



**UNIVERSITI TEKNOLOGI MARA SARAWAK  
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY  
STUDIES**

**AM228**

**BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)**

**ADS666 PRACTICAL TRAINING REPORT**

**CHIEF MINISTER'S DEPARTMENT**

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

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(Madam Nadrawina Binti Hj. Isnin

## **DECLARATION**

I hereby declare that the work contained in this practical training report is original and I own except those duly indentified and recognized. If I 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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(Amzar Bin Matsah)

## **ACKNOWLEDGEMENT**

Assalamualaikum WBT...

First of all I would like to thank to ALLAH SWT because of His blessing I can complete my practical training report according to the time. Greatest thanks to my supervisor that is Madam Nadrawina Binti Hj. Isnin for her guidance, motivation, comments and suggestion along the completion of the report and also during her practical visit. Her constructive comments had made the practical training report was successfully completed.

I also want to take this opportunity to thanks to Mr. Fairuz Hidayat Merican Bin Wan Merican as our AM228 Bachelor of Administrative Science Practical Training Coordinator who had responsible on managing our allocation for practical training at our own chosen organization. I also want to thanks to Chief Minister's Department especially to my host supervisor that is Mr. Desmond Douglas Jerukan because accepting me as a practical training student there. Not forgotten all the staff at the Human Resource Units because of their treat and support during my training there.

Deepest thanks to my parents for their support in term of motivation and encouragement before and during my practical training at the organization. Their support was my tonic during my practical training there.

Lastly, thanks to all those who are indirectly helping me during the completion of the practical training report. All your help means a lot to me. Thank you very much everyone.

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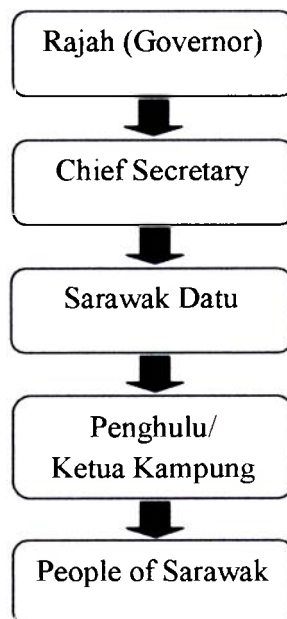
## CHAPTER 1: INTRODUCTION OF THE ORGANIZATION

### 1.1 History of Sarawak Civil Service

#### 1.1.1 Brooke Legacy Era

Sarawak Civil service was first known as Sarawak Administrative Service (SAS) established by James Brooke when he was given the territory of Sarawak in 1841. In 1842, James Brooke proclaimed Rajah of Sarawak. Introduced by Rajah James Brooke, Sarawak administration depicts from European style of administration originated from India and Africa. The formation of Sarawak Administrative service and the selection of officers were mainly from Brooke relatives and colleagues. Two departments that were established in 1864 are Post Office and Treasury department with a number of staff by only 4 Europeans and 2 Malays only.

Figure 1.1 James Brooke Era on Sarawak Civil Service Administrative Hierarchy

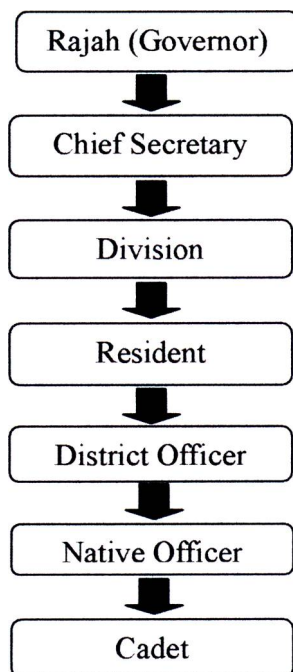


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After the Rajah Sarawak Administrative taken by Charles Brooke on 3<sup>rd</sup> August 1868 as a second Rajah of Sarawak, the hierarchy of Administrative of Sarawak Civil Service involves a change. The significant change was the introduction of European Residents, Assistant Residents (later known as District Officer) and Cadets. Each division was under the Administrative charge of Resident. The Residents of the first and third divisions are more senior than the residents of the other divisions. There was Residents First Class, whereas the others were Residents Second Class.

Figure 1.1.1.2 Significant Change on Sarawak Civil Service Administrative Hierarchy



**Source:**

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### 1.1.2 Post Independence Era

In 1966, it moved to the building up Bangunan Seketeriat was taken over by Yayasan Sarawak on 23 November 1976. Simultaneously, Sarawak Civil Service operates in Wisma Bapa Malaysia until now (Chief Minister's Department).

Figure 1.3 Wisma Bapa Malaysia Building



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## **1.2 Vision, Mission & Shared Value of Chief Minister's Department**

### **1.2.1 Vision**

High Performing Organization Spearheading the Transformation of Sarawak

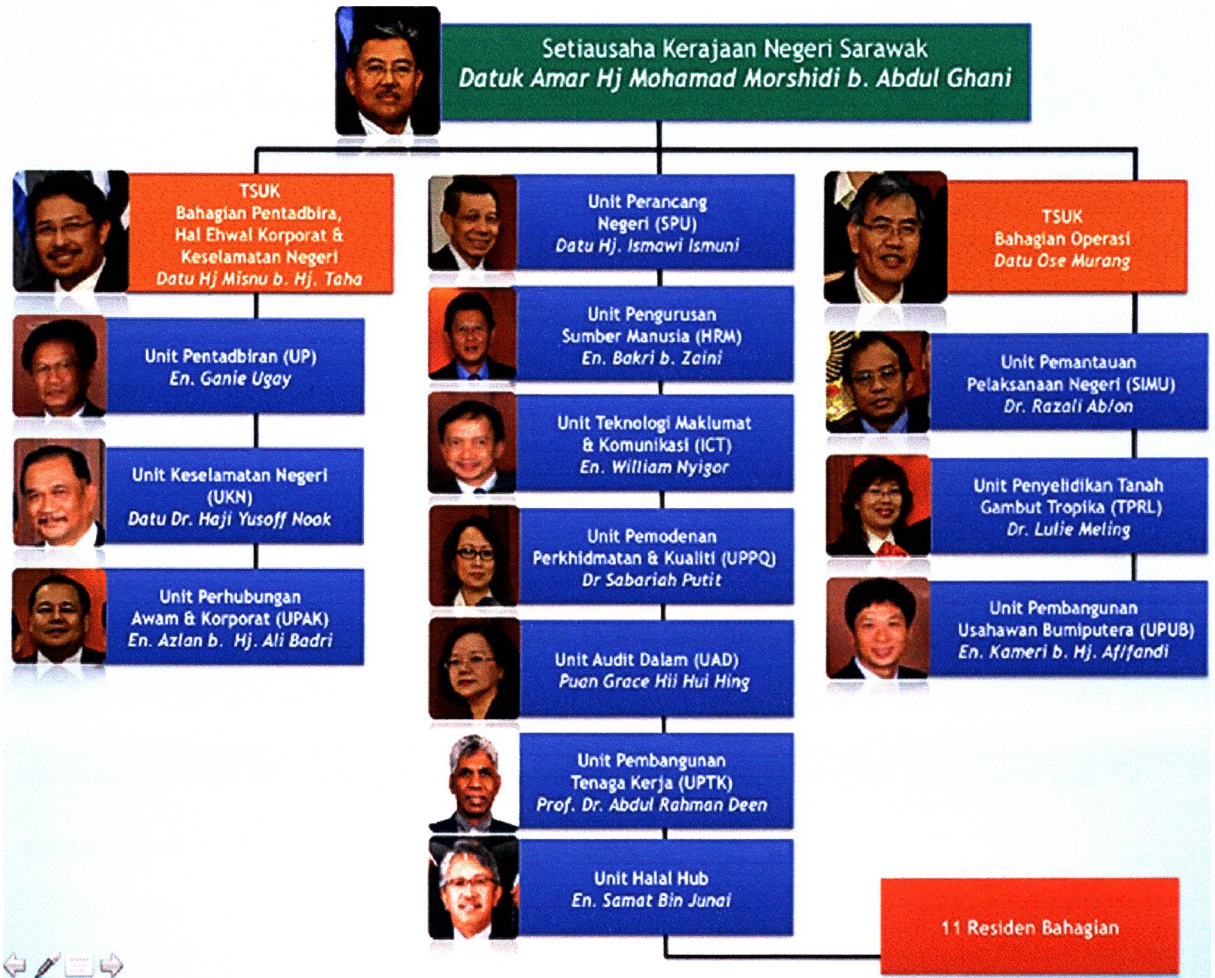
### **1.2.2 Mission**

Take the lead in the planning and implementation of administrative, development and public policies through a world-class delivery system that meets the expectations of the people.

### **1.2.3 Shared Values**

- Integrity
- Kind & Caring
- Professionalism
- Sense of Urgency & Ownership
- Team Spirit
- Result Oriented

Figure 1.4 Chief Minister's Department Organizational Chart



Source:

[http://www.jkm.sarawak.gov.my/modules/web/page.php?id=70&menu\\_id=0&sub\\_id=108](http://www.jkm.sarawak.gov.my/modules/web/page.php?id=70&menu_id=0&sub_id=108)

### **1.3 Human Resource Unit, Chief Minister's Department**

#### **1.3.1 Background of Human Resource Unit**

Chief Minister's Department refers to the official office of the Chief Minister's of Sarawak. The organization head by Chief Minister's of Sarawak as a main executive power in Sarawak government while for the delegation of executive power in the department is lead by State Secretary. The state secretary is assist by two Deputy State Secretary.

Initially, the State Civil Service is divided into two parts, the Secretariat and the District. In 1937, the Secretariat of which is the administrative center headed by two European and assisted by a clerk Malays, three Chinese and three Clerical Office Assistant. During the formation of Malaysia, there are a total of 2,599 employees and the number grew to as many as 14208 people in 2012.

In 1966, the original office was moved to the General Secretariat Building facing Central Padang, Kuching Resident Office and the District of Kuching now. Next General was changed to the Office of State Personnel in 1976 and moved to Wisma Bapa Malaysia in the year. Subsequent restructuring the Office of the Secretary of State on 1 November 1995, the Office of State Personnel is known as the Human Resources Management Division. A director has been appointed to head the division and is responsible to the Deputy Secretary of State (Human Resources).

On August 25, 2001, the division was known as the Human Resource Management Unit revenue structure reorganization of the Department of the Chief Minister. Units of Human Resource Management is divided into eight sections, namely, Organizational Development, Personnel Section, Section Career, Corporate Section, Section Specialties, Section Information , Training Section and Section discipline. Every section is headed by an Assistant Director who is responsible for implementing the functions of the Human Resource Management Unit to achieve the mission, vision and objectives set.

