

UNIVERSITI TEKNOLOGI MARA

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES



AM228

BACHELOR IN ADMINISTRATIVE SCIENCE (Hons)

PRACTICAL TRAINING REPORT

DEWAN UNDANGAN NEGERI SARAWAK (DUNS)

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2013922353

SEPTEMBER 2015 - JANUARY 2016

THE DECLARATION

Declaration

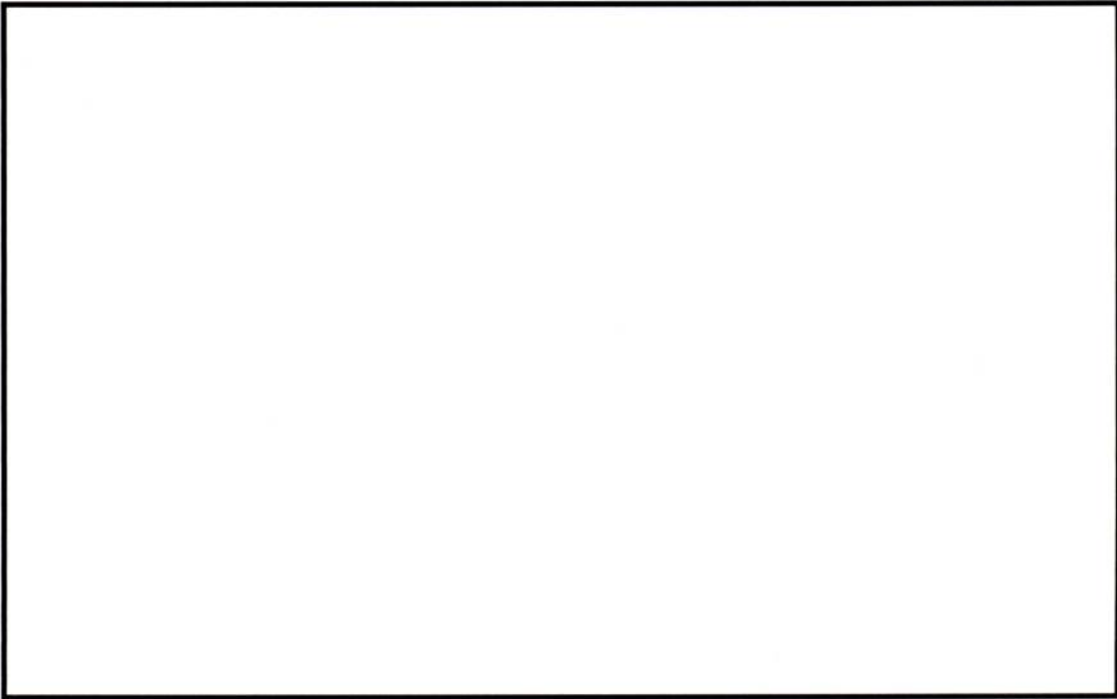
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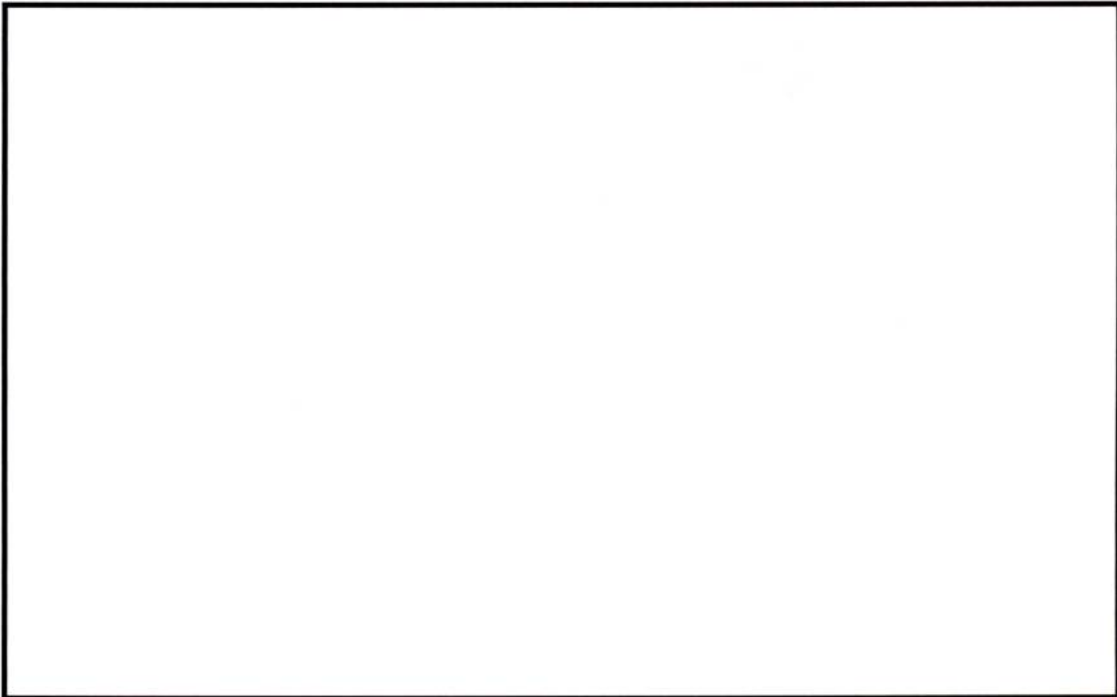
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FARA DIANA BINTI ABDULLAH

Supervisor 's comment

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Moderator's comment

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING

REPORT BY THE SUPERVISOR

Name of Supervisor : Madam Nur Aida Binti Kipli

Organization : Dewan Undangan Negeri Sarawak (DUNS)

Name of Student : Fara Diana Binti Abdullah

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

.....

(signature)

ACKNOWLEDGEMENT

Praise to Allah for eight weeks I undergo my Practical Training that began on 20th July 2015 until 15th September 2015, and I finally managed to complete my report Practical Training. I also wish to express my gratitude to the people most precious in my life, my father and mother for all the moral, financially supports and also to my colleagues for reminding me to always be honest and trustworthy during my Practical Training.

For my supervisor at MARA University of Technology, Madam Nur Aida bt Kipli, thank you for all the comments and guidance because it really helped me in preparing my report. Her support and encouragements had indirectly cultivated perseverance and dedication in my mind to be a better man tomorrow. Her advice and patience also really makes me appreciate on any sacrifices that she had made for us.

Finally, I want to express my appreciation to my Practical Training's supervisor, Madam Magdalen Nangkai on the advice and patience guided me during my work in. Do not forget to all staff working in Dewan Undangan Negeri Sarawak, I really appreciate all their help and kindness taught me when I was working there.

Fara Diana Binti Abdullah

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CHAPTER 1

INTRODUCTION



DEWAN UNDANGAN NEGERI SARAWAK (SARAWAK STATE LEGISLATIVE ASSEMBLY)

1.0 INTRODUCTION

The introduction for this report compromise the background, history, mission, vision, department's quality policy, objectives, functions, client charter of Dewan Undangan Negeri Sarawak.

