



**UNIVERSITI TEKNOLOGI MARA**

**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES  
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)**

**PRACTICAL TRAINING REPORT ADS 667  
IN SARAWAK ECONOMIC DEVELOPMENT CORPORATION**

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2015324433**

**SEPTEMBER 2018 - JANUARY 2019**

**Supervisor's Comment(s):**

**Moderator's Comment(s):**

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

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Date :

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# **CHAPTER 1**

## **INTRODUCTION OF THE ORGANISATION**

### **1.0 INTRODUCTION**

The Sarawak Economic Development Corporation (SEDC) was established on 1st March 1972 as a state – owned statutory body with the general aim of promoting the commercial, industrial and socio-economic development of the State. SEDC was established under the Perbadanan Pembangunan Ekonomi Sarawak Ordinance (Sarawak Cap. 35), a law duly passed by the Sarawak State Assembly in accordance with the powers conferred on and delegated to the State Government of Sarawak under the Constitution of Malaysia.

While SEDC is a statutory body established under the laws of the State of Sarawak, it also comes under the purview of the Federal Government of Malaysia through the Federal Ministry of Finance (MOF).



Figure 1 : New building of SEDC located at The Isthmus, Off Jalan Bako

## Logo and Its Rationale

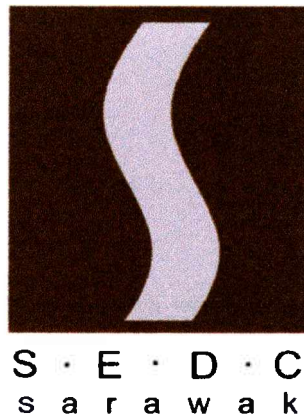


Figure 2 : Logo of SEDC

The symbol "S" represents the similarities between the roles of SEDC Sarawak with the mighty rivers of the State. Just as all rivers flow to the sea or ocean, SEDC Sarawak seeks to surge forward by bringing development to greater heights and frontiers - local, regional and global. Platinum represents innovation and striving for continuous improvement. Gold represents the irrespective of change, SEDC Sarawak stands firm in its values and beliefs in always providing the best products and services to its customers.

### **1.1 OBJECTIVES**

- To promote economic development in the state, as a catalyst with emphasis on pioneering and strategic industries.
- To undertake investments and manage commercial projects, directly or on a joint venture basis.
- To undertake programmes and schemes to enhance the development of local entrepreneurs in commerce and industry, as a trust agency.
- To develop special projects for the government to enhance the general economic well-being and quality of life of the people in the state.



## 1.2 VISION

To be the leading agency in advancing the economic and social development of Sarawak.

## 1.3 MISSION

To development and manage business ventures and socio-economic programmes efficiently and effectively.

