

UNIVERSITI TEKNOLOGI MARA SARAWAK



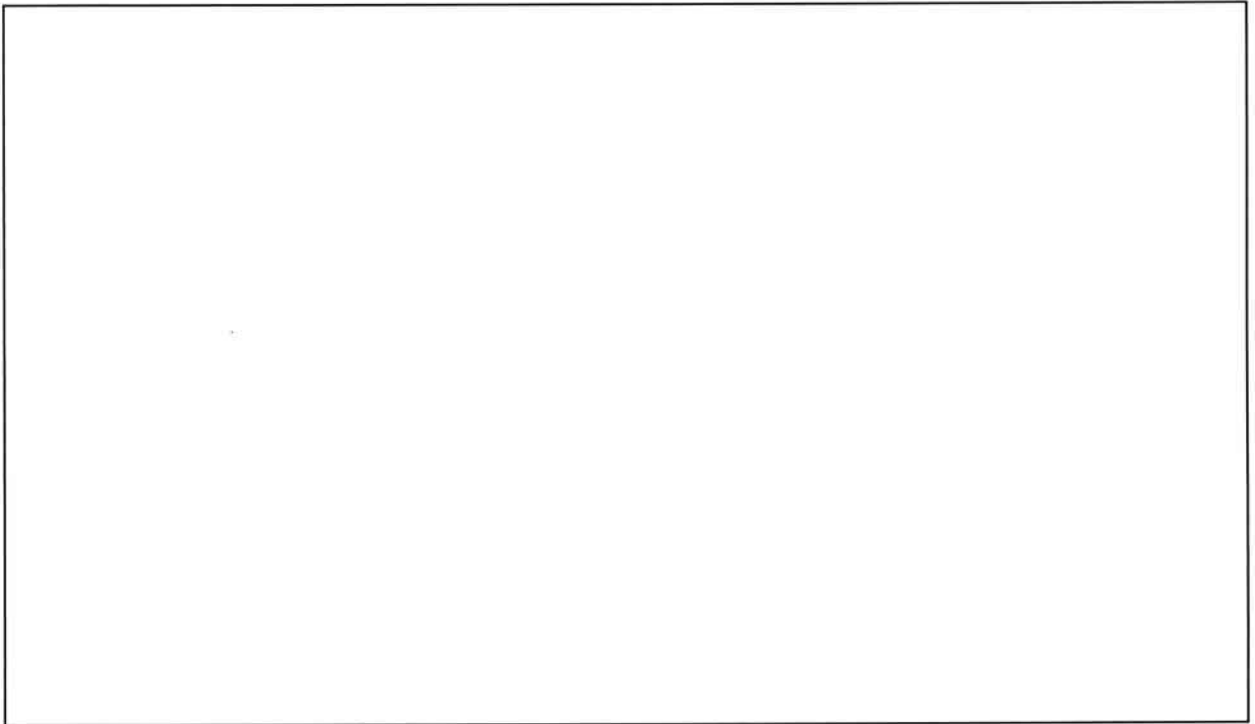
**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY
STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)**

**PRACTICAL TRAINING REPORT
IN GIATMARA STATE OFFICE
KOTA KINABALU SABAH**

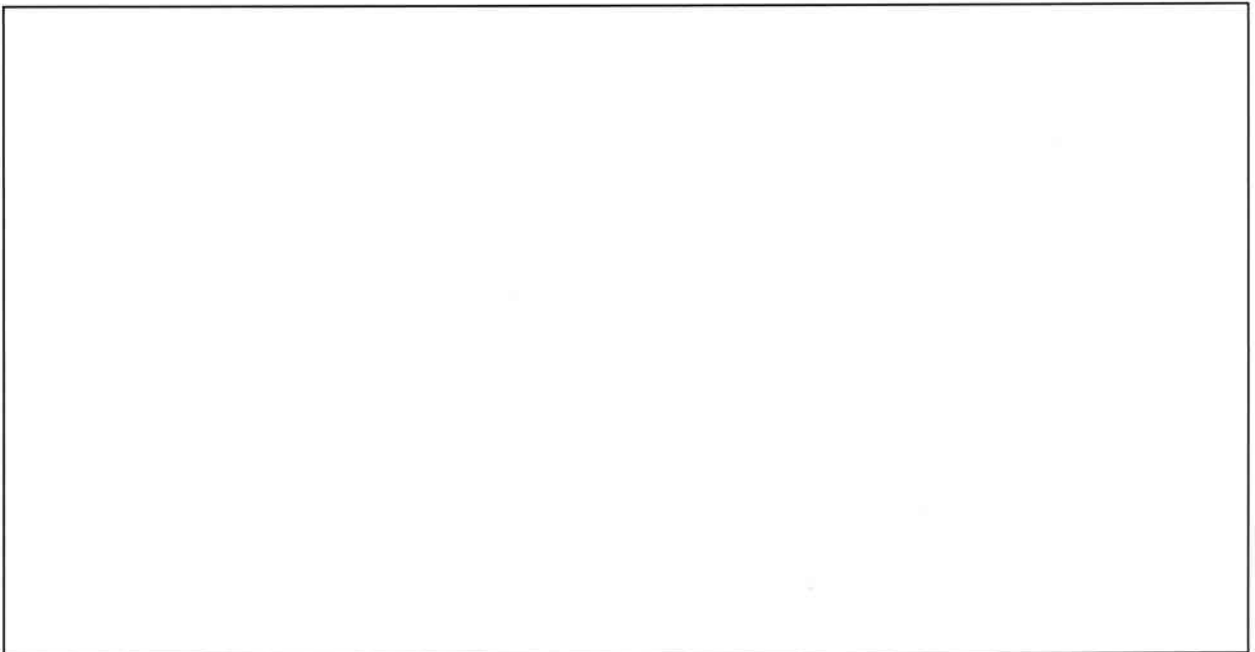
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MARCH 2018

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

(Signature)

Date:

ACKNOWLEDGEMENT

First of all, I would like to thank God for His blessings and graces as I am able to finish my internship and this practical report with a good state of wellbeing and health.

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DECLARATION

I hereby declare that the work contained in this practical report is my own except those which have been duly identified and acknowledged. If I were later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against us under the Academic Regulations of UiTM's.

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CHAPTER 1

INTRODUCTION OF GIATMARA STATE OFFICE IN KOTA KINABALU SABAH

1.0 INTRODUCTION

Chapter 1 will provide a brief introduction to the organization. On this chapter, further explanation will be discussed on the background of organization, objectives of organization, vision and mission, feature of organization and the organizational chart figure.

1.1 BACKGROUND OF ORGANIZATION

GIATMARA is a grass root level training institution established under the companies act and is known as GIATMARA Sendirian Berhad. The administration of GIATMARA is placed under MARA, an agency under the Ministry of Rural and Regional Development (KKLW).

The establishment of GIATMARA aims to provide technical and vocational skills training to youths in rural areas and in towns to enable them to acquire skills as preparation to become skilled work force and technical entrepreneurs in meeting the needs of the industry and needs of economic development as well as entrepreneurship within the local areas and in the country. The budget

to manage operations of GIATMARA is fully funded by the Malaysian government through the allocation channeled through MARA.

GIATMARA commenced operations in January 1986 at GIATMARA Jitra (now known as GIATMARA Prima Kubang Pasu) with its first intake of 60 trainees in the fields of Domestic Electricity, Brickwork Bond and Wood Joinery and Iron Bending. The response and high demands towards the GIATMARA programme lead to its rapid growth in terms of numbers and programmes offered. At this time GIATMARA offers 39 types of courses under 12 types of clusters namely Mechanical, Architecture, Transportation, Manufacturing, Printing, Electrical, Computer and IT, Fabrics, Electronics/ Mechatronics, Culinary, Hairdressing & Cosmetology and Hospitality.

In Sabah, GIATMARA have 21 branches all over the districts and one GIATMARA State Office (State Headquarter) operating as administrative body for all of the other branches. The State headquarter (HQ) is located in Kota Kinabalu Sabah.

1.2 OBJECTIVES OF ORGANIZATION

Among the objectives of GIATMARA are:

- To create the country's workforce
- To create entrepreneurs
- To help eradicate poverty

1.3 VISION

To provide quality Technical and Vocational Training that meets the needs of the Nation in order to create skilled workforce and future bumiputera entrepreneurs that are competitive.

1.4 MISSION

To become the leading lifelong Technical and Vocational Training Centre recognised at both national and international levels.

