UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

PRACTICAL TRAINING
(ADS667)

MODERNISATION AND MANAGEMENT PLANNING UNIT
(MAMPU CAWANGAN SARAWAK)

PREPARED BY
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JUNE 2016

CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR

Name of the Supervisor   :   Nama supervisor

Place of Practical Training :   MAMPU CAWANGAN SARAWAK

Name   :   Azmil Bin Annuar (2013860122)

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

Remarks

....

MDM NORFADHLEEN BINTI MAHMUD

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DECLARATION

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

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Azmil Bin Annuar

2013860122

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ACKNOWLEDGEMENT

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CHAPTER 1

INTRODUCTION TO

MAMPU CAWANGAN SARAWAK

1.0   Introduction

Practical training, where a student undertakes a period of training with an organization usually during a semester break, plays an important role in preparing the student for a professional career. From the hands-on training, the student learns about the skill sets required, demands of the industry and also work ethics. At the same time it gives the student an opportunity to put into practice what he or she has learned at university.

The industry exposure enhances the undergraduate's work life through added enthusiasm and commitment provides a lifelong learning experience is an opportunity to engage with the profession to which they aspire in a realistic work environment appreciate and understand the practical application of their academic program, work with professional mentors and to begin to build networks within their profession. So, even before the student graduates he or she is trained to be job-ready, thus increasing the student's employment prospects.

In University Teknologi Mara (UiTM), six weeks practical training is mandatory to all final semester students of Bachelor in Administrative Science (Hons.), Faculty of Administrative Science and Policy Studies.

I have been selected to undertake practical training MAMPU CAWANGAN SARAWAK as I would like to take a wide range of experience working in the field of public administration and at the same time to work close with the system of management according to the organization policy provided.

1.1 The History of MAMPU

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

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

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

1.2   Vision

Leader in Driving Public Service Modernization Towards Distinction By 2015

1.3   Mission

Spearheading Public Sector transformation to strengthen national competitiveness through innovative and strategic enhancement of organizational management and ICT

1.4   Motto

"Together we transform"

1.5   Strategic Thrust

Seven main strategic cores have been identified to assist MAMPU in carrying out its duties and handling arising challenges to accomplish its vision and mission.

i.   Transformation of Public Services

ii.   Transformation of Public Services via ICT

iii. Enhancement of Monitoring and Recognition System.

iv.   Enhancement of Consultation Services.

v.   Enhancement of Research and Development

vi.   Promotion of Public Service Delivery

vii. Strengthening the Capability and Capacity of MAMPU.

1.6   Responsibilities

Catalyzing change in the administration and management of the Public Service.

To introduce and promote new initiatives in the administration and management of the Public Service, as well as evaluate and award Government agencies for their performance in the Public Service delivery system of the country, towards achieving an efficient, effective and responsive civil service.

Planning and spearheading the development of Information and Communications Technology (ICT) in the Public Sector.

To plan, device, coordinate and assess the implementation of ICT development in the Public Sector towards strengthening the service delivery of the Government.

Consulting in the areas of organizational management and Information and Communications Technology (ICT) for Public Sector.

To provide consultation services to ensure the structure, system, work procedures and implementation of ICT development are in line with efforts to improve the Government's delivery system.

Facilitating modernization programme and transformation of the Public Sector delivery system

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

1.7 Code of Ethics

The Code of Ethics is the basic guide for all staff at MAMPU in the discharge of their respective responsibilities as civil servants. The Code of Ethics is based on a directive of the Honourable Prime Minister, namely No. 1 of 1998 and Serial 2 No. 1 of 2000: Guidelines on the Implementation and Mechanism for Supervision of Programmes on Noble Values, and Ethics in the Malaysian Civil Service 1991, Regulations on Public Officers (Conduct and Discipline) 1993 and other relevant regulations.

Core Value	Optional Extended Value
Trustworthy	Responsible
Truthful	Dedicated
Wise	Disciplined
Fair	Coorperative
Transparent	Honest
Grateful	Noble
	Sincere
	Diligent
	Moderate
	Patient

1.8   Function of the Management Sector

Planning and Corporate Communications Division

- Coordinate the formulation of MAMPU strategic plan;

- Coordinate the preparation of MAMPU feedback and information;

- Serve as secretariat for all major MAMPU meetings;

- Plan and coordinate MAMPU promotion and publicity programmes;

- Plan and implement MAMPU Knowledge Management initiatives;

- Coordinate MAMPU programmes at international level; and

- Manage MAMPU publications and enhance MAMPU corporate image.

1.9   Management Services and Human Resource Division

- Manage matters regarding Human Resource implementation of HRMIS and coordinate and develop MAMPU Competency Model;

- Coordinate and prepare Operating and Development Budget and control allocation and expenditure,bill payments and claims as well as plan and manage development programmes;

- Prepare financial reports for submission to Prime Minister's Department, Accountant General's Department and National Audit Department and oversee budget planning through eSPKB and implementation of development programmes through SPP II;

- Manage and coordinate general administration, office security, assets, quality programmes and logistic support services.

- Manage and coordinate ICT requirements for secretariat functions, security, application system development and technical operations

1.10 Public Sector Transformation Agenda

As a federal agency, MAMPU acts as a change catalyst in the administration management; Planner and Spearhead in the development of Information and Communications Technology (ICT); consultant in the organization and ICT management; as well as a facilitator for the implementation of the Public Sector service delivery modernization and transformation programme. MAMPU has championed the modernization of the Public Sector based on four (4) focus areas that underpin each other, namely productivity, quality, electronic government and transformation. All four focus areas seek to enhance the Government service delivery system which also emphasizes the aspect of values and ethics development.

