



UNIVERSITI TEKNOLOGI MARA SARAWAK

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

PRACTICAL TRAINING REPORT

**“MALAYSIAN ADMINISTRATIVE MODERNISATION AND MANAGEMENT
PLANNING UNIT (MAMPU)”**

PREPARED BY

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JUNE 2014



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UNIVERSITI
TEKNOLOGI
MARA

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(AM228)

PRACTICAL TRAINING (ADS666)

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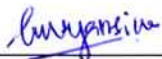
MISS SHARON PEARL

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 rules and academic regulations.

Signed,

A handwritten signature in blue ink, appearing to read "Nursyamsina", is written above a horizontal line.

NURSYAMSINA BT SOPIAN KHAN

Contents

Declaration Form.....	i
Table of content.....	ii
Acknowledgement.....	iv

CHAPTER 1: INTRODUCTION TO ORGANIZATION

1.0 INTRODUCTION	1
1.1 MAMPU History	1
1.2 Vision, Mission, Motto	3
1.3 Roles	4
1.4 Objectives	5
1.5 Function of Division	6
1.6 Shared Values	6
1.7 Strategic Trust	7
1.8 Navigating the Terrain	7
1.9 MAMPU Strategic Plan 2008-2012 (2011 AMENDMENT)	8
1.10 Enhancing MAMPU Strategic plan	8
1.11 Key Performance Indicator (KPI).....	10
1.12 Client Charter.....	11
1.13 Organization Chart.....	13
1.14 Organization Chart MAMPU SARAWAK.....	14

CHAPTER 2 : SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION.....	15
2.1 First Week (22 January 2014 – 26 January 2014).....	15
2.2 Second Week (27 January 2014 - February 2014).....	17
2.3 Third Week (3 February 2014 - 7 February 2014).....	19
2.4 Fourth Week (10 February 2014 – 14 February 2014).....	20
2.5 Fifth Week ((17 February 2014 - 21 February 2014).....	22
2.6 Sixth Week (24 February 2014 – 28 February 2014).....	24

CHAPTER 3: ANALYSIS

3.0 INTRODUCTION

3.1 Task Analysis.....	27
3.2 Concept of Total Quality Management.....	28
3.3 The primary element of Quality Management.....	29
3.4 Features of Total Quality Management	32
3.5 Deming's IPoint.....	33
3.6 Generic Model for implementing Total Quality Management.....	34
3.7 Five strategies to develop the Total Quality Management Process.....	35
3.8 The benefit of Total Quality Management in the organization.....	37
3.9 Implementation of Total Quality Management in the organization.....	39

CHAPTER 4: TASK ANALYSIS

4.0 INTRODUCTION.....	44
4.1 Observation on strength.....	44
4.2 Observation on weaknesses.....	46
4.3 Recommendation.....	47

CHAPTER 5: CONCLUSION

5.0 INTRODUCTION.....	49
5.1 Conclusion.....	49

REFERENCES.....	52
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APPENDIX.....	53
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First of all, I would like to praise to Allah S.W.T for His blessing that makes me able to carry out practical training in The Malaysian Administrative Modernisation and Management Planning Unit (MAMPU). I would like to thank MAMPU that give me the honors to complete my practical training during these 6 weeks which is from 22 January until 28 February 2014. I am also thankful to all the staff from every section that I was attached to who really helped me in understanding all the functions and activities of the organization from time to time.

In addition, I would like to express my special thanks with gratitude and great respect to Miss Sharon Pearl as a lecturer and also supervisor for my practical training in which for her guidance with motivation and constant encouragement to complete my practical training report.

Last but not least, I wish to express my deepest thanks to my family for their unconditional love and support. Not forgetting to my practical training partner Hamzani Fadhil who are willing to help and who also gave his cooperation and assistance in performing the task assigned to us.

CHAPTER 1

INTRODUCTION TO THE ORGANIZATION

1.0 INTRODUCTION

As part 5 students of Bachelor of Administrative Science and Policy Studies University Technology of Mara, we were given the opportunity to select an organization to undergo industrial training to meet the criteria within the scope subjects in the semester. Hence, on this chapter we are going to introduce the background of the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) on their functions, objectives, mission and visions of the organization and other relevant information pertaining to the organization.

1.1MAMPU History

The Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) is one of the prominent (MAMPU Portal, Malaysia) government agencies in Malaysia, that is responsible for 'modernizing and reforming' the public sector. Malaysian Administrative Modernization and Management Planning Unit (MAMPU) is one of the few central agencies in Malaysia, responsible for 'modernizing and reforming' the public sector in the areas of administrative reforms. MAMPU is placed under the Prime Minister Department. Essentially, MAMPU was established in 1977 as an agency that is given the tasks to reform and modernize public administration in the public sector (Jeong, 2007).

MAMPU was established based on a study; "Development Administration in Malaysia" conducted by Prof. John D. Montgomery and Milton J. Esman 2009. The report acknowledged the need to upgrade professionalism in the Public Service through educational and training programmes. Based on recommendations of the report, the Development Administrative Unit (DAU) was established in 1966 to spearhead administrative reforms in the Government.

DAU was later expanded and renamed Implementation Coordination Development Administrative Unit (ICDAU) tasked with coordinating the planning and development of human resources. In line with the rapid and dynamic growth of the Public Service, ICDAU was later restructured in 1977.

In 1986, the role of human resource planning was reassigned to other agencies so that the agency can focus its efforts on Public Sector administrative modernization and management consultation. Since then, ICDAU was known as the Malaysian Administrative Modernization and Management Planning Unit (MAMPU).



MAMPU Sarawak branch was located at Jabatan Perdana Menteri, level 5 Bangunan Sultan Iskandar Jalan Simpang Tiga Kuching Sarawak. Hence, in MAMPU Sarawak has divided into three divisions which are Support Service section, modernization transformation and ICT Development section. Every of the sections has their own roles in the implementation of every programmed that has been planned by MAMPU.

1.2 VISION, MISSION, MOTTO

Vision

- Leader In Driving Public Service Modernization Towards Distinction By 2015

Mission

- Spearheading Public Sector transformation to improve the well-being of the people and to strengthen national competitiveness through innovative and strategic enhancement of organisational management and ICT.

Motto

- Together We Transform

1.3 ROLES

As the central agency for the modernization of Public Service administration, MAMPU carries out the following four (4) main roles:

- 1. Catalyst and Change Agent in the Administration and Management of the Public Service**
 - To introduce and promote new initiatives in the administration and management of the Public Service, as well as evaluate and award Government agencies for their achievements in providing an efficient, effective and responsive delivery system.

- 2. Planner and Leader in the Development of Communications and Information Technology (ICT) in the Public Sector**
 - To plan, devise, coordinate and assess the implementation of ICT development in the Public Sector towards strengthening the Public Service delivery system.

- 3. Consultant in the Areas of Organizational Management and Communications and Information Technology (ICT) for the Public Sector**
 - To provide consultation services to ensure the structure, system, work procedures and implementation of ICT developments are in line with efforts to improve the Public Service delivery system.

4. Facilitator in Modernization Programmed and Transformation of the Public Service Delivery System

- To synergies knowledge, expertise and resources (from the public, private sector and NGOs) towards enhancing the modernization and transformation of the Public Sector.

1.4 OBJECTIVES

- To strengthen the administrative structure and human resources planning at the Federal, state, and local government levels.
- To upgrade and modernize the administrative system and its operation, through the study of the system and its operation, especially in accelerating the implementation of development.
- Introduce new and innovative techniques in the government administrative sectors, and improve on the efficiency material management system, resources, and programs, at all governmental levels.
- Introduce a more effective system in human resources planning and development, so as to correctly predict the current and future demands and needs of labor (human resources) for economic development.
- Control and coordinate purchases and usage of equipment, by various government agencies.

1.5 FUNCTIONS OF DIVISION

- Catalyst and change agent for Public Sector administrative on management in Sarawak;
- Enabler for the implementation of modernization programmers and transformation of service delivery system in Public Service in Sarawak;
- Planner and catalyst for information and communications technology (ICT) for Public Sector in Sarawak; and
- Consultant for Public Sector organization management and ICT in Sarawak.

1.6 SHARED VALUES

Share Values that being practice by Mampu Cawangan Sarawak is:

- ✓ Strategic
- ✓ Professional
- ✓ Responsive
- ✓ Teamwork
- ✓ Intergrity

1.7 STRATEGIC TRUST

- i. Transformation of Public Services
- ii. Transformation of Public Services Delivery via ICT
- iii. Enhancement of Consultation Services
- iv. Enhancement of Monitoring and Recognition System
- v. Enhancement of Research and Development
- vi. Promotion of Public Services Delivery
- vii. Strengthening the Capability and Capacity of MAMPU

1.8 NAVIGATING THE TERRAIN

Ensuring MAMPU strategic direction is aligned towards the national aspiration of transforming the country into a high income developed nation by 2020 requires strategic and concerted efforts. In response to the challenges, MAMPU Strategic Plan 2008-2012 was reviewed to strengthen the implementation of action plan and to introduce Key Performance Indicator (KPI) for selected categories of officers. As the lead agency for Public Service transformation, MAMPU is also responsible for empowering and inculcating high performance culture among Public Sector agencies through the development of organizational strategic plans and ICT strategic plans.

1.9 MAMPU STRATEGIC PLAN 2008– 2012 (2011 AMENDMENTS)

MAMPU Strategic Plan was formulated in 2008 and sets the direction and focus areas for the ensuing five years up to 2012. In response to current changes, the plan was reviewed to address stakeholder and customer expectations.

