



**Faculty of Administrative Science
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Universiti Teknologi MARA**

**PRACTICAL TRAINING REPORT
(ADS666/ADS667)**

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Acknowledgement

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Lastly, I would like to thank everyone in Chief Minister's Department especially the Managing Culture Change Team as well as the Employee Assistance Division and those who directly and indirectly involved during my practical training and the accomplishment of my practical report. Thank you very much.

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Declaration

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

Signed



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Table of contents

Acknowledgement	i
Declaration	ii
 Chapter 1: Introduction	
1.0 Introduction	1
1.1 Background of Organization	1-4
1.2 Organization Objectives	5
1.3 Organization's Vision and Mission	5-6
1.4 Organization structure of State Human Resource Unit	7
1.5 Conclusion	8
 Chapter 2: Schedule of Practical Training	
2.0 Introduction	9
2.1 Summary of tasks during Practical Training	9-24
2.2 Conclusion	24
 Chapter 3: Analysis on Event Management	
3.0 Introduction	25
3.1 Focus task during Practical Training	25
3.2 Concept and Definition of Project Management & Event Management	26-27
3.3 Initiating phase	28-33
3.4 Planning phase	34-41
3.5 Performing phase	42-45
3.6 Closing phase	46-49
3.7 Reflection	50
3.8 Conclusion	51
 Chapter 4: Recommendations	
4.0 Introduction	52
4.1 Strengths of Pit Stop Programme	52-55
4.2 Weaknesses of Pit Stop Programme	55-56
4.3 Recommendations for Improvement	57-58
4.4 Conclusion	58

Chapter 5: Conclusion

5.0	Summary	59
5.1	Summary of Chapter 1	59
5.2	Summary of Chapter 2	60
5.3	Summary of Chapter 3	60
5.4	Summary of Chapter 4	61
5.5	Conclusion	62
References		63
Appendix		64-72

CHAPTER 1

INTRODUCTION OF ORGANIZATION

1.0 INTRODUCTION

This chapter presents thoroughly about the Chief Minister's Department, the State Human Resources Unit, the Employee Assistant Division, and the Managing Culture Change Team.

1.1 BACKGROUND OF THE ORGANIZATION

Chief Minister's Department (CMD) occupies the Wisma Bapa Malaysia building which is located in Petra Jaya, Kuching, Sarawak. Wisma Bapa Malaysia was completed in 1976 and officiated by the former Chief Minister of Sarawak, Tun Rahman Yaakub. The building has 22 storey and among the highest building built during it's time. Wisma Bapa Malaysia has become a central for administration for the Sarawak State Government and is the Chief Minister's office until now. The Chief Minister's Department (CMD) is responsible for the Sarawak Civil Services (PANS) as a whole and is led by the State Secretary who reports directly to the Chief Minister. The State Secretary is assisted by two Deputy State Secretaries.

Based on the created vision, Chief Minister's Department has developed 5 strategic thrusts to guide the action plan which are:

- Research, Planning and Development
- Human Capital
- System and Technology
- Creativity and Innovation
- Team Synergy and High Performance

Chief Minister's Department comprises of 11 Units in which every Unit is divided into divisions and sections. Among the eleven Units, one of it is State Human Resources Unit (SHRU). With the former name of Human Resource Management Unit, on April 2015, the name has been changed to State Human Resource Unit (SHRU) in which the rebranding is in line with the new vision and mission. The function of the State Human Resource Unit is to act as primary change agent in the management of human resources in Sarawak Civil Service. The State Human Resource Unit is responsible in reviewing and developing policies and procedures of human resource management in order to remain relevant and to ensure consistent implementation across all service levels.

SHRU has recognised the HR focus areas in their strategic management which are:

- HR Planning and Policy review
- HR more strategic and align to organizational outcome

- Structured development of talent pool and SCS leaders through continuity planning framework and Leadership Development Program
- Structured career development pathways
- Integrated HR systems (GEMS) and solutions
- Comprehensive and reliable HR database
- Improve HR processes, speed and response time
- More engaged HR Unit
- Strengthened HR capacity through smart partnership
- Internalization

The management team of State Human Resource Unit is divided into 4 divisions and each division consists of different sections. The first division is Policy and HR Communication Division that contains Information Management Section, HR Communication Section, HR Transformation and Innovation Section. Second is Employee Assistance Division which consists of Personnel Support Services Section, Integrity Section, and Managing Culture Change Team. Next is the Talent Management Division and it comprises of Recruitment Section, Career Development Section, Privileges and Award Section, Training and Development Section. Lastly is the Organizational Development Division.

The State Human Resource Unit is undertaking the transformation journey towards achieving its vision and mission through the efficient and effective system in service delivery as well as the introduction of Managing Culture Change as one of the main initiatives in SCS 10-20 Plan. The purpose of the introduction of this initiative is to shift the culture through the enculturation of Sarawak Civil Service shared values.

In 2015, the state recognized the need to establish a Managing Culture Change team to spearhead Managing Culture Change for the Sarawak Civil Service. Managing Culture Change is placed under Employee Assistance Division. There are 6 shared values that act as a foundation of the Sarawak Civil Service which are:

- Integrity
- Kind and Caring
- Professionalism
- Sense of Urgency and Ownership
- Team spirit
- Result-oriented

1.2 ORGANIZATION OBJECTIVES

The Sarawak Civil Service is undergoing the transformation plan and the overall objectives of Sarawak Civil Services are as follows :

- i) To be more effective and efficient in its service delivery.
- ii) To be a high-income state and advanced economy ultimately.
- iii) To improve quality of our *rakyat*.

1.3 ORGANIZATION'S MISSION & VISION

The vision and mission of Sarawak Civil Service (PANS), Chief Minister's Department, and State Human Resources Unit are as follows:

Sarawak Civil Service (PANS)

Vision

"A world class Civil Service"

Mission

"To Deliver Excellent Service Through High Performance Teamwork"

Chief Minister's Department

Vision

"High Performing Organization Spearheading the Transformation of Sarawak"

Mission

"We 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."

State Human Resource Unit (SHRU)

Vision

"To lead In Human Capital Transformation"

Mission

"Together We Drive The Workforce In The Civil Service To Be World Class"

1.4 ORGANIZATION STRUCTURE OF STATE HUMAN RESOURCE UNIT

(Source: State Human Resources Unit, Chief Minister Department)



UNIT SUMBER MANUSIA NEGERI

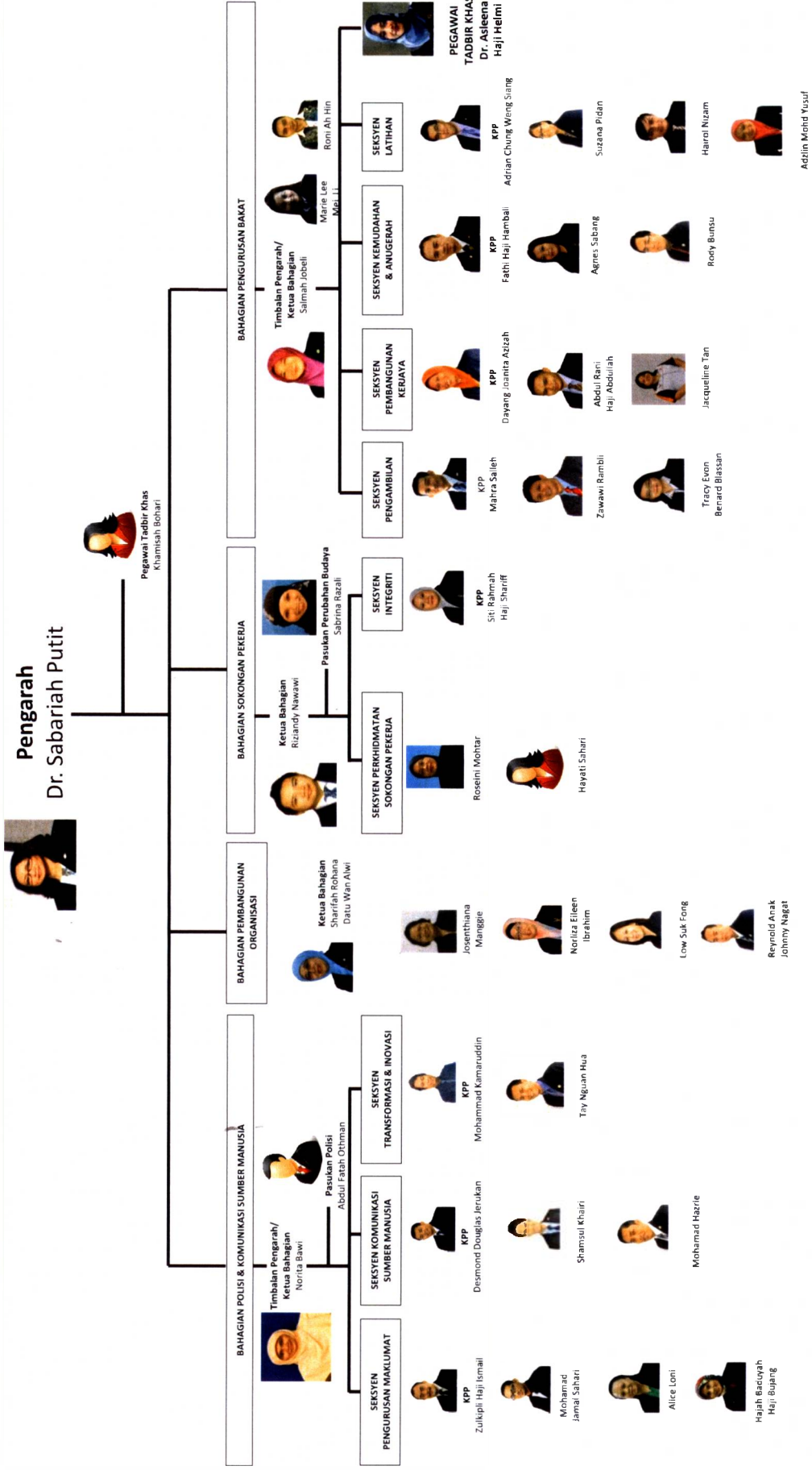
To Lead In Human Capital Transformation

Together We Drive The Workforce In The Civil Service To Be World Class



VISION :

MISSION :



1.5 CONCLUSION

State Human Resource Unit is one of the significant Unit in Chief Minister's Department that are given authority to manage the human resources in the Sarawak Civil Services. State Human Resource Unit as well as Sarawak Civil Service as a whole is undergoing transformation based on the SCS Action Plan 10-20 to achieve their vision and mission in providing the better, efficient and effective service delivery to the people which aligned with their motto of "*An honour to serve*".