In this context, MAMPU has always led the way in establishing transformation initiatives which are more strategic, fast, and integrated in order to boost the performance and achievement of the Public Sector. The transformation agenda aims to form the Malaysian Civil Service as a firm institution in terms of its value and culture, as well as to provide a service that does not merely satisfy customers, but also goes beyond their expectations. Organizational transformation must be planned systematically. In regards to that, nine (9) key steps have been identified through the T-R-A-N-S-F-O-R-M Model.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0   Introduction

I was attached at Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) of Sarawak Division. My host supervisor is Mr. Joseph Ak. Ngalambai, Assistant Administrative Officer (N). Here, I would like to write a report about my everyday task and routine during my eight (8) weeks of practical training.

2.1   The Schedule of Practical Training

Below is the summary schedule of the practical training:

2.1.1   First Week (20th January 2015 – 23th January 2016)

DATE	20th January 2016 (Wednesday)
NATURE OF WORK DONE	
1. Report Duty	

On the first day of practical training i reported for duty to Mr. Joseph ak Ngalambai, Administrative Officer who is also my host supervisor. He briefed me on the organization rules and regulations, organizational structure, work hours and so forth. I was introduced to all the staff of MAMPU (Cawangan Sarawak) by Mdm. Rosni.

I was giving a task by Pn. Azlina to fill a form of "Borang pergerakan Fail". This is to ensure that all of the file taken out by the staff of MAMPU must be record in that form. I have to fill each of every file with a new form. To finish the task given, I take three (3) days to complete it. (21st – 22nd January 2016)
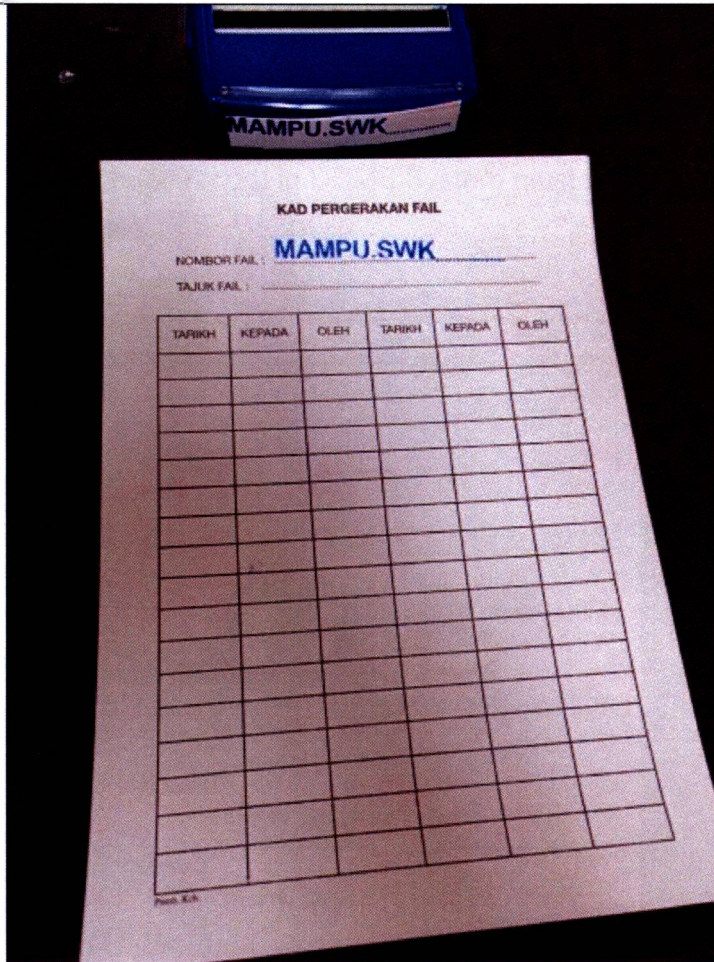
Image 1 : Kad Pergerakan Fail

DATE	23th January 2016 (Friday)
NATURE OF WORK DONE	

I was introduced to a DDMS System by Pn. Azlina. I was teaches by her on how to record all of the flow of letter in the organization. All of the incoming / outcoming letter either from mail / faxs have to be record in the DDMS system.

First of all, I have to scanned the letter and save all the scanned file in PDF. After that log in to DDMS and fill the required form.

All of the letter that have been record in DDMS System must be tally with all of the original hard copy in the file.

