



**UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY
STUDIES**

BACHELOR IN ADMINISTRATIVE SCIENCE

**PRACTICAL TRAINING REPORT
SARAWAK FOUNDATION (YAYASAN SARAWAK)**

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Clearance for Submission	i
The Declaration	ii
Acknowledgement	iii
List of Figure	iv

CONTENTS

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION	1
1.0 Introduction	1
1.1 Organization background	1
1.2 The objectives of its Establishment	3
1.3 Vision and Mission	4
1.4 Logo and color	5
1.5 Organizational Structure	6
1.6 Organizational Chart	9

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING	10
2.1 Week one	11
2.2 Week two	16
2.3 Week three	21
2.4 Week four	23
2.5 Week five	26
2.6 Week Six	30

CHAPTER 3

ANALYSIS	34
3.0 Introduction	34
3.1 Task Analysis	34
3.2 Definition of System, Information and Information System	35
3.3 Computer-Based Information System (CBIS)	37
3.4 Seven Categories of CBIS	38
3.5 Perceived Useful of CBIS	42

3.6 Overall Evaluation on Analysis	44
3.7 SWOT Analysis	45

CHAPTER 4

RECOMMENDATIONS	52
4.0 Introduction of Chapter 4	52
4.1 Training and Education for the Employees	52
4.2 Establish an Effective Communication System among Employees	53
4.3 Using the Concept of P-D-C-A Cycle	54
4.4 Develop and Effective Infrastructure	56
4.5 Suggestion Box	56

CHAPTER 5

CONCLUSION	57
5.1 Conclusion Chapter 1	57
5.2 Conclusion Chapter 2	58
5.3 Conclusion Chapter 3	60
5.4 Conclusion Chapter 4	62
5.5 Benefit Gained From the Practical Training	64
5.6 Hopes for organization	65

REFERENCES

APPENDIX

CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Name of Supervisor : Miss Sharon Pearl Henry
Title of Report : Practical Training Report
Sarawak Foundation (Yayasan Sarawak)
Name of Student : Noorbaizura binti Ismail

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

(Miss Sharon Pearl Henry)

THE DECLARATION

Declaration

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

Signed


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NOORBAIZURA BINTI ISMAIL

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LIST OF FIGURES

<i>Figure 1: Organization Structure</i>	6
<i>Figure 2: Organization Chart</i>	9
<i>Figure 3: SWOT Analysis</i>	48
<i>Figure 4: PDCA cycle</i>	54

CHAPTER 1

INTRODUCTION

1.0 Introduction

In this chapter, I will introduce an organization that I select in my practical training. Yayasan Sarawak (Sarawak Foundation) is my selections to complete my practical training. I will explain the organization history, vision, mission, logos and organizational structure in Yayasan Sarawak.

1.1 Organization background

Sarawak independence era in 1963 to record the start of a new challenge for the leaders and people of Sarawak with the development of the standard of education is low; the challenge of providing education for the children of Sarawak is one task that pretty much to bear.

With this in mind, the Sarawak Foundation was established in May 27, 1971 by the State Government under the leadership of the Honourable Datuk Haji Abdul Rahman Jacob Patinggi Chief Minister at the time. Armed with a vision that the people of Sarawak should not be behind in terms of education, he has taken the initiative to set up Yayasan Sarawak. He has become the first chairman of the Sarawak Foundation and the Honorable Datuk Amar Abang Haji Yusuf Puteh was appointed as the first Director of Yayasan Sarawak. The establishment of the Sarawak Foundation is dedicated to developing and

providing educational facilities and education, to promote unity and loyalty of the people of Sarawak and provide assistance to the families of the armed forces and the police need. Sarawak Foundation is governed by a Board of Trustees headed by a Chairman appointed by the Governor and 4 other members appointed by the Chief Minister. In the first year of its inception, the Foundation has approved a total of 360 Sarawak Scholarship for the purpose. Since then, the Foundation has helped Sarawak students Sarawak and Malaysia in general education.

Among the programs that have been introduced by Yayasan Sarawak in early establishment, Local Scholarship Scheme is designed to provide assistance to children in the form of scholarships small Sarawak especially for students who are less able to allow them to continue their schooling. Student Exchange Program also serves to create national integration among students in Sarawak, Peninsular Malaysia and Sabah in order to share views and opinions on their respective states while developing self-confidence and be independent without relying on their parents.

In addition, Scholarship Skills Course was also introduced to help students pursue skills. Sarawak Foundation at the same time very focused on efforts to develop and produce responsible and competent leaders to implement several programs Civic or Community Service among the sponsored students. Teachers visit from Peninsular Malaysia were implemented by Yayasan Sarawak to

establish close cooperation between students and teachers from Peninsular Malaysia with their counterparts in Sarawak. Duties and responsibilities of the Sarawak Foundation further expanded with the implementation of Charity Work and contribute to poor handicapped students.

In 1981, the Honorable Datuk Amar Abang Haji Yusuf Puteh was appointed as Chairman of the Trustees Lambaga Sarawak and Tuan Haji Hussaini Yemen has been appointed as a Director.

1.2 The objectives of its Establishment by the Ordinance are:

1. Provide scholarships and loans or provide financial assistance of any kind to anyone, especially people of Sarawak and the people generally, to continue their education at schools, colleges, universities or other higher education institutions in or outside the country, according to the terms and conditions set by the Board;
2. Actively promote increased educational opportunities for the people of Sarawak in particular and Malaysians in general, in the state and any institution of higher learning around the world but give priority to universities in the country;
3. Provide scholarships and other financial assistance, and try to get the kind of sponsorship from other bodies for the people of Sarawak in particular and Malaysians in general, when considered appropriate;

4. Provide assistance and facilities to anyone who requires consideration of the Board are in need of assistance or facility;
5. Provide assistance, either loan or grant to an organization or institution so established and administered for the purposes of scientific, medical, educational, charitable, social or charitable work, and
6. Contributions and assistance in national emergencies or disasters.

1.3 Vision and Mission

1.3.1 Vision

To be a premier organization in providing services for the development of quality human capital into a developed nation.

1.3.2 Mission

We aim to become a dynamic, progressive and innovative in providing quality human capital development towards achieving a developed nation.







In doing so, we resolved to meet all customer expectations through quality services, sustainable management of resources and emphasis on prudence and integrity.

1.4 Logo and Colour



Yayasan Sarawak

Sarawak Foundation logo is an image integration organization that is dynamic, progressive and innovative. This logo symbolizes the role of the Sarawak Foundation in providing educational services for the development of quality.

Colour	Motive
 <p>Yellow - Light is always is a symbol for the desire to build a global knowledge.</p>	 <p>Graduates - Yayasan Sarawak role in providing services to the development of quality human capital.</p>
 <p>Green - Fertility and development in Sarawak</p>	 <p>Book - Building knowledge as a basis for the development of human capital.</p>
 <p>Blue - Sacredness of the vision, mission and aspirations of the Sarawak Foundation</p>	 <p>Y and S - Abbreviations Yayasan Sarawak.</p>