## 1.4 SHARED VALUES

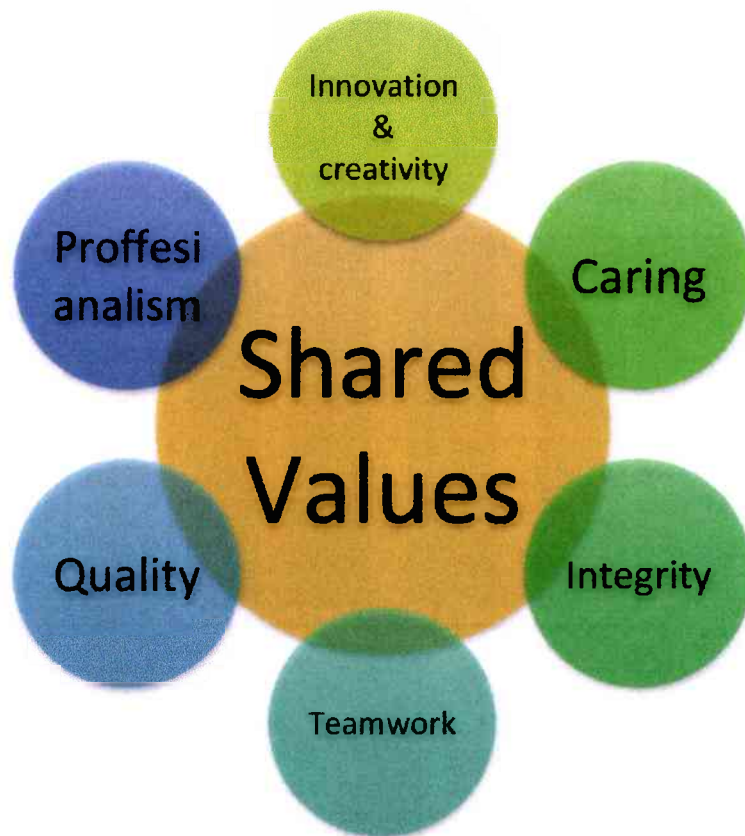


Figure 3 : Shared values implement in SEDC

## 1.5 ORGANISATIONAL CHART

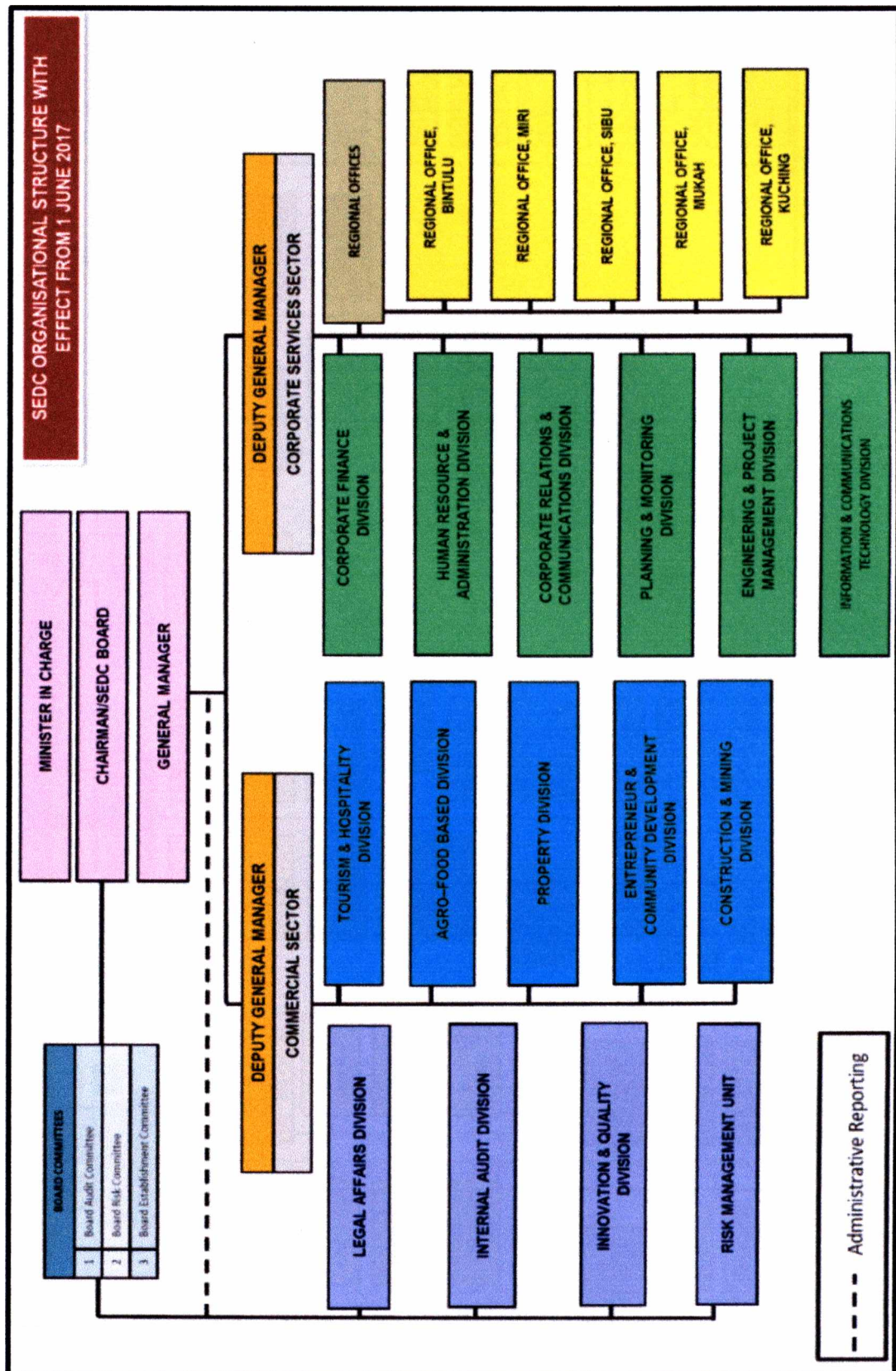


Figure 4 : Organisational structure in SEDC with effect from 1 June 2017

# 1.6 SEDC GROUP STRUCTURE

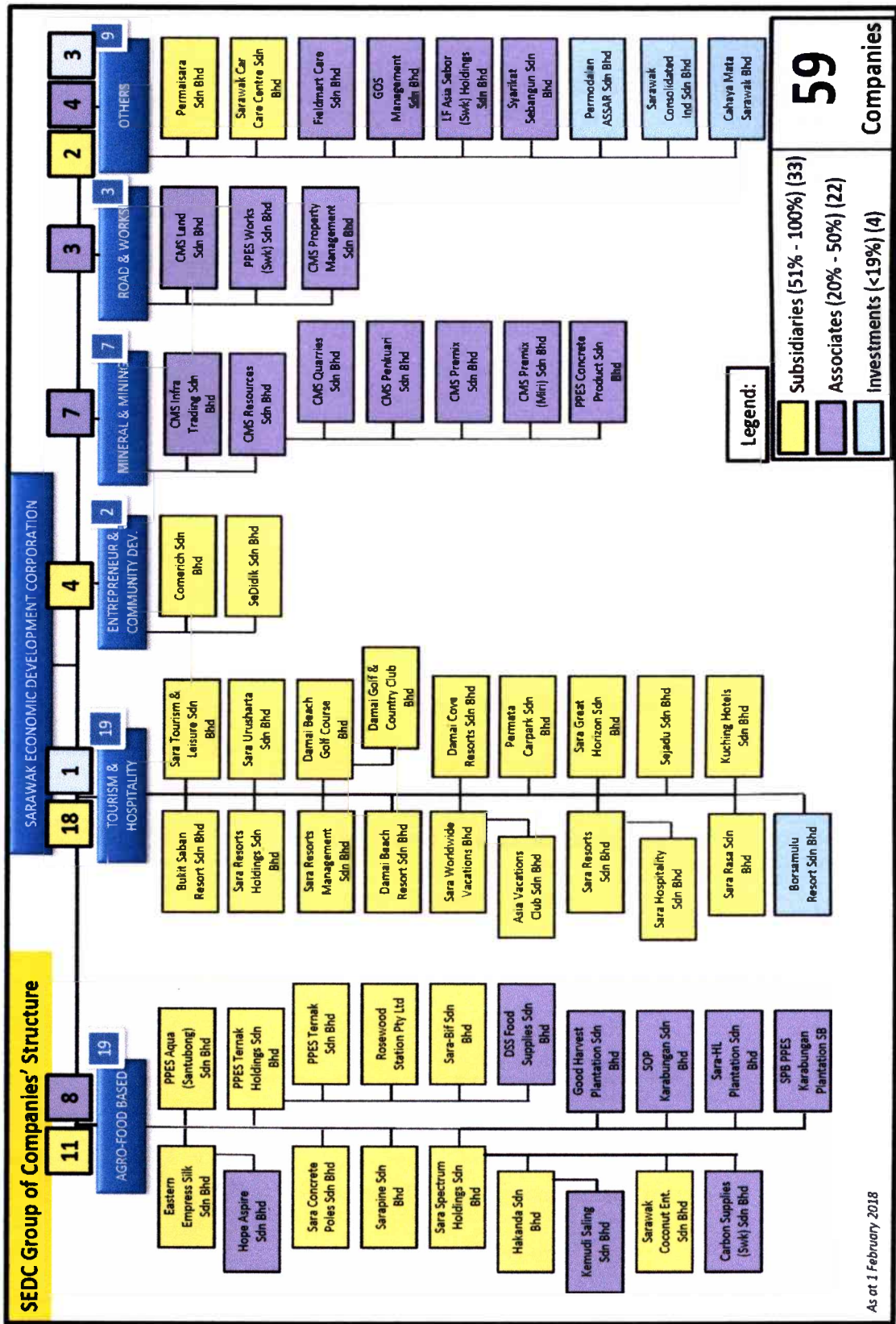


Figure 5 : SEDC Group of companies' structure with effect as of 1 February 2018



## 1.7 MANAGEMENT COMMITTEE

	<p><b>YBhg. Datu Haji Soedirman Haji Aini</b> General Manager</p>
	<p><b>Puan Hajah Rakayah Bt Hamdan</b> Deputy General Manager, Corporate Services Sector Director, Corporate Finance Division</p>
	<p><b>Encik Edwin Ak Abit</b> Deputy General Manager, Commercial Sector Director, Tourism &amp; Hospitality Division Director, Corporate Relations and Communications Division</p>
	<p><b>Puan Hajah Siti Hajar Bt Abang Mon</b> Director, Property Division Director, Engineering &amp; Project Management Division</p>
	<p><b>Puan Marilyn N. Biyor</b> Director, Human Resource and General Administration Division</p>

<p><b>NO</b> I M A G E A V A I L A B L E</p>	<p><b>Encik Zamirudin Hj Ahmad Mansor</b> Acting Director, Entrepreneur &amp; Community Development Division</p>
	<p><b>Encik James Ambrose Dago</b> Director, Innovation &amp; Quality Division Director, Planning &amp; Monitoring Division</p>
	<p><b>Cik Hajah Siti Nurazlina Dollah Ahmat Usop</b> Director, Information and Communications Technology Division</p>
	<p><b>Encik Yap Yien Chiang</b> Director, Internal Audit Division</p>
	<p><b>Puan Rashidah Maideen</b> Acting Director, Legal Affairs Division and Risk Management Unit</p>



**Encik Jason Sia Ting Lung**

Acting Director, Agro-Food Based Division

## **CHAPTER 2**

### **SCHEDULE OF PRACTICAL TRAINING**

#### **2.0 INTRODUCTION**

This chapter will discuss and summarize about schedule of the practical training held at Sarawak Economic Development Corporation.

#### **2.1 WEEK 1**

My first day of practical training was on 24<sup>th</sup> of July 2018. I was given a short briefing, together with three new practical trainees, regarding rules and regulations that needs to be follow in the organisation by Madam Linda Mail. She then gave us a tour to every level in the building to introduce ourselves to the SEDC employees. Later, I was put under Human Resource and Administration Division. The first task was given by my supervisor, Mr Abas Bin Rosli, guided by Mr Azrin Sajali, which were filtering the application form in the process of recruitment. In filtering resume, one need to accept or reject the applicant's resume based on the qualification needed by the organisation. On the same day, I attended meeting with the Deputy Director with the other practical trainees regarding the process of recruitment afterwards. I had to paused my work as all of the trainees need to attend an induction program organised by the organisation on the next day until the end of the week. The three-days-program gave us informations about what every division in the organisation do. I also get to work together with other practical trainees in working on presentation for the induction programs.

### **2.1.1 REFLECTION OF WEEK 1**

On the first week, I have been given the opportunity to learn about how the organisation works, the surrounding in the office, includes what every division in the organisation does through induction program with all of the practical trainees. It gave me the idea of what is happening around every division. I have learned about induction through Human Resource Management subject which is the process of familiarized the working environment to new employees and practical trainees. Now I am experiencing the induction myself. Furthermore, the induction program helps me in meeting and communicating with other practical trainees. I learned about the organisation through others experience of practical training for their past few weeks here.