The review has improved and aligned the MAMPU mission statement to the nation's current focus. MAMPU added a new strategic thrust, "Empowering the Capability and Capacity of MAMPU" to strengthen the management of the organization. The action plan strategy was also enhanced to ensure effective implementation of programmes and activities in 2012.

1.10 ENHANCING MAMPU STRATEGIC DIRECTION

Global competitiveness arising from globalization requires the Public Service to provide services in line with the concept of "People First, Performance now". To meet this challenge, MAMPU has taken steps by strengthening the planning and implementation of its projects based on strategic thrusts, Key Result Areas (KRSs) and Key Performance Indicators (KPIs)

A seminar to strengthen MAMPU strategic direction was to:

- ✓ Analyze the overall performance of project implementation in 2011;
- ✓ Develop approaches and implementation strategies for programmers and activities in 2012;
- ✓ Identify and implement collaborative programmers across sectors; and
- ✓ Monitor the performance of officers ranging from Deputy Director level through Key Performance Indicator (KPI)

Following the seminar, MAMPU streamlined its key programmers to the following **nine (9)**:

- ✓ Formulation of Public Sector transformation policy and strategy;
- ✓ Empowering system and procedures of agencies;
- ✓ Strengthening agency consultancy services;
- ✓ Monitoring, rating and recognition;
- ✓ Transformation of Public Sector agency management and delivery system;
- ✓ Enhancing governance and strategic collaboration;
- ✓ Management of customers, image and Public Services delivery promotion;
- ✓ Enhancing knowledge management, R&D and innovation; and
- ✓ Enhancing the direction, capacity development and strengthening organizational excellence culture.

1.11 KEY PERFORMANCE INDICATOR (KPI)

In effort to strengthen service delivery, the Government has emphasized outcome-based performance Indicator (KPIs) were identified for each initiative and programmed. The effectiveness of KPIs can be evaluated through the implementation of work processes that contribute to outcomes, impacts and results. 350 projects contributed to the KPI of 68 MAMPU officers ranging from Deputy Director to the Director General. The KPI consists of three (3) main components namely agency's shared responsibilities; specific officer's responsibilities and individual effectiveness. The KPI's are monitored using the MAMPU KPI dashboard.

<http://www.mampu.gov.my/web/en/>

1.12 CLIENT CHARTER

WE PLEDGE TO PROVIDE QUALITY SERVICES AS FOLLOWS:

- To provide advisory, guidance and consultation services and achieve at least the scale 5 (satisfactory) of 7 in the service delivery effectiveness assessment
- To complete a Management Study for a Public Sector agency within three (3) months
- To complete a Management Study involving several Public Sector agencies within six (6) months
- To submit inspectorate visit reports to the respective agencies upon approval of MAMPU top management within one (1) month from the date of visit
- To submit Star Rating Report to the respective agencies within two (2) weeks after the presentation in Panel 3P Meeting/ other specified meetings
- To submit decision papers on ICT project technical approval application (ICT Technical Committee – ICTTC) to the respective agencies within one (1) month upon the receipt of the complete application
- To ensure at least 99.5% availability of Putrajaya Campus Network (PCN)
- To ensure at least 99.9% availability of Internet access for Putrajaya Campus Network (PCN) users

- To ensure at least 99.3% availability of Wide Area Network (WAN) (1Gov*Net)
- To provide Electronic Government smart cards within ten (10) working days from the receipt of the application
- To disseminate early warning notice to the agencies under the jurisdiction of PRISMA within one (1) hour of cyber threat confirmation
- To provide early consultation services upon receiving an ICT security incident complaint:
 - i. Complaints received during working hours will be resolved within one (1) hour
 - ii. Complaints received after working hours will be resolved the following working day
- To ensure at least 99.9% availability of myGovernment Public Service Portal
- To achieve at least 80% customer satisfaction for promotion through exhibitions
- To distribute minutes of main meetings within three (3) working days from the date of the meeting
- To resolve complaints related to MAMPU within three (3) working days from the receipt of the complaint
- To achieve at least 80% external customer satisfactions on MAMPU service deliver.

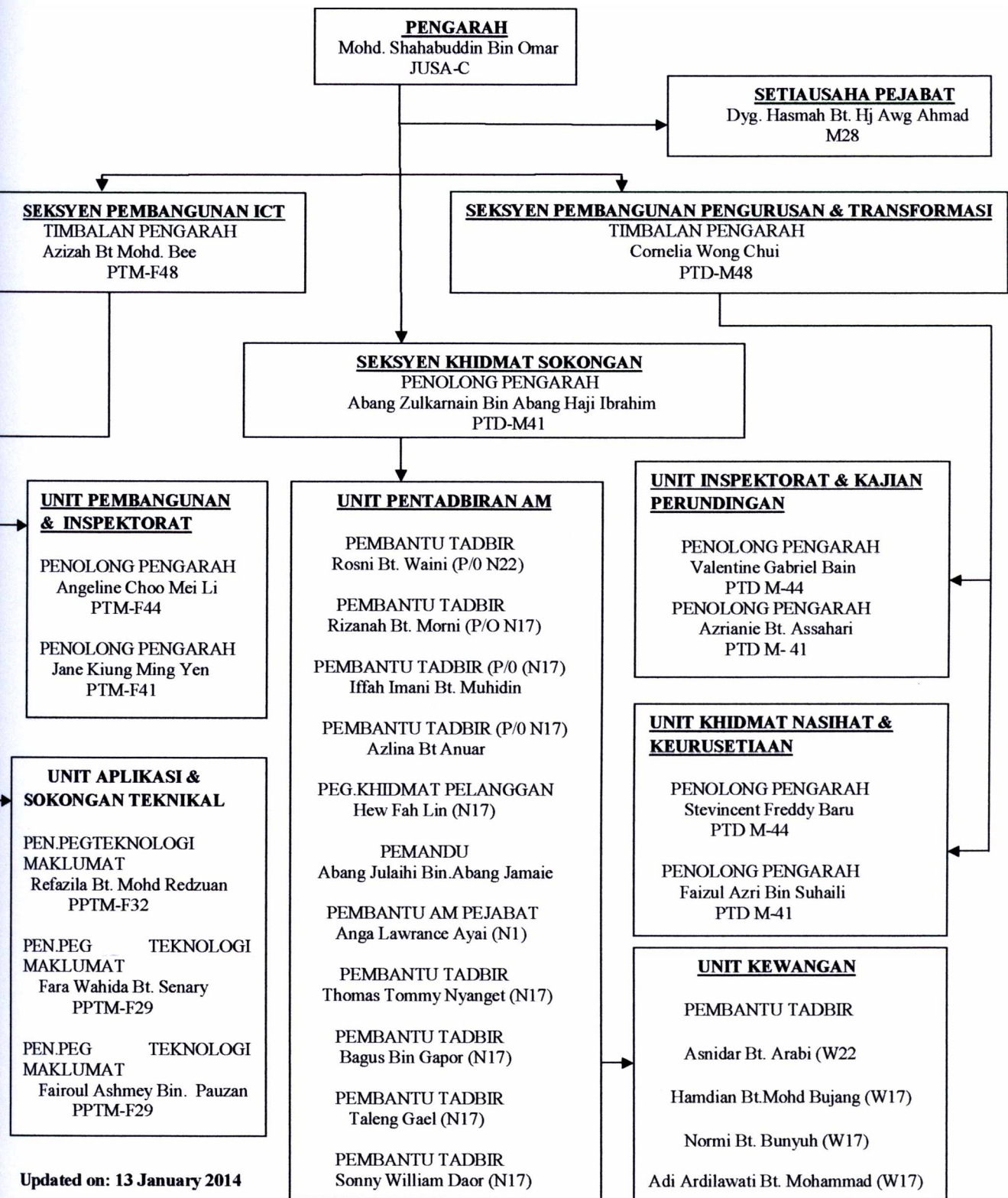
1.13 ORGANIZATION CHART

MAMPU PENGURUSAN TERTINGGI



MAMPU
TOGETHER WE TRANSFORM

1.14 ORGANIZATION CHART (MAMPU CAWANGAN SARAWAK)



Updated on: 13 January 2014

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

This chapter provides a summary of the daily training extracted from the log book and the description of job or task executed throughout training in 6 weeks duration.

2.1 First Week (22 January 2014 – 26 January 2014)

My first day of practical training at The Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) was started on 22nd January 2014. On that day, I arrive at the organization sharp at 8.00 o'clock in the morning and our arrival we were greeted very well by Madam Azlina Bt Anuar and she brought us and introduce to our supervisor Mr. Abang Zulkarnain Bin Abang Haji Ibrahim which is the Deputy Director under section support in the organization.

First thing first, I did self report to my supervisor and introduce myself to him and filling in the form needed and submit the evaluation form that was distributed by our lecturer for supervisor reference. As being mentioned earlier by Mr. Abang Zulkarnain, in MAMPU they practice to have their sharing knowledge session on Monday, Wednesday and also Friday. This actually their organization routine as it is as a platform for knowledge sharing and praise for citizen speaking skills.

At the same time it also encourages their staff to regularly read and increase their knowledge. After the morning sharing session, I was introduced to the department's staff in the office and I was feeling great as everyone in the organization extended their warm welcome to me. There are three sections in MAMPU Sarawak which are Support Service section, modernization transformation and ICT Development section.

On the first week of my practical training, I was attached to the Administration sections which handled by Madam Azlina Bt Anuar as she is the Assistant Administrative in the organization. I was briefed about the job description in the sections and what they usually do in the Administrative sections. My first task was I have been taught on how to operate the office equipment such as photocopy machine, fax, binding machine and intercom telephone to connect the telephone line to other sections in the organization. Have been asked to fax the entire letter required to distribute to all agencies in Sarawak include Federal and state.