1.5 Organization structure

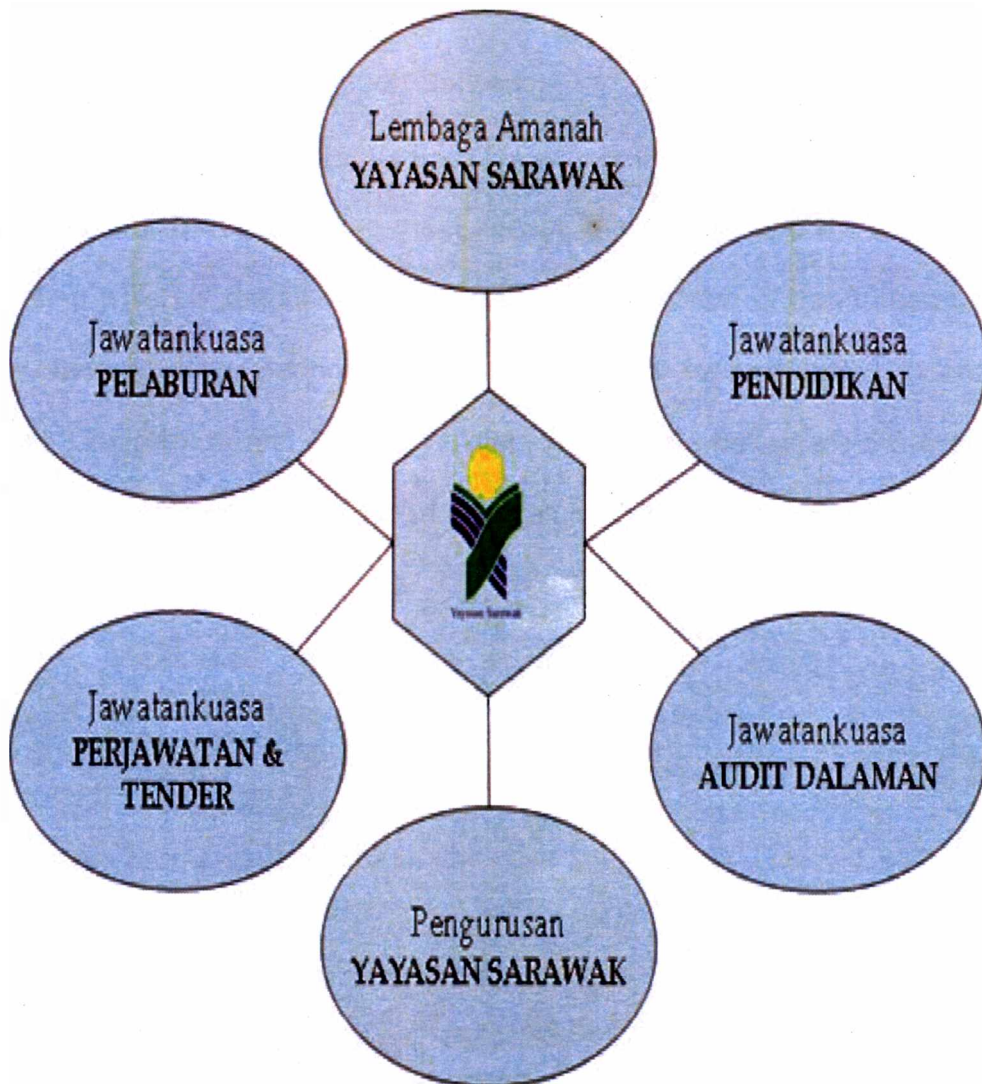


Figure 1: Organization Structure (Yayasan Sarawak Homepage)

1.5.1 Organization Structure

The Sarawak Foundation service structure can be divided into two which are the Core Services and Support Services.

~~8~~ The Core Services is the main service that is provided by The Sarawak Foundation which is responsible to develop the education of the human capital. On the other hand, the Support Service is responsible for Investment, Operations and also Compliance and Control. Listed in the table below are the branches associated with the core and support services in The Sarawak Foundation.

CORE SERVICE	SUPPORT SERVICE
<p><i>Education Development</i></p> <ul style="list-style-type: none"> • Lower Education • Higher Education • Community Education • Skills and Technical Education • Secretariat to Tunku Abdul Rahman Sarawak Scholarship Foundation • Secretariat to Sarawak Higher Education Fund (HiED) • Secretariat to Bakun Trust Fund 	<p><i>Investment</i></p> <ul style="list-style-type: none"> • General Investment • Corporate Investment • Building Management • Plantation Management
	<p><i>Operations</i></p> <ul style="list-style-type: none"> • Finance and Systems • Human Resource Management and Administration • Corporate Affairs, Training and Quality • Legal and Repayment
	<p><i>Compliance and Control</i></p> <ul style="list-style-type: none"> • Internal Audit

1.6 Organization Chart

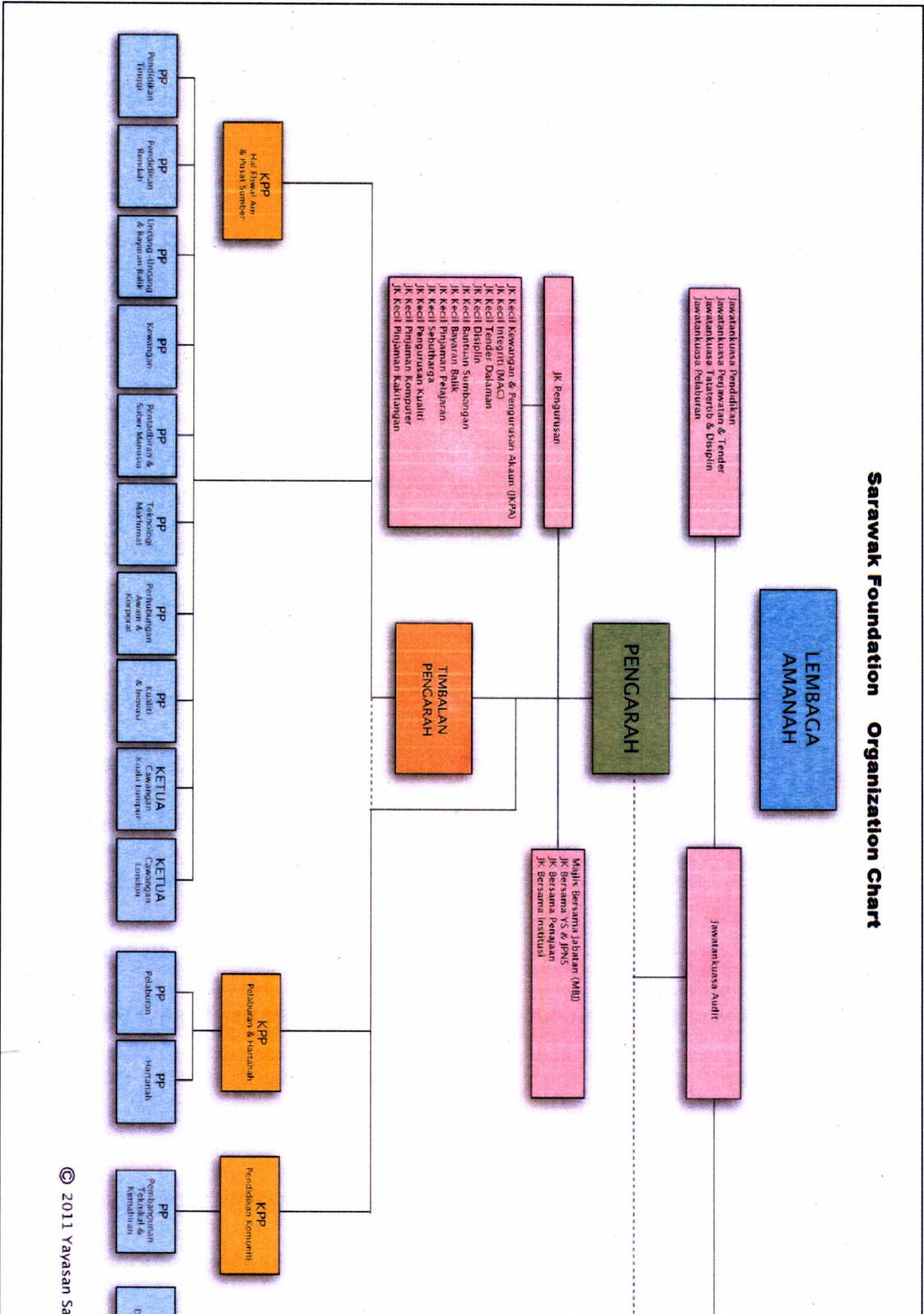


Figure 2: Organization Chart

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

In this chapter, it will explain on task that I need to do every day in five weeks. Every week, I will learn new task that related in the section that I was attached during my practical training.

2.1 Summary of Practical Training

When I was attached to the higher education section in Yayasan Sarawak, I was briefed by my supervisor that in our section there are several scope of work that we do in our section. There are:

- The loan application process
- Payment for Approval of New Students
- (C) Payment for Students Active / Existing
- Application for Additional Loan
- Issuance of Notice of Loan Repayment
- Issue an Official Receipt (Cash Receipts counter / Cheque / Money Order)
- Issue an Official Receipt (Direct Bank in / Bank Standing Instruction / Internet Banking)
- Appeal decrease monthly installment repayment
- Application for deferment of loan repayment

2.2 Log Book

Week 1

Monday – 22nd July 2013

Time	Exact Nature of Work Done
8.00 am – 9.15 am	Introduction and briefing from secretary Mdm. Hajjiah from Human Resource Section due to Mdm. Hajjiah travelling for few days. We were briefed about the mission and vision of the organization and what is our target when doing practical at Yayasan Sarawak. She also told and reminded us on the rules and regulation of the organization and the dress code.
9. 15 am – 9.30 am	Introduction and briefing from Mdm. Siti Asfajarina from the Quality Section and I was put under her supervision. She also told me the rules and regulation and the dress code in the office and also what the tasks in the Quality Section are. The core tasks in higher education section are as follows: <ul style="list-style-type: none">• KIK (Kumpulan Inovatif & Kreatif)• ISO (International Standard Organization)• 5S• KFA (Key Focus Activities)
9.30 am – 10.30 am	I was introduced to my colleagues and arranged my

	table.
10.30 am – 1.00 pm	The first task that I needed to do this morning is learn how to photostat the document or letter. Due to my enough experience working at Photocopy and Printing shop as a part time worker, I managed to use the machine photostat without assistance from the staff.
2.00 pm – 2.30 pm	I learned how to filing the document or any matters that have to be filed where I have been asked to filed the brochures given to me according to the month of courses in the brochures. It is because it will make it easier to refer to the brochures when needed.
2.30 pm – 4.30 pm	Learn how to prepare training form for the staff to get approval from management. I learned how to make justification in training form where in the form I need to brief the need of the training for staff.

