# UNIVERSITI TEKNOLOGI MARA
# FACULTY OF INFORMATION MANAGEMENT

## INDUSTRIAL TRAINING REPORT:
### PEJABAT SETIAUSAHA KERAJAAN NEGERI KELANTAN
### BLOK 2, KOTA DARULNAIM, 15503 KOTA BHARU KELANTAN

## SPECIAL PROJECT:
## DEVELOPMENT OF E-PRAKTIKAL

## BY
## NURUL AIN BT ZULKIFLI
## 2015143183

## IM245 – BACHELOR OF SCIENCE (HONS)
## INFORMATION SYSTEM MANAGEMENT
## FACULTY OF INFORMATION MANAGEMENT
## UNIVERSITI TEKNOLOGI MARA KELANTAN

### 01 FEBUARY 2018 – 30 JUNE 2018

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### FACULTY SUPERVISOR:
### PUAN NURULANNISA BT ABDULLAH

## REPORT SUBMITTED IN FULFILLMENT OF THE
## REQUIREMENT FOR THE INDUSTRIAL TRAINING
## FACULTY OF INFORMATION MANAGEMENT
## UNIVERSITI TEKNOLOGI MARA KELANTAN

## 01 FEBUARY 2018 – 30 JUNE 2018

# DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by

Nurul Ain BT Zulkifli
2015143183

Date of submission: 9 July 2018

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First and foremost, I would like to express my thankfulness to Allah S.W.T for His guidance and blessing throughout my industrial training. I also would like to sincerely thank Pejabat Setiausaha Negeri Kelantan (SUK) for accepting and giving me wonderful opportunity to undergo my industrial training for 5 months in their organization. My appreciation and gratitude is extended to Puan Rusahida bt Ibrahim, Assistant Director of Training and Competencies Unit, Human Resource Department of Pejabat Setiausaha Negeri Kelantan as my organization supervisor and also staff at Training and Competencies Unit for their guidance, generosity to share new knowledge and also for giving motivation from the first day of internship until the end of the training.

Then, I would like to express my gratitude to Faculty of Information Management for giving me opportunity to gain knowledge by undergo industrial training at selected organization. I'm also would like to give my sincere grateful to Puan NurulAnnisa BT Abdullah as my faculty supervisor and also LI Coordinator for guiding me and also give me advise regarding my internship, special project and also when completing report.

I would like to express gratitude to my parents for always support me morally and financially throughout 5 months of internship. Lastly I would like to give special thanks to my classmate because always give me new idea and share their knowledge in special project and report.

# ABSTRACT

Final year students of IM245 Faculty of Information Management need to undergo internship for 5 months at selected organizations and they also need to complete special project in order to finish their internship. The student have choose Pejabat Setiausaha Kerajaan Negeri Kelantan as place for internship based on the period from 1 February 2018 to 30 June 2018 in Unit Latihan dah Competency, Human Resource Department of Pejabat Setiausaha Negeri Kelantan. This report as a proof and also what are activities that the student have done throughout the internship. This report have been divided by four chapter. The first chapter is about introduction to the company such as history of establishment and also function and responsibilities of the company. Next is chapter two is about the department that the student have been assigned. This chapter is about the function and responsibilities and job scope of the department. The third chapter is about industrial training activities. This chapter is about all the activities that have been done by the students during 5 months of internship. Besides that, in chapter 3 there are also about special project that the students have develop. The last chapter which is chapter 4 include description of event or project that involving the student during the internship. This chapter also include the knowledge gained by the students during the internship. In chapter 4 also include personal thoughts and opinion, lesson learnt and also limitation and recommendation by the students.

Keywords: activities, function, responsibilities, industrial training, development, events

# TABLE OF CONTENTS

**Pages**

**5.0 REFERENCE** 59

## LIST OF TABLE

# LIST OF FIGURE

# LIST OF APPENDIX

1.  Appendix 1: Log Book
2.  Appendix 2: List of Name for Car Sticker (LI Student)
3.  Appendix 3: Slide "Kursus Jawatankuasa Naziran "
4.  Appendix 4: Sasaran Kerja Tahunan
5.  Appendix 5: Example for Reject Letter
6.  Appendix 6: Example for Accept Letter
7.  Appendix 7: List of Participant for E-Pembelajaran Sektor Awam
8.  Appendix 8:Taklimat Pelaksanaan Ekosistem Kondusif Sektor Awam
9.  Appendix 9: Naziran Form
10. Appendix 10: Bidding Form
11. Appendix 11 :Bahagian Koordinasi Plan Strategik
12. Appendix 12: Bahagian Koordinasi dan Program Khas
13. Appendix 13: Memo letter for Secretariat "Kursus Ekspolorasi Diri"
14. Appendix 14: Attendances for Monthly Report
15. Appendix 15: List of Task in ULK

# CHAPTER 1

**UNIVERSITI TEKNOLOGI MARA**
**FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT**
**PEJABAT SETIAUSAHA KERAJAAN NEGERI KELANTAN**

**BY**

**NURUL AIN BT ZULKIFLI**
**2015143183**

**IM245 - BACHELOR OF SCIENCE (HONS.)**
**INFORMATION SYSTEM MANAGEMENT**
**FACULTY OF INFORMATION MANAGEMENT**
**UNIVERSITI TEKNOLOGI MARA CAWANGAN KELANTAN**

INDUSTRIAL TRAINING REPORT 1 FEBUARY – 31 DECEMBER 2018

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# CHAPTER 1

# INTRODUCTION

Industrial training is a short duration training provided for students. Industrial training is the training of university students to work in an industry. It means that, they will go for work like normal employee but they just unofficial and still students. When they go for internship, they need to make report to complete their study. Objectives of industrial training is provides pre-professionals work experience with specific assignments and responsibilities. Next is to encourage a personal career interests, serving as a bridge between university and the world of works. Next to help students to improve their marketability after graduation. In Faculty of Information Management, students are required to undergo industrial training for five (5) months (Faculty of Information Management, 2014). After completing the training, students need to submit industrial training report to the faculty (paper-based report and CD-ROM). Duration of the industrial training are from 1 February 2018 until 30 June 2018. The student have choose Pejabat Setiausaha Kerajaan Negeri Kelantan as place for internship.

## 1.1 Background of Organization

### 1.1.1    Background Of Pejabat Setiausaha Kerajaan Negeri Kelantan



Figure 1: Pejabat Setiausaha Kerajaan Negeri Kelantan

In the 19th century to early 20th century, secretarial duties such as writing a letter - Royal Mail and the government formal mail has carried out by "Semian" (Tok Semian). The word "Semian" comes from Siam which means "scribe" .At the end of the century 19, semian offices located in the long building made of wood in front of the Istana Balai Besar and called "Opis Long" which was built at the beginning of the reign of Sultan Mansor ( 1891-1899).



Figure 2: Pejabat Setiausaha Kerajaan Negeri Kelantan (Year 1954)

At the beginning of the reign of Sultan Muhammad IV (1899-1920) was built a rectangular wooden building called "Opis Pohon Celagi". Pejabat Setiausaha Kerajaan had also been placed in the 'Bangunan Takdir', Jalan Sultan Ibrahim, next to the Old Post Office, Kota Bharu.

During the Japanese colonialism in 1942, a new building for the Office of the Pejabat SUK has been moved to a new building in Jalan Hospital / Street Doctor. After the completion of the new building in the Kampung Puteh, Jalan Kuala Krai, in March 1987, the Pejabat SUK began to be placed in Kompleks Kota Darulnaim, Kota Bharu Kelantan.

### 1.1.2 Logo of the Pejabat SUK Kelantan



Figure 3: Logo of the Pejabat Setiausaha Kerajaan Negeri Kelantan.

### 1.1.3 Address and Location of Pejabat SUK Kelantan

**Address:** PEJABAT SETIAUSAHA KERAJAAN NEGERI KELANTAN BLOK 2,

ARAS 2, KOTA DARULNAIM, 15503 KOTA BHARU, KELANTAN

**Telephone:** +609 7481957

**Website:** portal@kelantan.gov.my

**Fax:** +609 7485512

**Email:** www.kelantan.gov.my



Figure 4: Location of Pejabat Setiausaha Kerajaan Negeri Kelantan.

### 1.1.4 ROLES OF THE PEJABAT SUK KELANTAN

Office of the Secretary of State is the state secretariat which handles affairs related to state administration. Office of the Secretary of State has twelve (12) and the support unit comprising:

i)      Unit Perancang Ekonomi Negeri

ii)     Bahagian Pengurusan Sumber Manusia

iii)    Bahagian Khidmat Pengurusan

iv)     Bahagian Kerajaan Tempatan

v)      Bahagian Perumahan

vi)     Bahagian Majlis Mesyuarat Kerajaan

vii)    Unit Audit Dalam

viii)   Bahagian Pelancongan dan Kebudayaan Pejabat SUK

ix)     Bahagian Pengurusan Teknologi Maklumat

x)      Bahagian Pengurusan Korporat

xi)     Urus Setia Integriti dan Inovasi

xii)    Unit Undang-undang

Pejabat SUK Kelantan is the General Administration of the State and also act as Chairman of the Office for all department / agency and the State and Federal Statutory Bodies and twelve (12) Local Authority State. Therefore, Government Departments / Agencies, Statutory Bodies and Local Authorities are not only responsible to the Ministry at the central level but indirectly responsible to the Pejabat SUK. Statutory Bodies and Local Authorities are part of the Public Service.

This is because both bodies autonomous adopt regulations Public Service concerning the appointment, promotion, termination, administrative instructions, conditions of service and the Remuneration System which officials and their staff also receive pensions and benefits retirement as enjoyed by members of the Public Service.

Among the major role played by Pejabat SUK as the state secretariat which handles the affairs of the state administration are: -

- Role as a leader and organizer.
- The role of facilitator and regulator.
- The role as a state strategic coordinator.
- Bilateral relations between the government and the people.

a) Role As the leader and organizer
- Pejabat SUK act as a leader and organizer in exploring new areas to ensure the coordinated development between the ongoing state and in achieving the objectives of country, especially in realizing the agenda of human resource development in the settled and implement the roadmap to produce a strategic human capital needs required by the country to cope with the country's competitiveness and global challenges.

b) The role of facilitator and regulator.
- Pejabat SUK acted as a facilitator and regulator in the development of the country based on the fundamentals of the national macro to make the country being competitive globally, especially the provision of skilled human capital, knowledge, has the robustness of yourself, be proactive, competent, efficient, productive and smart thinking in accordance with the state in overcoming the challenges.

c) The role as a state strategic coordinator.
- Pejabat SUK acts as a vital Strategic Coordinator to stakeholders and customers (people) whether in the development of infrastructure and human capital development in order to ensure the progress of the state in accordance with the progress of the center.

d) Bilateral relations between the government and the people.
- Administration in the Pejabat SUK has been using a "Two Step Flow ', where there is the feedback process between the government and the people. Through bilateral contact, the government and the people will be able to assist the government in order to provide the best service to the people.

Figure 5: Vision, Mission and Motto of the Pejabat Setiausaha Kerajaan Negeri Kelantan.

### 1.1.5 Customer's Charter of Pejabat SUK

| No | Department | Customer's charter |
|---|---|---|
| 1 | Unit Perancang Ekonomi Negeri | • Preparing Papers Committee / Executive Council within 14 working days. <br><br> • Prepare and distribute minutes of meeting within seven working days. <br><br> • Processing applications for investment projects not exceeding 6 months from the date the application is filed |
| 2 | Bahagian Perumahan | • Managing payments clear Low-Cost Public Housing |

| | | |
|---|---|---|
| | | (RAKR) within no more than 10 minutes to process new applications. |
| | | • Managing Public Low-Cost Housing (RAKR) within 60 working days from the date of application depends on the readiness of the house. |
| | | • Managing the transfer process applications Public Low-Cost Housing (RAKR) within 60 working days from the date of application. |
| | | • Action complaint management Public Low-Cost Housing maintenance (RAKR) within 5 days from the date of application / complaint. |
| | | • Managing home sales quota application process to non-Malays by the developer within 60 working days from the date of application. |
| 3 | Bahagian Kerajaan Tempatan | • Provision of Payment Voucher appointed to the State Treasury within 7 working days after receiving a complete application. |
| | | • Shipping Financial Statements for auditing local authorities before 31 May each year to the National Audit Department. |
| | | • Disclosure of complaints / feedback to PBT within 3 working days after the complaint / feedback welcome. |
| | | • Monitoring Unit One Stop Center (OSC) PBT entire state before the 15$^{th}$ day of each month. The distribution of development funds to local authorities two times a year |

| | | |
|---|---|---|
| | | (before the end of April and October of each year). |
| 4 | Bahagian Pengurusan Sumber Manusia | • All service within 5 days of receipt.<br><br>• Managing Application State civil servants on leave (Half-Paid / Unpaid) within 10 working days from the date of application.<br><br>• Managing application Abroad / Haji Leaves within 14 working days from the date of application.<br><br>• Managing disciplinary cases within 4 months from the date of receipt (complete document) for normal cases.<br><br>• The promotion of four months from the date of receipt (subject to security clearance decisions MACC) on the date of application.<br><br>• Managing reimbursement of treatment within 15 working days from the date of application.<br><br>• Managing pension within 2 weeks of receipt.<br><br>• Production mental transformation program results within 2 months from the date of completion of the course.<br><br>• Issue a letter of permission to attend meetings / briefings within 1 week of receipt of request.<br><br>• Processing the application for exception of induction and examination within 2 weeks of receiving the application. |
| 5 | Bahagian Integriti Dan Tadbir Urus | • Organizing integrity awareness programs such as lectures / workshops / seminars / forums and such as it at least two (2) times a year. |

