



UNIVERSITI TEKNOLOGI MARA SARAWAK

**FACULTY OF ADMINISTRATION SCIENCE & POLICY STUDIES
BACHELOR IN ADMINISTRATIVE SCIENCE (HONOURS)**

PRACTICAL TRAINING REPORT

**CHIEF MINISTER OFFICE
HUMAN RESOURCE DEPARTMENT**

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THE DECLARATION

Declaration

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

Signed.



(NUR NABILLA KHAIRUNNISA BT ABDULLAH)

Appreciation

In the name of Allah, the Most Gracious and the Most Merciful Alhamdulillah, all praises to Allah for the strengths and His blessing in completing this practical training report.

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Sincere thanks to my deepest gratitude goes to my beloved parents for their endless love, prayers and encouragement. Thank you for the friendship and memories. To those who indirectly contributed in this practical report, your kindness means a lot to me.

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CHAPTER 1 : INTRODUCTION

1.1 History of the Establishment Human Resource Management Unit, of Chief Minister's Department

At first, State Civil Service is divided into two parts, District and Secretariat. In 1937 , the Secretariat is the administrative center headed by two European and assisted by a Clerk Malays , three Chinese and three Clerical Office Assistant. In 1966, the original office was moved to the Secretariat to deal with Golf Central Secretariat , Office of the Resident of Kuching. Next Secretariat was changed to the Office of State Personnel in 1976 and moved to Wisma Bapa Malaysia in the year. Following the reorganization of the Office of the Secretary of State on 1 November 1995 , the Office of State Personnel is known as the Human Resource 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 Chief Minister.

Human Resource Management Unit headed by a Director which is Dr. Razali Abon as he is still new to this unit as he exchange from other unit. As information, Human Resource Management unit is divided into eight sections. Those sections are :

Section 1 : Organizational Development and Audit

Section 2 : Recruitment Management

Section 3 :Service Management & Career

Section 4 : Customer Relation Management

Section 5 : Facilities and Privileges

Section 6 : Human Resources Research & Information System Management

Section 7 : Competency Level Assessment Management

Section 8: Discipline & integrity Management

Sections Subdivision

There are eight sections in HRM that will help to achieve the goals, mission and vision of this department. These sections will help to realize the main vision which leads to the greater achievement of the organization as a whole. 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 public's.

Section 1 – Organization Development and Audit

- 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 Management

- 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 – Service management and career

- 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

- 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 PANS.
- To manage and handle events and functions which assigned to HRM.

Section 5 – Facilities and Privileges

- 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 – Human Resources Research& Information System Management

- 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 – Competency Level Assessment Management

- 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 2nd 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 long and short 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 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.

1.2 Vision of Department

Spearheading Sarawak Civil Service human capital Transformation

1.3 Mission of Department

Develop and manage talent for organization excellent

1.4 Function

Act as the main change agents in the course of public service human resources. Reviewing and developing policies and procedures human resource management in order to remain relevant and consistent implementation across the service. They are several function of Human Resource Management Unit.

- Research and Improvement of present organization structure.
- Human Resource Planning for the agencies.
- Monitor filling of posts.
- Manage recruitment and appointment of civil servants.
- Manage budget, leaves, facilities, and information, awards and personnel records.
- Monitor and update information on *Majlis Bersama Jabatan (MBJ)*
- Maintain and update records on personnel in Sarawak Civil service agencies and HR system
- Manage examination for civil service, PTK course for state agencies.

DIREKTORI PENGURUSAN UPSM 2013



DR. RAZALI BIN ABON
PENGARAH



MOHAMAD BIN HAJI ARSAT
PEGAWAI TADBIR KHAS

KETUA PENOLONG PENGARAH

1 SHARIFAH ROHANA BT DATU WAN ALWI
SEKSYEN PEMBANGUNAN ORGANISASI

2 SALMAH JOBELI
SEKSYEN PERJAWATAN

3 SEMAWI HAJI MOHAMAD
SEKSYEN KERJAYA

4 DESMOND ANAK DOUGLAS JERUKAN
SEKSYEN KHIDMAT GUNASAMA

5 FATHI HAMBALI
SEKSYEN KEMUDAHAN(MEMANGKU)

6 ZULKIPLI ISMAIL
SEKSYEN MAKLUMAT

7 FANG TZE CHIANG
SEKSYEN LATIHAN

8 HAJI MOHAMAD LOTFI BIN HAJI TUAH
SEKSYEN DISIPLIN



TARIKH AKHIR KEMASKINI
PADA 02 OGOS 2013

CHAPTER 2 : SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

During my practical times, I had been working at Section 3 : Service Management & Career. However, we were given group assignments where we are assigned to choose a title for our task to be presented and prepared a report. So in one group, we select a title of our task or project which is 5 star rating. As to the success the project, we divided tasks based on the section where we were placed.

2.2 Week 1 (July 22nd, 2013 - July 26th, 2013)

On the first day of my practical training, 8 am we arrived at Wisma Bapa Malaysia, chief Minister's Department and all of us the practical student which been attach at level 10 (human resource unit) are welcome by human resource unit staff, Miss Marina and all of us been allocated at Bilik Serbaguna 1. We sign in the attendance and we attended the briefing together with Mr. Zawawi which is the Assistant Director of human resource management. We have been informed that, our host supervisor Mr. Desmond Douglas Jerukan still busy at waterfront because he needs to attend the event which is the opening for exhibition 50 years of Sarawak Independence. Therefore, we have been introduced by Mr. Zawawi towards the vision, mission, core values and each of every unit in the department. The vision of the Sarawak Civil Service is a world class civil service and the mission is to deliver excellent service through high performance teamwork. He shared with us a lot of story, and knowledge about his working experience especially when he works at overseas. I am so proud because Mr. Zawawi and miss Marina is a former student of UiTM. Therefore, Miss Marina briefly

explains on the dress code, also about the working hours and other rules and regulation at chief minister's department especially our human resource unit before we start our practical training. We are working on the Ramadhan period on that time, so we can go back early at 4.30 pm as what has been told by Miss Marina. Every each of the rules has been explained by Miss Marina and it was our first time to get to know the rules in the organization and we actually experienced itself of the working environment. At 2 pm, we have been introduced to our host supervisor, Mr. Desmond Douglas Jerukan, chief assistant director at section 4, customer relation management unit. He has welcoming us kindly and introduce to us detail on the organization. Therefore, there are eight sections in the Human Resource Management unit. He brief and highlight to us again about our practical training and the project that we assigned during our practical. As I understand, the management is a process to maintain workplace environment in which individuals working together in groups, efficiently accomplish selected aims. We had learned in the theory subject ADM 551 (Human Resource Management), therefore all of the knowledge we used and applied in the practical training. Now we know the useful of the theory that we learned before this. We have been divided into our own section. As for me and Nur Nabilla has decided to choose section 2 which is recruitment and selection to be our part of learning how the process of recruitment and selection happen as we study in the theory.