Tuesday – 23rd July 2013

Time	Exact Nature of Work Done
8.00 am – 1.00 pm	For the second day, nothing much of task that I have to do. I am doing the filing of brochures and keep updated of brochures by arranging the brochures according to the month of training courses in the brochures.
2.00 pm – 4.30 pm	Today, I have learned on how to use Microsoft Excel in

	<p>preparing report for Training Needs Analysis (TNA). From the list of training needs by the staff of Yayasan Sarawak, I have been asked to list the most training courses that were requested by staff.</p>
4.30 pm – 5.00 pm	<p>After listing all the TNA listing, I need to sort the entire list to make it easier to analyze the critical training that needs by the staff in each division.</p>

Wednesday – 24th July 2013

Time	Exact Nature of Work Done
8.00 am – 1.00 pm	<p>Filing the brochures as usual in every morning. I used a new file to filing the brochures because the old file is not enough to be put in the incoming brochures.</p>
2.30 pm – 4.00 pm	<p>I have to continue the sorting of listed TNA from yesterday. It takes time to sort out due to the software that is used in Yayasan Sarawak is the old version and I need to adapt to how to use it.</p>
4.15 pm – 5.00 pm	<p>Learn how to print the excel software which it is different from printed the word software. After sorting the TNA, I need to print it out to be check by Mdm. Asfajarina.</p>

Thursday – 25th July 2013

Time	Exact Nature of Work Done
8.00 am – 10.30 am	Filing the brochures as usual due to the receiving of new brochures every day.
10.30 am – 12.50 pm	I have been given the new task regarding the previous training courses that was attended by the staff of Yayasan Sarawak. I have to list all the credit hours of training courses that was attended by staff in 2 years which is 2011 and 2012. After listing the credit hours of each training courses by each staff, I need to categorize the credit hours in rank by using Microsoft Excel. The reason why I need to rank the credit hours is to make the graph and then to be put in report for 5S manual books.
2.30 pm – 5.00 pm	After finishing it, I need to submit the rank to Mdm. Asfajarina and need to be checked first. It is to ensure the data is correctly recorded.

Friday – 26th July 2013

Time	Exact Nature of Work Done
8.00 am – 10.30 am	After Mdm. Asfajarina checked the data, I have to continue to make graph after categories the credit hours by each staff. The graph is used to be put in report of

	<p>TNA. By using this graph, we can know who is mostly going the training courses in years of 2011 and 2012. Then, the quality staff can offer the other staff that less going to the training courses attends the upcoming training courses.</p>
10.30 am – 12.50 am	<p>I have to record in the file for those who are going to training course by using Microsoft Excel. For instance, name of staff, date of training course, the title of training course and the place of training course. This is the way to make training form for staff and to inform them about the training courses.</p>
2.30 pm – 5.00 pm	<p>After I recording the data, I have to print out the forms and need to be check by my colleagues whether it is correct or not before sending it to the Head of Division of each staff that will be going to the training course. After print it out, I need to photostat it for the record in quality section.</p>

Lesson learned:

Overall from this week I learned new thing and I experienced the real world of work. Then I can use my knowledge that I study in my courses into this work. For example, I learned quality in quality management subject and I can adapt the knowledge I learned in my work.

Week 2

Monday – 29th July 2013

Time	Exact Nature of Work Done
8.00 am – 9.00 am	<p>As usual, I need filing the new brochures that given to me. After that, I have to prepare the staff release form for training course after get the approval by management. Then, I have to do the correction on the error of the date of training course that I have done. After that, I need to send it back to the Head of Division.</p>
9.00 am – 9.30 am	<p>I have been transferred from Quality Section to the HiED Section due to the lack of staff and student practical while the workload in this section is quite a lot.</p> <p>I have been brief by my supervisor which is Mr. Ismallia Bohari on the scope of work that we do in this section which are:</p> <ul style="list-style-type: none">• The loan application process• Payment for Approval of New Students• Payment for Students Active / Existing• Application for Additional Loan• Issuance of Notice of Loan Repayment• Issue an Official Receipt (Cash Receipts counter / Cheque / Money Order)

	<ul style="list-style-type: none"> • Issue an Official Receipt (Direct Bank in / Bank Standing Instruction / Internet Banking) • Appeal decrease monthly installment repayment • Application for deferment of loan repayment
2.00 pm – 5.00 pm	The first task that I need to do in this section is recording all the notice repayment from the notice repayment file into the notice repayment folder in Microsoft Excel. This is to make it easier for the staff to know how much the students need to pay their loan every month because the monthly repayment might be different in terms of amounts value. I have to record all the notice repayment from 2005 until 2011.

Tuesday – 30th July 2013

Time	Exact Nature of Work Done
8.00 am -9.00 am	I have to record the data on amount of students for those who has loan from Yayasan Sarawak. The amount of student loan that they need to pay every month will be recorded in repayment loan folder. To record the repayment loan for each month, I have to refer based on the "Notis Bayaran Balik Skim Pinjaman Tabung Pendidikan Tinggi Sarawak (HiED)'s arch file". The data need to be recorded because it will make it

	easier for the staff to refer back if the student pays their loan every month or never paid.
9.30 am – 12.00 pm	Attending the “Majlis Pelancaran Program PDK Ku Sihat & Sumbangan Raya” by Sarawak Badan Amal Tenaga Isteri-isteri (SABATI) led by Chief Minister’s wife.
2.30 pm – 5.00 pm	I have to record the student loan’s data which include the guarantor in order to prepare the repayment notice to the student that previously graduated or terminated from their college or universities. The repayment notice is to inform and remind the students that they have to pay the loan after graduation.

Wednesday – 31st July 2013

Time	Exact Nature of Work Done
8.00 am – 10.00 am	<p>Morning prayer attended by all the Yayasan Sarawak’s staff. Among the activities are:</p> <ul style="list-style-type: none"> • Corporate Song “Melangkah Maju”. • Vision and Mission Commitment Satatement. • MP News Julai 2013 Edition. • Ice breaking from practical student. • Birthday and anniversary gift given to those that are born and married on May.
10.30 am – 12.50	Print the repayment notice for those who are needed to

pm	<p>pay their loan after 1 year graduate their course. After printing, I have to submit the letter and will be signed by Mr. Ismallia. After all the letters signed by my supervisor, the letter need to be photostated first. The photostated letter will be post to guarantor 1 and 2. While another copy will be keep in the "Notis Bayaran Balik Skim Pinjaman Tabung Pendidikan Tinggi Sarawak (HiED)'s file" according to the year the agreement of loan terminated.</p>
2 .30 pm– 4.30 pm	<p>I put the letter in an envelope which the original letter will be given to the students; the two copies will be given to their guarantor. Then, I gave the letter to general worker of Yayasan Sarawak and they will process the letters until the letter sending to the receiver.</p>
4.30 pm – 5.00 pm	<p>I recorded the repayment notice when I have leisure time. It needs to be recorded to make it easier for the staff to know who did not pay the loan or any other information about the student.</p>

Thursday – 1st August 2013

Time	Exact Nature of Work done
8.00 am – 10.00 am	Photostat the letter of appeal by students those who are rejected by the Yayasan Sarawak.
10.00 am – 12.50 pm	Prepare the notice of repayment for those students that have been graduated or terminated. The amount of payment that they need to pay will be different in a several months or years until the whole amount is paid on the date given.
2.30 pm – 5.00 pm	I continued recording the repayment notice when I completely done doing the task given.

Friday – 2nd August 2013

Time	Task
8.00 am – 9.30 am	Print the repayment notice letter that I did from yesterday and submit the letter to my supervisor to sign it.
9.30 am – 12.50 pm	Record the details of the repayment notice letter in “Komitment Bayaran Balik” folder in Microsoft Excel. The details of amount that students need to pay every month after 1 year they graduate until the due date of loan they need to pay according to their agreement previously.
2.30 pm – 3.30 pm	Still continue records the details after lunch.

3.30 pm – 5.00 pm	Filing the copy of repayment notice letter according to the year in each file. This is to make the staff easy when looking at the student information regarding the loan.
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Lesson learned:

In the second week I improved on my interpersonal skill which I had to deal with the person in the other section and also I learned so much about filing the copy of repayment notice and record it in the Microsoft Excel folder. I also had knowledge about the process to prepare the repayment notice.

Week 3

Monday – 5th August 2013

Time	Exact Nature of Work Done
8.00 am – 10.45 am	Photostat the repayment notice letter in 3 or 4 copies. After photostating, I put in the letter in envelopes. It will be post to students, guarantor 1 and guarantor 2 if guarantor 2 is available.
10.45 am – 12.50 pm	I have to file the copy of repayment notice letter of students in their personal files. While, another copy been filing in repayment notice file according to the years the students should start to pay their loan.