1.5 GIATMARA FEATURE

The main function of GIATMARA is following its mission which is to become the leading lifelong technical and vocational training centre recognised at both national and international levels. From this, GIATMARA provide training with a lot of courses. Among of the courses offered by GIATMARA are:

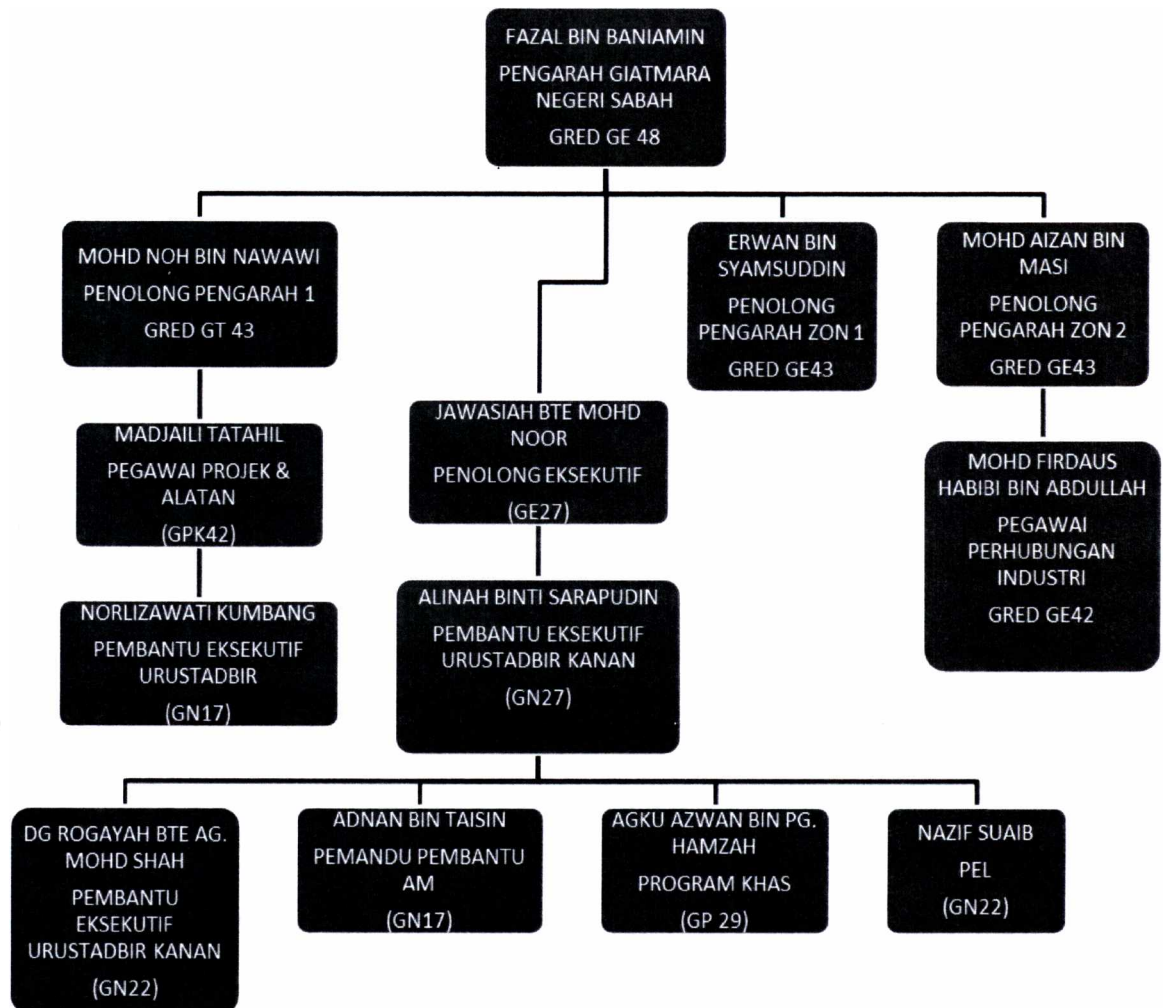
- *Kursus Kluster Computer and Networking Technology*
- *Kursus Kluster Elektrikal (KEL)*
- *Kursus Kluster Elektronik Mekatronik*
- *Kursus Kluster Fabrik*
- *Kursus Kluster Hairdressing Cosmetology*
- *Kursus Kluster Hospitaliti*
- *Kursus Kluster Kulinari*

- *Kursus Kluster Mekanikal*
- *Kursus Kluster Pembuatan*
- *Kursus Kluster Pengangkutan*
- *Kursus Kluster Percetakan*
- *Kursus Kluster Senibina*

Meanwhile, among of the certification offered by GIATMARA are:

- GIATMARA Professional Certificate
- GIATMARA Skills Certificate
- GIATMARA Modular Certificate
- GIATMARA Technology Certificate
- GIATMARA Heritage Skills Certificate
- GIATMARA Apprenticeship Certificate
- Energy Commission Certificate
- Malaysian Skills Certificate

1.6 ORGANIZATIONAL CHART



Mulai 1.1.2018

Figure 1.1 : GIATMARA Negeri Sabah Organizational chart retrieved from

<http://giatmara.edu.my/language/ms/index/>

CHAPTER 2

SCHEDULE FOR PRACTICAL TRAINING

2.0 INTRODUCTION

This chapter will discuss and summarize the schedule of the practical training report at GIATMARA State Office, Sabah. The schedule of work will be discussed starting from week 1 until week 8. Among of the tasks that had been done such as handling programs, attending meetings, key-in data in the Excel and so forth, will be discussed in this chapter.

2.1 WEEK 1

My internship starts on 28th January 2018 (Sunday) at 6.30pm at Grand Borneo Hotel whereby my supervisor, Encik Mohd Noh, wanted me to attend and help conduct a program under GIATMARA which is known as Mobilepreneur Program. This program or course will be a 3 days program. As for the first task, I did the preparation for the participants of this program before they start attending the talk and classes. The preparation includes preparing a study kit which consisted of a file, pen, pencil, rubber, note book and marker pen for each of the 25 participants.

At 8.00pm, I attended the first session of the program at the hotel's meeting room and distributed the study kit to the participants and this session ended at 10.00pm.

Day two, on 29th January 2018 which is on Monday, my first task in the morning was tidying up the meeting room by preparing mineral waters and some candies on the participants' table before the class begin. During this day, the unwanted and unexpected event has happen where the speaker in charge to give the talk for the morning session could not attend due to critical emergency. So, my supervisor wanted me to be the one that is going to give the talk about marketing for morning session and I took the challenge because there is no other executive or lecturer from GIATMARA to do it. My task is just explaining on some particular knowledge regarding marketing strategy by referring to the slides that had been prepared for the morning slot. Luckily I have my other friend that is doing his internship with me from UiTM Kota Kinabalu and both of us managed to handle the program and arranged the participants into 5 groups. We handled it until 4.00pm.

Day three, on 30th January 2018 (Tuesday), it is the last day for Mobilepreneur program. My task for today is being master of ceremony (emcee) for the closing ceremony of Mobilepreneur@KKLW Siri 2. This program ends at 12.00pm.

On 31ST January 2018 (Wednesday), my supervisor sent me to join another course held by GIATMARA which is Spa and Beauty course specifically on massages. This course started today until 3rd February 2018 which is on Saturday with allowance amounting to RM250 provided for each of the

participants. Basically I learned a lot about massages and we will be tested on massaging skills on the last day of this course. It was a 4 days program.

2.1.1 WEEK 1 REFLECTION

As for week 1, I learned a lot from the Mobilepreneur program especially on handling a course, improving my communication and presentation skills and also able to meet those participants with many skills and having their own businesses from many districts in Sabah. The opportunity to be able to deliver talk and handle those who have more experience and older than me had taught me a lot. Apart from that, during this week, I gained a new skill which is massaging skill where I have joined the 4 days course of Beauty and Spa program.



Figure 2.1: Activity during Mobilepreneur

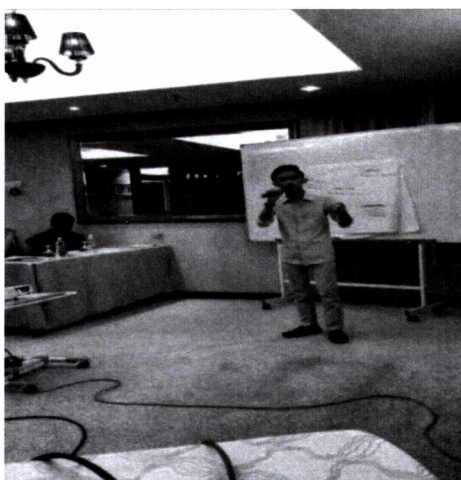


Figure 2.2: Being Substitute Speaker

2.2 WEEK 2

First day of this second week, on 5th February 2018, it is the first day for me going to the office. Early in the morning, I joined a meeting at the office where I get to introduce myself to all the staffs. In the evening, my task was only tidying up locker at the guest area, arranging the files, papers and others and then throwing away the old files that are obsolete.

On 7th February 2018, we received banners from MARA that must be displayed in the office setting. My task was setting up the banners in the office at the suitable areas. The banners given is about "Anti-Corruption Revolution".

On 8th February, my task for today is helping key in the data on Excel regarding students at GIATMARA about their exam marks. This exam marks were only for those students doing their certificate at GIATMARA Sabah, from all over the districts in Sabah that have GIATMARA.

Last day of this week, there is another locker in the living room that has not been supervised and arranged in a while. I tidied it up and arrange the locker that consists of magazines, letter and so on.

2.2.1 WEEK 2 REFLECTION

The tasks and moment that I have experienced in week 2 such as attending office meetings have exposed me to the real meeting environment at the office. Moreover, I managed to arrange files in the office lockers in accordance to the usefulness of it and also I am able to learn more about handling data on the Excel where I key in the examination data and also students' information.

2.3 WEEK 3

On the first day of this week, 12th February 2018, my task was key-in data in Excel regarding to the participants' information during Mobilepreneur Program. It must be in accordance with participants that had been approved from the main HQ in Kuala Lumpur. Data involved name, IC number, agency adress, level of their *Sijil Kemahiran Malaysia* (SKM), parliament, and their field of services. For the first information, I key in up to 50 participants' data.

The second and third days of this week, which is on 13th and 14th February 2018, my task was only doing the stamping of letters and certificates totaling 30 individuals and stamping receipts issued by GIATMARA to the contractors. The stamp must be clear and tidy on each of the receipts.

On the fourth and fifth days, 15th and 16th February 2018, I did the filing job. Filing and stored the old data especially about staffs evaluation form. Fifth day of this week, the filing job continue whereby I key-in another

Mobilepreneur Participants' information on Excel. This time I added another 50 participants on the same file.