On the second day of my practical training, we learn something from Mr. Desmond which he tells me about development of Sarawak by 2020. Thus, he required us to go for a visit to the exhibition 50 years of Sarawak Independence that placed at Old Court, Kuching. I flash back our last assignment on Malaysian economic subject taught by Mr. leftenan Colonel Saiful Anwar, he give us a topic of Why Sarawak develop by 2030? Now I know why Sarawak is developed by 2030 because of the geographic in Sarawak that are rich with resources. Back to the exhibition, I had learned a lot about the pre-independence of Sarawak now. In order to

speed up our economic growth and development, the state has focused on the resources, particularly its huge energy potential. At 2.37 pm, we meet Mr. Desmond to share our group experience and what we gain after the visit. At the exhibition shows us about SCORE, economy and so forth. Therefore I can see that Sarawak is now more towards achieving to be developed country in year 2030. At 3 pm, we discuss about our project/task training that we must complete during our practical training whereby we must make presentation every week and finalise a report after final presentation. Therefore, we choose topic which is "5 Star Rating" then he explained what is needed in 5 star rating. Lastly at 4 pm. Mr Desmond brought us to level 11 to show and brief us about SCS1020 and organisation chart of human resource unit.

Third day of my practical training, my friend and I photocopied and binding our group attendance list whereby this can be evidence that we come for practical on time as follow to office hours. At 8.30 am, Mr Desmond has given us softcopy and hardcopy about 5 star rating for our project that we already choose yesterday. So, we focus to read on that to gain our knowledge about 5 star rating. At 2 pm, we have practical training meeting which been lead by Richmond as leader and Azyra as secretary. This meeting discusses on the matters regarding practical training and presentation contents. During the meeting, we clearly discuss about our group chart and we delegate's task according to section that we attached which mean everyone will focus more on point or topic based on their own section.

On my fourth day of practical training, we had an exciting moment. I have learned something new with Mr. Zawawi about the writing letter of minute sheet. I paired with Nur Nabilla in making the minute sheets. Repeatedly we make mistakes in preparing the minutes sheets, but Mr. Zawawi continued support us in the work. He guides us to do the minute sheets properly because it is important when we are working in the organization someday. We should know the format of making minute sheets. From that moment, we learn much more on typing a

formal letter to be given to the top management. We are instructed to do the minute sheets to each of the section for telling information related to our project. Besides that, Nur Nabilla and I asked for help from Mr. Hasmadi and Mr. Kurt in printing service. As for my whole observation, the staff's in Human Resource Management are very kind-hearted and tolerate with each other while working.

On my fifth day, Mr. Zawawi gives us a briefing on the filing management and also instructs us towards the public speaking. As what has been noted by Mr. Zawawi, the file is important for the personal information details from the first selection until the day of the person retire. Apart from that, Mr. Zawawi been told by Mr. Desmond to encourage us on the public speaking. We get to know that Mr. Zawawi are expert and highly skilled in public speaking. Therefore, he is in charge us on preparing the public speaking. We understand that to provide a topic interesting that must no related to personal issue or sensitive issue for presentation after the Raya Celebration. After finishing meeting with Mr. Zawawi, we have been acquainted with Miss Vanessa as workers who handled the files. She is very kind and nice person. She explains to us about the new procedure in changing files of confidential from old to the new file. We have been told how to handle document, and every staff has its own file. The procedures in the new file to standardize all the files are as follows:

- i) Outgoing letter (example from own department) - Black and Blue Pen
- ii) Incoming letter (example from other organization) – Red Pen

2.3 Week 2 (July 29th, 2013 - August 2nd, 2013)

On the sixth day of my practical training, as we come to office on 7.30 am, I start my day by filling in my log book for my practical training report. At 9 am Mr Desmond gave a briefing about 5 star rating. He told us that every colour of file represent the file type. For example yellow colour represent secret file while green colour represent confidential file. We were given the task to change the personal information old file to a new skin file so that it will look more streamlined and organized. From this week I can flashback the information and knowledge I have while taking Office management Subject when I was doing my Diploma.

On the Seven day, This morning we have a target to complete the 3 file in a timely manner accordance with the norms of work. We need to finish it by today so that we can focus on findings information for our project assignments that is 5 star rating. We continuing doing filing at *Bilik Serbaguna 1* with all practical student. As the whole day we focus on about the filing, it is to improve our estimate time to settle transferring the old file to new file hence we can improve our expertise to determine type of letter in the file with suitable letter. It must be done properly as the filing is very important for government records. we still focusing on filing whereby today we estimate one person to settle up three files until 12 noon. Therefore filing three sets is good achievement to us. At 2.30 pm, we start working on our practical project which is 5 star rating. From the task we can learn and see the process of requirement and offer staff to be promoted after giving long services to the organization. In Sarawak Civil service personal file of all important documents stored and recorded. For example staff payslip, promotion marriage letter, letter of request, repayment of medical cost and others.

On the eighth day of my practical training, we have a discussion with our team members regarding on our report and slide presentation. We start on preparing slide for presentation to be present in front our host supervisor Mr.Desmond on Friday. we also been given desk files by Mr.Desmond. The desk files is from every section in Human Resource Unit which it give us information about all 8 section especially on responsibilities of the staff at the section.

On ninth day of my practical training, Ayu and me combine our slide as we are in the same section that is section 2. We have a meeting again today discuss more about the flow and arrangement of our presentation. Azri help a lot in designing our group logo and background for our PowerPoint slide.. On ninth day also, we decide our group name and motto. Therefore, we decided our group name is Titanium and our motto is Beyond the Expectation. We choose Titanium name because titanium itself is a symbol of strong, very hard and resistant. So we agree that we can work strong in a team until we success completing our project no matter what challenges or problem occur. While the motto illustrate that we can give more or beyond in or project even though we look shy or not confidence at first.

On the tenth day of practical training, We attended an assembly with Human Resource Management new director Dr Razali Abon. He shares with us his working experiences style of working and how a great employer can give inspiration to the subordinate. He said everybody can be a leader. Its start from home where our father is a leader to our family. So from that we can learn leadership skills and management skills. We learn this topic in Organizational Behaviour and managing Change Course. Dr. Razali Abon share lot of his experience and opinion about working environment. There are several things that he highlight during his talk, for example he told that we must sincere when working in order to improve and performance of department or unit. Besides that, he also share to us his philosophy when working. Therefore, it such a great thing that we can experience and feel big assembly with all human resource unit. Then we proceeds on our first presentation in front our host supervisor Mr.Desmond which will be at 10.30 am after attended assembly of Human Resource Unit with new director Dr.Razali Abon.The presentation generally about the introduction of our topic which is 5 star rating and introduction about human resource unit. After the presentation our host supervisor give some advice and his opinion about our presentation especially the do and don'ts about our slide and style of presentation. Lastly at 2.30 pm, we conduct post-

mortem about our presentation and do some changes on what is more important and not important for our project.

2.4 Week 3 (August 5th, 2013 - August 9th, 2013)

This week three is our Hari Raya Aidilfitri public holiday. The public holiday is on August 8th - August 9th 2013. For the August 5th until August 7th, 2013 we have received approval from UiTM for our early eid holidays. Therefore, week three we didn't come to office since it is holiday for us hence we busy with Hari Raya preparation.

2.5 Week 4 (August 12th, 2013 - August 16th, 2013)

On my week four of practical training, mostly every day we focus on our practical project because we cannot waste our time before we having our final presentation with our lecturer. On this week, we focus more on important element about our project especially to search for extra information about 5 star rating for example we SWOT analysis. Our host supervisor Mr. Desmond keep reminding us that our slide presentation must always practice the KISS rule which it means Keep It Simple and Short. Besides that, in this week also we visiting other colleagues open house because it still in Hari Raya mode and many Malay workers still having their holiday.