|   |   |   |
|---|---|---|
|   |   | • Receive an invitation lecture / briefing on the integrity of at least one (1) times within three (3) months and submit a declaration of acceptance of the invitation lecture / briefing department / agency concerned within three (3) working days after receiving the invitation lecture / briefing.<br><br>• Submit reports of integrity and governance of the Malaysian Anti-Corruption Commission (MACC) to three (3) times a year.<br><br>• Implementing 'Jawatankuasa Integriti dan Tadbir Urus' (JITU) committee meetings three (3) times a year.<br><br>• To conduct a study on perception of the integrity one (1) times a year and provides research reports concerned within seven (7) working days. |
| 6 | Majlis Mesyuarat Kerajaan | • Processing the received of EXCO Paperwork and distributed to the Members of the Executive Council in the last (5) five working days.<br><br>• Prepare reports minutes after the Conference of the Executive Council immediately on the day of the conference.<br><br>• Send results conference / files to the parties concerned within three (3) working days.<br><br>• Approval for under the provisions of the Executive Council in the last (5) five working days.<br><br>• Processing the issue of pension payments after receiving a |

| | | |
|---|---|---|
| | | complete application from the applicant within three working days.<br><br>• Processing travel claims forms of the administration and members of the state assembly within 4 working days. |
| 7 | Bahagian Khidmat Pengurusan | • Application for the use of government vehicles within 1 working day.<br><br>• Preparation of salaries and allowances completed within seven working days from the date of receipt of the completed claims.<br><br>• Preparation of payment vouchers claims by suppliers completed within 7 working days from the date of receipt of the completed claim.<br><br>• Production payment receipts completed within half an hour after receiving the payment.<br><br>• Local Production Order and Work Order completed within 3 days of receipt of a complete application.<br><br>• Managing a small complaint in the office within 5 working days.<br><br>• Ensure cleaning work by contractors appointed and the unit responsible for carrying out cleaning with satisfaction within 5 working days.<br><br>• Ensuring Government vehicles are maintained in accordance with the timetable set within 3 months.<br><br>• Ensuring stock of office supplies in storage is always |

| | | |
|---|---|---|
| 12 | | available and sufficient within 1 month. |
| | | • Ensuring the management of capital assets inventory records and regularly updated within 5 working days. |
| | | • Maintain inventory and capital assets that are in good condition and can be used within 1 month. |
| 8 | Unit Audit Dalam | • Conduct audits in ten (10) year state agencies. |
| | | • Issued a preliminary report of Audit observations after two (2) weeks of completion of the audit. |
| | | • Issuing the final report of the audit observations within one (1) week after the "Exit Conference". |
| | | • Running a sudden audit at three (3) year state agencies. |
| | | • Conducting inspections in sixteen (16) year state agencies. |
| 9 | Bahagian Pengurusan Teknologi Maklumat | • Maintenance of the systems developed applications made within no later than three (3) months from the date of application. |
| | | • Taking action on the complaint had access network under the control of these departments and ICT equipment damage in all of Division / Unit under the Pejabat SUK within 24 hours of receiving the complaint. |
| | | • Upload information into the official Portal of Kelantan (http://www.kelantan.gov.my) within one (1) working days from the date the information is received. |
| | | • Registration of "sub-domain" and "hosting" within 24 hours from the time of application. |

| | | |
|---|---|---|
| | | • Registration of official e-mail account (http://webmail.kelantan.gov.my) within 24 hours from the time of application.<br><br>• Conducting courses / workshops / presentations on ICT to officers and employees of the division / unit under the Pejabat SUK and the Department / State Government agencies within (2) two months. |
| 10 | Bahagian Pengurusan Korporat | • Publish Bulletin of Pejabat SUK once in three months.<br><br>• Publishing the Annual Report of the Pejabat SUK from Previous Year.<br><br>• Issuing State Government Official Diary for Next Year before end of December in current year.<br><br>• Choosing Example Citizens of Pejabat SUK On Every Month.<br><br>• Managing Customer Satisfaction Study every months. |
| 11 | Bahagian Pelancongan dan Kebudayaan | • Creating and analyzing census data, the influx of tourists once a month.<br><br>• Organizing Cultural and arts programs in Gelanggang Seni by 3 days a week.<br><br>• Processing applications for rental Gelanggang Seni / LED Billboard in 1 working days.<br><br>• Processing applications for the distribution of brochures in three days from the date of application. |

Table 1: Customer's Charter of Pejabat SUK

| Kategori Pelanggan/ Stakeholders | Pelanggan/ Stakeholders |
|---|---|
| Stakeholders | KDYMM AL-SULTAN<br>Kerajaan Persekutuan<br>Y.A.B Menteri Besar Kelantan<br>Y.A.B Timbalan Menteri Besar Kelantan<br>Y.B Ahli Mesyuarat Kerajaan (EXCO)<br>Ahli-Ahli Yang Berhormat |
| Agensi Kerajaan | Jabatan/agensi Kerajaan Persekutuan<br>Jabatan/agensi Kerajaan Negeri<br>Badan Berkanun Negeri<br>Pihak Berkuasa Tempata |
| Anggota Sektor Awam | Negeri Badan Berkanun Negeri Kelantan<br>Pihak Berkuasa Tempatan Negeri Kelantan |
| Pesara & Penerima Pencen | Pesara<br>Penerima Pencen |
| Rakyat | |

Figure 6: Customer's and Stakeholder's of Pejabat SUK

## 1.2 Organizational Structure



**Carta Organisasi**
Pejabat Setiausaha Negeri Kelantan

Bahagian Pengurusan Korporat

Unit Audit Dalam

Bahagian Integriti dan Tadbir Urus

Unit Undang-Undang

YB DATO' HJ. NAZRAN BIN MUHAMMAD
SETIAUSAHA KERAJAAN
NEGERI KELANTAN

YM DATO' DR. TENGKU MOHAMED FAZIHARUDEAN
BIN TENGKU FEISSAL (TENGKU KAYA PERKASA)
TIMBALAN SETIAUSAHA KERAJAAN
NEGERI KELANTAN
(PEMBANGUNAN)

YABHG. DATO' HJ. ADNAN BIN HUSSIN
TIMBALAN SETIAUSAHA KERAJAAN
NEGERI KELANTAN
(PENGURUSAN)

Unit Perancang Ekonomi Negeri (UPEN)

Bahagian KerajaanTempatan

Bahagian Perumahan

Bahagian Pelancongan dan Kebudayaan

Bahagian Pengurusan Sumber Manusia

Bahagian Khidmat Pengurusan

Bahagian Pengurusan Teknologi Maklumat

Bahagian Majlis Mesyuarat Kerajaan

Figure 7: Top Management of Pejabat SUK

# CHAPTER 2

# Chapter 2

## Organizational Information



Figure 8: Logo of 'Bahagian Pengurusan Sumber Manusia'.

'Bahagian Pengurusan Sumber Manusia' (BPSM) of the Pejabat SUK who was instrumental in managing human resources including human capital development and public service of the State. BPSM is headed by a Director Grade N54, En. Ab. Pattah bin Hasbullah assisted by an Assistant Director Grade 3 N48 and N44 grade of Assistant Director.



Figure 9: Director of BPSM.

| | |
|---|---|
| Vision: | "Leader Administration and Service Excellence". |
| Mission: | "Producing State Public Servants Who Have Great Mind And Culture Of First Class" |
| Objective: | Prepare and serve the Human Resources Management of State Civil Service efficient and effective consistently, based on professionalism, integrity and the latest technology to meet the requirements of the organization's mission and objectives and customer needs based on Islam as Addin. |
| Address: | PEJABAT SETIAUSAHA KERAJAAN NEGERI KELANTAN<br>**Bahagian Pengurusan Sumber Manusia**<br>Blok 2, Aras 2, Kota Darulnaim<br>15503 KOTA BHARU<br>KELANTAN<br>TEL : 09-7481957<br>EMAIL : bpsm@kelantan.gov.my<br><br>Figure 10: address of BPSM |

Table 2: Details of BPSM

## 2.1 Departmental Structure

**CARTA ORGANISASI BAHAGIAN PENGURUSAN SUMBER MANUSIA, PEJABAT SUK KELANTAN**



Figure 10: Organizational Structure of BPSM
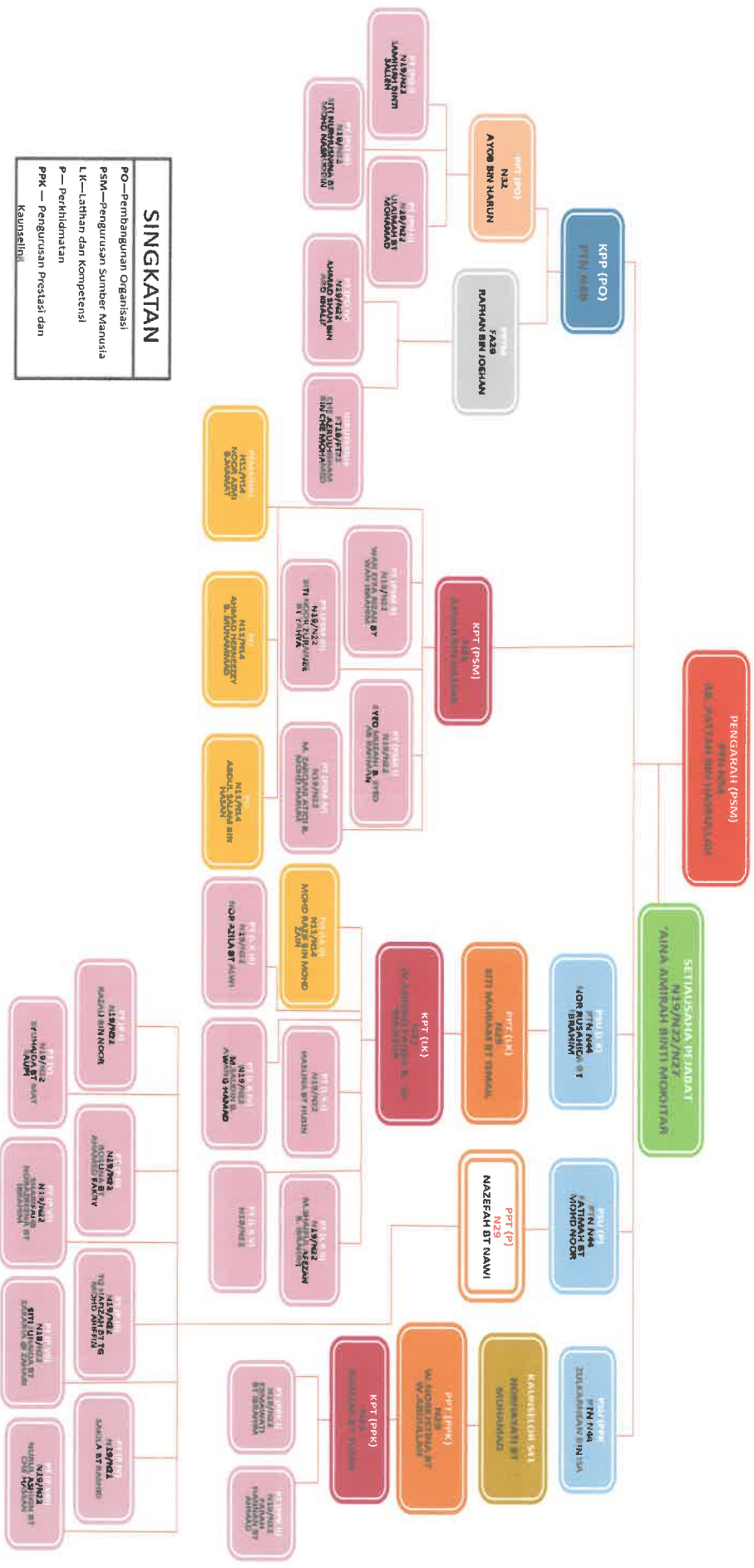
**SINGKATAN**

PO—Pembangunan Organisasi
PSM—Pengurusan Sumber Manusia
LK—Latihan dan Kompetensi
P—Perkhidmatan
PPK — Pengurusan Prestasi dan Kaunseling

## 2.2 Department Function

### 2.2.1 Core Functions of Bahagian Pengurusan Sumber Manusia (BPSM)

In summary, the 'Bahagian Pengurusan Sumber Manusia' (BPSM) prepare and serve the Human Resources Management of State Civil Service with efficient and effective consistently, based on professionalism, integrity and technology to meet the requirements of the organization's mission and objectives and customer needs based on Islam as Addin.