2.30 pm – 3.00 pm	After I have done filing the repayment notice in students own files, I have to place the files at the provided rack where the general worker will collected the files and keep the files safe in Files Room.
3.00 pm – 5.00 pm	After that, I need to record the needed data in student repayment notice's folder by key in the amount the student needs to pay their loan every month. It need to be recorded because the staff can use it as references.

Tuesday – 6th August 2013

Time	Exact Nature of Work Done
8.00 am – 12.50 pm	Record the repayment notice in "komitmen bayaran balik" folder. The details that need to be key in are name of student, address, the amount they need to pay, guarantors name and address. The data need to key in because the information of students need to be updated.
2.30 pm – 3.00 pm	Photostat the repayment notice letter.
3.00 pm – 5.00 pm	After Photostat, I need to put the letter in envelopes and will be posted to students, guarantor 1 and guarantor 2.

Wednesday – 7th August 2013 (Hari Raya leave)

Thursday and Friday – 8th & 9th August 2013 (Public Holiday Hari Raya)

Lesson learned:

In this week overall, I learned to prepare the repayment notice without being assisted by the staff. I learned the purpose of prepared the repayment notice letter and what are the formats. In recording the data from file to folder in computer, it purposed to update the information about each students.

Week 4**Monday – 12th August 2013**

Time	Exact Nature of Work Done
8.00 am – 1.00 pm	Record the commitment to student repayment in the file for the year of 2006 to the folder in Microsoft Excel. This is important to ensure whether the students had paid their remaining loans or not.
2.00 pm – 3.00 pm	Photostat the form statement of student repayment's commitment. The copy will be keep by Mdm Nola and she will call the students and ask the students or their parents whether the student graduated or suspended.
3.00 pm – 5.00 pm	The original form of statement will be kept in students own file according to the serial number of each students. The file is used to update any information about the students.

Tuesday – 13th August 2013

Time	Exact Nature of Work done
8.00 am – 1.00 pm	Record the student's repayment commitment for the year 2005. I have to key in the data in computer because some of the data still not yet been recorded. I have to double check whether the data previously done have been recorded or not.
2,00 pm – 5.00 pm	I have to get the students files in File Room that were requested by Mdm Nola. I need to update each of the students file and rearranged it if the previous documents not properly filed.

Wednesday – 14th August 2013

Time	Exact Nature of Work Done
8.00 am – 1.00 pm	I have to list all the students' name that should pay their loan according to the month of year 2013. Then, the total amount for 1 month will be compared to how much the amount need to pay by the students in that month. It is to ensure the students paid the loan every month without fail.
2.00 pm – 5.00 pm	Prepare the repayment notice letter in Microsoft Excel.

Thursday – 15th August 2013

Time	Exact Nature of Work Done
8.00 am – 1.00 pm	Print the student's repayment notice letter and submit to my supervisor to be sign.
2.00 pm – 5.00 pm	Filing the student repayment notice letter. I have to update the files and recorded it into Microsoft Excel folder.

Friday – 16th August 2013

Time	Exact Nature of Work Done
8.00 am – 1.00 pm	Prepared the repayment notice letter. To release the letter, I will key in the data in Microsoft Excel first, and then I will open Microsoft Word with the format given by the staff.
2.00 pm – 3.00 pm	After that, I have to print the repayment notice letter and double check if any error in the letter with the reference according to the statement of payment in the students personal's files.
3.00 pm – 4.00 pm	After printing, I will submit to my supervisor to be sign and I need his approval whether the amount of loan is correct or not.
4.00 pm – 5.00 pm	Filing the student's file.

Lesson learned:

In this week, overall, I learned about the important to record the data regarding the repayment of loan in computer where the system is needed to keep the data securely. The format of repayment notice and the procedure must be properly done and must follow the standards that are already stated by HiED department.

Week 5

Monday – 19th August 2013

Time	Exact Nature of Work Done
8.00 am- 11.00 am	Prepare the repayment as usual.
11.00 am – 12.00 pm	Print the repayment notice letter and submit it to my supervisor.
12.00 pm – 1.00 pm	While waiting for my supervisor to sign in the letter, I need to file the student files where some of the documents are not arranged properly. So, I have to check each of files and I will arranged the documents according to the month and year of the document received. One of the documents that I need to arrange is every payments made by students.
2.00 pm - 4.00 pm	Still continue doing the filing.
4.00 pm – 5.00 pm	Every file that have been organized will be put at file rack

	for a while because we have to wait for Mr. Ismallia to sign the repayment notice letter and the copy of the letter will be kept in students file.
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Tuesday – 20th August 2013

Time	Exact Nature of Work Done
8.00 am – 10.00 am	I have been asked to release the students file which I need to print out the file number and students name to make the file room's staff easy to find the file. It needs to be sign by Mdm. Nola to release the files.
10.00 am – 1.00 pm	Photostat the repayment notice letter as usual. For the students that only have one guarantor, I only need to photostat 3 copies while for students that have two guarantor, I need to have 4 copies which 1 copy for first guarantor, 1 copy for second guarantor, another copy will be kept in students file and last copy will be filing in "Notis Bayaran Balik" arch file while the original will be post to the students.
2.00 pm – 5.00 pm	Due to too many files, I have learned how to work quickly which firstly, I have to organize the file according to the students' serial number file. Only then, I can file the repayment notice letter in students file in a short time even the quantity of file is quite a lot.

Wednesday – 21st August 2013

Time	Exact Nature of Work Done
8.00 am – 10.00 am	Put the repayment notice letters that I photostated yesterday into envelopes and I have to take a time in this job because the total amount of letter is around 100.
10.00 am – 11.00 am	I have been asked to file the receipt from student who has paid their loan. The receipt will be keep in students own file as a reference and updated is needed as evidence the student paid their loan.
11.00 am – 1.00 pm	Record the data on amount that students need to pay every month. This record is important to detect any error repayment notice letter even the date of letter are years ago.
2.00 pm – 5.00 pm	Still continue recording the data in folder on the desktop. Due to the repayment notice is not recorded consistency, therefore I have to record the data from 2005 until 2011.

Thursday – 22nd August 2013

Time	Exact Nature of Work Done
8.00 am – 10.00 am	Prepare the repayment notice letter.
10.00 am – 1.00 pm	Put all the letters in envelopes as usual.
2.00 pm – 5.00 pm	Filing the copy of repayment notice letter in students file.

Friday – 23rd August 2013

Time	Exact Nature of Work Done
8.00 am – 9.00 am	Record the amount of loan by referring to the repayment notice letter in arch file.
9.00 am – 1.00 pm	Filing the students file by arranging the documents according to the month of the year.
2.00 pm – 5.00 pm	Prepare repayment notice letter. Today, there are a lot of repayment notice letter needs to be finish and it will be sent as soon as possible.

Lesson learned:

In this week, I learned how to do filing in a short time because it will make my task easier, systematic and efficient. I also learned how to file the students documents either in file or in folder on desktop. I also can adapted in prepare the repayment notice letter in a short time without make too much error.

Week 6

Monday – 26th August 2013

Time	Exact Nature of Work Done
8.00 am- 1.00 pm	Filing the students file as usual.
2.00 pm – 3.00 pm	I got the permission to file the receipt payment of students in File Room by staff's assistance. File Room is restricted for staff to enter without permission from administration staff due to the security of files in that room which might be missing or misplaced from the original place.
3.00 pm – 5.00 pm	Recording the amount of students need to pay every month until the end of months the students should finish pay their loans.

Tuesday – 27th August 2013

Time	Exact Nature of Work Done
8.00 am – 10.00 am	Prepare the repayment notice letter.
10.00 am – 1.00 pm	Print the repayment notice letter and submit to Mr. Ismallia.
2.00 pm – 5.00 pm	While waiting Mr. Ismallia to sign in, I will continue recording the amount that students need to pay every month.

Wednesday – 28th August 2013

Time	Exact Nature of Work Done
8.00 am – 9.00 am	In this morning, I have been asked to meet Mdm. Hajjah to discuss about morning prayer activities. Mdm. Hajjah asked my colleague and me handling the children at Tadika Yayasan Sarawak because they need to perform on morning prayer that will held tomorrow. We have discussed about the planning on how the event will be going on for tomorrow.
9.00 am – 10.00 am	My colleague and I go to Tadika Yayasan Sarawak to discuss further on the planning for tomorrow activities with the teacher in that kindergarden.
10.00 am – 12.00 pm	After that, I have to file the students file where all the file need to be updated to make the staff easy to refer the repayment notice letter when I leave my practical next week.
12.00 pm – 1.00 pm	Then, I have to prepare the repayment notice letter.
2.00 pm – 5.00 pm	I have to prepare the repayment notice letter for students who are suspended or not completing their study. The format will be different from repayment notice letter's students who are completing their studies. In this letter, the students need to pay the entire amount that been used before they been suspended.

