UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

AM228
BACHELOR OF ADMINISTRATIVE SCIENCE (Hons)

PRACTICAL TRAINING REPORT

BINTULU PORT SDN BHD

SITI ROHAINA BT KIPLI
2012987949

MARCH-JULY 2015

CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE
SUPERVISOR

Name of Supervisor   : LT.COL SAIFUL ANWAR MD ALI

Practical Report   : BINTULU PORT HOLDINGS SDN BHD

Name of Student   : SITI ROHAINA BT KIPLI (2012987949)

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

_____

(LT.COL SAIFUL ANWAR MD ALI)

Date:

THE DECLARATION

Declaration

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

Signed,

_____

SITI ROHAINA BT KIPLI

2012987949

ACKNOWLEDGEMENT

Assalamualaikum W.B.T. and greetings. Alhamdulillah and praise to Allah S.W.T. for his blessing all of us. To have the opportunity for internship at Bintulu Port Sdn Bhd is truly an immense experience. Undoubtedly, the stay was great. It had taken my thoughts to a great level far beyond my perceptions. Above all, it is in line with my course, Bachelor in Administrative Science (Hons).

I wish to register my lofty gratitude to the management of Human Resource Management Department of Bintulu Port Sdn Bhd, especially to my supervisor, Puan Hanisah bt Hassan, for the advice, guidance and opportunity to undergone my industrial training at this department. Thank you once again.

I also would like to give the greatest appreciation to my lecturer, Lt. Col Saiful Anwar Md Ali for guiding me to construct this report. His advice and patience also really makes me appreciate on any sacrifices that he had made for us.

I would like to thank my family members especially to my mother and my father that always support in every aspect, advice motivate and willing to sacrifice for me all this while. Thank you and I will never forget your advice and all sacrifices that you have done for me.

Lastly, I would to thanks my friends that always support me. All those support will be appreciate.

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CHAPTER 1: INTRODUCTION OF ORGANIZATION

1.1: Background of Organization

Bintulu Port is one of the most modern and efficient multi-purpose ports in South East Asia. The port commenced operation in January 1983 and over the years it has a growing volume of variety of general cargoes, containerized cargoes, palm oil products, liquid and bulk dry cargoes. Currently, BPSB is 100% owned by the Public Listed Holding Company which is Bintulu Port Holdings Berhad. A sister company, Biport Bulkers Sdn Bhd operates and manage the edible oils bulking installation and the upcoming Samalaju Industrial Port Sdn Bhd will serve the industrial users at Samalaju Industrial Park.

(Sources: http://www.bpsb.com.my)

1.1.1: Bintulu Port Sdn Bhd

Geographically situated midway between Kuching, Sarawak and Kota Kinabalu, Sabah along the busy sea lanes of Intra Asia Trade with a deep sea harbour, Bintulu Port is the import and export gateway for Sarawak and Brunei, Indonesia, Malaysia, Philippines East ASEAN Growth Area (BIMP-EAGA) region. Today, it is East Malaysia's largest container port and the nation's sole liquefied natural gas (LNG) export gateway and it is noted as currently one of the largest LNG export terminal in the world. Cargo generated from its hinterland is expected to increase as the Sarawak Corridor for Renewable Energy (SCORE) Initiatives are implemented, with additional shipment of aluminium, pulp and paper, silicon, manganese, fertilizer, downstream timber, and agro produce and product making its way to the dock.

(Sources: http://www.bpsb.com.my)

1.1.2: Biport Bulkers Sdn Bhd

Biport Bulkers terminal is sited within the 2nd Inner Harbour of Bintulu Port, which is located along the busy lanes between the Far East and Europe on the North East Coast of Sarawak, Malaysia. It's strategic location and association with Bintulu Port Sdn Bhd makes Biport Bulkers a preferred and ideal bulking and loading terminal in this region for companies who is looking for superb facilities, faster turnaround of vessel, quality and safety of operation.

(Sources: http://www.bpsb.com.my)

1.1.3: Samalaju Industrial Port Sdn Bhd.

Located on South China Sea and traversed by some of the worlds busiest shipping lanes, Samalaju Industrial Port has officially started its operation in April 2014. With total area of 393 hectares, Samalaju Industrial Port Sdn Bhd is compatible and able to meet the needs of developer and developing industries in Samalaju. The port is positioned to become a key for the success of the Sarawak Corridor of Renewable Energy (SCORE). Thus, it will play vital role in facilitating and managing the needs of the industries in SCORE.