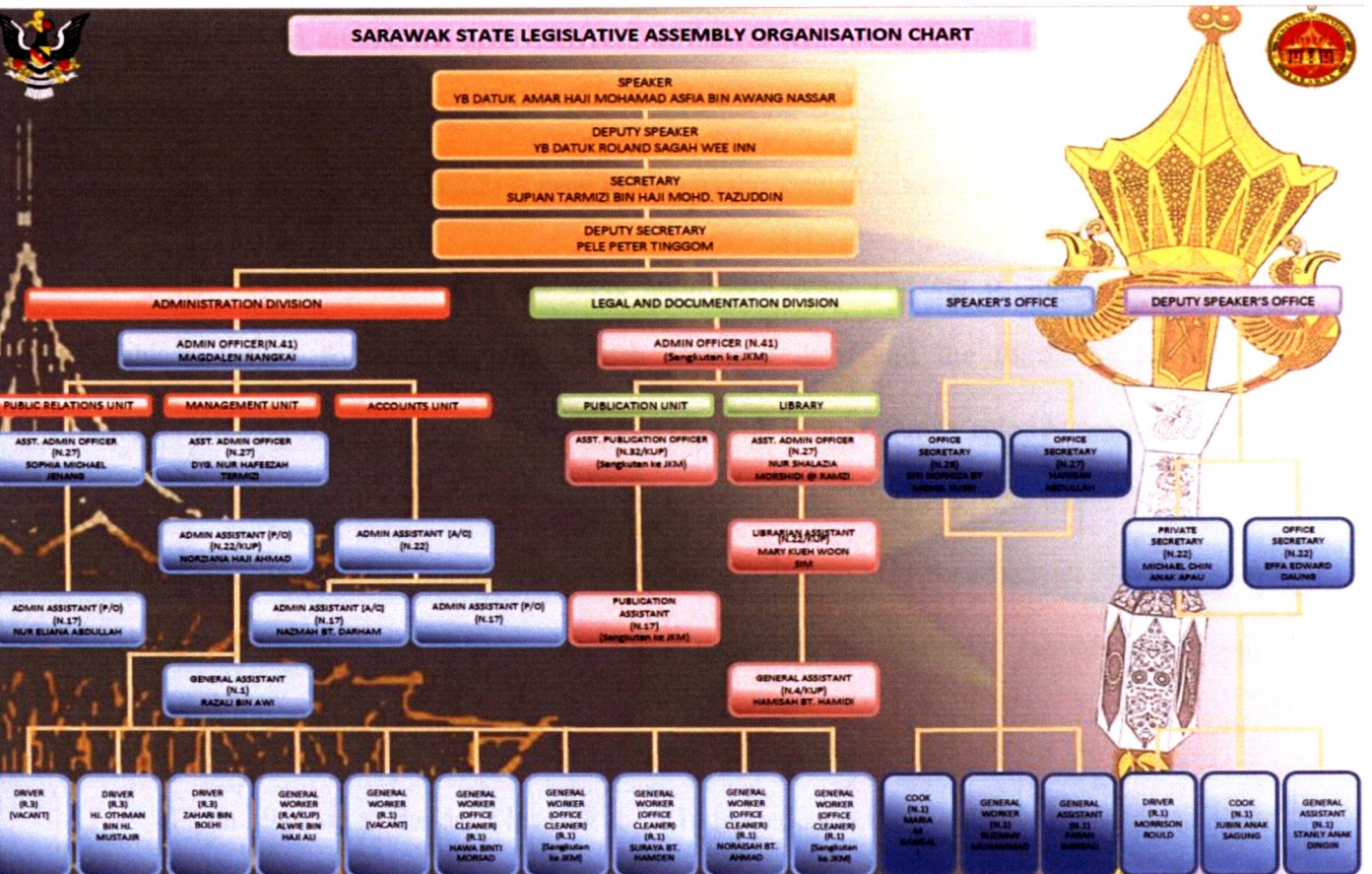
1.1 BACKGROUND

The Sarawak legislature systems consist of Yang di-pertua Negeri (Governor) and the one house known as the State Legislative Assembly. On 31st August 1963, Sarawak became internally self-governing with an elected cabinet. 16 days later, on 16 September 1963, Sarawak together with Federation of Malaya, Sabah and Singapore, formed Malaysia. In 1965, further constitutional developments were made when the cabinet was enlarged to consist of a Chief Minister and eight ministers. In 1968, the membership of elected representatives increased to 48, abolishing the six ex-officio and the nominated members.

The House was enlarged further in 1984 with a membership of 56 elected representatives. In 1996, it expanded to 62 elected members and from 2006, it increased again to the present membership of 71 elected members. One member represents each constituency in the State. The constituencies vary in size, with more electorates in urban constituencies but fewer voters in the sparsely populated but larger rural constituencies due to the difficulties of travel communication. Upon the conclusion of a state election, a member holds office for a term of five years or until the next State Elections is held.

Under the law, the State Legislative Assembly must meet in session at least twice a year and should not be more than 6 years apart. No taxes can be levied or expenditure charged on the State's Consolidated fund unless approved by the Assembly. A yearly State Budget is normally presented by the executive branch of the Government prior to the expenditure year and this is usually done in November. All laws enacted or passed by the assembly are styled as Ordinances.

Sarawak State Legislative Assembly involve the Speaker, Yb Datuk Amar Haji Mohammad Aspia Bin Awang Nassar, Deputy Speaker, Yb Datuk Roland Sagah Wee Inn, Secretary of Dewan Undangan Negeri Sarawak, Supian Tarmizi Bin Haji Mohd. Tazuddin and Deputy Secretary, Pele Peter Tinggom. Generally, this organization is divided into 2 different division which are administration department and legal and documentation department. Every division has their own admin officer, which they have their own scope of tasks. There are 23 manpower in the organization and each of them has their own position, function and scope.



Organisational chart of Dewan Undangan Negeri Sarawak.

1.3 HISTORY

The Sarawak State Legislature was established by Rajah Muda Charles Brooke, on instructions from Rajah Charles Brooke, through a meeting held in the fishing village of Bintulu on 8 September 1867. It is the oldest state legislature in Malaysia. General Council is the first name for Sarawak State Legislature and had appointed 21 members. These members were chosen from among the native leaders or Chiefs who were thought to be able to assist the governing of the territories under Brooke jurisdiction which, at the time, covered only the coastal areas. The Council Negeri is now known as the Dewan Undangan Negeri Sarawak.

The Assembly went through three significant eras. The era of the Brooke White Rajahs and then followed by the British Colonial days and the third, the period of independence through Malaysia. Three members of the Brooke family ruled Sarawak between 1841 and 1946. From 1 July 1946 until its independence, Sarawak was under the British Colonial rule. In addition, membership of the august House also transformed. Commencing with only Bumiputera members who were appointed it gradually included members representing the Chinese community.

From 1946 up to the days leading to its independence, the Assembly has evolved with time in line with the state's position as a colony headquartered in London, via representatives in Sarawak. Its days of glory began on 16 September 1963 when Sarawak achieved independence through Malaysia. The State Legislative Assembly transformed aligned with this where the members were elected by the people during the democratic practice of an election. To pay gratitude to the late Tunku Abdul Rahman Putra Al-Haj, the first Prime Minister of Malaysia, who had proposed the idea of Malaysia's formation with Sarawak achieving independence through it, the Assembly which met on 26 May 1971 passed the motion of thanks to YTM Tunku Abdul Rahman Putra Al-Haj.

1.4 VISION, MISSION AND DEPARTMENT'S QUALITY POLICY

The Vision of Dewan Undangan Negeri Sarawak is to be the custodian and to uphold the principles of parliamentary democracy system of government. Dewan Undangan Negeri Sarawak's Mission is to become a competent state Legislature, equipped with state-of-the-art facilities and pleasant services in order to ensure that Assembly Members can perform duties entrusted to them and ensure that the State law-making process runs smoothly. Providing the best service to fulfill stakeholders' needs is the the Department's quality policy of Dewan Undangan Negeri Sarawak

1.5 OBJECTIVES

There are several objectives of Dewan Undangan Negeri Sarawak. One of the objectives is to provide efficient secretariat service to the State Assembly and the Commonwealth Parliamentary Association (CPA) meetings such as prepare, store and distribute proceeding records of the State Assembly and all Committees efficiently, effectively and excellently. Another objective is to manage and guard a comprehensive and up-to-date information system about Members, including past members and Members of Administration and their next-of-kin. Moreover, the objectives of Dewan Undangan Negeri Sarawak is to process payment of Members' monthly allowances, pension and benefits to past members and Members of Administration and up to manage laon matters effectively. It is also to provide excellent and comprehensive documentation and reference services.