Thursday – 29th August 2013

Time	Exact Nature of Work Done
8.00 am – 10.00 am	Today, we have Flag Raising Ceremony by our president as for Independent Day. Then, we have Morning prayer which is my last morning prayer for this practical training.
10.00 am – 10.30 am	Breakfast.
10.30 am – 1.00 pm	I have to print the letter that I did from yesterday for those who have not completed their study.
2.00 pm – 5.00 pm	After that, I have to print out the letter and submit to my supervisor to be sign. Then, I will continue to record all the data from the file into the folder on desktop before leaving.
5.00 pm – 5.45 pm	Aerobic Exercises that must be participate by all staffs.

Friday – 30th August 2013

Time	Exact Nature of Work Done
8.00 am – 9.00 am	Continue recording the data from yesterday.
9.00 am – 11.00 am	Filing the student file as usual. Since today is my last practical training, my colleagues in section that I was attached organized farewell party for me.
11.00 am – 1.00 pm	There is nothing much that need to do today since I

	finished recording the data in the file since 2005 until 2011.
2.00 pm – 4.00 pm	Photostat the repayment notice.
4.00 pm – 5.00 pm	Tidy up the entire file and arrange properly before I leave my practical training. This is to help the staff easy to find any document, file and data that needed without lost it.

Lesson learned:

In the last week of my practical, I learned about how to prepare the repayment notice letter for students that not completing their studies. I also learned on how to file the data for students that have not completed their studies and the different format while preparing it.

CHAPTER 3

ANALYSIS

3.0 Introduction

This chapter will focus on analyzing the task that I had done while having my practical training at Sarawak Foundation. In this chapter, I will emphasize on the definition and the concept that I use in my daily task during practical training. This chapter will also describe Computer-Based Information System (CBIS) that had been used in the Higher Education section. In addition, I will analyzed SWOT analysis in viewing organization opportunity and threat that prompted by internal and external factors.

3.1 Task Analysis


In the organization which I have been trained, I was attached to the Higher Education section. I took Computer-Based Information System to keep all the records on students' loan. When I am doing my practical training in Sarawak Foundation, I was exposed to the real working environment. Thus, it is important to be applied all the concepts, facts and types I learned in the classroom into a real working environment.

In addition, during my practical training, I was assigned to do different tasks such as photostating, faxing, printing, prepare the letter, filing and so forth. So, to relate what I have learned in the class and during my practical study, I discovered the concept of my task which had been assigned to me. The most knowledge that related in my task is Computer-Based Information System (CBIS).

3.2 Definition of System, Information and Information System

3.2.1 System

The word 'system' is widely used. It has become fashionable to attach the word system to add a contemporary flair when referring to things or processes. People speak of exercise system, investment system, delivery system, information system, education system, computer system et cetera. System may be referred to any set of components, which function in interrelated manner for a common cause or objective (Nagpal D. P., 2011)

 The term system is derived from the Greek word 'systema', which means an organized relationship among functioning units or components. A system exists because it is designed to achieve one or more objectives. We come into daily contact with the transportation system, the telephone system, the accounting system, the production system, and, for over two decades, the computer system (Nagpal D. P., 2011).

3.2.2 Information

Information refers as data that have been shaped into a form that is meaningful and useful to human beings in processes such as decision making. In other words, information is reducing uncertainty and will assist in decision making. It may exist as data in books, computers, people, files and thousands of other sources. These sources have to be considered simply as raw data until they are used to resolve uncertainty. Information often called a random collection of data which does

not become information until it is used by someone to achieve a specific purpose (Crawford, S., 1978).

3.2.3 Information System

Information systems (IS) are subsystems of an organizational system that provide an organization with information services needed for operations and management (Heinrich et al. 2011). Understandings of the term information system differ widely in the extent to which they emphasize social versus technical concerns (Alter, 2008).

While some academics hold a primarily technical view (Ein-Dor & Segev, 1993), the majority of the IS community view information systems as socio-technical systems that integrate human and machine components (Valacich et al. 2011). Well-founded socio-technical approaches study information systems within their organizational context and thus ensure that the individual elements, for example the IT component, and their design are aligned with this context and with each other (Newman, 2008).

As one particular socio-technical approach, we will make use of the work system approach, which defines an information system as “a system in which human participants and or machines perform work (processes and activities) using information, technology, and other resources to produce informational products and or services for internal or external customers” (Alter, 2008).

3.3 Computer-Based Information System (CBIS)

Computer-based instruction (CBI) was considered the technological phenomenon to revolutionize education and training. Today, the Internet and computer technology are reported to have significantly altered the education landscape (Johnson & Aragon, 2002). The rapid advances in technology, the need for lifelong learning, and the growth of non-traditional students have encouraged the use of the computer as a method of instructional delivery. Evaluating the effectiveness of CBI as a whole technology is very difficult. The inability to measure effectiveness is attributable in part to the fact that CBI is not just one component, but a complex range of services and activities carried out for instructional and learning purposes (Gibbons & Fairweather, 2000).

Research about Computer Based Information Systems, henceforth referred to as CBIS has been present since the late 1950ies (Leavitt & Whisler, 1958), but the conditions and the possibilities to use this tool for information and communication purposes have increased with time, as new and improved technology has been incorporated together with more developed software. This implies that CBIS can be viewed as a somewhat new tool for information and communication purposes that in its present form has received much attention as a possible tool for almost any business process (Hammer & Champy, 1993). However, a few empirical investigations have discovered the strengths and weaknesses with using CBIS for information and communication. The research about the relative effects of CBIS is in its very beginning, and early obstacles towards the use of CBIS have diminished, as, for instance, the economic aspects of investments in hardware. This implies that the usage can be feasible even for small firms (Thong & Yap, 1995). At the same time,

the development of different kinds of software packages has made it even more economically feasible.

3.4 Seven Categories of CBIS

Traditionally, computers have been viewed as super calculators that automate processes that were previously performed by people sitting at mechanical adding machines. However, computers carry out a wide variety of tasks associated with processing information. It is important to understand the entire range of these capabilities in order to appreciate the nature and magnitude of the potential social impacts of this technology when used in information systems. Computer capabilities fall into seven main categories:

3.4.1 Data Collection

When attached to various sensing devices, computers can detect and measure such external physical phenomena as temperature, time, pressure, flow rate, or any number of other variables. Also, computers can keep a record of transactions. For example, a computerized cash register can collect and store information about a sale that includes bookkeeping entries, taxes, commissions and inventory, and can even reorder stock. Some computer-based door locks require individuals to carry magnetic identity cards. Such locks not only can control access but also can create a record of whose card was granted access, when, and for how long. Technological advances are beginning to provide computers with the capability to directly process visual and audio input, thus greatly increasing their applicability to data collection. Computers already have a limited ability to recognize human speech, to read directly a variety of typewritten forms and hand-printed texts, and to detect

patterns in video images. These functions will be improving rapidly over the next decade and will soon appear in commercial equipment (Office of Technology Assessment, 1981).

← In my task, my colleagues has been provided me the data on the students' information. The data has been collected for each of students that borrow their loan in Sarawak Foundation which the information will be keeping by using CBIS. The data need to be keeping promptly in order making sure the students information has been collected without lost the data.

3.4.2 Information Storage

Computers can store large amounts of information for long periods of time in an electronically readable form that is easily and quickly recoverable. Depending on the particular application, the methods of storage vary widely, from signals in electronic circuitry, to magnetic pulses on tape, to holes in cards. New advances in memory technology eventually will allow trillions of characters of information to be stored conveniently and cheaply wherever there is even a small computer. The cost of storing information electronically will soon be substantially lower than the cost of storing the same amount of information on paper (Office of Technology Assessment, 1981).

← In the task assigned, I keep the students information on the desktop where there are lot of information on students' loan. In my task, I was keeping the data from year 2005 until 2012. By using CBIS, the students information can be save as many as the information have due to the memory of computer is quite large. Moreover, the

students information regarding on the loam have many backup which every of staff in higher education have the copy. In case one of staff lost their data, they can get it back from other staff.

3.4.3 Information Organization

Computers can be used to rearrange information so that it is more suitable for particular applications. For example, if the data in a telephone directory were stored in a computer's memory, it could be inverted to allow one to look up a telephone number that corresponds to a particular address. More generally, computers can simplify and restructure vast amounts of raw data to assist people in drawing significant meanings or conclusions (Office of Technology Assessment, 1981).

~~X~~ The CBIS make staff ease when using this system due to the information can be keep securely without worries the information would lost if anything happen on the computer. The information has been kept by all staff in higher education, so if anything happen with my computer, I can get back the information from other colleagues. Not only that, the data also can be recovery if any problem occur and the computer can back up any data when the problem is fixed.

3.4.4 Calculations

Computers perform arithmetic calculations millions of times faster than can human beings. They are used to make numerous simple calculations, such as those required in processing the payroll for a sizable organization; to make sophisticated statistical calculations on large amounts of data, such as those for social science research or to perform highly complex scientific calculations, such as those needed

for weather research or for modeling fusion energy systems (Office of Technology Assessment, 1981).