The next day was we have our meeting with all staff and there was a demonstration on 'Sistem Penilaian Pegawai Contoh MCS' which is presented by University Technology Malaysia Practical student, Mohd Syazwan Bin Mohd Aris. This is actually his scope of what he has doing throughout 6 month of practical training in MAMPU and come out with new interface for the organization use.

As usual in a week, on Friday we had our morning sharing with Madam Azlina regarding on grammar / common mistake in which the objective of our morning sharing today is to identify the common mistake being done in writing a letter and she come up with few examples for others better understanding.

Since in this week they are going to organize their annual dinner at Grand Magherita Hotel, I have experienced the teamwork among us when we working together on decorating and doing the preparation of all those props for our dinner on the next day.

2.2 Second Week (27 January 2014 - February 2014)

On my second week of practical training, we started our day with our weekly routine with Monday morning sharing. Since I was still attached with administration sections, I was being thought by Mdm. Azlina to identify and record the reference number of old files for disposal. As she mentioned that, old files should be disposed and cannot be kept due certain circumstances. Besides that, I was being asked by one of the staff to create a new notice board for the organization to make it more proper and cheerful.

The following days, I was being asked by my supervisor to join a programme that being handled by MAMPU which is 1MTC Project and was held at Institut Perguruan Batu Lintang Kuching. This programme was under ICT sections in which it is an Engagement session with Institut Latihan Awan (ILA) on project 1MTC for Sarawak Zone.

On that day, I was assisted by another two MAMPU staff to be in charge for registration for the programme and ensure that all the participants that joined have sign their attendance which they presented for their organization.

IMTC was stands for One Malaysia Training Centre as this programmed are is an initiative under the National Blue Ocean Strategy or National Blue Ocean Strategy (NBOS). IMTC project enables the use of existing facilities at the Institute for Public Training shared a whole and its use can be optimized by various parties. At the same time, the project also offers search and application courses offered by the Institute for Public Training. The project was undertaken to meet the needs of people who want a fast and widespread. No longer limited to civil servants, IMTC now open to the public to enjoy the facilities offered by the Institute for Public Training.

This initiative is led by Administrative Modernisation and Management Planning Unit (MAMPU) in where the MTC Portal that being introduced is a gateway that electronic information on courses and facilities offered by public training institutes. The portal will facilitate civil servants, private sector, statutory bodies, non-governmental organizations (NGOs) and the public to get information and booking facilities and courses offered by the Institute for Public Training. The portal also provides online payments. Example of training centre is such as INTAN, Kolej Komuniti, Akademi Percukaian. Apart from that, talk was conducted by Madam Izwin Ismail, the Manager System for IMTC.

Then the next day, we started our day with sharing knowledge and as we know on Wednesday all sharing knowledge was being presented and communicate in English. After that, Madam Azlina explained to me that what they actually do with "Fail Timbul".

At the same time I learn new things in administration in which dealing with all those kind of files. After the explanation, I was required to help her in key in the backup file data in where this kind of file we can only keep and retain for 2 weeks only. Backup file are needed as a reference if the letter did not received by the recipient.

2.3 Third Week (3 February 2014 - 7 February 2014)

In the third week of my practical training, I was being asked by Mr. Faizul to do a kit preparation for “Mesyuarat Jawatankuasa Pemandu Inovasi (JKP) Agensi-agensi Persekutuan Sarawak Bilangan 1 Tahun 2014”. As he explained earlier, MAMPU Cawangan Sarawak is a Secretariat for the program that is why they are responsible to prepare the kit required for the meeting. MAMPU has play their roles in the management to “ Mesyuarat Jawatankuasa Pemandu Inovasi (JKP) Agensi-agensi Persekutuan Sarawak.

After I have done doing kit for the meeting, I continued doing my next task that being asked by Mr. Hew Fah Lin on project in improving the corner space of MAMPU Cawangan Sarawak excellent value. The purpose of this task was to make the corner space become more visible, informative to the people to understand the MCS excellent value. It is important for the organization to change the position of the corner space layout to be more cheerful and innovation.

Then for the last day for this week, we had our meeting on Service Circular which is on Provision Time-Based on the basis of excellence support group for officers the grade of appointment.

This circular has been brought into meeting because this circular is intended to explain the improved implementation of promotion policy for time-based excellence based implementation group officers who are in grades appointment.

Since, we just had our public holiday on 1 January 2014 due to Chinese New Year celebration. Today after the meeting we have our Chinese New Year open house, seems that in MAMPU Sarawak branch there are few of their staff are Chinese. We celebrated this special function together in harmony regardless of race and religion. I personally feel that the staff of MAMPU from all level from the highest rank to the lowest has a very high respect for each other even though they come from different background and culture.

2.4 Fourth Week (10 February 2014 - 14 February 2014)

On this following week which are the fourth weeks of my practical training, as early in the morning once all the staff are coming, we start with our morning sharing knowledge routine on Monday which are more to "Mutiara Kata". It is all about anything that they want to share with all the staff either it is related to current issue or their personal experiences in their daily life. Today, morning sharing was presented by Mr. Faizul on his topic "*Hidupku Nilai Kasih Sayang, Kikis Buruk Sangka*". Knowledge that being shared can be equally used the knowledge and lessons in life or the good values that could be used in the practice of everyday life.

As we learn today, by have our morning sharing on every Monday, Wednesday and Friday we can gain new knowledge by every of the topic has been presented.

Then, around 2.00 pm after we had our lunch break while waiting for our lecturer Miss Sharon Pearl for a visit to our organization to evaluate on our progress and have a checked on log book. At the same time, she meets our supervisor Mr. Abang Zulkarnain for the evaluation feedback regarding on our performance during our attachment in MAMPU Sarawak. The purpose of her visit on this week was to ensure our performance and all activities are gone well.

Meanwhile, I decided to collect some of the background information from the other colleagues of the MAMPU for the purpose of completion of my practical report before the last day of my practical training here. As I still have not completed with MCS project, I continued with my previous task to meet the requirement and the purpose of this project is to ensure that the corner space are attractive and at the same time to become a guideline to all MCS staff.

In this week was quite a hectic week for the organization and but at the same time there were many interesting event for us that we are invited to join the programme. The beginning of the week, I attend a program by Dewan Bahasa dan Pustaka Cawangan Sarawak which is "*Majlis Wacana Pemikiran Zaini Ozea*" was held on 13 of February 2013 at Balai Budaya,, DBP Cawangan Sarawak.

The goal of this event is to honour Mr Zaini Ozea, who is a former Director of DBP Sarawak Branch who is also a prominent humanist who has served and contributed to the development of language and literature Sarawak state. I and one of my friends Hamzani and following by one of MAMPU staff Mr Hew Fah Lin attending the program represent MAMPU.

The last day for week four, we having our knowledge sharing on Friday with all the staff regarding on “ *Pekeliling Perkhdimatan Bilangan 1 Tahun 2014*” which are focus on *Bantuan Upah Jahit* was represented By Mdm. Hamdiah Bt. Mohd Bujang. The purpose of circular is intended to implement the government’s decisions on granting aid sewing wages. It is in lies of a sewing wages to civil servants under the agencies to get the fabrics and distribute its own officers to manage the seam and make the refund claim supported by receipts. The circular was circulated to government sector which are good for the employers to provide opportunities for those who are skilled in providing assistance to improve existing employee interest.

2.5 Fifth Week (17 February 2014 - 21 February 2014)

Where as in the fifth week, I was also thought by Madam Azlina on how to sorting files according into proper listing in which as she has explained this procedure is important to be followed because to make sure that the file are easier to be search and proper manage. Not only easier for the one who manage file management but also to other employee. As being thought, the efficient management of file is where the file can be found in 30 seconds.

The additional duties in my fifth weeks includes managing of check out letter, which means all letter that are being fax or email by the organization need to be recorded in a list of check out file. The purpose of this file is to make sure letter that being send either by fax, email, or by hand has its prove and need to be kept properly.

On the following days, I still continue key in the data of “*surat keluar*” and make another photocopy earlier on and stamping the data accordingly to its pages into another log book named “*daftar keluar*” for easy reference when it being kept in the files. The way of managing file that being practice by MAMPU are good and relevant because by doing this kind of procedure may help the organization if there any problem occur regarding to check out of any letter.

Besides that, the next day we have our morning sharing knowledge by Mr. Hew Fah Lin on his interesting topic are “*Speak from Heart*”. After that, I was having our short meeting with Madam Cornelia, The Deputy Director of MAMPU under Management Development and Transformation section. She has briefly explained to me regarding to upcoming program which is “*Jemputan ke Road to AISA 2014*” that being to handle on the following weeks.

Regarding to the upcoming program that going to be held on 27th February 2014, as where are the cooperation strategically between the Federal Government and the State Government in particular of Administrative Modernisation and Management Planning Malaysia (MAMPU) and department of the Prime Minister.

For the task given, I was being asked to help them to fax and email letter regarding to the invitation and list of state and federal that are join in the program. This program was an important agenda to recognize the innovation generated by the agency government in the public sector. At the same time, we have to call the agency back for getting their confirmation in attending the program by sending at least two of their staff represents their organization.

2.6 Sixth Week (24 February 2014 - 28 February 2014)

The last week of my practical training, I feel lucky because have an opportunity to hear some of advise by our director Tuan Hj.Shahabudin Bin.Omar. Today was his turn in our morning sharing knowledge and he come up with his topic touches on "*Penghargaan kepada yang telah berjasa sampai berjaya hingga ke hari ini*". From what I learn based on sharing knowledge today, he reminded all of us no matter old or young we must have a respect and recognition of the contribution to our parents who have sacrificed much to see their children succeed. After then, I carry on with my previous task calling their agency for their conformation in attending AISA program.

