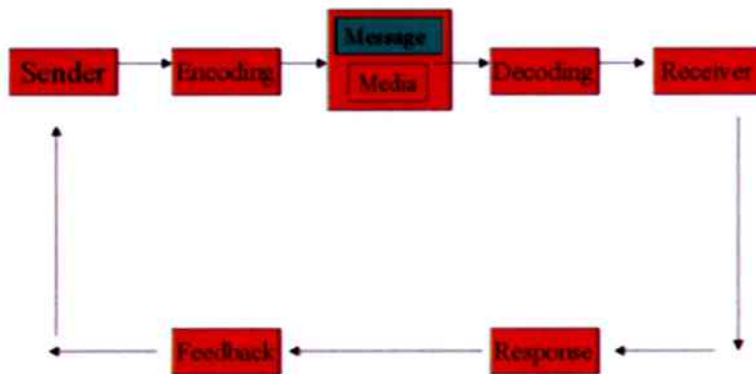
Figure 3.4: The process of communication

The process of communication are involves the sender and receiver. Basically, communication originates as the mental images within a person who is desire to convey those images to another. The images can be describes as the idea, thoughts, pictures, and emotions. The person who wants to communicate is called the sender. Before the sender can transfer the image to another person, the sender first must translate the images into symbols that receivers can understand. Symbols usually in words but also can be pictures, sounds, or sense information. Only through symbols can the mental images of a sender have meaning for others. The process of translating images into symbols is called encoding. After the message has been encodes, the next level of communication process is transmit or communicate the message to a receiver. This process can be done in many ways such as face to face verbal interaction, over the telephone, through printed materials for example like letters or through visual media like television and photographs. Communication process must involve information, concept or idea that resulted from encoding and the communication is not going well if there is no message during the communication.

Verbal, written, and visual media are three examples of possible communication channels used to transmit messages between senders and receivers. Other transmission channels include touch, gestures, clothing, and physical distances between sender and receiver. When a message is received by another person, a decoding process occurs. Just as a sender must encode messages in preparation for transmission through communication channels, receivers must sense and interpret the symbols and then decode the information back into images, emotions, and thoughts that make sense to them. When messages are decoded exactly as the sender has intended, the images of the sender and the images of the receiver match, and effective communication occurs. However, some of barriers will happen during communication process such as noise and different language. Hence, the receivers need to respond on the information that has been given by the sender. The receiver need to interpret the message correctly and failure to do so might cause miscommunication or misunderstanding between sender and receiver. The effective communication is not occurred if misunderstanding happens.

3.4.1 Application of Communication Theory into CIGC

Applying the communication theory in CIGC, communication is one of the important elements in any organization. Communication is used widely in the organization which is to communicate within the organization or people outside the organization such as students and the organization that related to organize program in UniMAP. Based on that, the theory of communication has been applied in the organization because the organizations are the department that deals with many people. Communication is a strong elements in the organization, if there is no communication, the task and the job that been given cannot meet the organizational goals and objectives. In CIGC, the

communication process has been practiced effectively. The top level in the department which is the director, deputy director, program chairman and assistant registrar are communicate to all the member in the department if there is any problem happen. The communication has been conduct through the meeting which the director will ask about the problem that happens for each unit. During the meeting, the entire member has been given a chance to voice out their opinion on how to settle the problem. The director in the organization will choose the best option that give benefit the organization and will explain to the members in the department. For example, Dr. Mukhzeer Bin Mohamad Shahimin as a director in the department will make a decision making on how to settle the problem that happen and discuss with the members in the department. Each of the unit in the department such as graduate employability unit, industrial relation and government unit, ICT and administration unit and industrial training unit will be explain about the decision making that has been make. Officers in each of the unit will implement what has been stated by the director in order to fulfill the task.

During the practical training, the trainee also needs to apply the communication theory. Trainee has been placed in graduate employability unit which is under Puan Siti Nur Idayu Binti Alias who is the trainee's supervisor during the practical training. In order to given the task, supervisor need to communicated and explained to me about the task that will be given. This two ways communication make the trainee more understand what the supervisor expected from the task that she given in graduate employability unit. The supervisor will neither explained the details about task need to do and if the trainee is nor understand, the supervisor will guide the trainee. Besides that, the trainee not only communicate within the organization only but also need to involve if there is a program that organize by UniMAP such as employability programs, finishing school and so on. Some of the task need trainee to communicate with people from outside of the

organization. For example during internship, my supervisor assigned me to email to the students about the interview session that will be organize while she is not around. The supervisor has explained to me the details about that what need to do and the system that can know the email of students. The trainees will have a problem when the information that has been given are no clear and this will cause the task cannot be completed within the time given.