(Sources: http://www.bpsb.com.my)

1.2: Company Policy

1.2.1: Health, Safety and Environment (HSE) Policy

This policy is formulated based on the Company's Corporate Philosophy and National Legislation

The objectives are:

(i) To assist the company in achieving its vision of transforming Bintulu Port into a World-Class LNG Port and The Port BIMP-EAGA without sacrificing on health, safety and environment.

(ii) To serve as a guide in providing a safe, efficient and quality port services which meet customer's expectation.

(iii) To conduct operation in accordance with sound health, safety and environmental principles.

(iv) To minimize risk and pursue the goal of not endangering people and the environment on entire endeavour.

In the execution of this policy, the company emphasizes the following principles:

(i) A systematic approach to HSE management designed to ensure compliance with applicable laws and other regulations to achieve continuous performance improvement.

(ii) Strive to protect the health and safety of the people and environment.

(iii) Promotes safety awareness, believe incidents are preventable, and promotes individual accountability for accident prevention.

(iv) Include HSE performance in the appraisal of staff and reward accordingly.

(v) Requires port users, contractors and tenants to manage HSE in line with this policy.

To ensure the success of this policy:

(i)   The management is responsible to provide safe working environment to its employees.

(ii)   Complying with safety practices by employees and port users shall be emphasized while stressing the balance between operational efficiency and safety requirement.

(iii)   Employees and customers have the right to express their concern on port safety through appropriate channels.

(iv)   Continuous HES training and education shall be given priority to ensure attainment of this policy objective.

(v)   Aim to have a HSE performance that can be proud of, to earn the confidence of customers, shareholders and stakeholders at large and to contribute to sustainable development.

(Source: http://www.bpsb.com.my/Port/About-Us/Security-Policy)

1.2.2: Security Policy

Bintulu Port Sdn Bhd (BPSB) Commitment

BPSB is committed in providing secure working environment for employees and port users through proactive security measures designated to protect people, assets and operation against threat of injury, loss or damage caused by any criminal, hostile or malicious act.

BPSB Principles

- (i) All secure risk are manageable
- (ii) Security is everyone's responsibilities
- (iii) Security threats facing the company will be regularly assessed and properly managed.

BPSB Objectives

- (i) To comply with applicable law, regulations, standard and requirement pertaining to security.
- (ii) To continuously improve security processes based on sound assessments of risks.
- (iii) To provide personnel with necessary knowledge, skill, experience and awareness on security risks and responsibilities to maintain security.
- (iv) To ensure employee's compliance to security measures including reporting of any security infraction.

(Source: http://www.bpsb.com.my/Port/About-Us/Security-Policy)

1.3: Mission, Vision and Values of Organization

1.3.1: Vision

'A World – Class LNG Port and the Port of BIMP-EAGA'

1.3.2: Mission

To provide quality port services that meet customer expectations, ensure a competitive return on investment for the shareholders and benefit the stakeholders

1.3.3: Values

(i) **Integrity**

BPSB adhere to standards, regulations and conduct the business according to the highest ethics

(ii) **Innovation**

BPSB are committed in delivering effective solutions to each customer's needs and continuously adopting new technology to maintain our competitiveness

(iii) **Customer Focused**

BPSB provide safe and efficient services that meet customers' expectations

(iv) **Quality people**

BPSB are versatile personnel. They value teamwork and co-operation. BPSB are committed to align staff's behaviour with the organizational goals

(v) **Recognition**

BPSB provide personnel with challenging opportunities, emphasizing on individual initiatives and creativity for career advancement

(Source: http://www.bpsb.com.my/Port/About-Us/Vision-Mission)

1.4: Organization's Structures

1.4.1: Chairman, Bintulu port Holdings Berhad

Tan Sri Dr. Ali bin Hamsa

1.4.2: Directors

Tan Sri Dato' Seri Diraja Mohd Zahidi bin Hj. Zainuddin

Dato' Seri Dr. Hj. Arshad bin Hj. Hashim

Dato' Hj. Mohamad Norza bin Hj. Zakaria

Dato' Mat Noor bin Nawi

Datuk Fong Joo Chung

Datuk Hashim bin Ismail

Datu Hj. Abang Halmi bin Ikhwan

Datuk Nasarudin bin Md Idris

Zakaria bin Kasah

(Source: http://www.bpsb.com.my)