1.6 FUNCTIONS

The State Legislative Assembly has several functions practiced in the organization. One of the functions is custodian of the supremacy of the Constitution and the constitutional rights of Sarawak and its people. It also provides the Executive Branch of the Government and the focal point for the critical examination of the Government, its policy and programmes and their implementation. Cabinet members are appointed from among the assembly Members and they are collectively responsible towards the State Legislative Assembly. Another function of State Legislative Assembly is it represent the voice of the people. The State Legislative Assembly provides a forum for its member to voice their opinions and discuss actively and openly according to their legislative privileges as contained in the Dewan Undangan Negeri Ordinances (Privileges and Powers), 2007. Items of discussion include current issues of concern, grudges and problems faced by the people. This can be done through debates, pleas and issues raised to do with public interests.

1.7 CLIENT CHARTER

Generally, The State Legislative Assembly will ensure that all Governmental matters pertaining to the Assembly and Committee Term Meetings of the House are conducted accordingly within the period as stipulated in the State Constitution and set regulations of the Assembly members. Moreover, after the meeting of the day, we will upload the softcopy of high quality daily Hansards for the proceedings of meetings before the following day on DUN website, and distribute the hardcopy of the said Hansards to Assembly members for reference before 9.00 am the following day. It is DUNS's responsibility to prepare high quality reports for the Public Accounts Committee, Special Select Committee and term Committees to be tabled in the first Assembly meeting for the year. Within three days after the meeting ends,

submit rulings of Bills tabled with amendments or regulations passed by His Excellency the Governor of Sarawak for assent and thereafter to be gazetted.

Furthermore, The State Legislative Assembly process housing loan, vehicle loan and computer loan applications by Members of the Assembly within one month from the date the applications by Members of the Assembly within one month from the date the application is received, on condition that all necessary documents are received in order for consideration and approval by the authority concerned. Also, they prepare and complete payment vouchers for allowances, claims remuneration, pension/pension issue for Members, former Members and Members of the administration within two week for payments to be made before the dates of the monthly salary and mostly of course to respond to all queries and complains received online within three working days.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

In chapter 2 of practical training report, I was assigned to do report summary on my task during practical training at Dewan Undangan Negeri Sarawak (DUNS) by our supervisor, Madam Aida. This is where I am going to explain more about my schedule of practical training for 2 months period of time.

2.1 SUMMARY OF PRACTICAL TRAINING SCHEDULE

2.1.1. Week 1 (20th July – 24th July 2015)

On my first day of internship, Monday 20th July 2015, I was doing my practical training at Dewan Undangan Negeri Sarawak (DUNS). I was reported duty to my supervisor, Madam Magdalen Nangkai at administrative office. She is an administrative officer of DUNS. Currently, most of the staff members were still on leave during the week due to Eid Mubarak Celebration. I was introduced to the other staff member namely Dayang Nur Hafeezah (Assistant Administrative Officer), Mr Alwie (General Office Assistant), Miss Effa Edward (Assitant Secretary), Philip Soong Tiaw Soon (Finance admin Officer) and our leader Mr Sufian Tarmizi Bin Haji Mohd Tazuddin, who is Secretary of Dewan Undangan Negeri Sarawak. Miss Dayang Hafeezah was giving us a short briefing about the administrative office and the organization as well. Around 9 o'clock in the morning, Miss Dayang Hafeezah brought me and Sharifah Salbiah went to parade ground to watch rehearsal for "Memperingati 22 Julai" event that is going to be held on the 22nd July 2015 at Dewan Undangan Negeri Sarawak (Refer to Appendix:Table 1). In addition, Sarawak State Secretary, YB Tan Sri Amar Haji Mohamad Morshidi Bin Abdul Ghani and Deputy of Sarawak State Secretary

attended the rehearsal as well. That day was a fresh start for us and we get the chance to see the new working environment, new things such as how the staffs handle the event, how they work with their colleagues and how they managed to handle any problem occurred during the process. Later evening, we had ice breaking session with our supervisor, Madam Magdalene to get know about each other. Madam Magdalen gave both of us a short briefing regarding several office rules and regulations that we need to know. For instance, office working hours, dress code, phone etiquette for business calls.. Madam Magdalene also mention about Sarawak Civil Service website to us which functions as government initiatives to ease the public in reaching them as the virtual communication is the way to go these days. On Tuesday, 21st July 2015, I had short briefing with my supervisor. She told me about Pekeliling, Buku Meja and General Order. All these are explaining about rules and regulations and the policy that the organization need to comply in making any management process and decision in the organizations. I was checking on Sarawak Civil Service Portal to get more information about DUN. I also read about Pekeliling, General Order and Buku Meja briefly. On Wednesday, 22nd July 2015 was Hari memperingati 22 July's event (Refer to Appendix: Table 2). In the morning, me and Sharifah Salbiah had been introduced to several staff members from account department such as Mdm. Suraya (General Worker), Mdm. Nazmah (Administrative Assistant Finance) and other staffs as well. We also met Mdm. Hawa (General Worker), Encik Haji Othman (Assistant Motor Vehicle) Encik Zahari (Vehicle Drivers) and Mdm Mary Kueh (Library Assistant). My task for the event that day was as an ushers which to receive guests for the functions. I had a chance to meet all the politicians' members. All of us went to parade to watch the event. In the evening, Mdm. Magdalene gave me a task which was to do the auditing on the equipment such as computers, printers and keyboard. She gave some explanations and showed me how to do the job as well. On Thursday, 23rd July 2015, I still continue with the previous task that had been assigned to me.

It was do the auditing of IT Equipments starting from Administration and Account Department at level 2. Then, I proceed my task at the Library, Unit Penerbitan Khas and Bilik Unit & Petugas Khas at Level 3. After that, I checked computers in Speaker and Deputy Speaker's office at Level 5. On Friday, 24th July 2015, I updated the total list of the Information Technology equipment available in the organization.

2.1.2 Week 2 (27th July 2015 – 31st July 2015)

On Monday, 27th July 2015, I started my task by helping kak dayang in preparing some confidential letters. My task is to photocopy papers and what not. All the staff seemed very busy due to Persidangan Dewan Undangan Negeri's meeting that held at 9am. Kak dayang gave us task which is to update the entire files index. Sharifah Salbiah and I need to come out with our own design or creativity and the best will be use later on(Refer to Appendix: Table 2). On Tuesday morning 28th July 2015, Encik Alwi showed us around some places that Sharifah Salbiah and I have not visited yet at Dewan Undangan Negeri. Then, I helped Mdm Mary, the librarian to do research namely Formation of Malaysia. What I did today is photocopy, print, and arranged few articles, documents and papers according to the format needed. I also managed to operate the photocopy machine by my own at the first time. What I can say is even though the task is simple, but since this is the first time I am operating the machine by my own, I make several mistakes. But I learned my lessons. What a great experienced I had during my internship. The whole day I helped Mdm Mary at the library to do the research. On Wednesday, 29th July 2015, we are receiving visitors from Sekolah Menengah Sains Kuching Utara in the morning. Me and Sharifah Salbiah joined Miss Shalazia and Mdm. Eliana to bring the students to show some places at Dewan Undanga Negeri Sarawak. But before that, all the students have been given information about the background Dewan Undangan Negeri Sarawak. Later evening, I help Mdm Mary to update all the YB's

pictures.(Refer to Appendix: Table 3) On Thursday, 30th July 2015, today my task was is answering all telephone calls and ask them to leave a message if needed since there was staff and management meeting at 9am to 10am for management meeting and 10am to 11 am for staff meeting. Also, there was Majlis Ramah Tamah that been held at level 5. All the staffs were invited including the cleaners. On Friday, 31st July 2015, my task that had been given by Miss Norziana is filing. What I did was put some confidential letters or letters that showed business transactions done by Dewan Undangan Negeri Sarawak in the files that had been prepared. All the letters must be put according to the files index.