### **1.3.2 Section Subdivision**

Human Resource Management Units are being divided into 8 specific sections. It is to ensure that the department process will become more effective and efficient at the same time to achieve the vision and mission of the chief Minister's Department and Human Resource Units. Moreover, each section that exists in this department will help in giving world class service to the public. So, every section has their specific functions and roles in order to deliver excellent services to their customer which is the publics.

#### **Section 1 Organizational Development Section**

- To amend the fundamental and guidelines of career post.
- To reorganize and empower the organization.
- To manage the post data.
- To study on the service scheme.
- To become secretariat of State Organization Development Committee

- To study and revise on the JPA Malaysia Circular regarding on the post of civil servant.

## **Section 2 Recruitment Section**

- To amend the guidelines of recruitment and selection matter.
- To manage the recruitment and appointment of the officers of "*Gred Lantikan Dalam Perkhidmatan Awam*".
- To manage the appointment of the contract basis officer.
- To process the application of "*Hadiah Kenaikan Gaji Baru*" for the new appointment personnel.
- Processing the retirement matter.
- To deliver consultation service regarding on the recruitment and selection.
- To become the secretariat of the Evaluation and Selection Committee.

## **Section 3 Career Section**

- To amend fundamental and guideline of career development.
- To manage and processing, certification of service, promotion, acting and task responsibility.
- To manage and administer personnel key performance index.
- To manage personnel transfer and exchange plan.
- To give consultation regarding career development.

- To study and revise circular implementation and fundamental/principle of public service commission related with public servant career development.

#### **Section 4 Customer Relation Management Section**

- To manage files and registry in HRM.
- To handling customer service including HRM Call Centre.
- To manage office administration and management.
- To become secretariat for HRM quality management.
- To become the secretariat for MBJ for Sarawak Civil Service.
- To manage and handle events and functions which assigned to HRM.

#### **Section 5 Facilities & Privilege Section**

- To amend the principles/foundation and procedures related with facilities and specialities in servicing.
- To manage budget and HRM assets.
- To manage facilities claims and PANS servant specialities.
- Become secretariat for state nomination award.
- Managing the *Pingat Perkhidmatan Setia* ceremony.
- To provide advice regarding the facilities and specialities for public servants.
- To review and revising implementation of circular and basis of JPAM regarding facilities and specialities in public service.

## **Section 6 Information Section**

- Drafting guidelines and procedures for using Human Resource System Application.
- Planning and simplify the ways of Human Resource System Development.
- To manage and supply personal information in PANS.
- To manage and administer Human Resource application system.
- Giving council regarding procedure for updating the personal information.
- To manage and administer HRM World Wide Web.
- To manage facilities and HRM Information Technology software.

## **Section 7 Training Section**

- Drafting fundamental and guidelines for training in service.
- Handling induction courses for new personnel.
- Handling PANS examinations.
- To plan training for officers competencies improvement.
- To manage scholarship and officers training rewards.
- Becoming secretariat for:
  - a. Training authority and State Human Resource Development.
  - b. PANS examination Board.
  - c. LPKS programmes.
- To give advice regarding training and examination.



- To review and revising circular implementation and principles in JPAM regarding public servant training

## **Section 8 – Discipline Section**

- To amend the fundamental and the guidelines of discipline management and the integrity of Sarawak Civil Service.
- To implement the integrity increment program at department and state level.
- Become the secretariat for:
  - a. Department Integrity Committee.
  - b. State Governance Integrity Committee.
- Processing the discipline cases for the consideration of the Discipline Board.
- To manage the authorization of the 2<sup>nd</sup> Class Magistrate for the Sarawak Administrative Officer.
- To review and revising the circular implementation and the basis of JPAM regarding on the disciplinary matter.

Every well established organization will have their short term and long term target to be achieved. Same goes with HRM by which they will goes by the vision and mission for their department and meaning that they have their own long term target which is illustrated in their vision statement and their way to achieve the long term target which illustrated in the mission statement. By having clear definition of vision and mission, this department will be able to support the main objective of the organization as a whole

which is to produce a world class civil servant at the same time produce world best civil service. An Assistant Director heads every section and the roles and responsibilities are fairly distributed to allow Human Resource Management Unit to achieve its mission, vision and objectives of the department.

### **1.3.3 Vision**

Leaders in Human Capital Transformation in the State Civil Service

### **1.3.4 Mission**

Our Human Capital Management Leader towards a High Performance Organization

### **1.3.5 Policy on Quality**

- Each department / agency in the State Civil Service has an organizational structure that is organized and systematic and optimal number of personnel consistent with current organizational goals and objectives.
- Management recruitment and appointments are made in a transparent and fair towards providing a professional and quality service.
- All certificate validation in the post, the extension of the trial and pension status are managed in conformity with the prescribed period.
- Official Event Management conducted efficiently and systematically.

- Members of the Human Resource Management Unit received training and guidance on an ongoing basis.
- Each application facilities and privileges given results in the required timeframe.
- Implementation and practical examinations are properly managed, organized and continuous improvement efforts made.
- Discipline and Integrity executed accurately and in compliance

### 1.3.6 Human Resource Management Unit Organizational Chart



Source:

[http://www.hrm.sarawak.gov.my/portal2/index.php?option=com\\_content&view=article&id=57&Itemid=66](http://www.hrm.sarawak.gov.my/portal2/index.php?option=com_content&view=article&id=57&Itemid=66)

## **CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING**

### **2.1 Introduction**

During the 6 week of practical training at Customer Relations Section, Human Resource Units, Chief Minister's Department, a great exposure I can gain there especially in dealing with people, administrative and management matters. My daily task during practical training there is answering daily phone call, secretariat for Human Resource Units meeting, Office inventory, practical training deployment, Human Resource Management Balance Scorecard secretariat, Human Resource Management Teambuilding, filing room layout design and project on handing over notes.

#### **2.1.1 Week 1 (January 22<sup>nd</sup> – January 24<sup>th</sup>, 2014)**

On 22<sup>nd</sup> February 2014, Wednesday morning at 8.00 AM, I was reporting a duty at level 10 of Wisma Bapa Malaysia. I was being brief by one of the staff there that is Miss Marina Binti Anshari about the code of ethics on office attire at Chief Minister's Department especially during my training there. I also was introduced to all the staffs at Customer Relation Section and also Discipline Section because the section location is at same zone. I also was explained on my daily routine after coming to the office that is to fill up attendance log book. Then I was being brief by Mr. Desmond Douglas Jerukan that is Chief Assistance Director of Customer Relation Section and at the same time he also is my host supervisor there. Mr. Desmond was explained to me about the structure and functions of the units, core activities for the Customer Relation Section and others 7

section at the Human Resource Units. He also had asked me on my expectation during my 6 week training there and I just answered exposure on workplace in term of knowledge, skills and abilities is the most important for me. Then I was given a work station near to Madam Rosnah that is one of the staff there. On the same day, I was being introduced to Mr. Zawawi Bin Rambli that is Assistant Director for Customer Relation Section. He also had share on his experience during his work with “Jabatan Kerja Raya” (JKR) and also his experience when he was choosen to work at Australia. I had learned something new with Mr. Zawawi that is ways on thinking. His tips on thinking is we must see all aspect before make a decision because at degree level that were eligible to filled up officer stand, decision making is one of core activities. He also had explained to me about the vision, mission and also shared values of the Human Resource Management Units. When he explained to me on the shared value that must have among the civil servant at State Government, I had become motivated to gives my contribution to the organization. On the same day also, I was given an annual report of the Human Resource Management Units for me to read. The purpose is so that I can understand more the core activities of the units and the achievement of the units during 2012 and 2013.

On the second day, I was given a task by Mr. Desmond to gather information regarding history of Sarawak Civil Service at the Information & Resource Units (IRC) at level 1 Wisma Bapa Malaysia. Many things that I learned during half day gather information at the IRC such as the history of Sarawak Civil Service during the administration of Brunei, James Brooke legacy and after independence. During my attachment to the IRC also, I was being gather some information regarding SCORE project at Sarawak. What can in

conclude about the project is the project is one of the main agenda of Sarawak in becoming state with high income in year 2030. Suddenly I was flash back something that I have learned during part 5 on subject managing change that is story teller is one of good elements in motivating employees in an organization. After gather information at the IRC, I become motivated because of it am not an easy task on developing Sarawak and also to Administrator Sarawak as a whole because of the size of Sarawak is much bigger than Peninsular Malaysia and Sarawak has more than 20 ethnics. I also was feeling proud because born as a Sarawakian. During my second day at the Customers Relation Section under Human Resource Management units, I also was given a task to key in data on list of telephone number and facsimile for every ministry and department under state government.

On the third day that is during Friday, my task for that day was to continue key in data for every ministry and department under state government into microsoft excel format. I also was choosen to attend DBKU programme at Kuching, Waterfront with others staff such as Miss Marina, Puan Rosnah and also Mr. Shamshury. The program that I attend named “Majlis Agenda DBKU” that also was attend by former Sarawak Chief Minister that is Pehin Seri Abdul Taib Bin Mahmud and also Kuching Mayor that is Datuk Haji Abang Wahap Bin Haji Abang Julai. The purpose of the program is to informed public about new program that will be implementing by DBKU in the year 2014. During the same day also, I was asked to prepared slides in Microsoft power point for the purposes of “Majlis Bersama Jabatan” (MBJ) meeting on 27 January 2014. The slides content is about the agenda during the meeting.

### **2.1.2 Week 2 (January 27<sup>th</sup> – January 30<sup>th</sup>, 2014)**

On the fourth day of my practical training, I was being asked to attend the “Majlis Bersama Jabatan” (MBJ) meeting with representative from all units at Chief Minister’s Department and also from the office of “Tuan Yang Terutama Negeri Sarawak”. During the meeting also I was being selected as secretariat that deals with technical matters such as preparing laptop and projector for the purposes of the meeting. During the meeting also, I was being assign to write a meeting minutes. On the same day also, I was given a task to typing a document after the meeting that is meeting minutes as references. During the same day also, I was being assign to calling for a confirmation on receiving facsimile at every ministry and department under states government for the purposes of “Majlis Bersama Jabatan” that are being organized by the Customer Relation Section under Human Resource Department.

On the fifth day of my practical training, my first task for the day is to continue to call for facsimile received conformation at every ministry and department under states government. The purpose of the task actually is to confirm each of the ministry and department under states government to have a planning on their own “Majlis Bersama Jabatan” meeting. During the day also I was being asked to setup laptop and projector for purposes of Assistant Director of Human Resource Management Units meeting at level 11 Wisma Bapa Malaysia. During the same day also, I continue to typing minutes of the “Majlis Bersama Jabatan” meeting with Mr. Zawawi consultation.