On the following days, we are directed by Madam Cornelia to join Mr. Stevincent Freddy Baru to attend the program on “*Kriteria Pengauditan Ekosistem Kondusif Sektor Awam (EKSA)*”. In this case, MAMPU provide consultancy services to public sector. For example, program 5s that was being practice by most of organization. This talk was presented by Mr, Stevincent himself as an Assistant Director under section Advisory Services and Secretariat in MAMPU Sarawak branch.

The briefing was being attended by steering committee / chief audit / zoning committee and members of 5s at the Department of Occupational Safety and Health Sarawak. As far from I had learn from joining this briefing is I can easily capture how MAMPU play their roles in certain program which by giving consultancy services to agencies that require 5s certificate to their agency. In 5s program for example, MAMPU is a whole auditor for the agency and providing circular to the public for them to follow.

Besides that, I have attended meeting with all the staff and they had a discussion on “*Mesyuarat Agung Tahunan Bil. 1 Tahun 2014 sesi 2012/2014*” *Kelab Sukan dan Rekreasi* MAMPU Sarawak Branch.. (K-MASURI). The purpose of this meeting was to present the annual activity reports throughout the year of 2013 and at the same time after the dissolution of the activities pursued by the older members of the club and make the selection of new club member. Presentation of the report was presented former president of the club Mr Valentine.

Meanwhile, the last programme that I was attend this week is “*Progran Taklimat Road to AISA 2014*” *Zon Borneo (SARAWAK)*” which is held at Bilik Gerakan Negeri Level 2, Chief Minister Office. Public Sector innovation award or known as AISA is the second

highest award in recognition of the structure of the public sector after the prime minister Innovation Award. The award is intended to recognize innovation and achievement in public sector agencies in the four management, namely management of information and communication technology (ICT), financial management, the district administration and management of land and local authorities.

Besides the purpose of "Program Road to AISA" is to strengthen the existing strategic partnership and at the same time expanding the AISA promotion. It also increases awareness among civil servants on the importance of innovation. As on that day, chief minister's department is organizing the farewell event to our Chief Minister Pehin Sri Haji Abdul Taib Bin. Mahmud as to pay their respect to him for his service he had contributed for serving as the Chief Minister of Sarawak.

On my last day of practical training, staff of MAMPU has set a farewell appreciation lunch for me. I had been given merchandize by the staff to show their appreciation for my presence in the organization.

CHAPTER THREE

ANALYSIS

3.0 INTRODUCTION

This chapter will specifically analyze on one of task as covered on the practical training handbook. This chapter also reflects the definition of concept of the specific area of the practical training. Demonstration of practical training and theoretical aspects as how students transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom will be explained and describe.

3.1 TASK ANALYSIS

Throughout the 6 weeks of doing my practical training in MAMPU Sarawak branch. I had gained a really great experience in terms of the technical knowledge as well as communication skills. It is a wonderful experience where I am able to feel the working environment which I will going to face it after I finished my degree. It feels much different in doing practical and studying environment where during the study moment we only can covers the theoretical parts where in the practical part I was able to experience the real working environment.

Moreover, during my practical training here, there are several tasks have been given to me which have enhance extra knowledge towards my experience in practical in the organization.

The extra knowledge that I have gained throughout the week is I was able to operate the office machine such as photocopying, printing and facsimile, labeling filing system and also handling phone calls. In order to relate to what I had learned in the class during my practical training, I had discover the concept that related to the tasks that had been assigned to me which is on Total Quality Management.

3.2 CONCEPT OF TOTAL QUALITY MANAGEMENT

Total Quality Management (TQM) describes a management approach to long-term success through customer satisfaction. In a TQM effort, all members of an organization participate in improving processes, products, services, and culture in which they work. Most of the methods for implementing this approach come from the teachings of such quality leaders as Philips B. Crosby, W. Edwards Deming, Armand V. Feigenbaum, Kaoru Ishikawa and Joseph M. Juran (2010).

3.3 THE PRIMARY ELEMENT OF QUALITY OF TOTAL MANAGEMENT

Total quality management can be summarized as a management system for a customer-focused organization that involves all employees in continual improvement. It uses strategy, data, and effective communications to integrate the quality discipline into the culture and activities of the organization.

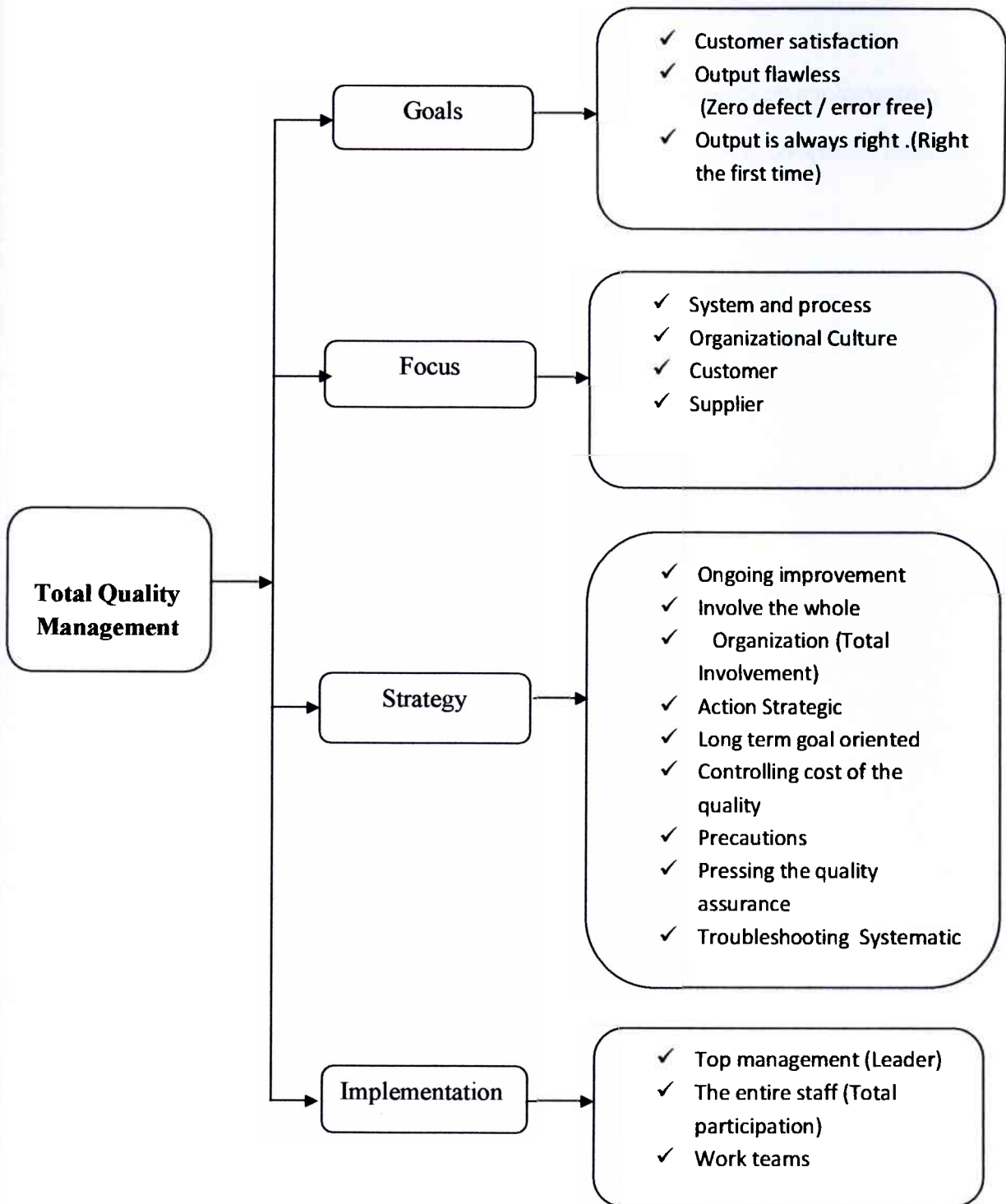
- **Customer-focused.** The customer ultimately determines the level of quality. No matter what an organization does to foster quality improvement—training employees, integrating quality into the design process, upgrading computers or software, or buying new measuring tools—the customer determines whether the efforts were worthwhile.
- **Total employee involvement.** All employees participate in working toward common goals. Total employee commitment can only be obtained after fear has been driven from the workplace, when empowerment has occurred, and management has provided the proper environment. High-performance work systems integrate continuous improvement efforts with normal business operations. Self-managed work teams are one form of empowerment.
- **Process-centered.** A fundamental part of TQM is a focus on process thinking. A process is a series of steps that take inputs from suppliers (internal or external) and transforms them into outputs that are delivered to customers (again, either internal or external). The steps required to carry out the process are defined, and performance measures are continuously monitored in order to detect unexpected variation.

- **Integrated system.** Although an organization may consist of many different functional specialties often organized into vertically structured departments, it is the horizontal processes interconnecting these functions that are the focus of TQM.
 - Micro-processes add up to larger processes, and all processes aggregate into the business processes required for defining and implementing strategy.
 - Everyone must understand the vision, mission, and guiding principles as well as the quality policies, objectives, and critical processes of the organization. Business performance must be monitored and communicated continuously.
 - An integrated business system may be modeled after the Baldrige National Quality Program criteria and/or incorporate the ISO 9000 standards. Every organization has a unique work culture, and it is virtually impossible to achieve excellence in its products and services unless a good quality culture has been fostered. Thus, an integrated system connects business improvement elements in an attempt to continually improve and exceed the expectations of customers, employees, and other stakeholders.
- **Strategic and systematic approach.** A critical part of the management of quality is the strategic and systematic approach to achieving an organization's vision, mission, and goals. This process, called strategic planning or strategic management, includes the formulation of a strategic plan that integrates quality as a core component.