3.4.5 Communication

Through connections over a communication system, computers can transmit data around the Nation and the world either to human users or to other computers, which permits the sharing of work and data among groups of linked computers which known as computer networking. Private firms are beginning to offer special communication services to support computer networking. In addition, computers make possible the more effective use and management of the communication systems themselves (Office of Technology Assessment, 1981).

3.4.6 Information Presentation


Computers can put out information in a variety of forms. Through graphical display and more recently through voice response, they can make data readily understandable and useful to non-experts. It is possible to display data and computer schematics on screens in a multicolored, three-dimensional format for design and analytical purposes. Also, data such as numbers and statistics can be organized by the computer in an easy-to-understand tabular presentation. Much of the programming effort in developing modern management information is directed toward designing ways in which the information generated by the computer can be presented most clearly to the manager who needs it (Office of Technology Assessment, 1981).

3.4.7 Control

Computers can be used to control a machine tool or a production line without human intervention. Many consumer devices which including microwave ovens, automated home thermostats, automobile engines, television sets, and telephones that incorporate computer controls using new microprocessor technology. Such uses are increasing rapidly (Office of Technology Assessment, 1981).

3.5 Perceived Usefulness of CBIS

Usefulness can be defined as the degree to which an individual believes that use of CBI enhances his or her work. Usefulness seems one good measure of information systems success for several reasons. First, user perceptions will measures the success of system and increasingly recognized as such in research and practice. Second, when computer use is voluntary in case of their perceptions of its utility, it can be considered a reasonable alternate for objective measures of system success (Ives, Olson and Baroudi, 1983).

 We distinguish broadly between two types of users who are along a continuum from direct to indirect use and who can be related to our characterizations of managerial styles of use. These are first is indirect users whose use of computers and CBI is mediated by other people or who specify to others the information requirements of the data or reports they receive, users consistent with our characterization of the CBI consumer and second is users who use terminals or personal computers themselves, users consistent with our characterization of the knowledge executive.

In the task that assigned to me, by using CBIS, I can perform in task given fast and without suspicions when the information that I kept will not lose easily. The CBIS make my work more efficiency when the system is automatically generate the earlier data without need to be typed repeatedly.

3.6 Overall Evaluation on Analysis

In organization which I have been trained, the most task that were assigned to me were related to the Information System. Most of the time during my practical training, I need to keep record of information regarding with student loans in the computer. First things that I need to do before I keep the data in system or in Microsoft Excel software, I need to file the letter of repayment loan notice to make it easier to record any information that needed in computer.

~~3~~ There are two tasks that are related with Computer-Based Information System (CBIS) that I have done by me in my practical training namely loan repayment commitment and list of repayment letter. In task of loan repayment letter, I need to record the data of each students regarding the amount of loan that need to be paid to them paid every month which from starting the repayment agreement until the amount of repayment are all paid. The most important information's students that need to be record in this task is only the amount of students need to paid in every month of every year until the repayment settled. From this information, we can see any error either in the date of end of payment or in the amount that wrongly added. When the error is detected, we need to write up on the letter in Arch File which the amount or date is wrongly recorded or typed.

△ In task regarding with list of repayment letter, the students' information will be recorded in order to prepare the letter. Before I can prepare the letter, all the information that needed will be recorded such as student's name, students' file number, the date of letter, address of students, amount of loan, date of starting repayment, date of ends of payments, guarantor and so forth. All the information needs to be recorded in the Microsoft excel that have been provided. It makes it easier to prepare the letter due to the overall approval update's folder that given by Mdm. Nola where the information of students that have to pay the loan will be put in this folder as an information of all students that have loan from Sarawak Foundation. After I recorded all the information that needed, I can merge this information in Microsoft Word which the format has been settings up and standardize.

△ In these two tasks that I need to use Computer-Based Information System (CBIS) in order to keep the data securely and more efficient, the system make my jobs fast and easy adapted. Moreover, the CBIS that I used is only the basic and not completed which is not involving the network sharing such as internet connection. Both of task is important when keeping the data because the information on students' loan needs to be updated from time to time and can be reference for the staff whether in Microsoft Excel folder or in arch file. The CBIS practices can be improve if the information is saving in organization online system which is more secure when the data is losses from manually saving the data on the computer only.

△ As overall of my task, Computer-Based Information System (CBIS) is really related with my task during my practical training and I have been taught the CBIS in subject CSC which using Microsoft Excel.

3.7 S.W.O.T analysis

SWOT analysis can be understood as the examination of an organization's internal strengths and weaknesses, and its environments opportunities, and threats. It is a general tool designed to be used in the preliminary stages of decision-making and as a precursor to strategic planning in various kinds of applications (Johnson et al., 1989; Bartol et al., 1991). An understanding of all external factors which is threats and opportunities together with an internal examination of strengths and weaknesses assists in forming a vision of the future.

SWOTs can allow companies to take a lazy course and look for 'fit' rather than to 'stretch', they look for strengths that match opportunities yet ignore the opportunities they do not feel they can use to their advantage. A more active approach would be to involve identifying the most attractive opportunities and then plan to stretch the company to meet these opportunities. This would make strategy a challenge to the organization rather than a fit between its existing strengths and the opportunities it chooses to develop (Glass, 1991).

Strengths are considered mostly internal. For example, what do you and your family, employees, and management team bring to the business? If you are planning to start a business, you or an employee or family member may have previous experience in that industry. If not, this may be viewed as a weakness. If you already know where to go to find the help you need, this would be considered strength for this analysis. (Lynn F. Kime, 2008)

Weaknesses are also generally considered internal and are the factors you will need to address to run a successful business. For a start-up business, an

example might be a lack of experience in the selected industry. Another example may be that your family members do not completely support you in this venture. You may lack qualified employees, or perhaps your business will not support full-time employees. If you identify these as weaknesses, don't worry because existing businesses may have similar weaknesses. (Lynn F. Kime, 2008)

3 Opportunities are considered mostly external. What opportunities are available for your business? You may be able to take advantage of low interest loan packages for start-ups or grants for feasibility studies. You may have an idea that has not been tried in your area and know there is a demand for the product you plan to produce. Be aware that people with potential businesses tend to be much more optimistic than those with existing operations. (Lynn F. Kime, 2008)

4 Threats are also considered mostly external. Threats from outside of your business will directly affect you, but you may have very little control over them. If you are starting a new business, there may be local regulations that negatively impact your business. Unforeseen competition (local or foreign), dissolution of markets, and adverse weather may also have a negative effect on your new business. Many of these threats will also negatively affect an existing business. Rising interest rates may have a greater impact on existing businesses than on start-up. (Lynn F. Kime, 2008).

5 In table below, I have been categorized the strength, weaknesses, opportunity and threat in an organization that is internal and external environment factor. By categorized it, the organization can use the opportunity to overcome their threats in external factors. I have been analyzed SWOT of organization in order to improve

staff's work performance and the opportunity for organization to become world class foundation.

Internal	Positive	Negative
	<p>Strengths</p> <ul style="list-style-type: none"> • Increases in productivity • Increases in quality • Reduction in cost • Establish and maintain quality environment in an organization. • Helping the analysis of processes running on the workplace • Methodology of creation and maintaining well organized, clean, high effective and high quality workplace • Effective organization of the workplace • Elimination of losses connected with failures and breaks • Fast in service delivery • Allowing companies to make better use of available resources. 	<p>Weaknesses</p> <ul style="list-style-type: none"> • Relatively long periods of implementation, along implementation decreases in work productivity may occur • Inadequate and ineffective tools and equipment in material handling. • Resistant to change. • Low staff morale • Time consumed • Information overload, but data not useful for operation purposes. • Poor communication leads to poor business performance due to employee being less motivated and enthusiastic • Software of CBIS that effect on performance and quality of work
External	<p>Opportunities</p> <ul style="list-style-type: none"> • Provide education and training. • Ensure continuous commitment and support from the top management. • New technology or software to improve quality of work • Updated with the globalization which can make efficiency and effectiveness in performing the task 	<p>Threats</p> <ul style="list-style-type: none"> • Evaluation of conducting software updated among employees and customers will costly. • Customer dissatisfaction on the old version system.