During the sixth day of my practical training, I was being asked to make some office work that is Photostatting document for the “Majlis Bersama Jabatan” (MBJ) purposes such as list name of the meeting representative. The document is for references during the meeting being held. At the same day also, I was being teach by Mr. Zawawi on the format in writing a meeting minutes and also minutes to calling for a meeting within the same units. Minutes as far as my understanding about the document is a formal document act as connection to all the staff within the same organization about an event or new info occurs.

On the seventh day of my practical training, I continue to write minutes of meeting after being consultation and checked by Mr. Zawawi. What I have learned the whole of the day is about the components of meeting. The meeting minutes that Mr. Zawawi asked me to write is one of the meeting components. What I can simplified about the meeting minutes that I being assigned is it is a formal document that content list name of the members of the representative attend the meeting, speech of the chair person being simplified and all the issues being raised during the meeting that need to being raised to another top level management of the department.



### **2.1.3 Week 3 (February 3<sup>rd</sup> – February 7<sup>th</sup>, 2014)**

On the eighth day of my practical training, my first task is to continue again to call for those ministry and department under states government for “Majlis Bersama Jabatan” meeting attending confirmation. This is to ensure that there are alert with the update of the meeting being held. At the same day I also continue on my assignment on the meeting minutes writing after being advice by Mr. Zawawi to make a little bit amendment on the content of the minutes of meetings. During the same day also, I was being ask to sort document into specific filing system at Human Resource Management Units filing room. There, I have learned something new to me that am the proper filing system for an organization. All the documents must be sort into specific filing system according to specifying filing serial number.

On the ninth day of my practical training day, I was be assigned to attend “Majlis Bersama Jabatan” dinner discussion. The event will be held on March 2014. The discussion also was attended by representative from the Centre of Modernization Management (CMM) that was selected by Director of Human Resource Management Units that is Dr. Razali Bin Abon as organizer for the meeting with the collaboration of Customer Relation Section of Human Resource Management Units. Even though I will not attend the dinner because of my practical training will be ended at end of February, the most important for me is the process on event management knowledge and skills is important for me. It is a good exposure for me in dealing with event management processes. Another task during that day is to continue sorting a document at the Human

Resource Management filing room with the assist of Madam Celia that is one of the staff from the Customer Relation Section there. I also was give a Photostatting and printing task for the office purposes during that day.

During my tenth day of practical training there, I was being assigned to attend a meeting on Human Resource Management Units teambuilding that lead by Mr. Mohamad Bin Haji Arshat that is special admin officer there. For the meeting also, I was selected as one of the secretariat. My special task is act as technical committee and also official photographer and videographer during the programme. At the same day also, I was being assigned to help Madam Celia to prepare tags for the “Majlis Bersama Jabatan” meeting with Chief Minister’s Department.

On the eleventh day of my practical training, I have to attend a discussion with others teambuilding committee at “bilik serbaguna 1”. During the discussion, we had discussed on the preparation for the teambuilding activities such as tentative during the activities. What I have learned during the discussion is about the flow of the meeting and future meetings on how decision are made and finalized.

On the twelfth day of my practical training, I was given a task to prepared for laptop and projector for the purposes of the “Majlis Bersama Jabatan” with Chief Minister’s Department at “Bilik Gerakan Negeri” level 2 of the Wisma Bapa Malaysia. I also have being asked by Mr. Zawawi to prepare form to write a list name for the meeting purposes.

During the same day of my practical training, I also need to attend teambuilding meeting chaired by Mr. Zawawi. The meeting agenda is to discuss on budget during the activities and delegation of more task for each committee during the activities.

#### **2.1.4 Week 4 (February 10<sup>th</sup> – February 16<sup>th</sup>, 2014)**

On my thirteenth practical training there, I was being assigned to help Mr. Tay to setup laptop and projector for the purposes of Human Resource Management Units balance scorecard (BSC) meeting with every section chief assistant director at “Bilik mesyuarat utama” level 10 of Wisma Bapa Malaysia. After setup the things needed during the BSC meeting, I needed to attend teambuilding discussion with logistic and technical committee. During the discussion we need to discuss preparation during the dinner on the second day of teambuilding. During the discussion, my idea on the teambuilding dinner “ala kampung” theme was accepted and will be used during the event. On the same day also, I also had being assigned as secretariat during balance scorecard (BSC) briefing and workshop at Four Point Hotel. The briefing and workshop was lead by Mr. Segaran that is consultation for the Human Resource Management Units. The briefing and workshop was my first exposure on organizing Human Resource Balance Scorecard in ensuring the smooth delivery of the workshop.

During my fourteenth day of practical training, my first task for the day is to prepare laptop and projector for the teambuilding purposes. At the time, this day is the last day for the human resource management units’ teambuilding meeting. During the meeting

also, I was asked to print a meeting form attendance list for minutes purposes. What I have learned until the last day of the teambuilding meeting is the meeting processes that needed to involve.

On my fifteenth day of practical training, I was assigned to setup laptop and projector for the teambuilding briefing purposes head by Mr. Mohamad Bin Arshat at “Bilik Mesyuarat Utama” (BMU). I also was asked by Mr. Zawawi to typing an indemnity form to be distributed to 150 of staff of the Human Resource Management Units. During the day also, I was being assigned new task that is recording data for new intake of practical training students. The processes of recording the data is actually involve the process of record management. All the data must recorded at database and also needed to print in hard copy as evidence.

On the sixteenth day of my practical training, I was involved in the Human Resource Management Units assembly. My task during that assembly is as a secretariat and technical committee. I also was being given a task to typing a practical training offer letter for UNIMAS students that applied to make a practical training at the Human Resource Management Units. During the same day also, my task is to prepare all technical facilities needed during the teambuilding such as laptop and canon camera. At the same day also, my task is to update the latest name of the practical training students applied to make a practical training at the Human Resource Management Units. What I

have learned on the task in managing practical training intake students is familiarization to correspondence process in application for practical training.

On my seventeenth until nineteenth practical training there, the major task that I done is become secretariat for the Human Resource Management Units teambuilding. The teambuilding named “ Kem Prestasi Tinggi UPSM 2014” being held at Permai Rainforest Resort, Santubong form February, 14<sup>th</sup> until February, 16<sup>th</sup> 2014. During the teambuilding I was selected as official photographer and videographer. The activities gives exposure and experience in term of leadership skills, time management, social skill and also the most important event management knowledge and skills. During the day of teambuilding also we have conducted a meeting during midnight to update the progress of the activities and update the changes on the activities.

#### **2.1.5 Week 5 (February, 17<sup>th</sup> – February, 21<sup>st</sup>, 2014)**

On the eighteenth day of my practical training, my task mostly is to compile the entire photos and videos that I take during 3 days of teambuilding activities. It is for evidence for report after the end of the programme. At the same day also, our Customer Relation has our first morning prayer after being advice to implement it by the director of Human Resource Management Units director that is Dr. Razali Bin Abon. Morning Prayer is programme that involves briefing by head of section that is assistant director, any suggestion by the staff and also has some physical exercise.

During the nineteenth day of practical training, my task is to continue prepare official offer letter for those 11 students from UNIMAS and 2 Students from UiTM, Shah Alam that are accepted to make a practical training at the Human Resource Management Units. What I have learned when assigned by Mr. Desmond to manage the practical training student intake is database management of students' application.

On the twentieth day of my practical training, my task is on the dispatching of the offer letter to trainees and I also was required to make a follow up to them by using telephone. I also was being asked to facsimile all the official offer letter to those students who are accepted to make a practical training at the Chief Minister's Department using their faculty facsimile number. After myself was being assigned to manage the intake of practical training students then I know the reason why in certain organization, the time take to respond to the students application is too long. This is sometimes due unwanted factors such as damage of the facsimile machine and other factors.

On the twenty first day of my practical training, I was being asked by Mr. Desmond to make a handing over notes project before I finished my training there. The significant of handing over notes is as a reference for other trainees on job need to be done after I finished my practical training there. For example in my situation, after my practical training finished at the end of the February, then I will give the handing over notes to trainees form UNIMAS that is Izzah Atira for her references. Handing over notes is critical to ensure continuity in task or work assignments.

On the twenty second day of my practical training there, I was being asked by Mr. Zawawi to design a layout plan for registry filing room system. The design is for the purposes of renovation on the registry filing room due to the increase in the amount of file. The work on design the layout of the registry filing room also is collaboration with Mr. Zawawi that is also former worker at “Jabatan Kerja Raya” (JKR). Most things that I have learned are on planning of the filing management in Human Resource Management Units.

#### **2.1.6 Week 6 (February, 24<sup>th</sup> – February, 28<sup>th</sup>, 2014)**

On the twenty third day of my practical training, my first task is to consultant with Mr. Desmond on my progress on the handing over notes. Many things that I have get from Mr. Desmond such as format of the handing over notes and his comments toward my performance during my practical training there. Most of his comments towards me are positive. During the same day also I continue to facsimile the official offer letter for those UNIMAS students that are accepted to make a practical training at the Human Resources Management Units. I also was assigned to make a follow up for those two students from UiTM, Shah Alam that will start their practical training the in 3 march 2014.

During the twenty fourth day of my practical training there, my first task for that that is to prepare and setup laptop and projector for the purposes of balance scorecard meeting with consultation that is Mr. Segaran. During that day also I was continue to make a

follow up and prepare for the deployment of practical training students asked by Mr. Desmond.

On the twenty fifth day of my practical training, I have a consultation of my practical training daily task presentation with Mr. Desmond, Chief Assistant Director of Customer Relation Section, Mr. Mohamad, Special Admin Officer of Human Resource Management Units and the others staff. Many things that I learned from them such as tips on presentation and also the layout design of my presentation slides shows. This is for my own improvement before Madam Nadrawina that is my supervisor come to visit me on the 28 February 2014. During that day also, I was being asked to attend seminar in integrity at Wisma Sumber Alam. The agenda for the seminar is talk given by assistant director of SPRM Sarawak that is Mr Zulkifli and also talk given by Special Admin Officer from Service & Modernization Units. The talks given were about corruption among the Sarawak civil servant and leadership by example. It is an important knowledge that I learn in line with the vision of the Sarawak civil service in develop and producing world best civil servant.

On the twenty sixth day of my practical and at the same time my last day training there, I have my practical visit by Madam Nadrawina Binti Haji Isnin. I also have my presentation about my entire daily task during week 1 of my practical training until week 6 and my photos review as evidence during my training there. On my last day also all the staffs have prepare my farewell party to me.