- **Continual improvement.** A major thrust of TQM is continual process improvement. Continual improvement drives an organization to be both analytical and creative in finding ways to become more competitive and more effective at meeting stakeholder expectations.
- **Fact-based decision making.** In order to know how well an organization is performing, data on performance measures are necessary. TQM requires that an organization continually collect and analyze data in order to improve decision making accuracy, achieve consensus, and allow prediction based on past history.
- **Communications.** During times of organizational change, as well as part of day-to-day operation, effective communications plays a large part in maintaining morale and in motivating employees at all levels. Communications involve strategies, method, and timeliness.

All the elements as above are considered essential to TQM that many organizations define them, in some format, as a set of core values and principles on which the organization is to operate.

3.4 FEATURES OF TOTAL QUALITY MANAGEMENT (TQM)



Sources: Certified Manager of Quality/Organizational Excellence Handbook, 2013

3.5 DEMING'S 14 POINTS

Deming's 14 Points on Quality Management, a core concept on implementing total quality management, is a set of management practices to help companies increase their quality and productivity. There are stated as below;

- Create constancy of purpose for improving products and services.
- Adopt the new philosophy.
- Cease dependence on inspection to achieve quality.
- End the practice of awarding business on price alone; instead, minimize total cost by working with a single supplier.
- Improve constantly and forever every process for planning, production and service.
- Institute training on the job.
- Adopt and institute leadership.
- Drive out fear.
- Break down barriers between staff areas.
- Eliminate slogans, exhortations and targets for the workforce.
- Eliminate numerical quotas for the workforce and numerical goals for management.
- Remove barriers that rob people of pride of workmanship, and eliminate the annual rating or merit system.
- Institute a vigorous program of education and self-improvement for everyone.
- Put everybody in the company to work accomplishing the transformation.

3.6 GENERIC MODEL FOR IMPLEMENTING TOTAL QUALITY MANAGEMENT

- i. Top management learns about and decides to commit to TQM. TQM is identified as one of the organization's strategies.
- ii. The organization assesses current culture, customer satisfaction, and quality management systems.
- iii. Top management identifies core values and principles to be used, and communicates them.
- iv. A TQM master plan is developed on the basis of steps 1, 2, and 3.
- v. The organization identifies and prioritizes customer demands and aligns products and services to meet those demands.
- vi. Management maps the critical processes through which the organization meets its customers' needs.
- vii. Management oversees the formation of teams for process improvement efforts.
- viii. The momentum of the TQM effort is managed by the steering committee.
- ix. Managers contribute individually to the effort through hoshin planning, training, coaching or other methods.
- x. Daily process management and standardization take place.
- xi. Progress is evaluated and the plan is revised as needed.
- xii. Constant employee awareness and feedback on status are provided and a reward/recognition process is established.

3.7 FIVE STRATEGIES TO DEVELOP THE TOTAL QUALITY MANAGEMENT PROCESS

In developing Total Quality Management Process there are five strategies which are stated as below:

Strategy 1: The TQM element approach

The TQM element approach takes key business processes and/or organizational units and uses the tools of TQM to foster improvements. This method was widely used in the early 1980s as companies tried to implement parts of TQM as they learned them. Examples of this approach include quality circles, statistical process control, Taguchi methods, and quality function deployment.

Strategy 2: The guru approach

The guru approach uses the teachings and writings of one or more of the leading quality thinkers as a guide against which to determine where the organization has deficiencies. Then, the organization makes appropriate changes to remedy those deficiencies. For example, managers might study Deming's 14 points or attend the Crosby College. They would then work on implementing the approach learned.

Strategy 3: The organization model approach

In this approach, individuals or teams visit organizations that have taken a leadership role in TQM and determine their processes and reasons for success. They then integrate these ideas with their own ideas to develop an organizational model adapted for their specific organization. This method was used widely in the late 1980s and is exemplified by the initial recipients of the Malcolm Baldrige National Quality Award.

Strategy 4: The Japanese total quality approach

Organizations using the Japanese total quality approach examine the detailed implementation techniques and strategies employed by Deming Prize-winning companies and use this experience to develop a long-range master plan for in-house use. This approach was used by Florida Power and Light—among others—to implement TQM and to compete for and win the Deming Prize.

Strategy 5: The award criteria approach

When using this model, an organization uses the criteria of a quality award, for example, the Deming Prize, the European Quality Award, or the Malcolm Baldrige National Quality Award, to identify areas for improvement. Under this approach, TQM implementation focuses on meeting specific award criteria. Although some argue that this is not an appropriate use of award criteria, some organizations do use this approach and it can result in improvement.

3.8 THE BENEFITS OF TOTAL QUALITY MANAGEMENT IN THE ORGANIZATION

The implementation of Total Quality Management in the organization gives the benefit within the organization. The benefits are listed as follows:

- Strengthened competitive position.
- Adaptability to changing or emerging market condition and to environmental and other government regulation.
- Higher productivity.
- Enchanted market image.
- Elimination of defects and waste.
- Reduced cost and better cost management.
- Higher profitability.
- Improved customer focus and satisfaction.
- Increased customer loyalty and retention.
- Increased job securities.
- Improved employee morale.
- Enchanted shareholder and stakeholder value.
- Improved and innovative processes.

Sources: Certified Manager of Quality/Organizational Excellence Handbook,2013

The benefits are also in line with the goal of TQM is to provide customer satisfaction. This is done by means produce outputs that meet customers' needs and meet expectations. Each output produced must also be ensured that no defects (defect free) or error (error free) for defects or errors can affect customer satisfaction. On the same grounds an organization must ensure from the start that the output issued are correct outputs as required by the customer.

TQM focuses on the development of systems and processes work quality. This is because only the systems and processes to ensure only quality of output. TQM pay attention to the customer and suppliers. All feedback and suggestions from customers are used to purpose of designing the system and work processes to be carried out. The supplier is considered as a partner who is equally responsible for producing products of quality. This group is important because of its role to provide quality inputs to the organization.

Where in terms of quality improvement strategy, TQM emphasizes on process improvement and continuous of improvement. This process consists of the actions carefully planned strategic and long-term goal-oriented. This process involves the entire organization (Total Involvement) in which all the resources and the strength of the organization will be fully mobilized in quality efforts.

3.9 IMPLEMENTATION OF TOTAL QUALITY MANAGEMENT IN THE ORGANIZATION

In the public sector, most of the organization has been introduced to Total Quality Management. Circulars issued by the government as "*Pekeliling Kemajuan Pentadbiran Awam Bil.1/1992*" which is on Total Quality Management (TQM) on Public Service.

According to the Malaysian Administrative Modernization and Management Planning Unit (MAMPU), TQM is a continuous process that involves the whole organization and customer driven. The process is aimed at creating a culture of excellence in any organization. Hence, TQM can be seen as a process of culture transformation through which the existing elements of the culture are modified, replaces or strengthened with better elements. These elements encompass values and attitudes, systems and procedures, operational practices, organization structure and so forth.

On this report, I also will provide on the core principles of TQM as outlined by MAMPU in the Development Circular (DAC) No.1 of 1992, entitled "Guide on Total Quality Management in the Public Service". These principles are (1) top management support, (2) strategic quality planning, (3) customer focus, (4) training and recognition, (5) enhancing teamwork, (6) performance measurement, and (7) quality assurance.

The first principle is top management support. Total quality is a management-led process. As a result, success in its implementation depends on the demonstration of top management's commitment. According to Ross (1995), the commitment and involvement of management needs to be demonstrated and visible. Commitment means a willingness to devote resources to TQM, to invest in the programme, and the willingness to invest now in order to reap benefits later (Kelly, 1994). A commitment to total quality means a willingness to change the style (and culture) in which the company operates, which may mean changes in the company's management philosophy or new relationships between managers and their subordinates.

The second principle is strategic quality planning. It plays a vital role in ensuring quality outputs (products or services) of an organization. By undergoing the process of strategic planning, organizations are able to identify their strengths and weaknesses and thereby formulate appropriate strategies in line with the changing environment so as to meet customer requirements. As outlined by MAMPU, strategic quality planning involves five steps, which are: external environment analysis, internal environment analysis, formulation of organization vision, formulation of quality objectives, and identification of improvement activities.

The third principle is customer focus. Quality is conformance to customer requirements. To achieve maximum customer satisfaction, every employee, supervisor, and manager must develop a passionate commitment to meeting customer requirements, which is the key to quality and profitability (Miller, 1995). A strong commitment and involvement of managers, supervisors, and employees in the customer focus process will assure quality, cost reduction, and gain competitive advantage for the organization concerned.

The fourth principle is training and recognition. According to MAMPU, successful implementation of TQM depends on the support and participation of a skilful and knowledgeable workforce with positive attitudes and values towards work. This requires continuous training and recognition of a system that motivates the workforce to produce high quality outputs. For TQM organizations, where employee involvement in decision-making, work-team, self-direction, customer focus, partnership, and continuous improvement rise from clichés to core realities, training is more than useful – it is essential and extremely important. Re than useful – it is essential and extremely important.

Recognition is an appreciation of the contributions of the employees and work teams to the being of the organization as a whole. The contributions of employees over the years cannot be ignored. Due recognition and appreciation in various forms should be in place.