2.1.3. Week 3 (3rd August 2015- 7th August 2015)

On Monday, 3rd July 2015, I did not come to work due to fever. On Tuesday 4th July 2015, I was introduced to the new staff, Tracy Lyana Anak Bana (Administrative Asissant) and the new practical student, Abdul Hafiz who just reported duty on 3rd July 2015. Today, I do the filing and continue on the auditing since there were some changes needed. I also joined Mdm Sophia in handling the field trip from Indonesia. It was a great experience since I get a chance to meet and make new friends. All visitors are from “PESARA” organization. (Refer to Appendix:Table 4). Later evening, I continue on finishing my task. On Wednesday 5th July 2015, I assist Mr. Razali to stamped few forms (Borang Pos Laju) in the morning. I also assist Miss Dayang and Mdm Norziana to answer telephone calls. My tasks for today is laminating some papers and assist Abdul Hafiz to photocopy several books named Council Negri Debates. On Thursday 6th July 2015, my task is to binding Pilihanraya Umum Negeri Sarawak 2001 and 2011 documents. I also was assigned to do a map of Sarawak for year 2011. This map shows the YBs pictures and what location the hold. On Friday 7th July 2015, I still continue on my previous task which is do a map for year 2001. In the afternoon, I and other staffs such as Mdm Mary, Tacy Lyana, Sharifah Salbiah and Abdul Hafiz went to Ramah

Tamah Salam Aidilfitri at Institute Islamic Centre. At 2.30 evening, I went to Wisma Wanita to attend Majlis Penyerahan Taman Kanak-Kanak di Wismawan (PERMATA) Kemas. The event finished at 5pm. We had high tea after the event. (Refer to Appendix:Table 5)

2.1.4. Week 4 (10th August 2015- 14th August 2015)

On Monday, 10th August 2015, today, I am still doing my work at the library. However, we had been released around 4 p.m. The staff included Miss Dayang Hafeezah, Miss Nurshalazia, Mr. Razali, Mdm Mary, Tracy Lyana and the practical students which are Abdul Hafiz, Sharifah and me as well because we need to attend the Kempen Kibar Jalur Gemilang event at Padang Merdeka. I was asked to wear Baju Kurung. We arrived at the place around 6 p.m. At the event, we had been given flags and food.(Refer to Appendix: Table 6) On Tuesday, 11th August 2015, today, with a little adjustment on the map, my work at the library was finally finished. After that, I was doing the task that was given me from account department. I also assist Mdm Mary in the library. What I do is binding Pilihanraya Umum Negeri Sarawak 2001 and 2011 documents. Miss Dayang was not in the office because she went to KIK program. On Wednesday, 12th August 2015, today, me and Sharifah are in administrative department because Miss dayang and Mdm Norziana are not in the office. We both were doing our tasks given to us. Sharifah Salbiah was doing her map and I was scanning all the papers in the file that was given by Mr. Philip. Later evening, Miss dayang asked us to make invitation card for Majlis Penutupan Syawal's event held by administrative office on 14 August 2015. On Thursday, 13th August 2015, Miss Dayang and Mdm Norziana who are the staffs in administrative office had chose the design they wanted to be used for Majlis Penutupan Syawal's invitation card.(Refer to Appendix: Table 7) And, we are in the administrative department busy with the preparation of the activity for the event. The activities that we did were lucky draw, program tentative and numbering for the present

and what not. And the theme for the event is Green. On Friday, 14th August 2015, in the morning, I do a little auditing on the computers at server room. After that, I set everything in prepared. I and Sharifah also prepared for the speech. This is my first time to be an emcee for an event. (Refer to Appendix: Table 8) Later evening, the event was started at 3 pm. The event went very well. All of the staff were very sporting and they were really enjoyed the event.

2.1.5. Week 5 (17th August 2015- 21th August 2015)

Today, on Monday, 17th August 2015 is Mesyuarat Kedua Bagi Penggal Kelima Dewan Undangan Negeri Sarawak Ketujuh Belas. (Refer to Appendix: Table 9) All of us were preparing ourselves for today event. This is my first time experience to watch Dewan Undangan Negeri sitting. It was a great experience to watch this in real life because before this I only watch this at television. I was assigned to serve all guests attending the meeting at Customer Service Centre. I monitored the service counter at DUNS's main counter. In addition, my task is also to distribute entrance officials "Pas Pegawai" to all ministry representatives at DUNS sitting. Chief Minister of Sarawak, Tan Sri Adenan Satem, Speaker of Dewan Undangan Negeri Sarawak, YBs and officers from different department (ketua-ketua Kerajaan) are involved. At night, I helped the others to do sorting the documents that are typed by stenographics from various government's department and agencies in order to make a handsard of DUNS sitting on 17th August 2015 by compiling all these documents. (Refer to Appendix: Table 10) It is the documents that mentioned by our Chief Minister regarding RMK-11 during the meeting. This can be done by using the electronic stamping machine that has been given provided in the steno's room. Now, I know how they manage all these things. We worked together. We cooperate with each other. On Tuesday 18th August 2015, my task is to do the filing in the administrative office. I also assist Miss

Dayang to photocopy some letters and documents. In the meantime, I was observing the working environments in the office. On Wednesday, 19th August 2015, I started to do my organization chart. But before I start, I need to provide all the things needed for the organization chart. For example, I need to come out with a new design for the organization' layout, change the color and background color for the organization chart. On Thursday 20th August 2015, I was just doing the filing and start to work on my design for the organization chart. I also assist Miss Dayang to photocopy some documents. After that, I distribute the confidential letters at the speaker office. On Friday 21st August 2015, I still continue on making organization chart in the admin office.

2.1.6. Week 6(24nd August 2015- 28th August 2015)

On the first day of week 5 which is 24th August 2015, I unfortunately did not manage to come to work due to illness. But I already informed my supervisor, Mdm. Magdalen Nangkai about my condition. The next day, on 25th August 2015, I was assigned a task to do database in speaker's office by secretary of Dewan Undangan Sarawak, Encik Supian Tarmizi BBin Haji Mohammad Tazuddin. It was to record some confidential information in Microsoft word. On Wednesday 26th August 2015, I still continue on my previous task which is record all the confidential information in the folder. On Thursday 27th August 2015, I was assigned to work in administrative office since Miss Dayang, Mdm Norziana and Miss Tracy were not in the office attending a program. I continue doing my task which is the organization chart. In addition, I also assist to answer all telephone calls and ask them to leave a message if needed. On the last day of the first week which is 28th August 2015, I continue doing my task at the speaker's office. Encik Supian added on few documents.

2.1.7. Week 7 (31st August 2015- 4th August 2015)

On Monday 31st August 2015 is a Malaysian Day. The next day which is 1st September 2015, I still continue on my previous task at Speakers office. I managed to finish my task at speaker's office the next day after. On Thursday 3rd August 2015, I continue doing my organization chart at the admin office. On the last day of week 7, I am observing the working environments at the office. I gain new knowledge about the organization, basically how the organizations operate. There were also pressure exists among the employees in doing their tasks.