2.6 Week 5 (August 19th, 2013 - August 23rd, 2013)

On the twenty first day of practical training, our host supervisor told us that we will be part of welcome and decoration committee for dinner Human Resource unit that will be held at four point hotel on August 21st. It is our first time involve in the event in organization so we are so happy and excited to attend and involve in the dinner. Encik Desmond wants us to do the performance for the Appreciation Dinner that will involve State Secretary, UPSM Director, SIMU Director and also the staffs that work in that department. We are very happy and

looking forward to discuss on our performance with students trainee from other universities which include UiTM, Unimas, UKM and UUM students discussing about our performance. From this task we can learn on the knowledge and skills to work as a team and to give and take regarding the ideas and opinions from each of us about the performance. We choose to perform *Gadis Dan Bunga* dance at the dinner this coming Wednesday as it more simple and easy to catch up the step. While, all the other trainees (boys) are busy going to hotel to survey related matters for the dinner with section 4 staff, Mr.Samsury.

On the twenty second day of practical training, Encik Zawawi wants Siti Ruhayu and me to write a letter on meeting regarding the nomination name representatives for Human Resource Management Unit For Mesyuarat Bersama Jabatan di Jabatan Ketua Menteri. We also do the Printing and Photostatting our letter. From this we can learn that to write a letter is not easy as we see. We need to do the correction on our grammar, writing skills and how we want to make a title and contents easy to be understand by the people. After we send the letter to every section, we make a call to them just to make sure that they have receive our letter and ask for how long they can give back the feedback to us. After done with all the work, we make discussion with all team members as usual we focus again on our project. Even though we also need to think about the dinner for tomorrow but we must handle and manage our time properly.

On the twenty third day of practical training, the day we busy with preparation for the dinner at night which the dinner called "*Malam Penghargaan Bersama Yang Berhormat Setiausaha Kerajaan Negeri Sarawak*". At 9 am we start practice for our performance during the dinner. We make rehearsal for our performance tonight that involve student from UNIMAS, POLITEKNIK, UUM, and UKM. Everyone are very open-minded and willing to make the performance during dinner. I am very thankful and blessed to be in this Human Resource Department. As I know they give the opportunity for trainee to join in any event that they

organized. One of them is the Appreciation Dinner that held in Four Points and our special Guest for tonite is State Secretary Tan Sri Datuk Morshidi bin Ghani. We went early at the hotel to handle the decoration for the stage, table arrangement and so forth. The important things that can be highlight is about the protocol of table arrangement. For example for VVIP table, we only provide 9 chairs there because *Yang Berhormat Setiausaha Kerajaan Negeri* will seat at centre and other director for example will seat beside him according to their position. At night around 7.30 pm, we are ready at the hotel. During the dinner there are speech from Human Resource director, SIMU director and Sarawak state secretary. So, during the dinner we are so happy and enjoy our performance beside we can build a good relationship with other staff for example by taking photo together and talk to each other. Finally, the end of dinner our human resource director request all of us (trainees girl) to dance *poco-poco* which he also joint with other staff. Everyone is happy and enjoy the dinner, it was a memorable experience and memory to us that we will not forgot.

On the twenty fourth day of practical training, From the dinner event last night I can recall on the Project Management subject that I have learn from my lecturer Madam Fadhleen. She said that to be a project Manager you must have knowledge and skills about the event you want to organized. We must collect the information and gather all the data we have collected to help on the findings. We must do planning, organizing, motivating, controlling to achieve the target. Things that we must look into is budget cost, location, timing, and availability of the event. Today we are going to attend the ceremony of gallery launching. At 10 am, The event involve our Chief Minister of Sarawak that is YAB Pehin Sri Haji Abdul Taib bin Mahmud Then at 10 am we told by other staff to visit a Chief Minister's Department gallery launching at ground floor. It is formal and significant event as the gallery be launched by Sarawak Chief Minister. The event is well organized and well prepared. We must be well dressed to visit the gallery. Then we have a meeting with our group member regarding 5 star

presentations that will be present next week. At 2.30 pm, we start on discussion about tentative for actual day of our project presentation. We delegate task among all team member whereby there a person will reserve LCD, booking food, print tentative brochure and so forth.

On the twenty fifth day of practical training, at 8 am we attended a meeting *Pingat* with other staff which lead by Mr. Fathi.. The meeting is for the Majlis Penganugerahan Pingat on Monday and Tuesday (August 26th - 27th) at Dewan Suarah Samarahan. Chief Assistant Director of section 5 delegates the task to the subordinates. The purpose is to make sure that the flow on actual day become smooth and proper. They manage to organized and perform the task given to them very well. From what I have learned in Office Management course is whereby the person need to know how to do the tentative programs, protocol, and timing on the event that will be organized by the person. However, we cannot jointthe event because lack of time to complete our project. But it is also benefiting when we join the meeting because we can learn about the protocol needed during the event that has been brief by Mr.Hazrie and Mdm Yasmin.

2.7 Week 6 (August 26th, 2013 - August 30, 2013)

On the twenty sixth day of practical training, we still work on our practical project. Today we gather latest information with all group members. Encik zawawi ask me to do the letter regarding the MBJ meeting. We have discussed on how to use the proper words and grammar in the letter so it is easy to be understand by the reader. From what I have learned in Bel subject last semester. The good letter must be straight forward to the objective, simple, easy to be understand and less using jargons.

On the twenty seventh day of practical training, as usual focusing on our practical project. We make discussion with all team members regarding our project hence the final presentation

is around the corner. Besides that, I also have answering phone call when staff not in office yet at 8 am and during lunch hour. In addition, my colleagues at section 2 Mr. Hamadi asked me to assist him in the File Room. We search personal file of individuals for the incoming letter that he gets. The nature of the task is to ensure the letter is saved properly in its file with good arrangement so that process of searching for information can be efficient.

On the twenty eighth day of practical training, Today is a special day because of our supervisor Madam fadhleen come to Chief Minister Office to visit and supervise us. She checked our log book and go to visit our work place. She give positive comment and good feedback regarding the environment and style of working here. Encik desmond also join us in the meeting with our supervisor. He explains and tell her what we as trainee are doing in Human Resource Management. We gain a lot of knowledge and experience while doing our practical in this department.

After that, We need to prepare all of the important things and we make the checklist for tomorrow and also to compile the slide. We've been practicing our presentation which Mr. Desmond will lead us to make sure that the presentation is going smoothly. Mr. Desmond teaches us a lot about the proper presentation especially protocol of Logo, arrangement of the slide, caption and so forth. Therefore today everyone will have their own speech and roles to be presented for tomorrow.

On the 29th of August 2013, it is our final presentation that takes place at Bilik Mesyuarat Utama. In the morning, our visiting lecturer Madam Nadrawina arrives at our office. Mr. Desmond and she will be a panel to commenting our presentation. So, before the presentation started us preparing the document to be given to them as for the reference. We do last checking on our slide and other related things related to our presentation such as spelling, colour and so on. At the end of the presentation the visiting lecturers and Mr. Desmond were satisfied with the presentation. Finally, we are glad that we have successfully

done our project and big responsibility for me to handle slide, glad that Mr. Desmond comment 95% perfect and we have improved a lot.

On the 30th of August 2013, is my last day at the Sarawak Chief Minister Department. Today is our last day of practical training,. Besides that, today also section 4 with other section make Ramah Tamah Aidilfitri as it's a form of maintaining and enhancing office harmony. Because today is our last day, we have our photo shoot session with staffs. Therefore, I've ended my contract at the Chief Minister's Department by returning temporary worker pass and also giving evaluation form to Mr. Desmond for evaluation. One month of internship is a short period but there are many new experiences that i gained from it. There have many sections that internally under Human Resource Management Unit. One of the things that i found interesting is, the staff here are very friendly and the way they work is like a big family. There are no stress or emotional abuse when working with them. Apart of that, they are also take very seriously with the tasks assigned to them and work corporately with each other to succeed such tasks. I personally think, every department in any organizations should have these values which are sense of belongings and team spirit.