🔒 https://ddms.mampu.gov.my

Image 2 : DDMS Log In view

2.1.2 Second Week (25th January 2016 – 29th January 2016)

DATE	25th January 2016 (Monday)
NATURE OF WORK DONE	

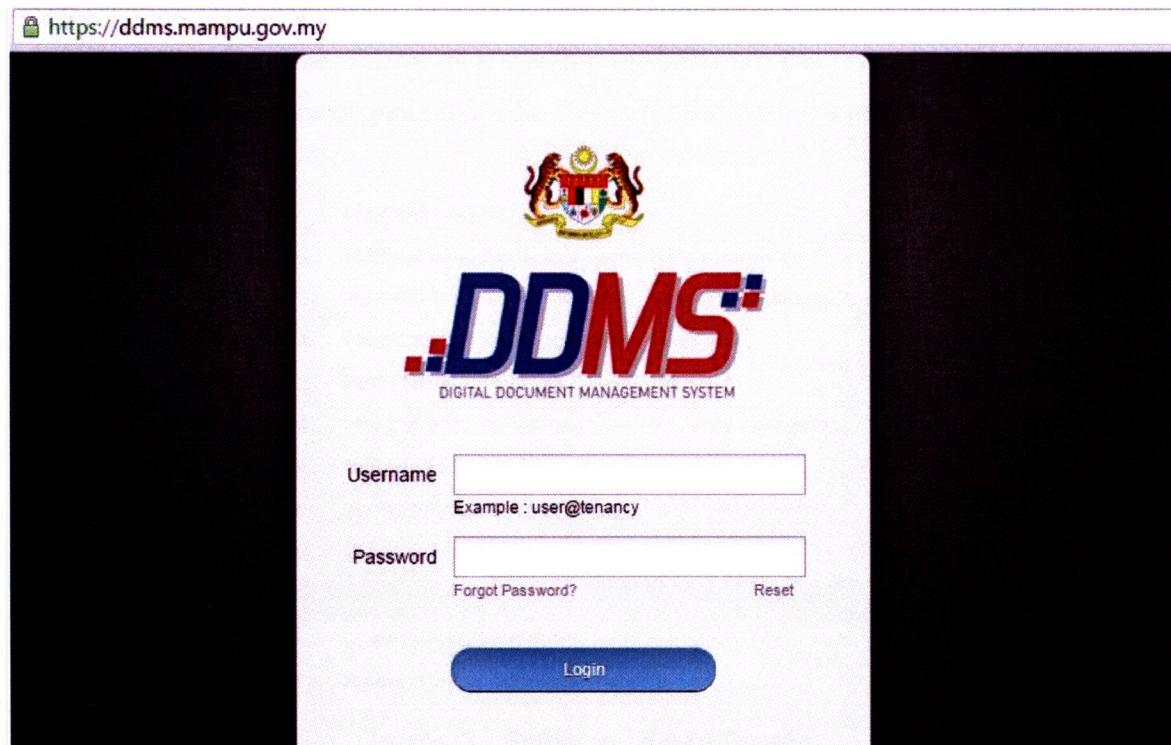I was giving a task by Mdm. Azlina to screen capturing each file folder in DDMS system for presentation purpose. As we all know that MAMPU are the one who giving a talk on a new system to the other organization. So this is for them to use in future.

☐	⊟ ▮ MAMPUSWK.100-2/	PENTADBIRAN - Perhubungan Awam	07/08/2015 12:...	⊖
☐	⊞▯ MAMPUSWK.100...	PENTADBIRAN - Perhubungan Awam - Publisiti. Promosi dan Pr...	07/08/2015 12:...	⊖
☐	⊞▯ MAMPUSWK.100...	PENTADBIRAN - Perhubungan Awam - Pertanyaan Kementeria...	07/08/2015 12:...	⊖
☐	⊞▯ MAMPUSWK.100...	PENTADBIRAN - Perhubungan Awam - Pelanggan	07/08/2015 12:...	⊖
☐	⊞▯ MAMPUSWK.100...	PENTADBIRAN - Perhubungan Awam - Lawatan	07/08/2015 12:...	⊖
☐	⊟▯ MAMPUSWK.100...	PENTADBIRAN - Perhubungan Awam - Ulasan/Makluman/Maklu...	07/08/2015 12:...	⊖
☐	⊞▭ MAMPUSWK....	Maklumat Pertukaran Kementerian atau agensi luar	07/08/2015 12:...	⊖
☐	⊟▯ MAMPUSWK.100...	PENTADBIRAN - Perhubungan Awam - Pemberitahuan tawaran,...	07/08/2015 12:...	⊖
☐	⊞▭ MAMPUSWK....	Perkhidmatan Dan Barangan	07/08/2015 12:...	⊖
☑	⊟▯ MAMPUSWK.100...	PENTADBIRAN - Perhubungan Awam - Perutusan/Ucapan Peng...	07/08/2015 12:...	⊖
☐	⊞▭ MAMPUSWK....	Ucapan Penghargaan/Takziah	07/08/2015 12:...	⊖
☐	⊞▭ MAMPUSWK....	Perutusan/Ucapan Ketua Pengarah/TKP	07/08/2015 12:...	⊖

Image 3 : Folder in DDMS System

☑	⊟ ▮ MAMPUSWK.100-8/	PENTADBIRAN - Pertubuhan. Persatuan dan Kelab	07/08/2015 12:22 ...	⊖
☐	⊟▯ MAMPUSWK.100-8/1/	PENTADBIRAN - Pertubuhan. Persatuan dan Kelab - Persatuan/Kelab/...	07/08/2015 12:22 ...	⊖
☐	⊞▭ MAMPUSWK.100-...	Kelab Sukan Dan Rekreasi MAMPU (MASURI)	07/08/2015 12:22 ...	⊖
☐	⊟▯ MAMPUSWK.100-8/2/	PENTADBIRAN - Pertubuhan. Persatuan dan Kelab - Pertubuhan/Persa...	07/08/2015 12:22 ...	⊖
☐	⊞▭ MAMPUSWK.100-...	Persatuan Pegawai Tadbir dan Diplomatik (PPTD)	07/08/2015 12:22 ...	⊖
☐	⊞▭ MAMPUSWK.100-...	Majlis Kebajikan dan Sukan Anggota-Anggota Kerajaan Malaysia (MAKS...	07/08/2015 12:22 ...	⊖

Image 4 : Folder in DDMS System

DATE	29th January 2016 (Friday)
NATURE OF WORK DONE	

Completed the slide that given by Mdm. Azlina and hand it to her.