In addition, communication is important not for doing task but also to maintain the relationship within the organization. Communication is what we need every day. By having a good communication, trainee can maintain the relationship with the staff in the department. Through the good communication skill, this make the environment of working is enjoyable and trainee can perform the task that has been assigned easily such as if trainee do not on how to do something, trainee can ask them on how to do it. Besides that, through the good communication skills it can connect us with other people easily.

Two ways communication has been applied during practical training which is verbal and non-verbal communication such as through phone call. Basically, there are some problems that happen when using phone call. The problem that happens is not all the information is given to trainee especially when involved private information. When trainee need to answer the call, the customer sometimes ask question. It is difficult to answer and trainee need to find someone that is expert. Another problem that happens is the network problem. Sometimes the network problems become the main causes because the information cannot be delivering smoothly such as the sounds are not clear.

3.5   Conclusion

Overall this chapter is about the analysis of the task done during the internship. Analysis of training specifically focuses on one area of task which is on the administration. This chapter also reflect definition of concept. It is also consists of the demonstration of practical and theoretical aspects as how student transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom.

CHAPTER 4

4.0 RECOMMENDATION

4.1 Introduction

During the internship, the trainee had done several tasks by identified the strengths and weaknesses of the organization. Thus, in this chapter, the trainee will briefly discuss about the strengths and weaknesses. Thus, it is come out with recommendation so that the organization may improve their management in future in order to reach at maximum level.

4.2 Strength

4.2.1 Good Leadership

Top management includes the director and deputy director for each unit are friendly and good communicate with all the staff. This is can be observe by the trainee when the director and deputy director make open window discussion where allowed two – way discussion with employees either contract or permanent employees at reasonable time if have any issues or to get understanding regarding their works. The director and every deputy director of unit always share their knowledge with the employees at knowledge sharing session. Besides, director or deputy director also rewards the employees when the employee achieves good performance every month according to the work's target for each unit. The trainee experienced when director has spent their money for treat the employees when the departments has successfully organize the program that has been organized which is provide training and employability to the students. During my practical training, the department has a lot of program that want to be done which give the students opportunity for the students to get a job. There are more than five organizations that want to give training and give job opportunity to the UniMAP student

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which is INSEP KISMEC, Dreamedge, My Partner, Fuji and many more. In addition, the top management in CIGC also encourages open discussion when it comes to make decision. This is experience by the trainee in during the program that will be done which is Finishing School. During the meeting, the project leader which lead by deputy director of the unit will open discussion for every staff to give their own ideas and opinions before reach to final decision. The trainee also had been given a chance to provide some ideas. This good leadership shows by the top management can be motivate to employees and encourage the performance of individual employees.

4.2.2 Complexity

According Hamel (2015), he stated that electronic systems are more complex compared to traditional filing system whereby untrained staff are easier to access and manipulate data. It is because the manipulation of data can be made if it is in form of paper. In addition, with the alphabetized filing cabinets, every staffs are able to find a file easier. Besides, alphabetical filing system is easy to learn. As compared to electronic database system, the locating and manipulating of information may require training such as technical training and any error may result data loss or unintended alterations. It same goes to trainee in CIGC where trainee was asked to access several files at filling room for reviewing the status and rearrange files as well as taking further action. Moreover, the files can be accessed easily even though trainee is not familiar with the tasks given. It is due to the systematic management of files in CIGC which are managed by the registrar for each unit through year and name of the program. For example in CIGC, trainee was required to find the file for the program that will be organized by UniMAP under the organization, thus trainee only had to look on the name of the organization or name of the programs and search it in the file room.

4.3 Weakness

4.3.1 Lack of commitment among employees (discipline)

The first weakness in CIGC is lack of commitment among the employees. It is can be seen through their behavior and attitudes such as taking a long meal break, emergency and medical leave, absenteeism and lateness coming to work. From my observation through this organization, I found that, most of the employee has lack of commitment. For instance, come late to office. Besides that, they also usually taking a long meal break because director or deputy director usually do not coming to the CIGC department. This is because the director and deputy director is the lecture in the UniMAP. So, they need to divide the time but mostly the director and deputy director are at their faculty office. Based on that, the employees feel that they are feeling very comfortable because the top management does not monitor them. They just thumb print then hang out to have a meal for a long period.