2.8 Summary for the whole five weeks

As a practical student for the whole five weeks, I have learned too much lessons during my practical work in the Human Resource Management Unit as I can understand 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 have been introduced into the 5 star rating which was our main title for the proposed project. On that project, that is how the workers have to achieve their vision and mission in the organization in every each department. 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 we are appreciating our host supervisor, Mr. Desmond as he has been a good boss and friend for us along the practical training.

In short, the knowledge that we gain on the practical training will be some of our process of learning for the future. Every each of the day that we work in the Chief Ministers Office gives us a positive impact towards the working experience for the next after we had finished our study in UiTM. Therefore, to be a good worker must have a lot of experience with a good behavior.

CHAPTER 3: ANALYSIS

3.1 Introduction

As mentioned before, I with other practical students have been assigned by our supervisor, Mr. Desmond, to do the proposed project about 5 Star Rating. This title has been chosen by us because currently the Human Resource Management Unit itself is in the process of achieving the 5 Star Rating. Therefore as in the proposed project, we are analyzing the purpose of 5 Star Rating, rationale of 5 Star Rating and what's been done by a Human Resource Management unit which mean their contribution in order to achieve 5 Star Rating whereby there was elements that must be fulfill by them. By doing so, we can manage ourselves in order to prepare lots of information and also make analysis towards this project by visiting each section in the Human Resource Management Unit as a tool to identify the responsibilities of each sections for achieving the 5 Star Rating. This chapter will focus on 5 Star Rating, evaluation aspect that must be achieved Human Resource Management.

3.2 Purposes of 5 Star Rating

The purpose of Star Rating is as a mechanism to evaluate and rate the performance of specific categories of Public Sector agencies. Our former Prime Minister has recommended the implementation of Star Rating in the Cabinet Meeting on 2 February 2005. Later on, the Special Cabinet Committee on the integrity of Government Management (JKKMKPK) Meeting chaired by our former Prime Minister agreed on the Star Rating implementation proposal which was on 1 December 2006. On 8 February 2007, the Panel for Improving Public Administration (PANEL) Meeting has decided to implement the Star Rating for the purpose of rating the excellence of Government agencies towards improving public service delivery. Based on the suggestion from the Secretary General and Head of Service Meeting on 22 January 2008 and also based on the observation from Malaysian Administrative Modernization and Management Planning Unit (MAMPU) Star Rating Inspectorate Team during the implementation of the Star Rating evaluation.

MAMPU has taken steps to strengthen the ministry's Star Rating evaluation criteria for the year of 2008. "The 5- Star Rating was introduced by MAMPU for all Chief Minister's Offices throughout the country. The assessment is from the aspects of management and it will be reviewed every three years," said State Secretary Tan Sri Datuk Amar Mohamad Morshidi Abdul Ghani.

In year 2012, the Sarawak Chief Minister's Office has been awarded a 5- Star Rating by MAMPU. Sarawak was the first chief minister's offices in the country that had obtained the recognition apart from Pahang and Melaka.

3.3 Rational

The impact of the changes brought about by the globalization process is not limited to economic, social and political institutions of a country but a major impact on government administration and service delivery of public sector agencies. Reinforcement the country's institutional and implementation capacity is one of the main thrusts of the National Mission in order to boost national competitiveness.

Globally, various international organizations issuing the rating report on the national competitive in accordance with certain areas. These include reports such as the World Competitiveness Yearbook (Institute for Management Development), Global Competitiveness Report (World Economic Forum) and the Annual Report Doing Business (World Bank). Findings based on the indicators used in these reports influence the decision of investors and traders in determining their preferred destination for investment and trade. The performance of the public administration machinery also affected a country's competitiveness ranking.

In line with this, the government agencies should strive to strengthen governance and service delivery systems, respectively. The Government has already introduced reinforcement in helping government agencies improve the performance of their service delivery. Rating based on Star Rating is an integrated mechanism to measure performance of government agencies towards creating a high-performance culture across the entire public sector.

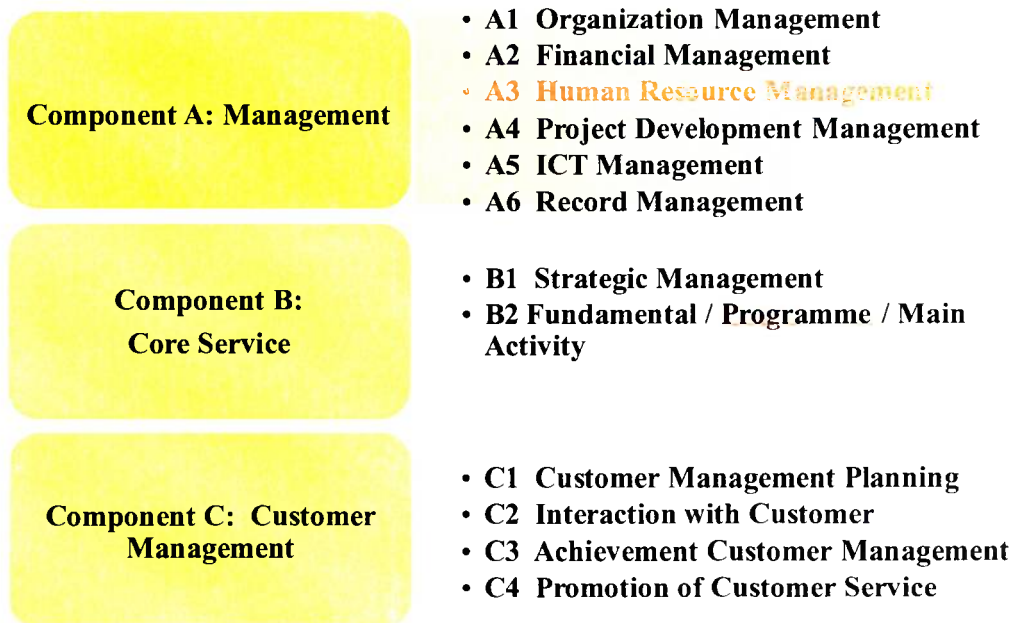
3.4 Objectives

The main objectives on the implementation of Star Rating are as follows:

1. Assess and measure the performance of government agencies to ensure the delivery of public sector services are outstanding level.
2. Give recognition to the agencies that have demonstrated high standards of governance and continuously improve the quality of service.
3. Promote healthy competition among public sector agencies in the practice of organizational management and effective service delivery.

3.5 Evaluation Aspect

There are three component of 5 Star rating which is component A :management, component B : core service and component C : customer management. There are several evaluation aspect in every of the components. The evaluation aspect illustrated as follow:



Therefore, as we at the Human Resource Management unit, we are focusing on component A whereby human resource management is one of the evaluation aspect in the management as shown in the figure above. In the aspect of the human resource management itself, there are several elements that must be fulfill by organization.