BPSM were divided into five units which are :

- Organizational Development Unit
- Services Unit
- Performance and Counselling Unit
- Training and Competency Unit
- Management Unit

a) Organizational Development Unit

- Organizational Development Unit supervised by a Chief Assistant Director (BPSM) Grade N48 assisted by an Assistant Administrative Officer Grade N36 in addition to an Assistant Information Technology Officer Grade F29 and three (3) Administrative Assistant Grade N19. This unit serves to plan for Organizational Development Office of the Pejabat SUK that is considered the embodiment and the abolition of posts, post regrading, designing programs and activities of the Pejabat SUK of Kelantan and its agencies and managing staffing / personnel, managing the recruitment of officers / staff and also coordinate and monitor the implementation of HRMIS departments / agencies of the State.

b) Services Unit

- Services Unit supervised by an Assistant Director (Services) Grade N44 assisted by an Assistant Administrative Officer Grade N32, ten (10) Administrative Assistant N19 and an Operations Assistant Grade N11. Responsible for carrying out and implementing service-related matters, pensions, leaves and records of the Civil Service of the State.

c) Performance and Counselling Unit

- Performance and Counselling Unit supervised by an Assistant Director (Performance and Counselling) Grade N44 is also assisted by a senior Psychology (Contract) Grade N41 and an Assistant Administrative Officer Grade N29 in the next three (3) Administrative Assistant Grade N19 and an Assistant operation Grade N11. Plays a role to implement and enforce the disciplinary action to the officers / employees who violate the rules of the State Civil Service Public Officers (Conduct and Discipline) Regulations 1996 and implement the promotion and acting officers / employees to the State Civil Service.

d) Training and Competency Unit

- Training and Competency Unit supervised by an Assistant Director (Training and Competence) Grade N44 is also assisted by an Assistant Administrative Officer Grade N29 and a Chief Administrative Assistant N22 next five (5) Administrative Assistant N19 and an Operations Assistant Grade N11. Role in planning, identifying and coordinating the training activities within and outside the country, developing curriculum and training programs, developing career advancement and provides a 'succession planning' for the schemes of service in the administration of the State and draw up an operational plan short-term training and long-term to officers / employees to the State Civil Service.

e) Management Unit

- Management Unit also supervised by an Office Assistant Grade N26 and is assisted by a Secretary Grade N19, three (3) Administrative Assistant Grade N19 and two (2) Operations Assistant Grade N11. This unit role is to manage the receipt and distribution of the letters received and recorded the movement of files. The unit is also responsible for managing the needs of equipment and fittings for BPSM as well as the safety of an office.
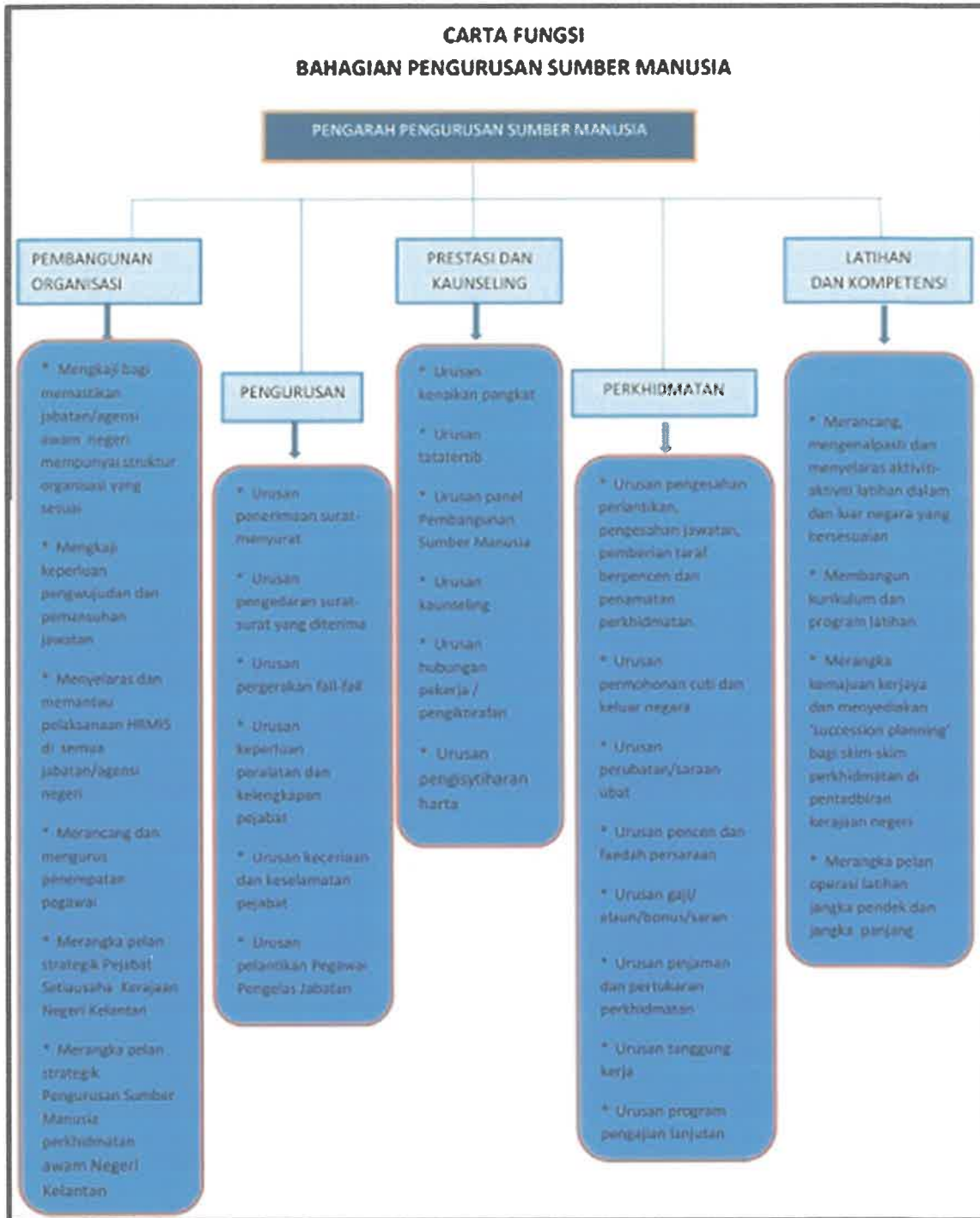
Figure 11: Functions Chart of BPSM

**2.2.2 Customer Charter of Human Resource Management**

Controlling Managing Service State Civil Servants within the prescribed period as follows: -

a) Processing the Approval the Statement of Salary Changes in (Document complete and regular) in the last 6 days and vice versa 2 weeks (for documents that are incomplete).

b) The approval of the Statement of Salary Changes in the last two weeks provided they are accompanied by documents for:

i. Creation and Restructuring Establishment.

ii. Training and Competence Employees of Public Service.

iii. Performance Management.

iv. Records and Managing Retirement Services Officer or the State Public Service.

v. Circulars adoption process

vi. Appointment of Contract Officer and Part Time.

c) Submit to the Jabatan Perkhidmatan Awam (JPA) the documents of Mandatory Retirement 12 months before the date of retirement and 6 months for Individual Retirement Options.

d) Approval Certificate Liability work within 1 month from the date of application (if the application is submitted to day procedure).

e) The promotion process in the next 2 months.

f) To resolve disciplinary cases within 4 months from the date of receipt, except for cases brought to court.

# CHAPTER 3

**Chapter 3**

**Industrial Training Activities**

## 3.1 Training Activities

This chapter explained all the activities that have been done by the students during the 5 months of internship. During the 5 months of internship there are lots of task given by the company to the students so that the students can gained new knowledge and gained new experience in many aspects. This chapter also include special project that have been develop by the student which is E-Praktikal.

### 3.1.1 Labelling the files



Figure 12: Cover and Spine Label for File

- The trainee labelling the files such as Act's File and International Standard Organization (ISO) files using the software Microsoft Word. Then, those labels are put in the visible plastic to avoid the damage of the papers. The labelling is based on the contents in the file. The purpose of the file labelling is to ease the search and faster retrieval of the documents in the file. So that

when they want to search the file that they want to use they just need to see the labelling.

### 3.1.2 Prepare the minute sheets for the file



Figure 13: Minute Sheet

- During the industrial training, the trainee prepared the minute sheets for files. The files contain inward and outward correspondence. The inward correspondences is the correspondence that send by other departments to BPSM while the outward correspondences is the correspondence that BPSM send to others. The inward correspondence are write by using red ink pen meanwhile the outward correspondence using the black ink pen. The minute sheets are prepared by write out the subject and the date of correspondences. The purpose of the minute's sheets is to facilitate the search of the correspondences in the file.

### 3.1.3 Updating the Statement of staff salary changes (Kewangan 8)

- 'Kewangan 8' is the statement of the staff salary changes. It is the statement of the salary movement. Each staff will have a salary increments every year. So, BPSM are responsible to carry out this responsibilities. The trainee helping in updating the statement of staff salary changes (Kewangan 8). There are three or four copies of Kewangan 8 forms for each staff and trainee helping in stamped those forms. The trainee also given a chance to update

those information in the Microsoft Excel as BPSM did not have specific system to keep this information. Once the updating of information is done, the Kewangan 8 forms be put into the dossier file (staff's file).



Figure 14: Form for Kewangan 8

Figure 15: Form with Accept Stamp

### 3.1.4 List out the closed file and arranged in the file room.

- When the file reach the maximum height, the file should be closed. The trainee list out the closed file to be register into the system. The word 'file closed' should be marked at the cover of the file together with the date which it closed. Once those procedures has been done, the file must be tied in order to prevent the items separate from the files. Then, all the closed files will be arrange in the file room.

Figure 16: Closed file being marked and tied

### 3.1.5 Design the tentative books and tagging.

- The trainee possess the basic skills in designing by using the Adobe Photoshop. Thus, she was given a task to design a tentative book for special event which is 'Lawatan Kerja Ketua Setiausaha Negara ke Kelantan'. The trainee should include the details about the event such as the venue, time, tentative of the events and the list of the ushered of the events. Not only have that, the trainee also designed the seat and souvenirs tagging. The elements in the tagging is the logo of the society, name of the events and name of the VIPs.

Figure 17: Tentative Book

### 3.1.6 Prepare a summary report for the staff attendance.

- Every month, the trainee required to prepare a summary report for the staff attendance. The summary of report are prepared using Microsoft Word. The trainee do the report for the staff who arrive late for work, go back early from the office hours and did not finger Tec the whole day. The report are put into the file titled 'Finger Tec, Unit Perkhidmatan PSM.

Figure 19: The Summary report for staff attendance

### 3.1.7 Prepare a documents for department's meeting.

- The BPSM will held a monthly meeting with all staff. Every month, the trainee helping in preparing the documents for department's meeting. For the meeting, the temporary file called 'sampul kecil' will be opened to place those documents to be given to the director of BPSM, Encik Ab. Pattah bin Hasbullah. Usually, the documents in the file consists of staff's attendance report, progress tasks of each units, and other documents related to the department. The trainee also prepare a labelling for the file which stating the subject of the file, meeting venue and meeting time.

### 3.1.8 Key in staff attendance into 'E-Keberadaan' four times a day.

- Staff attendance is the important part in the organization in order to train the staff to be more discipline and dedicated in accomplishing the daily task. It is also to ensure the staff not going out without permission of the head of department. The trainee are required to update the presence of the staff four times daily in the E-Keberadaan system. The table below shows the four sessions that the trainee needs to key in.

| Sessions | Duration |
|----------|----------|
| 1 | 8:00 am – 10:00 am |
| 2 | 10:00 am – 1:00 pm |
| 3 | 1:00 pm – 4:00 pm |
| 4 | 4:00 pm – 5:00 pm |

T



The durations of each session.

Figure 20: The interface for E-Keberadaan system

### 3.1.9 Fax Letter to Other Organization

The students need to fax invitation letter to the organization under SUK such as Pejabat Tanah dah Jajahan, Majlis Daerah and Perbadanan Muzium Kelantan. The letter that student need to fax is invitation letter to seminar that organised by Unit Latihan dan Kompetensi (ULK) which are Kursus Pengurusan Rekod, Kursus Pengurusan Kewangan, Kursus Ekspolorasi Diri  and many others. Trainee also will

follow up with the receiver of the correspondences whether it has been received by them through telephone call.



Figure 21: Fax machine

### 3.1.10 Photocopy Documents

The student also need to photocopy all type of documents according to the purpose such as photocopy materials for meeting that held by Bahagian Pengurusan Sumber Manusia. Usually for the meeting trainee will photocopy financial report and also attendance report. Besides that, trainee also photocopy many type of letter such as invitation letter that are going to fax to other organization and reply letter that are going to be email to the students who apply for internship.

Figure 22: Photocopy Machine

### 3.1.11 Reply to Application of Internship

Trainee need to reply to students that apply for internship by make reply letter and process the letter such as take sign from Puan Rusahida bt Ibrahim and photocopy the letter. The original letter will be keep in file and the copy letter will be send to the students. After process the letter trainee need to scan the letter and send it through email to the students that apply for internship.



Figure 23: Example of Reply Letter

### 3.1.12 Design Chart and Make Slide Presentation

Trainee also design chart, make slide for the company. During 5 months of training trainee need to design a few chart. The trainee used online editor and also Microsoft Word as tools to design chart. Trainee have design Bahagian Koordinasi Plan Strategik and Bahagian Koordinasi Program Khas for ULK. Besides that, trainee also make slide for "Kursus Naziran" that are going to use by Puan Rusahida BT Ibrahim for presentation at "Kursus Naziran".