### **2.2 WEEK 2**

On week two, I started my week by sorting the resumes based on date. The resume then were being filtered according to the qualification as given in the qualification form. The position I was given to filter at the moment was N29, assistant administrator. The next day, each and every worker and practical trainee attended SEDC Get Together (SGT) which are held every end of the month. The purpose of the program is to strengthen the relationship between one another to create harmonious environment. SGT is one of the way the organisation show their appreciation for their employees as it was a birthday celebration for employees. After attending SGT, I continued working on my task. After completing the task of filtering resume of position N29, I was given the resume of position W19, account assistant, to be filtered. W19 position need to be done



faster. Therefore, the resume for position W19 has been divided for two person to do it so that it can be finished faster. At the same time, my supervisor gave me additional task which is to find and gather all of the organisation chart of SEDC throughout Malaysia. The task includes identify the differences of proposed title that were being used in SEDC organisation in Peninsular Malaysia.

### **2.2.1 REFLECTION OF WEEK 2**

SEDC taught me the need in strengthening good relationship with each other in the organisation. I can relate it with subject Organisational Behaviour which I have learned that strengthening relationship with other employees in the organisation helps in increasing motivation of a person in their job. Other than that, the task given was to exposed me on how recruitment process is being done in the organisation by the HRA division. There was a subtopic in Human Resource Management which only talks about recruitment. I am able to apply the recruitment process when I am doing my task.

### **2.3 WEEK 3**

On this week, the organisation giving me the opportunity to attend meeting with several deputies which was the follow-up with my additional task given by my supervisor last week. Later that day, I created a master list file for the position of W19. A master list a list of data filled with all of the applicants who applied for the position. I key-in all of the data which is needed by the organisation which includes applicant's name and address, applicant's education background, applicant's current and past working experience, and applicant's expected salary for all of the resume received. Process of keying-in the data would take around a

few days depending on the number of resumes received. After completing the key-in of the data for position W19, I checked the numbering system of the resume in the data so that it will tally with the resume received. The other person who key-in data for W19 was also done with her work. I am responsible to merge both of the data into one file.

### **2.3.1 REFLECTION OF WEEK 3**

In order to finish the task given, one need to keep on doing it continuously. The task could be easily done if we have a few numbers of worker to do it instead of only one or two person. Plus, it is better to ask each other on what do we understand before doing any task to prevent from any problems occur. I understand the important of a good teamwork in an organisation which I have learned in subject Organisational Behaviour. Furthermore, Microsoft Excel were used as a system for recruitment process in this organisation. Hence, I can improve my skills in Microsoft Excel which I learned in Management Information System.

### **2.4 WEEK 4**

I started the week with rechecking the numbering on the resume with the numbering on the data that I have key-in before. The numbering need to be tally to make the next process easier and running smoothly. After completing the master list, a short list were created. A short list data is a list of data who had been accepted for the first phase of selection by referring to their qualification. Second day of the week, I have done the short list data. Then, I received a task from Madam Rosemary. Madam Rosemary is the person which is in charge of

employee's leave in the organisation. She taught how to manage leaves document, how leaves in the organisation works, how to key-in data in a leave forms, and even how to keep the forms in the system. I had attended a meeting with the other four practical trainees who were also involved in recruitment process together with our supervisor and his colleagues afterwards. The meeting was to share everyone's thought on whether the applicant's who had been passed from the first phase should be accepted to the second phase. Moreover, the meeting on that day was also a preparation for meeting for the next day which our Deputy Director, Miss Khartini Johari joined. Meeting on the next day was to make sure what we did was right before any problems might occur. Myself and other practical trainees were preparing for the meeting along with the resumes of applicant who had been accepted through the first phase. However, after the meeting, I received names from the master list to be taken into the shortlisted. I also managed to called the shortlisted applicant who did not send their SPM results as it is one of qualification needed. After receiving the applicants SPM result through email, it will be printed and stapled together with their resume.

#### **2.4.1 REFLECTION OF WEEK 4**

Through week 4 of my practical training, I could see there are lacking somewhere in this recruitment process when I am doing my task. I learned how to apply SWOT analysis which I have learned in subject Introduction to Public Administration in order to see the strength, weakness, opportunity, and threat of this recruitment process. Moreover, I get to experience how a meeting was conducted in real life compare to what I have learned in Management Principles and Practices subject. Next, I have learned about

performance appraisal in the subject Human Resource Management which I saw were applied in the organisation. In the meeting with the Deputy Director of HRA, Miss Khartini Johari, she has mentioned about our actual performance and compared it with the performance standards. The purpose of the performance appraisal by the Deputy Director was to identify each of our strengths and weaknesses.

## **2.5 WEEK 5**

I started my week 5 with updating a new short list data after the additional name was made on week 4. Both short list and master list for position W19 were being printed and put aside. The printed master list and short list were gathered in one place. I then helped other practical trainees who still have a lot of data to fill in. One of the post that needed to be done as soon as possible was position of the WA41. I filtered and helped to key in the data in a master list. The next day, the data was being merge altogether in one document file. The lists were printed and stacked together with the short listed resume. I decided to help other practical trainees with their task after my work is done. Again, I called the applicants for their SPM result that is needed for the qualification of the post. Later that day, I received new task from our Deputy Director of HRA, Miss Khartini Johari. She wanted to have the list of resume according to the applicant's highest education background. On the last day of week 5, I attended a farewell celebration of three practical trainees for their last day of practical. I completed the task given. Then, Madam Rosemary asked for my help to stamp the logo of SEDC on 10 booklets of leave certificate. At the same time, she taught me how to make filing for leaves.

I also managed to learn filing of loans and wages documents of SEDC's employee from Cik Siti Jaayah.

### **2.5.1 REFLECTION OF WEEK 5**

I managed to improve my skills in Microsoft Excel and typing skills using keyboard. I did learned about Microsoft Excel in Management Information System subject but I never learned how to improve typing skills. I also learned new knowledge from my practical training which is filing. I managed to do filing for leaves, loans and wages document of employees in the organisation.

### **2.6 WEEK 6**

I continued with my works last week which was sorting and filing the leave applications. Somehow I managed to do some despatch to other division in the building after completing with filing of leave applications. Later, I continued working on the resume for the N29 position. The task for this position was supposed to be done by one of the practical trainee who had done their training. Unfortunately, the task have not been finished even after she has done her practical training. Post of N29 has the highest number of resume received which has more than 600 of resume. The task need to be past aside as I need to attend for SGT hosted by Corporate Finance Division together with Planning and Monitoring Division. Through the SGT, I listened to knowledge sharing session by Madam Marilyn and talks by Acting General Manager, YB Puan Hajah Rakayah Hamdan, the Director of Corporate Finance. After that, I attended the Human Resource and Administration (HRA) Get Together which is a get together

only among employees in the department of human resource at level 8. I carried on with my task after HRA Get together has ended. I managed to despatch a few number of documents while doing my main task.

### **2.6.1 REFLECTION OF WEEK 6**

I have done lots of despatch works starting on this week. I learned how to do despatch while attending my practical training in SEDC. Despatch works requires me to enter into other division's offices. It helps me in getting to know other employees in other division and memorising ins and outs of the building. Moreover, I understand the need of an organisation to maintain the relationship between employer and employees which I have learnt in Organisational Behaviour subject. One of the way SEDC maintaining their relationship with the internal customer is by conducting an event as SEDC Get Together.

### **2.7 WEEK 7**

First day of week 7, I helped Madam Linda to despatch documents to every level in the building. She also reminded me to do and submit a practical report to the organisation before my last day of practical. Then, I continued to key in data of master list for the N29 position. The key in process for the N29 position were done everyday in week 7. The number of resumes that is needed to be key in getting smaller day by day. I managed to help Madam Linda despatch few documents to General Manager's Office at level 11 of the building. Before continuing to key in the master list for post N29 at the end of the week, I attended

morning exercise hosted by HRA Division at level 8 together with all employees at level 8. The morning exercise was held to boost our productivity for the day.

### **2.7.1 REFLECTION OF WEEK 7**

I managed to improve my typing skills using Microsoft Excel. Next, I used to learnt about various types of motivation from the upper level towards their subordinates in the subject Organisational Behavior. I realised SEDC has their ways to help boost productivity of their employee. One of the way is by doing exercise before any work can be done. According to Better Health Channel (2018), exercise can help improve moods and lower stress which strengthen the reason on why the organisation decided to do it.