## **2.2 Summary for the whole six weeks**

As a practical student for the whole six weeks at the Customer Relation Section, Human Resource Department, I have learned many lessons during my practical work there. After the practical training I can understand more what I have learned in the theory to the practical. It shows how I can learn something new in a new working environment and how work has been done in the situation. Besides that, I can manage and divide my time between the work and also the proposed project that need to be done on time. This is where the teamwork is needed as we can finish the report on time. Moreover, I can see and recognize how the cooperation happens between the employee and the employer which they can manage it without rising into the problem.

Furthermore, in this practical training, I can see the strength and weakness of myself that will help me to improve in the future. I also was selected as one of the secretariats during teambuilding and it give me new experience and exposure in work life. I also have met new people and being introduced to other section in the Human Resource Management Unit in order to learn their task and duties. This is all the advantage that I get from having the practical training and enjoying all the fun that I get from there.

Thus, there are a lot of memories to be remembered as to be a practical student. The way to handle a program, meeting, activities or event during a working hours, everything has

been shown by the staff's there. They give us support as we are good in project managing the activity that they have set up. Thankfully to our lecturer that taught us the theory on how to manage a project, on how the human resource management process. Everything has been taught before and I am appreciating my respected host supervisor, Mr. Desmond Douglas Jerukan as he has been a good boss, leader and teacher for me along the practical training there.

As a summary, the knowledge that I gain during my practical training will be some of my process of learning for the future. It also is a part of good exposure and great experience to me. Every each of the days that I work in the Chief Ministers Office gives us a positive impact towards the working experience for the next after I had finished my study in UiTM. Therefore, to be a good worker must have a lot of experience with a good ethics.

## **CHAPTER 3: ANALYSIS**

### **3.1 Introduction**

This chapter will analyze the practical training report, in which concentrated on the every area of task being done as covered in the practical training log book. This chapter also discussing on the application of the theoretical aspects that had been covered in the classroom into the workplace, within the 6 weeks of practical training is being held. This aspect will be explained in detail by comparing the knowledge that had been learned in various subjects during class with the workplace real situation of the organization.

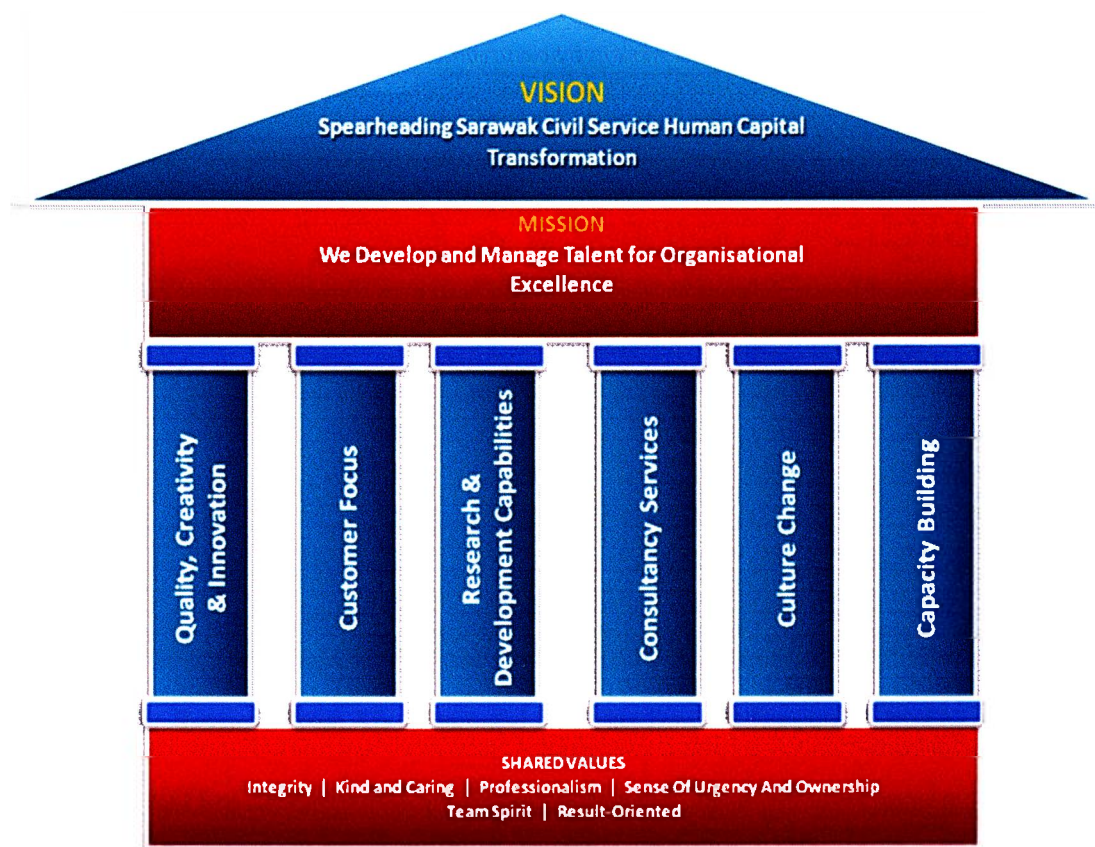
### **3.2 Human Resource Balance scorecard**

HR balance scorecard is a tools used to measure the performance of Chief Minister's Department in line with its vision and mission in becoming world best civil service. It is a strategic planning in the human resource department of Sarawak Chief Minister's Department in aligning organization activities to the vision and strategy of the organization, improve internal and external communications, and monitor organization performance against strategic goals. It is a performance measurement framework that added strategic non-financial performance measures to traditional financial metrics to give management more balance view of organizational performance. It provides a framework that not only provides performance measurements, but help management from the organization to identify what should be done and measured. The HR balance

scorecard provides clear prescription as to what the organization should measure in order to balance the financial perspective.

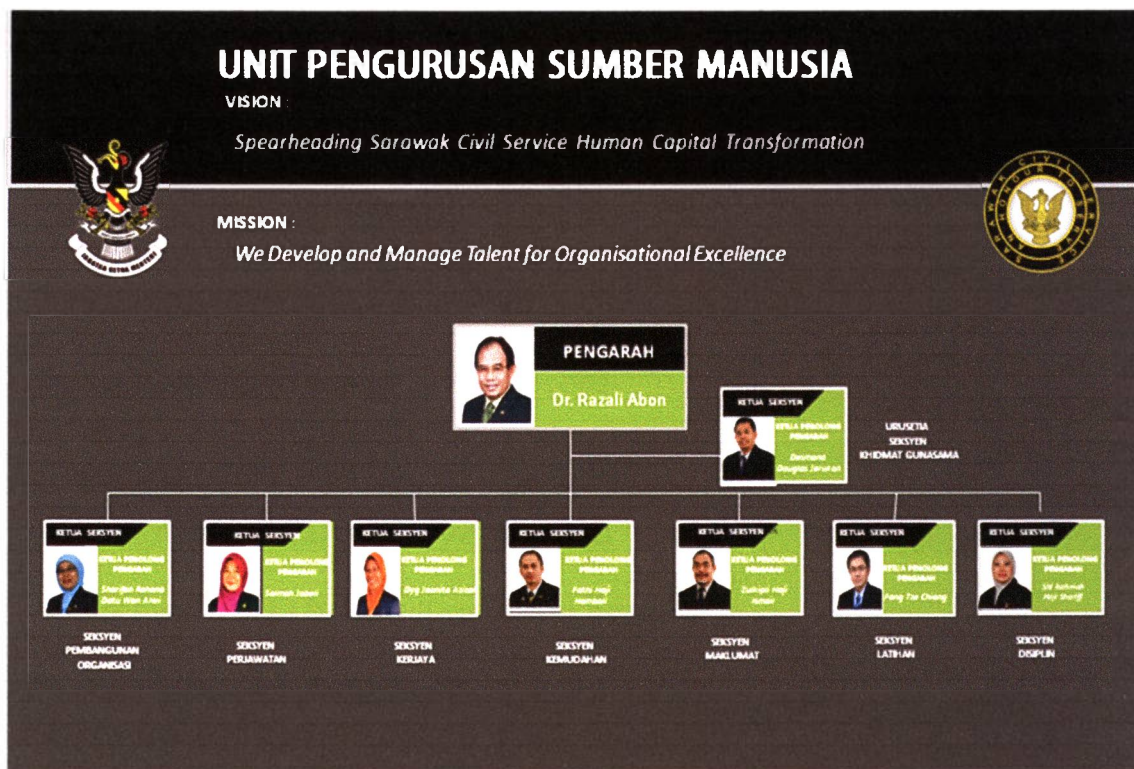
HR balance scorecard is a performance management tools that enables organizations to clarify their vision and strategy and translate them into action. It provides feedback around both the internal processes and external outcomes in order to continuously improve strategic performance and results. When fully deployed, the HR balance scorecard will transforms strategic planning from an academic exercise into the nerve centre of an organization.

### 3.2.1 Transformation Framework



**Source:** Retrieve from Mr. Desmond Douglas Jerukan Sarawak Chief Minister's  
Department HR Balance Scorecard Presentation

### 3.2.2 HRM Balance Scorecard Structure



**Source:** Retrieve from Mr. Desmond Douglas Jerukan Sarawak Chief Minister's Department HR Balance Scorecard Presentation

**3.2.3 Strategic Theme**

<b>➤ To Enhance Customer Satisfaction</b>
<b>➤ To Utilize the Funds Allocated</b>
<b>➤ To Re-engineer Process</b>
<b>➤ To Enhance Manpower Planning</b>
<b>➤ To Enhance Recruitment Process</b>
<b>➤ To Improve Performance Management System</b>
<b>➤ To Enhance Talent Development</b>
<b>➤ To Provide Efficient Personnel Service</b>
<b>➤ To Enhance Competency</b>
<b>➤ To Inculcate Shared Value</b>
<b>➤ To Leverage on ICT</b>

**Source:** Retrieve from Mr. Desmond Douglas Jerukan, Sarawak Chief Minister's

Department HR Balance Scorecard Presentation

### 3.2.4 Strategic Objective

Strategy Objective	Description
Achieve Stakeholders Satisfaction	<ul style="list-style-type: none"> <li>To provide comprehensive customer satisfaction rating that include feedback in JKM and agencies outside JKM. This would provide a more balanced and better picture of customers' satisfaction; how well we've met their expectation.</li> </ul>
Optimize Utilization of Funds	<ul style="list-style-type: none"> <li>To ensure unit spending are within the allocated budget</li> </ul>
Re-engineer Process	<ul style="list-style-type: none"> <li>To develop integrated and process-based HR management system</li> </ul>
Enhance Manpower Planning	<ul style="list-style-type: none"> <li>To convert existing <i>Jawatan Berasaskan Caruman</i> (JBC) to permanent post</li> <li>To plan and implement overall organisational development in SCS in view of the following context (HR, Finance, Legal, Operation and Others).</li> </ul>
Enhance Recruitment Process	<ul style="list-style-type: none"> <li>To implemented the 5 stage recruitment process for new intakes [5 major departments]</li> <li>To conduct the 5 stage recruitment exercise for new intakes under JKM from advertisement closing date until structured interview result within 90 days.</li> </ul>
Improve Performance Management System	<ul style="list-style-type: none"> <li>To improve the performance evaluation system</li> <li>To conduct trainings based on performance evaluation system transformation to all departments.</li> </ul>
Enhance Talent	<ul style="list-style-type: none"> <li>To develop Competency Profiles for Grades 41 Job s in</li> </ul>