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

The practical training took place at Sarawak Chief Minister's Department which is located in Wisma Bapa Malaysia building under the State Human Resources Unit (SHRU). State Human Resource Unit incorporates 3 levels which are Level 9, 10 and 11. The Managing Culture Change Team is placed under the Employee Assistant Division at level 9. The duration of practical training takes about 9 weeks in total which started from 20th January 2016 until 16th March 2016.

2.1 SUMMARY OF TASKS DURING PRACTICAL TRAINING

WEEK 1: 20th January 2016 – 22nd January 2016

On the first day, the other 4 trainees and I all gathered and were required to report duty to the Policy and HR Communication at Level 11 at 8a.m. The day started by a brief talk with one of the employees, Ms. Marina who welcome us as well as the introduction with Mr. Mohamad Hazrie bin Siri and Mr. Abdul Fatah bin Othman while waiting for the person who in-charge of supervising us, Mr. Shamsul Khairi bin Bahrin. All 3 of them are the Assistant Director. After that, we were briefed by Mr. Shamsul Khairi Bahrin regarding the State Human Resources Unit at Sarawak Chief Minister's Department. The day continued as among of 5 interns, among which 2 interns including myself was Bachelor of Administrative Science (Hons)

attached at other division under SHRU which is Employee Assistant Division. Mr. Shamsul Khairi brought us directly to meet the Division Leader, Mr. Riziandy Nawawi to inform him that we were placed at his Division. On that day, we were introduced to all the staff who are working under the Employee Assistant Division including my host-supervisor in-charge. I was specifically supervised under the Managing Culture Change Team and I was briefed by my host-supervisor Mdm. Sabrina bt Razali who is the Team Leader of Managing Culture Change. Managing Culture Change is the SHRU initiatives to change the current culture by integrating 6 shared values. I was given the booklet of HR Transformation, official books of Sarawak Civil Service 10-20 Action Plan (Transformation and Innovation Initiatives & Progress Reports 2013 -2014) as well as the Guidelines for Managing Culture Change (MCC). The books act as a guideline for the employees to understand the whole functions of Sarawak Civil Service as a whole. However, the only task given to me was to read and research on all those books.

For the second day of the week, I was given the first task to design 2 templates of report. First is the report template for MCC minutes of meeting and the other is the report template for completion of programmes. I was informed by my host-supervisor to participate in the meeting of "Culture Rating Index Recovery Plan" with the Balanced Scorecard Team, MCC Team as well as Integrity and Discipline Section. I was assigned to be a minute taker to take the minutes of meeting for every meeting of Managing Culture Change Team. The purpose of "Culture Rating Index Recovery Plan" meeting is to discuss on the recovery plan for the issues that have lowest index in the "Culture Rating Survey".

The third day of the week, I still participate in the meeting of “Culture Rating Index Recovery Plan” to take the second minutes of meeting as the meeting was unable to finish on the previous day. Then, I was required to prepare the minutes of meeting for the first and second day separately.

REFLECTION WEEK 1

The first week, I did some reading and research about the organization to gain better understanding and to adapt with the structure, system, processes, and the ongoing transformation of State Human Resource Unit and the Managing Culture Change itself. Besides that, my task was to design report templates for completion of programme and minutes of meeting before I was asked to be a minute taker for every Managing Culture Change Team meeting. Designing templates required me to use my research skills and creative thinking on the samples of template to come out with my own template design. Being a minute taker also required me to use my listening, observation, comprehension, and writing skills.

WEEK 2: 25th January 2016 – 29th January 2016

In the second week, on the 25th January 2016, I was asked to amend the design of the programme report template and some of the minutes of meeting content. The rest of the day, I did some reading and research on the comparison of the articles about working and corporate culture from countries such as Denmark, Japan, Germany and other relevant articles to enable me to comprehend on the Managing Culture Change.

For the next day, I read through all the Managing Culture Change Team files to gain better understanding on the work process pertaining the programmes that had been organized by the team such as Self-Motivation Talk, Awareness Talk, Pit Stop Programme, and Self-Excellence Programme.

On 27th January 2016, I participated in the first meeting of the Managing Culture Change Team and all of the members including me are required to report on the tasks of the week before which are:

- 1) Minutes of meeting 1 & 2 for "Culture Rating Index Recovery Plan".
- 2) Completion Programmes report templates.

During the meeting, I had been given delegated a task by my host-supervisor to prepare parts of the slides for the upcoming "Culture Rating Index 2015" presentation from MCC Team to Directors of State Human Resource Unit and other Ministry Agencies.

Thursday, 28th January 2016. I was informed that the slides of "Culture Rating Index 2015" need amendments. So, for that day I still continue working on the amendments of the slides.

On Friday 29th January 2016, our division celebrated one of the staff birthday, En. Roni Anak Ah Hin, one of the Assistant Director. The activity such as the celebrations of staff is beneficial for the social engagement with all the employees especially for the new comers. After that, I was given tasks by my host-supervisor regarding on research on ten topics given for the input to be inserted in the "Managing Culture Change in Sarawak Civil Service" Handbook and Gantt chart for Pitt Stop and Motivational Talk Programme.

In the evening, we were asked to attend the SHRU Assembly at “Bilik Gerakan Negeri” Level 2. We were given a brief talk on sharing knowledge about “Meaning of Work” by Pn. Hayati Sahari and followed by a speech by the Director of SHRU, Dr. Sabariah Putit.

REFLECTION WEEK 2

On the second week, I am still in the process of adaptation with all the work processes and I was doing some reading through the Managing Culture Change files and research on the comparison of the working culture in other countries. Not only that, I participated in the first Managing Culture Change meeting and reporting my previous tasks which required me to use my communication and presentation skills which I learned in the classroom. And in preparing the slides for “Culture Rating Index” needs me to use my computer skills which is the things that I am used to whenever I am having a group presentation in class that required us to present the assignment given by lecturers using Microsoft Powerpoint. And also, during that week, we were having some refreshment celebrating one of the staff birthday. Communicating and build networking with all staff are the things that I learned in Public Relations on the approach on how I build rapport and communicate with groups of people.

WEEK 3: 1st February 2016 – 5th February 2016

From Monday, 1st February 2016 until Wednesday, 3rd February 2016, I was given 3 days to finish my research to find the suitable input on the ten topics given which are:

- 1) Change management.
- 2) Culture change in the organization.
- 3) Organization values.
- 4) Culture change framework.
- 5) Kurt Lewin Change Theory.
- 6) Forcefield Analysis Kurt Lewin.
- 7) Resistance to change.
- 8) Organizational building blocks.
- 9) Implementation of culture change.
- 10) Measurement of culture.

On the two last working days, I proceeded with my next task which were to develop Gantt chart for Pitt Stop programme and Motivational Talk. Besides that, I was asked by one at the MCC staff in helping to check and find out how to create “auto-detect name” system by using Microsoft Excel.

REFLECTION WEEK 3

On the third week, I was assigned to do some reading and research on ten topics given about Managing Change to find the suitable input to be inserted in the Managing Culture Change Handbook for Sarawak Civil Services. The task necessitate me to use research, reading, and comprehension skills to look for the academic sources. This is related with what I learned in the subject of Research Methodology and Data Analysis when I need to do final year project about research topic on Volunteerism. Besides that, the task of

developing Gantt chart for programmes under Managing Culture Change is related with Project Management Course that I learned. The Gantt chart that I developed is used for planning the tasks on every programmes that will occur from the initiation phase until the completion phase.

WEEK 4: 10th February 2016 – 12th February 2016

Because of the Chinese New Year festive season, the working days started back as usual on Wednesday 10th February 2016 after 2 days of public holiday. On the three working days, I continued my tasks on amendment of the Gantt Chart for the Pit Stop Programme and Motivational Talk. Besides that, I was assigned to design tentatives for the upcoming Pit Stop Programme, design name labels (Ministries, Departments, Chief Minister's Department) which will be used for the registration committee during the Pit Stop Programme and assist the MCC staff key-in data of names for Division and Districts name. Then, on the Friday 12th February 2016, I joined the Communication Section in the preparation of upcoming event "Book for Asia" that will be organised in the State Legislative Assembly.

REFLECTION WEEK 4

On the fourth week my task was to design tentatives and name labels for Pit Stop programme and assist in key-in data. This all required basic computer skills and creativity skills. Besides that, I was joined in the preparatory of "Book for Asia" event. Before implementing the programme, we need to plan and prepare the all the materials needed. This is related with the Project Management that I had learned.

WEEK 5: 15th February 2016 – 19th February 2015

On Monday, 15th February 2016, I was involved with all the other trainees in the State level event “The Launching of Books for Asia programme in Sarawak” which was held at the Sarawak Legislative Assembly Building. The programme of “Books for Asia” which emphasize on the Initiative 23 “The Usage of English as Second Official Language for Sarawak” has been successfully organized with the collaboration of the Asia Foundation, the Sarawak Foundation, and the International Institute of Public Policy and Management (INPUMA), the University of Malaya as well as the working committee under the Chief Minister’s Department. After that, I was assigned by my host-supervisor to prepare the “Culture Rating Index” slides report of the Ministries and Departments.

The next day, I joined the discussion with my host-supervisor and MCC staff on the coordination of the upcoming Pit Stop programme. My host-supervisor decided to give the ownership of the Pit Stop programme to me. Because of the MCC staff who in-charge of the programme were going to have special leave also on the day before the actual programme, I was asked to lead the preparation the day before the actual day so I need to obtain knowledge regarding all the work processes of the Pit Stop programme and the MCC staff Mdm. Saptuyah bt Bujang has been asked in mentoring me.

On the last three working days, I was working on the amendments of the “Culture Rating Index” slides report of the Ministries and Departments, and was required to develop preparation checklist and work processes for the Pit Stop programme. And then, the next day I participated in the second meeting of the Managing Culture Change Team and reported on the completed tasks of week before which are:

1) Gantt Chart programme

2) Work Processes of Pit Stop programme

During the meeting, we have been informed on the news that Managing Culture Change will enter the competition of “Key-Focused Activity” this year. The members and I were assigned respective tasks to carry out. I was assigned to be involved in the “Key-Focused Activity” discussions and to handle the Pit Stop programme on the upcoming week. After finalising the amended Gantt chart and Work Processes during the meeting, I was working on the amendments the following day.