The evaluations are shown as follow:

A3.1	Fundamental/Strategy of HRM
A3.2	Management Panel of HRM
A3.3	Succession Planning
A3.4	Recognition/Appreciation
A3.5	Supervision Values & Ethics
A3.6	Counseling Programme / Motivation
A3.7	HR Information

3.5.1 Pathway of HRM toward Realizing the 5 Star Standards

Human Resource is an important element in any department as it will determine effectiveness of the organizations performance. A good human resource management will help to achieve the organization objectives without any obstacles. In order to maintain the 5 Star Rating in UPSM, they have come out with many alternatives. Firstly, they focused on the element of Strategies of UPSM which mainly divided into 3 elements which are;

- I) Elements of Human Resource Strategic Plan
- II) The coverage of program and strategy based on HRSP
- III) Implementation of program or activity based on HRSP

A3.1 Fundamental/ Strategy of HRM

Elements of Human Resource Strategic Plan The Sarawak Chief Minister Department use the Human Resource Management Plan 2011-2015 (HRMP2011-2015) and SCS 10-20 Action Plan as their guide in order to achieve and maintain 5 Star Rating that they have achieved since year 2011. The HRMP 2011-2015 is based on the six thrust of the transformation strategies of CM Department which are;

- I) Setting up strategic goals
HRMP plays important roles in order for this department to achieve the vision, mission and goal of the department as the HRMP will be used as guidelines that need to be followed by the department.
- II) Ensuring the organization competency

The capacity that exists in this organization must be enough so that all challenges that will be faced to achieve the mission, vision and goals can be handled and overcome systematically.

III) Managing quality worker

Creation of human capital with first class mentality will help the organization to achieve their target as this human capital will give 100% effort in delivering their work.

IV) Develop competency worker

The development of good work ethic will lead to success as any task and responsibilities given to the staff can be completed efficiently.

V) Managing performance, recognition and award

This can be created by implementing the performance management system so that the effectiveness and the efficiency of the workforce can be boost up and this will create a competitive environment among them.

VI) Development of high performance working culture

Maintaining good administration based on positive value and high performance work ethics will create a high performance working culture in the organization and this will enhance the productivity of the organization.

A3.1 Program and strategy based on HR

There are programs and strategies that have been implemented based on the HRMP and it is divided into three elements;

- I) Recruitment
- II) Training
- III) Recognition

A3.1.1 Recruitment

For recruitment, this department has their own specific method in searching top talent and to recruit them certain criteria must be considered such as the CGPA and presentation skills. Besides, there is also evaluation on the written examination conducted by this department in order to search for the best talent to fill any available position so that they can contribute to the department of the organization and it will help to achieve the vision, mission and goals of the organization.

A3.1.2 Training

The training program is divided by this department to all the staff. Training program is important because it helps in providing skills and information to the staff. By attending training courses, it will also help the staff to boost up their abilities and skills in performing their task and job.

The training program that are provided such as;

- I) Strategic Leadership Training Program
- II) Government and Public Policy Exposure Program
- III) Professionalism Development Program
- IV) Self-Esteem Development Program
- V) Quality Management Initiative Program

A3.1 Staff Recognition

Recognition is one of the ways to appreciate the employee that give their support and commitment to the organization. So, in Chief Minister's Department, they give the recognition to the staff by giving award. The implementation of the staff recognition is shown by giving the award "Pegawai Contoh" in Hari Perkhidmatan Awam. The recognition given to the staff will make them to become more proactive and competitive in delivering their works. Besides that, the recognition will also help to motivate the staff so that the productivity of the work can be increase.

A3.2 Human Resource Development (HRD) Panel Management

Sarawak Chief Minister's Department is always committed to become a world class organization. That is why each policy and program is made to meet the human resource aspects that have been prescribed under reference of Human Resource Development Panel Management. Among the programs are recruitment, positioning, career development and training.

A3.2 (a) Human Resource Development (HRD) Panel Management Discussion Aspect

All aspect of Human Resource of Chief Minister's Department which is recruitment, positioning, career development, training, recognition and award are discussed in HRD Panel Management. There is small committee that will be responsible for the discussion aspect. They will conduct a meeting to discuss the aspect.

A3.2 (b) Implementation of Training Needs Analysis (TNA)

At Chief Minister's Department, TNA has been done in a systematic ways whereby it involves whole committee in Chief Minister's Department. TNA has been done under the Competency for Career Development (CFCD) that has been introduced since 2011.

At the same time also, HRD Panel Management also take an action to compile the Competency Profiling for the whole employees of Chief Minister's Department. The purpose of Competency Profiling is to analyze the needs of TNA that will be use to improve the training and development program under CFCD.

A3.2 (c) Training Operation Plan (POL) Implementation Percentage

The implementation of POL is depends on the POL by year. On 2012, the total suggestion training program was 57 but the total implemented training program was 54. So, to calculate the percentage, the total of implemented training program will be dividing with the total suggestion training program and then times by 100%. The total percentage of POL for the year is 95%.

A3.2 (d) The Implementation of "7 Days Training Basis"

Sarawak State Civil Service do not adopt the "7 Days Training Basis" that required training atleast 7 days in a year for the employees. Chief Minister's Department have their own ways

in order to train their employees. Since 2012, Chief Minister's Department adopt the "42 Hours Training Basis". They focus more on hours than days. One days atleast 6 hours of training that need to be attend by the employees. 42 Hours Training Basis only be apply on 2013 based on Circular Perj. Bil. 16/2013 dated on August 1 2013.

A3.2 (e) POL Implementation Observation Mechanism

Each of Programme Proposal that have been received will be evaluate by Suggestion Evaluation Panel. After that, the Programme Proposal been recommended by the Review Panel, it must get approval from the Human Resource Management Director. Later on, each of the training program that has been approved shall be obtained the Service Order before the training program being implement. Each program that has been carried out must be accompanied by a training program evaluation report prepared by Centre for Modern Management (CMM). Other issues that related with training will be observe also by the Training Committee and Human Resource Development State.

A3.2 (f) Evaluation of the Level Competency Before and After Attending Training

The Course Effectiveness Evaluation Form is use to evaluate staff competency levels before and after attending the training. Employees will attend courses required to complete the form. Meanwhile, the Supervisors are required to complete the form which is within three (3) months under the supervision of officers that returning from the course. In order to improve the level of competency of staff, the Chief Minister Department has introduced the Competency Profiling. This is to evaluate and close the competency gaps through training needs analysis. And today, the mentoring program is being implemented to improve the competence of work and achieve Individual Development Plan officials.

A3.2 (g) Implementation structures and mentoring programs

The Chief Minister Office has implemented the Mentoring programs. The implementation of this program was carried out in a systematic manner that based on Mentoring Programs Guidelines. The used in a mentoring mechanism is as a mentoring programs implementation guideline of State Civil Service, Implementation of flowchart, Mentor-mentee agreement, Mentee development plan and mentoring Log Book.

A3.2 (h) Range Level Mentoring Programs

In range level mentoring programs, the Chief Minister Office employee's that involved are the workforce who are less experienced in the tasks entrusted to them, whose performance needs to be improved, new employees, those workers who are newly promoted and new appointment. There are variety methods of mentoring, including mentoring in Group Mentoring and Peer Mentoring.

A.3.2 (i) Assessment of Effectiveness of Mentoring Programs

The effectiveness of these programs is assessed through the log book. In the log book, the mentee is required to post reflections on the things that are discussed with the mentor. Next supervisor will review the entries in the log book. He later will come with comments or suggestions for the mentee's improvement.