<b>Development</b>	<p>the Sarawak Civil Service.</p> <ul style="list-style-type: none"> <li>To implement mentoring programme in selected department/agencies</li> </ul>
<b>Provide Efficient Personnel Service</b>	<ul style="list-style-type: none"> <li>To measure customer satisfaction on personnel service</li> </ul>
<b>Enhance Competency</b>	<ul style="list-style-type: none"> <li>To enhance and develop right competency and skills required for the job</li> </ul>
<b>Inculcate Shared Value</b>	<ul style="list-style-type: none"> <li>To measure the percentage of ICT tools delivered against approved</li> </ul>

**Source:** Retrieve from Mr. Desmond Douglas Jerukan Sarawak Chief Minister's

Department HR Balance Scorecard Presentation

### **3.3 Task Analysis**

During my practical training at the Human Resource Management Unit of Chief Minister's Department, I have been exposed to a project and task that that give me knowledge and experiences at working environment and the real situation of management. Besides the practical training also give me a chance to apply what has been learned in the classroom into practical when doing the work during practical training. When I have assigned the task, I realize that the task given is related with what I have learned in the classroom. There are several subjects that are related to the task have been given to me during the practical training:

#### **3.3.1 Total Quality Management**

ADS410 introduction to public sector quality management is one of the courses that I can relate to my practical training at Chief Minister's Department there. Total quality management (TQM) is management methods used to enhance quality and productivity in business organizations. It is a system of management based on the principle that every staff member must be committed in maintaining high standards of work in every aspect of a company's operations whereby it involving all units and employees and extending backward and forward to include both suppliers and clients or customers. Besides, we can understand TQM as an approach to long-term success through customer satisfaction. In line with the vision of the Chief Minister's Department in becoming world class civil service, the implementation of total quality management is very important. The

implementation of HR balance scorecard is an example of total quality management being implemented at the organization.

Human resource management of the Chief Minister’s Department also have implement 5s in the processes of filing system. It also is a part of total quality management processes in providing quality in term of office filing systems. During the practical training, I have being assign to design a new layout for the registry filing system room. I also have being assigned to do filling system which I need to work on sorting the document of “Majlis Bersama Jabatan” (MBJ) into its own specific file for that purposes.

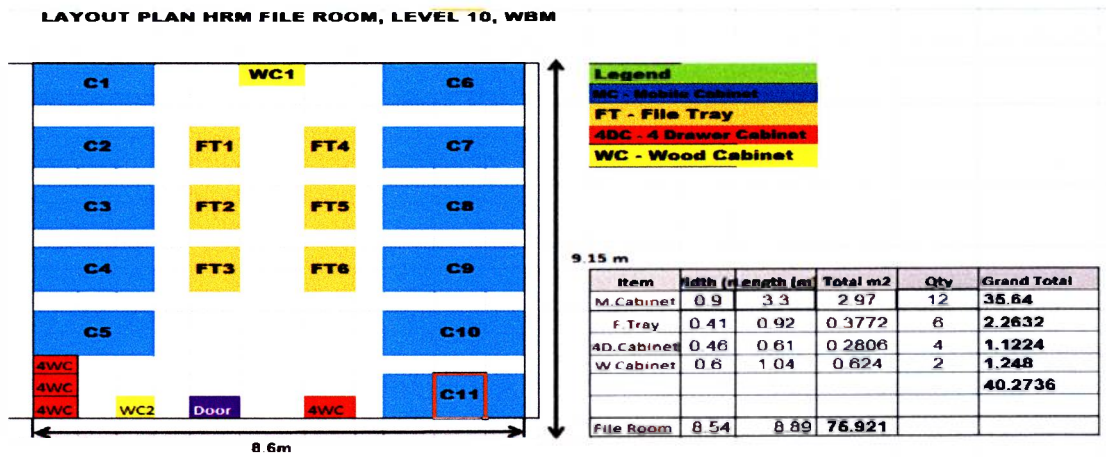


Figure 3.0 Illustration of registry filing system room layout design

### **3.3.2 Principles of Management**

Applying the course on ADS460 Principles of Management I have learned that management is defined as the managing through people in terms of planning, organizing, leading and controlling in line with the organization goals. The management basic principles are planning, organizing, leading and controlling. The management seeks to find out how a person manages the subordinates under his or her command in achieving organizational goals and objectives. It also is the process of getting things done, effectively and efficiently, with and through other people. In an organizational management level its can be divided into 4 level that is non-managerial employees, first-line managers, middle line managers and top managers. What I have learned during my practical training there is after I have graduated I will be position on the middle level management as an officer. Most of the task of the middle managers is to manage other managers and some non-managerial employees and are typically responsible for translating the goals set by top managers into specific details that lower-level managers will see get done. During the training I was being exposed on management work such as delegating task by memo issued by top level management that is director of the human resource management of Chief Minister's Department.

### **3.3.3 Strategic Management**

ADS553 Strategic management for public sector is one of the courses that been offered in our faculty. The term strategic management is the process of identifying, choosing and implementing activities that will enhance the long term performance of an organization by setting direction, and by creating compatibility between the internal skills and resources of the organization and the changing external environment within which it operates where the organization undertakes in order to create and sustain the competitive advantage. Strategic formulation is one of the strategic management which involves the development of strategies and formulation of policies to achieve organizational goals and objectives which help to achieve the mission and vision where the objective must align with the mission.

One of the strategic management that I have involved during the practical training is HR balance scorecard implementation. The HR balance scorecard implementations have it own milestone starting from the year 2012 until 2014. The processes involve more than 1 year implementation because it involves a very detail processes. In strategic management process, there will have a strategic formulation, strategic implementation and strategic evaluation. The objective of the HR balance scorecard is in line with the vision of the Chief Minister's department that is spearheading Sarawak civil service human capital management to becoming world best civil service that is to measure the performance of the organization.

### **3.3.4 Public Relation**

Applying the course on PRO458 Public Relation during the practical training, what I have learned about communication skills. It is the most crucial element within task delivery of the organization. Communication is the most crucial element during working environment because need to deal with people such as colleagues and others staff from different department, units and agencies. This is because the information needs to be communicated within the organization. Once decision is made, communication must take place. Otherwise, no one will know that a decision has been made. The best idea, the most creative suggestion, or the finest plan cannot take form without communication. The communication skills are applied especially during the meeting and also in making or answering phone call internal or external of the organization. This will reflect the ethics of the organization that are emphasize the standard operating procedure in dealing with people especially in communication.

### **3.3.5 Organizational Behavior (Teambuilding)**

ADM501 Organizational behavior also is a part of courses that I can relate during my practical training. Here it wills more focusing on the implementation of teambuilding. The teambuilding for the Human Resource Management Unit is named “Kem Pasukan Prestasi tinggi UPSM 2014”. It is in line with the vision and mission or the Chief Minister’s Department and also the share values being practiced by the organization. Teambuilding actually consist of formal activities intended to improve the development and functioning of a work team. It can help teams, but it more commonly applied to

existing teams within the organization. Teambuilding will clarify the team's performance goals, increase the team's motivation to accomplish these goals and establish a mechanism for systematic feedback on the team's goal performance. It also will improve the team's problem-solving skills. It also will clarify and reconstruct each member's perception of her or his role as well as the role expectation that member has of other team members. Moreover, it will help the team to develop shared mental models, common internal representations of the external world, such as how to interact with clients, maintain machinery and engage in meetings.

### **3.3.6 Database Management**

During the practical training also, I have being assigned to update the database for the "Majlis Bersama Jabatan" (MBJ) that include representative from all department, units and agencies under states government. Besides, I also have being assigned to make a database for deployment of practical training students from UNIMAS and UiTM who are applied for training at the Chief Minister's Department. The course that I can apply during the class at the practical training is CSC208 Management Information System that is being taught during our part 4.

## **CHAPTER 4: RECOMMENDATIONS**

### **4.1 Introduction**

Chapter 4 will focus more on the further analysis that carried forward from Chapter 3. In this chapter, the discussion will provide suggestions or recommendations for the improvement of the organization itself and also faculty, based on the analysis of strengths and weaknesses that organization currently possesses.

As trainees have been attached at Human Resource Units of Chief Minister's Department, I have learned and being exposed about the current capabilities that office possesses. The practical training has exposed me to the real working environment whereby in the office, I need to discipline myself in regards with attire, punctuality and focusing on completing every tasks that has been given during my 6 weeks of the practical training.. I also have learned on how a public servant interact with the public in constantly giving services and learning on how to control the situation when facing various demands from the public and also policy being implemented by the state government. Thus, it is not an easy job to be a public servant as they need serve to the different people and task with different preferences.

Moreover, having at least a working experience in practical training can also be useful to be included in the resume for applying a job in the future. Furthermore, supervisor and



other staffs can also be mentioned in resume as a reference and therefore keeping a strong link with them is necessary for supporting the resume of a student.

## **4.2 Training Analysis**

### **4.2.1 Strengths**

- **Active communication interaction**

Working in public sector will require a staff for having an active interaction with the other internal workers and external workers under Sarawak Civil Service. Chief Minister's Department also cannot escape from this active role in public sector, which to have an active interaction with the people. Working in this office may require the active interaction. This office is very well in communicating with the workers as the daily routine of all staffs in the office is to deliver the necessary information for the public. So, active communication is involved in work and a good public relation is involved in this matter. Giving tremendous effort to deliver the information is the element that this office had in continuing to serve with the public. During the training also need to meet and deal with variety type of people such as from others government agencies that need an active communication.

- **Implementation of Human Resource (HR) Balance Scorecard**

The implementation of Human Resource (HR) Balance Scorecard is necessary for a public organization right now. This is because practicing the element of Total Quality Management (TQM) has become a measurement in achieving continuous improvement in

public organization. The implementation of Human Resource (HR) Balance Scorecard is become one of the most important practices in Chief Minister's Department in enhancing the performance in the organization. By continue implementing Human Resource (HR) Balance Scorecard, this organization can able to increase efficiency and effectiveness through practicing each element of total quality management (TQM) for having a continuous improvement in their work.