2.1.8. Week 8 (7st Septembert 2015- 11th September 2015)

On the first day of week 8 which is Monday 7th September 2015, I still continue on my previous task on making organization chart. On that day, I was introduced to the new practical student, Fatin Nabilah. I also assist Fatin Nabilah by giving her some information about the admin office and the organization itself a little. Furthermore, Miss Dayang also explained to us about leave application process and retirement process. On the next day, Tuesday 8th September 2015, I was assigned to photocopy several documents in the admin office. Miss Dayang and Mdm Norziana assist me on the procedures for preparation before and during meeting including preparations minutes of the meeting, correspondence to convene meeting, and conducts of the meeting. On Wednesday 9th September 2015, I was assigned to be a tour guide for 40 visitors from Pejabat Makhamah Negeri Kota Belud, Kedah. Our secretary of Dewan Undangan Negeri Sarawak, Mr Supian Tarmizi Bin Haji Tazuddin was giving short briefings to them. On 10th September 2015, I was assigned to assist and be a tour guide of DUN building and background for Dr. Bruce Eastick (Formers Speaker of South Australia) and 10 delegates. After the field trip, I proceed with the organization chart project. And, I also do the filing. Basically, I am gaining new knowledge on the client management,

marketing management and the advertisement of DUN Sarawak. On the day five of week 8 which is Friday 11th September 2015, I still continue doing my chart organizations project. My practical lecturer supervisor, Mdm Sarehan Sadikin came to the office to do checking for our internship. She discuss with my supervisor about me and Sharifah Salbiah, another practical student at Dewan Undangan Negeri Sarawak. Later evening, me and Sharifah Salbiah was going to Speaker's house with Mdm. Hanisah to do some preparations for the event that is going to be held on Monday, 14th September 2015 at the Speaker's house organized by her wife. I was helping Mdm. Hanisah on checking the PA system, preparing the souvenirs and assist to serve the speaker's wife guests. (Refer to Appendix: Table 11).

2.1.9. Week 9 (14thSeptembert 2015- 15th September 2015)

On the last week of my practical training which is 14th September 2015, I was doing the final process in making the organization chart project which is finalizing and finishing the tasks supervise by Mdm Norziana.(Refer to Appendix: Table 12). In Addition, I had small discussion with my supervisor, Mdm Magdalen Nangkai to check our scope of work. This is due to the reason of whether I already learned everything under my scope of work throughout my practical training at Dewan Undangan Negeri Sarawak. Later evening, and Sharifah Salbiah and I went to visit the operation location, the Speaker's house to do several tasks for the event assist by Mdm Hanisah. The event was attended by the important guests such as the Chief Minister's wife and other YBs wives. I met new and different kind of people at the event. I learned the new knowledge on how to manage organization programs or event. On the last day of my practical training, 15th September 2015, I compile all the auditing ICT tasks at the admin office, finishing the database for ICT Audit Visiting and handling it out to Mdm. Magdalen Nangkai. I also do the filing. Later evening, the staffs of DUNS made farewell party for me and Sharifah Salbiah as we have ended our internship. We had been given some

souvenirs by the supervisor, Mdm. Magdalen Nangkai and the DUN secretary , Encik Supian Tarmizi bin Haji Tazuddin.

CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

In chapter 3 of practical raining report, it will discuss about analysis of tasks that I am doing during my practical training at Dewan Undangan Negeri Sarawak.

3.1 TASK ANALYSIS

Over two month's period of internship, as a trainee, I had been exposed to new things, knowledge and experiences. Industrial training has become one of the curricular subject to provide supervised practical training within a specified timeframe of which each university students are requested to undergo industrial training at any both government organisations and private sector especially for those who studied at public university like Unit. The objective of this industrial training is to provide pre-professional work experience with specific assignments and responsibilities. This is because, the students can get a chance to feel the work's environment, to apply the students' knowledge taught in the lecture rooms in real industrial situation, to use the experience gained from the industrial training in discussions held in the lecture rooms in order to gain more practical knowledge and sharpen students' skills and also to gain experience in writing reports in respect of what students get during the industrial training.

An industrial training should be relevant to a student's personal career interests and academic courses of study. Productive industrial trainings helps students make informed decisions and improve their marketability after graduation. Hence, undergo industrial training basically will help them to adapt with the real situation of working environment and know

how to facing with the challenges in advance and also to get to know a little bit about any governments organization or private company they applied to.

During the duration of internship (8 weeks) I have been exposed to a lot of things, experience, and knowledge. There are several tasks that I have been carried out while I was there. For instances, indexing and labeling of the cabinet Files, auditing Information Technology (IT) equipments, research, attend and participate in an event, visit to the operational location, participate in preparation and observations of the State Assembly Sitting, involve in managing an event organized by the administrative office, involve in the organizational event management, involved in the organizational PR events and assigned to be a tour guide, involved in the client management, monitoring the service counter at DUNS main counter, managed, write data and compiles office records, involve in making organizational chart projects. However, the task that will be analyzing is focus on area of task which is event management. Among the topics which will be discussed are definition of event management, the vision and mission, the objective, the benefit of HRMIS and also the application of event management in workplace, the benefit of the application of HR modules and my analysis on HRMIS in the organization.

Event management task is chosen because Dewan Undangan Negeri Sarawak conducts lot of functions or events which deals with lots of people and also due to certain functions or meetings relate to state matters. Thus, effective and efficient event management is essential in order to ensure the events or programs run smoothly. In addition, there are lot of ways can be applied by employees to improve the management system at Dewan Undangan Negeri Sarawak.

3.2 DEFINITION OF AN EVENT

The word 'event' is derived from the Latin word 'eventus' which means "outcome, result and success". Further research into the etymology of the word 'eventus' on ("Event." 2009) describe the line of descent of the following. While 'eventus' is derived from the Latin word evenire (come out, it happens, it turns out), which is derived from the Latin word venire (to come, go for sale). The event industry is nowadays is become popular among the organization, such as public sector, public body and agencies and also private company. This industry is one of the world's largest employers and contributes major positive economic impact (Theorharis, 2008). This is because it is the gathering of a community towards something that they want to achieve. According to the (Silver, 2004), the event is all about people-people coming together to create, operate, and participate in an experiences. It is an activity that gathers the target group in time and room, a meeting where a message is communicated and happening is created. Event is defined as an occurrence happening at a determinable time and place, with or without the participation of human agents. It may be a part of a chain of occurrence as an effect of a preceding occurrence and as the cause of a succeeding occurrence. In other words, an event can be defined as arrival of a significant point in time. Events, in decision theory is a mutually exclusive with one and only on outcome future occurrences that are not under the control of a decision maker but will influence the outcome of any action taken now. Furthermore, the meaning of event is vary and global. The term event is used for describing different activities, and can also be activities can be art, sports, tourism and social activities, and can also be activities organized by giant organizers more professional and more formal (Argan, 2007). Event are unique activities moment in time' and aside from everyday happening. This is because, public and private, commercial or charitable, celebratory or commemorative-events bring people together to share n experience and produce a measurable outcome (Silvers, 2004). Every event has an

organization that will handle it. This is because they will make a planning, organize, managing the funding, administering the staff and voluntary personnel and also implement the event. In project management, an event marks the point in time when a task is completed. Program management is the process of managing several related projects, often with the intention of improving an organization's performance.