Figure 24: Slide for Kursus Naziran

## BAHAGIAN KOORDINASI DAN PROGRAM KHAS (BKPK)

YB DATO SETIAUSAHA KERAJAAN
NEGERI KELANTAN

PENGARAH BAHAGIAN BKPK (EKONOMI/ PROGRAM KHAS)

N52/ N48/ N44

HAJI WAN MOHD SHUHAIMI BIN WAN MUSTAPHA

| KETUA PENOLONG PENGARAH (PELABURAN/ PEMANTAUAN PROJEK) N48/N44 EN. MOHAMAD NAZWAN BIN ISMAIL | KETUA PENOLONG PENGARAH (SOSIAL DAN EKONOMI) N48/N44 EN. MD YASIN BIN MOHD | KETUA PENOLONG PENGARAH (PEMBANGUNAN TANAH) N48/N44 TUAN HAJI RAHIM BIN MOHAMED | KETUA PENOLONG PENGARAH (PENTADBIRAN AWAM DAN KEWANGAN) N48/N44 EN. MUHAMMED IMRAN BIN MANSOOR | KETUA PENOLONG PENGARAH (PERUNDANGAN) N48/N44 EN. MOHD HELMI BIN MAT ZAIN |
|---|---|---|---|---|
| N17/N19 | N17 /N19 | N17 /N19 | N17 /N19 | N17 /N19 |
| N11 (PEMBANTU OPERASI) | N11 (PEMBANTU OPERASI) | N11 (PEMBANTU OPERASI) | N11 (PEMBANTU OPERASI) | N11 (PEMBANTU OPERASI) |

Figure 25: BKPK Chart

## BAHAGIAN KOORDINASI PELAN STRATEGIK KELANTAN (BKPS)

YB DATO SETIAUSAHA KERAJAAN
NEGERI KELANTAN

BAHAGIAN KOORDINASI PELAN
STRATEGIK KELANTAN (BKPS) · · · · · · · PENYELARAS TUGAS-TUGAS KHAS (N52)

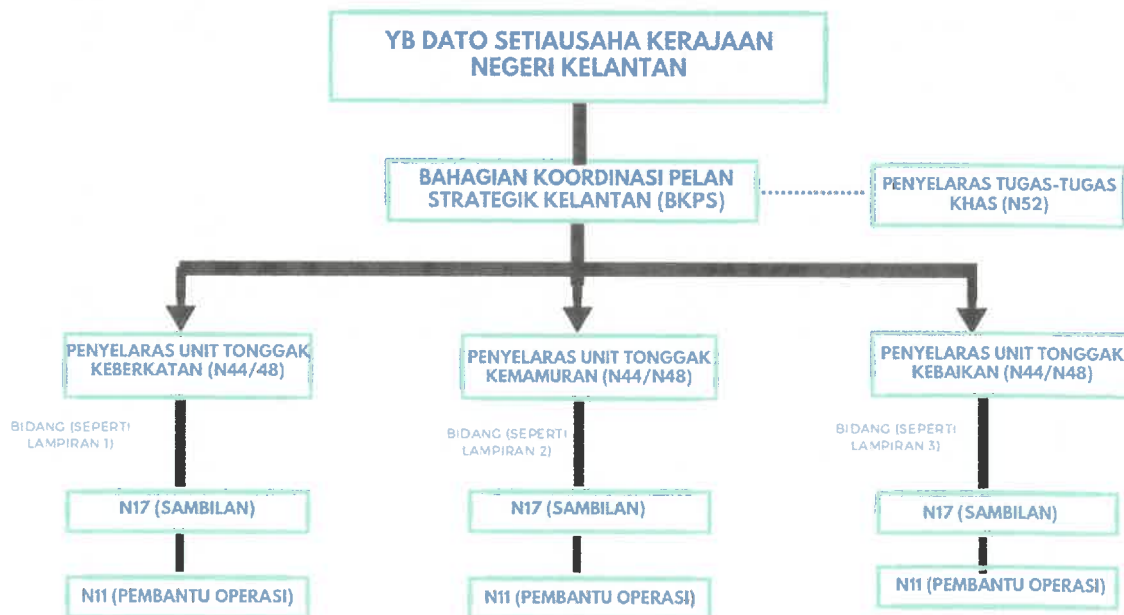| PENYELARAS UNIT TONGGAK KEBERKATAN (N44/48) | PENYELARAS UNIT TONGGAK KEMAMURAN (N44/N48) | PENYELARAS UNIT TONGGAK KEBAIKAN (N44/N48) |
|---|---|---|
| BIDANG (SEPERTI LAMPIRAN 1) | BIDANG (SEPERTI LAMPIRAN 2) | BIDANG (SEPERTI LAMPIRAN 3) |
| N17 (SAMBILAN) | N17 (SAMBILAN) | N17 (SAMBILAN) |
| N11 (PEMBANTU OPERASI) | N11 (PEMBANTU OPERASI) | N11 (PEMBANTU OPERASI) |

Figure 26: BKPS Chart

### 3.1.13 Secretariat for Seminar Organized By ULK

One of the main function of ULK are to organise 'Kursus' for the civil servants under state government. So during 5 months of internship there are 7 'kursus' held by ULK such as Kursus Ekspolorasi Diri, Kursus Pengurusan Aset, Kursus Pengurusan Fail and others, trainee need to become one of the secretariat to make sure that 'kursus' run smoothly. Before the 'kursus' trainee need to process the invitation letter that going to distribute to the organization under state government. The trainee need to photocopy the invitation letter and stapler it with other attachment such as tentative and also instruction of the 'kursus'. Next trainee also need to prepare the material for the 'kursus' such as attendance list for registration, file for the participants and others. On the 'kursus' day, trainee need to be part of the 'kursus' by became facilitator to the participant and also help them in their activity. Next, after 'kursus' trainee need to update file by arrange all the form such as registration form and evaluation form according to the organization.

Figure 27: Kursus Pengurusan Rekod

**3.1.14 Invigilator of Examination**

ULK also in charge in handling examination for civil servants under state government. For confirmation their position they need to take the exam and need to pass the exam so that their position are confirmed. During the 5 months of internship trainee have become invigilator for 2 examination. The first examination at Politeknik Kota Bharu are online examination. Trainee need to setup the computer by clearing cache of the computer and need to make sure that candidate did not have any problem during the examination. Second examination is paper based examination held at Open University Malaysia. During the examination, trainee need to pass the examination paper and need to supervise the candidates during the examination.
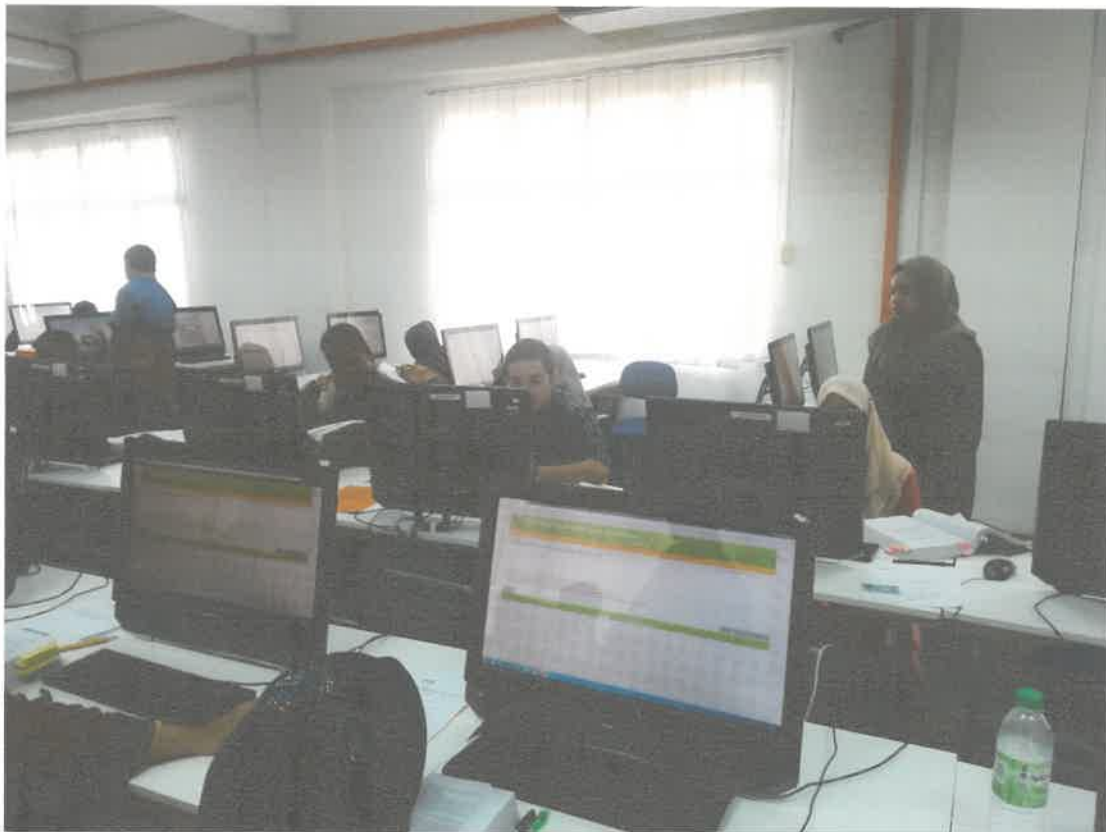


Figure 28: Trainee become Invigilator at PKB

## 3.2 Special Project

Each students of Faculty of Information Management that undergo the industrial training are compulsory to propose a special project to the organization involved. This special project should related to the courses taken by the trainee and must be completed within the training period from February to June 2018. In IM245 student can choose category for their special project based on need of the organizations. There are developing system, outreach programme and also create manual for existing system. So it depends on the discussion between the trainee and the company. That's why before developing the special project, the trainee should make a discussion with the top management of the organization to identify the problems faced by them. After identifying problems, the trainee should collect the needed information and analyse those data to proceed to the next parts.

### 3.2.1 Introduction to E-Praktikal

Every organization will take students from university to undergo their internship at their company. In order to take student for practical at their organization, they will choose the best students that are suitable related to the field that the students have learn in University. For students they need to apply before they can undergo the internship at the company. But there are possibility that the company will reject the application. One organization will receive many application from the students. The application will come in many form such as direct submit, post and also from email. So the staff need to carter all application so that they are no missing letter.

### 3.2.2 Problem Statement

Every day Unit Latihan dan Kompetensi (ULK) will receive application for internship from students that want to undergo internship at Pejabat Setiausaha Negeri Kelantan. So there are many of application received by ULK either through email, by hand and also by post. Staff in charge to handle for application need to process all the letter and reply to the students. Estimate for application that received by ULK is 5 per day. So the average by month is 150 application. So staff in charge cannot manage the application well and they will have a hard time to handle the application. Besides that, application also come in many forms such as email, by hand and post. Sometimes staff overlook the application letter because there are lot of letter and they are in many form. Next almost every day ULK receive phone call from students to ask about

internship. Usually students would like to ask either Pejabat Setiausaha Negeri Kelantan accept students for internship or not, how to apply for internship, what course can apply for internship and so on. Besides that, as for students, they did not know either SUK accept students for practical or not. Besides that, they also did not know what the procedure to apply for internship, what to submit besides resume and so on. Besides that, they need to wait for a long time for reply from ULK. Besides that, they also did not know either ULK have received their application or not.

### 3.2.3 Objective

- To help staff in managing the application from students.
- To save time when processing the application from students
- To assist user (students) in apply the internship
- To make sure that they are no overlook application

### 3.2.4 Scope of Project

E-Praktikal is created for Unit Latihan dan Kompetensi, Bahagian Pengurusan Sumber Manusia to assist in internship application. The main purpose is to ease the process of internship application for both staff who handle internship application and also for students who want to apply for internship. As mention above the target audience of E-Praktikal is staff in ULK and also students.

Only one staff can access to this system and she will control everything. She can view the list who apply for internship. Besides that, she can process all the application using this system. They can choose either to accept or reject the students by evaluating the information that have been fill in by the students. They can view the information of students that apply and decide either to accept or reject the application. Besides that, with E-Praktikal they also can assigned which department they going to place the student to undergo the internship.

Students need to register first before they can apply for the internship. After they register they need to log in using their username and password. Next they can apply for internship by fill in the provided form which is about their information such as university, course and address. To check their result they did not have to login, they just go to main page of E-praktikal and click 'Semak Status' and put their identity number.

### 3.2.5 Target User

There are two main user of this system which are staff in charge for internship and also students who apply for internship. This system was created to assist and ease the internship application for the staff and students. For staff they can save time and also make their jobs more efficient and faster. Meanwhile for students this system can help them in internship application. They did not have to post the application letter or go to the organization to apply instead they just need to apply using this system.

### 3.2.6 Tool used for development

- Computer / laptop
- Php / MySQL
- Wampserver

### 3.2.7 Project Planning

Prior to development process, the initial stage is collecting necessary information from the staff in charge for internship, staff from IT Department and also Pengarah of Bahagian Pengurusan Sumber Manusia, SUK. During this phase, a set of interviews has been conducted with staff in charge for intern application and also practical student to understand the current situation also current practise of intern application. Other similar website also has been referred to identify the function and also as a guide to develop this system. After data collection, duration of project is identified and prepared into a well-defined schedule using Gantt chart.