On 18th February 2018 (Sunday), my supervisor has assigned me to supervise GIATMARA booths at "Program Jualan Sentuhan Rakyat" which was held in Kota Belud Sabah. This program is held by the government is meant to help those in the rural areas by providing necessities need such as oil, sugar, rice, canned food and many more at a very cheap price. Meanwhile GIATMARA is providing services like massages, hair cutting and other at a very lower price. My task was to supervise those booths under GIATMARA, helping them if they need anything and also helping the KPDKK in ensuring the program goes well. I also took some pictures to be used as report for staff at the office.

2.3.1 WEEK 3 REFLECTION

During this week, the most important thing that I learned is that doing the Excel and then key-in the data about the participants for an event or course. It must be key-in correctly so that the data on the Excel would not have an error or misspelled their names, correct IC number and other common or simple mistakes. Apart from that, I am also able to join outside activity whereby I can do outdoor task and public relation during the 'Program Jualan Sentuhan Rakyat'.



Figure 2.3: Stamping Receipts



*Figure 2.4:
Booth at Program Jualan Sentuhan
Rakyat in Kota Belud*

2.4 WEEK 4

First day for this week, 19th February 2018, my task was making a storage for pictures taken during 'Program Jualan Sentuhan Rakyat'. It was then saved on pendrive and I pass it to the staff in charge, Puan Liza, for office use.

On the second day, 20th February 2018, another key in data task on Mobilepreneur Program. This time I added another 55 participants with their information on the same file. So the total amount of participants for this program for siri 1 and siri 2 would be 155 individuals from all over Sabah.

On the third day, 21st February, my task was only stamping receipts issued to the contractors. There are 100 receipts that needed to be stamped.

On the fourth day, 22nd February 2018, there were packages that arrived at the office from Kuala Lumpur headquarter that consist of tools for those who have joined Mobilepreneur Program. The tools included automotive tools, construction tools, beauty and spa tools, make up tools, sewing tools and piping tools. My task was to allocate and arrange those tools in accordance with the participants name and their fields of work so that it would be easy to identify and to be distributed to them later. To those who joined Mobilepreneur Program, not only are they provided with tools but also a motorcycle for each of the participants. That is why this program is called as Mobilepreneur, as for mobile entrepreneurs who can deliver their technical services whenever needed. My task continued until the next day which is on 23rd February 2018.

2.4.1 WEEK 4 REFLECTION

I managed to improve my skills on using Excel whereby I can key-in data efficiently, faster and more effectively. Moreover, by allocating and arranging the tools for Mobilepreneur program, I am able to do a job according to the name list provided and must be accordance to it also able to identify the tools for various technical field.

2.5 WEEK 5

On the first day of this fifth weeks, 26th February 2018, I went to GIATMARA Putatan with Puan Liza to attend and witness the handover of tools for Mobilepreneur program to the participants from Putatan districts who have joined which consist of 6 participants and also took some photos for office use.

On the second day, 27th February 2018, I joined another 'Program Jualan Sentuhan Rakyat' in Ranau Sabah. My task was arranging the booths, chairs, tables and other stuffs. The booths under GIATMARA including massages, hair cutting and other treatment at very affordable price. Supervising the students who are working on those booths, taking photos and talk to the public who needed explanation on the service offered by us and also regarding the "Program Jualan Sentuhan Rakyat".

On the next day, 28th February 2018, in the morning I store and save pictures of yesterday's program and activities on one folder to be used by the staffs in charge, Puan Liza.

On the fourth day, 1st March 2018, I went out for site visit with Puan Liza at Taman Awam Teluk Likas Kota Kinabalu together with Departments of Women's Affair for the upcoming event which is Sunday Fun Ride (SFR). The site visit for today is attended by Kota Kinabalu City Hall (DBKK) and Department of Women's Affair because they are the main organizer for this

event. I took some pictures for the site allocated to GIATMARA to open our booths.

On 2nd March 2018 which is on Friday, I did the public relation task whereby I made a phone call to inform those whose going to open booths under GIATMARA for SFR event, informong them regarding the location of their booths, place and time and also their confirmation to sell their products and services. We have been allocated 20 lots of space to open up our booths.

On Saturday, 3rd March 2018, I went to the site for SFR event at 10.00am to help Puan Liza, to do the marking and the division for each of the lot allocated to open up booths. We marked 20 lots of space for booths by using colour tape and put numbering on it so those who are going to open their booths would be know their space.

On Sunday, 4th march 2018, the SFR event finally happening today and I have to attend it even when it is on Sunday. My task was only supervising those booths under GIATMARA and concern for their needs, for example if they needed more chair and others. I also helped other booths such as massages which have a lot of customers by managing the customers to be served in time by writing their name and will be served accordingly. This event ends at 12.30 pm.

2.5.1 WEEK 5 REFLECTION

For this week, there are two big events happening that I need to get involved in. I have learned a lot from it especially in doing outdoor task with a lot of work to do. The outdoor task needed a good public relation skills whereby I encounter a lot of people and also good management skills because a lot of things need to be properly managed and I sacrificed my weekends, to help with the program.



Figure 2.5 and Figure 2.6 :

Program Jualan Sentuhan Rakyat in Ranau, Sabah

2.6 WEEK 6

On the first day of this week, 5th March 2018, in the morning I make a file for photos during SFR event for office use. In the evening, my workmate and I went to the bus station from Keningau Sabah to take some items from GIATMARA Keningau.

On the second day of this week, 6th March 2018, my supervisor assigned me and my workmate to attend a meeting in Kota Belud Sabah regarding the upcoming 'Program Jualan Sentuhan Rakyat'. This time it will be held in another village in Kota Belud which is Kampung Sorob near the army base, Kem Paradise. The chairman of this meeting is Datuk Eyug Latun, Ketua Wanita UMNO Kota Belud and also executive from KPDNKK. I took some notes during the meeting regarding the information for the upcoming program. Once the meeting ended at 11.30 am, we went to Kampung Sorob for a site visit.

On the third day, 7th March 2018, early in the morning, I informed the spa and other students who want to provide their services and also about the date and venue regarding to the upcoming 'Jualan Sentuhan Rakyat' program in Kota Belud.

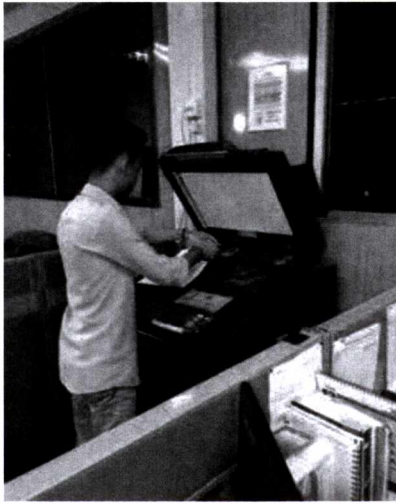
Next, on 8th March 2018, my task was making another copies of photocopy identity card (IC) of Mobilepreneur participants which they attached to the application form. Another copy is needed for office use and another to be

sent to the HQ in Kuala Lumpur. I made 130 copies out of 155 participants because the MyKad for another 25 participants could not be found. I did the numbering for each of the MyKad copies according with the data from the Excel that I made earlier so that it would be easy to do any correction on the Excel and located participants' MyKad.

On the fifth day of this week, 9th March 2018, I have re-checked the address and MyKad number in the Excel for each of the participants. I use the photocopy of MyKad to recheck them and do some corrections if there are any mistake on the Excel that I made earlier.

2.6.1 WEEK 6 REFLECTION

One of the most important and new task that been assigned to me for this week is attending a meeting with the VIP. It was a new experience for me to be in a meeting room with those from different agencies and departments. Apart from that, I learned how important it is to keep record of data especially when you are dealing with customer as for my case, those participants of Mobilepreneur program. Data such as their MyKad, phone number and other details need to be stored and made copies for future use.



*Figure 27: Photocopy
Mobilepreneur Participants'
MyKad*

2.7 WEEK 7

On 12th March 2018, another stamping job for the receipts issued to the contractor. This time the receipts consist of 3 books and each of the books have 50 receipts and each of them must be stamped.

For 13th March 2018, the task for today was filing task. There was two boxes of paper given to me which consist of staffs' and students' documents that need to be arranged and updated Those documents inside the box have been separated and not in proper arrangement. I re-stapled them and arranged it in alphabetical orders using their names.

On 14th March 2018, my task was rearranging the data on Excel for Mobilepreneur participants. This time it must be arranged according to the districts those participants are from so that it would be easier to locate them for distribute of the tools and motorcycles that they get for joining Mobilepreneur program. This task continued until the next day which is on 15th March 2018.

On Saturday, 17th March 2018, I went to 'Program Jualan Sentuhan Rakyat' in Kota Belud where we had a meeting before, on 6th March 2018. My task was almost the same from the previous task for this program such as supervising booths and taking pictures.

2.7.1 WEEK 7 REFLECTION

During this week, I managed to do filing on the data which are old but still important to be kept as for office use. A proper management system for filing is important for future use in case we want to refer to it again.

2.8 WEEK 8

On 19th March 2018, my task was scanning those MyKad photocopies to be sent to the HQ in Kuala Lumpur and ensuring all participants' Mykad are included.

Next, on 20th March 2018, my task was to arrange the 5S activity on the soft board in the office by attaching organisational chart, mission, vision, objective and activities done for 5S. The soft board to be arranged is for the purpose of 5S area. I have tidy up the soft board and other 5S area with ribbon, cardboard and etc and also do the marking and naming each of the office areas for 5S purpose. This task continued until the next day, on 21st March 2018.