1.4.3: Bintulu Port Holdings Berhad

Principal Officer		
	I.	Group Chief Executive Officer **Dato Mior Ahmad Baiti**
	II.	Assistant General Manager, Group Finance **Daiana Luna Suip**
	III.	General Manager, Group Corporate Planning and Development **Omar Salleh**
	IV.	Senior Manager, Group Corporate Service **Zurady bin Mohamad Effandy**
	V.	General Manager, Group Human Resource Management **Hotni Hj. Bahari**
	VI.	Acting Assistant General Manager, Group Legal Counsel **Dayang Faizah binti Awang Bujang**
	VII.	Assistant General Manager, Group Information Technology **Abdul Manan Iling**
	VIII.	Acting General Manager, Group Health, Safety and Environment **Abdani bin Abdul Gafor**
	IX.	Company Secretary **Nik Abd. Rahman Nik Ismail**
	X.	Assistant Company Secretary **Abu Bakar bin Hj. Husaini**
	XI.	Manager, Group Internal Audit **Mohamad Yacop bin Mohamad Junit**
Other Officer	I.	Group Corporate Planning & Development Manager, Corporate Planning **Eizam Ismail**
	II.	Manager, Business Development **Sufri bin Bohari**
	III.	Acting Manager, Marketing & Customer Service **Esther Lu**
	IV.	Manager, Business Performance Management **James Nyowep**

		V.	Group Finance Manager, Group Account **Wong Lee Siong**
		VI.	Manager, Corporate Finance & Treasury **Mohd. Hafiz bin Adenan**
		VII.	Group Corporate Services Acting Manager, Management Services **Radin Romani Radin Abdul Rahim**
		VIII.	Principal, Tadika Montessori **Aida Yusuf**
		IX.	Group Human Resource Management Senior Manager, Human Resource Planning & Organisational Development **Azmel Khan Asghar Khan**
		X.	Senior Mnaager, Performance & Rewards **Maslihah bt Haji Toh**
		XI.	Manager, Employee Relations **Mohamad Zain bin Wasli**
		XII.	Group Legal Counsel Manager, Contract Management **Dayang Noorinha Abang Ali**
		XIII.	Group Information Technology Acting Manager, Operation Application Systems **Nur-Aidah binti Hj. Narawi**
		XIV.	Acting Manager, Business Application Systems **Vivia Paya Robin**
		XV.	Manager, Network & Office Technology **Ramzi bin Shafiee**
		XVI.	Group Health, Safety & Environment Manager, Security **Lailatu'lkadar bin Sitam**
		XVII.	Manager, Safety & Environment **Abdul Hallek bin Pun**
		XVIII.	Manager, Emergency Services & Responses **Juan Akmawan**
		XIX.	Manager, Quality **Hafidza binti Ali**

(Source: http://www.bpsb.com.my)

1.4.4: Bintulu Port Sdn Bhd

Principal Officer	I. Chief Operating Officer **Ahmat Narawi** II. Acting General Manager, Marine Services Division **Haji Borhana bin Hj. Gani** III. General Manager, Cargo Handling Services Division **Hj. Yusof bin Hj. Ibrahim** IV. Acting General Manager, Container Terminal Division **Azharan bin Hj. Ramlee** V. General Manager, Technical Services Division **Hj. Julkip Seno** VI. Senior Manager, Finance/Human Resource &Admin Division **Cajetan Andrew Lissem**
Other Officer	I. Chief Operating Officer's Office Manager, Special Project **Madalein Engu @ Ngutoh Leng** II. Marine Service Division Manager, Operations **Awang Faizol Awang Sallam** III. Senior Manager, Pilotage **Tiong Kuong Chiing** IV. Acting Manager, Marine Maintenance **Azmi bin Tambi** V. Cargo Handling Services Division Manager, Logistic **Green Manson Manging @ Ikhwan Nasriq** VI. Acting Manager, General Cargo Operation **Pengiran Damit bin Pengiran Mahtar** VII. Manager, Warehousing **Elvis Tulu Ayu** VIII. Acting Manager, Conventional Equipment **Unus bin Oteng** IX. Manager Dry Bulk Operation **Mohd. Jamil bin Hj. Ikhsan** X. Container Terminal Operation Division Acting Manager, Container Operation **Abdul Razak @ Rajat bin Ismail**