### 3.2.8 Significant

- Can be applied by other state organization that receive a lot of request for internship at their organization.
- Can assist in intern application for the staff and also for the students.
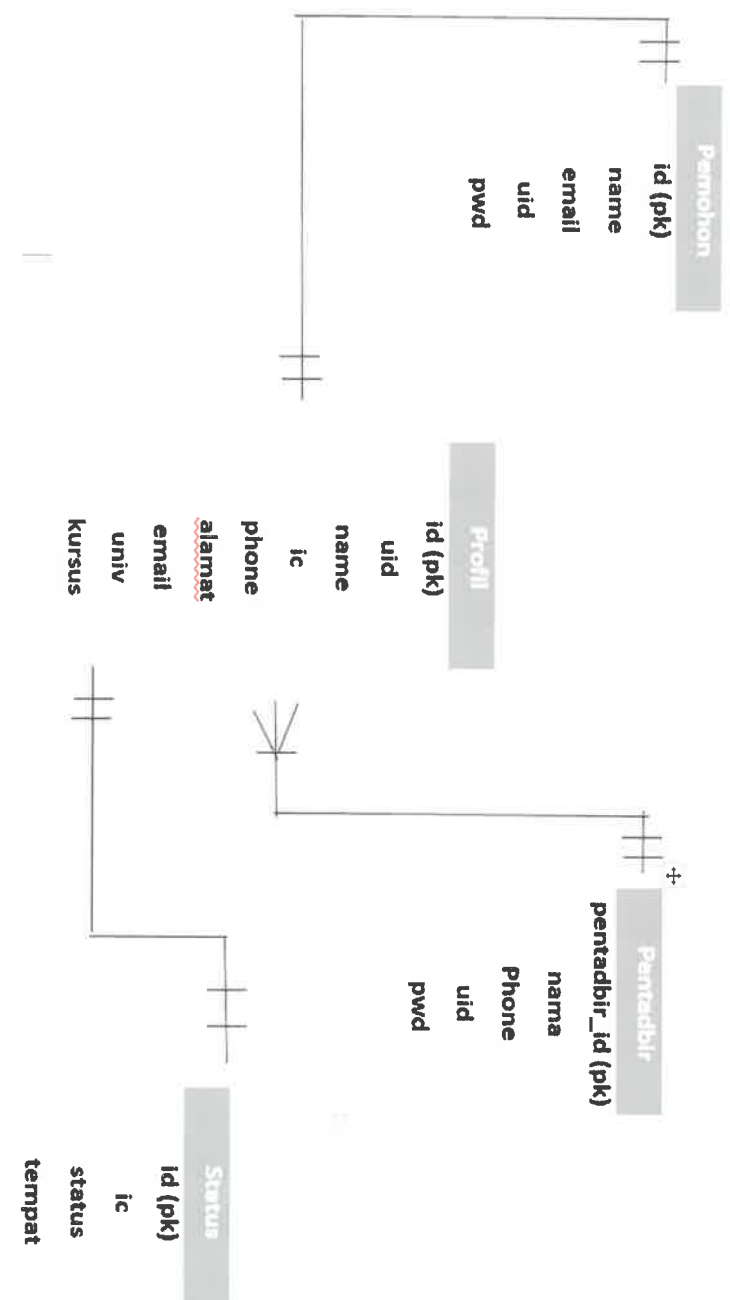
## 3.2.9 Diagram

**Pemohon**

id (pk)
name
email
uid
pwd

**Profil**

id (pk)
uid
name
ic
phone
alamat
email
univ
kursus

**Pentadbir**

pentadbir_id (pk)
nama
Phone
uid
pwd

**Status**

Id (pk)
ic
status
tempat

Figure 29: Entity Relationship Diagram
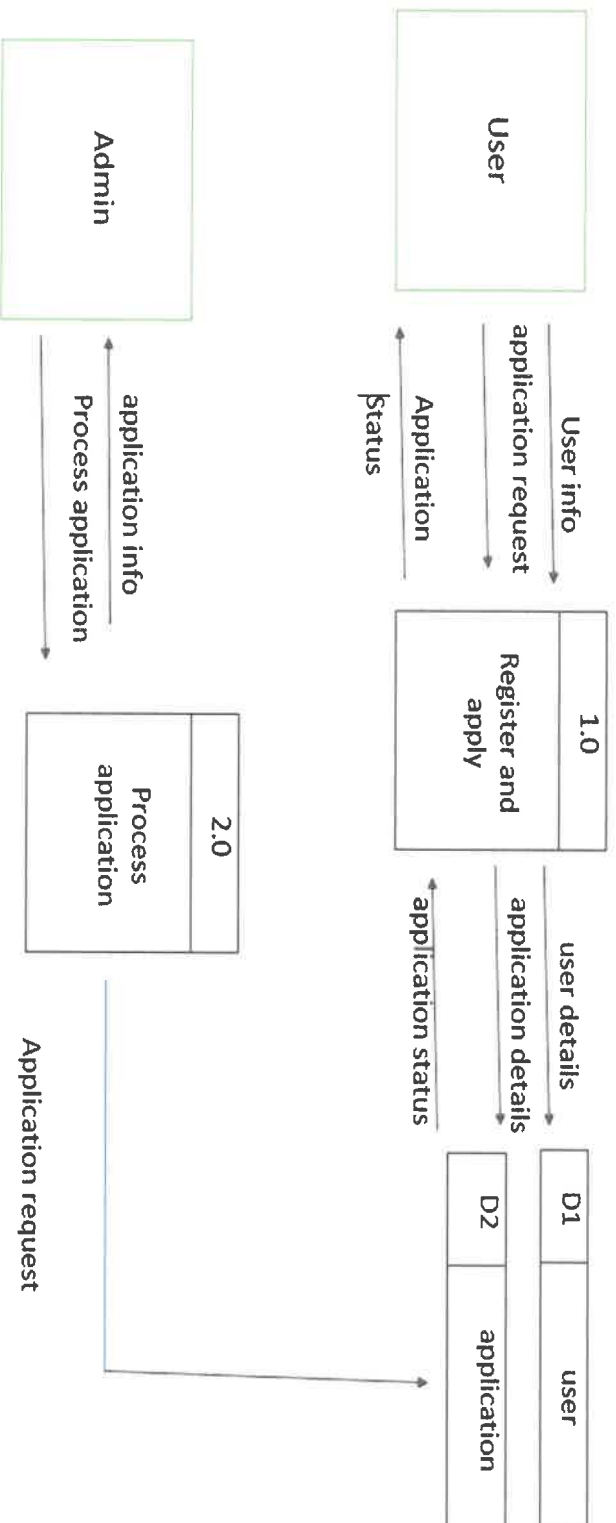
Figure 30: Data Flow Diagram

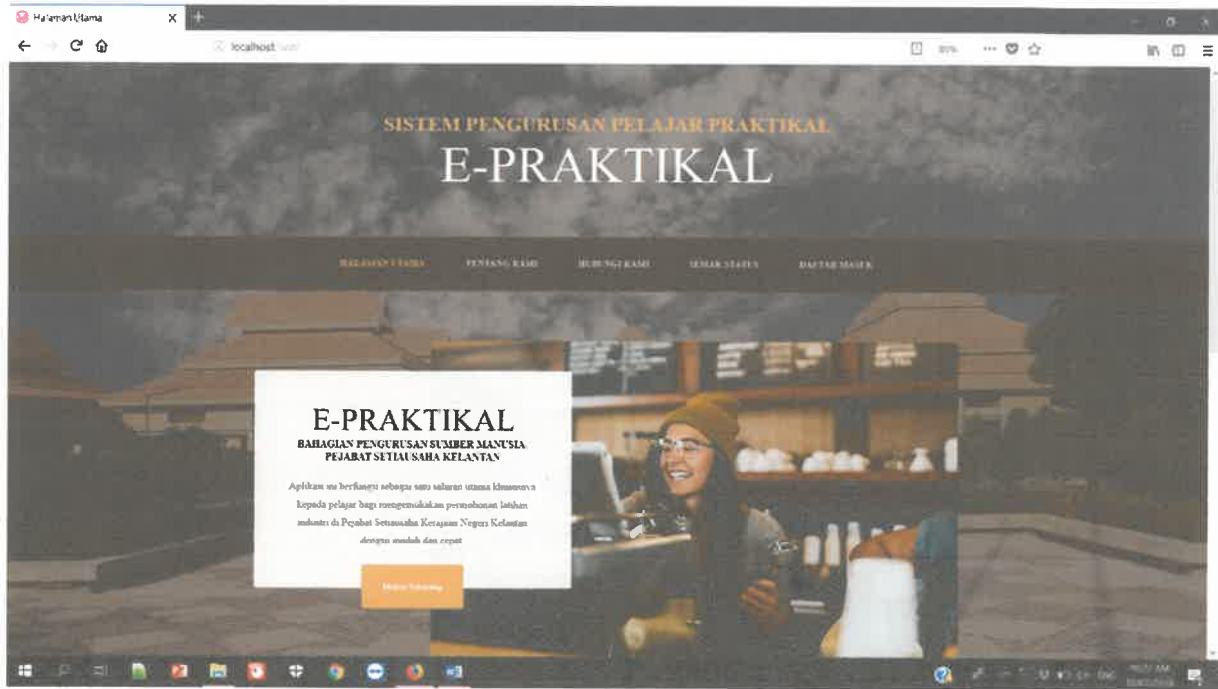| 0 |
|---|
| e-praktikal |

User (Pemohon)

Admin (Pentadbir)

user info

Request info

status|

User info

Application answer
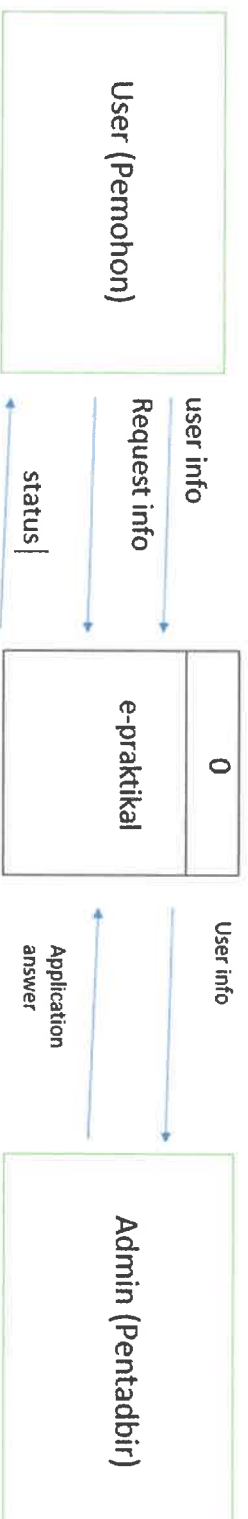
Figure 31: Context Diagram