The fifth principle is enhancing teamwork. Teamwork among employees of a department is a unifying force in ensuring success of the department's quality improvement efforts. According to Judith (2004), the most common vehicle for employee participation is a team. Gilbert (1992) posits that "teams do most things better than individuals because the members stimulate each other; they possess a broader range of skills, and anyway, working in a team can be more fun". As outlined by MAMPU, teamwork enhances three key aspects of the quality improvement process: facilitates free exchange of information and ideas, builds up trust among the employees, and improves communication within the department.

The sixth principle is performance measurement. Measurement is one of the most critical functions in quality assurance. According to MAMPU, a performance measurement system provides important data and information to management on the current performance of a work process that is being implemented. This information can be utilized in several ways, some of which are: evaluating present performance of a particular work process, measuring process conformance, that is, the extent to which the present work process meets the pre-established quality standards and objectives, identifying the segment of a work process that has quality problems, and planning for improvement activities to further upgrade the quality of work. Evans and Lindsay (2005) further concurred that successful companies around the world have shown that if a total quality control philosophy is to be implemented, it is essential that employees at every level be trained in basic statistical problem-solving techniques.

The seventh principle is quality assurance. According to MAMPU, quality assurance focuses on planned and systematic actions for the prevention of quality problems to ensure the production of defect-free outputs. Asli (1999) stated that in overcoming the limitations of quality inspection and quality control approaches, many organizations have turned to quality assurance as an alternative. Therefore, quality assurance involves the planning and the management of the right method in the production of goods or rendering services.

In short, TQM is a management philosophy that emphasizes continuous improvement of processes, people and the overall system in an organization to maximize customer satisfaction. Although, MAMPU's formulated TQM principles were originally meant for public service organizations, they can also be applied across all types of organizations due to the generic nature of the principles outlined above.

CHAPTER FOUR

RECOMMENDATIONS

4.0 INTRODUCTION

This chapter will highlight with the examples of the strength and the weaknesses of job or tasks assigned during training as being discussed in the previous chapter. To find out what are the strength and the weaknesses of the practical training, observation have been made during the training being held. In this chapter a solution also being provide for improvement.

4.1 OBSERVATION ON STRENGTH

i. Gain new experience

Along my practical training with Malaysia Administrative Modernisation and Management Planning Unit (MAMPU) I have gain a lot of experience in my 6 weeks times. I can feel the exposure to the real working environment, it has teach me a lot on how to respond on the task given and how am I am going to handle the task given by my supervisor or other staff on the assignment that he/she ask me to do. By then at the same time, I have the opportunity to attend event that being organize inside or outside the organization. Through this exposure I can really see how interrelationship of one organization to another when they are organizing an event together.

Every task that I have done and the experience that I had teach me on how to manage my time so that I have enough time to do another task that assigned by my supervisor. The whole new experience that I had during my practical training have teach me to be wise in my time management and I also get the experience on how to work and tolerate with each other in the organization and never scared to ask question when I'm in doubt in certain matter that related to the task that a given to me to do. As surround by harmony working culture, I can feel this are one of good example that I can share with my fellow friends to be applied in our daily routine in class.

ii) Harmonious working culture

Achieving harmony within the workplace is at the top of list of important concern for every organization. Creating a harmonious work environment between individuals, between management and employees, and between employers and employees presents an exciting opportunity for new comer to the organization. As what can I see, all of them a helpful and willing to help others in dealing with task that are doing. When it comes to creating a work environment which sees everyone in the office are working together as a team if possible as in handling a project or event. Besides that, I also can feel the friendliness among them, even though I only a practical student there but I did not even feel left out because they treat me just like another staff.

Harmony within the workplace begins with the staff, and so the first place that most employers start creating that harmonious environment. At the same time, they never compare upper subordinate and employees and all of them are treated as equal by the Director and this really create a harmonious environment in the organization.

4.2 OBSERVATION ON WEAKNESSES

i) Limited period of practical training

The limited period of time on practical training given by the UiTM have create some difficulties for the organization of the practical place. This is because, the time limitation given are too short for us as a practical student to learn a lot of things in the organization during that 6 weeks. The student can't really do much in that 6 weeks of period because in order to learn new things might take time. It has made the organization face difficulties to delegate the task for the student to do. Some of the organization can't really discover on what task should be assigned to the practical training student because of the limitation of time to teach the student if they give the critical task to the student to carry out the work. The short period of time might be one of the weaknesses for in this case.

ii) Lack of knowledge on certain task

The poor performance by employee is also one of the contributions that leads to the slow performance and alertness of job in the organization. Sometimes poor performance by employee are because of lack of knowledge on certain task that given to them. For example in a situation where one of employee are on leave at the same day whereby another employee need to cover up his/her task for that day. It might be one of the difficulties that could be happen if there a lack of knowledge by the staff. Training needed by the staff to enhance their knowledge in doing multitasking task in the organization.

4.3 RECOMMENDATION

For my recommendations, there are few ways to help to improve the weaknesses part in the organizations and also for the UiTM itself. It might be able to be improvement in the future.

i. Increase the practical training period

The practical training period that given by UiTM are too limited for the student to experience more on their technical side in understanding the real working environment. The 6 weeks of time are not enough for the student to learn and to do of other task that could enhance their capability in carrying out the difficult task. Sometimes the limitation of time given have given a hard time for the organization to figure out on what task that suitable to be assign to the student that doing the practical.

In this matter, the UiTM should provide a longer period of practical training for the student to ensure that the student have enough time to experience whole lot of things during their training being carried out. It also could give the opportunity for the organization to monitor the student properly on their behaviour and the student ability to provide what needed by the organization upon the task that have been assigned.

ii. Give training to the employee

The effectiveness of the employee can be seen whereby they can do multitasking work at once time. Multitasking is the act of simultaneously performing more than one function. For example, treasurer in the organization not only handle the natter of financial of the organization but at the same time she or he can do another kind of task which might be related to human resource. In the case, the organizations need to send employee for training in which to give exposure to them on how can they do multitasking work at the same time. Give training to the employee in public sector enshrined in the circular of human resource training policies in the public sector has also determined that all members of the public to attend the course at least seven (7) days a year. As we can see, a focused and knowledgeable employee may be able to increase productivity by multitasking. The type of tasks being performed and the employee's levels of alertness and attention can affect the level of production and the quality of the work she performs.

CHAPTER FIVE

CONCLUSION

5.0 INTRODUCTION

In this chapter 5, I will summarize of the discussion for each of the chapter. It will conclude on the background of the organization, the schedule of my practical training, the main task analysis, and also the recommendation from my observation on both strengths and weaknesses that I have found in the organization. In addition, I will also provide the overall conclusion for my practical training along my 6 weeks in MAMPU.

5.1 CONCLUSION

Throughout 6 weeks of doing practical training, I have learn a lot and gain new experience with all the members in MAMPU Sarawak. I learn new things every day and at the same time I get to know how the real working environment is like. Studying in classes are very much different in term of the way we carrying out the theory and to apply it into technical methods. As we learn in class, we depended on books and when it comes to real working life we have to apply it to task that are given.

The background of the organization itself has briefly shown the history of established of MAMPU, vision and mission and explain also the main function of MAMPU in serving their service to upgrade and modernize the administrative system and its operation. Apart from that, I also learn that the structure are which the most important as in the organization. It works as the back bone of the organization to ensure that the organization operation can run smoothly in which they have the top management to handle the flow of the organization and control over the employee's as well.

In the chapter 2 are focusing on the schedule of practical training where we were given log book for us to update our daily task so that we could record any task that we have done throughout the 6 weeks of our practical training at our organization. After being updated, the log book need to be checked and signed by my supervisor Mr Abang Zulkarnain every end of the week, to see on my progress and task on what I am doing in a week.

On the chapter 3, I have briefly discussed on the task analysis where as focusing on mainly task that I have done throughout my practical training. There a more exposure to Total Quality Management and I have explained a little bit about what I have learned and understand about TQM.

Other than that, in my chapter 4 I have made an observation through my own opinion on the strengths and weaknesses that I found in MAMPU. With strengths of the organization, they could maintain the goodness and the weaknesses they need to do some of improvement to it. It is because for me, in every weaknesses for sure there will be a way to overcome the problem. The recommendation of these weakness the organization have play their role in ensuring their organization works well and their employee are being well organize so that there will be no problem with the organization itself and employee to carry out their task. There are recommendations that I have stated earlier, hopefully it could help to be improve by providing training for their employees to gain extra knowledge so that they will become more efficient in handling task that are assigned to them.

To conclude in my chapter 5, in my practical time with MAMPU Sarawak I have learned a lot of new things which I never realized and never been experienced before. This experiences I think are very useful in the future after I had finished my degree where I will start to work and I can adapt the new environment of working culture. I feel so grateful to work with them because they all are very friendly and they also guide me in positive ways. If I have any question and regarding on the task that have been assigned by my supervisor they never feel hesitate to share the information that they have with me. They really make me feel I belong in the organization where this is what everyone is looking in the working environment where they feel close to each other. This is something new for me because I have been well taken care off throughout my practical training period. They never left me behind and not do feel awkward every time they want to share the important information.

As what can I see, working in team is also part of their routine in which they will help each other if there any problem in their organization. Besides that, I have learned to interact with other department which really helps me in my confidence level and at the same time enhance my communication skills interact with others.

Overall, this organization really helped me a lot during my 6 weeks of practical training carried out there. I am glad that I have choose this organization for my first attempt at working experience and I felt welcome when they accept me to be part of the organization. I hope that this practical training will be continued because it could help the students to understand and experience the real working environment.