In the evening, I was attend (invove) in Taklimat Eksa that was presented by Mdm. Azizah. Talk was presented to Jabatan Kesihatan Negeri Sarawak.
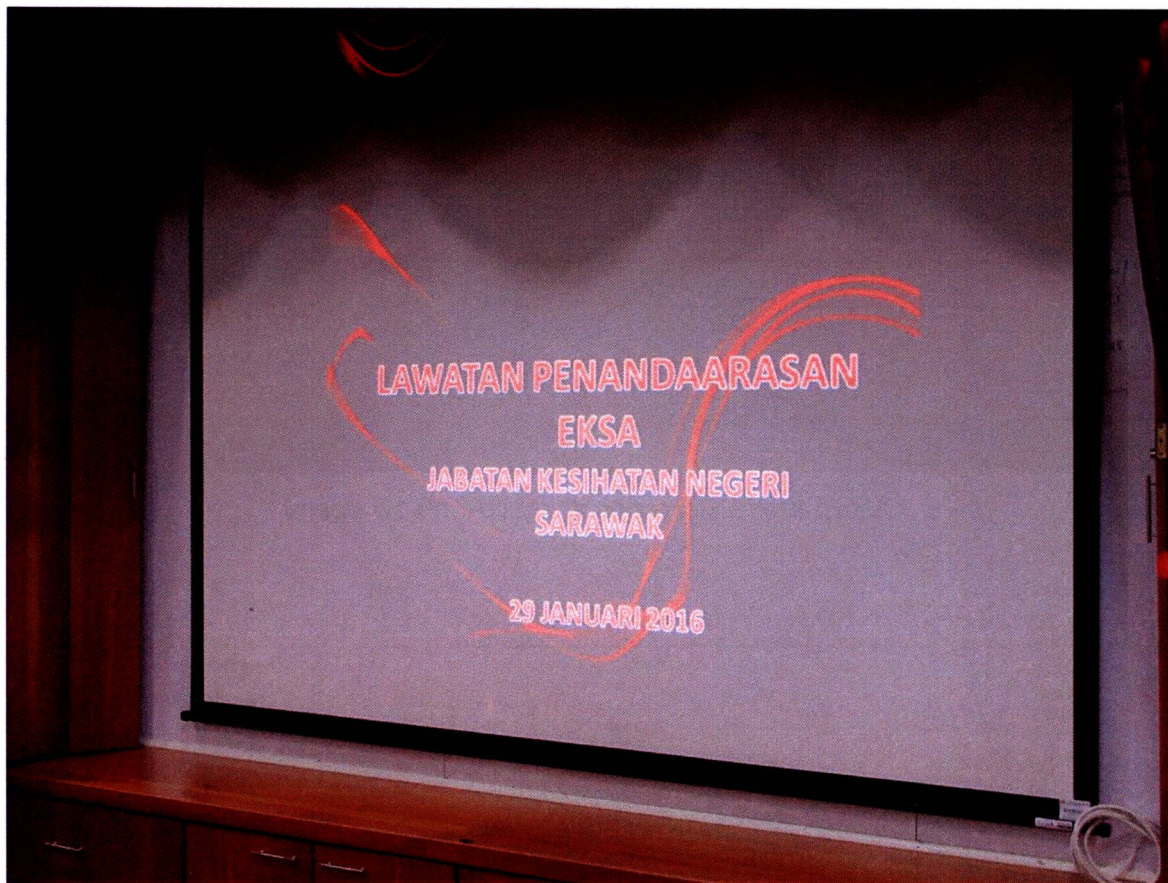
Image 5 : Slide Presentation

Image 6 : Pn. Azizah giving a talk about EKSA

2.1.3 Third Week (1st February 2016 – 5th February 2016)

DATE	1st February 2016 (Monday) – 2nd February 2016(Tuesday)
NATURE OF WORK DONE	

I've attend a course that organize by MAMPU (Cawangan Sarawak). "Kursus Kreativiti Di Tempat Kerja". Course was held at Riverview Homestay Kuching on 1st & 2nd February 2016.

Image 7 : Riverview Homestay view

The 2 days course was lead and represented by Mr. Saiful Yazan (Pengarah Bahagian Perancangan Dan Komunikasi Korporat). Almost all of the staff of MAMPU (Cawangan Sarawak) involve in that course including some guest from Jabatan Kebudayaan. There

are many activity was held during the course.

Image 8 : Mr. Saiful give a talk to all participant

Image 9 : Tn. Haji Sahabudin have a meal.

DATE	3rd February 2016 (Wednesday)
NATURE OF WORK DONE	

Log in to DDMS System and record all of the pending file into the system. This is to ensure that all of the letter in file (hard copy) same flow within the System (soft copy). Task was given by Mdm. Azlina.

I was informed by her that this system is to make sure that easy for the clerk to access

all of the letter for future purpose. It only just use a computer to find a missing letter.

DATE	4th February 2016 (Thursday)

NATURE OF WORK DONE

I was given a task to photostating a whole book of "Buku Perkhidmatan". The task was given by Mdm. Rosni. This is for reference of one of the staff MAMPU (Cawangan Sarawak) Mr. Thomas that will retire soon.
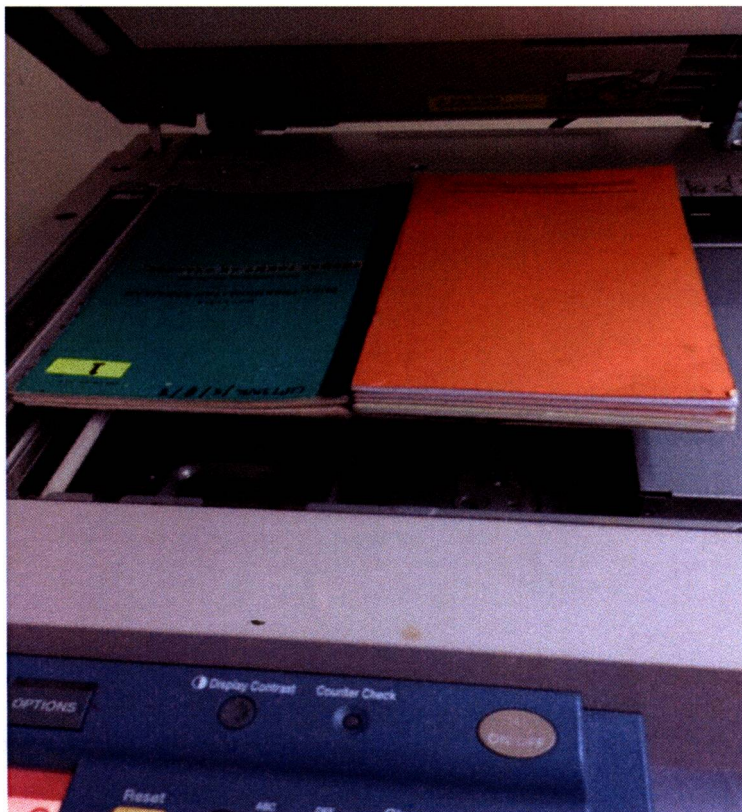
Image 10 : Photostating Buku Perkhidmatan

DATE	5th February 2016 (Friday)
NATURE OF WORK DONE	

I was given a task to work at front desk office (counter). I was replacing Mr. Hew that was on leave at that day. Answering all the incoming call and communicate with some of the people who come to the office.