### **2.8 WEEK 8**

It is the last week of my practical training. On the first and second day of the week were public holiday. Week 8 started on Wednesday. I continued with key in the data for N29 position. After lunch, Encik Nickolas asked me to acquire Training Form from General Manager's office for Director Corporate Finance, YB Puan Hjh Rakayah Hamdan. I managed to submit my practical report for the organisation to Madam Linda. The report then will be signed by my supervisor and the Director of Human Resource and General Administration Division, Madam Marilyn N. Biyor. I then continued with key in data for position N29. At the end of the week, I managed to key in everything for N29 position. After that, all of the resumes were arranged according to their number. The process took more than 2 hours as the resumes for N29 position were scattered in a lot of places. Furthermore, the previous practical trainee who was in charge of the task

did not arrange the resumes according to its number. There were also duplicated resumes that did not been removed from the stack of resumes. The sequence of resume need to be check again in order to prevent it from overlapping. Not only the resumes for N29 position, the problems also includes other resumes too. This is because there is no space provided by the organisation to keep all of the resume. Before the day ended, all of HRA Division gathered together in order to bid farewell and wished us luck towards us practical trainees. The organisation surprised us with the achievement certificates and gifts for us.

### **2.8.1 REFLECTION OF WEEK 8**

In week 8, I manage to improve my skills using Microsoft Excel and WPS Spreadsheet. Microsoft Excel and WPS Spreadsheet has similar purposes and command however there are differences between the two application. I learned how to use Microsoft Excel in Management Information System class. Hence, it is easier to use Microsoft Excel compare to WPS Spreadsheet. However, I manage to finish my task using both of the application. Furthermore, I also manage to apply what I have learnt in subject Introduction to Public Sector Quality Management, which is 5S.



## **CHAPTER 3**

### **ANALYSIS OF PRACTICAL TRAINING**

#### **3.0 INTRODUCTION**

Chapter 3 describes the analysis of practical training and specifically focuses on one area of task as covered in the Practical Training Handbook. It consist of definition of concept, together with demonstration of practical and theoretical aspects as how I will relate it all to the concepts I have learned in classroom to the organisation. It also consist of how I will transforms knowledge gained at the organisation. This chapter shows the reflection of our personal experience during the training which has been given in Chapter 2.

#### **3.1 TASK ANALYSIS**

During the eight weeks of practical training, I have done my responsibilities in the organisation as a practical trainee. As for this chapter, I will focus more on the recruitment process.

#### **3.2 INTRODUCTION OF RECRUITMENT**

Recruitment is one of the most critical human resource functions for organisations. Recruitment is a process of attracting individuals on a timely basis, in sufficient number with appropriate qualifications, and encouraging them to apply for jobs with an organisation (Mony & Noe, 2005). It most likely as the human resource function concerned with locating and encouraging potential applicants to apply for existing or future job openings (Snell & Bohlander, 2010). Basically it is an intended or deliberate activity to create a pool of job candidate and is one whole process, with a

full life cycle, that begins with identification of the needs of the company with respect to the job, and ends with the introduction of the employee to the organization.

The recruitment process is an important part of human resource management (HRM). It does not happen without proper strategic planning. The main reason why the recruitment process is implemented is to find the individuals who are best qualified for the positions within the company, and who will help them towards attaining organizational goals. This is to ensure an effective and efficient recruiting. Effective recruiting means that the person employed for the job is the best possible candidate for it, with all the required skills, talents and qualifications of the job. Efficient recruiting, on the other hand, means that the process has been carried out without incurring a lot of costs on the part of the organization. By following the process, there is a greater chance that the human resources department can get the best possible person for the job.

Organizations may carry out their hiring processes their own way, but without a system or set guidelines in place for its conduct and implementation, there is a risk that the company may incur more expenses than necessary.

### 3.3 RECRUITMENT PROCESS



Figure 6 : Basic process of recruitment by Billsberry (2000)

Based on the figure above, it shows the basic process of recruitment which has been mentioned by Billsberry (2000). The first process is on recruitment planning. Recruitment planning is the first step of the recruitment process, where the vacant positions are analyzed and described. It includes job specifications and its nature, experience, qualifications and skills required for the job, et cetera. A structured recruitment plan is mandatory to attract potential candidates from a pool of candidates. The potential candidates should be qualified, experienced with a capability to take the responsibilities required to achieve the objectives of the organization.

The first and foremost process of recruitment plan is identifying the vacancy. This process begins with receiving the requisition for recruitment from different department of the organization to the Human Resource Division, which contains number of posts to be filled, number of positions, duties and responsibilities to be

performed, and required qualification and experiences. When a vacancy is identified, it is the responsibility of the sourcing manager to ascertain whether the position is required or not, permanent or temporary, full-time or part-time.

Recruitment strategy is the second step of the recruitment process, where a strategy is prepared for hiring the resources (Roberts, 2008). After completing the preparation of job descriptions and job specifications, the next step is to decide which strategy to adopt for recruiting the potential candidates for the organization. While preparing a recruitment strategy, the HR team considers to make or buy employees, types of recruitment, geographical area, and recruitment sources. The development of a recruitment strategy is a long process, but having a right strategy is mandatory to attract the right candidates. The steps involved in developing a recruitment strategy include setting up a board team, analyzing HR strategy, collection of available data, analyzing the collected data, and setting the recruitment strategy.

The third process is searching. It is where the resources are sources depending upon the requirement of the job (Roberts, 2008). After recruitment strategy has been done, the searching of candidates will be initialised. The process consist of source activation and selling. Source activation is where the line manager has verifies and permits the vacancy, the organisation can start the searching for candidates. Selling is how organisation use social media as a platform to reach their prospective candidates. Sources of recruitment can be divided by two which are internal sources and external sources. Internal sources refers to hiring through existing employees by promotion, transfers, former employees, or even from previous applicants. External sources refers to hire employee outside the organisation through advertisement, direct recruitment, employment agencies and others.

Next is screening. Screening or even known as short listing, starts after completion of the process of sourcing the candidates. It is the process of filtering the applications of the candidates for further selection process. Screening is an integral part of recruitment process that helps in removing unqualified or irrelevant candidates, which were received through sourcing (Wood & Payne, 1998). In this process, layers of resumes are shortlisted, which makes it easy for the hiring manager to make a decision. Effective screening can save a lot of time and money. Care must be exercised to assure that potentially good employees are not lost.

Finally is the evaluation and control. Evaluation is the systematic assessment of information to provide useful feedback about certain object (Billsberry, 2000). Control is a managerial function which check the errors and take corrective action so that there is no deviation from the standards set (Billsberry, 2000). In this process, the effectiveness and the validity of the process and methods are assessed. Recruitment is a costly process, hence it is important that the performance of the recruitment process is thoroughly evaluated. The costs incurred in the recruitment process are to be evaluated and controlled effectively.