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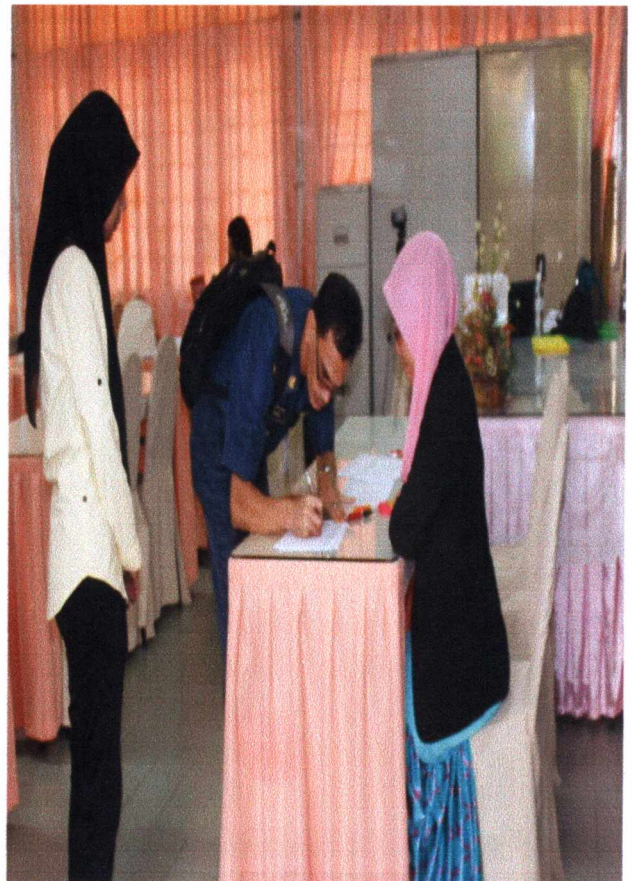
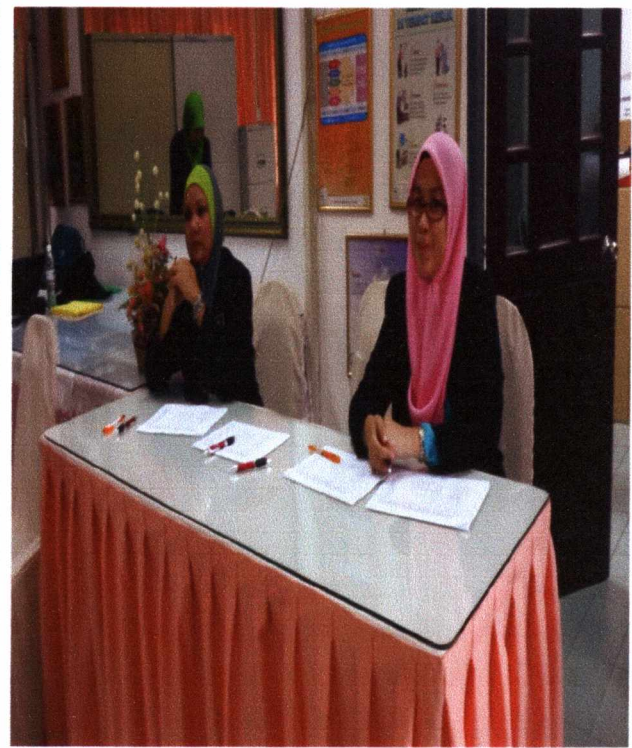
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APPENDIX

APPENDIX











13



ديوان بهاس دان فوسٽاڪا
DEWAN BAHASA DAN PUSTAKA
Malaysia

DEWAN BAHASA DAN PUSTAKA CAWANGAN SARAWAK
Pejabat Jalan Tun Datuk Patinggi Haji Abdul Rahman Yakub, Petra Jaya. 93050 Kuching
Alamat Pos: Peti Surat 1390, 93728 Kuching, Sarawak. Telefon: 082-444711-2. Faks: 082-444707

"1 MALAYSIA; RAKYAT DIDAHULUKAN, PENCAPAIAN DIUTAMAKAN"

Pengarah,
MAMPU Cawangan Sarawak,
Jabatan Perdana Menteri,
Tingkat 5, Bangunan Sultan Iskandar,
Jalan Simpang Tiga,
93350 KUCHING.

Ruj. Tuan :
Ruj. Kami : DBP/003/100-26/1/1 (103)
Tarikh : 07 Februari 2014
07 Rabiulakhir 1435H

Tuan,

UNDANGAN MALAM APRESIASI ZAINI OZEA

Dengan segala hormatnya dimaklumkan bahawa Dewan Bahasa dan Pustaka Cawangan Sarawak akan mengadakan acara di atas seperti rincian berikut:

Tarikh : 14 Februari 2014 (Jumaat)
Masa : 7.30 malam
Tempat : Balai Budaya, DBP Cawangan Sarawak
Tetamu Kehormat: Yang Berhormat Datuk Hajah Fatimah Abdullah,
Menteri Kebajikan, Wanita dan
Pembangunan Keluarga,

2. Sehubungan dengan itu, kami amat berbesar hati mengundang tuan dan 5 orang kakitangan untuk hadir bersama-sama kami menyerikan majlis tersebut.

3. Matlamat majlis tersebut adalah untuk memberi penghargaan kepada Enck Zaini bin Oje@Ozea, mantan Pengarah, DBP Cawangan Sarawak yang juga merupakan seorang tokoh budayawan yang telah banyak berjasa dan memberi sumbangan terhadap pembangunan bahasa dan sastera negeri Sarawak.

4. Bersama-sama ini disertakan atur cara majlis dan borang kehadiran untuk diisi dan dikembalikan kepada pihak kami selewat-lewatnya pada 12 Februari 2014 (Rabu). Kesudian tuan hadir kami dahului dengan ucapan setinggi-tinggi terima kasih.

Sekian.

"BERKHIDMAT UNTUK NEGARA"
"BAHASA JIWA BANGSA"

Saya yang menurut perintah,


(DR. HAZAMI JAHARI)
Pemangku Pengarah.

nco(P1609/D./f.:mlm apresiasi Zaini Ozea::srt Ketua jabatan)



ATUR CARA (Tentatif)

MALAM APRESIASI KARYA ZAINI OJE

Tarikh : **14 Februari 2014 (Jumaat)**
Tempat : **Balai Budaya, DBP Cawangan Sarawak**

- 7.30 malam - Ketibaan Jemputan
- 8.30 malam - Ketibaan Tetamu Kehormat
YB Datuk Hajah Fatimah Abdullah,
Menteri Kebajikan, Wanita dan Pembangunan Keluarga
- Ucapan Alu-aluan
YBhg. Dr. Hazami Jahari
Pemangku Pengarah DBP Cawangan Sarawak
- Ucapan Tetamu Kehormat
YB Datuk Hajah Fatimah Abdullah,
Menteri Kebajikan, Wanita dan Pembangunan Keluarga
- Persembahan Teater Pendek Karya Zaini Ozea
- Penyampaian Cenderamata
- Jamuan
- Bersurai



PENGESAHAN KEHADIRAN

MALAM APRESIASI ZAINI OZEA

Tarikh : 14 Februari 2014 (Jumaat)
Masa : 7.30 malam
Tempat : Balai Budaya, DBP Cawangan Sarawak
Tetamu Kehormat : Yang Berhormat Datuk Hajah Fatimah Abdullah,
 Menteri Kebajikan, Wanita dan
 Pembangunan Keluarga

Dengan sukacitanya dimaklumkan bahawa kami akan *hadir/tidak hadir ke majlis di atas.

BIL.	NAMA	JAWATAN	NO. TEL
1.	Hew Fah Lin	PRP N17	} 957991
2.	Hamzani Bin Fadil	pelajar	
3.	Nursyamsina bt. Sopian Khan	Practikal	

Nama : ABG. ZULKARNAIN BIN ABG. HAJI IBRAHIM
 Penerima Pengarah
Jawatan : MAMPU Cawangan Sarawak

Cap Organisasi : 

Untuk keterangan lanjut sila hubungi:
 Encik Bakar Bujang (082-227038)
 Puan Nuralizacaliph Osmina bt. Mohd. Osman (082-227013)
 Faks : 082 – 227088

**potong yang tidak berkenaan*

TELAH DIHANTAR MELALUI FAKS PADA

Ketua Pusat Pengajian Sains Sosial
 Fakulti Sains Pentadbiran dan Pengajian Polisi
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 Penyelaras Latihan Praktikal Program AM228)

Tel: 082-677275
 Faks: 082-677320

Tuan

KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN PRAKTIKAL BAGI PELAJAR UITM DARI FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI (FSPPP)

NAMA PELAJAR: NURSYAMSINA BINTI SOPHAN KHAN

NO KAD MATRIK: 2012281088

KOD PROGRAM: SARJANA MUDA SAINS PENTADBIRAN

Dengan hormatnya permohonan tuan menerusi surat bil 100-UITMKS (FSPPP/14/1) bertarikh 18/10/13 mengenai perkara tersebut di atas adalah dirujuk.

2. Adalah dimaklumkan bahawa setelah pertimbangan teliti diberikan terhadap permohonan tersebut maka pihak kami **BERSETUJU / ~~TIDAK BERSETUJU~~*** untuk menerima pelajar berkenaan dari Fakulti tuan bag menjalankan latihan praktikal di organisasi kami mulai **22 Januari 2014** hingga **28 Februari 2014** berdasarkan syarat-syarat yang akan ditentukan oleh kami.

Sekian, terima kasih.