REFLECTION WEEK 5

On the fifth week, I was involved in the implementation of State Level event the launching of “Books for Asia” at Sarawak Legislative Assembly Building. This is the actual day of the implementation of event in which involved the execution phase in the project management. Besides the event “Book for Asia” I was delegated by the Team Leader of Managing Culture Change Team to handle the upcoming Pit Stop programme. This week I was doing planning on the task and build committee members for the actual day of the programme. This involved planning phase in Project Management. I was doing proper planning by developing checklist on what are the tasks that we need to do before the programme and when the programme were conducted and the work processes of the programme. After I had done my planning, I presented it to all the team members before the implementation phase.

WEEK 6: 22 February 2016 – 26 February 2016

The first three working days, I assisted Mdm. Saptuyah in the preparation of Pit Stop programme. While I re-designed the labels for the use of the registration committee, I prepared and amended the minutes of meeting for the first and second meeting of Managing Culture Change.

On Wednesday, 24th February 2016, I was doing preparation for Pit Stop programme the whole day. To ensure the programme running smoothly the following day, I briefed every committee members involved regarding their tasks and help from them. Then, I assisted Mdm. Dayang Mashaini, a CBGs who was also attached under MCC Team to finalise the attendance lists. Together with Mdm. Dayang, I looked through the preparation checklist that had been made one by one to ensure all the materials needed were sufficient and available and monitor the final preparation at “Bilik Gerakan Negeri” Level 2.

The next day is the actual day for Pit Stop programme. I was responsible to monitor and oversee the whole programme as a second coordinator together with Mdm. Saptuyah to ensure the programme runs smoothly and also being a facilitator in assisting the participants. After the programme ended, I joined the discussion about “Key-Focused Activity” on Managing Culture Change entitled “Institutionalizing shared values in SCS through Culture Change Framework” with Assistant Director, Mdm. Sabrina bt. Razali and En. Kamaruddin bin Mohammad as well as Employee Assistant Division Leader, Mr. Riziandy bin Nawawi.

On the last working day of the week, I was required to prepare the programme reports of the Pit Stop programme. And in the evening I was assigned to go for a Reiki

together with Mdm. Saptuyah at Pertubuhan Kebajikan and Pendidikan Nur Murni (PKPNM) for the next Corporate Social Responsibility programme.

REFLECTION WEEK 6

On the sixth week, I was implemented the tasks according to the checklist and work processes that I developed. Before the actual day of the programme, Mdm. Dayang Mashaini and I implemented the tasks one by one by doing all the preparations needed and executing the programme on the actual day. Preparation and implementing the programme is under the execution phase under Project Management. On that week also, I joined the discussion with three officers regarding the “Key-Focused Activity” that is entrusted to Managing Culture Change Team. This is where brainstorming of ideas happened on how I used to interact and communicate with my assignment group members when we are given the task by lecturers. Lastly, about my task of Reiki to Pertubuhan Kebajikan and Pendidikan Nur Murni, this required the good communication and building rapport which I ever learned in Public Relations course.

WEEK 7: 29th February 2016- 6th March 2016

On Monday, 29th February 2016, I was participated in the third meeting of Managing Culture Change as usual. I had been assigned with one task on editing the Managing Culture Change Handbook draft. The book was drafted by Mdm. Sabrina bt Razali and checked by Mr. Rizandy bt Nawawi and Dr. Sabariah Putit. It tooks me about almost 3 days to finish editing the Handbook.

The following day, I was required to assist Mdm. Saptuyah, the MCC staff to fax the invitation letter for “Bengkel Penilaian Tahap Budaya” that will be held in Miri to the invited agencies listed and other related tasks. On the last working days, I was required to attend the management meeting of Employee Assistant Division. After the meeting, I was assigned to fax the letter regarding the venue changes on the upcoming Motivational Talk programme to all the invited agencies involved. On 6th March 2016, we were sent by the Employee Assistant Division as a representatives to attend “Hari Landskap Negara 2016”.

REFLECTION WEEK 7

On the seventh week of my practical training, I was assigned to do editing on the draft of Managing Culture Change Handbook, faxing letters to the relevant agencies, attended the management meeting, and attended outdoor activities of “Hari Landskap Negara”. During my task on editing the Handbook, I needed to use my reading, comprehension and synthesising skills on the articles and journals that was provided to insert new information in the Handbook draft. And also the management meeting that I attended is about the strategic planning and progress development of every section under the Employee Assistance Division. This reflects the strategic evaluation of the organization that I learned in Strategic Management course.

WEEK 8: 7th March 2016 – 11th March 2016

On the first working day of the week, I attended the meeting for the introduction of “Employee Assistant Division Strategic Planning” to the new employees who just came to report duty. Both of the new employees are CBGs that were attached under the Managing Culture Change Team. And for the rest of the day, I was required to call relevant agencies to confirm their attendance feedback for “Bengkel Penilaian Tahap Amalan Budaya”.

On the next two following days, I was assigned to analyse “Jadual Keputusan CRI 2015” between ‘Profesional’ and ‘Pelaksana’ together with Mdm. Dayang and I was responsible to prepare the slides presentation on it. On both days, I attended Group Counselling Session 1 and 2 which was organized by two trainees from UNIMAS who were undergoing their practical training under the Employee Assistant Division too.

On Thursday, 10th March, I was asked to make amendments on the CRI slides and was instructed by my host-supervisor to brief the “Key-Focused Activity 2016” contents that the Managing Culture Change involved which was already discussed and finalised to the new team members. Then, on Friday which is 11th March 2016, I was working on the milestones for “Key-Focused Activity” and other relevant tasks.

REFLECTION WEEK 8

During week eight, I also attended the meeting for the introduction of “Employee Assistance Division Strategic Planning”. The content of the meeting is also about the strategic planning of the division and every functions of the Sections under Employee Assistance Division. This is related to the strategic management process in the Strategic

Management course that I have learned. Not only that, my other task required me to talk with staff in other agencies and also briefing the content of “Key-Focused Activity” to the team members of Managing Culture Change Team in which this is related to my communication skills and approach that I learned in Public Relation course. Besides that, I was assigned to do the milestones of the “Key-Focused Activity” which required the critical thinking skills.

WEEK 9: 14th March – 16th March

This was the last week that I will spend as a practical training student in this Division. On Monday, 14th March 2016, as usual I was participated in the fourth Managing Culture Change Team meeting. And on that day, I also completed the Group Counselling Session 3.

The following day is the Motivational Talk programme titled “Dare to Shine” which was held in the Sarawak State Library organized by the Managing Culture Change Team with the collaboration with Centre of Modern Management. I was involved in the programme as part of the committee members. After the programme finished, I was assigned to prepare slides on the “Key-Focused Activity 2016” and completing the amendment of MCC Handbook draft to be checked by the Division Leader.

On the last day of my internship, I was assigned by the Division Leader to prepare new slides for every CRI elements according to the Ministries, the Chief Minister Department, and the Resident & District Offices, and the State Human Resource Unit itself. Besides that, I prepared the fourth minutes of meeting Managing Culture Change Team and finalise all my files before I hand it over to the Managing Culture Change

Team members as it was my last day of internship. The Division decided to hold a farewell party for us trainees on the next Tuesday 22nd March 2016 as an appreciation of our involvements and contributions in the Division for the past two months.

REFLECTION WEEK 9

On the last week of my practical training, I joined the Motivation Talk programme which is under Managing Culture Change Team in collaboration with Centre Modern Management. Becoming part of the committee members required good communication skills and approach in public relations to deal with the participants. The rest of the tasks was the administrative tasks which is beyond of the course syllabus.

2.2 CONCLUSION

In conclusion, the practical training takes about 9 weeks which started from 20th January 2016 until 16th March 2016. During those 9 weeks, I was exposed to the real working experiences and even some of the tasks given was beyond or not available in the programme syllabus, every knowledge that I obtained and skills that I developed is very valuable which is very beneficial for working in the future.

CHAPTER 3

ANALYSIS ON EVENT MANAGEMENT

3.0 INTRODUCTION

During the practical training in the State Human Resources Unit, certain tasks given were related to the courses of our studies and some were beyond the syllabus. The focus area in this chapter is the analysis regarding the event management which were related to the course of Project Management (ADS512). Project Management is a compulsory course in semester 5 for Administrative Science (AM228) students. This chapter exhibit the concepts of project and event management and how it relates to the processes of managing the Pit Stop Programme.

3.1 FOCUS TASK DURING PRACTICAL TRAINING

The focus task covered during the two months of practical training is about the event organizing which were conducting the Pit Stop programme. Pit Stop programme is an initiatives programme under the Managing Culture Change Team whose purpose is to increase the knowledge and awareness of the shared values importance as a working culture. In conducting a programme, a series of tasks include planning, coordinating, implementing and controlling were involved to ensure the programme running smoothly. It requires the cooperation and involvement not only the team itself but also the people who were indirectly involves for the successful of the programme.

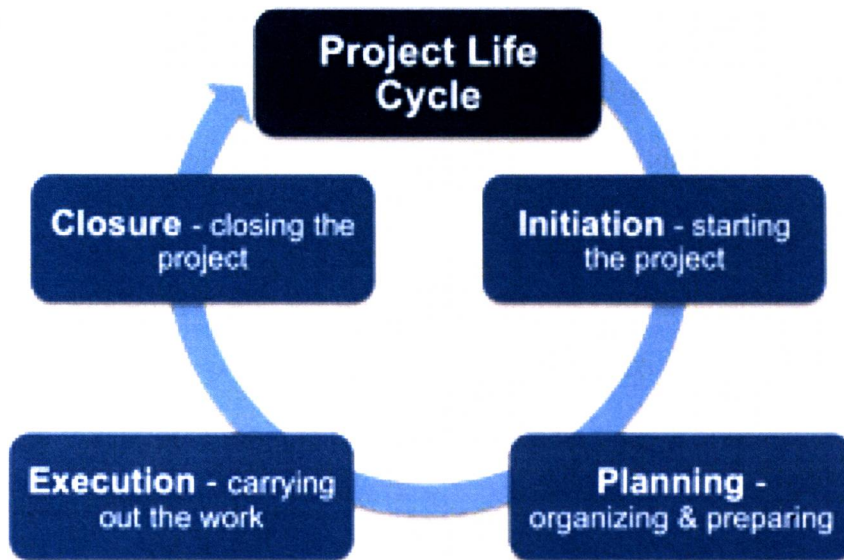


FIGURE 3.2.1 PROJECT LIFE CYCLE

(Source: <http://www.free-management-ebooks.com/faqpm/principles-08.htm>)

3.3 INITIATING PHASE

Initiating phase is the first phase in the project life cycle. This process is performed to identify the needs, problems or opportunity that can be addressed or pursued (James P. Clement, J. G., 2012). During this phase, the project manager or organizer will do some thinking or brainstorming with the group team on what possible projects that they want to develop to address the problems or needs that had been identifies. This is the process whereby the manager or team to choose the suitable project or not and decide if request for proposal is needed.