### 3.2.10 Interface of E-Praktikal

Figure 32: Main Page for E-Praktikal
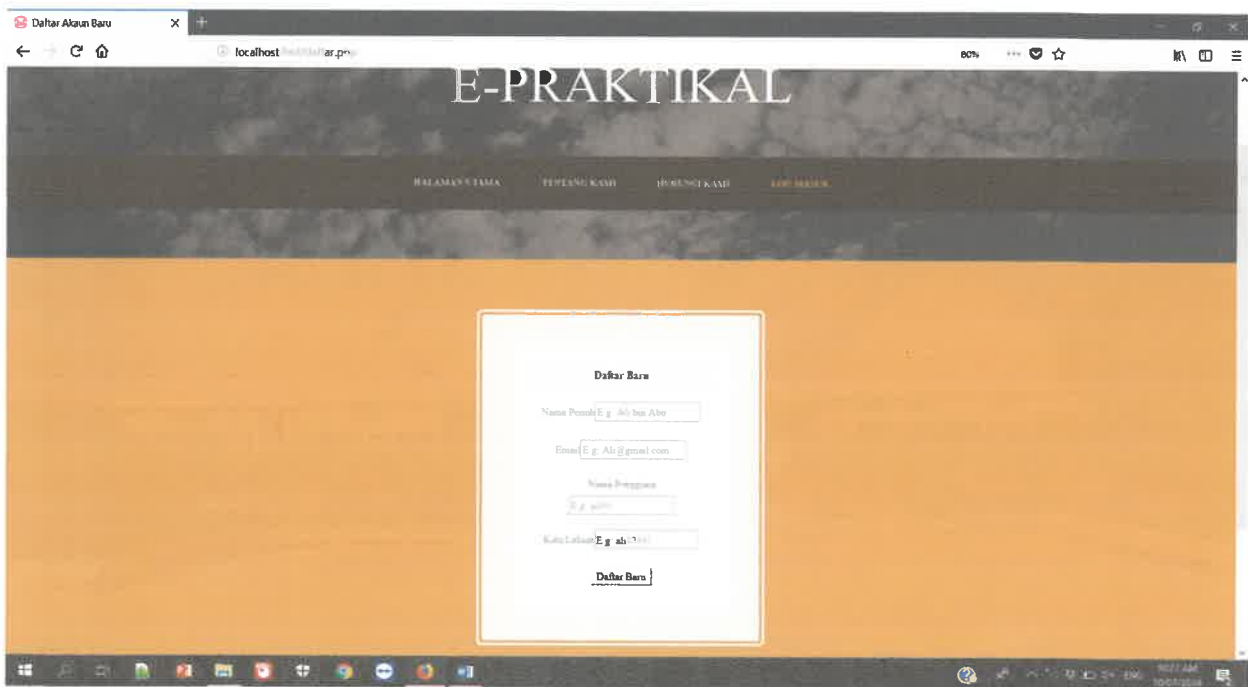


Figure 33: Register Page
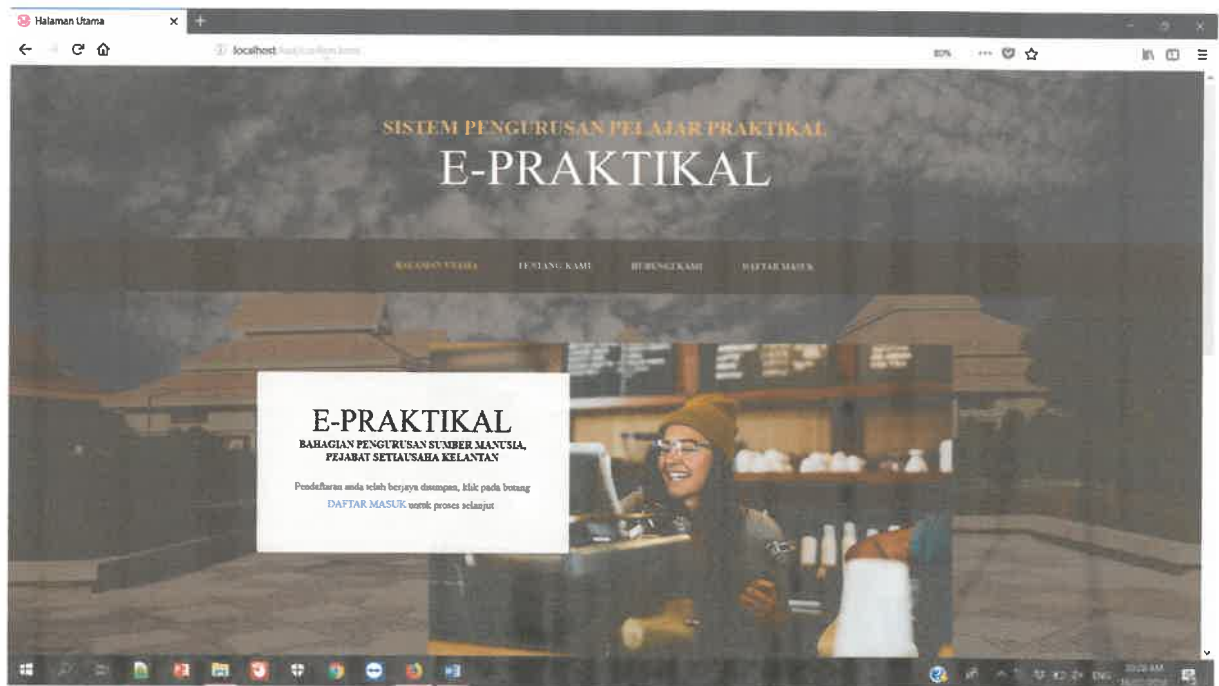
Figure 34: Confirmation Page
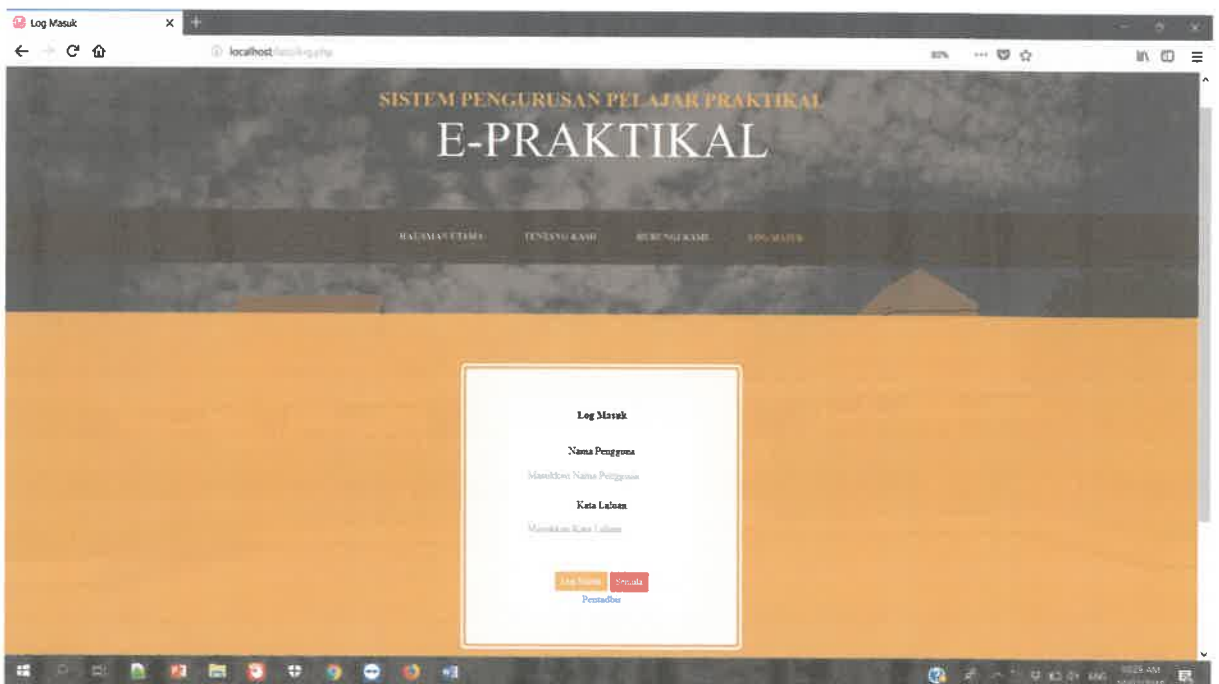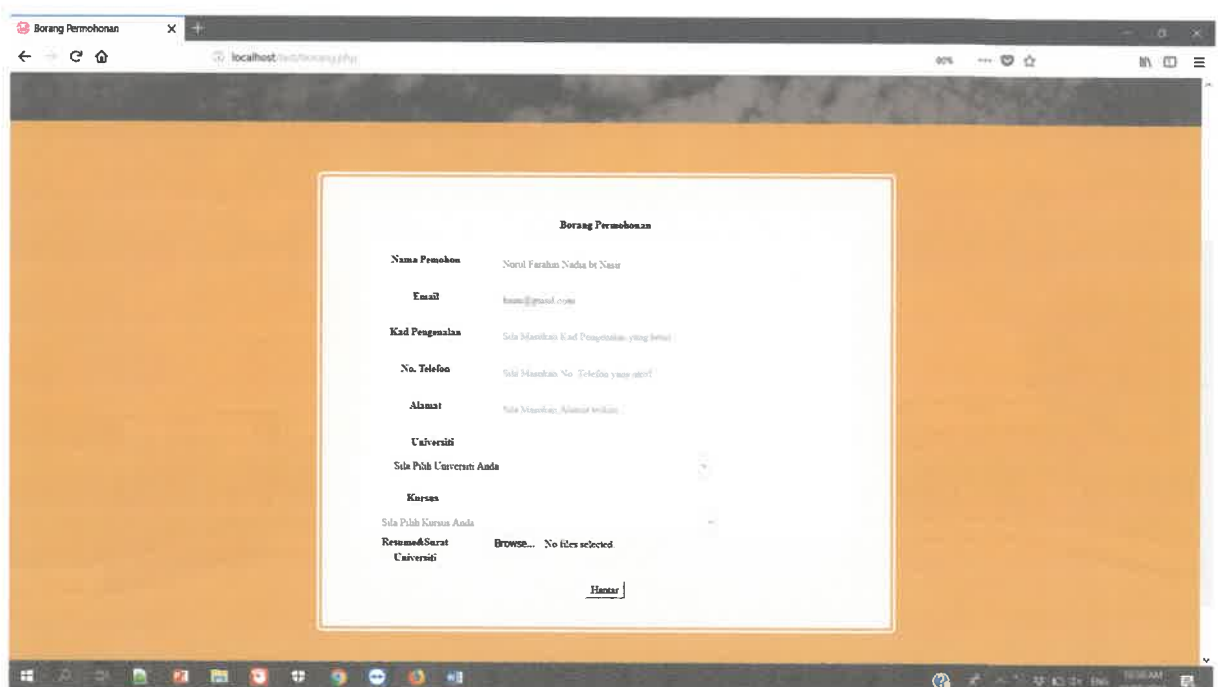


Figure 35: Login Page
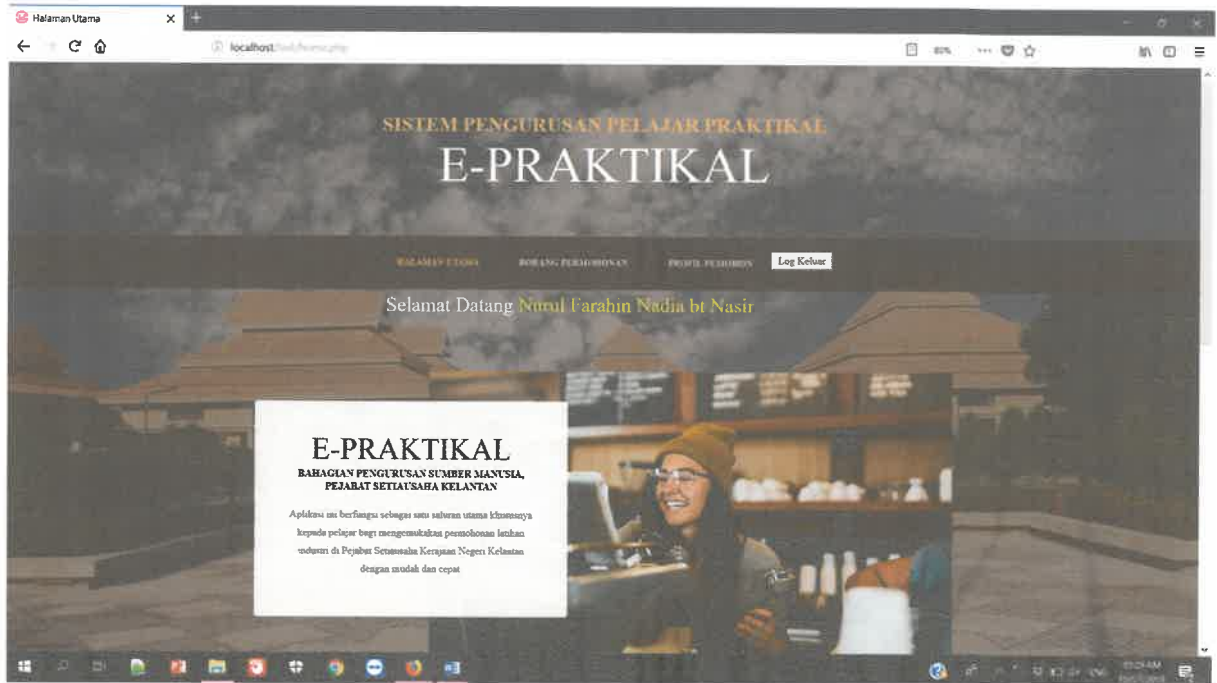
Figure 36: Home Page for User