### 3.4 SELECTION PROCESS OF RECRUITMENT IN SEDC

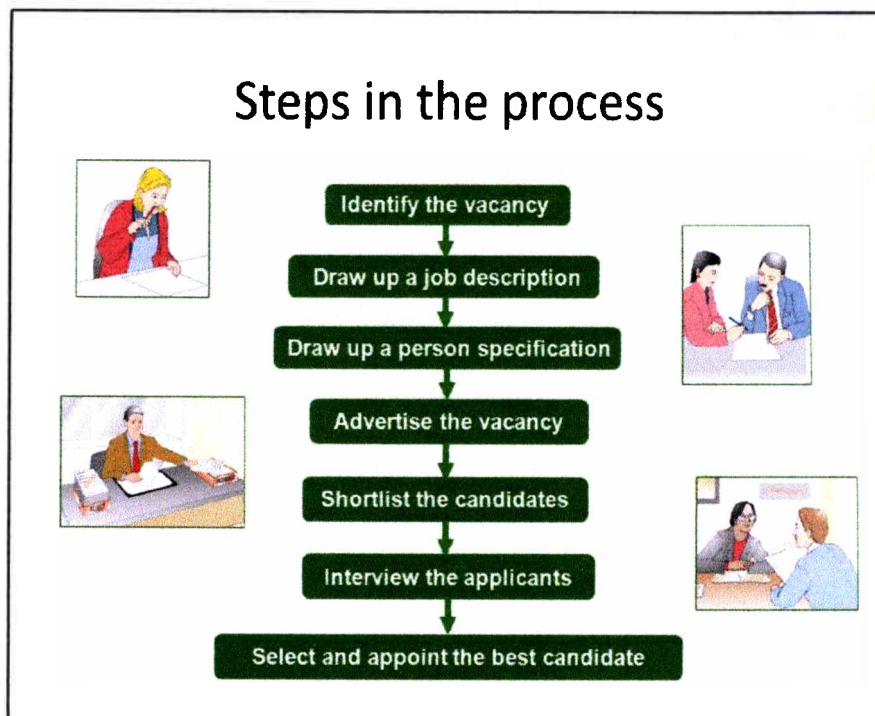


Figure 7 : Steps in selection process of recruitment in SEDC

Figure 7 shows the closest image of how selection process works in SEDC. Every organisation has their own ways to recruit staff. What works well for one organisation may not work well for other. As shown in the figure above, SEDC first identify the vacancy. The vacancy might be because of the size of the organisation is getting bigger, or the current employment conditions in economy requires specific skills, or even because of the salary structure of the organisation. In SEDC, the vacancies are most likely because the current employees found a new place to work and would like to have a new workplace environment to gain better knowledge, skills and experience.

When the vacancy has been identified, SEDC will then draw up a job specification. A job specification is a statement of the knowledge, skills, and abilities required of the person performing the job. For example a position of account assistant, the applicant must have at least a knowledge in accountancy or banking. Other

example for the same position such as the applicant must have at least credits in their Bahasa Melayu and Mathematics of Malaysian Certificate of Education.

After the job specification and job description has been done, these qualification are then published in the notices of job opening from the organisation. These actions are to advertise the vacancy. The notices were posted on organisational bulletin boards and the organisation social media account such as Facebook. The notices help in providing a basis for attracting qualified applicants and discouraging unqualified ones. The advertisement were advertised for several weeks. The organisation will not accept any more resumes after the advertisement has been deleted from their social media account.

The toughest job in selection process would be in shortlisting the candidates. During my practical training at SEDC, we only have seven person who were involved in shortlisting the candidates resume. There are lots of works that need to be done. The first moment we received the resumes, we have to sort the resume according to what position that the applicants applied. The resume then were being filtered on the first phase, which was to accept or reject by looking at their qualification. The filtering process takes a lot of time considering the numbers of resume received. However, the longest time taken in selection process of recruitment in SEDC was to key in the data in the system which is known as master list.

Master list is a list of all of the applicants who applied or send their resume to the organisation. From the master list, a short list can be created. However, since keying in data for the master list takes a lot of time, the short list can be done even though the master list have not yet finish. In order to create a short list, the resumes need to be selected whether it is accepted or rejected. The organisation will provide the requirement for each position. For example, in WA41 position, if the applicants



highest education was in bachelor degree, the resume automatically rejected. This is because the highest education required for position WA41 is in master's degree. After the short list has been created, the list will be checked by our supervisor and the Deputy Director of HR. The list then will be check by the relevant division depend on the position. If it is for position of a public relation officer, the relevant division would be from Corporate Relations and Communications Division. Their division might want to add the number of applicants in the short list. This is where the master list comes handy. If all of the resumes has been filled in the master list, the master list document can be send to the particular division. The master list provides all of the applicants data and information that is needed by the organisation. It is one of the system that made selection process easier. The particular division will send back the short list to HRA division. The short list that has been sent consist of applicant's name who are selected for the next phase.

Before the interview can be conduct, the applicants will be inform by HRA division of SEDC that they are eligible to be a candidates onto the next phase. The next phase will be a test followed by interview. Each candidates will received instructions by the organisation to do a personality test through online. After the candidates acquire the result for the personality test, the result need to be print and they need to bring along the result on the day of the interview.

HRA division will make an individual templates for each and every selected applicants that were shortlisted. The templates will be used for the interviewer as their evaluation form. On the day of interview session, each candidates has been given thirty minutes slots. The candidates will be appointed according to their performance in the interview session. If there is a situation where there are two or more candidates that are qualified for the position, a written test will be conduct.



## **CHAPTER 4**

### **RECOMMENDATION**

#### **4.0 INTRODUCTION**

In this chapter, it includes the strength and weaknesses of the job or task assigned during the practical training. It also provides a solution to improve recruitment process in the organisation.

#### **4.1 STRENGTH OF RECRUITMENT**

##### **4.1.1 Cooperation among colleagues**

Recruitment required quite number of workers. This is because recruitment has a lot of process in order to find a perfect staff for the position. When I was given the task, I was with four other practical trainee receiving the same task, monitored by Encik Azrin Sajali and Encik Abas Rosli. We conducted the same task but with different position of job. For example, I am working on the W19 position, one would be doing for N29 position, the other would be working on WA41 position. However, if I am in need of help, for example I did not understand how to do the work, I would asked the other practical trainee to teach me how to do it. If no one could help me, I would straight up asked our supervisor to teach me how to do it. Later, I will teach other practical trainee what I learned from our supervisor. What I like about the environment was there would never be a 'no' for an answer if I asked for help. They would help until I understand and I can do it by myself. If they are in need of my help, I would also give my contribution to help them. Sometimes, the workers in Human Resource Division would checked up on us to see what are we doing and to see if our works was on the right track.

There are times they would offered us snacks or hot beverages to keep us energetic.

#### 4.1.2 Frequent monitoring from the upper level

In two months of my practical training, my supervisor would monitored my works every week. This is to prevent me from lacking in doing works. However, the act actually works. I did my work well. I even helped others. Not only other practical trainees, but I also helped the employees of HRA Division when they need helps especially regarding ICT problems. However, if I were seen too immersed in helping others, my supervisor would reminded me on my main task when I was in SEDC. It is not like I could not help others. It is about the priority of works that need to be done. After several weeks, we would held a meeting among the practical trainees with two of supervisors on the selection of candidates. The meeting was held to prepared for an upcoming meeting with the supervisor's superior which is the Deputy Director of HRA in SEDC. The two supervisors taught us what to answer if any of us being asked by their superior. They also reminded us practical trainee that if we were the one who does the job, we should know better on what we were doing this whole time, the statistic number of task, and what else need to be done. It is one way to keep us alert while we were doing our tasks. Not only we were being monitored by our supervisor, we were also being monitored by the Deputy Director, Miss Khartini Johari. She even remembered our names. It was an honour for an upper level remembered us as we were only a practical trainee. She would asked us practical trainees on our progress for the recruitment task. Sometimes she would called a meeting to asked what we have done for this certain weeks. This is to keep us on track, and follow

the regulations given by the organisation. She also taught us on how to make the documents much more presentable to others.

## **4.2 WEAKNESSES OF RECRUITMENT**

### **4.2.1 Insufficient of tools and technology**

In completing our task in recruitment process, each and every one of us who involved need a computer, a chair, a desk, various of stationary such as pen, pencil, eraser, and ruler, and other equipment. In order to key in the data in a computer system, one need a computer. However, there were not enough computer for every one of us who were involved in recruitment process. Thus, we are using our own laptop to key in all the data. What if we do not have one? The organisation do provide laptop for any one who needs to borrow in any occasion within the organisation. In order to borrow the laptop, we need to go to level 5, which is the ICT Division, to fill in a form. However, the form needs to be fill at least two or three days before using it. The ICT Division would check whether there are laptop available to be given to us. If there is any, the ICT Division will call HRA division to inform that there are laptop available for us to use. But, it is a waste of time. The process to acquire the laptop from the organisation would need a few days. It is easier to use our own laptop rather than borrowing from the organisation. On the first and second week of my practical training, I was told to used Albatross Room at HRA Division on level 8 of the building to work on my task. Albatross Room is one of the meeting room provided by SEDC at HRA Division. However, it is one of a meeting room that was frequently used in the organisation. At the end of my second week of practical training, I was told to move every resume that was in Albatross Room which were the resume of W19,

consist of at least 300 of resumes. This is because there will be a meeting held in the Albatross Room. In addition, I am not the only practical trainee that used the room. Another practical trainee who was told to work on W29 position was with me doing the same thing. Both of us brought every resume on this one big table at the HRA Division. We shared the table for nearly a month. I am working on 300 of resume while the practical trainee who was in charged of W29 has around 169 of resume. The table were full of W29 and W19 resume. We used a big table which is why it still has a few space to place things on the table. However, our supervisor were told to tidy up the resume by their superior so that it does not looked untidy for an office. The table where we did our work was the ideal place to put those resumes to prevent resume of other position from being rendering around. If we did not alert on our surrounding, the resumes might have been mixed by passerby.