This problem occurs because some of the workers are being monitor by the director and they only work to get the salary. This is can obviously can be seen through the some workers are not willingness to do their work and they pretend to be workaholic when the director and deputy director are around. Besides that, the work that has been done by the employee also not achieving the objective of the organization. Not only that, this is because of the team weakness in term of social loafing. For example, they tend to coming late for work or fail to start or complete individual tasks. This is because they lack of commitment to handling their work.

4.3.2 Files is not organized well and proper

Since CIGC is deal with many files as well as papers and documents, the handling filing management is not an easy task to keep it systematic. For ensure there is no loss of information, the important report or letters are needed to tidy through binding with string or punch it. However, to do such task quite hard and bored for staffs since they view this task as trivial task and not challenging for them as well as do not bring any effect to department and themselves. Besides that, there are several documents that not being well attached in the file and some of file are scattered on and under the desk of staffs. With this improper of files arrangement, it can portray bad image of department if there are invitation from organizations or students. In trainee training place, trainee had required to reorganize and rearrange several files that not proper placed in filing room or files that scatted on and under desk of staffs. All the files need to be placed in filing room based on the name of the program and the year of the programs. In filing room, even though it had divided the sections of types of bills, invoice and objective, but several files had placed at wrong section. For instant, there were several invoice files had put at section of data files. Thus, trainee needed to rearrange back those files at its own section. During the practical training, the issues arise when the invoice about the programs are missing. The important data about the flow of money has been asked by Treasury Department. This is important to keep the important data in proper ways.

4.4   Solutions

4.4.1   Enhance the Motivation towards the Staff

Employees' commitment is an important which can create exceptionally substantial results. In order to achieve a high quality of productive among employees, the organization must ensure the employee have a good charisma. In addition, the management must clearly define the job and responsibilities of the employees so that the employees are able to improve their responsibility towards their job. Besides that, the supervisors have responsibilities to communicate with their employees what has to be done and what their expectations. Not only that, the employees must be creative. So that, it will allows the employees to use their skills, professional knowledge and judgment. This is the way to avoiding the employees tend to be lack of commitment.

Not only that, in the public sector, government also come out with providing Key Performance Indicator (KPI) where it is a set to measure of to indicate specific outcomes of the initiatives in realizing public service transformation. By having the Key Performance Indicator, the workers might be more accountable and responsiveness in handling their work task. The staff also can raise their competence, talent and skills in various fields to improve performance, productivity and innovation. Furthermore, if the employee can perform at the satisfactory level, they will get a chance to continue the contract if they are not permanent workers which can motivate the employee to be more focus while doing their job. However, employees with high morale to the organization will be more to contribute to organizational goals. Workers' dedication is an important because it can create exceptionally substantial results. It will help the organization to be stronger to construct and create with workers' dedication such as motivation, job performance and creativity of the employees.

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4.4.2 Enlarge the space of filing room

The number of files in the department may increase due to the collaboration within and outside of the organization. Each of the unit in the department has their own management of files. The assistant registrars are the person who is responsible to keep the files. With the increasing of the files, the existing management of files needed to be improved from time to time in order to avoid any improper file managing. It same goes to filing management in CIGC. New files are always created in each of unit in CIGC due to the program that will be organize by UniMAP to the students, thus the improvement of filing management is required especially in term of size of filing room. Since CIGC is department that has several unit and each unit has their own files management, thus the filing room should be enlarged so that new files can be placed there. The problem of improper files managing and scatter files on and under desk of staffs are happened due to lack of lack of space in placing the files in filing room. When there is no space in placing the files in filing room, staffs have no choice except placing around the desk or under the desk. Hence, it is necessary for CIGC to enlarge its filing room so that all scatter new files can be organized well without put it around the desk of staffs.