A3.3 Succession Planning

There are three aspect to be evaluate is the succession planning structure for strategic positioning, implementation of the nurturing leadership skill program and evaluation on the effectiveness of the nurturing leadership skill program. For the succession planning structure for strategic positioning, state government used term of Continuity Planning to replace the Succession Planning as it has been stated through Sarawak Civil Service 2010/2020 (SCS) Action Plan. This term identify and develop Human Resource continuously to ensure they are ready for the main position. SCS 10/20 purpose is to be the World Class Civil Service, where in year 2011, SCS introduced the lab concept to gather the best ideas and thoughts on talent management. The outcomes and result from labs helped provide the journey of transformation with greater focus and drive. There are several processes in SCS Continuity Planning Model:-

- i. Identify the strategic position
- ii. Develop the Job Competency Profiling
- iii. Identify superior performance
- iv. Create Individual development program
- v. Implement Individual development program
- vi. Observe, Evaluate, Identify and Implementation

As for the implementation of the nurturing leadership skill program, the program is to develop and nurture the leadership for the strategic position that has been implemented. In year 2012, they are various program such as learning process, training, courses and seminar in order to maintain cooperation in national an international level. In UPSM, some of the

officers have been sent to the activities or program where they need to be expose on the management and leadership skills. There are 15 strategic positions have been clarify at Chief Minister's Department where there are 2 State Secretary and 13 Director of each units. Besides, UPSM have their committee which is called as Search Committee. Their function is to recommend a qualified officer for the strategic position.

For the evaluation on the effectiveness of the nurturing leadership skill program, HRM did the evaluation because every officer that has been joining the program will be given an evaluation form in order to identify the effectiveness of program.

As a conclusion, these three aspects must be followed in order to achieve 5 Star for the department.

A3.4 Recognition/ Appreciation

Reward and recognition may help to boost both intrinsic and extrinsic motivation of personnel. Therefore, HRM take seriously the matter regarding reward and recognition toward those personnel. This is important to encourage the personnel to give their full commitment and dedication toward their duties and hence give better services toward the public.

There are specific guidelines for HRM to give reward and recognition toward their staff or personnel. For example, the official ceremony which were held at Kota Samarahan Civic Centre last Monday and Tuesday dated 26th August 2013 and 27th August 2013 to give rewards and recognition to those whom eligible and are selected to receive the awards. These including those personnel that have give their best effort in providing services to the public as well as their job duties. Specific guideline such as the usage of Article 60 Public Service General Order 1996 and public service progress circular 2002.

Anugerah Kebesaran Negeri such as Satria Bintang Sarawak will give the person title the title of Pehin Sri. Meanwhile Panglima Negara Bintang Sarawak will give the person title of Dato' Sri. Public servant that have been in the service for 25 years will be entitled for Service Loyalty Medal which eventually will help the receiver to becoming more productive as he/she have been appreciated. For those whom didn't receive any medal, the personnel are given the certificate as appreciation.

Recognition including celebration of birthday party as well as the welcoming and farewell party for the personnel. This is to ensure that every staff was appreciated fairly without the concern of their ranking and status. Motivation can be cultivated if the department show how much their empathy toward their own personnel. Productivity and quality of work may be uplifted if the personnel felt that they are appreciated by their department and this will lead to the increment of quality of services.

A3.5 Supervision Values & Ethics

According to online oxford dictionaries, values refer to principles or standards of behavior; one's judgment of what is important in life. While, ethics refer to moral principles that govern a person's behavior or the conducting of an activity. In order to successfully achieve the five star rating, there are two programmed that been highlighted to be evaluated which is PIO and JKTUJKM.

PIO which refer to Organizational Integrity Plan (PIO). This program be implemented in year 2012 and it plan for a period of time until 2016. Chief Ministry Department anchored Integrity, Good and Caring, Professionalism, Accountability and Instant Action, Team work and Achievement Oriented. Several programs have been implemented to achieve each of the goals outlined in the PIO and the review and implementation status will be monitored from time to time.

While, JKTUJKM refer to Integrity Governance Committee Chief Minister was founded in 2011. In 2010, the Social Welfare Department to act as the secretariat to the Committee on State Governance(JKTUKN).Thus ,the existence of Organizational Integrity Plan(PIO) and Integrity Governance Committee Chief Minister(JKTUJKM) will be able to ensure excellent quality workforce and integrity.

The supervision of values and ethics in every management is important because emphasizes values and ethics and integrity at the human resource department itself and chief minister department as a whole. Besides, it will ensure a conducive working environment hence integrity in the administration can be achieved if public officials prioritize discipline and ethics in performing their duties. This meant not only to avoid any distortion but also protect the image and reputation of Chief Minister Department.

A 3.6 Counseling Program

Chief Minister always takes proactive action to help citizens in need of counseling. Through motivation and counseling, public servants will always be guided to improve productivity and performance. For officers who are delinquent, including those with low performance and not committed to his duties and responsibilities, counseling can help change the to be more positive.

Human Resource Management Unit has been dealing with Psychology Management Division, Public Service Department to obtain a qualified psychologist officer. Placement in the Human Resource Management unit is to manage matters related to psychology programs in the State Civil Service. Existing officer has been appointed as part-time to handle cases of counseling if needed.

In 2012, the Human Resource Management Unit conducted several program to reactivate the Personnel Supporting Programs with mentoring and counseling programs. Some of the programs include counseling and mentoring workshop was held for officials in the Chief Minister's Department and other agencies in the State Public Service. Structured mentoring sessions have been implemented

For long term planning, State Civil Service use psychological test. Human Resource Management has taken the initiative to provide training to internal officials through workshops which is in-house training with the cooperation of Psychology, PSD. Accordingly, the psychometric tests were conducted for new hires in 2012. Outstanding Characterization Indicators (API) is used to identify candidate personality traits, and Index of Career Guidance (IBK) to adjust the placement of the candidate based on the candidate's career tendencies

A3.7 Human Resource Information

HR information is one of aspect that needs to be evaluated in order to archiving 5 star rating. There are 2 important of updating HR information. First it is, for personal information and secondly is for profile of agencies. By having that information, the government can know with whom they work, what their background, position and so forth. The information re updated in IMPIAN and HERMIS which to ensure the plan can done smoothly and the out coming result is according to the plan. IMPIAN is stand for Integrated Management Information System while HRMIS stand for Human Resource Management Information System.

There are two aspects in hr information that need to be evaluated. First thing is the level of updating information in agency staff service book. So far, the level of updating information in agency staff service book is 91.08 %. HR adopted the method in Guideline to Managing the Agency Service Book of Government which helps and ensures the information are completed and standardize.

Second aspect is the percentage of human resource information updated in HRMIS. There are three information needed updated in HRMIS. There are profile of service, personal record and asset declaration. For profile of service, 99.24% information updated. The information of personal record is 97.54% while for the asset declaration is 91.86%. HR needs to fulfill that evaluation in order to achieve world class civil service.

3.6 Task Analysis

During my practical training at the Human Resource Management Unit of Chief Minister's Department, I have given to do a practical project or task that exposes me to work environment and the real situation of management. Besides the practical project also give me a chance to apply what has been learned in the classroom into practical when doing the practical project that has been given. 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 has been given to us :

3.6.1 Total Quality Management

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 to maintaining high standards of work in every aspect of a company's operations whereby it involving all departments 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.

3.6.2 Office Management

The office management refer to managing the personnel with the appropriate usage of machinery and equipment available in the surrounding in order to achieve standard and goals that been stated by the organization. Office management or the environment in the office itself takes an appropriate role in making the job more efficient. This office management theory is being taught in one of our diploma subject, Office Management (PAD260).