#### 4.2.2 Too many people gave direction

We have our own supervisor that gave us directions on how to do our task. Our supervisor, too, have their superior that gave them direction on what they need to do. However, we, the practical trainees have a pass to go directly to our supervisor's superior on recruitment matters. We did not only listened to our supervisor's direction, their superior also gave us direction on what they need in the system. Unfortunately, they gave a different direction on the same matter. It was very confusing as I did not know which one to follow. I used to follow my supervisor's direction, but their superior asked it in a different format. When I asked my supervisor regarding this matter, he told me to stick with the original direction. However, their superior would asked me how was my work done, the

progress of my task. The result was I eventually made the task with two different formats which has been asked by my supervisor and how would their superior want it to be done.

#### 4.2.3 Insufficient numbers of workers involves

The workers involved in recruitment process especially in key in of data into a computer system were a total of five. All of us were practical trainee. There were six positions provided by SEDC. Applicant can send their resume by hand or email. The resume that we received by hand from 5 July until 13 July 2018 for all of the six position, all together were approximately 1800. The number of resumes that we received by email were double the amount of number that the organisation received by hand. How do we finish to key in the data before our duration of practical training ended? The number does include the applicant who sent more than two resumes. Moreover, among 5 of us practical trainee, 3 of us were already done halfway through their practical training session. All of us have been given two months of practical training. Which later remained only two of us with all of the works. There were new practical trainees came but they did not being placed under HRA Division. After the three of the practical trainees left, they also left us with their unfinished task. I had finished my task with W19 position. Therefore, I have been asked to continue on N29 position which has the highest number of resume received among all of the position. The previous practical trainee only managed to key in until 119 names whereas the remaining 500 are yet to be keyed-in. Although I was able to do it in the end, it would be more faster if I were to have someone helping me with those resumes.

### **4.3 RECOMMENDATION**

#### **4.3.1 Only a person gave instruction**

I would appreciate it if there is only a person who would give us directions. It is better having two people listening rather than having two people talking. If there is a need to have two people giving direction, that two persons need to communicate with each other in order to have a conclusion or one result. It would be very much of help if it can be done. If there are more than a person giving directions, the person who received the directions will have a problem and confusion which he or she could not decide which one to follow and ended up following both direction. The result usually is not how it suppose to be. This can cause a chaotic situation where the superior might be mad if the task did not appear as how it suppose to be.

#### **4.3.2 Hire extra people to help**

SEDC opened up until six position to be recruited. Imagine if one position received about four hundreds resumes each. Totaled up would be more than two thousand resumes. A person could manage to do the whole process of recruitment alone for one position. The process can be done within a month if the person only focus in doing this one particular task without being interrupted. However, as a practical trainee, you need to use the duration as a practical trainee to learn whatever you can in the organisation. Not only it can help in improving their resume, they can learn a lot of new things when they are doing the actual works in the office. In addition, if the position is needed to recruit staff immediately, the organisation surely need to step up their performance in order to find a new staff for the particular position. The organisation might have given two persons to

handle that one task. So when that one particular position task has been done, they can move on to the next task immediately.

#### **4.4 CONCLUSION**

As a conclusion, recruitment process is not easy. However, it can be done smoothly if there is a proper regulations and system that can be use. Hopefully by providing the information on the strength, weaknesses and recommendation of the recruitment system of the organisation, it can helps in managing a better process of recruitment in the organisation.

## **CHAPTER 5**

### **CONCLUSION**

#### **5.0 INTRODUCTION**

Overall, SEDC has giving me a lot of experience and knowledge working in Human Resource and Administration Division within only eight weeks of training. I received the chances to apply certain knowledge that I have learned in UiTM Kota Samarahan.

#### **5.1 CHAPTER 1**

While I was attending my practical training, I manage to get a lot of information regarding SEDC. The content of this chapter allows us to understand what is the organisation's objective, vision and mission. I learned what the organisation actually do and how the organisation contribute to the state. I get to know that SEDC has a very specific scope that they are getting into development. The development of what SEDC has working on strive to be in line with the usage of green eco. Even the building of the organisation built with green building concept.

#### **5.2 CHAPTER 2**

During eight weeks of my practical training at SEDC, I realised that I managed to gain a lot of useful information that could and might helps me the next time I start to work especially the induction program held by SEDC. It opened my eyes on what and how each and every division in an organisation works. It gave me the idea of what are they actually doing. Also, I am able to apply what I have learned in UiTM during my practical training. Next, I am thankful that I get to experienced and having a harmonious surrounding while I am at the HRA division. They helped me in getting through my eight weeks comfortably and happily.



### **5.3 CHAPTER 3**

This chapter shows the relationship between the theories that I have learned in class and the tasks that has been given to me. During my practical training, I manage to identify which task I have done the most which is recruitment. I get to know how SEDC manage to recruit staff into the organisation. I also learned how the recruitment and selection process happened in SEDC. By studying about recruitment process, it gave me a lot of useful knowledge that can be use in the near future.

### **5.4 CHAPTER 4**

Chapter 4 discussed on strength and weaknesses specifically in the recruitment and selection process in the organisation. Recommendations are also included in this chapter in order to improve the recruitment and selection process in the organisation. It is undeniable that the strength of recruitment in the organisation are cooperation among colleagues and the frequent monitor from the upper level. It shows that the organisation imply a positive and harmonious relations between each other. The weaknesses of the recruitment process creates a number of chaotic situation. However, it can be prevented by following the recommendation given.

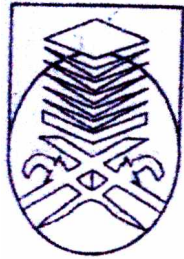
## **5.5 CONCLUSION**

In conclusion, every chapters of this report has its own agenda and purposes. It helps to understand better on the organisation itself and the task given by the organisation during practical training. The report also includes application theory that has been learned during class and how it is related with practical training in SEDC. This summary is a statement on how does a practical trainee conclude all tasks towards organisation and situation of division. I gained a lot of experiences and knowledge through my eight weeks of practical training in Human Resource Administration division at SEDC. Hence, I hope I get to use the experiences and knowledge for me in improving myself as an employee for my real job in the near future.

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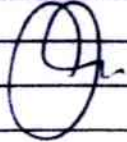
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# APPENDIX



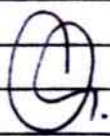
UNIVERSITI TEKNOLOGI MARA  
CAWANGAN SARAWAK

**PRACTICAL TRAINING  
LOG BOOK**

Date	Exact Nature Of Work Done	Supervisors Remarks
24/7/2018	Listening to short briefing by Ruan Linda regarding the attendees leaves, working hours, rules & regulation, allowances, etc. Me and three other interns were brought <del>to take</del> around the company and introduce ourselves to the staff at each department in the organization. All of us are being placed at a different department. Therefore, I was placed under the Human Resource & Administration Division. I then received a task in filtering the application forms to help in recruitment and selection of staff. I attended short meeting with 3 Deputy Director, Miss Khairini Johan, with admin officer of planning unit, Encik Abbas Rauli, and assistant admin officer - Encik Asvin Sajali.	
25/7/2018	All of the practical trainees and new employees need to attend induction programme held by the organization at Dewan Kesyahangan, level 1, Menara SEDC. We had ice-breaking activities and talks by 2 Deputy Director of Human Resource regarding SEDC corporate culture of excellence before morning tea break. Next, we had a short briefing regarding Information Technology System in SEDC. Next slot will be introducing what is in Project and Property Management Division. We had lunch break for an hour. Internal Audit Division was introduced next. The last slot for the day was exercise.	Done. 
26/7/2018	Day 2 of Induction Programme. We had a photo session with all other trainees, and Director of Human Resource & Administration Division, Ruan Marilyn N. Iyer, with a General Manager of SEDC, Tuan Haji Sudirman Haji Arini. After the photo session, we SEDC Corporate Video was being shown as an introduction. Next, <del>was</del> talk by Encik Freddie Francis regarding corporate Relation Communication Division. We had tea breaks afterwards. Before we had our lunch break, Encik Mohamed Feroz was giving his talk which is Understanding Statutory Bodies (Conduct and Discipline) Ordinance, 2004.	