In the evening, i was helped Mr. Sony to decorate the office for Chinese New Year festival.

Image 11 : Mampu Front Office

2.1.4 Forth Week (8th February 2016 – 12th February 2016)

DATE	8th February 2016 (Monday) – 9th February 2016 (Tuesday)
NATURE OF WORK DONE	
Chinese New Year Holiday.	

DATE	10th February 2016 (Wednesday) – 12th February 2016 (Friday)
NATURE OF WORK DONE	
I was given a task to work at front desk office (counter). I was replacing Mr. Hew that was on leave (Chinese New Year) for the whole week. Answering all the incoming call and communicate with some of the people who come to the office.	

2.1.5 Fifth Week (15th February 2016 – 19th February 2016)

DATE	15th February 2016 (Monday)
NATURE OF WORK DONE	
I was on leave because have to be with my mother at Hospital Kuala Lumpur. I was depart from Kuching on Sunday and fly back to Kuching on Monday and arrive at Kuching at 3.30 p.m.	

DATE	16th February 2016 (Tuesday)
NATURE OF WORK DONE	
I was given a task to work at front desk office (counter). I was replacing Mr. Hew that was on leave (Chinese New Year) for the whole week. Answering all the incoming call and communicate with some of the people who come to the office. We also have a Chinese New Year Celebration because there are Chinese employee in the department.	

Image 12 : Chinese New Year celebration

DATE	17th February 2016 (Wednesday)

NATURE OF WORK DONE

Morning sharing with theme of "Mutiara Kata" by Mr. Abg Julaihi.

Image 13 : Morning Sharing

I also was given a chance to talk in front off all staff of MAMPU (Cawangan Sarawak).

In the evening, I was given a task to arrange all the file in file room follow the drawer that have been divide.

Image 14 : Rearrange the File

I also given a task by Mdm. Cornelia to prepare a questionnaire to make a survey on improvement of "3R Room".

DATE	18th February 2016 (Thursday)

NATURE OF WORK DONE

Preparing and complete the task given yesterday. I was work with Mdm.

Image 15 : Survey

2. Suasana yang diinginkan.

a) Gym

Cyclemill ☐

Treadmill ☐

Dumbbells Set ☐

Lain-lain: _____

b) Relax

Comfort Sofa ☐

Kerusi Urut ☐

Lain-lain: _____

b) Reading

Majalah ☐ Jenis majalah : _____

Komik ☐ Jenis Komik : _____

Novel ☐ Jenis Novel : _____

Lain-lain: _____

3. Lain-lain cadangan :

i. _____

ii. _____

DATE	19th February 2016 (Friday)
NATURE OF WORK DONE	
I was on leave because I have to go to Hospital Kuala Lumpur.	

2.1.6 Sixth Week (22nd February 2016 – 26th February 2016)

DATE	22nd February 2016 (Monday) – 24th February 2016 (Wednesday)
NATURE OF WORK DONE	

Emergency leave because of flood.

Image 16 : View from inside my house

DATE	25th February 2016 (Wednesday)
NATURE OF WORK DONE	

Log in to DDMS System and record all of the pending file into the system. This is to ensure that all of the letter in file (hard copy) same flow within the System (soft copy). Task was given by Mdm. Azlina.

DATE	26th February 2016 (Wednesday)
NATURE OF WORK DONE	

I was rearrange all of the bulletin and magazines in the office for the process of disposal. I was work with Miss Normi and Mdm. Azlina. All of the book was sent to Jabatan Arkib Negara at level 15 Bangunan Sultan Iskandar for disposal.

2.1.7 Seventh Week (29th February 2016 – 4th March 2016)

DATE	29th Feb 2016 (Monday) – 2nd Mar 2016 (Wednesday)
NATURE OF WORK DONE	
I was given a task to work at front desk office (counter). I was replacing Mr. Hew that was on leave. Answering all the incoming call and communicate with some of the people who come to the office.	

DATE	3rd March 2016 (Thursday) – 4th March 2016 (Friday)
NATURE OF WORK DONE	
Log in to DDMS System and record all of the pending file into the system. This is to ensure that all of the letter in file (hard copy) same flow within the System (soft copy). Task was given by Mdm. Azlina.	

2.1.8 Eight Week (7th March 2016 – 11th March 2016)

DATE	7th March 2016 (Monday)
NATURE OF WORK DONE	
I was giving a task by Mdm. Asnidar to read a guide book on EKSA Auditing. I have to prepare for internal audit for EKSA in the office and give mark for every single desk in the office according to the guide in the book.	

DATE	8th March 2016 (Tuesday)
NATURE OF WORK DONE	
I was giving a task to updating all list of State and Federal department. I have to updating all of the address and number phone off every department. Task was given bt Mdm. Azrianie.	

DATE	9th March 2016 (Wednesday)
NATURE OF WORK DONE	
Sick Leave	

DATE	10ᵗʰ March 2016 (Thursday)
NATURE OF WORK DONE	

I was given a task to work at front desk office (counter). I was replacing Mr. Hew that was on leave. Answering all the incoming call and communicate with some of the people who come to the office.

DATE	11ᵗʰ March 2016 (Friday)
NATURE OF WORK DONE	

Morning Sharing.