3.3.1 Application of Initiating Phase in the Pit Stop Programme

Applying the Initiating Phase to the Pit Stop programme, this programme has been created to address the problems in the Sarawak Civil Service that was identified by the Managing Culture Change Team. Most of the civil servants from the lower grade does not acknowledge and are not aware of the existence of 6 shared values which is the foundation of Sarawak Civil Service. So, to address this issues and to create awareness to those civil servants, the Managing Culture Change Team came out with the idea to organize a programme which is called "Pit Stop" and the name "Pit Stop" was flared up to depict that the programme is a stopover that benefits those employees rather than they use their time on useless things. This is when the decision for developing this programme is finalised and proposals regarding this programme is needed. The proposals has been prepared by the Managing Culture Change Team. The first Pit Stop programme was conducted last year (2015). So, this is the second Pit Stop programme which will be carried out this year. In the proposals stating the purpose, for whom the

programme is done, includes the budget. Because of the budget was under ten thousand ringgit, the expenses will be borne by the Chief Minister Department itself.

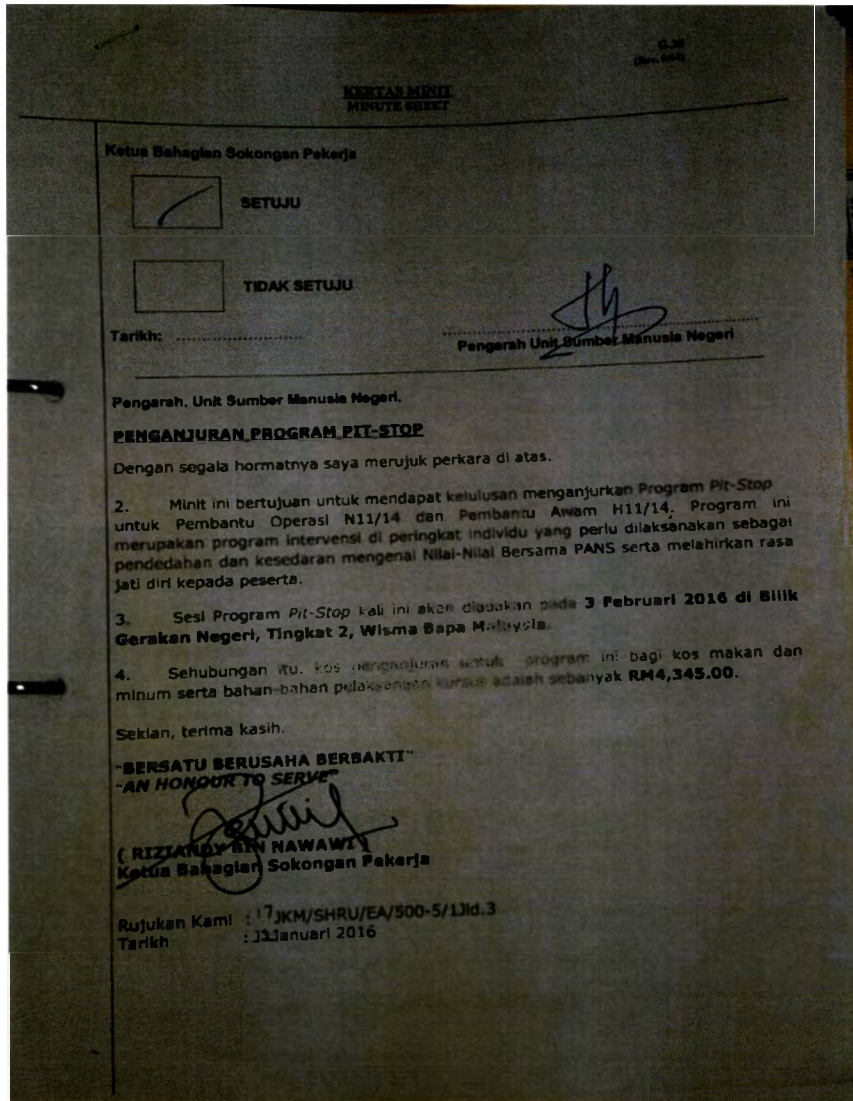


FIGURE 3.1: MINUTES PROPOSAL FOR PIT STOP PROGRAMME

(Source: *Managing Culture Change, State Human Resource Unit, Chief Minister's Department*)

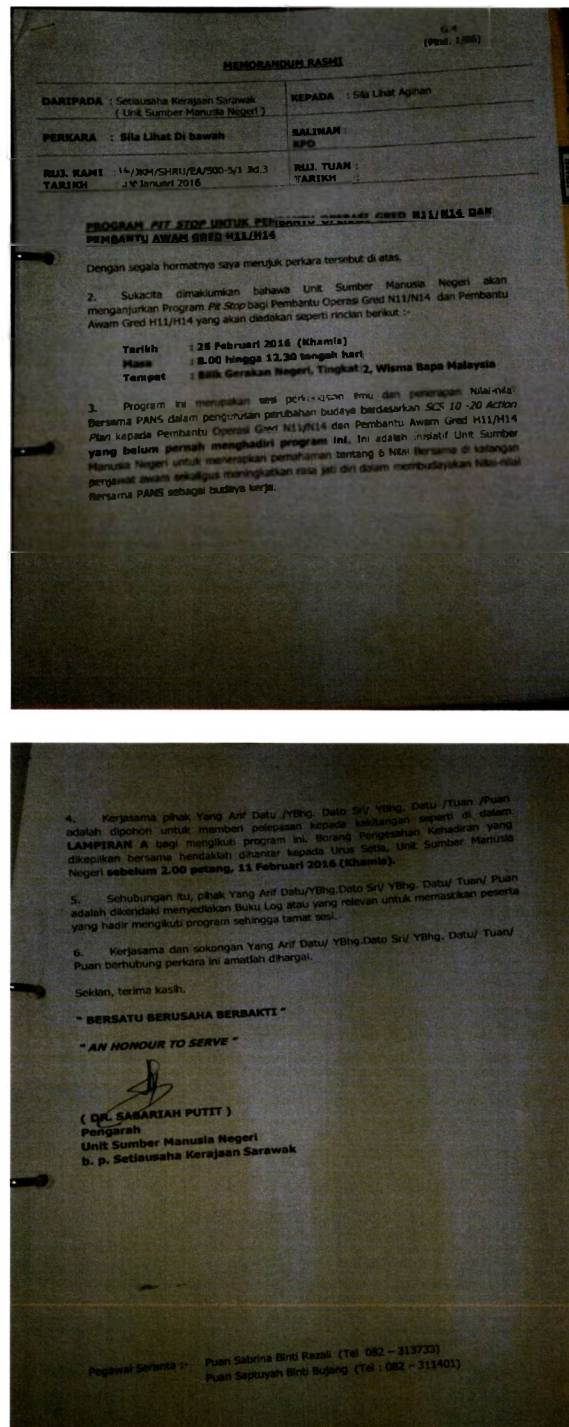


FIGURE 3.2: INVITATION LETTER TO INVITED AGENCIES INVOLVED
 (Source: Managing Culture Change, State Human Resource Unit, Chief Minister's Department)

LAMPIRAN A

SENARAI AGIHAN

Bil.	Jabatan/Kementerian	Jumlah Peserta
1.	Pengarah, Unit Sumber Manusia Negeri	1
2.	Pengarah, Unit Pendidikan	1
3.	Pengarah, Unit Perkhidmatan Perkhidmatan Negeri	1
4.	Pengarah, Unit Protokol dan Perhubungan Awam Negeri	1
5.	Pengarah, Unit Pemasangan Negeri	1
6.	Pengarah, Unit Pemantauan Pelaksanaan Negeri	1
7.	Pengarah, Unit Keselamatan	1
8.	Pengarah, Unit Audit Dalam	1
9.	Pengarah, Unit Pembangunan Ukhawan dan Industri Halal	1
10.	Pengarah, Unit Makmal Penyelidikan Tanah Gambut, Trophus	1
11.	Pengarah, Unit Pembangunan Tenaga Kerja	1

SENARAI JABATAN-JABATAN

Bil.	Jabatan/Kementerian	Jumlah Peserta
1.	Pegawai Besar Negeri Sarawak, Jabatan Undang-Undang Negeri Sarawak	2
2.	Setiausaha Kewangan Negeri Sarawak	2
3.	Setiausaha Sult kepada TYT Yang Di-Pertua Negeri Sarawak	1
4.	Akauntan Negeri Sarawak	3
5.	Pengarah Jabatan Pertanian Sarawak	5
6.	Pengarah Jabatan Kerja Raya Sarawak	5
7.	Pengarah Jabatan Perhutanan Sarawak	5
8.	Pengarah Jabatan Tanah & Survei Sarawak	5
9.	Pengarah Jabatan Pengairan dan Saliran Sarawak	5
10.	Pengarah Jabatan Muzium Sarawak	3
11.	Pengarah, Jabatan Agama Islam Sarawak	3
12.	Pengarah, Jabatan Kebajikan Masyarakat Negeri Sarawak	3
13.	Pengarah, Jabatan Perkhidmatan Pembetulan Sarawak	2
14.	Ketua Hakim Syarie, Jabatan Kehakiman Syariah Sarawak	2
15.	Kotua Pendaftar, Mahkamah Burungputera Sarawak	1
16.	Kotua Majlis, Majlis Adat Istiadat Sarawak	1
17.	Yang Mufti Negeri Sarawak	1
18.	Setiausaha Dewan Undangan Negeri Sarawak	2
19.	Setiausaha Suruhanjaya Perkhidmatan Negeri Sarawak	2

FIGURE 3.3: LIST OF INVITED AGENCIES

(Source: *Managing Culture Change*, State Human Resource Unit, Chief Minister's Department)

DAFTAR KEMENTERIAH		
No.	Jabatan/Kementerian	Jumlah Peserta
1.	Setiausaha Tetap, Kementerian Pembangunan Luar Bandar	3
2.	Setiausaha Tetap, Kementerian Perancangan Sumber & Alam Sekitar	3
3.	Setiausaha Tetap, Kementerian Pembangunan Perindustrian	3
4.	Setiausaha Tetap, Kementerian Perikanan Pertanian	3
5.	Setiausaha Tetap, Kementerian Perumahan Sarawak	3
6.	Setiausaha Tetap, Kementerian Pembangunan Infrastruktur dan Perhubungan	3
7.	Setiausaha Tetap, Kementerian Kerajaan Tempatan dan Pembangunan Komuniti	3
8.	Setiausaha Tetap, Kementerian Pembangunan Sosial	3
9.	Setiausaha Tetap, Kementerian Pelancongan Sarawak	3
10.	Setiausaha Tetap, Kementerian Kemudahan Awam Sarawak	3
11.	Setiausaha Tetap, Kementerian Kemajuan Tanah	3
12.	Setiausaha Tetap, Kementerian Kebajikan Wanita dan Pembangunan Keluarga	3

FIGURE 3.3: LIST OF INVITED AGENCIES

(Source: *Managing Culture Change, State Human Resource Unit, Chief Minister's Department*)

3.4 PLANNING PHASE

Planning phase is the second phase in the project life cycle. It is the phase on planning how the project scope will be accomplished (James P. Clement, J. G., 2012). Planning phase is about 'plan the work and work the plan'. At this phase, baseline plan is created such as what needs to be done, how it will get done, who will do it, how long it will take, how much it will costs, and what are the risks that will be encountered (James P. Clement, J. G., 2012). This is where the decision making on how the actual resources plan work..