Yang benar

Fairuz



Tandatangan Pegawai dan Cop Organisasi
 Penciung Pengarah
 MAMPU Cawangan Sarawak

* Potong mana yang tidak berkenaan

TELAH DIHANTAR
 MELALUI FAKS PADA

TARIKH: 12/11/13 JAM: 8:37 AM



PEJABAT SETIAUSAHA PERSEKUTUAN SARAWAK

Jabatan Perdana Menteri
Tingkat 17, Bangunan Sultan Iskandar
Jalan Simpang Tiga
93350 Kuching
Sarawak

Tel : 082-417733
Faks : 082-419452
Laman Web : www.supswk.gov.my
Emel : admin@supswk.gov.my

Ruj. Kami : SUPS.106/18 (1)

Tarikh : 18 Februari 2014

Seperti Dalam Senarai Edaran

YBhg. Datuk/Dato'/Datu/Tuan/Puan,

PELANTIKAN FOCAL PERSON BAGI MENYERTAI ANUGERAH KETUA MENTERI SARAWAK (AKMS) 2015

Dengan hormatnya saya merujuk kepada perkara tersebut di atas.

2. Seperti YBhg. Datuk/Datu/Dato'/Tuan/Puan sedia maklum, Kerajaan Negeri Sarawak menganjurkan Anugerah Ketua Menteri Sarawak (AKMS) secara dwi tahunan sebagai pengiktirafan kepada agensi-agensi Sektor Awam Negeri Sarawak yang telah berjaya menonjolkan kecemerlangan menyeluruh dalam pengurusan organisasi masing-masing serta mampu menyampaikan perkhidmatan yang berkualiti kepada pelanggan.

3. Mesyuarat Jawatankuasa Pemandu Inovasi (JKPI) Agensi-agensi Persekutuan Sarawak Bilangan 1 Tahun 2014 telah bersetuju supaya penyertaan agensi-agensi Persekutuan di negeri Sarawak dalam Anugerah Ketua Menteri Sarawak dipertingkatkan. Sehubungan ini, agensi YBhg. Datuk/Datu/Dato'/Tuan/Puan telah dicalon untuk menyertai anugerah ini pada tahun 2015.

4. Dalam hal ini, MAMPU Cawangan Sarawak, selaku penyelaras AKMS (Kategori Persekutuan) ingin menganjurkan program bimbingan bagi memberi pendedahan dan pemahaman mengenai kriteria anugerah agar agensi dapat membuat persediaan yang rapi untuk menyertai anugerah berkenaan. Sehubungan itu, YBhg. Datuk/Datu/Dato'/Tuan/Puan adalah dipohon untuk melantik *Focal Person* bagi menghadiri taklimat familisasi AKMS yang akan diadakan dalam masa terdekat. Sila kembalikan Borang Pengesahan *Focal Person* seperti di **Lampiran A sebelum atau pada 28 Februari 2014(Jumaat)** ke talian 082-256055.

SUPS, JPM TELAH DIANUGERAHKAN SIJIL SISTEM PENGURUSAN PERSEKITARAN KERJA MELALUI AMALAN SS, MAMPU JPM

Pejabat SUPS, JPM Menerima Anugerah Persekitaran MS ISO 9001 : 2008 Jun 2009



CERTIFIED TO ISO 9001:2008

CERT. NO. A8231

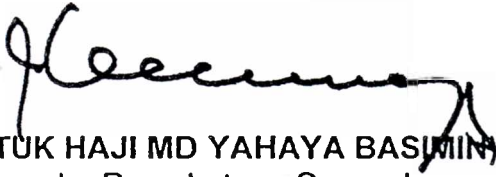
5. Sekiranya terdapat sebarang pertanyaan, sila hubungi Encik Stevincent Freddy Baru (urus setia MAMPU Cawangan Sarawak) di talian 082-257991 atau melalui emel stevincent@mampu.gov.my. Kerjasama dan perhatian YBhg. Datuk/Datu/Dato'/Tuan/Puan dalam perkara ini adalah amatlah dihargai dan didahului dengan ucapan terima kasih.

Sekian.

"BERKHIDMAT UNTUK NEGARA"

"PERTAMA DAN MEMIMPIN"

Saya yang menurut perintah,



(DATUK HAJI MD YAHAYA BASIMIN)
Setiausaha Persekutuan Sarawak



**UNIT PEMODENAN TADBIRAN DAN PERANCANGAN
PENGURUSAN MALAYSIA (MAMPU)
CAWANGAN SARAWAK
JABATAN PERDANA MENTERI
TINGKAT 5, BANGUNAN SULTAN ISKANDAR,
JALAN SIMPANG TIGA,
93527 KUCHING SARAWAK**

MAMPU

Telefon : 082-257991 / 257944 / 230846 / 243420
Faks : 082-256055 (Unit Pentadbiran)
: 082-429722 (Pejabat Pengarah) /
E-mel : mampuswk@mampu.gov.my
Laman Web : www.mampu.gov.my

Ruj. Kami : MAMPU.SWK.605-1/6 Klt.2 (20)
Tarikh : 18 Februari 2014

SEPERTI SENARAI EDARAN

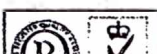
YBhg. Datuk/Datu/Dato'/Tuan/Puan,

JEMPUTAN KE ROAD TO AISA 2014

Dengan segala hormatnya saya merujuk kepada perkara tersebut di atas.

2. Untuk makluman YBhg. Datuk/Datu/Dato'/Tuan/Puan, Anugerah Inovasi Sektor Awam (AISA) telah diperkenalkan mulai tahun 2010 untuk memberikan pengiktirafan kepada penghasilan inovasi yang signifikan dan berimpak tinggi dalam empat (4) bidang pengurusan utama sektor awam. Sebagai mengiktiraf pemenang dan sumbangan inovasi agensi-agensi Kerajaan, ganjaran lumayan sebanyak RM300,000.00 akan diterima oleh setiap Kategori Anugerah yang diiringi dengan sebuah trofi dan sijil penghargaan. Kategori-kategori Anugerah ini diurussetiakan oleh empat (4) agensi kerajaan seperti berikut:

- i. Anugerah Inovasi Pengurusan Daerah dan Tanah diurussetiakan oleh Unit Penyelarasan Pelaksanaan (ICU), Jabatan Perdana Menteri;
- ii. Anugerah Inovasi Pengurusan Kewangan diurussetiakan oleh Kementerian Kewangan Malaysia;
- iii. Anugerah Inovasi Pengurusan Pihak Berkuasa Tempatan diurussetiakan oleh Kementerian Kesejahteraan Bandar, Perumahan dan Kerajaan Tempatan (KPKT); dan
- iv. Anugerah Inovasi Pengurusan Teknologi Maklumat dan Komunikasi diurussetiakan oleh MAMPU, JPM.



3. Bagi tujuan mempergiatkan lagi promosi AISA kepada agensi-agensi Kerajaan, Program Taklimat *Road to AISA* 2014 bagi Negeri Sarawak akan diadakan seperti ketetapan berikut:

Tarikh : 27 Februari 2014 (Khamis)
Masa : 8.30 pagi hingga 1.00 petang
Bertempat : Bilik Gerakan Negeri,
Tingkat 2, Wisma Bapa Malaysia
Petrajaya, Kuching.

4. Justeru itu, agensi YBhg. Datuk/Datu/Dato'/Tuan/Puan dipelawa untuk menghadiri program ini dengan menghantar 2 wakil dan melengkapkan borang pengesahan kehadiran di Lampiran A sebelum atau pada 25 Februari 2014 (Selasa). Perhatian pihak YBhg. Datuk/Datu/Dato'/Tuan/ Puan dalam hal ini amatlah dihargai dan didahului ucapan terima kasih.

Sekian.

“BERSAMA MELAKSANA TRANSFORMASI”

“BERKHIDMAT UNTUK NEGARA”

Saya yang menurut perintah,



(MOHD SHAHABUDDIN OMAR)

Pengarah

MAMPU Cawangan Sarawak

Tel : 082-257991

e-mail : shahabuddin@mampu.gov.my

sk : Setiausaha Persekutuan Sarawak



PENGURUSAN MALAYSIA (MAMPU)

CAWANGAN SARAWAK

JABATAN PERDANA MENTERI

TINGKAT 5, BANGUNAN SULTAN ISKANDAR,
JALAN SIMPANG TIGA,
93527 KUCHING SARAWAK

MAMPU

Telefon : 082-257991 / 257944 / 230846 / 24342

Faks : 082-429722 / 256055

E-mel : mampuswk@mamou.gov.my

Laman Web : www.mamou.gov.my

Ruj. Kami : MAMPU.SWK.100-11/6 KLT.2 (6)
Tarikh : 12 November 2013

Ketua Pusat Pengajian Sains Sosial
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Kota Samarahan
Jalan Meranek
94300 Kota Samarahan
Sarawak
(u/p: *En. Fairuz Hidayat Merican Wan Merican*
Penyelaras Latihan Praktikal Program AM228)

Tuan,

KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN PRAKTIKAL BAGI PELAJAR UiTM DARI FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI (FSPPP)

Dengan segala hormatnya saya diarah merujuk surat tuan bil. 100-UITMKS (FSPPP/14/1) bertarikh 18 Oktober 2013 mengenai perkara tersebut di atas.

2. Sukacitanya dimaklumkan bahawa pihak MAMPU Cawangan Sarawak tiada halangan untuk menerima pelajar praktikal tersebut bagi menjalani latihan praktikal mulai **22 Januari 2014 sehingga 28 Februari 2014 (enam minggu)** di MAMPU Cawangan Sarawak.

3. **Bersama-sama** ini disertakan borang penerimaan yang telah siap di isi untuk tindakan pihak tuan selanjutnya.

Sekian, terima kasih.

"BERSAMA MELAKSANA TRANSFORMASI"

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,


(**FAIZUL AZRI BIN SUHAILI**)
b.p. Pengarah
MAMPU Cawangan Sarawak

Lyn/pelajarpraktikal

"Bersama Melaksana Transformasi"