#### **4.2.2 Weaknesses**

- Lack of trainee motivation

This is due to the organization does not provide trainees at the organization at allowances as a motivation for the trainees during their practical training. Referring to the Maslow theory of needs that I have learned at the class, money is one of the important elements in an organization as one of the factors that can motivate employees to work in the organization. This is because during the practical training, student is assigned with the same job with others permanent staff at the organization. By providing allowances for the students, students will be more motivated to work during the practical training.

- High level of bureaucracy in procedures

Bureaucracy may give a good result in maintaining the quality of the decision making. However, the problem that may cause by bureaucracy will be delay in decision making and slow process. This is because this office is very dependent on the high-rank officers to make the process move on. When the top level officers are not in the office due to

meetings or outstations, it cause delay to the process and may easily violate or contradict the Client Charter and also the processes in or around the organization. Moreover, the high amount of procedures in fulfilling the service needs may also increase the temporal risk to the public and making the process become much slower.

- Working hour

Working hours become great issues especially among the public servant workers. Each one of them must ensure their follow the working because of their income or paid is based on tax payers paid by publics. That is why time management in term or working hour is important among the public servant. Usually in government sector their give option to the worker whether to work between 7.30 am - 4.30 pm, 8.00 am – 5.00 pm or 8.30 am – 5.30 pm. This option given to the public servant so that they are more motivated to come to work and make it easier for them to manage their working life due to great challenges in life nowadays.

## **4.3 Recommendations for Practical Training**

### **4.3.1 Increase the practical training period**

Practical training attachment during semester break in Part 5 may be a short period for students of Bachelor of Administrative Science (Hons.) in learning and be given much exposure during training chosen organization . Within the 6 weeks of practical training period, sincerely I can told that not many thing that I can learned during the practical training because of Chief Minister's Department is a big organization that have many units and sections but what I can say is the practical training is a very good exposure and meaningful experience for me to applied what I have learned at the class at the real situation during the practical training. It also is a good exposure and experience for me before I get the real job after being graduated. I have learned a meaningful of knowledge there such as on event management and public relations. However, the training period that our faculty provided is rather short to me in addition and it's really hard for me to apply all the knowledge that I have learned during the class during my practical training there. Sometimes, for certain activities that have been organized by the organization, we cannot attend it due to the short time.

### **4.3.2 Appropriate practical training period**

Besides increasing the practical training period, I also recommend faculty to adjust period for our practical training. It means that, this practical training was arranged during the final semester of study that is during semester 6. This might give advantage towards the student itself because after that it is time for job hunting, they may be able continue their

work with the organization or company as their career. Moreover, the student who hasn't finished their work or task can continue their work until anytime with their organization or even until the end of the projects. This can be seen where the assistance director and others staff want me to continue my training there and hope that can be seen we working there in the future.

### **4.3.3 Practical training job scope standardization**

Introducing students to practical work are really give benefits to the students so that there can be more exposed to the real working situation and environment that suit with their current level of studies. It also aimed so that students can experience and being exposed to the real situation and environment to achieve the organization goals. Standardization of the job scope here means that faculty must prepare a standardized module of syllabus that the organization needs to follow so that it will meet the current academic level of the students. This also can become the guideline for the organization and students itself during practical training at desired organization so that there follow the job that equivalent to what there already learned during the class. For example students being exposed to more administrative work such as decision making.

## **CHAPTER 5: CONCLUSION**

### **5.0 INTRODUCTION**

Chapter 5 will summarize all the discussion in each chapter in the report by mainly concentrate on the main points.

### **5.1 CONCLUSION**

These are the summarization of each chapter in my practical training report.

Chapter 1 is discussing on the background of the organization. In this chapter, the detail of the organization is being introduced. It consists about the background of Chief Minister's Department in general, the nature of the organization activity and its profile. In Chapter 1, trainees have listed the organization history, vision of organization, mission organization, organizational chart and the sections in the Human Resource Management Unit's of the Chief Minister's Department.

By referring to Chapter 1, it give the dimension about the organization profile, the fundamentals that builds the organization, the organization hierarchy and also the nature of work at every section of the Human Resource Management Units. From the information that trainees obtain about the organization, they can identify about the

background of the organization itself and also define its nature of work based on the information provided.

Chapter 2 gives the discussion about activities and job done in the organization and the summary of daily job, as reflected from the practical logbook. In this chapter, every task that trainees do is listed on this chapter that showed how they work normally done in the organization. The daily job is recorded not only in the logbook, also in this report to support the task performing progress in the organization. As we know, practical log book is being supervised not only their host supervisor, also by the lecturer in evaluating the current progress in Human Resource Unit of the Chief Minister's Department. Chapter 2 gives on how they organized and record every work that they had done during the practical training attachment in an organized way. This will give them the knowledge in organizing the schedule and also record management of information. Not only that, consistent checking on the logbook activities can give them some sort of discipline in recording the work activities.

Chapter 3 is more concentration on the analysis of the task done in the organization. During practical training, trainees have analyzing on the task that normally done in the organization, the applicable theory that applies in the job, the theoretical aspects that practices in the organization and also the analysis on the theoretical parts that reflects the real-life experience during working. From the analysis made in Chapter 3, it can showed

that how much theoretical aspects that trainees learnt in the classroom are applicable in their practical training attachment in five weeks time. The job done and how they going to make the theory that they have learnt in the class can be used in the workplace is seen as the most challenging part during this period. From this situation, they have realized that this is the chance that has been given by the faculty to see what can trainees done if facing several workplace issues that might test their theoretical part as well as critical thinking in managing each problem. These precious experiences are very valuable to them in synchronizing both these aspects after graduating from UiTM.

Chapter 4 is more concerning about the further analysis carried forward from Chapter 3. In this chapter, the analysis of strengths and weaknesses faced by the practical training students is being digested well. From this chapter, it can be clearly seen that there are several strengths and weaknesses that currently possesses by the Human Resource Units of the Chief Minister's Department in carrying out the normal routines. The strengths that Chief Minister's Department is proven to be the strong points of the consistency of the performance of in terms of providing the service to the public. Meanwhile, Chief Minister's Department also cannot run by having several weaknesses that might be a critical factor towards the success of daily work progress that normally done by this organization. Not only that, several challenges also faced by students in keeping the job as well as the practical training give some valuable knowledge and experience while being attached for six weeks. Therefore, it is important for Chief minister's Department



to refurbish their current strength to the higher level at the same time make counter measures against their possible weaknesses for improving their current services.

In this chapter also, several recommendations also being given to the Human Resource Units of the Chief Minister's Department and also UiTM itself in improving not only this practical training attachment but also the organization management in the practical training place. These suggestions that I give to both parties hopefully might be considered by both parties in terms of improving several areas in this practical training. Even though trainees noticed several possible suggestions that might be suitable to improve this practical training, however the rest of the decisions still on the hands on both parties whether it can be taken into consideration or giving a little hint on realizing the parts that might need to work on in the future.

## **5.2 OVERALL SUMMARY**

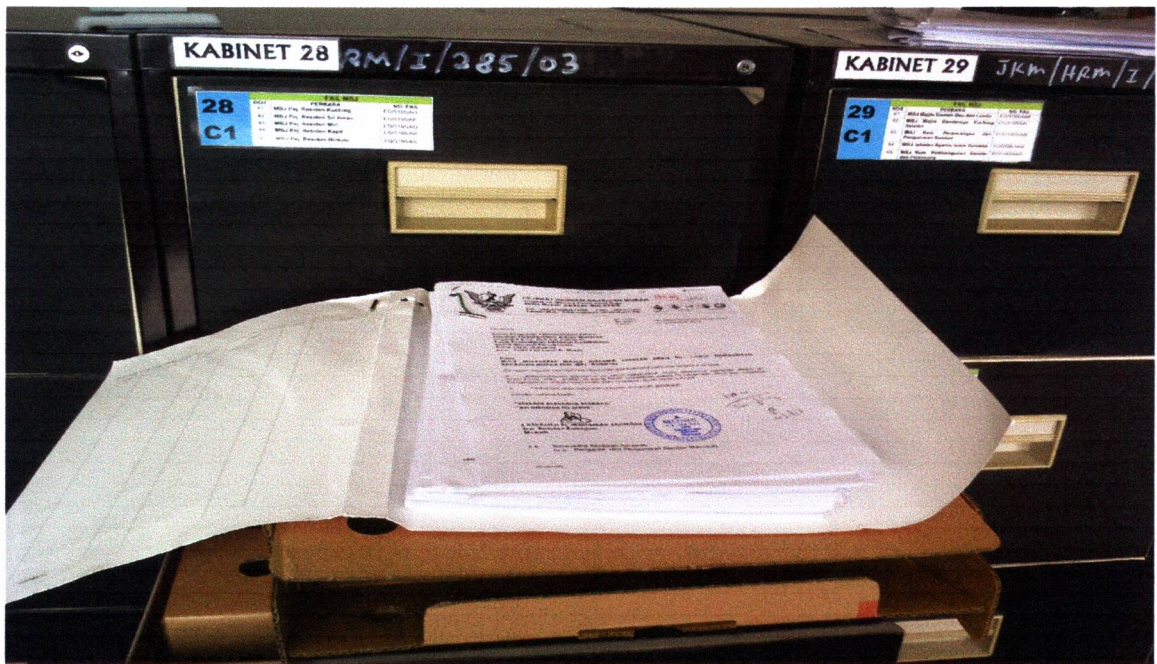
Within the six weeks I have been attached in the Human Resource Management Unit of the Chief Minister's Department, I have learnt and gain a meaningful experience of how real work life is. I am grateful and proud able to complete my practical training with a great exposure and experience at the Chief Minister's Department. The atmosphere of that department was very good and all workers were very nice and giving a good cooperation to me.

I am very blessed and grateful that I could gain knowledge at the department. I hopefully can use my experience that I have been working at this department in my class, completing assignments and all the knowledge gain from the practical training is very useful for future use especially in the working environment. As a conclusion, through the work tasks that been covered in practical training, I am able to apply what I have studied during the class such as, organizational Behavior, Principles of Management, Total Quality Management, Public Relation and Strategic Management There are the similarities and relationship with the concepts I learned in classroom and being applied during at the practical training.