4.4.3 Recheck and Organize the File.

Next solution is making improvement of file condition by CIGC through recheck and organize the files. CIGC also should set up a regular schedule for staffs in rechecking the condition of the files. The frequently of the inspections should be done since the files are used by most staffs in CIGC and it may lead to the high improper file management. For example in CIGC, the files need to be keep by year and based on the program that will be done. Each of the programs that will be done is from different organization even the program is the same but the allocation of budget is different. It is important because the treasury will asked about the invoice for each of the programs. Besides that, staffs in

CIGC should focus more on the shelves in filing room. The separation of files between inactive files that had closed out with the active files should be done so that the staffs can know which files are settled and needed to be settled by them. Thus, it will avoid any incomplete files to be settled

CHAPTER 5

5.0   CONCLUSION

5.1 Conclusion for Chapter 1

As a conclusion, Central Industries and Government Collaboration (CIGC), University Malaysia Perlis (UniMAP) is the department which administrates University Malaysia Perlis. In this chapter, I had explained about the organizational background which is before known as UNIMAP, it was originally known as Kolej University Kejuruteraan Utara Malaysia (KUKUM) or Northern Malaysia University College of Engineering. It was renamed as University Malaysia Perlis (UNIMAP) in February 2007. Meanwhile, the Centre for Industrial Collaboration (CIC) was officially formed on February 2004 which is to enable UniMAP to achieve its goal in providing the industry with competent graduates to support the building of nation.

Furthermore, in this chapter also I had explained about the university mission and vision. Besides that, I also explained about the objective of the CIGC and the function of department. One of the main functions of this department is to make a program   or activities for students to market themselves to the companies or organization which can give job opportunities. Besides that, I had also explained about the organizational structure in the department. It is important things that need to know for every person about the organizational structure and the position. This is to ensure that the workers understand about the role of each of the staff in the organization. If having any difficulties, the employees know the person that they can refer.

5.2 Conclusion For Chapter 2

In chapter 2, I had explained about the tasks and job that I did during the eight weeks of my internship programmed. During eight weeks of practical training, I had learned many things and had a great experience that cannot be found in classroom. This experience and the opportunities that had been given to me make me more understand about the working environment and also know about the important of team work. Besides that, the task that had been given to me is related with the scope of administration. Every task has been guide by my supervisor in the department.

The practical training that I have undergone under CIGC department has been successfully carried out for the total of 8 weeks as required by the faculty in order to fulfill my course requirements. During the time, I had been given the task that related with the task such as filling, make a report, organize programs and organize data. Through practical training, I know about the real working environment and it was the valuable experience that gives benefit in the future.

5.3 Conclusion For Chapter 3

I explained about the most important task that I did during my training in chapter 3. The file management is the important element in every organization. From practical training, I have learned that, the file management needs to handle very well in Central Industries and Government Collaboration (CIGC) because there is a lot of important data that need to be kept. The file needs to be keep in one place which can make the staff in the department are easy to find the particular file when needed. Since, the department are organize program or activities for students, most of the budget are given to this department. So, the company needs to keep the financial transaction to make sure when the treasury asked about the money flow, this department has evidence to show.

Besides that communication theory also has been applied during practical training. Communication is important because it can connect us not only within the organization but also outside of the organization. When has the good communication, it can ensure all the task in the department can easily be done by employee. By having good communication, it also can make sure employee in the organization understands about the objective on what to achieve and also understand about each of their role in the department. The trainee need to relate the task that has been assigned during practical training and relate with the concepts learned in classroom. This is to ensure that the trainee are understands about the task that has been done.

5.4 Conclusion For Chapter 4

In chapter 4, I've had make analyzed about the strength and weaknesses of the task that I choose as the main focus. This is importance for the organization or department to know about their strength and weakness which can motivate them to improve to be better. Besides that, CIGC also need to know their strength and weaknesses in order to make sure they are align with the objective on what to achieve. Through strategic analysis, the corrective action can be taken in order to improve. From the observation, there are several solutions that can be done by CIGC to improve the effective and efficiency in the department so it could back on track.

5.5 Overall Conclusion for This Practical Report

As a conclusion, I would like to conclude that I have learned a lot of knowledge and experience which I cannot obtain in the books or classes. Even though it is only eight weeks of training, the experience in the industry during eight weeks is valuable for me. I have learned to be responsible for my position and be punctual on work. The organizations has provides me with the real working environment. It was an advantage