I was going to waterfront because have to set up the booth for programme of "Larian Minda"

Image 17 : Setting up booth at Waterfront

2.1.9 Ninth Week (14th March 2016 – 16th March 2016)

DATE	14th March 2016 (Monday)
NATURE OF WORK DONE	

Taklimat EKSA by Pn. Nurhaizum.

Image 18: Pn. Nurhaizum give a talk.

I also given a task to work at front desk office.

DATE	10th March 2016 (Thursday)

NATURE OF WORK DONE

I was given a list of Some Agencies that have been Invite to attend an EKSA Course by Pn. Nurhaizum. I have to call all of the agencies to confirm their attandent.

DATE	10th March 2016 (Thursday)

NATURE OF WORK DONE

Morning Sharing and I have to give a farewell speech and I get a thanks giving from MAMPU CAWANGAN SARAWAK

Image 19 : Gift From MCS

2.2 Conclusion

In completing Chapter 2, schedule of the practical training, I have clearly explained on my daily task which is extracted from the Log Book. As mentioned before, I have explained on the task and knowledge that has been given to me as a trainee in the organization and as a requirement to complete the internship requirement. From the daily task, I can summarize that the given task is focusing on the clerking work, building management and many more. Also, I explained every detail that I have done during my internship programme. As a conclusion, I can say that the organization really gives fully trust into me and wanted to helps the practical students to gain a new experience and gives the students to feel how exactly situation during the working process.

CHAPTER 3

ANALYSIS

3.0   Introduction

Chapter 3 describes the analysis of the practical training. It specifically focuses on one area of task as covered in the practical training handbook. It also should reflect definition of concept, demonstration of practical and theoretical aspects as how to relate all concepts learned in classroom at the workplace and how to transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. Based on my schedule of practical working experience and tasks of job description given under chapter 2, it shows that, my practical training experience was more focused on filing practices at MAMPU Sarawak Division.

3.1   Task Analysis

During the course of the nine weeks of my practical training, I have completed several types of responsibilities such as filing, recording data, data updating, filling the various form, performing clerical tasks and so forth. As for this chapter, I will focus on the area of Digital Document Management System (DDMS) which has been used on most of the company in Malaysia.

3.2   Management in Organization

Management is a universal phenomenon. It is a very popular and widely used term. All organizations - business, political, cultural or social are involved in management because it is the management which helps and directs the various efforts towards a definite purpose. According to Harold Koontz, "Management is an art of getting things done through and with the people in formally organized groups. It is an art of creating an environment in which people can perform and individuals and can co-operate towards attainment of group goals". According to F.W. Taylor, "Management is an art of knowing what to do, when to do and see that it is done in the best and cheapest way".

Management is a purposive activity. It is something that directs group efforts towards the attainment of certain pre - determined goals. It is the process of working with and through others to effectively achieve the goals of the organization, by efficiently using limited resources in the changing world. Of course, these goals may vary from one enterprise to another. E.g.: For one enterprise it may be launching of new products by conducting market surveys and for other it may be profit maximization by minimizing cost.

Management involves creating an internal environment: - It is the management which puts into use the various factors of production. Therefore, it is the responsibility of management to create such conditions which are conducive to maximum efforts so that people are able to perform their task efficiently and

effectively. It includes ensuring availability of raw materials, determination of wages and salaries, formulation of rules & regulations etc.

Therefore, we can say that good management includes both being effective and efficient. Being effective means doing the appropriate task, fitting the square pegs in square holes and round pegs in round holes. Being efficient means doing the task correctly, at least possible cost with minimum wastage of resources.

3.2.1 Importance of management

It helps in Achieving Group Goals - It arranges the factors of production, assembles and organizes the resources, integrates the resources in effective manner to achieve goals. It directs group efforts towards achievement of pre-determined goals. By defining objective of organization clearly there would be no wastage of time, money and effort. Management converts disorganized resources of men, machines, money etc. into useful enterprise. These resources are coordinated, directed and controlled in such a manner that enterprise work towards attainment of goals.

Optimum Utilization of Resources - Management utilizes all the physical & human resources productively. This leads to efficacy in management. Management provides maximum utilization of scarce resources by selecting its best possible alternate use in industry from out of various uses. It makes use of experts, professional and these services leads to use of their skills, knowledge, and proper utilization and avoids wastage. If employees and machines are producing its maximum there is no under employment of any resources.

Reduces Costs - It gets maximum results through minimum input by proper planning and by using minimum input & getting maximum output. Management uses physical, human and financial resources in such a manner which results in best combination. This helps in cost reduction.

Establishes Sound Organization - No overlapping of efforts (smooth and coordinated functions). To establish sound organizational structure is one of the

objective of management which is in tune with objective of organization and for fulfillment of this, it establishes effective authority & responsibility relationship i.e. who is accountable to whom, who can give instructions to whom, who are superiors & who are subordinates. Management fills up various positions with right persons, having right skills, training and qualification. All jobs should be cleared to everyone.

Establishes Equilibrium - It enables the organization to survive in changing environment. It keeps in touch with the changing environment. With the change is external environment, the initial co-ordination of organization must be changed. So it adapts organization to changing demand of market / changing needs of societies. It is responsible for growth and survival of organization.

Essentials for Prosperity of Society - Efficient management leads to better economical production which helps in turn to increase the welfare of people. Good management makes a difficult task easier by avoiding wastage of scarce resource. It improves standard of living. It increases the profit which is beneficial to business and society will get maximum output at minimum cost by creating employment opportunities which generate income in hands. Organization comes with new products and researches beneficial for society.

3.2.2 Objective of Management

Getting Maximum Results with Minimum Efforts - The main objective of management is to secure maximum outputs with minimum efforts & resources. Management is basically concerned with thinking & utilizing human, material & financial resources in such a manner that would result in best combination. This combination results in reduction of various costs.

Increasing the Efficiency of factors of Production - Through proper utilization of various factors of production, their efficiency can be increased to a great extent which can be obtained by reducing spoilage, wastages and breakage of all kinds, this in turn leads to saving of time, effort and money which is essential for the growth & prosperity of the enterprise.