	XI.	Acting Manager, Container Handling Equipment **Mohd Aziman bin Drahman**
	XII.	Technical Service Division Manager, Civil Engineering **Hj. Remazi bin Hj. Arbi**
	XIII.	Manager, Mechanical Engineering **Habiborlah bin Salimullah**
	XIV.	Manager, Electrical Engineering **Jowel Mundat**
	XV.	Finance, Human Resource & Admin Division Acting Manager, Finance **Sayu ak Jenggie**
	XVI.	Acting Manager, Commercial **Muhammad bin Mustapha**

(Source: http://www.bpsb.com.my)

1.4.5: Biport Bulkers Sdn Bhd

Principal Officer	Chief Operating Officer **Shamsuddin bin Ismail**

Other Officer	I. Manager, Operations
	    Wan Mohamad Zaidi bin Wan Kadir
	
	II. Manager, Technical
	    Peter anak Lamat

1.4.6: Samalaju Industrial Port Sdn Bhd

Principal Officer	Act. Chief Operating Officer **Mat Shalleh bin Mohamad Etli**

Other Officer	I. Senior Manager, Operation Stakeholder Relations
	    Mat Shalleh bin Mohamad Etli
	
	II. Senior Manager, Technical Services Division
	    Mohamad bin Mahdini
	
	III. Senior manager, Finance, Human Resource and Admin Division
	    Rosli bin Idris
	
	IV. Manager, Port Operation Equipment Division
	    Eddy Noriman Hossain
	
	V. Acting Manager, Safety & Security Division
	    Ghazali bin Tambi

(Source: http://www.bpsb.com.my)

1.5: Core Business of Organization

A key port in Sarawak, East Malaysia, and Bintulu Port is located in Northeast Sarawak along the route between the Far East and Europe. It is strategically positioned to serve the resource-rich Sarawak hinterland, Malaysia's major LNG hub and the surrounding Brunei Indonesia Malaysia Philippines East Asean Growth Area (BIMP-EAGA).

There are 30 ports in Malaysia, with the most important ports located along the Straits of Malacca where the majority of the population reside and most of country's economic activities take place.

From the perspective of container shipments alone, Bintulu Port is small relative to Port Klang, Port of Tanjung Pelepas (PTP), Penang Port and Johor Port, which have emerged as Malaysia's bigger and more competitive ports in terms of cargo handled, infrastructure, the number of destination linked to port as well as the ability to attract shipping lines.

Bintulu Port is located at the doorstep of one of the most dynamic industrial development zone in Borneo, handling in oil and gas related industry, timber based and palm oil products. Its location also facilitates the feedering and transloading operation between various regional ports for faster shipping transit time to major international ports and export destination.

However, this understates the importance of Bintulu Port, which has a monopoly on LNG exports. It is also the leading container port in Sabah and Sarawak region.

PETRONAS's LNG complex is located next to Bintulu Port. The LNG complex houses three LNG terminals with a total of eight trains, namely MLNG Satu, MLNG Dua and MLNG Tiga with a combined production capacity of approximately 24m tonnes p.a. It is the world's second largest LNG export terminal, the largest being Qatar Gas's LNG terminal.

Gas is extracted from the nearby Luconia fields offshore Sarawak, liquefied in the MLNG Complex and shipped to customers in East Asia. The LNG supply contracts that PETRONAS sign with its customers are usually long term, averaging 15-20 years. Backed by these long term LNG supply contracts, LNG exports have always been Bintulu Port's main cargo and major revenue driver, contributing approximately 75-80% of total revenue over the past five years.