On the 22nd March 2018, I went to visit GIATMARA branch or known as training center at GIATMARA Kota Kinabalu and GIATMARA Inanam with Puan Liza. This visit was to check on the items that belonged to GIATMARA office (Sabah HQ) that were from the main headquarter in Kuala Lumpur.

On 23rd March 2018, which is the last day for my internship, my task was doing another 5S activity, this time we attached the profile of staff-in-charge on the cardboard and put it at every area such as pantry, toilets, living room, surau and et cetera. Each of the areas have one staff-in-charge to organize it.

2.8.1 WEEK 8 REFLECTION

During this last week, my task was only focusing on arranging office setting with 5S elements. I have contributed my ideas on the office setting of GIATMARA Sabah. In order for this to happen since it covers all areas in the office, teamwork and division of work is important because the office area is quite big and need to be done by the other staffs as well. Apart from that, the task of visiting another branch of GIATMARA is important to ensure a good relationship among branches or departments.



*Figure 2.8 and Figure 2.9 :
Arranging 5s activities on the
office's soft board*

CHAPTER 3

ANALYSIS OF TASK

3.0 INTRODUCTION

This chapter provides analysis on task that have been carried out in Chapter 2. The task would be further explained in terms of concepts of public relations, event management,, demonstration of practical and the theoretical aspects that be relates with all concepts that have been learned in classroom and being practice at the workplace.

3.1 TASK ANALYSIS

During the eight weeks of practical training, I have done several types of tasks such as public relations specifically on the event management, filing tasks and et cetera as discussed in chapter 2. As in this chapter, I will focus on the task which is public relations. I have been assigned to few of public relations works especially regarding to the event management. The event that I am going to further discuss in this chapter is the Mobilepreneur Program.

3.2 INTRODUCTION OF PUBLIC RELATIONS

Public relations is a leadership and management function that helps achieve organizational objectives, define philosophy and facilitate organizational change. Public relations practitioners communicate with all relevant internal and external public to develop positive relationships and to create consistency between organizational goals and societal expectations. Public relations practitioners develop, execute, and develop organizational programs to reach and strengthen relationship with the public.

3.3 PUBLIC RELATIONS PRACTITIONERS' WORK

Public relations continues to be one of the most dynamic disciplines in organizational life throughout the world. One reason is that public relations practitioners bring such a diversity of skills and programmatic capabilities to their jobs. Among of the broad nature of the work of public relations practitioners include works such as research, counseling, government affairs, media relations, event management, publicity, marketing communication, promotion and et cetera. In other words, public relations work is all about developing effective relationships between organizations and groups that are important to them, including the media, customers, employees, investors, community and et cetera Thus, an effective and proper management for event management is

important as for the work of public relations to ensure a good relationship with other groups and make them satisfy with the organization.

3.4 EVENT AND PROJECT MANAGEMENT IN PUBLIC RELATIONS

One of the main tasks for public relation is establishing a proper project management to achieve organization's objectives. A proper research need to be done before establish an event or project. As what I have learned before in the classroom on Public Relations subject, PRO452, it has highlighted the Project Life Cycle that consist of four phases, initiating phase, planning phase, performing phase and closing phase for a proper event management.

The first phase is initiating phase. In this phase, the main task is to identify need, problem or opportunity of the upcoming event. Once it has been identified, the people-in-charge need to determine whether to select the project or not. A project charter also need to be developed that consist of rationale of the project, develop the objective of the project, the expected benefits and general requirements and condition for implementing the project.

The second phase is planning phase. This phase shows how the project scope will be accomplished. The baseline plan need to be developed in this phase such as what needs to be done, how it will get done (tasks and activities), who will do it (resources and responsibilities), how long the project

will take (duration and schedule of the project), how much it will cost (budget) and what the risks are.

The third phase is performing phase. This phase will focus on the accomplishing project objectives. Among of the tasks that need to be done in this phase are adding more resources if needed, monitor and control progress, take corrective action as needed, manage and control changes and finally achieve customer satisfaction with acceptance of deliverable.

The last phase in the project life cycle is closing phase. This is the phase where evaluation of the staffs and the whole project need to be done. Each of the staffs involved in the project to be evaluated to identify their strength and weakness for improvement. The lessons learned from the project need to be documented, archive project document and record lessons learned to be used for the future event.

3.5 MOBILEPRENEUR PROGRAM

Mobilpreneur program is a program that assist young entrepreneur from rural area to improve the way they doing and handling their businesses. The main purpose for this program is to help young entrepreneur overcome the increasing cost to rent a shop for them to operate and to improve their businesses with minimum cost but with higher profit. It was a short form for mobile entrepreneur. It is called Mobilepreneur because it is a program that encourage the participants to offer their service at anytime and any place without making customer going to their shop for the service but instead they will go to their customers' places to offer and provide the needed service. They can also do their business without having or renting shop to operate their business. Services like tailor service, mechanic, piping, hair cutting, photography and many more are to be offered. This program is free under GIATMARA but participants need to apply for it. Not only free, but participants will be provided with a place to stay, complete equipment or tool kit according to their field of services and also a motorcycle with rear box. It is a three days program.

Participants who get selected will be enrolled in a well-designed training programs with different types of sessions or classes that will provide them to be a better entrepreneur to run their businesses. Among of the requirements to be enlisted in Mobilepreneur program are Malaysian citizen, age between 18 to 45 years old and live in the rural area, having motorcycle license B2 class and having certification skills suchs as SKM I (Sijil Kemahiran

Malaysia) and SKM II or any certification skill that recognized by Malaysian government. During my internship, this program was held at Grandborneo hotel Kota Kinabalu Sabah.

3.5.1 Planning Phase

Planning phase occur before the program started. As for this mobilepreneur program, task that have been assigned to me on the planning phase was focusing on the participants that have been selected. The participants that enlisted to join this program were selected by GIATMARA Sabah and need to be approved from the head quarter in Kuala Lumpur. As for my scope of task, I have been assigned to reach and keep the participants inform on the date and venue for the upcoming program and confirmation of their presence need to be assured. The baseline plan that I have developed consist on what needs to be done to reach the participants, how to contact them and to know what the risks are.

The first baseline on what needs to be done and keep them inform is by getting their full information that can be get from their application forms. Their names and phone numbers are the most important data that I need to highlight and get. After that, I have made a table for their information so that I can easily contact them.

Secondly, once their information have been collected, the participants need to be called and tell them regarding the venue, time and date for Mobilepreneur program that will be held soon. During this phase, their confirmation to attend this program need to be assured because place for them to stay at the hotel have already been booked and in order for the program to happen, their presence is really important.

Thirdly, once the participants have been informed, whether they able to attend the program or not is a risk that need to be take into account immediately. There were some of them who could not attend the program due to time and money constraint to go the place where this program will be held since they are from rural area and different districts which is far from the venue of the program. Since their presence is important, those who could not manage to come will be substitute with other applicants who have send their application forms and it will then be selected by my supervisor Encik Mohd Noh. Once they are being selected, I immediately call them to attend the program and substitute those who could not come. Luckily, there were a lot of other applicants who really want to be enlisted in this program.

3.5.2 Performing Phase

Performing phase occur during the program. The duration for this program was 2 days 3 nights started from 28th January until 30th January 2018. During this program, there were a lot of tasks had been assigned to me such as preparation of study kit, ensuring all the participants provided with study kit and other study equipment, take photos during the session, becoming the speaker for marketing session and also becoming an emcee for the closing ceremony on the last day. In order words, a lot of task need to be done during this phase in order to monitor and control progress, take corrective action as needed and achieve the objective for this program whereby to deliver the knowledge to the participants.

The task such as becoming the speaker, the one who give the talk regarding to marketing topic was unexpected due to the emergency that faced by one of the speakers. Hence, a corrective action has been made by substitute it with another speaker which is me in order to ensure the effective progress of the program and also to achieve the objective.

3.5.3 Closing Phase

Closing phase take place after the program ended. The closing phase in project life cycle consist of task such as recognize and evaluate staff (done by my supervisor as the head of project), document lessons learned, archive project documents and record lesson learned. The evaluation of staff need to be done after the program. It is important so that the management team able to recognize which employees can handle the program effectively and can reward them or they can be choose to manage and handle the next program. Every circumstances or problems that happened during the program need to be documented and archived so that in the next program, in the event of emergency or any problems that happened before, it can be overcome and can be handle effectively. Apart from that, pictures during the program also need to be documented as reference and can be attached on the report for this program.

3.6 CONCLUSION

In a conclusion, the work for public relations can be divided into a broad scope nature with different type of tasks. As mentioned above, event management is a really important task in public relations because a program that is going to be held will include all relevant internal and external public and to achieve the

objective of the organization. As for that, a proper guideline to perform public relations work which is 'The Project Life Cycle' have been highlighted above. Hence, the program that I have handled and involved with during my internship, Mobilepreneur Program, will be further explained by using the project life cycle.

CHAPTER 4

RECOMMENDATION

4.0 INTRODUCTION

Chapter 4 will provide the strengths and weaknesses of the task discussed in chapter 3 which is on the Mobilepreneur Program during the training. In this chapter, the recommendation on how to improve the weaknesses will be pointed out. Section 4.1 will explain about the strengths of the program and section 4.2 on the weaknesses. As the strengths and weaknesses have been discussed, recommendation to overcome the issue will be introduced in section 4.3.