3.4.1 Application of Planning Phase in the Pit Stop Programme

Applying the Planning Phase to the Pit Stop programme, after the proposal has been made and approved by the top management which is the Director of the State Human Resources Unit, we continued with the planning for the actual programme. Two weeks before the actual day of programme, I sat in the discussion together with the Managing Culture Team leader and one of the MCC staff who is in-charge for any affairs related to MCC. The team leader decided to give ownership of the programme to me and I was required to do the planning phase until the closing phase of the programme. One week before the programme, I was asked to determine the committee members for the Pit Stop programme and plan the preparation before the actual day. To ease my planning I did the work processes (pre, during, post) and checklist preparation of the programme. There are a total of 13 committee members identified including myself and I had assigned each of them their tasks and responsibilities. In project management this is called a responsibility assignment matrix that will be applied in the Work Breakdown

Structure. In responsibility assignment matrix, the individuals are designated with the responsibilities and only one individual who is also called a primary person that is responsible for each task. After identification of the committee members and their tasks, I proceed to the next activity such as buying hampers, prepare the documents and materials, briefing the committee members before the actual day, and also arrangement and preparation for the day before the actual day. Certain activity or work task was done after one activity is completed and some of it were done at the same time. This is related to the sequence of activities which is usually displayed in the form of network diagram. Network diagram defines the sequence of activities and the relationships which act as a tool for arranging order of every activities.

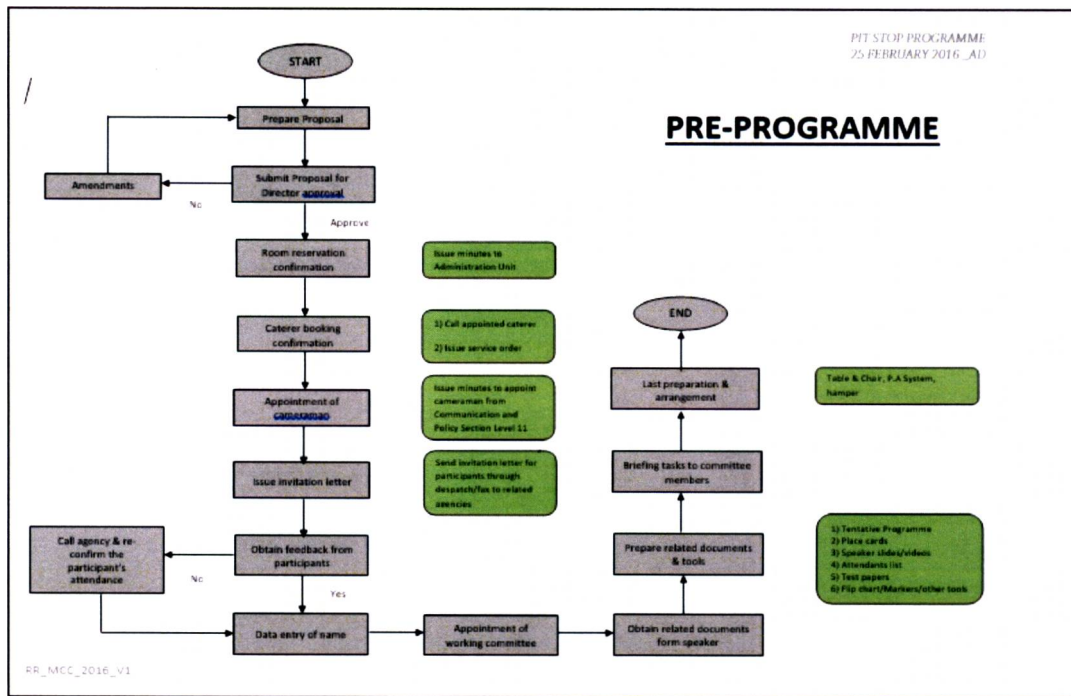


FIGURE 3.4: WORK PROCESS FOR PRE-PROGRAMME

(Source: *Managing Culture Change*, State Human Resource Unit, Chief Minister's Department)

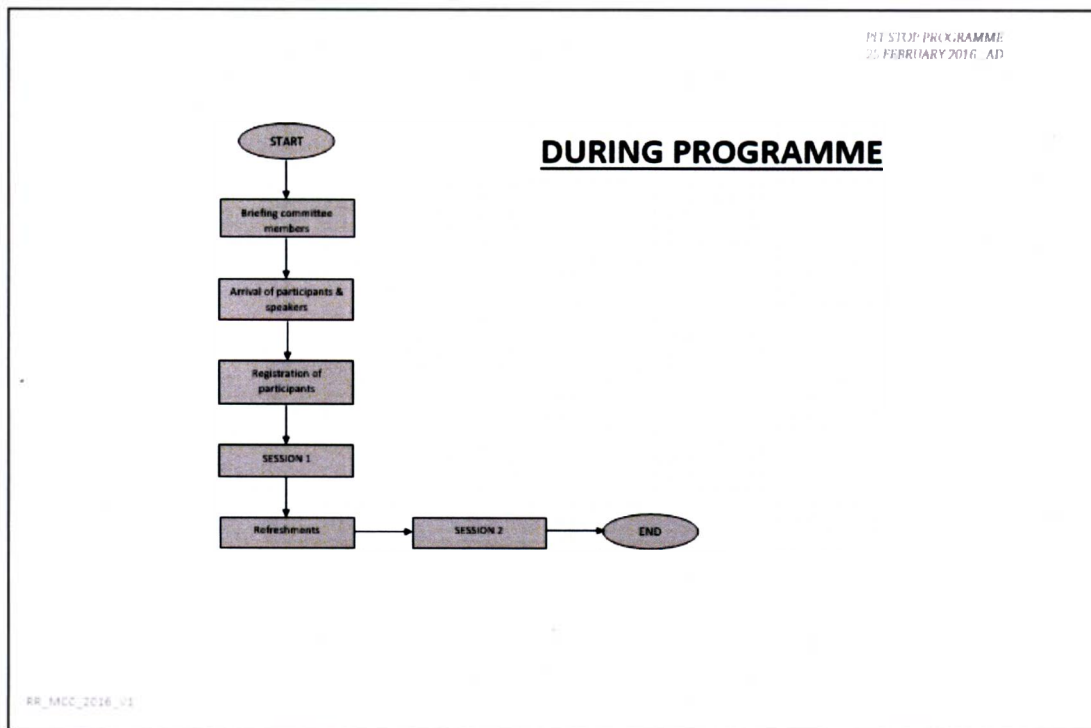


FIGURE 3.4: WORK PROCESS DURING PROGRAMME

(Source: Managing Culture Change, State Human Resource Unit, Chief Minister's Department)

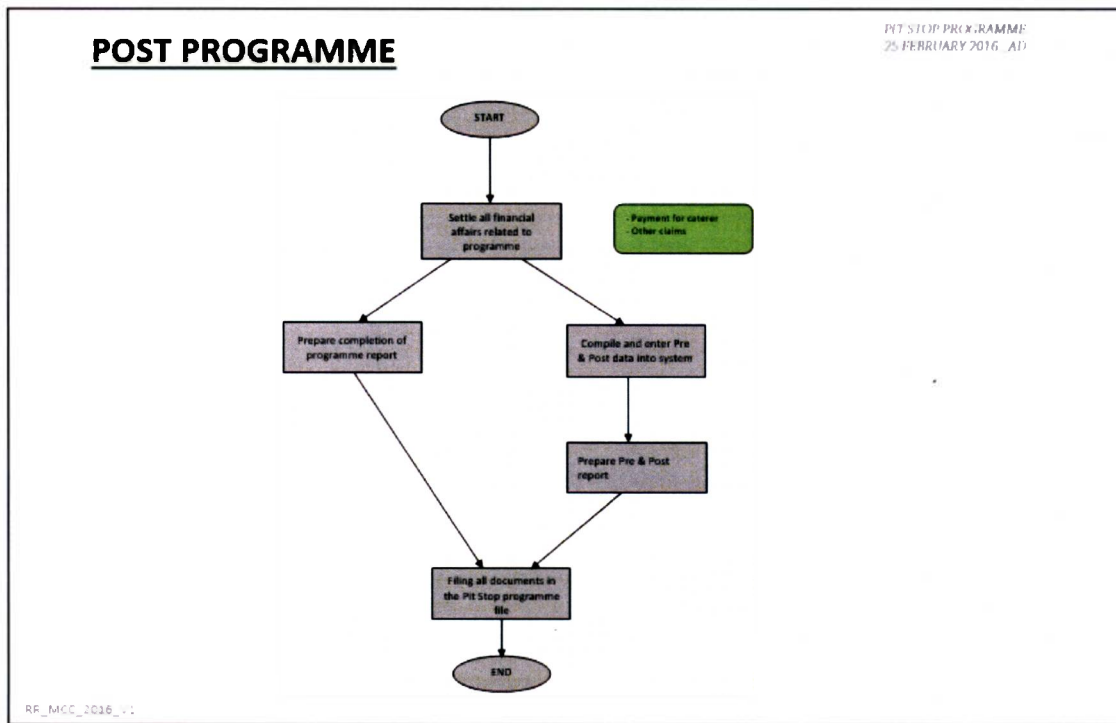


FIGURE 3.4: WORK PROCESS POST-PROGRAMME

(Source: Managing Culture Change, State Human Resource Unit, Chief Minister's Department)