In addition to being the primary hub for LNG, the port is equipped to handle other types of cargo including container boxes, crude oil, edible oil, Petroleum products, logs and timber products, liquefied petroleum gas and urea. Bintulu Port has different types of berth and terminals to cater to the various cargoes.
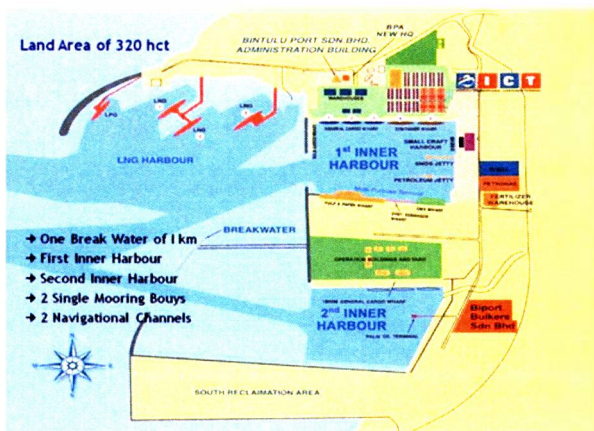
(Source: http://www.bpsb.com.my)
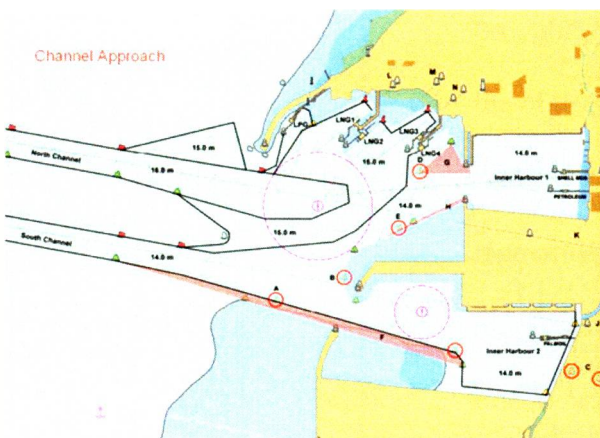
1.6: Location and Port Layout of Bintulu Port Sdn Bhd

1.6.1: Location of Bintulu Port Sdn Bhd

1.6.2: Layout of Bintulu Port Sdn Bhd

1.6.3: Layout of Bintulu Port Sdn Bhd

(Source: http://www.bpsb.com.my)

CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

I undergo my practical training at Bintulu Port Sdn Bhd for 6 weeks. I was assigned to Human Resources Department. Below is my schedule during the internship:

2.1 Summary Schedule of Practical Training

Date	Exact Nature of Work
20th – 23rd January 2015 (First Weeks)	- On the first day, I arrived at Bintulu Port Sdn Bhd, I directly went to Human Resource Department Unit because it stated in the letter given by them which was at the third floor of Wisma Kontena. - I had been asked by the staff of that unit to fill in a form of my profile and safety form. - After that, I had been told to meet with Puan Hanisah bt Hassan. She became my supervisor during my practical training for 6 weeks. Puan Hanisah gave a briefing about the fieldwork of Human Resource Unit. Then, I had been brought by her to visit the entire office and acquainted with the other staffs. - Lastly, she brought me to meet with the Manager of the Human Resource Unit, Encik Azmel Khan. He welcomed me by gave me some notebook, calendar and pen as a gift. Encik Azmel also give a briefing on the fieldwork at HR unit but more detailed.

	- After that, Puan Hanisah gave me a task which was taken all the record files from year 2013 in the file room. She asked me to categorized each courses attended by staffs in that files according to skills. There are 3 types of skills that are soft skills, technical skills and functional skills. A soft skill is more to listening skill, typing skills and presentation skills. Technical skills more on practical skills such as technician, engineering and Information Technology (IT) skills. A functional skill is more to other courses which involve with professionalism such as integrity and leadership courses. Puan Hanisah then told me to categorized it and key-in the data in Excel 2013. I only got managed to finished key-in data in "Dalaman" file and "Laporan Keberkesanan Kursus" file.
	- On the second day, I continued key-in data of files in year 2013 in excel 2003. I had finished key-in data of files in: a) "Luaran" file b) "Pengenalan Kargo Konvensional dan Kontena" c) "Pelite Mas Laut Sdn Bhd" d) ISO 28000:2007 Security Management System for Supply Chain Awareness Program e) Safety and Security Demerit System - After I had finished with my task, I helped other practical student in handling her task which is classified resume according to educational level.

	- When it was done, I had been asked by Puan Hanisah to go to Safety Department for making my trainee pass. - Then she gave me a second task which was to create code for each skill that listed and key-in the data using Excel 2003. For example, the code for soft skill was SS. - After I had finished with my second tasks, Puan Hanisah assigned the third task that is key-in code and description of the code into training course analysis code setup in KaizenHR Enterprise system.
	- On the third day, I attended a safety briefing at Health and Safety Environment (HSE) department. There are 2 session for this courses. First session is about BPSP Security Briefing with Inspector Fabian. The second session was about Health and Safety Briefing. After the 2 session ended, we must take a safety examination. It was for getting a personal safety passport. All the employees of Bintulu Port Sdn Bhd must have this passport especially for the workers that worked in plant. Without the passport, they are prohibited to enter the plant. After I passed with the examination, I am allowed to take my safety personal passport along with my trainee pass because I made my pass at HSE department. - After that, I went back to HR department and helping another practical student under Miss Syifaa (Executive Performance and Reward) in updating current file.