3.3 DEFINITION OF AN EVENT MANAGEMENT

Event management is the co-ordination, running and planning of all the people, teams and features that come together to create every kind of event. Event management is the application of project management to the creation and development of large scale events such as festivals, conferences, ceremonies, formal parties, concerts or conventions. It involves studying the brand, identifying the target audiences, devising the event concept, planning the logistics and coordinating the technical aspects before actually launching the event. The process of planning and co-ordinating the event is usually referred to as event planning and can include budgeting, scheduling, site selection, acquiring necessary permits, coordinating transportation and parking, arranging for speakers or entertainers, arranging decor, event security, catering and emergency plans. The events industry now includes events of all sizes from the Olympics down to business breakfast meetings. Many industries, charitable organizations, and interest groups hold events in order to market themselves, build business relationships, raise money or celebrate achievement.

Companies of all sizes consider event management as one of the strategic marketing and communication tools. From product launches to press conferences, companies create promotional events to help them communicate with clients and potential clients. A number of elements such as music, live entertainment or even the particular venue can be used to influence the tone and atmosphere of an event. The event manager is the person who plans

and executes the event, taking responsibility for the creative, technical and logistical elements. This includes overall event design, brand building, marketing and communication strategy, audio-visual production, scriptwriting, logistics, budgeting, negotiation and client service. Event managers may also use news media to target their audience, hoping to generate media coverage that which will reach thousands or millions of people. They can also invite their audience to their events and reach them at the actual event.

3.4 PROJECT MANAGER

In every event or project management, manager or leader is the one of the key factor that contributes fully towards the implementation of events. Manager plays an important role in event to ensure that the successfulness of each projects. They need to participate from beginning until the end the process involved. It is started from the planning, implementation, control and evaluation. They need to have a good leadership styles in transforming the words into action. Leadership has a direct cause and effect relationship upon organizations and their success. Leaders determine values, culture, change tolerance and employee motivation. They shape institutional strategies including their execution and effectiveness (Michael A. Germano, 2010). In Dewan Undangan Negeri, the event manager is Encik Supian Tarmizi Bin Haji Mohd Tazuddin.

Leader can appear at any level of an institution and are not exclusive to management. Leader need to give direction and guideline to each team members in order for them to implement the tasks. This is supported by a scholar name (Michael, 2010), he said leaders influence those around them in order to reap maximum benefit from the organization's resources, including its most vital and expensive people. From here, members can get the resources to implement the event and use all the variables that channel directly. This is due to the good leadership show by the manager or leaders in each event management. So, we need

to select the leaders that have good leadership skill and strength. Some of the skill that they needed is interpersonal skill, good communication skill, decision making skill, problem solving skill and public relation skill. This element can lead towards the successful of one event. So, it can create a strong team and desire to cooperate again in future. Therefore, the motivation of team members also can increase because leaders have played the best role.

3.5 HUMAN RESOURCES

Human resources are much more important in today event management. It is about the recruitment and selection of staff and volunteers, it is wide-ranging activity, involving the long-term strategic development of the event organization. The expected outcome of this is a positive culture of commitment and cooperation developed in the process of managing the work force (Wagen, 2007). In event there are also the volunteers. They are representatives from the community who freely choose to give their time skills to support club activities for no payment other than reimbursement for out of pocket expanses. This means that, they are doing the event voluntarily, and pay some compensation based on monthly salary. For example, if there are event in an organizations, they will select the staff as a team's committee to run. This is very important element for every event management. Volunteers come from all age groups, education backgrounds and genders. People generally volunteer to have fun, socialize, learn new skills, help others, develop new friends, and explore career opportunity and others. Working with volunteers requires that their special contribution to the success of the event be acknowledged and shared. Working with volunteers requires consideration, flexibility, and enthusiasm because volunteers often work for 'fun of it' of the charitable purpose. Volunteers require just as much management and coordination as employees (Tassiopoulus, 2005).

3.6 BUDGETING

In every event that an organization do will incurred some cost. This cost must be put in the prospect of budget for certain events. According to Goldblatt (2002) the budget represents an action plan that each successful event manager must carefully develop and is the most important tool to use the financial decisions within the event management business. This means that, manager need to allocate some money for the implementation of event. This can lead to the successfulness of one event. Event is something that we want people to come and have a gathering. So, with a good planning of budget, organizer can divide it to the portion of each element of cost that we want to use. For example, in event we must prepare a food and beverages in order for the crowd. Besides, organizer must put ensure the activities in the event can give positive influenced for people that come to the event. Since different events are designed for different purposes, they may fall in to three different categories, named, "Profit-oriented events, Break-even events, lost leaders or hosted events." It must suitable for the current trending and favorites of people. Therefore, it will encourage different age and generation to participate in the events.

3.7 PUBLIC RELATIONS

In management of the events, public relations have two roles. On the one hand it supports marketing activity in the form of promotions; on the other hand it is also the tool that disseminates non-promotional information to other target publics that are important to the organization. Public relation is important in every event management. This is to ensure that the communication and negotiation over something will happen smoothly. Besides, if organizations want to promote the events, there must have a links with media to do a press. Strong relationships with the key media and a range of innovative techniques and tools in order to evoke an attraction are important when trying to create the desired media exposure

(Masterman, 2004). Also, media relations and publicity should be given a lot of attention. A well-planned publicity campaign should run alongside any advertising campaign. Ideally this drive should be spread over the period of months, building up to a peak shortly before the event. Early warning allows potential participants and spectators to book the event in to their diaries and prevents potential clashes with rival attractions (Tassiopoulos, 2005).

3.8 FUNCTIONS OF AN EVENT MANAGEMENT

There are several main functions of an event management that can be derived from event management in accordance to the definitions above. The main functions are as follows:

3.8.1 PLANNING

A closer look at the planning function that the overall coordinator, the project manager and the sales team is dedicated to warranted here. Planning tries to optimize resource utilization across the board. A cross-functional team is a necessity here given the complexity in decision-making involved and the requirement for phenomenal researched information. Beginning with understanding the client profile, the brief for the event, the target audience and number expected, a major component of any event that follows is the preparation of the event cash flow statement.

The planning function is involved in micro-level event coordination activities such as liaison with the creative team discussing, facilitating and arranging for the technical specification such as sound, light, stages and sets. It also involves checking out alternative arrangements for locating the event, the venue, the conditions for the event and gathering information to assist in taking a decision on whether the event would be held indoors or outdoors. While at the last task, understanding the requirements of licenses, clearances, etc.

and arranging for the same as and when required is a fundamentally responsible task that the event coordinator is burdened with.

For example, at Dewan Undangan Negeri Sarawak, the event manager is Encik Supian Tarmizi while the teams involved are the employees such as public relation staffs, administrative staffs, account staffs and other employees as well. Whenever there is an event, all of them will work together whereby at the beginning, the event manager will give explanations and also an image about the event that is going to be conduct. At first, all of them will be discussing on what they need to prepare for the events. For example, they need to know and understand the client profile, the target audience and number expected concept of the event and a major component of any event that follows is the preparation of the event cash flow statement. This is important for them to proceed to the next level which is organizing the event. Generally, any events organize at DUNS in involving the Very Important Persons (VIPS) such as Yang di-pertua Negeri of Sarawak, Sarawak's Chief Minister, YBs and other chief officers in different department. The event conduct mostly due to special occasion such as event called "Memperingati 22 Julai". This is relate to Sarawak state matter.

3.8.2 ORGANIZING

Coordination of the arrangements required divided among the team members. We further reiterate that understanding organizing in the context of event management essentially involves the description of the activities required for an event, identifying individual and team tasks and distribution of responsibilities to coordinators. Event coordinators are essentially required for the organizing part for an event. Starting from contacting the artist or performers and in case of absence or dropouts, making standby arrangements is one of the most important functions of the event coordinator. After planning and creative functions have worked out the game plan, the event coordinator then goes about fixing the date, terms and conditions with

the artist. For instance, at Dewan Undangan Negeri Sarawak, every each of them will have their own task given. For instance, public relation staff will take care of the target audiences who will come to the event, while the administrative staff will going to handle the arrangements of the venue, accommodations and what not. While other staff will handling other thing that necessary for the event as well.