CHECKLIST PREPARATION			
PIT STOP PROGRAMME			
25 FEBRUARY 2016			
NO.	ITEMS	DATE	ACTION
1.0	APPOINT COMMITTEE MEMBERS – 13 MEMBERS (Refer to attachment 1: List of committee members)	18/02/16	
2.0	BUY HAMPER – 5 HAMPER (Refer to Attachment 2: Casting)	22/02/16	
3.0	PREPARE DOCUMENTS : 3.1 TENTATIVE PROGRAMME (FRONT DOOR, REGISTRATION TABLE) 3.2 PLACE CARDS (KEMENTERIAN, JABATAN JABATAN, JABATAN KETUA MENTERI) 3.3 SPEAKER SLIDES/VIDEOS 3.4 ATTENDANT LISTS (JKM, DEPARTMENTS, MINISTRIES) 3.5 TEST PAPERS (UJIAN DASS, PRE, POST, NOTES) 3.6 MATERIALS & TOOLS 3.6.1 MARKERS 3.6.2 PENS 3.6.3 FLIP CHART & FLIP CHART STAND 3.6.4 BALLOON 3.6.5 A4 PAPER	22/02/16 23/02/16	
4.0	BRIEFING & DISTRIBUTE TASKS TO COMMITTEE MEMBERS	24/02/16	
5.0	CHECKING & TESTING SPEAKER SLIDES/ VIDEOS	24/02/16	
6.0	ARRANGEMENT OF P.A SYSTEM	24/02/16	
7.0	ARRANGEMENT OF TABLE & CHAIR	24/02/16	

FIGURE 3.5: CHECKLIST PREPARATION

(Source: *Managing Culture Change, State Human Resource Unit, Chief Minister's Department*)

ATTACHMENT 1


LIST OF COMMITTEE MEMBERS

NAMES	TASKS
1) Pn. Saptuyah bt Bujang	-Handle catering -Oversee the whole programme to ensure running smoothly.
2) Cik Rozirosmini bt Boihi	-Assist in on-going activities for participants. -Assist in presentation of prizes. -Oversee the whole programme to ensure running smoothly.
3) Pn. Abadah@Junaidah bt Ismail 4) Pn. Dyg Mashaini Awg Kamaruddin 5) Cik Nur Aqidah bt Mohamad Salim	-Handle the registration of participants from: KEMENTERIAN JABATAN-JABATAN JABATAN KETUA MENTERI (including giving the notes, Pre&Post survey, balloon each person)
6) En. Bong Fah Lin 7) En. Mohd. Saifuddin bin Rosli	-Arrangement of P.A system, projector, laptop. (kase with technician Bilik Gerakan Level 2)
8) En. Rafiuddin bin Rasman 9) En. Mike Anak Jamit 10) En. Mohamad Sharif bin Mohd Ekbar	-Arrangement of chair (theatre style for 120 pas)
11) En. Asfandyar bin Madahal	-Taking photos during the programme
12)Naziatul Aqma Bt Azhar 13)Nuriatfah Bt Abdul Rahim@Haimi	-Assists in the on-going activities for participants, prizes presentations and during the whole programme when needed.

TOTAL COMMITTEE MEMBERS : 13

FIGURE 3.6: LIST OF COMMITTEE MEMBERS

(Source: *Managing Culture Change, State Human Resource Unit, Chief Minister's Department*)



**JABATAN KETUA MENTERI
SARAWAK**

**Program Pit Stop
Pengurusan Perubahan Budaya
Bahagian Sokongan Pekerja
Unit Sumber Manusia Negeri**

Ajarcara

<u>Masa</u>	<u>Aktiviti</u>
<u>SESI 1</u>	
0800-0830 pagi	Pendaftaran
0830-0900 pagi	<ul style="list-style-type: none"> ❖ Ujian Dass ❖ Ujian Pra-Program

0900-1000 pagi	Sesi Ice-Breaking <ul style="list-style-type: none"> ❖ Whole group activity ❖ Small group activity
1000-1030 pagi	Minum Pagi
<u>SESI 2</u>	
1030-1215 petang	Sesi Pit-Stop <ul style="list-style-type: none"> ❖ Ceramah dan perkongsian ilmu
1215-1230 petang	Ujian Pasca-Program
1230-1330 petang	Jamuan Tengahari

FIGURE 3.7: TENTATIVE FOR PIT STOP PROGRAMME
 (Source: *Managing Culture Change*, State Human Resource Unit, Chief Minister's Department)

3.5 PERFORMING PHASE

This is the third phase and the significant phase in project cycle whereby this is the peak point whereby all the planning are systematically implemented. This is the phase the project manager leads and the project team completes the project (James P. Clement, J. G., 2012). During the performing phase, it is needed to monitor and control the progress so that if there are any issues arising regarding the resources or problems, corrective action can be taken and resources can be added as the pace increased (James P. Clement, J. G., 2012).

3.5.1 Application of Performing Phase in the Pit Stop Programme

For Pit Stop programme, the performing phase took place twice which were during the preparation and also the implementation of the programme on the actual day. To ensure the programme run smoothly, I needed to do the preparation on materials and arrangement of the venue the day before the actual programme. Based on the checklist that I had prepared, it is easy for me to make the task preparation to ensure everything was completed and available on the actual day. I was leading the preparation and arrangement assisted by Mdm. Dayang Mashaini.

The day before the actual programme, a few committee members were assigned for chairs arrangement at "Bilik Gerakan Negeri" while others were preparing other materials required and my task was monitoring the whole processes. Not only that, the performing phase also involved in the implementation of the programme for the next day. As a leader for the committee members, I have to make sure every committee members are in their position with their tasks and responsibility assigned.

I acted as a second coordinator as well as a facilitator for assisting participants and the first coordinator during the programme is Mdm. Saptuyah. Both of us must oversee the whole programme and take corrective actions if any problem arises. Luckily, during the programme there were no problems arises.



FIGURE 3.8: PART OF COMMITTEE MEMBERS



FIGURE 3.9: PARTICIPANTS AND COMMITTEE REFRESHMENTS VENUE



FIGURE 4.0: PARTICIPANTS GIVING FULL ATTENTION

(Source: Managing Culture Change, State Human Resource Unit, Chief Minister's Department)



FIGURE 4.1: PARTICIPANTS FULL COOPERATION IN GROUP ACTIVITIES



FIGURE 4.2: FACILITATORS ASSISTING PARTICIPANTS

(Source: Managing Culture Change, State Human Resource Unit, Chief Minister's Department)


3.6 CLOSING PHASE

Closing phase is the final phase in project cycle. This is the phase where the project has been completed or ended and the post project evaluation need to be conducted. According to theories in project management, in this final phase, all of the payments to the supplier or any payments that are needed to be collected from customers have to be paid which means all the final payments need to be cleared up as well as recognition and evaluation of the staff involved (James P. Clement, J. G., 2012). After the post evaluation has been conducted, any lessons or recommendations need to be recorded and all the project documents will be archived for future reference (James P. Clement, J. G., 2012).

3.6.1 Application of Closing Phase in the Pit Stop Programme

After the programme finished, our Managing Culture Team conducted a post-mortem meeting on the Pit Stop Programme during the third meeting of the team. The discussions were done among all of the team members to evaluate on the success of the programme and if there was any problems and recommendations for better implementation in the future. Besides that, all the accrued payments need to be paid to the suppliers who were the food caterer. This was the duty of Mdm. Saptuyah in which she was the one who deal with the caterer. I was assigned for the preparation of the completion programme reports. And Mdm. Dayang was doing the data entry of the survey that was filled in by the participants. Then, the last thing to do was to file all the documents regarding the programme including, work processes, checklist preparation, invoices for hamper purchase, completion programme report and all other relevant

documents which was important for the reference in the implementation of the next Pit Stop programme.

 LAPORAN PROGRAM <i>Programme Report</i> UNIT SUMBER MANUSIA NEGERI <i>State Human Resource Unit</i> JABATAN KETUA MENTERI SARAWAK <i>Sarawak Chief Minister's Department</i>	
Arahan: Sila lengkapkan borang ini dalam masa 3 hari selepas program dijalankan. <i>Instructions: Please fill in the form within 3 days after the Programme conducted.</i>	
Tarikh/Date: 25 FEBRUARI 2016	Nama Program/Programme Name: PROGRAM PIT STOP
Tempat/Place: BILIK GERAKAN NEGERI, WISMA BAPA MALAYSIA	Jumlah Kehadiran/Total Attendees: 71 PESERTA
1.0 Pengenalan Ringkas: Brief Introduction	
<p><i>A Pit Stop Programme was conducted for all Pambantu Operasi Grad N11/N14 and Pambantu Awam Grad H11/H14 on 25th February 2016 at Bilik Gerakan Negeri, Chief Minister's Department which is located at Wisma Bapa Malaysia building. The programme was conducted by the Managing Culture Change Team. The talk was delivered by the speaker from the Managing Culture Team itself which entitled "Pit Stop Nilai-Nilai Bersama P.A.N.S." from 9:00am-12:30pm.</i></p>	

2.0 Objektif utama: Main Objectives
<ul style="list-style-type: none"> <i>To introduce the 6 shared values to the employees of Grade N11/N14 and H11/H14 from Ministries, Departments and Chief Minister's Department.</i> <i>To increase the understanding on the importance of adopting and practising the shared values among civil servants.</i> <i>To increase individual self-esteem in the enculturation of SCS shared values at the work culture.</i>
3.0 Maklum balas terhadap program: Feedback of the programme
<p><i>Participants proactively engaged in the group activities and the talk conducted by the speaker. All the participants shows good involvement and have high interest in learning the shared values and its importance of practicing in their workplace.</i></p>
4.0 Cabaran: Challenges
<p><i>The challenge that we face is about the behaviour some of the participants. Some of the participants was absent in the second session which can affect the analysis of the pre and post survey.</i></p>
5.0 Cadangan Penambahbaikan: Recommendation
<p><i>After the post-mortem regarding the Pit Stop Programme with the whole Managing Culture Change team, there are few recommendations that we suggest:</i></p> <ul style="list-style-type: none"> <i>> Increase the number of facilitator to assist participants along the programme.</i> <i>> Provide hampers that can give the equitable sharing between participants.</i> <i>> Provide healthy foods and topping that give useful information about the food's nutrition to participants.</i> <i>> Give the post paper supply during the second session.</i>
6.0 Appendix
6.1 Keputusan program sebelum dan selepas: Pre and Post Results
<p><i>Before the programme:</i></p> <ol style="list-style-type: none"> <i>a) Most of the participants were not aware of the SCS 6 shared values.</i> <p><i>After the programme:</i></p> <ol style="list-style-type: none"> <i>a) Participants aware and understand the importance of SCS 6 shared values.</i>
6.2 Gambar-gambar Program: Pictures of the Programme

(Source: Managing Culture Change, State Human Resource Unit, Chief Minister's Department)

	Please refer to Attachment 1
	6.3 Aturcara Program/ Tentative Programme
	Please refer to Attachment 2
	7.0 Pegawai yang terlibat/ Officers involved
	All the committee members and speaker involved is from the Employee Assistance Section. The speaker was Puan Sabrina bt Razali, an officer from the Managing Culture Change Team for both Session.