for me to be in the Central Industries and Government Collaboration (CIGC) where I have been able to boost up my skills and abilities other than to push myself to the limit of my conceptual abilities into the practicality of it. Even though many of theories in administration, human resources and other than I found in this organization because the organization it is a public sector and teach me how to handle the current situation and be a good staff, responsible toward job and task, but most of important thing I have learned a new knowledge and experiences that needed for me when I working in the future.
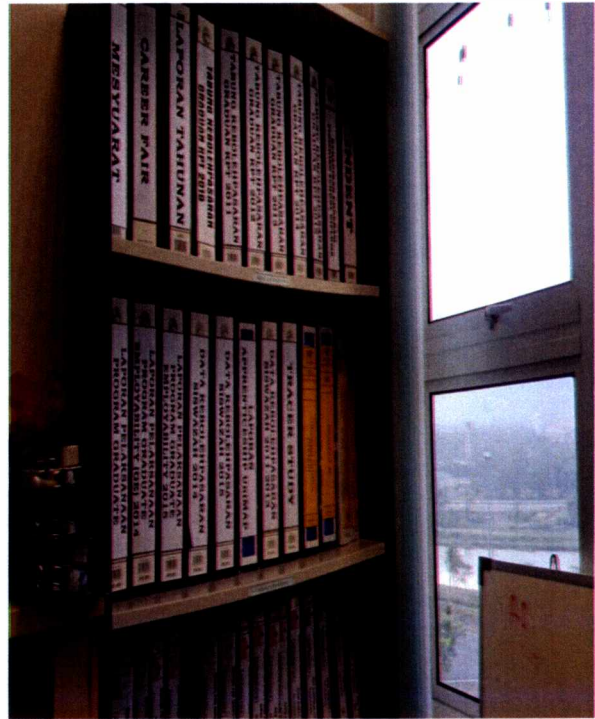
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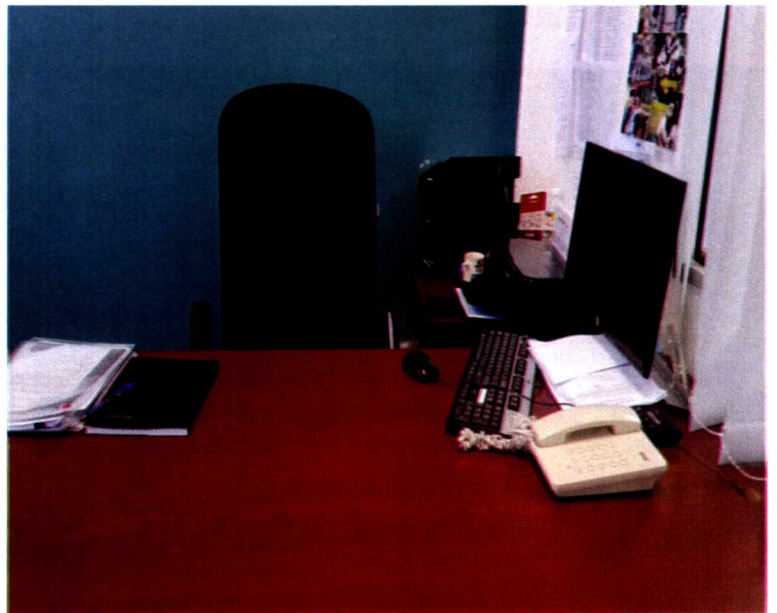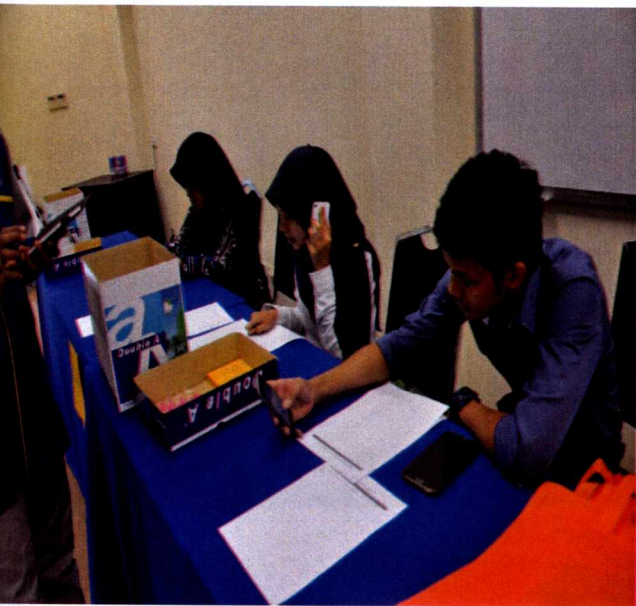
APPENDIXES

CIGCDepartment

File management

Office environment

Organize Finishing School Program

Career talk and Preparation of Resume