3.6.2.1 Filing System

Filing system can be refer as the system of classifying, arranging and placing records in the convenient place and easy to retrieve when we need to use it. It usually requires having a proper classification of item, systematic coding and suitable storage of the records. The purpose to have a filing system in an organization is to store the important documents in an appropriate place, to have an easy finding of document when needed, to make an arrangement or divisions of documents according to the title or type, avoid careless misplacement of documents and records, and also to safeguard the confidential data in the safe place.

As an example in 5 star rating, human resource management unit also put effort in completing the filing at the unit. The entire file being process or transfer from old file to new file whereby the new file is more stable, easy to distinguish and uniform as stated by the government. In addition the new file is more systematic when we can differentiate incoming or outgoing letters whereby the incoming letter (red color) and outgoing letters (blue or black color). By doing this filing, it helps in achieving the 5 star rating whereby the staff at the unit told us that the proper filing system is also requirement towards achieving 5 star rating.

3.6.2.2 Planning Organizing Leading Counseling

POLC is more towards the function of management which is planning, organizing, leading and controlling whereby its mean that what is actually leader or the management itself do. The definition can be understand that, planning is setting objectives and how to achieve them, organizing is arranging resources to achieve the businesses goal, leading is influencing people to work towards achieving set objectives, controlling is evaluating and modifying tasks to ensure set objectives are being achieve.

In the human resource management unit, they effectively practice POLC during they work hard towards achieving the 5 star rating. For example every chief assistant director of every section plays their role, when they **plan** about how to achieve the 5 star rating, **organize** resources such as the *Fail Meja* of every staff in the section in order to ease the 5 star rating flow, **leading** by influencing their staff to work towards achieving what has been planned, and finally by **controlling** which mean evaluating the situation to ensure that all work run smoothly and achieving what been targeted.

CHAPTER 4: RECOMMENDATIONS

4.1 INTRODUCTION

The purpose of Star Rating is as a mechanism to evaluate and rate the performance of specific categories of Public Sector agencies. The 5- Star Rating was introduced by MAMPU for all Chief Minister's Offices throughout the country. The assessment is from the aspects of management and it will be reviewed every three years. The Sarawak Chief Minister's Office has been awarded a 5- Star Rating by MAMPU. Sarawak was the first chief minister's offices in the country that had obtained the recognition apart from Pahang and Melaka. Therefore, now it is a target or aim of the human resource management unit itself to achieve 5 star rating.

4.2 Recommendations for 5 Star Rating

Based on our understanding on 5 star rating, there are several things that must be improved for the 5 star rating in the Human Resource Management Unit. This recommendation will help them to find suitable action to maintain the work performance in order to achieve the 5 star rating for the unit. There are several recommendations for Human Resource Management Unit on 5 star rating. In order to give more understanding of 5 star rating among the employees in Human Resource Management Unit, the top management must understand first about the 5 star rating so that they can easily explain more detail to their bottom management what the 5 star rating all about and why it need to be achieved in the Human Resource Management Unit. The 5 star rating is a strategic planning and management system to improve internal and external organization performance against strategic goals which will become long-term strategies.

Secondly, the Human Resource Management Unit needs to establish a workshop for all the employees in order to give more exposure to them. It can be done monthly and see the

progress happen. If all the employees understand what 5 star rating is all about, then it can be easier for each section to help the unit achieve the 5 star rating besides to maintain the organizational performance in each year. Besides that, each of the employees can be more expert towards their job or task because they already had been exposed to 5 star rating.

Thirdly is by fulfill an element needed by MAMPU in order to achieve a 5 star rating. What this mean is, during our practical training we see that the human resource management unit does not have counselor whereby it does not fulfill one element that needed in 5 star rating which is counseling programmed. By fulfill the requirement needed, it will show that us is ready for achieving the 5 star title.

Fourth is getting feedback from the employees whether 5 star rating is really important for management processes. This gives companies the capacity for what we call strategic planning. Existing feedback and review processes focus on whether the organization, its departments, or its individual employees have met their understand towards the 5 star rating. In addition, for getting feedback also can build 5 star rating team among the staff. With the star rating team, maybe everything will be more easier and run smoothly because the team can check for example what element is missing out that did not fulfill yet by the unit.

Fifth is by communicating with employees. Lets managers communicate their strategy up and down the organization and link it to department and individual objectives. The 5 star rating gives leaders a way of ensuring that all levels of the organization understand the long-term strategy and that both departments and individual objectives are aligned with it.

As a conclusion, the Human Resource Management Unit has eight sections and because of that they have different task and duty. Thereby, they need to improve the level of understanding regarding 5 star rating in order to bring their staff to meet vision and follow the strategy itself to maintain the job performance and achieve a 5 star rating. By this, the

organization can find the good strategy and achieve their vision in which spearheading Sarawak civil service human capital transformation

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 these five weeks of practical training period, it is true that we have learnt a lot of knowledge. However, the training period that our faculty provided is rather short to me in addition we also did not have practical training during diploma. Sometimes, for certain activities that have been organized by the organization, we cannot attend it due to the short time. In addition they (the workers and boss) also afraid to give other extra work to us because they afraid that we cannot handle too much work in short time at that time we also having a practical project that must be finish during the 5 weeks there. So, this is nothing much can learned by practical trainers student. Therefore, the knowledge and experience obtained by the students might not be enough for the learning purposes.

4.3.2 The 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 at the final semester of study (semester 6). This might give lot advantage to the student itself because after that it is time for job hunting, they may be able continue their work with the company

as their career. Moreover, the student who hasn't finished their work/task can continue their work until anytime with their company or even until the end of the projects. As I see during our last day of practical training, staffs and boss are happy if we continue to stay at the office to complete our task whereby we ourselves come extra day at the office to compile properly our task and do the printing and binding.

4.3.3 Introduce more beneficial work

Finally, introducing students to practical work are absolutely benefiting them is also important, which mean students can be more exposed to the real working environment that suit with their current level of studies. By only having project, it may be not enough challenge for student to show them expose to the real working environment. Luckily during my practical training, we choose topic 5 star rating whereby at that time, our unit is busy, still familiar and focus on the 5 star rating which they target to achieve it in this year 2013. So, we can experience the real situation how their busy and work hard to achieve it. Besides, the university can let our faculty been exposed to practical training twice (diploma & bachelor) for a better self improvement as it is to produce a better graduate and achieve standard and quality of UiTM's student.

CHAPTER 5: CONCLUSION

The approximately six weeks I have been in the Human Resource Management Unit, I have learnt many experiences of how real work life. I am grateful and proud we were able to complete the task group was given for the evaluation. The atmosphere of that department was very good and all workers were very nice and giving a good cooperation to me.

During that practical time, I also learnt the work culture and ethics in an organization that applied from what we have learned in class. There, in my department, glad I can adapt with the organization culture and be friend with a colleague while I'm formerly was too shy and not confident to talk. Hence, I became more conversant with the working situation in administration especially about our project of 5-star rating by Malaysian Administrative Modernization and Management Planning Unit (MAMPU). I am proud that the chief minister's office itself already gets a 5 star rating from MAMPU. Therefore, human resource management units itself now in an effort to achieve 5-star rating.