3.8.3 STAFFING

Functional responsibilities in a project type organizations structure define event management staffing requirements. The importance of team structure, experience, background and expertise of team members plays a crucial role in event management. It is the size and the resource availability in the events enterprise that to an extent defines the exact role of the staff members. Thus, while recruiting for events, one tends to feel that candidates with a past background in the hospitality industry, sales and advertising would be ideally suited to tackle the stress and pumped up adrenaline levels that come free with events. For example, in Dewan Undangan Negeri Sarawak, public relation staffs are importance among others. This is because that they have the capabilities in dealing with people. They mostly they have knowledge on how to handle different kind of people.

3.8.4 LEADING AND COORDINATING

The sum and substance of events as a whole revolves around interpersonal skills. The need for achieving synergy among individual efforts so that the team goal is reached is the main aim of coordination. The overall coordinators need to be leaders with fantastic people skills. They are continually required to motivate the labour and other junior coordinators to work real hard given the physical nature of the job, the time constraints involved and the one-off nature of the event. The overall coordinator also should be able to guide the marketing and project managers and this may even mean that the experience and expertise of past events

need to be passed on to relative new comers given the shortage of professional event managers. For instance, Encik Supian Tarmizi as the event manager able to guide other project managers in order to ensure the events runs smoothly.

3.8.5 CONTROLLING

Evaluation and correction of deviations in the event plans to ensure conformity with original plans is the gist of controlling. Evaluation is an activity that seeks to understand and measure the extent to which an event has succeeded in achieving its purpose. The purpose of an event will differ with respect to the category and variation of event. However, to provide reach and interaction would be a generic purpose that events satisfy. There can be two attitudes with which evaluation can be putting in its proper perspective. The concept of evaluation stated above was a critical examination digging out what went wrong. A more constructive focus for evaluation is to make recommendations about how an event might be improved to achieve its aims more effectively. To conduct an evaluation and measurement exercise it is essential that the predefined objectives of the events must properly understood. The brief should contain all the data in communicating since if an event had organized without a clearly defined purpose then any evaluation of it would be rather pointless. For instance, at Dewan Undangan Negeri Sarawak, the leader will asked his or her employees about the events and discuss on the problems occurs and on how to improve the event to be more effective and efficient.

CHAPTER 4

RECOMMENDATIONS

4.0 INTRODUCTION

In this chapter, I will discuss the strengths and weaknesses of event management and recommendations to improve event management in an organization. The strengths and weaknesses of the event management will be analyzed according to the definitions and concepts of the event management system that were discussed in the previous chapter. With the experiences and knowledge that the trainee has gained during the practical training, there are several improvements that can be done in the event management at Dewan Undangan Negeri Sarawak. Therefore this chapter would also describe the recommendations that can be done on event management in the organization.

4.1 STRENGTH OF EVENT MANAGEMENT

4.1.1 Services

The services provided by the helpers were very efficient and friendly. The information counter staffs were also very knowledgeable and helpful as they provided the target audiences with ample information needed.

4.1.2 Trained Staff/ Manpower

The manpower allocation for the whole event was well organized. I can see sufficient manpower at every station. Due to the fact that the whole event was not major, thus they do not require large pool of manpower and it is easier to control the crowd. For instance, at Dewan Undangan Negeri Sarawak, there are 23 total of manpower available. They are given their own task and section to be taken care of. All of them work together to ensure the event

are perfectly organized. Hence, they managed to organize the event very well. By allowing internship students to get involved in the event this can be one of the ways to support their manpower as well.

4.1.3 Logistics

According to Logistics World, the terms 'logistics' can be defined as having the right thing at the right place and at the right time. Event logistics includes the efficient supply of the customers to the product, and the supply of facilities to and from the event site. For instance, the contractors conducted checks on the lightings in the room at regular intervals to ensure that light bulbs which had blown were replaced as soon as possible. Cleaners were also deployed in the room to do a thorough clean up once the programme ended for the day. At Dewan Undangan Negeri Sarawak, we can see the cleaners will clean up after the event ended.

4.1.4 Media Relations

Media relations refer to the relationship that a company or organization develops with journalists, while public relations extend that relationship beyond the media to the general public. For example, Dewan Undangan Negeri Sarawak has a lot of connections with media. As such, during Mesyuarat Kedua Bagi Penggal Kelima Dewan Undangan Negeri Sarawak Ketujuh Belas, there were lots of journalists who came to get information about the meetings.

4.2 THE AREAS FOR IMPROVEMENT OF EVENT MANAGEMENT

4.2.1 Insufficient Manpower Allocated for Big Events

Despite the flexible allocation of manpower, the event still faced staffing shortage when it is for gig events. This causes frustration of some visitors as they had to wait for a while before a staff or volunteer could attend to the requests. This lack of manpower will adversely impact the visitors' event experience as they might feel that the service rendered is not up to their expectations.

4.2.2 Lack of Engagement to places

As mentioned above, sometimes when there are visitors came to Dewan Undangan Negeri Sarawak, they wanted to explore places in the building. However, they are only managed to go certain places only.

4.3 RECOMMENDATIONS

4.3.1 Manpower Allocation

The organiser should ensure that the temporary volunteers recruited are well briefed on their duties and responsibilities, and appropriately trained for the event. In order to solve the problem of lack of manpower, the organiser could consider recruiting more manpower for programmes.

4.3.2 Engagement to Places

The organizer maybe should give some opportunity to the visitors to explore and know more about the places in Dewan Undangan Negeri Sarawak.

CONCLUSION

CHAPTER 5

5.1 SUMMARY OF CHAPTER 1

In chapter 1, I had explained about the organizational background and history of Dewan Undangan Negeri Sarawak (DUNS). Besides, I also had identified their vision, mission, department quality policy ,objective, cleint charter and functions of the organization. I also know about the organizational structure such as the hierarchy from lower until upper level of management. I'm well informed about the background of this organization. So, it can enhance my knowledge after having a practical training in Dewan Undangan Negeri Sarawak (DUNS).

5.2 SUMMARY OF CHAPTER 2

In chapter 2, I had explained about the tasks and job that I did during the 9 weeks of my internship programmed. The tasks given to me were consistent to the guidance provided by the faculty. The tasks mainly related to the scope of administration. I'm able to apply what I've learned in the classroom and to relate the theory into practice. Therefore, it is a valuable experience that I can get through my practical training.

5.3 SUMMARY OF CHAPTER 3

In chapter 3, I explained about the most important task that I did during my training. I was instructed to do many tasks, but the main focus in chapter 3 is to analyze about the task that I had most involved and engaged to, that is about event management. It was such an interesting experience since I was exposed to many activities and had opportunity of meeting and works with other people.

5.4 SUMMARY OF CHAPTER 4

In chapter 4, I've had make analyzed about the strength and weaknesses of the task that I choose as the main focus. This is the continuation of the analysis in the previous chapter. There are some recommendations that I've suggested in chapter 4 regarding the weaknesses of the tasks. This is to identify the mistakes and some corrective actions that can be taken in order to be better in the future. I can enhance my knowledge on how to evaluate a tasks or jobs that been given or handle by me.

5.5 REPORT OF SUMMARY

As conclusion, as a student of Bachelor of Administrative Science of UiTM Kota Samarahan, Sarawak, this practical training subject has given me a lot of advantages. Not all courses at UiTM Kota Samarahan give opportunities to their students to do their practical training outside of the campus.