**Figure 3: SWOT Analysis
(Lynn F. Kime, 2008)**

3.7.1 Strength

Increases in productivity:

- Reduces lead times thereby improving product delivery times
- Reduces equipment downtime, maintenance and cycle time
- Improves daily and shift startup times and reduces changeover time
- Reduces the amount of time wasted searching for tools and equipment

Increases in quality:

- Improves quality by reducing the amount of errors/defects
- Implements standardization thereby achieving output consistency
- The pleasantries of the simplified work environment increases employee moral

Reduction in cost:

- Provides cost-savings by reducing inventory, storage fees and space requirements
- Improves safety thereby reducing the cost of worker injuries
- Reduces the amount of scrap thereby reducing production cost

The system as a whole minimizes waste and improves efficiency by ensuring that workers are spending time doing productive task rather than looking for misplaced tools, sorting unnecessary through stacks of waste material or rearranging the work environment at the change of shifts. (William, 2008)

3.7.2 Weaknesses

New technology advances is needed in an organization by replacing the old version where the changes is needed in organization. The work performance of an individual is depend on the effectively and efficiency of worker in task given. Due to the no changes in technology, the worker performance seems affected when the system always problem and the system cannot run smoothly. In some organization, the top management are very reluctant to make decisions especially when some of the old equipment need to be discarded, some are very old unable to functioning and take up more space. Human factors (Eocha 2000) aspect such as communications, team working, commitment and leaderships are also essential. Poor communication leads to poor business performance due to employee being less motivated and enthusiastic. (Khairur et. al, 2010)

3.7.3 Opportunities

Technology advances has been rapidly change and most of people can adapt it in short of time. The CBIS practice can be more effective if the system that use is compatible or more advance that the old one. Become the world class in foundation, an organization must improve their technology advancement in ensuring the fast service delivery than other organization. The staff must upgrade their knowledge in globalization issue to ensure the work performance of each staff more productivity and more quality. By improving new technologies, new system also need to be upgrading by implement new software due to the advantages of software that can make the staff's work performance improve when they can finish their task in short of time.

3.7.4 Threats

An evaluation of conducting and full CBIS process would also cost the company money. This report only theorizes suggestions based on CBIS but has not gone into the implementation phase. Financially, it would cost the company several hours spread across several weeks that would go into planning, training staff, and preparing to improve new CBIS.

The evaluation process is made by the internal and external auditors. In the Sarawak Foundation, the practices of CBIS have been question. The effectiveness and the efficiency of CBIS can be seen if the technology that been used is more advance which some of CBIS cannot be used in old version of technology.

With more appreciation shown to the public and constant performance standard evaluation of services rendered, it can gauge the customer satisfaction which the level would increase tremendously and this was what was needed to become a world class service sector.

The service department could use new system which is more effective and efficient than before so that the public has access to the system fast without wasting their time in using Sarawak Foundation services. Sarawak Foundation must also be courteous with their customers and most importantly, improve on their service efficiency. In addition, queues should not be too long and there should be an effective queue and calling system.

CHAPTER 4

RECOMMENDATION

4.0 Recommendation

In order to overcome the weaknesses in CBIS, there are recommendations for the effectiveness and efficiency of Computer-Based Information System (CBIS) in Sarawak Foundation (Yayasan Sarawak). The SWOT analysis clearly shows that the CBIS in Sarawak Foundation (Yayasan Sarawak) can be built on many existing strengths in order to exploit the present opportunities. But what we are lacking today are improved strategies, new technology advancement and more efficiency and effectiveness of CBIS. The following strategic recommendations aim at exploiting existing opportunities or overcoming threats and weaknesses while focusing on the existing strengths.

4.1 Training and Education for the employees

Education originates from the Latin word which means "to raise," "to train" or "to bring up." Allman (1982), Martin (1998), Hughey and Mussnug (1997) and Matrix (1998) all argue that many early definitions of education advocate a front-end model where education occurs during the formative years, and then ceases with social maturation. Peter (1973) perceives education as a humanistic process that leads to an individual becoming "educated."

Anderson (1994) suggests that training is a systematic development of the attitude, knowledge and skill behavior pattern required by an individual in order to adequately perform a given task or job. Thomson (1990), Gravan, et al (1995), Reid

and Barrington (1999) and Matrix (1998) all define training as a deliberate, planned and systematic process to modify and develop knowledge, values, attitudes, techniques and skills through learning experiences, to achieve a set level of performance in an activity or a range of activities.

3 Sarawak Foundation must provide training and education for their staff. The training and education must involve all employees in the organization so that they know what their responsibilities are and what they need to do to improve their performance. This training and education can be done in house which is mean in the organization itself or the organization can send their employees to the training that done by other organization. For example, what is the new technology that can be used in doing rational tasks.

A The organization can establish or set up the seminar, workshop and talk by inviting experts, academicians, members from DOSH and other manufacturing industries that can introduce new upgrading software that can replace old version.

4.2 Establish an Effective Communication System among Employees

Communication as a concept has its origin from a Latin word 'communicare' which means to share or establish commonness. It can therefore be said that human communication means the process of sharing meaning, ideas, thoughts, experiences, information or opinion from person to person. Thus, it can be seen as a social process of establishing commonness of ideas, thought or information (Eze, 1998).

Communication in the organization is very important. So the communication must be among the workers and the top management. Communication is important

to ensure the tasks is not wrongly done and each staff can help each other's and no boundary between staff and practical student which practical students will ease in learning and adapt the working environment. Among the medium of communication used in Sarawak Foundation (Yayasan Sarawak) are:

1. Meeting
2. From the intranet like portal, blogs or organization website
3. Through Teetbeets as in Sarawak Foundation they have a newsletter called Teetbeets.
4. Presenting this activity in form of banners and posters, brochures.
5. Bulletin Board for information.

4.3 Using the concept of P-D-C-A cycle

The Japanese interpretation of the "Deming wheel" in Dr. Deming's lectures of 1950 and 1951 lead to the plan-do-check-action or PDCA cycle. This cycle was integral to the Japanese QC, TQC, and QC circle activities. Deming introduced his Shewhart cycle for learning and improvement in the USA in 1986. Dr. Deming introduced a more abbreviated PDSA cycle in 1993 (Moen & Norman, 2001).

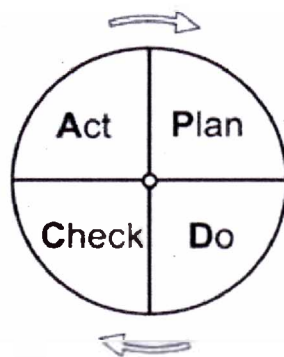


Figure 5: PDCA cycle (M. Sokovic, 2010)

The application of the PDCA cycle has been found more effective than adopting “the right first time” approach. Using of the PDCA cycle means continuously looking for better methods of improvement. The PDCA cycle is effective in both doing a job and managing a programme. The PDCA cycle enables two types of corrective action – temporary and permanent.(Sokovic et. al, 2010)

The temporary action is aimed at results by practically tackling and fixing the problem. The permanent corrective action, on the other hand, consists of investigation and eliminating the root causes and thus targets the sustainability of the improved process. (Sokovic et. al, 2010)

In Sarawak Foundation by using this PDCA cycle, it can help the organization success in their performing of CBIS. By using CBIS more advance, they need to plan on new software that can improve the jobs which it would make task done in short of time. The organization should act immediately on using latest version of software which the current software is manually and not recorded properly. After that, the experience of new software will measure the satisfaction of employees rather it is useful or vice versa. Only then, the organization can take an action rather to improve the quality of employees’ performance or not.

4.4 Develop an effective infrastructure

The American Heritage Dictionary, defines the term “infrastructure” as the basic facilities, services, and installations needed for the functioning of a community or society, such as transportation and communications systems, water and power lines, and public institutions including schools, post offices, and prisons.

In order to make the employees motivated in doing their task, the organization must provide the suitable infrastructure to their employees. First of all, the important thing that the organization must provide is new computer advance that most of organization using more advances technologies as their routine task that need to be done in short time. Second, the organization must use new software to make CBIS more effective and efficient while doing job. It is equivalent with the globalization which technologies advance rapidly changes from years to years.

4.5 Suggestion Box

The organization can provide or set up a suggestion box to gather input from those who interacted with this department. The suggestion box was created using corrugated cardboard and it can help employees suggest anything that can improve their performance. This suggestion box can help the employees to voice out the lack of software that used to record the data in repayment loan. Other than that, it can help to suggest the replacement of new computer which is used nowadays. Perhaps in that way, the employees will be interested on improving their work performance if suggestion box is useful.

CHAPTER 5

CONCLUSION

5.1 Conclusion Chapter 1

As the conclusion, Sarawak Foundation is a statutory body which they provide scholarships and loans or provide financial assistance of any kind to anyone, especially people of Sarawak. Not only to provide scholarships and loans or provide financial assistance they also have actively promote increased educational opportunities for the people of Sarawak in particular and Malaysians.

Even though the Sarawak Foundation have their own vision and mission to be achieved, they have to ensure that all the short term and long term objectives of Sarawak Foundation parallel with the stated vision and mission.

The Sarawak Foundation service structure can be divided into two which are the Core Services and Support Services. The Core Services is the main service that is provided by The Sarawak Foundation which is responsible to develop the education of the human capital. On the other hand, the Support Service is responsible for Investment, Operations and also Compliance and Control.