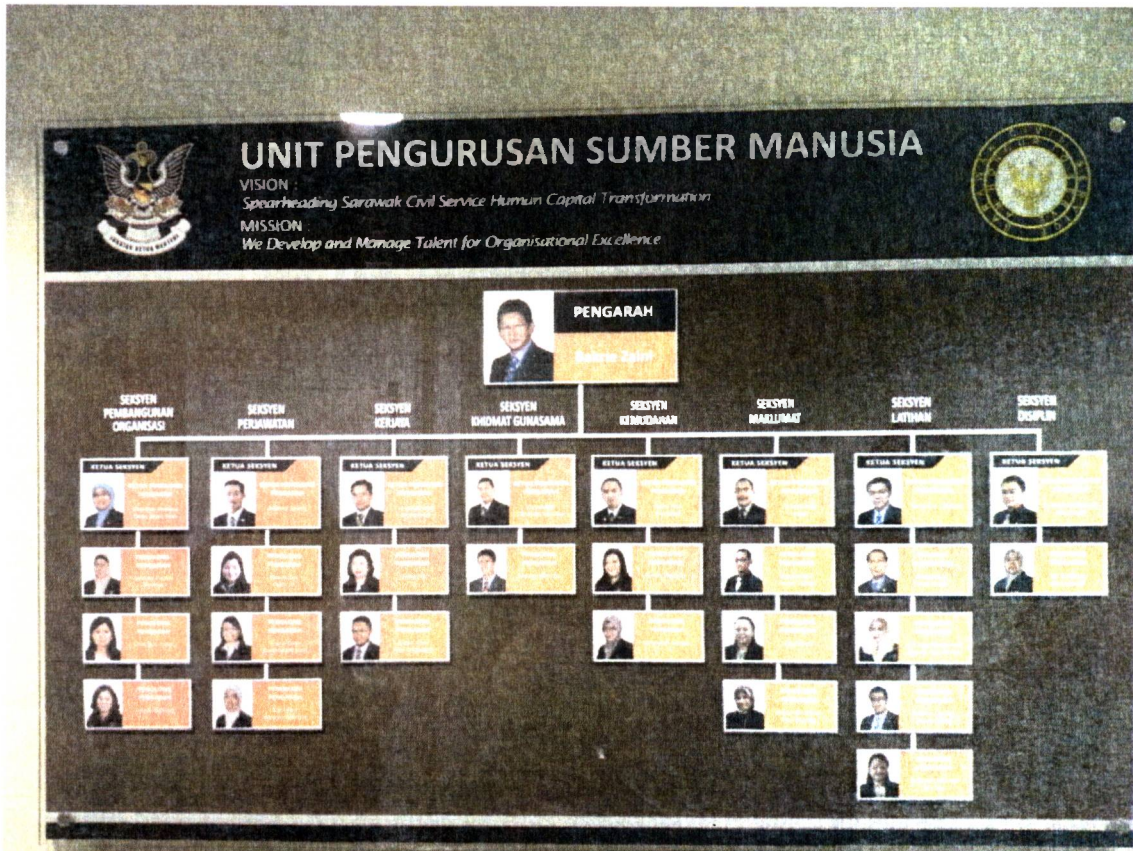
I am very bless and grateful that I could learn many things in this department. I hope that I can use my experience that I have been working at this department in my class, completing assignments and all the knowledge gain from the practical training is very useful for future use especially in the working environment. As a conclusion, through the work tasks that been covered in practical training. I am able to apply what I studied in Universiti Teknologi MARA (UiTM) in Bachelor in Administrative Science (Hons.) such as, organizational Behavior, Project Management, Human Resource Management, Total Quality Management, Office Management and Ethics in Administration. There are the similarities with the concepts I learned in classroom at workplace.

Appendixes



Wisma Bapa Malaysia, current office for Sarawak Civil Service

Source:
http://en.wikipedia.org/wiki/File:Wisma_Bapa_Malaysia.jpg

















CHECK LIST PERSIAPAN MAJLIS PINGAT SETIA

Bil	Nama Barang	Tindakan	Catatan
1	Pingat * Membersih pingat dan pin penyangkut dan memastikan pingat dan pin dalam keadaan baik.	Roger / Abu / Abdul Hamid / Mahmud	- Pastikan 'lock' penyangkut pingat di tutup dengan betul.
2	<i>Banner / Stand Banner / Backdrop</i>	Omar / Mahmud / Roger	- Dipasang sebelum program bermula. - Dirujuk tempat yang sesuai untuk meletak <i>Stand Banner</i> .
3	<i>Back Drop</i>	KPP / Omar	- Dipasang sebelum rapai.
4	Laptop untuk pendaftaran	Gary	- 1 unit laptop untuk pendaftaran. - 1 unit laptop untuk taklimat & tayangan video.
5	Projector, Laptop & Slide taklimat untuk penerima	Hazrie	- Skrin ready sebelum rapai. - CD terkini untuk tayangan video. - Hard copy disediakan sehari sebelum untuk rujukan KPP.
6	Buku Program * Penyediaan Buku Program	KPP / Hazrie Yasmin / Gary Sia	- VVIP 2 unit (Solven)

Bil	Nama Barang	Tindakan	Catatan
7	Sijil * Stamping Sijil * Fotostat Sijil	Abu Talip / Roger / Mahmud	
8	Catering * Penyediaan jamuan	Zainal / Omar	- Minum pagi selepas pendaftaran - Jamuan tengahari selepas majlis.
9	Taklimat kepada Penjaga Barisan & Urus setia Majlis	Harie / Yasmin	- Diberi nota taklimat. - Etika pakaian & senarai tugas. - Masa kehadiran.
10	Pengurus Pentas untuk majlis	Saidful Hamdan (KPS) - Stage Manager	
11	Pengacara untuk Majlis penerimaan	Usup Niungi / Siti Rafeah	Memo pelepasan Encik Usup & Puan Siti Rafeah telah dikeluarkan.
12	Pendaftaran	Gary / Syamsury / Dyg. Zam / Siti Rafeah / Juri Sarimin / Salimah / Zahrah	- Pastikan meja disediakan sebelum raptai. - Meja pendaftaran dipasang 'scallop'.
13	Booth Pameran	Semua urus setia	- Dipasang sebelum raptai. - Scallop, pasu bunga dan kain yang sesuai.
14	Menjaga Pakaian Penerima (Kot / Kasut)	Abu Talip / Nanta	- Pastikan pakaian penerima sesuai. - Baju Melayu hitam untuk penerima - <i>Changing Room</i> .

Bil	Nama Barang	Tindakan	Catatan
15	'Tray Girl' * Sport shoes (x bekal) * No kebaya jarany. * No mini skirt.	Siti Aminah / Troney Connie / Maria Dayangku Intan / Cory	- Meja tray-girl dapat berkomunikasi dengan SUK. - Pemberi buku program kepada CM
16	Menyusun pingat belakang pentas (Dalam tray)	Dyg. Normala / Dyg. Zam	- Berdekatan dengan Tray-girl.
17	'Line Checker' Buku 7. Gambar adalah perumus.	Hazrie / Cecelia / Yasmin / Juri Sarimin / Roger / Nor Ann / Siti Amyruul	
18	Urus setia pentas	Bong Fah Lin / Omar / Abdul Hamid	
19	Pal Nama Jabatan 	Mahmud / Salimah / Dayangku Intan / Cory / Azarina / Zahrah / Nadeatul & dibantu oleh Urusetia Samarahan	- Pastikan pal diletakkan di tempat yang sesuai selepas penerima naik. - Pal dikawal oleh urus setia UPSM.
20	Persediaan terakhir 	Semua urusetia yang terlibat	- Seminggu sebelum majlis.



***Nota:** Selepas majlis berakhir semua urusetia dikehendaki mengemas peralatan sebelum bersurai.