4.1 STRENGTHS OF MOBILEPRENEUR PROGRAM

Strength factors during the program was identified from the internal. It serves to pinpoint the strength and weaknesses of the program such as resources, capabilities, distinctive competencies and competitive advantage. It helps the organizer to achieve superior efficiency, quality and responsiveness to the participants during the program. By knowing the strengths, it can lead to superior performance in many aspects whereas by knowing the weaknesses, it can improve the performance from inferior to superior performance of the program or any event that held by the organization.

4.1.1 Good Leadership during the Program

Leadership is one of the most important factor in order for an event or program to be performed successfully. During the program, my supervisor, Encik Mohd Noh have shown a good quality and character of leadership as a leader or the one in-charge for the Mobilepreneur Program. One of the critical success factors that lead to smooth flow of the program is having a strong communication medium with the staffs involved. A good superior is always communicate and assign the task to the staffs according to their skills and knowledge. Mr Mohd Noh communicate well with every staffs involved for the program including me as a trainee. He gave a lot of commitments to the program and at the same time inspired another to do work effectively and efficiently.

Apart from being the one in-charge in everything for this program, Mr Mohd Noh also became the speaker for accounting session. He gave a lesson about accounting to the participants despite of his overload works. A good character once again shown by him because he is a very knowledgeable person as he is able to manage the whole program and at the same be one of the speakers during the program.

4.1.2 Staff Commitment during the Program

Having a good leader in handling a program is not enough to achieve or ensure the effective flow of the program without commitments from the staff. An effective event management in public relations require commitments from the superior as well as from the subordinate. The team in handling an event is a very important key factor to achieve objective of the event. They need to cooperate with each other as well as give full commitment to the leader.

During the program, every staffs involved were very committed with the tasks that have been assigned to them. There were six staffs involved during the program whereby three of them were the speakers for the program and another three including me as a trainee which directly involved with the management of the program. One of the staffs that plays a very important role for this program is Puan Liza, a secretary to Encik Mohd Noh. She was the one in-charged with handling and have a direct contact with the participants. In the event of emergency such as finding substitute participants for those who could not attend the program at last minute time, she was responsible to find them. She was very committed and have successfully found the substitute applicants even it was one night before the program started.

Apart from that, the commitment also can be seen from the speakers that responsible giving the talk and lessons during the program. They were very punctual as they able to be there before their lesson's slot started.

4.2 Weaknesses of the Mobilepreneur Program

Weaknesses of the program are the factors that assessed from the internal. It is a barrier to the management team to achieve their targeted goals and objectives and it must be overcome in order to ensure a successful program in public relations. During handling the Mobilepreneur program, weaknesses can be seen from the planning and management of the program.

4.2.1 Lack of Staff Handling the Program

Mobilepreneur Program was handled by department that I have worked in, Department of Entrepreneurship and Business. In this department, there were only two people working which are Mr Mohd Noh, holding a position as an Assistant Director and

Puan Liza, as the personal assistance to Mr Mohd Noh. Apart from being the Assistant Director, he is also a chief department for Entrepreneurship and Business. This program is under our department's responsibility, so everything need to be done by the staffs in this department that happened to be very limited. When there is a program that need to be held especially the Mobilepreneur Program, Mr Mohd Noh and Puan Liza will be so busy because they simply do all the tasks by themselves such as booking a place to held the program (hotel), selecting and approving the application forms by participants, choosing the speakers to give lecture regarding to the slot of the program and many more. Even as a practical student, I have been assigned to a lot of tasks such as being a substitute speaker to give the talk, being an emcee, ensuring a smooth flow during the program and et cetera.

4.2.2 Lack of a Proper Event Management

This is the second weaknesses that I have observed during the program. The main reason for this is due to its first weakness which is lack of staff handling the program and it leads to this problem. Regarding to its insufficient staff working under one department, enough amount of workforce handling a program is

also insufficient whereby they did not have extra employees to handle a big program such as Mobilepreneur.

During Mobilepreneur Program, an unwanted event had happened whereby one of the speakers could not attend and give the talk for morning session due to the critical emergency regarding to his family. There was no other staff or substitute speaker to give the talk, only Puan Liza as a secretary and have assigned me to give the talk and handle the morning session. Moreover, at the closing ceremony, they have not prepare who is going to be the emcee and they have appointed me to be the emcee a few hours before the closing ceremony started. It was a very last minute decision and time for me to prepare the script and actually be ready for it was very limited. Thus, even the program was a success, but it still need a lot of improvement.

4.3 Recommendations

From my observation, I found that those weaknesses as I stated above can be overcome by doing some changes and improvement. Among of recommendations that I can suggest would be focusing on the internal factor of the organization. Changes and improvement need to be made in order to ensure the effectiveness and efficiency of the management for Mobilepreneur Program.

4.3.1 Increase the Amount of Staff

This can be done by hiring part time employees only for the purpose of the program or just adding or allocating staffs from other branches to help with the management of the event. More staffs are needed to fill in the gap of limited manpower in handling Mobilepreneur Program.

The first way to cover on the lack of staff is by requesting to find part time workers to help during the program. Once the

program ended, their services will also be terminated. If this cannot be done due to certain constraint such as budget allocation to recruit part time workers, another way can be made.

The second way is by requesting for corporation of employees from other branches of GIATMARA in Sabah to help during the program and involved with the team management of Mobilepreneur program. In Sabah only, GIATMARA are having 21 branches. The most important employees working in the branches would be the lecturers or teachers that teach the students, other staffs such as clerk can be send to help with the program. Because based on my observations where I have visited few branches, the amount of clerks were a few managing on the same task. By helping on a three days program would not be a big problem.

4.3.2 Project Life Cycle

A proper project management can be done by undergo some training or applying certain method such as Project Life Cycle as stated in the Public Relations subject that I have learned in class. This need to be done in order to improve the existing way of managing a program so that the unexpected problems can be handle in the future event.

Project life cycle consist of four different phases which are initiating phase, planning phase, performing phase and closing phase. In this program, the initiating phase (first phase) does not have to be made because the program that going to be held is already been selected by the head quarter in Kuala Lumpur, which is Mobilepreneur Program. The task is only focusing on how and when is the right time to implement the program. This left only there phases.

The second phase of project life cycle which is the planning phase should be well understand by the person in charge in handling a program. It shows how the program scope will be accomplished. The baseline plan need to be developed in this phase such as knowing what needs to be done before and during the program, how it will get done focusing on the activities and sequences during the program, who will do or run the program, how long it will take and what the risks are. By developing these baselines thoroughly, problems like what happened during the Mobilepreneur program as stated before on the weaknesses of the organization can be overcome. This is because the baseline plan will look at every stages during the program including the risks. Identifying the risk earlier during planning phase is such an advantage so that backup plans can be made in the event of emergency.

The third phase is the performing phase. Among of the elements in this base are monitor and control progress, take corrective action as needed by referring to the baseline in planning phase, manage and control changes effectively and achieve the participants satisfaction with acceptance of what have been delivered to them in terms of knowledge gained during the classes or sessions. By doing this, everything that have been planned earlier can be achieved and a smooth flow of the program.

The last phase of project life cycle is closing phase. This is a very important phase. Even though the program or project has ended, this final phase must be done so everything happened during the program can be identified and to be used in the next program. Among of the important elements in this phase are recognize and evaluate staffs, conduct a post project evaluation, documents lesson learned, archive program documents and record lesson learned. Evaluating staffs involve during the program is important to recognize then and give them some important task again in the next event due to their skills and experiences. Moreover, any problems arise during the program need to be documented and recorded as a lesson so that it can be avoided in the next program. Hence, by

implementing the phases in the project life cycle, a proper and better management of public relations' program can be achieved.

4.4 CONCLUSION

As a conclusion, strengths and weaknesses of Mobilepreneur Program have been identified and observed. The internal strengths during the program should always be valued as it can contribute a lot to the effective flow of the program. Apart from that, the weaknesses during the program should be seen as a serious matter where corrective action needs to be taken for a better and effective program management in the future. By having a proper program management as what has been highlighted in the recommendation, public relations work can be enhanced and the relationship between organization with the internal and external public can be further strengthened as the event or program held by the organization able to satisfy them.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

Chapter 5 will provide the conclusion on the practical report. It is the summary of discussion of each chapters in the report by focusing on the main point of the chapter. Section 5.1 will emphasized on the summary for each chapters that have been discussed previously.

5.1 Chapter Summary

First and foremost, chapter 1 in this practical report is about the introduction of GIATMARA State Office in Kota Kinabalu Sabah. Chapter 1 divided into few sections that consist of background of the organization, the objectives, vision, mission, GIATMARA feature and the organizational chart.

On the second chapter, the schedule for practical training from week 1 to week 8 will be further discussed together with the reflection of every weeks. Discussing the practical training schedule by week is effective to further understand the weekly and daily work done during the internship. It provides a brief explanation on the scope of task done and the reflection made by the end

of the week able to highlighted the most important task and event occurred during the week.

Next, on the third chapter, the analysis of task were further discussed on the public relations field of work specifically on the event or program management as the most frequent job done during the internship. The most important program that GIATMARA usually held would be the Mobilepreneur Program. The analysis of task will be focusing on the public relations according to the Project Life Cycle as what I have learned in the classroom on Public Relations subject and also analysis regarding to what I have experienced during the training in managing a program.

Last but not least, the fourth chapter discussed on the recommendation for the organization that emphasized on the strengths and weaknesses of the Mobilepreneur Program and recommendation that can be made to improve and make some changes to ensure a more effective and efficient flow in handling a program. The strength of the organization that have been identified would be a good leadership and staff commitment during the program. Meanwhile, the weaknesses were lack of staff handling the program and lack of proper management of program. Among of the recommendations that have been recommended would be increasing the amount of staff by hiring part time workers or ask for corporation from another GIATMARA branches and implement a proper project management.