Maximum Prosperity for Employer & Employees - Management ensures smooth and coordinated functioning of the enterprise. This in turn helps in providing maximum benefits to the employee in the shape of good working condition, suitable wage system, incentive plans on the one hand and higher profits to the employer on the other hand.

Human betterment & Social Justice - Management serves as a tool for the upliftment as well as betterment of the society. Through increased productivity & employment, management ensures better standards of living for the society. It provides justice through its uniform policies.

3.3   Introduction of DDMS

As an initiative towards a Paperless Government, Digital Document Management System (DDMS) is the key project listed under Entry Point Projects (EPP8 - eGovernment). The project is positioned under the Communications, Content and Infrastructure (CCI), one of the 12 National Key Economic Areas (NKEA) which have been identified by the Malaysian Government for Economic Transformation Programme (ETP).

DDMS is a cloud-based system that is designed to manage the creation and maintenance of electronically created documents of the Malaysian public sector agencies within a specific classification scheme, apply retention and disposal schedules, and control access and use.

The fundamental objectives of the DDMS project are as follows:

☐ Replace paper records with digital records;

☐ Progressively eliminate the use of paper;

☐ Enable digital and non-digital documents to be created, captured, stored, maintained and used electronically; and

☐ Enable all government matters such as presentation material delivery, internal circulars and letters between agencies / departments to be made electronically.

In order to ensure compliance to national standards, DDMS was engineered to conform to the following standards endorsed by Arkib Negara Malaysia (ANM):

☐ **MS ISO 16175:** Information and Documentation Principles and Functional Requirements for Electronic Records in the Office Environment;

☐ **MS 2223**-1:2009: Information and Documentation - Records Management. Part 1: General (ISO 15589-1:2001, IDT); and

☐ **MS ISO 2223**-2:2009: Information and Documentation - Records Management Part 2: Guidelines (ISO / TR 15489-2:2001, IDT).

DDMS provides the technological component of a framework for the systematic and structured management of records. It links electronic and non-electronic records to activities, retains records of past actions, and fixes the content and structure of records over time. This will ensure that the electronic records generated can be preserved while maintaining their authenticity, reliability, integrity, usability, and accessibility at any time.

DDMS provides the following management capabilities:

☐ **Efficiency, by making information readily available when needed for** decision-making and operational activities;

☐ **Better use of financial resources, by allowing timely disposal of** noncurrent records;

☐ Accountability, by enabling the creation of a complete and authoritative record of official activities;

☐ Compliance, by demonstrating that legal requirements have been met; and

☐ **Risk Mitigation, by managing the risks associated** with illegal loss or destruction of records, and from inappropriate or unauthorized access to records.

DDMS simplifies the records management of a traditional paper-based record filings system. The system includes an advanced file classification system that is designed based on ANM specifications. This feature incorporates the file retention schedules that are associated to each defined classification.

3.3.1 Implementation

DDMS is made available to public sector agencies through Software as a Service (SaaS) delivery model and is centrally hosted on a secured cloud infrastructure. Leveraging on a multi-tenancy architecture, the delivery model enables tremendous cost savings for each of the agencies. There is virtually no cost required for the infrastructure.

Other benefits include the following:

☐ Increase accessibility, promptness and transparency of Government service delivery

☐ Create systematic control of document and record management of the public sector

☐ Ensure the conservation of Malaysian institutional memory

☐ Reduce the use of paper

☐ Support the Malaysian Government Green ICT initiative.

3.4 Application and Demonstration

I was attached at the Administration Division in MAMPU CAWANGAN SARAWAK (MCS). The scopes of task which is related to the works that have been given to me are services, personnel and data processing. From the analysis of training, it is specifically focuses on the Digital Document Management System (DDMS). Besides, the scopes of task given were related to the courses taken in diploma and bachelor programme.

DDMS will only be accessible through the 1GovNet network and will not be available through the internet. To gain access to the system, a user must be registered by the system administrator. Registration process will be done offline and will link users to their specific Tenancy (Agency). Each user will be assigned with a specific profile (User Access Level) e.g. Record Manager, Information Worker, End User, etc. Accessibility of the system modules, functions and data will be limited to the user profile access level.

3.5 Conclusion

This chapter shows the relationship between the theories learned in class and the tasks that were given to me. In this chapter, I identifies which area of the tasks that had been done relate with the tasks given. The relationship can be in various fields of subjects.

CHAPTER 4

RECOMMENDATION

4.0   Introduction

This chapter highlights the strength and the weaknesses of job or task assigned during training as discussed in Chapter 3. Furthermore, this chapter also will provide solution for improvement.

4.1   SWOT Analysis

The SWOT analysis is conducted based on the direct and indirect experience that I have gain during the practical training session.

4.1.1 Strength

The benefit of the DDMS system is easy for the employee in the organization to access all of the file in the office only by using a computer. It also can save time for them. This system also can be access by all of the employee in the organization.

4.1.2 Weaknesses

One of the weaknesses of DDMS system is it need an online to access all of the file in the system. As you may know, the DDMS is a real-time online application that can be accessed through the web. However, the probability of connectivity failure can still occur. For this possibility, the offline procedure has been established so that users can continue the process manually and upload it into the system when the problem has been resolved. This procedure will be carried out by the officer in charge of the system.

The system need time to update the information daily by the clerk in-charge since there are other employee are also using and searching the file at the same time.

4.1.3 Opportunity

Continuous improvement of application is one of the elements of the public management which are dynamic and constantly changing. The enforcement of changes through the issue of missing of some important letter in the organization. So by using this system, there is no more issue of that

4.1.4 Threat

Changing the user mindset is one of the biggest threats. Although I was placed in the administration management system, I found out that many users are still unfamiliar with the self-service concept of DDMS. Some of staff still used to the manual system of searching through the file by going inside the file room and find it manually. To address this problem, awareness programmes and activities were carried out at all levels of the senior level should be carried out.