PRACTICAL TRAINING  
LOG BOOK



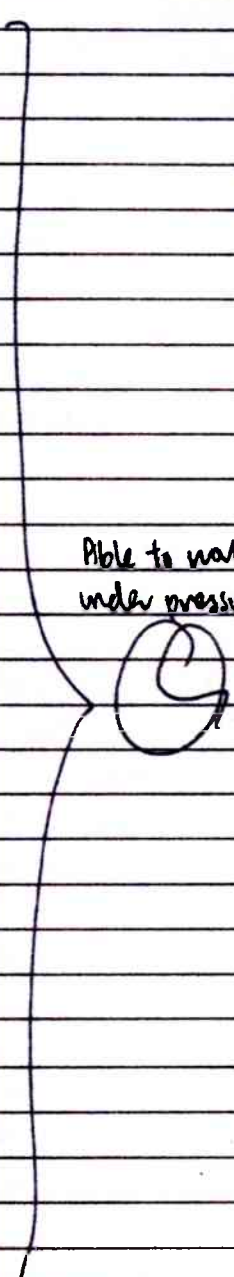
Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>Next agenda would be by Tourism &amp; Hospitality Division by Miss Andrey. * followed by tea breakers. Then, Miss Khartini Johari / Deputy Director of Human Resource Management Section, talks about Roles and Functions of Human Resource &amp; Administration Division. Last but not least, exercise before the <del>day</del> program end.</p>	
27/7/2018	<p>It is the last day of induction programme. The first slot was SEPC Role in Entrepreneur followed by talks of Financial Management by Corporate Finance Division. After tea breakers, all of the trainee had a mapping session taught by Miss Khartini Johari. We had a session with Tuan Haji Saadiman Haji Anni where he talks about Authentic Leadership. All of the trainee received a talk where we need to make a presentation. Miss Khartini Johari divide us trainees into 6 groups. Each group has been given few topics to be presented. After the presentation ends, we had our evening exercise as a closing.</p>	<p>Done.  </p>
28/07/2018	<p>The task given for the day was sorting the resume according to the date. SEPC was having a recruitment for few position. The organization received tons of resume, by hand and email. I was helping them given a task to filter a resume of position N29. I was also given the qualification for the position <sup>at</sup> refer</p>	
31/7/2018	<p>I attended SEPC Get-Together hosted by General Manager's Office and Legal Affairs &amp; Risk Management Division at Dewan Kenyalang, Merau SEPC. It also includes a birthday celebration for staff who were born on July. After that, continue with filtering for position N29.</p>	

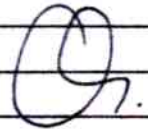


Date	Exact Nature Of Work Done	Supervisors Remarks
1/8/2018	After finishing the task to filter resume for post W29, then I start to filter resume for post W19 which is a post for an account assistant.	
2/8/2018	Continue to filter resume of W19 post's. After the task was finished, the information in the applicant's resume were being key-in to make Master List, a list of correct applicants who applied for the position.	
5/8/2018	Continue to key-in data for Master List W19, by using Microsoft Excel. I have been given a task to find organization chart for SEDC of organization throughout Malaysia. Furthermore, I have to fill in the proposed title that each of the organization used.	To expose her on the recruitment process.
ws 6/8/2018	I attended meeting at Albatross Room to discuss with follow-up with task given on 5 <sup>th</sup> August 2018, with Deputy General Manager of Corporate Finance Division, Puan Hajah Sakayah Hamdan, Deputy General Manager Tourism & Hospitality Division and Corporate Relation & Communications, Erick Edwin Abt, Director Human Resource & Administration Division, Puan Marilyn N. Bign, Acting Director Legal Affairs Division, Puan Pahlidiah Haji Maideen, Deputy Director Human Resource <del>and</del> Mis: As Khairini Johari, and Administrative Officer, Erick Abas Rudi. After meeting, I continued to key-in data for W19 post's.	9.
7/8/2018	Continue to key-in data needed for the Master List of W19 position	
8/8/2018	Continue to key-in data for W19 post's for Master List.	
9/8/2018	From the Master List, I checked the numbering on whether it is tally with the numbering on the resume.	

Date	Exact Nature Of Work Done	Supervisors Remarks
10/8/2018	Practical Trainee, Brenda, gave me a group of WPS's resume that she has key-in in her Master List. <del>From</del> I filtered the resume that she has key-in <del>to</del> to prevent from having a duplicate resume. <del>working</del> with on the Master List that I have done before.	
13/8/2018	I re-checked the numbering on the resume and <del>on</del> on the Master List. From the Master List, I made another document <del>for</del> for the applicant who has been accepted on <del>phase</del> the first phase in a 'Shortlisted' document.	
14/8/2018	Continue <del>to</del> to fill in data in Shortlisted document. After the Shortlisted document has finished, I received a task from Puan Rosnany. I learned how to key-in data regarding staff's leave, what kind of leaves do the staff applied, how many days left of leaves left to be use by a staff, and <del>how</del> <sup>ways</sup> to <del>write</del> write a proper leaves form. I attended a short meeting in Attaches Room.	Very limited. G.
15/8/2018	I received a list of names that need to be shortlisted. <del>From</del> The name that has been chosen, their resume will be taken out from the stack of resume. The new list of shortlisted names are from the meeting that I have attended <del>at</del> a day before and earlier today. The meeting consist of me and four other trainees who are doing the sorting and filtering the resume, Administrative officer, Encik Abbas Basli and assistant administrative officer, Encik Amin Sejali.	
16/8/2018	I attended meeting with the other four practical trainees, Brenda, Kristin, Sha and Faridah, with Deputy Director Human Resource, Miss Khairi Jihari and <del>address</del> Encik Abbas Basli to make sure we did <del>the</del> right and to keep up to date. After the meeting, I made a calls to the shortlisted applicants who did not <del>include</del> <sup>include</sup> their SPM result	



Date	Exact Nature Of Work Done	Supervisors Remarks
	in their resume.	
17/8/2018	Continue to call the applicants to ask for their SPAM result. I checked the email <del>specs</del> that was specifically being used for recruitment matters. The received email that contained the applicant's SPAM result then will be downloaded and printed out to be attached in the applicant's resume.	<p>Able to work under pressure.</p> 
20/8/2018	After all of the applicants had sent their result through email and has been printed and attached on their resume, the <del>new</del> shortlisted document <del>was</del> been updated to make a new shortlisted document. The shortlisted and Masterlist document are being printed out for the position W19. After the task was finished, I helped out other business as in <del>the</del> <del>the</del> finishing their task. I helped on key-in data for position of WAFI and filtering <del>the</del> the resume of the applicants.	
21/8/2018	Continue to fill in data in the document for the position WAFI. The data were then combined with the data made by other business to make a Masterlist of WAFI. The resume of position WAFI <del>was</del> then were stacked together, followed by their numbers.	
23/8/2018	I helped Kristin to call the <del>new</del> applicants and asked for their SPAM result. After that, I made another document to differentiate the applicants for <del>the</del> part W19 whether they are a SPAM holder, Diploma / SPAM / Foundation holder, degree holder, or even Master holder.	
24/8/2018		