In line with the Sarawak Foundation's objectives and the responsibilities entrusted, this organization also pledge their clients that they will expedite efficiently process all application for our educational assistance schemes so that they may proceed with their studies unhampered by financial worry, instill awareness of their joint role and responsibilities in promoting better education for all, and that education is an essential investment for the future, provide update and detailed educational

information to assist them in making the right choices with regard to their educational plans, help the state government to create and expand activities, which contribute to the progress of education in the state of Sarawak and assist the state government and relevant authorities in easing the burden faced by those affected by natural disaster and calamities.

5.2 Conclusion Chapter 2

During my 5 weeks in the Sarawak Foundation, I learned so much in the organization about the higher education in the organization because I was attached under the Higher Education Section.

During my training practical here, I learned so much on task regarding repayment loan which my supervisor, Mr Ismallia explained to me about the repayment loan in Sarawak Foundation and my supervisor also teach me about the process of repayment loan. For example, I learned so much about Computer-Based Information System in order to record keeping the data of students. I have been given a full responsibility in handling in preparing repayment loan and recording repayment loan commitment. From that, I know and understand why repayment loan is important for students to pay their loan. Maybe some people see repayment loan is just a simple things but it's give a big impact to the organization and next students that wanted to borrow from Sarawak Foundation..

During the practical also in Sarawak Foundation, I learned so much in their culture of work which it is different from other organization. Every organization has their own culture which is differ from the other organization here.

The organization culture here means Kotter and Heskett of the Harvard Business School define organizational culture, "as an interdependent set of values and ways of behaving that are common to a community and tend to perpetuate themselves, sometimes over a long period of time". Robbins defines organizational culture as "a system of shared meaning held by members that distinguishes the organization from other organizations. This is a set of characteristics that the organization values." (Youker, 2004)

In Sarawak Foundation, their culture is every end of month, there will be a morning prayer which all management, level, department will participate in the program. It include the top management also which the will join all employees and join all program that set up in that day. The benefit by having this culture is the relationship between the top management and lower management improved and in this Morning Prayer also is the day to appreciate the workers by giving the birthday gift, anniversary gift and best worker of the month.

Most of the work that I have done practically provide me with a lot of exposure in the working environment. Through analysis that wrote in this report, it includes all the theories that I learn in the pass study either in the Diploma level of study or the Degree level of study. Those theories do apply to me when I worked at the Sarawak Foundation. Includes office management study, human resources study, research and development study, corporate governance study, total quality management, public relations study, information management system study, and several area in the accounting and financial study.

5.3 Conclusion Chapter 3

Many successful organizations have found that after developing a high quality work environment and instilling work performance in the form of procedures and work instructions, employees devoted more energy and time to achieve results. Computer-based information system is a valuable resource for many public managers. More than half the municipal department heads in this study describe themselves as very dependent upon computing and two-thirds report that, in most cases, CBI is important in doing their job. As might be expected, managers find CBI to be particularly useful as they allocate, monitor and control their financial resources (Kraemer K. L., 1993).

It is widely believed that information technology can substantially support the basic managerial function of guiding an organization's resources toward the fulfilment of key goals. Continuous assessment in both companies is one key driver to changing the netter work performance of the organization.

When Sarawak Foundation started the CBIS practices in their organization, the result for the performance of the workers in the organization also change. It is based on the internal audit that they did. They also use CBIS as the routine for the workers to perform their task when they are working and when they are in the organization. This is because the workers start to realized the important and benefit when using CBIS as their daily practices.

In the organization which I have been trained, the higher education must using CBIS every time they need to update the students' information. I took CBIS as my analysis study. The "CBIS" practice is a well-known as methodology used to

improve the work environment, work performance, easy to be use and more securing in storing the important data. In education level in Sarawak Foundation, there are mostly using CBIS to do their task and storing the important data.

This assessment should be focused on the progress and improvement based on all input from this study. By using the CBIS more upgrading, it would beneficial in doing the task which the task can be done faster than before. Also, using new computer rather than old version computer would help more in using CBIS when new software are compatible and more efficient when doing the task.

In chapter 3 also, the overall, the efficiency and the effectiveness in the education of management of environment make Sarawak Foundation become the organization that have a conducive, clean, in order, systematic and safe environment. Through the CBIS practices, the Sarawak Foundation workers together build the cooperation and good work ethic to produce a better performance, better quality, enhanced team works and enhanced the spirit of helping each other in the organization.

Furthermore, the concept in the CBIS practices is easy to understand if the workers have enough knowledge about the CBIS practices. CBIS practices also need conventional knowledge and also high commitment and support. This CBIS practices can be done in all level of workers at Sarawak Foundation.

CBIS practices also can make the organization to have the productive, clean and safe environment to the world service delivery system in Sarawak Foundation. Furthermore, by practicing the CBIS practices, overall it can be conclude that the

CBIS practices can increase the work performance, self-discipline, responsibility and also devoted their love to Sarawak Foundation.

5.4 Conclusion Chapter 4

The most significant barriers identified are related to lack of communication and gap between the top management and shop floor employees and also the lack of training and consciousness of this activity amongst the staff. Poor communication will influence the poor results in managing the resources such as time, budget and materials with resultant lowered morale and motivation amongst employees. As supported by Gapp et al. (2008), the relationship between employee with employee or with employer especially which related to technology advancement and time performance must have management approval and support.

That is why, from the overall, it can be concluded that the continuous commitment from the top management, and Sarawak Foundation workers to implement advancement in CBIS become the main factor of the improvement on the performance of workers. It also can be concluded that the advancement technology especially in upgrading software and the facilities such as computer will help a lot in effectiveness of employees which it must be done so that the service delivery performance of Sarawak Foundation is always good and excellent.

As suggested by Ho (1999b), training is the CBIS's key of success. Without proper training, the employees have not captured the useful of CBIS properly and are not able to use or gain knowledge about CBIS. Besides, the top management is the main player for ensure that the CBIS will help employees.

It is also agreed that the resistance to change is one issue which organization should pay attention especially those small organizations with a niche or practicing business-to-business nature, are comfortable with their current achievement. The employees are satisfied with the amount of study being performed, the profits released and the perception that the customers are satisfied. Thus, the full benefits of the CBIS cannot be experienced in the business sector until all the obstacles associated with implementation of the technique are recognized, fully understood and addressed.

Overall, the performance of the CBIS can be measured by performance of employees when doing their task. The effectiveness of CBIS can be seen if the system is use correctly and upgrading. Sarawak Foundation can see their employees performance by using the time taken to finish their task given.

In Sarawak Foundation, the organization must focus on the involvement of top management. This is because the top management can give motivation by their support to the employees in that practicing CBIS. Besides that, top management commitment and human factor such as people attitude towards CBIS rather the employees satisfied or not in using current software in CBIS, motivation and knowledge among staff are among the key construct that lead to the succeed of the CBIS implementation in the Sarawak Foundation. The CBIS practiced in the Sarawak Foundation will improve communication among staff as well as help institutions to eliminate the unnecessary waste.

5.5 Benefit Gained From the Practical Training

Practical training is training for the student to have an experience in the world of working. The actual working world teaches me to be more competitive if want to compete with other workers. In practical training also, I learned so much about the organization, how they work, their culture, their core services and what are the opportunities that I can be to fit in the organization.

Compared to what I had studied in the class and what I am practice in the organization is a bit different. This is because, in class we just study a theory without doing the actual work, so, in the practical training, it's give me an opportunity to practices all the knowledge that I had learned in the class to the real of work. The knowledge's that I had studied during my diploma and degree help me so much in doing my work during the practical training in the Sarawak Foundation.

Other benefit that I gained from practical training is that I have an opportunity to work with the top management, having a real meeting with the top management and can feel the environment in meeting. The other benefit is when I getting involved in set up the Kindergarden student's event for Independence Day during Morning Prayer in the organization. So, I have a lot of experience which is hard to find in other places and I can use it for my future work.

Next benefit is, by doing the practical training we can prepared ourselves to the real working environment once we graduating and looking for work. The practical training prepared us on everything that we might face in our work in the future. So, by doing the practical training, we already have an experience which the valuable experience will be used in our future work.

5.6 Hopes for organization

In conclusion for overall, here is the hope for the organization to increase the performance of the Sarawak Foundation as the leading organization in the Malaysia. Besides that they should setup or establish a specific rules and regulation regarding the number of lodgment. They are also need to hire or recruit more talented employees to reduce the burden of current employees from workload that they are facing now. Sarawak Foundation is also need to have another alternative strategy to prevent the operation from being stop caused by the technological error. Furthermore, Sarawak Foundation should promote what exactly the function, nature of business been done, and what are the structure of the Sarawak Foundation in the Malaysia for public exposure. Sarawak Foundation is a worth place for a student who taking the course of the corporate administration for practical training because Sarawak Foundation are have strong significant relationship with the core subject of the study.

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APPENDIX



View of Yayasan Sarawak



Ice Breaking from Practical Student