Besides that, the user also needs **knowledge to operate the system**. The entire civil service workforce must know how to use the DDMS application to ensure that the objective for its use is achieved. A comprehensive programme and training activities are the main challenge in ensuring that all civil servants understand and able to use the DDMS. Towards this end, the *Training for Trainers* programme was conducted for representatives from the Ministries and State Secretary Administrations. These officers then extended the same programme for trainers at the agencies under the Ministries or State Secretary Administrations. The trainers are responsible to ensure that users in the respective agencies understand and have knowledge to use DDMS. Hands on sessions for the officers in charge of the implementation of specific modules in the agencies are also conducted.

4.2 Suggestion and Recommendation

In my opinion, there are some suggestion and recommendations that can be made in order to improve the HRMIS system.

4.2.1 The Problem with the Online System

Firstly, as I mentioned before, DDMS is an **online system**. So, in order to use this system, the user must be online. So my suggestion is to build an offline procedure just in case organization should create more conducive and productive working environment.

4.2.2 Improving the System

To improve the system, my recommendation is also to create an **auto backup system** just in case if the user loss his connection during his fill the information. Then in case it happens he/she does not need to refill the information again. This will also give impact towards the mood of the users. This is because, if he/she unable to retrieve the data that he loss, his mood will be swing. As the effect, it will cause employee productivity decrease.

4.3   Conclusion

This chapter gives me the opportunities to list the strengths and weaknesses in delivering the task and the system and to recommend ways on how to strengthen and eliminate it. The task that I have done have many good points rather than the bad points. It has taught me many different things such as how to be a competent and discipline worker that is able to do multitasking how to handle stress and work under pressure and how to divide time in completing many different tasks. The task has also measure the level of knowledge towards the theories that I have learned.

CHAPTER 5

SUMMARY AND CONCLUSION

5.0   Introduction

This chapter will summarize the entire chapter in this report. Furthermore, this chapter will also discuss on my experience in doing tasks that has never been taught in the class or any other subjects.

5.1   Chapter 1: Introduction to the MAMPU CAWANGAN SARAWAK

Chapter 1 is about the background of the MAMPU CAWANGAN SARAWAK (MCS) As I mentioned before, MAMPU was established based on a study, "Development Administration in Malaysia" conducted by Prof. John D. Montgomery and Milton J. Esman. The report acknowledged the need to upgrade professionalism in the Public Service through educational and training programmes. Based on recommendations of the report, the Development Administrative Unit (DAU) was established in 1966 to spearhead administrative reforms in the Government.

During my internship, I learnt that administration and management of MAMPU that are more focus on management system that used in the organization entire Malaysia.

5.2   Chapter 2: Schedule of Practical Training

Chapter 2 describes the flow of tasks that had been done during the eight weeks of practical training. The chapter consists of description of tasks done by day and summary of the tasks by week. Also in the chapter, we can see whether the tasks that had been given relates to the subject learn in class. Besides, we can see in the chapter that most of the tasks that had been done are mostly related to the subjects learned in class. This is because the company or organization's core business is to provide secretarial services. In providing secretarial services, most of the models and approaches used are related to the subjects learned such as in the subject of company or organization secretarial practice.

Through the daily task, we can also identify whether the company misuse the practical student by giving them unnecessary tasks to be done such as sending document at other department and photostating. These types of tasks are called clerical works which are not suitable especially for practical degree student. This is because the task is not challenging as it is not in our scope of study. Practical training is provided for the final year students so that the student can apply the subjects they learnt in class in the working environment. Moreover, the students will also gain new experience in the real working environment. By analyzing to the schedule in this chapter, we can see that the company does not fully utilize the practical students because of factor such as giving the tasks which are sometimes not suitable and unrelated with our scope of study. In my opinion, MAMPU CAWANGAN SARAWAK   is not fully taking advantage from the practical student by giving the practical students unnecessary tasks. Sometimes

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the tasks that are given are relevant and sometimes it does not relevant at all. The good thing is, the organization does bring me to the real work situation as not all the theory in the book are going to be use during work.

5.3   Chapter 3: Analysis

Chapter 3 shows the relationship between the theories learned in class and the tasks that were given to me. In this chapter, we identifies which area of the tasks that had been done relate with the tasks given. The relationship can be in various fields of subjects.

During the practical training, I have learnt various kind of the task. One of the task I selected to study further in this chapter is related to the subject that learned in management subject which is DDMS system.

5.4   Chapter 4: Recommendation

In everything that we do, there are always have strengths and weaknesses. The strengths need to be strengthened and the weaknesses need to be eliminated. This chapter gives me the opportunities to list the strengths and weaknesses in delivering the task and the system and to recommend ways on how to strengthen and eliminate it.

The task that I have done have many good points rather than the bad points. It has taught me many different things such as how to be a competent and discipline worker that is able to do multitasking how to handle stress and work

under pressure; and how to divide time in completing many different tasks. The task has also measure the level of knowledge towards the theories that I have learned.

5.5   Overall Conclusion

This internship was a very nice experience for me because I had to cover many different fields. I have learned new concepts and new ways of working. Besides that, I have learned and experience in doing tasks that has never been taught in the class or any other subjects. This is a great rewarding experience for me. Therefore, through eight weeks of the internship programs, I as a trainee can identify the strength and the weaknesses of the organization that I have choose MAMPU organization. I can conclude that there are many advantages and also the disadvantages during the process of internship in MAMPU. It also gives challenges to the trainee students so that they can have a good time management and finish the work on time. Here, I would like to suggest that the management should play good roles in overcoming the weaknesses. The management should be strict and practice a good cooperation and teamwork with each other to build a successful organization in the future. Therefore, the organization can achieve goals and their vision and mission.

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