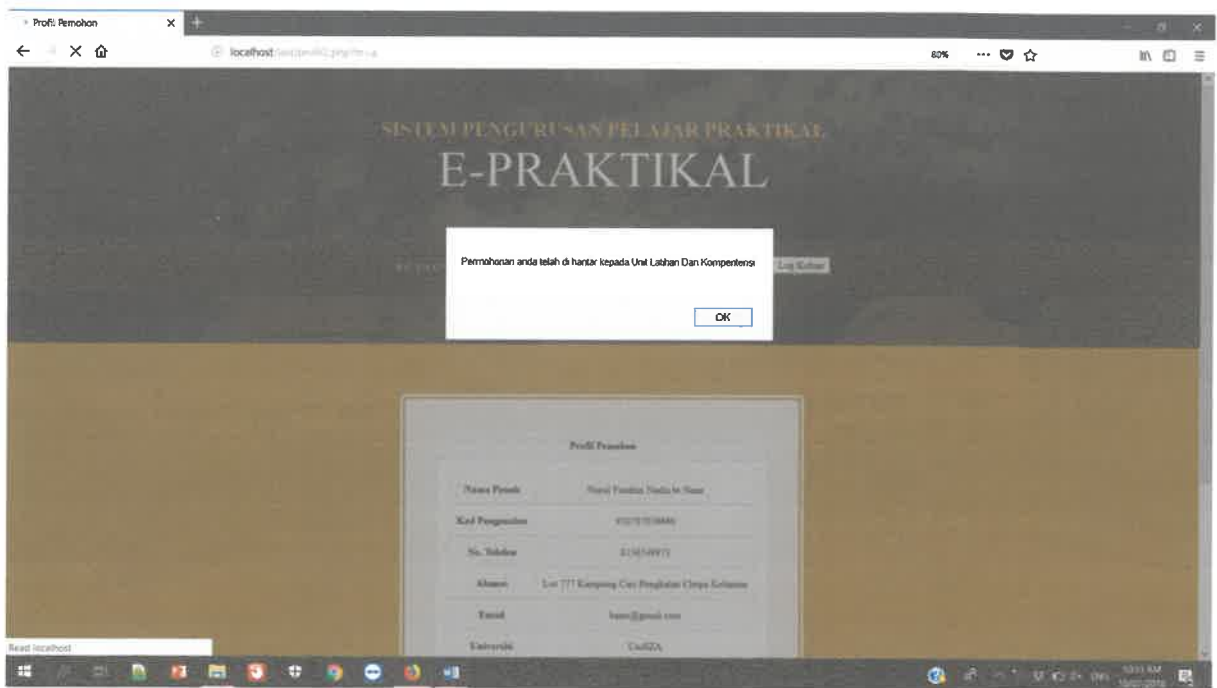Figure 37: Application Form
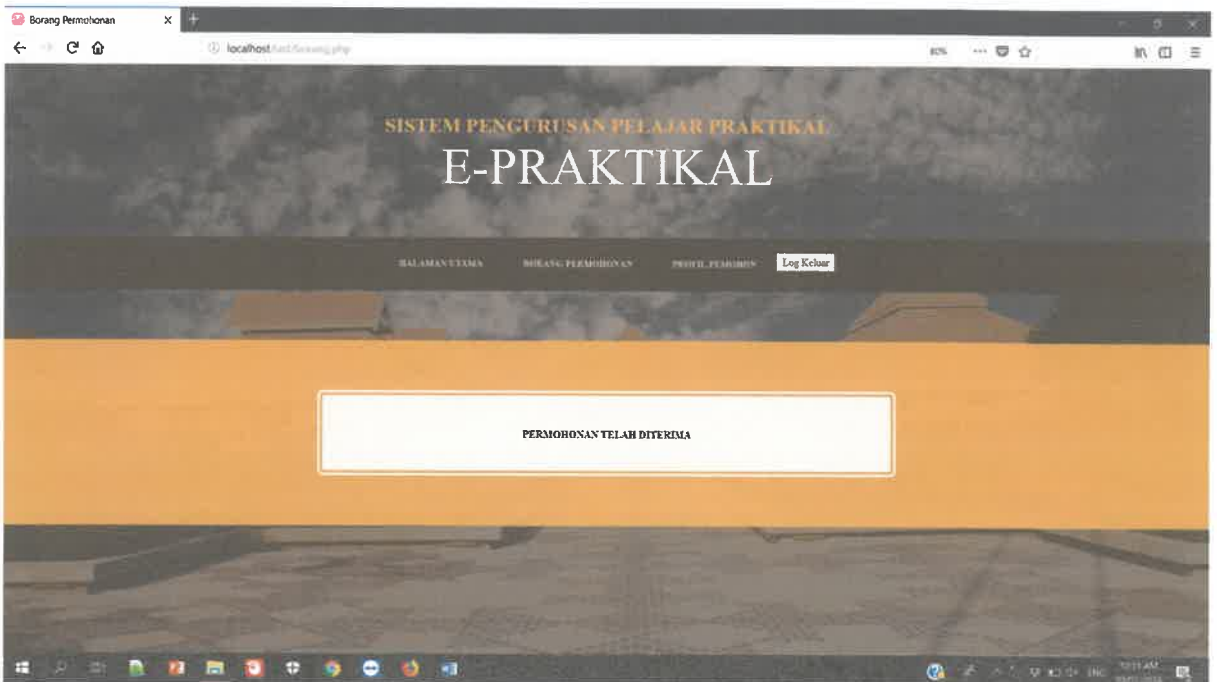


Figure 38: Conformation for Submit Form



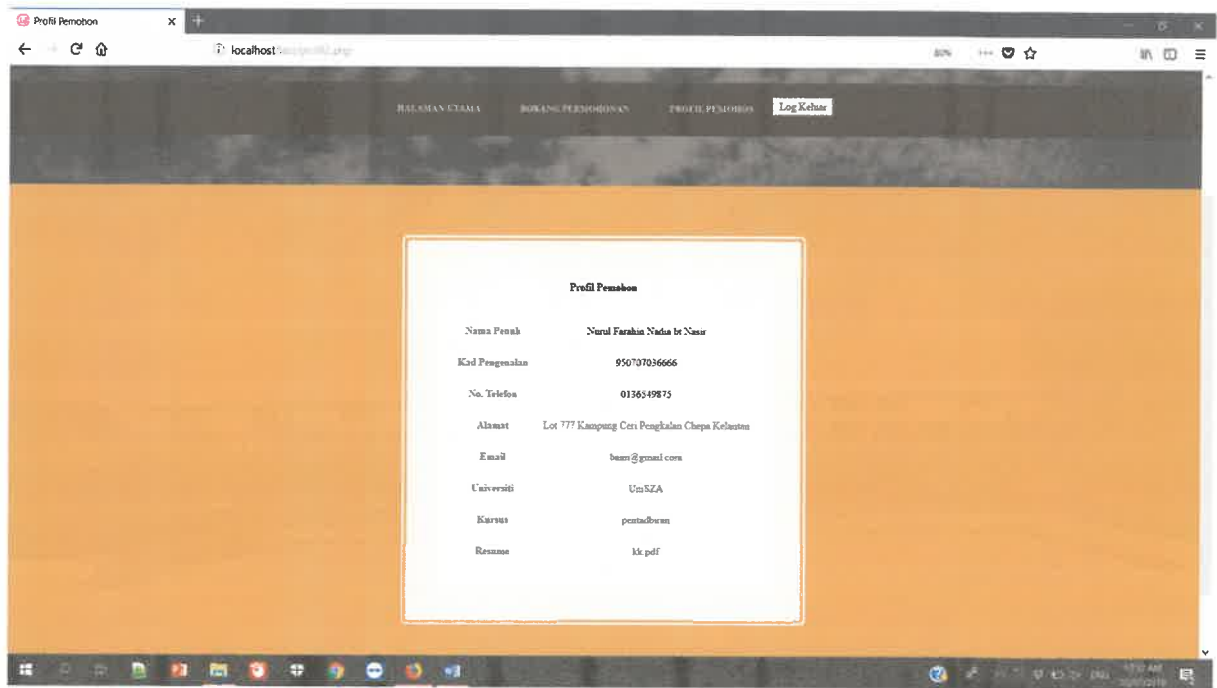Figure 39: Only One Application Can be made
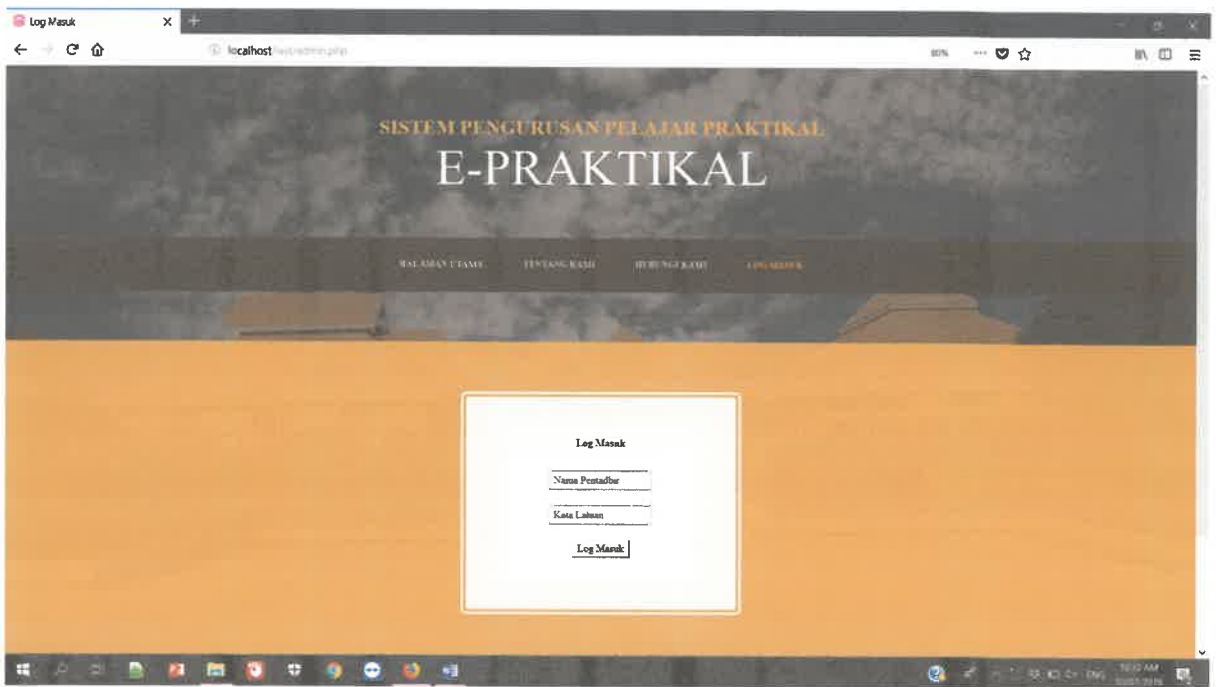
Figure 40: Profile Page



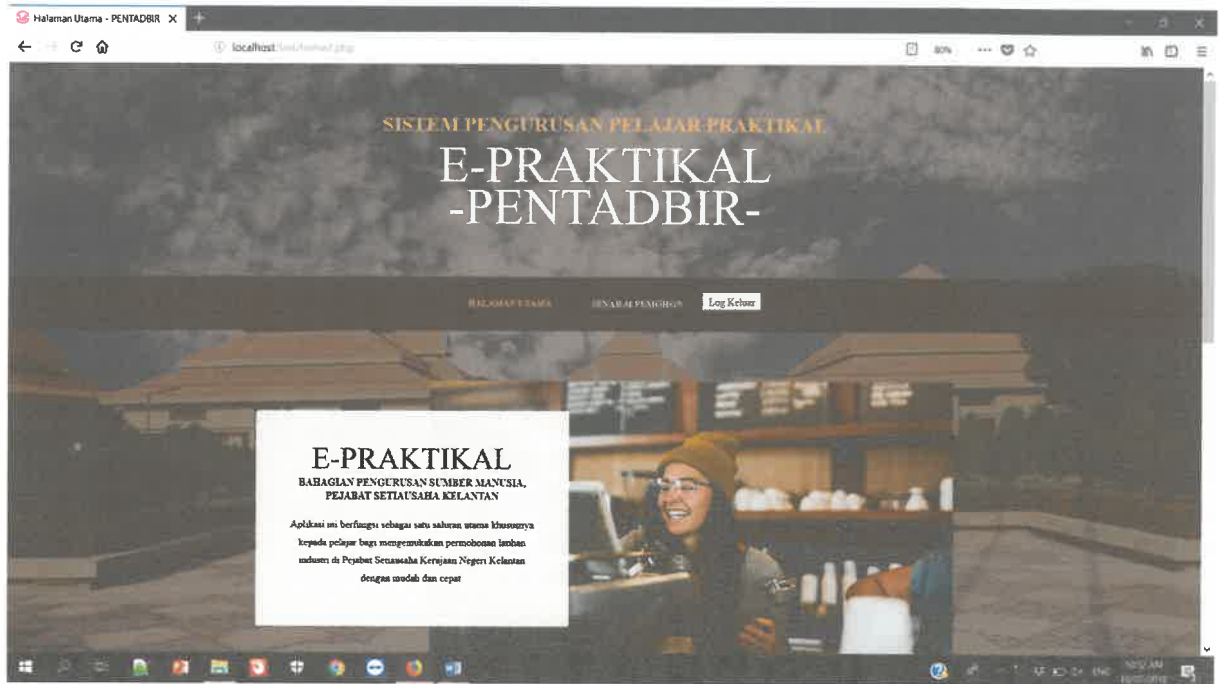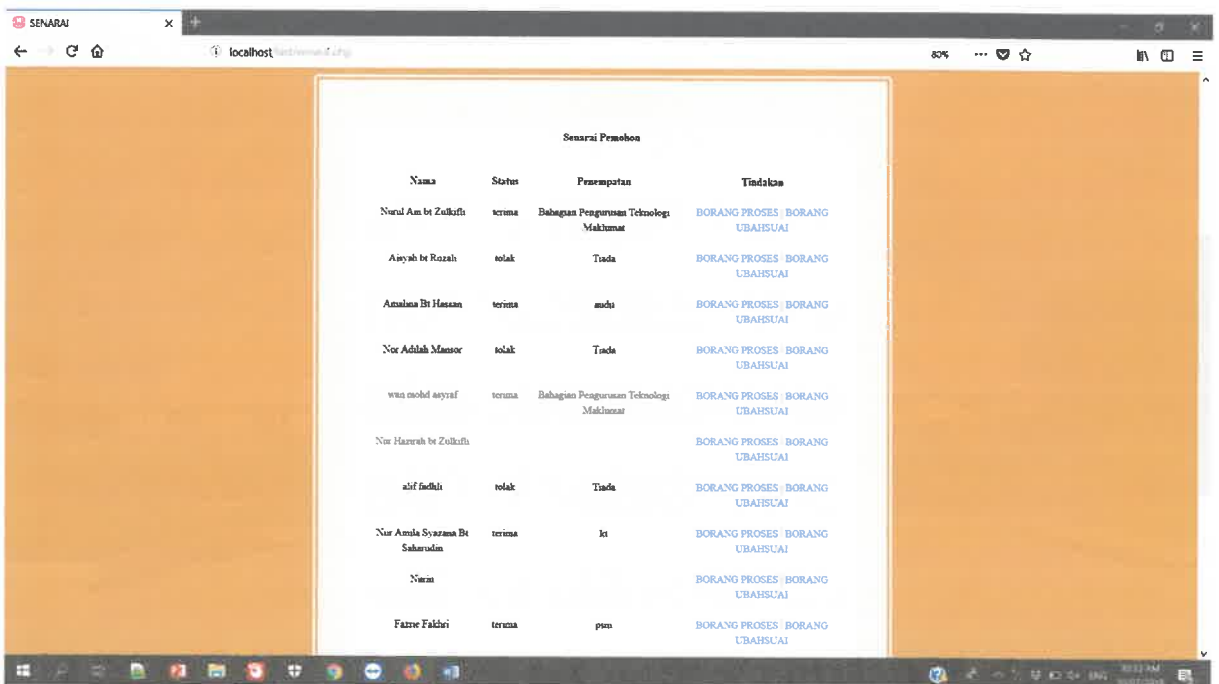Figure 41: Login for Admin