APPENDICES

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www.sarawak.uitm.edu.my



01 November 2017

Giatmara Negeri Sabah
Pengarah GIATMARA Negeri Sabah, Lot 14. tingkat 3, Likas Plaza
88450 Kota Kinabalu
Sabah

Sir/Madam

PRACTICAL TRAINING STUDENT - MOHD NAZRIN SHAH BIN SETRIAH

We are interested to place our students for practical training at your organization.

For your information, our Bachelor of Administrative Science (Hons.) requires our final year students to undertake a practical training and at the same time to prepare a final project.

The practical training commence on **29 January 2018 until 23 March 2018**. To fulfill the course requirement, the student will be evaluated by a supervisor of the host company as well as by the University lecturer.

Enclosed is the student's resume for your perusal.

Please return attached "Reply Form" to confirm your acceptance or rejection of our student's placement at your organization. We would appreciate your prompt reply for necessary follow up action.

If you need further information please contact, **Fairuz Hidayat Merican b. Wan Merican**, at or fairuzh@sarawak.uitm.edu.my.

Thank you

Sincerely,

Mohamad Arif Bin Sahat
Assistant Registrar (HEA)
for Rector

* This document is computer printed and does not require a signature

Rujukan kami : GM 400/3/3/20 Jld.17 (88)

Tarikh : 23 Januari 2018

Penyelaras Pascasiswazah (PLUMS)
Universiti Teknologi MARA (Uitm) Sarawak
Jalan Meranek
Jalan UMS
94300 Kota Samarahan, Sarawak

Tuan,

STATUS PERMOHONAN PENEMPATAN PELAJAR BAGI TUJUAN LATIHAN INTERNSHIP

Perkara di atas dan surat tuan bertarikh 01 November 2017 adalah dengan segala hormatnya dirujuk.

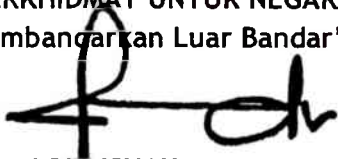
2. Sukacita dimaklumkan bahawa permohonan pelajar tuan untuk menjalani latihan industri dengan GIATMARA Sendirian Berhad telah diluluskan. Maklumat berhubung penempatan adalah seperti berikut:-

Nama Pelajar	:	Mohd Nazrin Shah bin Setriah
Kursus	:	Sains Pentadbiran
Tempoh Latihan	:	29 Januari 2018 hingga 23 Mac 2018
Tempat Latihan	:	Pejabat GIATMARA Negeri Sabah Lot 13, Tingkat 2 Likas Plaza, Jalan Tuaran Likas 88400 Kota kinabalu, Sabah

3. Segala perbelanjaan berhubung dengan perkara di atas adalah dibawah tanggungan pelajar sendiri. Pihak kami mengucapkan terima kasih kerana memilih GIATMARA sebagai tempat latihan industri bagi pelajar tuan.

Sekian.

"BERKHIDMAT UNTUK NEGARA"
'Membangunkan Luar Bandar'



ISMADI BIN ISHAK
Pengarah
Bahagian Pembangunan Sumber Manusia
GIATMARA Sendirian Berhad

s.k.
1. Pejabat GIATMARA Negeri Sabah

"KEUSAHAWANAN DAN PENDIDIKAN GLOBAL"
"KEMAHIRAN MENJAMIN KEHIDUPAN"

HRM/pur/0.II/2017



UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK


**PRACTICAL TRAINING
LOG BOOK**

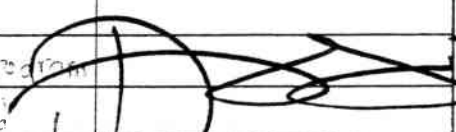
1. **Student's Name** : Mohd Nazrin Shah Bin Setriah
2. **Date & Place of Birth** : 6th September 1995 & Hospital Queen Elizabeth
3. **UiTM I/C No.** : 2015419092
4. **Course** : Bachelor of Administrative Science
5. **Year** : _____ **Part** 5
6. **Home Address** : Kampung Unggun Menggatal, 88450, Kota
Kinabalu, Sabah.
7. **Address During Practical Training** : _____
8. **Place of Training** : Giarama Negeri Sabah
9. **Name of Supervisor In-Charge** : Mohd Noh Bin Nawawi
10. **Duration of Training**
From : 29th January 2018 To : 23rd March 2018

FOR OFFICE USE ONLY :

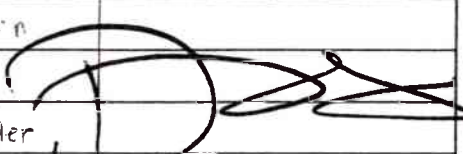
11. **Remarks : [Dean / Course Tutor]**

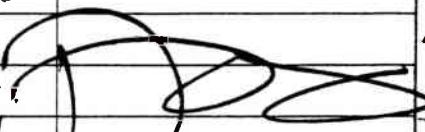
Date	Exact Nature Of Work Done	Supervisors Remarks
28/1/2018	<p>- The first ^{task} today started at 6:30 p.m at Grand Borneo Hotel where my supervisor wants me to attend a programme conducted by for Giatmara (Mobilepreneur) and I do the preparation for the participants of this programme where the preparation includes prepare for them a study kit consist of a file, pen, pencil, rubber, note book and marker pen for each of the participants consisting of 25 participants.</p> <p>- At 8.00 p.m. I attend the programme at the hotel's meeting room and distributed the study kit to the participants. The first class for this programme ended at 10.00 p.m. It's a 3 days 2 night programme.</p>	
29/1/2018	<p>- Tidy up the meeting room, distribute mineral water for each of the participants with some candies for them during the programmes and talk.</p> <p>- The unwanted event had happen where the speaker incharge to deliver the talk at morning could not attend the programme due to the critical emergency. Hence, my supervisor wanted me to be the one to take over the or give the talk about Marketing and I took the challenge because there is no other executive or lecturer from Giatmara to give the talk. Luckily all I need to do is just read the slide since it's been prepared for Marketing slot this morning.</p>	<p>MOHD NOH BIN NAWAWI Penolong Pengarah Keusahawanan & Perniagaan GIATMARA Negeri Sabah</p>

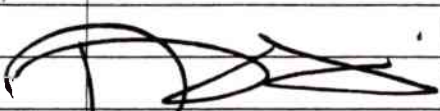
Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>- At 8.00 P.M, the programme is proceed and my supervisor was there to give the speech on accounting for business transaction that for the entrepreneurs, the participants. Our^{My} job is just helping my supervisor En Mohd Noh to deliver the slides, accounting table table that needed by the participants for their exercise.</p>	
30/1/2018	<p>- Last day for Mobilepreneur programme, my task was distribute the t-shirt t-shirts for participants. - Appointed to be the MC for the closing ceremony for Mobilepreneur @ KRLW Siri 2. The programme ends at 12.00 P.M.</p>	
31/1/2018	<p>- My supervisor sent me to attend another course held by Giatmara which is Spa and Beauty course specifically on massages. This course started on 31st January till 3rd (Saturday) with allowance provided amounting to RM250 for each of the participants. It's a 4 days programme.</p>	
5 th 2/2/2018	<p>Throw away Throw away the old files at the locker at guests area.</p>	 MOHD NOH BIN NAWAWI Penolong Pengarah Keusahawanan & Perniagaan GIATMARA Negeri Sabah
7 th 2/2/2018	<p>- Set up banners given by MARA which is about "Anti Corruption Revolution" by SPRM. It was set up at the office area.</p>	

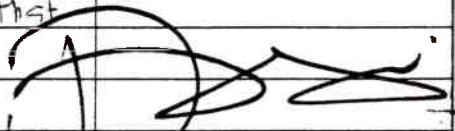
Date	Exact Nature Of Work Done	Supervisors Remarks
8 th /2/18	- The task for today is helping key in the data on Excel regarding to students at Giatmara about their exam marks.	
9 th /2/18	- Tidy up the locker in the living room whereby the locker is consist of magazine, letter and so on.	
12 th /2/18	- Key in data on excel regarding to the participants' information during mobile-preneur. It must be at accordance with participants that had been approved from the HA. Data involved, name, IC number, agency, address, level of sijil Kemahiran Malaysia (SKM), part men, Dun and their division ^{field} of service.	
13 th /2/18	- Stamping letters and certificates.	
14 th /2/18	- Stamping receipts issued by Giatmara. to the	
15/2/18	- Filing and stored old datas.	
16/2/18	- Filing data on Mobilepreneurs.	
18/2/18	- supervising Giatmara booths at "Program IWAYAN INI HONORARIAN" which held ^{at} Belud, Sabah. The booths consist of massages, spa, hair cutting at ^{at} very affordable price. -- Took some pictures	 MOHD NOH BIN NAWAWI Penolong Pengarah Keusahawanan & Perniagaan GIATMARA Negeri Sabah