Date	Exact Nature Of Work Done	Supervisors Remarks
24/8/2018	<p>I received incoming mails from the <del>candidate</del> applicants. The attachment files from the mails were being printed and put together with the applicant's resume. I continued calling the applicants for their SPM result and receiving their emails until the end of the day. We also had a get together among our Human Resource division to celebrate farewell to the three finance from Unimas. Other than that, Puan Rosemary asked me to help her stamp it on the leave certificate. Later on she taught me how to make a filing for leaves application.</p>	
27/8/2018	<p>I continued on sorting, filing the leaves application. I did some dispatch to other division.</p>	Very helpful.
28/8/2018	<p>I <del>did not</del> went to Project Monitoring Division, <sup>Finance</sup> Composite Division, Legal Affairs Division, and Internal Audit Division for despatch work. After that, I key-in master list for position N29. <del>Later</del> Miss Khairini Johari, Deputy Director of HR shows a video presentation of SEDC Gunung Raya.</p>	
29/8/2018	<p>I key-in master list for position N29.</p>	
30/8/2018	<p>I attended SEDC Get Together August session hosted by Composite Finance Division and Planning &amp; Monitoring Division at Dewan Kenyalang, Menara SEDC. The Program consist of Knowledge Sharing Session by Mdm Marilyn N Biju and speech by acting General Manager, YB Puan Hjh Rokayah Handan, Director of Composite Finance. After that, I attended HRA Get Together on level 8 of Menara SEDC. I did despatch to Composite Finance Division and Information &amp; Communications Technology Division. I continued to key-in master list for position N29.</p>	



Date	Exact Nature Of Work Done	Supervisors Remarks
31/8/2018	Cuti Kemendekhan	
5/9/2018	I did despatch to every level in the organisation. Continue to key-in master-list for position N29.	
4/9/2018	Key-in master list for position N29	
5/9/2018	Despatch to General Manager's office Continue to key-in master list for position N29.	Job completed. Well done.
6/9/2018	Key-in Continue key-in master list for position N29.	G
7/9/2018	I attended HRM morning exercise hosted by HRM division on level 8. I helped Puan Linda to arrange boxes and despatch at HR level 8. Continue key-in master list for position N29.	
10-11/9/2018	Cuti	
12/9/2018	Acquire Training Form from General Manager's office for Director Corporate Finance, YB Tuan Mh Rizalwan Hassan. Continue key-in master list of position N29.	
13/9/2018	Continue key-in master list of for position N29.	
14/9/2018	Continue key-in master list for position N29. After finishing the master list, <del>the resume</del> I arranged all of the resume according to their number.	
<b>ABAS BIN ROSLI</b> Pegawai Tadbir N41 Bahagian Sumber Manusia & Puntatuman Perbadanan Pembangunan Ekonomi Sarawak		

## APPENDIX

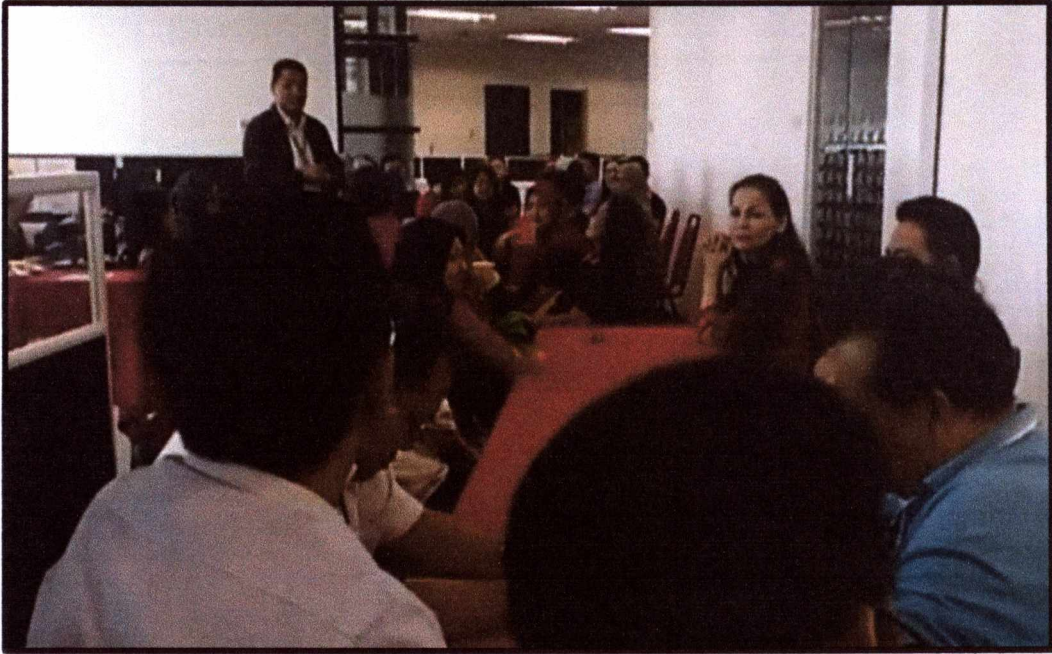


Picture 1 : Completion of Induction Programme at SEDC



Picture 2 : Celebration for completing practical training





Picture 3 : Human Resource Administration Division Get Together



Picture 4 : Selection process of resume in Albatross Room



INTERNAL DIRECTORY BY LEVEL AT NEW MENARA SEDC			
LEVEL	OFFICE DIVISION (ENGLISH)	OFFICE DIVISION (BAHASA MALAYSIAM)	MEETING ROOMS / FACILITIES
12			Resource Centre Chairlift Out Area
11	CHAIRMAN'S OFFICE	PEJABAT PENGURUS	Diamond
	GENERAL MANAGER'S OFFICE	PEJABAT PENGURUS BESAR	Emerald
10	LEGAL AFFAIRS & RISK MANAGEMENT DIVISION	BAHAGIAN HAL EHNIAL PERUNDANGAN DAN PENGURUSAN RISIKO	Brahman
	AGRO FOOD-BASED DIVISION	BAHAGIAN BERASASKAN PERTANIAN DAN MAKANAN	Frisian Angus
9	CORPORATE FINANCE DIVISION	BAHAGIAN KEWANGAN KORPORAT	Platinum Gold
8	HUMAN RESOURCE AND ADMINISTRATION DIVISION	BAHAGIAN SUMBER MANUSIA DAN PENTADBIRAN	Abstracts
			Flamingo
7	ENGINEERING AND PROJECT MANAGEMENT DIVISION	BAHAGIAN KEJURUTERAAN DAN PENGURUSAN PROJEK	Rafflesia
	PROPERTY DIVISION	BAHAGIAN HARTANAH	Lobus Hibiscus Lavender
6	TOURISM AND HOSPITALITY DIVISION	BAHAGIAN PELANCONGAN DAN HOSPITALITI	Mulu
			Bakon
5	INFORMATION AND COMMUNICATIONS TECHNOLOGY DIVISION	BAHAGIAN TEKNOLOGI MAKLUMAT DAN KOMUNIKASI	Rajang
	CORPORATE RELATIONS AND QUALITY DIVISION (QUALITY)	BAHAGIAN PERHUBUNGAN KORPORAT DAN KUALITI (KUALITI)	Kencana Sadong
4	CORPORATE RELATIONS AND QUALITY DIVISION (CORPORATE RELATIONS)	BAHAGIAN PERHUBUNGAN KORPORAT DAN KUALITI (PERHUBUNGAN KORPORAT)	Batu
	PLANNING AND BUSINESS DEVELOPMENT DIVISION	BAHAGIAN PERANCANGAN DAN PEMBANGUNAN PERNIAGAAN	Rusi
3	ENTREPRENEUR AND COMMUNITY DEVELOPMENT DIVISION	BAHAGIAN PEMBANGUNAN USAHAWAN DAN KOMUNITI	Bulan
	INTERNAL AUDIT DIVISION	BAHAGIAN AUDIT DALAMAN	Meranti
2	DEVELOPMENT BANK OF SARAWAK (DBOS)	BANK PEMBANGUNAN SARAWAK	
1	SaDin Perdana SEDC	SaDin Perdana SEDC	Desain Korporat
			Reception Gallery Surau Cafeteria
LG			Central Registry & Filing Room Emergency Response Room Delivery Room

Picture 5 : Internal Directory by Level at Menara SEDC



Picture 6 : Stack of resumes after it has been tidied up



Picture 7 : SEDC Get Together at Dewan Kenyalang