The practical training give a lot of benefits to the students to increase or gain more knowledge at the real world of work field and it can increase the students awareness on how to deal with the work field and environment after graduate from the university. Besides that, the students also able to applied their theoretical knowledge to practical and at the same time they are able to prepare the work schedule based on the task given. In addition, they can give their recommendations on any strength and weaknesses of the organization.

I feel glad and happy because I can have my practical training at dewan Undangan Negeri Sarawak. I had gained a lot of experience, knowledge and much information which sometimes it is so hard to see how the flow of works at the department runs well to satisfy the customer requirement and satisfaction. The practical training also helps me to increase my confidence level on meeting outside people who I do not know them well.

Besides that, the training also helped me to increase my communication skills, my performance on doing my tasks and also helped to build good understanding and build good cooperation among the staffs at the section.

I am hoping that the department will accept other students to do their practical training there especially the students from UiTM Kota Samarahan. Besides, there are new things can be learned through practical training. The knowledge can be implemented or can be exchange with the students in the class and what the students had been learned from the class can be practiced at the organization where they need to do their practical training. I hope that the duration of the practical training can be extended more from one month to three months in the future for the benefits of the students themselves.

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APPENDICES



Table 1: Rehearsal for Hari Memperingati 22 Julai Event



Table 2: Hari Memperingati 22 Julai Event

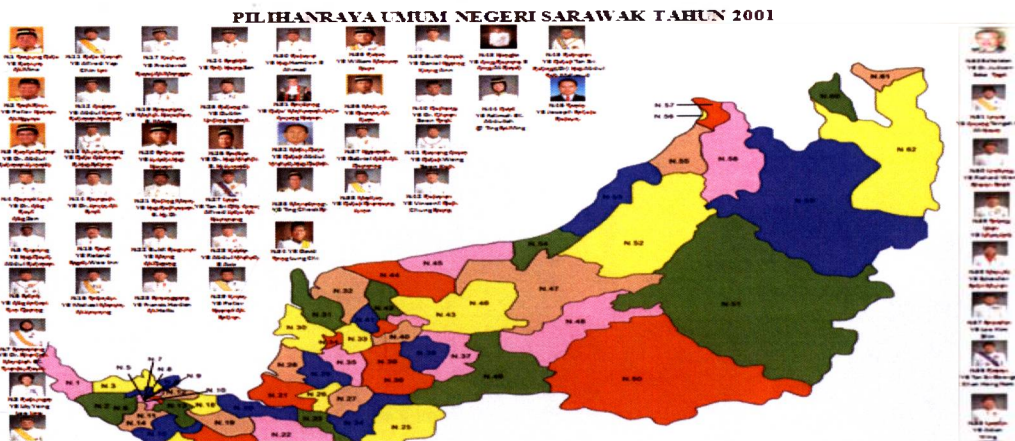


Table 3: Update all the YB's pictures



Table 4: Visitors from “PESARA” organization.



Table 5: Attending Majlis Perasmian Taman Permainan Kanak-Kanak Di Wisma Wanita Event.



Table 6: Attending Kempen Kibar Jalur Gemilang event at Padang Merdeka

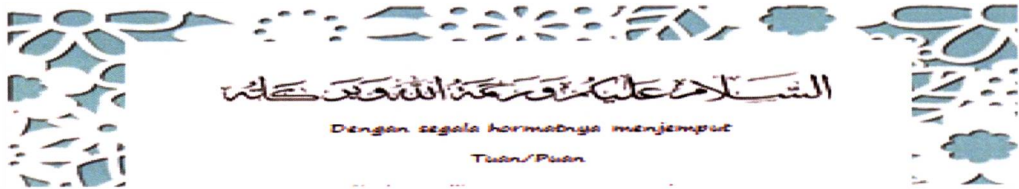


Table7: Invitation card for Majlis Penutupan Syawal Event.



Table 8: Sharifah Salbiah and I as an emcees for the Event

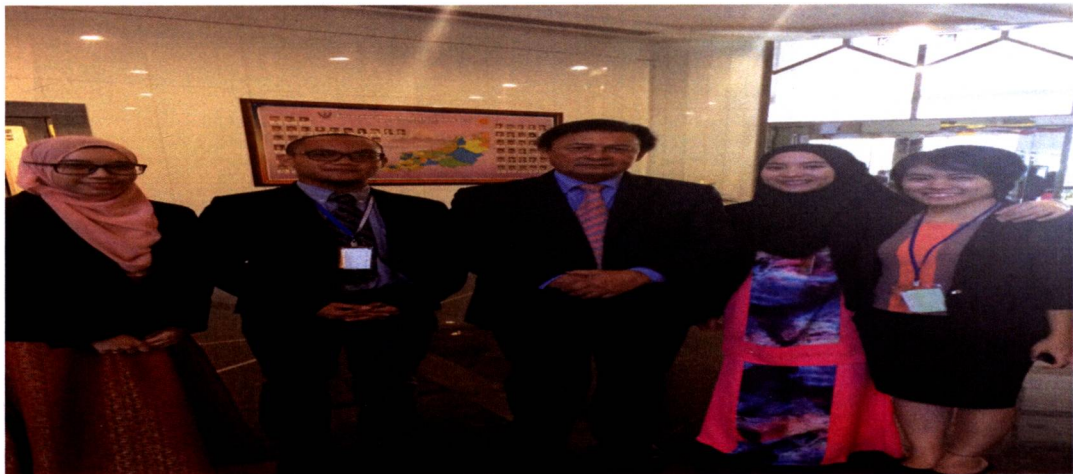


Table 9: Mesyuarat Kedua Bagi Penggal Kelima Dewan Undangan Negeri Sarawak Ketujuh Belas



Table 10: Helping the staff to do sorting



Table 11: Preparing the souvenirs



Table 12: Final process in making the organizational chart



PRACTICAL TRAINING FEEDBACK FORM TO BE FILLED IN BY STUDENT

STUDENT NAME : _____
STUDENT NUMBER : _____
IDENTIFICATION NUMBER: _____

NAME AND ADDRESS OF ORGANISATION: _____

PERIOD OF TRAINING: FROM _____ **TILL** _____
NAME OF HOST SUPERVISOR: _____

(CIRCLE THE RELEVANT SCALE)

1. SCOPE OF WORK CORRESPONDS WITH THE FIELD OF STUDY

(Evaluate whether tasks given are relevant to the BAS/BCA syllabus)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

2. QUALITY OF DAILY TASKS

(Evaluate whether the tasks given are of high quality based on syllabus of the program)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

3. SELECTION OF ORGANISATION

(Evaluate whether this organisation is the right place to undertake the practical training or not)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

4. SUPPORTS, GUIDANCE AND CLARIFICATION RECEIVED BEFORE WORKING ON ANY TASKS

(Evaluate whether the organisation provides the right level of support and training)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

5. RESPONSIBILITIES OF ORGANISATION IN GIVING COOPERATION

(Evaluate whether the organisation gives full cooperation to the student)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

6. ADAPTABILITY

(Evaluate your adaptability to the tasks and surrounding of the organisation)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

7. FACILITIES

(Evaluate whether the organisation provides sufficient resources)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

8. OFFICE ENVIRONMENT

(Evaluate whether the office environment is comfortable, well-managed and convenience)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

9. KNOWLEDGE

(Evaluate whether the organisation's staff possess sufficient knowledge of the organisational matters)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

10. CHARACTER

(Evaluate whether the organisation's staff has a good character)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

11. SAFETY

(Evaluate whether the organisation has necessary safety measure in place)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

12. Do you think of recommending this organisation to other students for practical training?

Yes	No

Additional Comments:

Student signature,

.....
(Student name : _____)
Date : _____

Host Supervisor signature,

.....
(Host Supervisor name : _____)
Date : _____