<p>Disediakan oleh/ Prepared by:</p> <p>_____</p> <p>Nama/name: ROZIROSMINI BT BOLHI</p> <p>Jawatan/position: INTERN</p> <p>Tarikh/date: 29 FEBRUARY 2016</p>	<p>Disemak oleh/ Reviewed by:</p> <p>_____</p> <p>Nama/name: PN. SABRINA BT RAZALI</p> <p>Jawatan/position: OFFICER</p> <p>Tarikh/date:</p>
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FIGURE 4.3: COMPLETION PROGRAMME REPORT

(Source: Managing Culture Change, State Human Resource Unit, Chief Minister's Department)

3.7 REFLECTION

I have learned many things during the two months of my internship at the State Human Resource Unit especially under the Managing Culture Change. I had been given such a valuable opportunity to experience various tasks and especially in conducting and involved in programmes in which the ownership of the programme is given to me. Any success and failure of the programme is all under my responsibility.

Having an opportunity in handling programmes, it taught me a lot on how to manage and do a proper planning in the process implementation of programme. To implement programme or event, what I learned is the planning is a must to ensure that everything run smoothly and the success or failure of a programme or event all depends on the how the leader leads, cooperation of the whole team members, as well as communication inside the team itself.

I am also aware that it is crucial for the delegated tasks to be completed on the specific time given to avoid delay in tasks which can led to the problems arise whether it is expected or unexpected. Some of the knowledge that I had learned in class are very useful to be applied in the tasks that I performed especially in managing the Pit Stop programme. What I had learned in the Project Management on Project Life Cycle is all the theories that I practice in the application on the Pit Stop programme.

Before that, I was involved in helping during the Book for Asia event and observed the work implementation. Besides theoretical application, I also learned from the observation on how the event was implemented. The phases in Project Life Cycle is significant for organizer to ensure programmes or any events are running smoothly.

3.8 CONCLUSION

During my internship for two months in State Human Resource Unit, the most frequent task that I was involved in was regarding the organizing programme and events. Besides the Pit Stop programme, I was also involved in Motivational Talk programme and Books for Asia programme. Event or programme organizing is related with the Project Management, ADS512 the course that I studied. All the theories and processes in the Project Management course is coherent and consistent in the application to the implementation of Pit Stop programme that was conducted. The implementation of the programme was based on the Project Life Cycle which consists of 4 phases; Initiating phase, Planning phase, Performing phase, and Closing phase.

CHAPTER 4

RECOMMENDATIONS

4.0 INTRODUCTION

Every implementation of projects, programmes, or events has its own purposes, the strengths and weaknesses. Some expected or unexpected situations or circumstances may arise which can affect the performance of the projects or programmes. Every strengths can be maintained and any weaknesses can be improved by providing recommendations and solutions for the better implementation on oncoming projects or programmes.

4.1 STRENGTHS OF EVENT OR PROGRAMME MANAGEMENT

During the Pit Stop programme there were a few strengths and weaknesses that can be highlighted and analysed which is important for the evaluation of the programme and afterwards to come out with recommended solutions for better future implementation of the programme.

4.1.1 COOPERATION BETWEEN COMMITTEE MEMBERS AND PARTICIPANTS

During the preparation and implementation of the Pit Stop programme, one of the strengths that I can identified was the tremendous cooperation between the committee members. Because of the Managing Culture Change Team itself does not have enough team members, we have to ask for help from the staff from other sections as well as interns.

When I was assigned to choose the committee members with their own tasks, I need to be careful on choosing the right person who can perform the tasks and who were free to help during the actual day to avoid the overlapping of the individual tasks. The total number of committee members were 13 from the Managing Culture Change Team, the Integrity and Discipline Section, the Personnel Support Services Section, the Policy and Communication Section as well as interns. All the committee members shows a great teamwork and commitment in assisting for the accomplishment of the programme. Even though all of us are from different sections, we can tolerate and cooperate with each other exceptionally well.

Besides that, the cooperation from the participants also contributes to the successful of the programme. Participants proactively engaged in the group activities and the talk conducted by the speaker. All the participants shows good involvement and enthusiasm in learning the shared values and its importance of practicing it in their workplace.

4.1.2 ORGANIZE PLANNING AND PREPARATION

Besides the teamwork that is shown by the committee members and cooperation of the participants, proper organization in planning and preparation also leads to the success of this Pit Stop programme. Planning has been done 1 week earlier before the implementation of programme. I had done the planning by doing the checklist of the tasks and the preparation that we have to do as well as briefing and delegating each of the committee members task. All materials and equipment that were needed for the

actual day of programme has been checked and ensure it was all available and provided.

One day before the programme, during the preparation we were acknowledged by one staff on the last minute that we are not only using “Bilik Gerakan Negeri” but also other rooms as the venue for refreshments. The room was not prepared yet and muddled but the team still managed to organize the room before the day of the actual programme. This shows the efficiency in handling the situations that arised at the last minute. For a programme to run smoothly, proper planning and proper preparation is needed to avoid any problems arise. Being a leader who leads the whole processes of programme requires the ability to plan and organize of what need to be done and how to accomplish the tasks.

4.1.3 EFFICIENT TIME MANAGEMENT

The implementation of Pit Stop programme took only half a day to be conducted. During preparation, we have design a tentative programme to estimate the time for every activities that needed to be done. The speaker begun the programme according to the tentative provided and all the activities were managed to be carried out even though some of the activities may exceed the estimated time. The programme ran smoothly and was able to finish according to what had been stated in the tentative provided. This reflects the ability of the speaker who are capable in the control of time management. The successful of the programme exhibit the efficient time management not only during the implementation of the programme but also the whole processes towards the implementation of the programme.

4.2 WEAKNESSES OF EVENT OR PROJECT MANAGEMENT

Despite the fact that the programme was a success and better than last year which was according to the MCC Team Leader, many problems occurred during the implementation, it will never fail to have some weaknesses. During the third meeting of MCC Team, the post-mortem of the programme was conducted in evaluating the success and failure of the programme so that the recommendations and solutions can be provided for the next Pit Stop programme as well as other upcoming programme.

4.2.1 NO EFFECTIVE SYSTEMS ON MONITORING THE PARTICIPANTS MOVEMENT

One of the weaknesses that I found was there was no effective systems that monitor the participants coming in and going out of the programme venue. This was the challenge that we faced during the programme. There were two sessions of this Pit Stop programme. As this Pit Stop programme is one of the pilot tests conducted to acknowledge and create awareness to the civil servants regarding the shared values that exists in Sarawak Civil Service, we had distributed the Pre and Post survey paper to gain the participants feedback on the contents of the programme. The participants were required to fill in the Pre survey paper at the beginning of the session 1 and the Post survey paper at the end of session 2. The number of participants were decreasing when it comes to the session 2 which indicate some of the participants were absent and only attended the session 1 even though it is compulsory for them to attend both sessions. Because of there were no effective system for monitoring and controlling the in and out

of the participants, some of them did not submit the Post survey paper which can affect the calculations and analysis of the Pre and Post survey.

4.2.2 LACK OF FACILITATORS

Besides of no effective systems regarding the coming in and going out of participants, the other weakness of the Pit Stop programme was we did not have enough facilitators to assist the participants. During the programme, we only have 3 facilitators who assist the participants regarding the Pre and Post survey paper. With the total of 75 participants, it was not enough for only 3 facilitator assigned to handle the total of participants. During the meeting with MCC team members, this issue was also raised and had been noted.

4.2.3 EXCESSIVE EXPENDITURE AND FOODS WASTAGE

Other than that, the weakness highlighted also regarding the volume of food provided which exceeded the number of total participants. According to the estimation made, the actual number of total participants that invited were around 120 participants. So the budget for foods provided was for 120 participants plus the estimated committee members 15 people which made the total 135. Unfortunately, some of the participants were unable to attend and some already attended the programme last year (2015) which made the total of the attendees were 75 participants only. Based on the regulations and protocol of the state government, the budget spending on the refreshments cannot be reduced eventhough the total number of participants that has been finalised are less

than the estimated in the proposal as it has been fixed. So, this cause the excessive expenditure on foods whereby we have excessive foods which can lead to wastage.

4.3 RECOMMENDATIONS FOR IMPROVEMENT

The strengths and weaknesses that has been identified enables us to analyse the events further. Due to the few weaknesses on the programme, few recommendations has been suggested during the post-mortem meeting for better improvement of the next Pit Stop programme.

For the first weakness, I would like to recommend that the Managing Culture Change Team design or come out with an effective system to monitor and control the coming and going out of the participants to avoid missing number of participants which can affect the Pre and Post Survey analysis. A system such as having the participants to write their name before going out and enter the hall as some of the participants giving excuses to go to the toilet and without acknowledge of the committee they actually left the programme. 2 or 3 members of the committee members should be assigned to control the participants' movement.

Secondly, the number of the facilitators needed to be increased or it can be doubled as 3 people are not enough to handle almost hundred participants. It has been acknowledged that some of the participants might be illiterate so some of the facilitator need to assist them to fill in the Pre and Post survey paper.

Thirdly, I would like to recommend on the revision of regulations and protocol of the state government regarding the refreshments budget. The management may consider to revise the regulations for the flexibility on budget expenditure to avoid the

overspending and excessive foods which is a wastage. If there is a flexibility on the procedure, this can save the costs and budget of the allocated fund which shows the efficient in utilization of state government fund.