## Appendixes



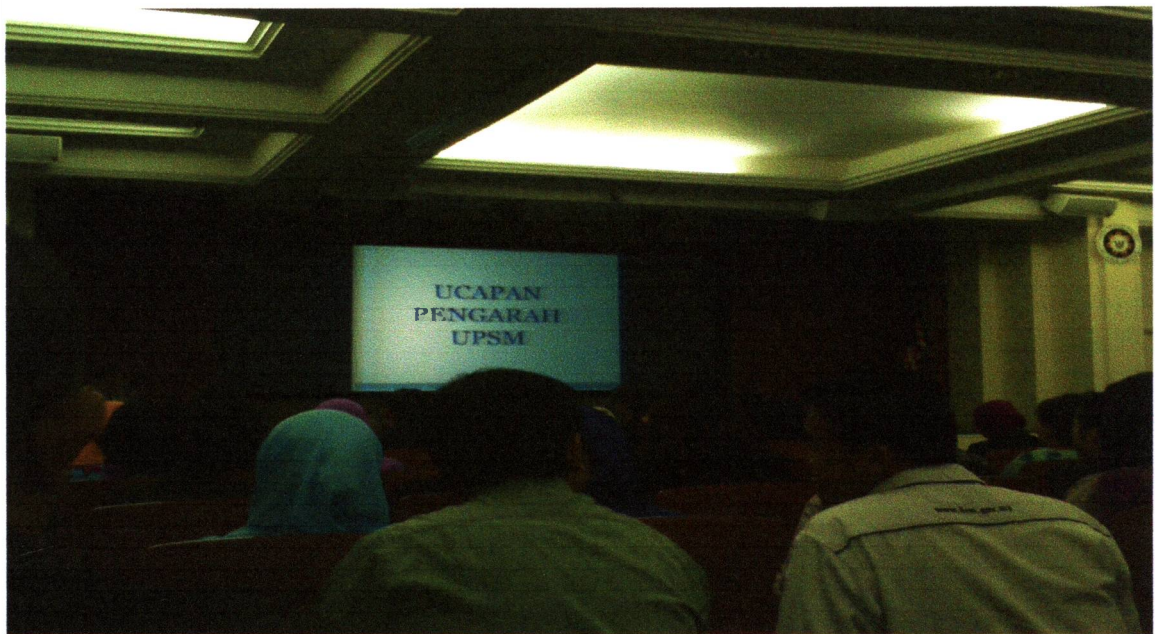
Agenda DBKU program, 21<sup>st</sup> January 2014



Human Resource Management Unit's (HRM) Filing System



HR Balance Scorecard Workshop, 10<sup>th</sup> February 2014

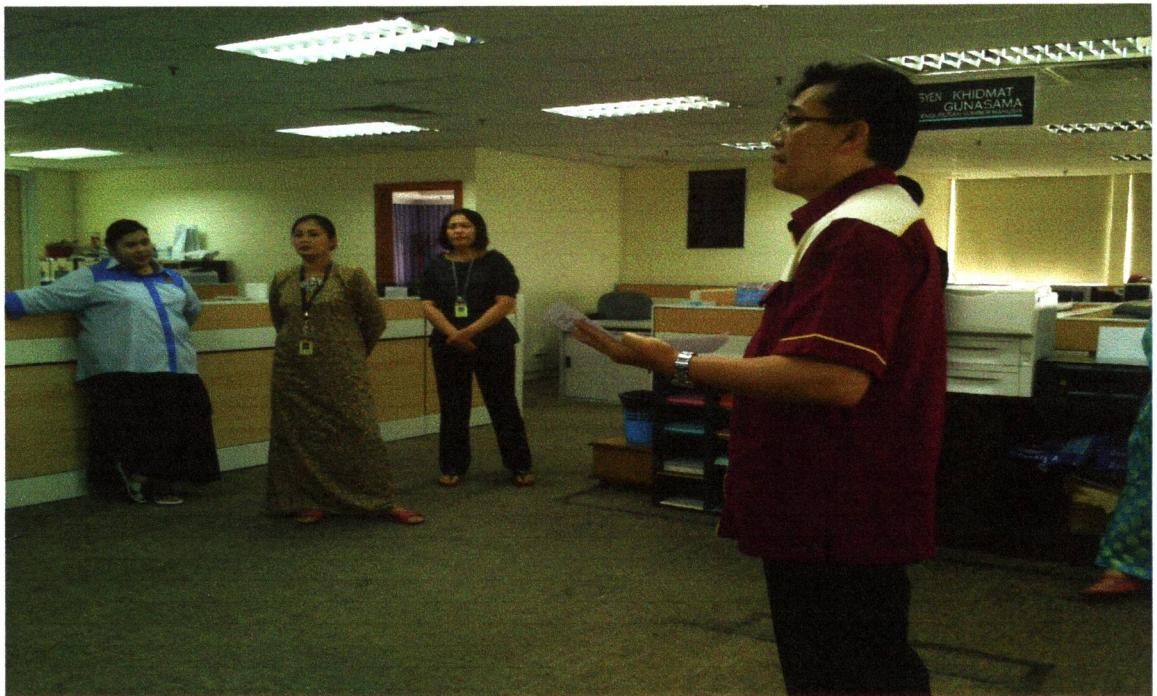


Human Resource Management Unit's (HRM) Department assembly,

13<sup>th</sup> February 2014



Human Resource Unit's Teambuilding, 14<sup>th</sup> - 16<sup>th</sup> February 2014



Consumer Relationship Section and Discipline Section Morning Prayer,  
17<sup>th</sup> February 2014



Integrity Talk, 27<sup>th</sup> February 2014

## Appendixes A



**JABATAN KETUA MENTERI  
(UNIT PENGURUSAN SUMBER MANUSIA),  
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Rujukan kami : /EO/3494/JLD.5  
Tarikh : Feb 2014

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94300 Kota Samarahan  
Sarawak.  
(u.p: Puan Farida Halim)**

Puan,

### **PERMOHONAN PENEMPATAN PELAJAR UNTUK LATIHAN INDUSTRI**

Dengan hormatnya saya merujuk surat tuan ruj: UNIMAS/TNC(AA)-05.03/03-14/02 JLD.11(697) bertarikh 6 Januari 2014 mengenai perkara di atas.

2. Sukacita dimaklumkan bahawa pihak kami telah bersetuju menerima pelajar puan, **Norhawa binti Abdul Manap** untuk menjalankan Latihan Industri di organisasi kami pada **30 Jun hingga 5 September 2014**.

5. Sehubungan itu, pihak kami ingin mengucapkan terima kasih kerana memilih organisasi kami sebagai tempat untuk menjalani latihan industri.

6. Untuk makluman puan juga, pelajar berkenaan diminta melaporkan diri kepada **Ketua Penolong Pengarah**, Seksyen Khidmat Gunasama, Unit Pengurusan Sumber Manusia (UPSM), Tingkat 10 Wisma Bapa Malaysia, Kuching pada **30 Jun 2014 jam 8.00** pagi. Sebarang pertanyaan/penolakan bolehlah berhubung dengan Cik Marina Anshari di talian 082-446344.

Sekian, terima kasih.

**“ BERSATU BERUSAHA BERBAKTI ”  
“ AN HONOUR TO SERVE ”**

**(DESMOND DOUGLAS JERUKAN)  
b.p Pengarah  
Unit Pengurusan Sumber Manusia**



## Appendix B

**MINIT MESYUARAT ANTARA URUS SETIA DAN  
PIHAK PEKERJA MBJ JKM BIL. 1/2014**

**Tarikh** : 27 Januari 2014 (Isnin)  
**Masa** : 9.00 pagi  
**Tempat** : BMU, Tingkat 10, Wisma Bapa Malaysia

**YANG HADIR**

1.	Encik Desmond Douglas Jerukan Penolong Ketua Pengarah Unit Pengurusan Sumber Manusia	Pengerusi
2.	Encik Belayong Anak Pok Penolong Setiausaha, Majlis Adat Istiadat Sarawak	Naib Pengerusi
3.	Encik Awang Supian bin Awang Daud Penolong Pengarah, Pejabat Perhubungan Rumah Sarawak	
4.	Encik Zaidi Hj. Ismail Pembantu Tadbir, Unit Perhubungan Awam dan Hal Ehwal Korporat	Setiausaha Pihak Pekerja
5.	Cik Odeliney anak Migas Penolong Pengarah, Unit Perhubungan Awam dan Hal Ehwal Korporat	
6.	Puan Dayang Nurhafeezah binti Termizi Penolong Pegawai Tadbir, Dewan Undangan Negeri Dewan Undangan Negeri	
7.	Puan Fatimah Binti Ahmad Daud Penolong Pegawai Tadbir, Pejabat Tuan Yang Terutama Yang di-Pertua Negeri	
8.	Encik Anthony Abong Narok Pembantu Tadbir, Majlis Adat Istiadat	
9.	Encik Abd. Rashid bin Hj. Ban Penolong Jurutera, Pusat Latihan Pembangunan Belia	

10.	Puan Najuaa binti Masrol Penolong Pegawai Tadbir, Unit Pengurusan Sumber Manusia	
11.	Cik Susiantie Abdul Karim Penolong Pengarah, Unit Pemantauan Pelaksanaan Negeri	
12.	Puan Nor Khamisah binti Anuar Pembantu Tadbir, Unit Pemantauan Pelaksanaan Negeri	
13.	Encik Sayed Ismail Nasiruddin Bin Dato Sri Wan Hashim Penolong Pengarah, Unit Pembangunan Usahawan Bumiputera	
14.	Encik Tahir B Mohd. Sharee Penolong Pengarah, Unit Perancang Negeri	
15.	Encik Mohd. Firdauz bin Abdullah Penolong Pegawai Tadbir, Unit Hab Halal	
16.	Encik Sarkan bin Sidi Pembantu Am Rendah, Unit Pemodenan Perkhidmatan dan Kualiti	
17.	Puan Wati anak Sator Pembantu Tadbir, Unit Audit Dalam	
18.	Puan Jenny anak Entiam Pemantu Tadbir, Unit Makmal Penyelidikan Tanah Gambut Tropika	

**URUS SETIA (UNIT PENGURUSAN SUMBER MANUSIA)**

1.	Encik Zawawi Penolong Pengarah, Unit Pengurusan Sumber Manusia
----	--

2.	Encik Syamsury Umar Penolong Pegawai Tadbir, Unit Pengurusan Sumber Manusia
3.	Amzar Bin Matsah Unit Pengurusan Sumber Manusia

### **TIDAK HADIR**

1.	Puan Elsie William Penolong Pengarah, Unit Pentadbiran
2.	Puan Amilda binti Abu Bakar Penolong Pengarah, Unit Teknologi Maklumat dan Komunikasi
3.	Encik Julkepli Hj. Net Penolong Pegawai Keselamatan, Unit Keselamatan Negeri
4.	Cik Fauziah Haji Sharkawi Penolong Pegawai Tadbir, Majlis Mesyuarat Kerajaan Negeri
5.	Encik Henry Hubert Pembantu Tadbir, Mahkamah Bumiputera
6.	Encik Awang Mohd. Suzaidi bin Awang Adi Pembantu Tadbir, Unit Pembangunan Tenaga Kerja