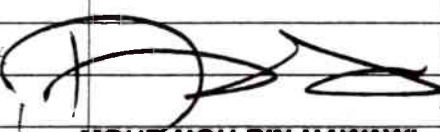
Date	Exact Nature Of Work Done	Supervisors Remarks
19/12/18	- Make a storage for yesterday's pictures and save it on pendrive to be used by the staff in charge.	
20/12/18	- Filing another documents for Mobilepreneur participants.	
21/12/18	- Stamping stamping / Mengecek receipts issued to the Contractors.	
22/12/18	- Allocate and arrange the tools given to the participants of Mobilepreneur's programme participants. It includes automotive tools, construction tools, spa and beauty tools, makeup tools, piping tools and sewing tools. It was provided when you joined the Mobilepreneur programme and also motorcycles for each of the participants.	
23/12/18	- still arranging the tools in the morning.	
24/12/18	- Going to Giatmara Putatan to attend and witness the handover of tools for Mobilepreneur programme to the participants from Giatmara Putatan, consist of 6 participants.	
27/12/18	- Going to another program 'Program Injalin Sentuhan Rasyid' held in Ranau, Sabah. - Arranging the booths, chairs, tables and other stuffs. The booth under Giatmara including massages, spa, hair cutting, manicure and pedicure at very affordable price. - I do the supervising job, took some pictures	<p>MOHD NOH BIN NAWAWI Penolong Pengarah Kausahawanan & Perniagaan GIATMARA Negeri Sabah</p>

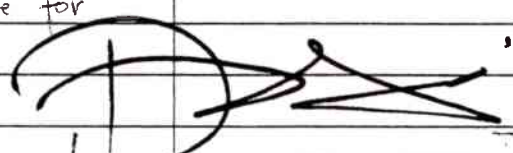
Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>and talk to customers who needed explanation on the service give offered by us.</p> <p>- The programme end at 1:30 p.m, helping the staffs and giatmara students pack all the stuffs.</p>	
28/2/2018	<p>- In the morning, store and save pictures of yesterday's programme 'Program Jualan Sentuhan Rakyat' or pendrive to be used by the staffs in charge, which is Puan Lisa Lisa.</p>	
1/3/2018	<p>- At 10 a.m, going to site visit at Taman Awam Teluk Likas together with Wisma Wanita for the upcoming event which is Sunday at Family Ride (SFR).</p>	
1/3/2018	<p>The site visit attended by DBKK and wisma wanita because they are the main organizer.</p> <p>- Took some pictures for site allocated for Giatmara to open our booths.</p>	
2/3/2018	<p>- Making a phone call to inform those whose going to open booths under Giatmara for SFR event on the plate for booths, plate and time and confirmation of their presence.</p> <p>- For this upcoming SFR event, we have 20 lots of plate to open up booths.</p>	
3/3/2018	<p>- At 10 p.m. in this saturday morning, i help Puan did marking and doing the division for each of the lot for booths.</p> <p>- We marked 20 lots for giatmara booths under Giatmara.</p> <p>- I put numbering during marking so that it will be easier for them to know their lot.</p>	 <p>MOHD NOH BIN NAWAWI Penolong Pengarah Keusahawanan & Perniagaan GIATMARA Negeri Sabah</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
4/3/2018	<ul style="list-style-type: none"> - The SFR event is held today, on Sunday. - I have to be at Taman Awam Temuk Likas before 8 am 8 a.m. - to Join Zumba in the morning - Wisma Wanita have provided T-shirt t-shirts for all the participants open the booths, I help distributing the t-shirts to those participants under Giatmara. - Took some pictures and videos. - Supervising the booths and concern for their needs, if they needed more chair and etc. - For spa and massages which have a lot of customers, I help to arrange them and write down their names to be called later if the service is available for the next customer. - Event end at 12-30 p.m. 	 MOHD. NOH BIN NAWAWI Penolong Pengarah Keusahawanan & Perniagaan GIATMARA Negeri Sabah
5/3/2018	<ul style="list-style-type: none"> - Send yesterday's pictures to staffs in charge to be saved and for the report. - in the evening, going to bus station from Keningau to take some stuffs for Giatmara. 	
6/3/2018	<ul style="list-style-type: none"> - Attending a meeting in Kota Belud Sabah regarding to Program Jualan Sertuhail Rakyat. This time it will be held in another village, Kampung Seroh Fata Belud, near with army kem. La Kem Paradise. - The chairman of this meeting is Datuk Eyang Latip, Ketua Wanita UMNO Kota Belud and also from RPD NKK. - The meeting is attended by RELA, police Giatmara and also from Kementerian Kesihatan Fata Belud. - I took some pictures and notes 	

Date	Exact Nature Of Work Done	Supervisors Remarks
	for the upcoming programme.	
	- The meeting ends at 11:30 a.m. Once it's done, we went to Kampung Sorob for site visit.	
7/13/2018	<ul style="list-style-type: none"> - Early in the morning, informing the spa and others under Giatmara regarding to the the upcoming programme in Kota Belud. - Information about the place, date and time regarding to the upcoming Jualan Sentuhan rakyat. 	
8/13/2018	<ul style="list-style-type: none"> - Photostate the photocopy of the IC of mobilepreneur participants which they attached on the application form. - Another copy is needed to be used for office use and send to the HQ. - There There are 130 copies of their IC. - I wrote number for each of the IC from 1 to 130 followed from the data from the Excel to make it easier to do correction or located the participants' IC. 	
9/13/2018	<p>MUAWAN BIN HON CHOM</p> <p>the address and IC number on the Excel for each of the participants.</p> <ul style="list-style-type: none"> - I use the photocopy of IC to recheck them and do some correction if there is mistake on the Excel. - Did some corrections on the Excel 	
		 <p>MOHD NOH BIN NAWAWI Penolong Pengarah Keusahawanan & Perniagaan GIATMARA Negeri Sabah</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
12/3/2018	<ul style="list-style-type: none"> - Another stamping job. - This ^{time} the receipts books consist of 3 books. - Each of the books have 50 receipts and each of them must be stamped. 	
13/3/2018	<ul style="list-style-type: none"> - Filing - took a box of documents and re-arrange them and also re-stapler them. - it consists of staffs and students documents. 	
14/3/2018	<ul style="list-style-type: none"> - Re-arrange the data on excel for Mobilepreneurs participants. - it must be arrange according to the participants' district so that it would be easier to located them and more neat on the excel. 	
15/3/2018	<ul style="list-style-type: none"> - The same work as yesterday because it can be considered as re-do their data on excel from 1 to 130 participants that must be according to their districts. 	
16/3/2018	<ul style="list-style-type: none"> - Throwing office waste - Tidy up the pantry room 	 MOHD NOH BIN NAWAWI Penolong Pengarah Kewahawanan & Perniagaan GIATMARA Negeri Sabah
17/3/2018		
17/3/2018	<ul style="list-style-type: none"> - going to 'Program Tujuan Cetuskan Rakyat' in Kota Berud that we had ^a meeting before on 6/3/2018. 	
18/3/2018	<ul style="list-style-type: none"> - The same job or task as previous programme includes taking pictures and supervising Giatmara booths. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
19/3/2018	<ul style="list-style-type: none"> - Each of the IC photocopy are scanned and send to the HSA. This is for Mobilepreneur participants. - Once it send, re-check all the IC whether every of the participants are included. 	
20/3/2018	<ul style="list-style-type: none"> - Arranging the soft board to attach the organisational chart, Mission, vision, objectives and activities done for SS. The softboard to be arranged is for the purpose of 5S. - Arranging the 5s area - Tidy it up with ribbon, cardboard and etc. - marking and naming each of the areas in the office for 5s purpose. 	
21/3/2018	<ul style="list-style-type: none"> - I type the name and area such as 'sudut SS', 'selamat datang' and print it then attach it in circle ^{pin} on the cardboard to be use for the needed area. - The printed letters of the cardboard then be attached to the big softboard in the office's living room and at some ^{other} areas 	
22/3/2018	<ul style="list-style-type: none"> - Going to visit Giaramara branch or pusat latihan at Giaramara Kota Kinabalu and Giaramara Manan with Puan Liza. - This visit is to check on the staffs stuffs belong to Giaramara Office (HSA in Sabah) - The staffs are actually for participants who joined the Mobilepreneur. 	 MOHD NOH BIN NAWAWI Pencolong Pengarah Keusahawanan & Pemiagaan GIARAMARA Negeri Sabah

Date	Exact Nature Of Work Done	Supervisors Remarks
23/3/18	<p>- In the morning, doing another 5s activity, this time we attach the staff in charge profile on the cupboard and attach it at every areas such as pantry, toilets, surau and etc. Each of the areas have one staff staff in charge to organize it.</p>	
	<p>- in the evening, I pack my stuffs and tidy up that the area that I have been provided. Giving back office materials that I have borrowed as long as I'm working here doing internship here for work purpose.</p>	
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<p>MOHD NOH BIN NAWAWI Penolong Pengarah Kesyahawanan & Perniagaan GIATMARA Negeri Sabah</p>		

MOHD NOH BIN NAWAWI
 Penolong Pengarah
 Kesyahawanan & Perniagaan
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THE RELATIONSHIP OF EMOTIONAL INTELLIGENCE AND KNOWLEDGE SHARING AMONG NON-ACADEMIC STAFFS IN UiTM KAMPUS SAMARAHAN

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PROBLEM STATEMENT

- ❑ Most knowledge especially knowledge that gained from experience tend to be implicit, hard to be communicate in easy form and almost impossible to be documented (Arkelian, Maymand and Hosseini, 2013)
- ❑ Although there are many studies on the factors that lead to knowledge sharing, only a few studies have tried to examine the role of emotions in knowledge sharing (Cabrera and Cabrera, 2012)
- ❑ Previous research on the study of relationship between emotional intelligence and knowledge sharing has identified dimensions of emotional intelligence that have positive relationship towards knowledge sharing (Van Den Hooff et al., 2012; Arakelian et al., 2013; Goh and Lim, 2014; Tuan, 2016)

RESEARCH OBJECTIVES

NO	RESEARCH OBJECTIVES
RO 1	General Objective: ➤ To study the relationship of emotional intelligence and knowledge sharing among non-academic staffs in UiTM Kampus Samarahan.
RO 2	Specific Objective: ➤ To identify the level of dimensions of emotional intelligence in affecting knowledge sharing among non-academic staffs in UiTM Kampus Samarahan.
RO 3	➤ To identify which types of knowledge sharing that mostly preferred by non-academic staffs in UiTM Kampus Samarahan.
RO 4	➤ To investigate the influence of the length of service towards knowledge sharing among non-academic staffs in UiTM Kampus Samarahan.