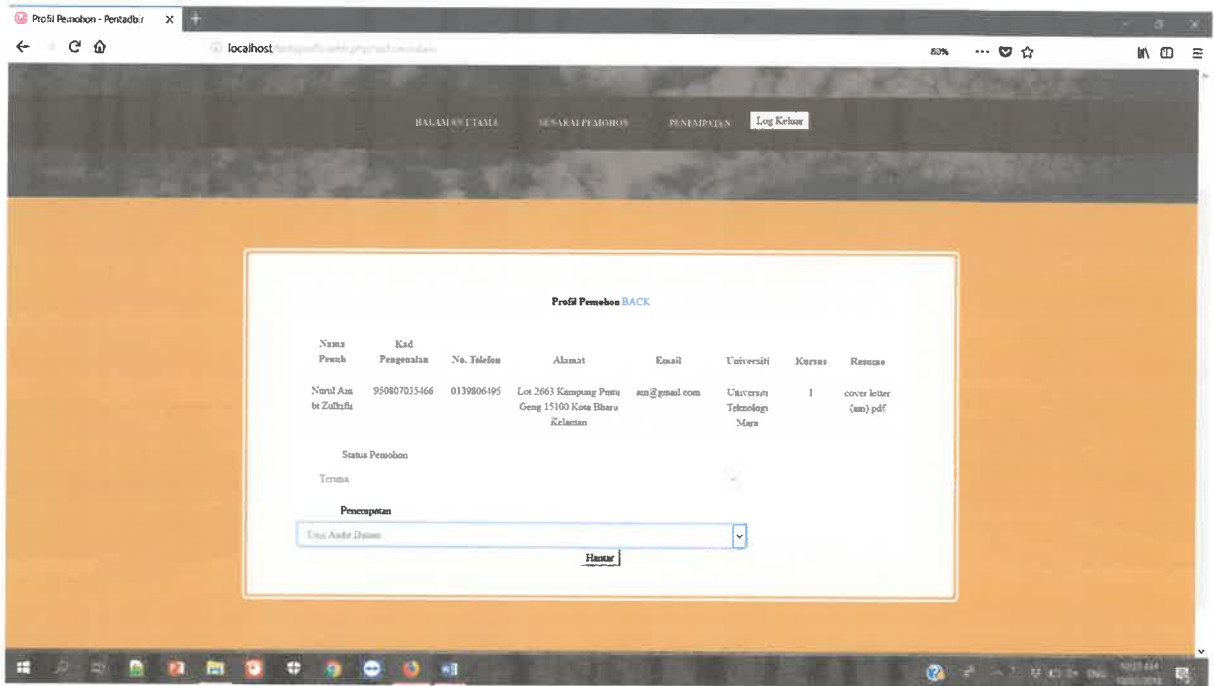Figure 42: Homepage for Admin



Figure 43: List of Applicant

Figure 44: Process Form
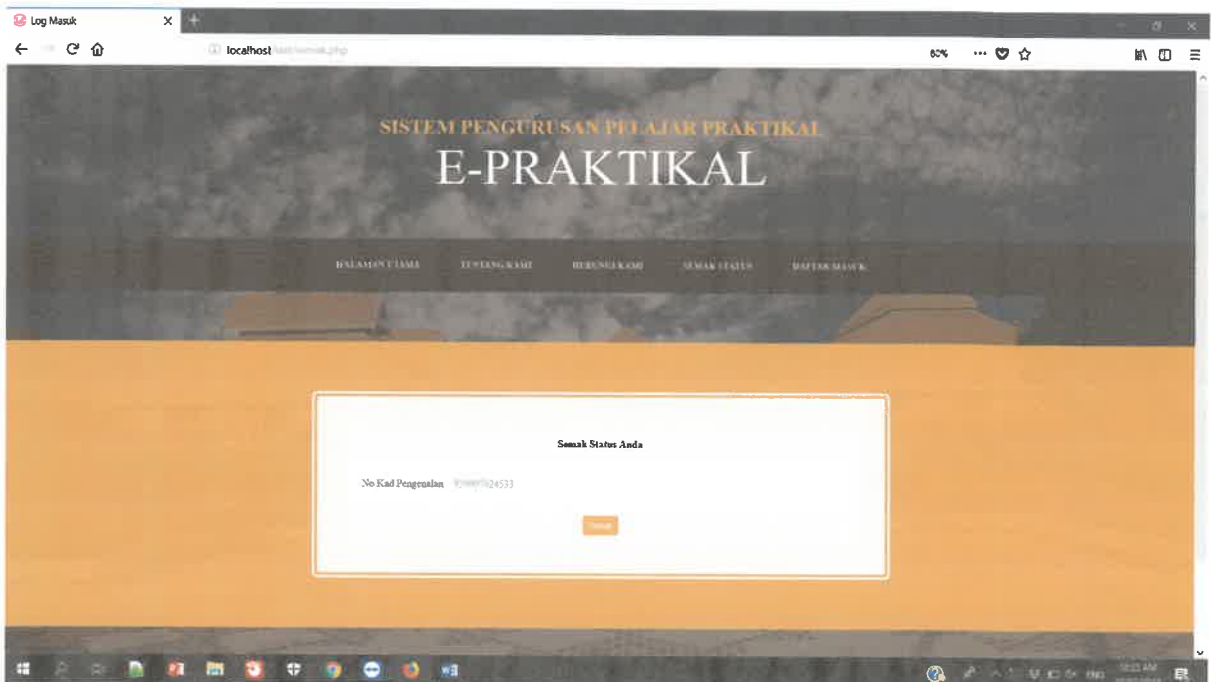


Figure 45: Check Status Form

# CHAPTER 4

**Chapter 4**

**Conclusion**

Industrial training is the training of university students to work in an industry. It means that, they will go for work like normal employee but they just unofficial and still students. When they go for internship, they need to make report to complete their study. Objectives of industrial training is provides pre-professionals work experience with specific assignments and responsibilities. Next is to encourage a personal career interests, serving as a bridge between university and the world of works. Next to help students to improve their marketability after graduation. Industrial training also train students about the outside world and prepare for their working environment after they graduated. In this chapter, there four main points will be explained. The first point is application of knowledge, skills and experience in undertaking task. Next trainee personal thoughts and opinion during 5 months of internship. The third point is lesson learnt and the last point is limitations and recommendations.

**4.1 Application of knowledge, skills and experience in undertaking the task**

During 5 months of internship, the trainee had applied the knowledge and skills learnt from subject that have been learnt during studies which are System Analysis and Design I and II in order to develop system for Pejabat Setiausaha Kerajaan Negeri Kelantan. Besides that, trainee also explored more about PHP coding by referring to other sources such as website that teach to develop system which is W3 Schools. Besides that trainee also learn coding by watching YouTube videos about coding and Wamp Server.

The experience gathered from handling events and programme during studies in Faculty of Information Management, UiTM Kelantan also had benefits the trainee when internship. The trainee applied the experience from user training and also when handling programme in order to communicate with the staff, deal with all types of people and also to handle event that ULK has organised.

Besides that, subject PC Maintenance that trainee take during study help trainee to apply when internship. Trainee need to help staff to troubleshoot computer and also install software in staff computer.

## 4.2 Personal Thoughts and Opinion

The trainee feels that the organization provide a lot of opportunities and supportive environment during 5 months of internship. This is because, all the staff always give trainee new kind of task so that trainee can explored and gained new experience during the internship. The supervisor, the staff and even the top management are friendly and easy to deal with. They always guide trainee in doing the task given and always guide trainee in work.

Organization need to always support and give advice to students that go practical at their place because it can be motivation for them to make better work and also more positive to come to practical. One of the purpose for internship is to gained new experience and gained more knowledge. So if the organization always support them, give positives vibes and also guide them it can help the students to be more confident and also help them to prepare in their future career

The trainee also thinks that knowledge and skills provided by faculty is necessary and useful. Subject taken during degree help trainee in task given because many task are related to field study. Basically when the organization want to distribute task and give work they will refer to courses that trainee study. So that's why what trainee learn during study is important because they need to apply in working. If they did not understand what they learn they will have a hard time when organization gave them task.

Besides that, experience in handling program during degree also very helpful to trainee because during the internship trainee need to help staff in handling 7 seminar that organised by department where trainee was assigned. If the trainee already have experienced it really helpful to the trainee. This is because they can do their task easily without having any problem and also they can be really helpful to the

organization because they already know what to do. However some improvement can be done by proving more facilities to practical students not only for staff.

## 4.3 Lesson Learnt

During the 5 months on internship, trainee has learnt to be more discipline and punctual. In working environment, trainee learnt that time is one of the important thing in work for example, trainee need to come to office for thumbprint before 8.00 am and trainee also learnt from other staff so be more punctual when there are meeting, they need to come early. Trainee also learnt to finish given task on time. Trainee also learnt not to delay work. When received task, do it without delay so that, the task give can be done on time. Besides that, trainee also improve in communication skills. During internship, trainee need to present to top management about E-Praktikal. Besides that, trainee also need to handling project so trainee has improve a lot in communication skills. Being practical students at Pejabat Setiausaha Negeri Kelantan give trainee a lot of new experience and gained many knowledge for trainee to be applied in the future.

Being in working surrounding, the trainee has learnt how to commit with time and learn that time is key to become good worker. Besides that being in working surrounding help trainee to prepare for real working situation in future. Study environment and working are different. When trainee go for internship, they can prepare for the future for example they already know how to communicate with other staff or top management. Sometimes, students did not realise that, working environment are different with study environment. Unlike study environment, we have lecturer that guide us and will give us all information that we needed but working environment we did have lecturer to guide us, we need to do everything and find information on our own. That's why when we go for internship we can prepare for working in the future.

In nutshell, trainee gained a lot of things during 5 month of internship such as new experienced, a lot of knowledge and also train training in decision making. Trainee also get new skills such as communication skills such as learn how to communicate with different people such as top management and others.

## 4.5 Limitations and Recommendations

The space provided for practical students is quite limited. Pejabat Setiausaha Kerajaan Negeri Kelantan received a lot of application for internship. So in one department there are quite a lot of practical students. So they did not have place to sit. The trainee would like to suggest to provide more space or specific space for practical students so that they can make work with ease. Besides that, the trainee also would like to suggest to provide access card to practical students because we need to use access card to enter the building. Sometimes we need to wait outside until there are staff that want to enter the building. Next, organization also need to have a good recordkeeping practice so that they can manage file more efficient. There are missing file and also unorganised file, so to overcome this problem, organization should provide form for movement of file. So they can track the movement of file and also can identify who take the file. Besides that if they have classification number, they can arrange the file and can help them in retrieving the file.

The trainee also would like to recommend that faculty may improve the courses by providing more hands-on so that the in future students who will undergo practical training will be well-equipped, will hands-on skills rather than only theories learnt in classes. If the students learn more hand on during study, it can help the students when they go for internship this is because during internship there are no lecturer that can teach students like study time, students need to do everything on their own. That's why it is important to learn hand-on during study.

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# APPENDICES

SENARAI NAMA NO. PENDAFTARAN KENDERAAN BAGI PELAJAR-PELAJAR

PRAKTIKAL DI PEJABAT SETIAUSAHA KERAJAAN NEGERI KELANTAN (BILANGAN 3)

| BIL | NAMA | NO. PENDAFTARAN KERETA | NO. PENDAFTARAN MOTOR | TEMPOH PRAKTIKAL |
|-----|------|------------------------|-----------------------|------------------|
| 1. | NORLIANA BT SHARIFDDIN | - | DCC 7324 | 5/3-22/6 2018 |
| 2. | MOHAMAD SYAHMIE BIN IBRAHIM | - | DCM 7954 | 5/3-22/6 2018 |
| 3. | AHMAD NUR HAFEEZ BIN JALALLUDIN | WMA 6662 | - | 5/3-22/6 2018 |
| 4. | SHARIFAH SU'AD ABDULLAH | DDE 8768 | - | 5/3-22/6 2018 |
| 5. | NUR ATIQAH BT MOHD ASRI | DAL 6409 | - | 4/3-21/6 2018 |
| 6. | NUR HAZIQAH BT ABD RAHMAN | WUJ 2402 | - | 21/2-20/6 201 |
| 7. | DAYANA RIFHAN GHAZALI | WKA 2437 | - | 21/2-20/6 201 |
| 8. | AMIRAH BT ISMAIL | DCT 40 | - | 21/2-20/6 201 |

# KURSUS JAWATANKUASA NAZIRAN DI PERINGKAT AGENSI NEGERI

## TARIKH: 20 – 21 FEBUARI 2018

# KRITERIA M: LATIHAN DAN KOMPETENSI OLEH

# YANG BERUSAHA PUAN NOR RUSAHIDA BT IBRAHIM

## PENOLONG PENGARAH

### (LATIHAN DAN KOMPETENSI)

## BAHAGIAN PENGURUSAN SUMBER MANUSIA

# PENEMUAN KESALAHAN ASPEK YANG DINILAI /

# CADANGAN PENAMBAHBAIKAN

**1**

# THANK YOU