UCAPAN PENERUS		TINDAKAN	
1.	Encik Desmond Douglas, Penerus mengucapkan selamat pagi, salam sejahtera dan salam 1 JKM. Beliau mengucapkan selamat datang dan mengalu-alukan kehadiran semua ahli ke mesyuarat MBJ.		
2..	Penerus memaklumkan mesyuarat ini bertujuan untuk mengenalpasti isu-isu baru untuk dibincangkan dalam mesyuarat MBJ yang akan datang.		
Perkara-Perkara Dibincangkan			
	Isu	Keputusan	Tindakan
1.	<b>Parkir Motosikal</b>  Pengguna motosikal di Zon B mengalami kesulitan untuk menyimpan helmet terutama semasa hujan .	Dicadang mereka dibenarkan parkir di ruang motosikal sedia ada di Zon A (berbumbung ) sehingga tempat tersebut diubahsuai.	Pihak Pekerja
2.	<b>Keselamatan Kereta</b>  Tiada ruangan khas untuk meletak kereta untuk membezakan parkir pekerja dan pelawat.	Dicadang supaya pihak Unit Keselamatan Negeri menyediakan tempat parkir khas bagi mengasingkan kenderaan pekerja dan pelawat.	Pihak Pekerja
3	<b>Laluan Pejalan Kaki berbumbung</b>  Pekerja mengalami kesulitan terutamanya bagi mereka yang parkir di zon B ketika hari hujan kerana perlu berjalan jauh ke pejabat.	Dicadang supaya membina tempat pejalan kaki berbumbung di Zon B menuju ke bangunan Wisma Bapa Malaysia.	Pihak Pekerja

	4.	<b>Pintu Keluar Utama di Zon B</b>  Pekerja mengalami kesulitan terutamanya ketika waktu balik (5.00 petang) kerana kenderaan perlu beratur lama menunggu giliran untuk "punch out" kad pekerja untuk keluar dari Zon B.	Dicadangkan pintu keluar utama dibuka terus (tanpa <i>punch-out</i> ) mulai jam 5.00 petang.	Pihak pekerja
	5.	<b>Kantin Kurang Terurus</b>  Didapati tahap kebersihan kantin (meja), tandas dan sistem pengudaraan yang tidak baik.	Dicadangkan supaya pihak pengusaha kantin memperbaiki keadaan tersebut.	Pihak Pekerja
III.	<b>Hal-Hal Lain</b>			
	1.	<b>Taklimat Oleh Urus Setia MBJ</b>  Taklimat ringkas mengenai tujuan penubuhan MBJ, pengendalian mesyuarat dan cadangan pindaan Perlembagaan MBJ telah disampaikan oleh Encik Zawawi Rambli.		
IV	<b>Penangguhan Mesyuarat</b>  Pengerusi mengucapkan terima kasih kepada semua ahli. Mesyuarat ditangguhkan jam 12.28 tengah hari			

(AMZAR BIN MATSAH)  
Pencatat Minit

(ZAIDI HAJI ISMAIL)  
Setiausaha Pihak Pekerja

Tarikh: 3 Februari 2014

## Appendixes C

**KERTAS MINIT**  
**MINUTE SHEET**

Kepada:

Ketua Penolong Pengarah, Seksyen Pembangunan Organisasi  
Ketua Penolong Pengarah, Seksyen Perjawatan  
Ketua Penolong Pengarah, Seksyen Kerjaya  
Ketua Penolong Pengarah, Seksyen Khidmat Gunasama  
Ketua Penolong Pengarah, Seksyen Kemudahan  
Ketua Penolong Pengarah, Seksyen Maklumat  
Ketua Penolong Pengarah, Seksyen Latihan

YBhg. Datu/Tuan/Puan

**PROGRAM CERAMAH INTEGRITI PERKHIDMATAN AWAM NEGERI SARAWAK (CIPA) 1/2014**

Perkara tersebut di atas adalah dirujuk.

2. Sukacita dimaklumkan Seksyen Disiplin, Unit Pengurusan Sumber Manusia akan menganjur Ceramah Integriti Perkhidmatan Awam Negeri Sarawak (CIPA) untuk penjawat awam. Ini adalah selaras dengan pelaksanaan Mengurus Perubahan Budaya (*Managing Culture Change*) di bawah *SCS10-20 Action Plan*. Program tersebut akan diadakan pada tarikh, tempat dan masa seperti di bawah :-

**Tarikh** : 27 Februari 2014 (Khamis)  
**Tempat** : Dewan Seminar (Theatrette), STIDC, Wisma Sumber Alam,  
Jalan Stadium, Petra Jaya, Kuching, Sarawak  
**Masa** : 2.00 petang hingga 5.00 petang

3. Objektif program CIPA adalah untuk :

3.1. Meningkatkan kesedaran, komitmen dan kerjasama penjawat awam terhadap usaha pencegahan rasuah dalam membantu menjayakan hasrat kerajaan bagi menghapuskan jenayah rasuah, penyalahgunaan kuasa dan penyelewengan dalam perkhidmatan awam di Malaysia

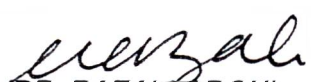
3.2. Menutup ruang dan peluang jenayah rasuah dan seterusnya mengekalkan tahap integriti yang tinggi di jabatan dan organisasi Kerajaan Negeri.

4. Sehubungan itu, pihak YBhg. Datu/Tuan/Puan adalah dipohon untuk mencalonkan pegawai pelbagai gred menurut kuota seperti di **Lampiran A** untuk menyertai Ceramah tersebut. Sila sahkan kehadiran melalui **Lampiran B** dan kembalikan kepada urus setia selewat-lewatnya pada **20 Februari 2014 (Khamis)**.

5. Dikepilkkan bersama atur cara (**Lampiran C**) untuk tindakan YBhg. Datu/Tuan/Puan selanjutnya. Kehadiran peserta yang tercalon adalah wajib dan kehadiran akan direkod untuk pemantauan.

Sekian, terima kasih.

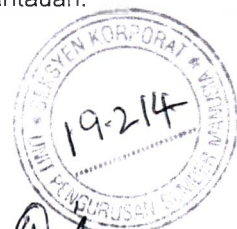
"BERSATU BERUSAHA BERBAKTI"  
"AN HONOUR TO SERVE"

  
(DR. RAZALI FABON)  
Pengarah  
Unit Pengurusan Sumber Manusia

Ruj : 5 /JKM/UPSM/S8/100-3/1/6/JLD.1  
Tarikh : 18/02/2014

PP Jawani  
From SA ph  
send  
① By Jaleha  
② Agong  
③ George

Pegawai Seranta :-  
Encik Norulhardi bin Haji Ismailly Yakub  
Encik Abdul Emizan bin Razali



④ Anzar  
⑤ Issah  
2/2



**KERTAS MINIT**  
**MINUTE SHEET**

**LAMPIRAN B**

Urus Setia Program CIPA  
(Unit Pengurusan Sumber Manusia)  
Jabatan Ketua Menteri  
Tingkat 10, Wisma Bapa Malaysia  
Petra Jaya, 93502 Kuching.

No. Faks : 082 – 312923

u/p :

Encik Norulhardi Bin Ismailly Yakub      082 - 445310  
Encik Abdul Emizan Bin Razali            082 - 319586

**PENGESAHAN KEHADIRAN PROGRAM CERAMAH INTEGRITI PERKHIDMATAN AWAM (CIPA)**  
**1/2014**

TARIKH	TEMPAT	AGENSI
27 FEBRUARI 2014	DEWAN SEMINAR (THEATRETTE), STIDC, WISMA SUMBER ALAM, JALAN STADIUM, PETRA JAYA, KUCHING	SEKSYEN DI UNIT PENGURUSAN SUMBER MANUSIA

MAKLUMAT PESERTA			
1	NAMA PESERTA	Amzar Bin Mafzah	JAWATAN
	NO. K/P	910323-13-5341	GED
2	NAMA PESERTA	Izzah Atira Bihti Razali	JAWATAN
	NO. K/P	920817-13-6546	GED
3	NAMA PESERTA	Dayang Zariah Bt Abg Abd Rahman	JAWATAN
	NO. K/P	820608-13-5426	GED
4	NAMA PESERTA		JAWATAN
	NO. K/P		GED
5	NAMA PESERTA		JAWATAN
	NO. K/P		GED

Seksyen : .....

No Tel Pejabat (Pegawai Seranta) : ..... No. Faks : .....

No Tel Bimbit (Pegawai Seranta) : ..... Alamat E-mel : .....

**Nota : Peserta dikehendaki mendaftar setengah jam awal dari masa program bermula.**

.....  
Tarikh

.....  
Cop & Tandatangan

Catatan : Sila faks Borang Pengesahan Kehadiran ini selewat-lewatnya pada 20/02/2014 (Khamis) kepada  
Urus Setia di No. Faks : 082 : 312923

## Lampiran C

### Aturcara Ceramah Integriti Perkhidmatan Awam (CIPA) Sesi 1/2014

<b>MASA</b>	<b>ATUR CARA</b>
1.30 – 2.00 petang	Kehadiran dan Pendaftaran Peserta
2.00 – 3.30 petang	Ceramah Integriti oleh Penceramah Jemputan (Tajuk : Kepimpinan Melalui Teladan)
3.30 – 5.00 petang	Ceramah Integriti oleh Penceramah Jemputan (Tajuk : Pengenalan Rasuah, Penyelewengan, Salah Guna Kuasa dan Langkah-Langkah Pencegahan)
5.00 petang	Bersurai dan Minum Petang

## Appendix D



FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI  
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA  
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR : AMZAR BIN MATSAH

NO MATRIK UiTM : 2011473598

NO KAD PENGENALAN : 910323-13-5341

PROGRAM : AM228/AM225\*

NAMA PENSYARAH PENYELIA : PUAN NADRAWINA BINTI HAJI ISNIN

---

\* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

Bil	TARIKH	MASA	TANDATANGAN	CATATAN
1	26/3/2014	10.10am	John	<ul style="list-style-type: none"> <li>① Checked chapters 1 + 2.</li> <li>② To make amendments.</li> <li>③ To do chapters 3 + 4.</li> </ul>
2	9/4/2014	3pm	John	<ul style="list-style-type: none"> <li>① Deal with chapters 1, 2, 3, 4</li> </ul>
3				<ul style="list-style-type: none"> <li>② To amend format only for all chapters.</li> <li>③ Next meeting 23/4/2014</li> </ul>
4	2/5/2014	8.10am	John	<ul style="list-style-type: none"> <li>① Drafts are completed &amp; a few amendments.</li> <li>② Submit 4/6/2014</li> </ul>
5				
6				
7				
8				
9				
10				

\* potong yang tidak berkenaan

Sila gunakan lampiran jika ruang sediada tidak mencukupi