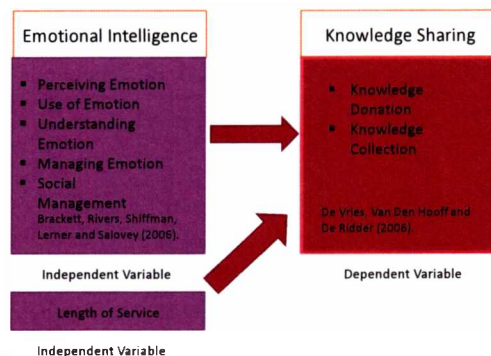
HYPOTHESIS

- H1: There is a positive relationship between emotional intelligence and knowledge sharing.
- H2: There is high level of understanding emotion of emotional intelligence dimensions in affecting knowledge sharing among non-academic staffs in UiTM Kampus Samarahan.
- H3: The length of service does have influence towards knowledge sharing among non-academic staffs in UiTM Kampus Samarahan.

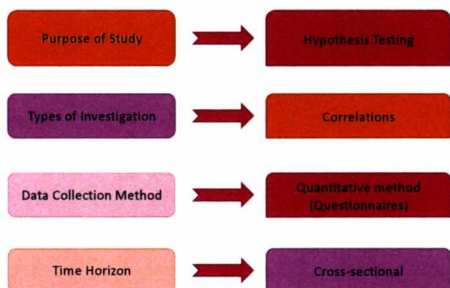
SCOPE OF STUDY

- LEVEL:**
 ➤ Non-academic staffs in UiTM Kampus Samarahan.
- TERRITORY:**
 ➤ Non-academic staffs in UiTM Kampus Samarahan 1 and Kampus Samarahan 2.
- TIME:**
 ➤ Two semesters from September 2017 to July 2018.

CONCEPTUAL FRAMEWORK



RESEARCH DESIGN



SAMPLE AND SAMPLING DESIGN

POPULATION	SAMPLE SIZE	SAMPLING TECHNIQUE	UNIT OF ANALYSIS
<ul style="list-style-type: none"> 352 Non-Academic Staffs UITM Kampus Samarahan 	<ul style="list-style-type: none"> Krejcie and Morgan Table 186 Non-Academic Staffs 	<ul style="list-style-type: none"> Stratified Random Sampling 	<ul style="list-style-type: none"> Individual Non-Academic Staff

DATA COLLECTION AND INSTRUMENTS

SECTION	MEASUREMENT	NUMBER OF QUESTIONS	SOURCES	CRONBACH'S ALPHA
EMOTIONAL INTELLIGENCE (The subjects rates each question on a 1 to 5 scale where 1 equals to "Very Inaccurate" and 5 equals to "Very Accurate")	<ul style="list-style-type: none"> Perceive Emotion Use Emotion Understand Emotion Manage Emotion Social Management 	19	Brackett et al. (2006)	0.928
KNOWLEDGE SHARING (The subjects rates each question on a 1 to 5 scale where 1 equals to "Strongly Disagree" and 5 equals to "Strongly Agree")	<ul style="list-style-type: none"> Knowledge Donation Knowledge Collection 	8	De Vries et al (2006)	0.868

DATA ANALYSIS

NO.	RESEARCH OBJECTIVE	CONCEPT	MEASUREMENT	DATA ANALYSIS
1.	To study the relationship of emotional intelligence and knowledge sharing among non-academic staffs in UITM Kampus Samarahan.	<ul style="list-style-type: none"> Emotional Intelligence Knowledge Sharing 	Emotional Intelligence <ul style="list-style-type: none"> Perceive Emotion Use of Emotion Understand Emotion Manage Emotion Social Management Interval (Likert Scale) Knowledge Sharing <ul style="list-style-type: none"> Knowledge Donation Knowledge Collection Interval (Likert Scale) 	Pearson Correlation
2.	To identify the level of dimensions of emotional intelligence in affecting knowledge sharing among non-academic staffs in UITM Kampus Samarahan.	<ul style="list-style-type: none"> Emotional Intelligence Knowledge Sharing 	Emotional Intelligence <ul style="list-style-type: none"> Perceive Emotion Use of Emotion Understand Emotion Manage Emotion Social Management Interval (Likert Scale) Knowledge Sharing <ul style="list-style-type: none"> Knowledge Donation Knowledge Collection Interval (Likert Scale) 	Pearson Correlation

DATA ANALYSIS

NO.	RESEARCH OBJECTIVE	CONCEPT	MEASUREMENT	DATA ANALYSIS
3.	To identify which types of knowledge sharing that mostly preferred by non-academic staffs in UITM Kampus Samarahan.	Knowledge Sharing	<ul style="list-style-type: none"> Knowledge Donation Knowledge Collection Interval (Likert Scale) 	Description Statistic (Mean)
4.	To investigate the influence of the length of service towards knowledge sharing among non-academic staffs in UITM Kampus Samarahan.	<ul style="list-style-type: none"> Length of Service Knowledge Sharing 	Length of Service <ul style="list-style-type: none"> How long has the staffs worked in UITM Kota Samarahan. Ordinal Knowledge Sharing <ul style="list-style-type: none"> Knowledge Donation Knowledge Collection Interval (Likert Scale) 	One-Way Anova

FINDINGS (RESPONDENTS PROFILE)

VARIABLES	DEMOGRAPHIC	FREQUENCY	PERCENTAGE(%)
Gender	Male	112	64.4
	female	62	35.6
Age	30 years and below	26	14.9
	31 – 35 years	28	16.1
	36 – 40 years	65	37.4
	41 – 45 years	44	25.3
	46 – 50 years	11	6.3
Education level	50 years and above	0	0
	SPM	70	40.2
	Certificate	6	3.4
	STPM	17	9.8
	Diploma	53	30.5
Length of service	Bachelor's Degree	27	15.5
	Bachelor's Master	1	0.6
	Below 1 year	0	0
Length of service	1 – 5 years	10	5.7
	6 – 10 years	110	63.2
	11 years and above	54	31

FINDINGS
 Objective 1: To study the relationship of emotional intelligence and knowledge sharing among non-academic staffs in UiTM Kampus Samarahan.
 H1: There is a positive relationship between emotional intelligence and knowledge sharing

Table 4.18 Pearson Correlation of emotional intelligence and knowledge sharing.

		Emotional Intelligence	Knowledge Sharing
Emotional Intelligence	Pearson Correlation	1	0.687
	Sig. (2-tailed)		0.000
	N	174	174
Knowledge Sharing	Pearson Correlation	0.687	1
	Sig. (2-tailed)	0.000	
	N	174	174

H1 is accepted

strong positive relationship

FINDINGS
 Objective 2: To identify the level of dimensions of emotional intelligence in affecting knowledge sharing among non-academic staffs in UiTM Kampus Samarahan.
 H2: There is high level of understanding emotion of emotional intelligence dimensions in affecting knowledge sharing among non-academic staffs in UiTM Kampus Samarahan.

Table 4.19 Pearson Correlation of level of dimensions of emotional intelligence towards knowledge sharing.

		Emotional Intelligence	Knowledge Sharing
Perceiving Emotions	Pearson Correlation		0.3008
	Sig. (2-tailed)		0.000
	N		174
Using Emotions	Pearson Correlation		0.4000
	Sig. (2-tailed)		0.000
	N		174
Understanding Emotions	Pearson Correlation		0.4000
	Sig. (2-tailed)		0.000
	N		174
Managing Emotions	Pearson Correlation		0.2333
	Sig. (2-tailed)		0.000
	N		174
Recent Advancements	Pearson Correlation		0.0007
	Sig. (2-tailed)		0.000
	N		174

H2 is rejected

Shows the highest value

FINDINGS
 Objective 3: To identify which types of knowledge sharing that mostly preferred by non-academic staffs in UiTM Kampus Samarahan.

Table 4.20 Descriptive Statistic for Knowledge Sharing

	N	Mean	Std. Deviation
Knowledge Donation	174	3.6279	0.63368
Knowledge Collection	174	3.6494	0.63776

Shows the highest value

Therefore, knowledge collection is mostly preferred by the non-academic staffs.

FINDINGS
 Objective 4: To investigate the influence of length of service towards knowledge sharing among non-academic staffs in UiTM Kampus Samarahan.
 H3: The length of service does have influence towards knowledge sharing among non-academic staffs in UiTM Kampus Samarahan.

Table 4.21 One-Way Anova for length of service towards knowledge sharing.

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	1.360	2	0.684	2.076	0.129
Within Groups	56.364	172	0.330		
Total	57.733	174			

H3 is rejected

There was no significant difference as $F(2, 172) = 2.076, p=0.129, (p>0.05)$

LIMITATIONS AND RECOMMENDATIONS

ELEMENTS	LIMITATIONS	RECOMMENDATIONS
Scope	Public sector departments : Non-academic staffs in UiTM Kampus Samarahan	Widening the scope: Divisions of organisation in private sector
Data collection method	Current method: Quantitative Method	Mixed method (Muji, 2010)
Variables	Lack of independent variable alternatives • Length of service does not influence knowledge sharing	Recommended variables: - Communication (Riege, 2005) - Motivation (Ozlati, 2012) - Work facilities (Meulenbroek, 2010)

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