4.4 CONCLUSION

In conclusion, every projects, events, or programmes that are done will not be left by errors or slacks. Some event or programmes may not run smoothly during its implementation and some of it may be able to achieve success even though there may are some minor errors. Every programme has its own strengths and weaknesses during the process of implementation. For Pit Stop programme that was held for the second time, it was a success for the Managing Culture Change Team and improvement from the previous Pit Stop programme which has a few slacks that arises during the programme, we cannot totally erase the errors or slacks that happen in the programmes but we can do improvement for the next upcoming programme.

CHAPTER 5

CONCLUSION

5.0 SUMMARY

This chapter will provide the summary of the discussions of every chapters and the conclusion of this practical report.

5.1 SUMMARY OF CHAPTER 1

Sarawak State Human Resource Unit is one of the significant components in the Chief Minister Department which is responsible in the human resource management for the whole Sarawak Civil Service. Chapter 1 focuses on the organizational background which includes the Chief Minister's Department, State Human Resource Unit, Employee Assistant Division, as well as Managing Culture Change Team. Discussion in chapter 1 comprises of the organization background which includes the Chief Minister's Department in the roles of Chief Minister Department in Sarawak Civil Service, the functions of State Human Resource Unit, the divisions under State Human Resource Unit as well as organization's objectives, vision and mission. Sarawak Civil Service is undergoing the transformation towards providing the efficient and effective service delivery to the people of Sarawak.

5.2 SUMMARY OF CHAPTER 2

This chapter focuses on the schedule of the practical training that commence from 20th January 2016 until 16th March 2016. In this chapter all the tasks done are summarized weekly. As I was attached under Managing Culture Change Team, majority of the tasks given were related to the Managing Culture Change affairs. Some of the scope of task that were given is related to the Administrative Science programmes syllabus and some of the tasks given were beyond of the study syllabus which gives extra knowledge. All the knowledge and theories that had been learned in the class was apply to the tasks which gave the hands on experience for the students for better understanding of the real jobs. Therefore, undergone the practical training in State Human Resource Unit has taught me on the real working life experiences.

5.3 SUMMARY OF CHAPTER 3

Chapter 3 discuss about the analysis on one area of the task chosen which is event or programme management. During the two months of training, the tasks that I frequently involved is regarding the events and organizing the programme. This chapter focuses on the analysis of Pit Stop programme which is one of the task that I was involved in during my practical training. The conduct of the Pit Stop programme was related to the Project Management Syllabus that I had learned in class. This chapter explain on the concept of the project management, event management, and also the process of Project Life Cycle. All the concepts and theories of the Project Life Cycle was applied to the process of the project from the Initiating phase, Planning phase, Implementation phase to the Closing phase.

5.4 SUMMARY OF CHAPTER 4

This chapter emphasizes on strengths and weaknesses as well as the recommendations for the improvement of the Pit Stop programme that had been analysed in the previous chapter which is chapter 3. There are three strengths highlighted which are cooperation between the committee members and participants, organize planning and preparation and efficient time management while the weaknesses highlighted were no effective monitoring systems on the participants, lack of facilitator, and excessive expenditure on foods which cause the wastage. Every programmes have its own strengths which made it successful and also problems may arise if not handled efficiently can lead to the risks of failure. The analysis for the strength and weaknesses of a programme is a must to provide a recommendation and solutions for improvement.

5.5 CONCLUSION

As the conclusion, undergoing a practical training is a very valuable experience and it act as a great platform for students to experience and adapt with the real working environment which students do not get in the class learning. Through the practical training, students can relate the theories that they studied in class and apply it to the real jobs. Knowledge of theories may not be enough to get the whole picture about something but with the hands-on experience on the jobs or tasks help student to understand better. As my personal recommendation, I would like to recommend the practical training period should be extended to fully one semester and it should be done during the last semester of studies as this can give opportunities for the students to explore and involved more the real environment rather than just two months period of training.

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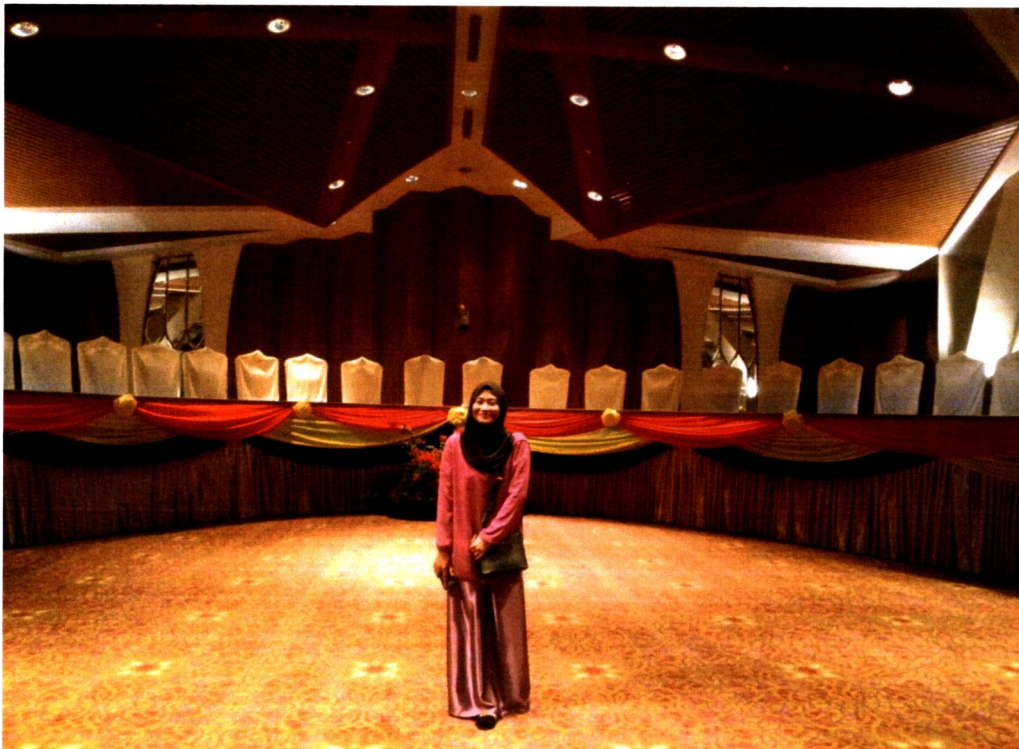
Managing Culture Change, State Human Resources Unit, Chief Minister's Department

APPENDIX













JABATAN KETUA MENTERI SARAWAK
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To:

Miss Rozirosmini binti Bolhi
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 93050, Kuching, Sarawak.

29 March 2016

EMPLOYEE APPRECIATION LETTER

On behalf of Managing Culture Team, Employee Assistance Division of the State Human Resource Unit, I would like to commend you on your **excellent service** throughout your practical term with the team from 20 January until 16 March 2016. Your sheer commitment, genuine enthusiasm, dedication to ensuring that projects and datelines are met as well as your attention to detail throughout your attachment with the team have not gone unnoticed. I truly believe you have been an integral part of Managing Culture Change Team and have genuinely contributed in ensuring the smooth running of team projects and responsibilities.

I am certain that the organization you choose to commit to in future will equally be able to see your positive attitude and the significant contribution you can make as a professional in future. I sincerely hope you keep up your outstanding performance and wish you all the best for your future endeavours.

Sincerely,

SABRINA RAZALI

Team lead for Managing Culture Change Team
 Employee Assistance Division
 State Human Resource Unit
 Chief Minister's Department

"Together We Drive The Workforce In The Civil Service To Be World Class"

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Kepada Sesiapa Yang Berkenaan.

Tuan/Puan,

SURAT SOKONGAN PERMOHONAN JAWATAN

Dengan segala hormatnya, saya merujuk perkara tersebut di atas.

2. Saya selaku Ketua Bahagian Sokongan Pekerja, Unit Sumber Manusia Negeri di Jabatan Ketua Menteri Sarawak sangat berbesar hati untuk mengemukakan surat sokongan ini bagi pihak Cik Rozirosmini binti Bolhi.

3. Sepanjang beliau menjalani latihan praktikal dibawah penyeliaan Pasukan Pengurusan Perubahan Budaya mulai pada 20 Januari 2016 sehingga 16 Mac 2016, beliau telah menunjukkan kesungguhan dan komitmen yang tinggi semasa menjalankan tugas-tugas yang telah diamanahkan kepada beliau. Semasa menjalani latihan praktikal di Bahagian Sokongan Pekerja, beliau juga merupakan seorang yang bertanggungjawab dan mempunyai kesanggupan untuk mencari inisiatif dalam melakukan sesuatu tugas. Beliau juga telah membuktikan kemampuan semasa bekerjasama sebagai satu pasukan dan beliau sentiasa patuh pada arahan yang diberikan.

4. Saya percaya sekiranya bakat beliau diasah dan diberi peluang beliau boleh memberikan sumbangan besar kepada organisasi. Justeru, saya menyokong permohonan beliau dalam apa juga bidang yang beliau ceburi. Semoga usaha dan sikap positif beliau yang berterusan akan menghasilkan kejayaan di masa akan datang.

Sekian, terima kasih.

“BERSATU BERUSAHA BERBAKTI”
“AN HONOUR TO SERVE”

[Signature]
[RIZIANDY BIN NAWAWI]
 Ketua Bahagian Sokongan Pekerja
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UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 667)

NAMA PELAJAR : Rozirosmini Bt Bolhi




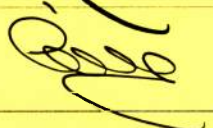
NO MATRIK UiTM : 2013910139

NO KAD PENGENALAN : 900621 - 13 - 7098

PROGRAM : AM228/AM225*

NAMA PENSYARAH PENYELIA : Madam Sharon Pearl Henry Serub

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

Bil	TARIKH	MASA	TANDATANGAN
1	1.4.2016	2pm	
2	8.4.2016	2pm	
3	22.4.2016	1.45pm	
4	13.05.2016	10-10am	
5			
6			
7			
8			
9			
10			

CATATAN

- ① Draft Chap. 1 + Chap. 2
- ② Next appointment: 4. 4. 2016 @ 2pm

- ① Submitted Chap. 1 + 2
- ② To draft Chap. 3
- ③ Next appointment: 20. 4. 2016 @ 2pm

- ① Returned draft Chap. 1 + 2
- ② Submitted draft chap. 3 + 4
- ③ Next appointment: 13/5/2016

- ① Submitted Chap. 5
- ② Returned Chap. 3 + 4 + 5
- ③ To submit full draft

: 10am.