	- On the fourth day, I continue helped her in updating current file in file room.
	- At the same time, I helped one of the HR staff, Miss Norayati in listed out staff's name and staff's number of record file and rearrange record file that do not have storage places.

Date	Exact Nature of Work
26th - 30th January 2015 (Second Weeks)	- On the first day, I helped other practical student to key-in resume details into excel. - Then, I had been assign a task by Puan Hanisah in classified the list of staffs according to each division into Excel 2003.
	- On the second day, I continuing classified the list of staffs according to division into Excel 2003. - After done with classify the list of staffs, I had been assigned to identify document and keep it in the provided files according to its courses.
	- On the third day, I continuing identified document and place it in the provided according to its courses. - Then, I made a photocopy for that document and binding the original document as well as copy of documents.
	- On the fourth day, I learned how to use KaizenHR Enterprise System through the user manual training administration management (Kaizen HR). - Then, I had been told by Puan Hanisah to register for thumb print scan because the attendance of the staffs at Wisma Kontena was taken using thumb print scan. It is to ensure my fully attendances during my practical training.
	- On the fifth day, I continued key in document (2013) into Kaizen HR.

Date	Exact Nature of Work
2nd - 6th February 2015 (Third Weeks)	- On the first day, I continued my work in key in data to KaizenHR Enterprise system. I stop my work and continue tomorrow.
	- On second day, I continue my work in key in data to KaizenHR Enterprise System. Then, Mdm. Esme Chung Kim Wha asked me to bring "Latihan Luaran" files (January and February) for her reference. - Update training record based on "Anggaran Bajet" document for Biport Bulkers Sdn Bhd (BBSB), Samalaju Industrial Port Sdn Bhd (SIPSB), Bintulu Port Holding Bhd (BPHB) and Bintulu Port Sdn Bhd (BPSB). This task was taken 3 days to finish it. I finished the task on the fourth days.
	- On the fifth days, I continuing my work in key in data to KaizenHR Enterprise System. Then, I sorted the documents in file according to the date of the file.

Date	Exact Nature of Work
9th - 13th February 2015 (Fourth Weeks)	- On the first day, I continued key in data of "Fail Luaran 2013" to KaizenHR Enterprise System. Then, I sorted the documents in file according to the date. - After that, I had been asked by Puan Hanisah to recheck the form to ensure that the form were complete filled up by applicants as well as ensured document requirement were complete prepared by applicants. - Then, Puan Hanisah assigned me to edit the letters of: a) "Akuan Penerimaan Perjanjian: Kursus Asas Polis Bantuan Siri 1/2015" b) "Tawaran Bond Menghadiri Latihan: Officer in Charge of Navigational Watch 500 GT and above and NVC.
	- On the second days, Puan Hanisah asked me to redo letters of "Tawaran Bond Menghadiri Latihan: Officer in Charge of Navigational Watch 500 GT and above on NVC. - After done with redo the letters, I had been asked to key in company address and reference of letter into Excel and printed it. . - Puan Hanisah asked me to insert cheque and letter in envelope. Then, record the details of submission letter at Secretary Unit. Lastly, laminated the documents.

	Puan Hanisah told me to open the training office by tomorrow morning as she and the other staffs were not available at the office as they attended the meeting at Everly Hotel, Bintulu.
	- On the third days, I opened the training office. Then : - Turning on all PCs in office. - Checking new incoming emails of new incoming emails of Madam Hanisah. - Unlock Training Room 1 for Container Terminal Department's (CTD) training program - Setting up projector. - Recheck form. - Make a checklist for incomplete form. - Keep the projector after being used for CTD's Training Program. - Puan Hanisah and other staff were available at the office in the afternoon. Then, I had been given task by Miss Noor Arwadina to do filing medical document in file room.
	- On the fourth days, I been asked to made photocopy of "Surat Akuan Penerimaan". Then, I made letterhead for "Surat Tawaran Bond" and made photocopy for it. - The photocopy machine was run out of paper. So, I take a box of new A4 paper from file room and place it at Training Office. Then, I placed A4 paper in printer, fax

	machine, and photocopy machine.
	- After that, Puan Hanisah asked me to put sign tag on documents which need to be sign by Encik Azmel Khan and shredded unused confidential document using shredding machine
	- All of practical students at HR Department were asked to tidy up Conference Room for "Majlis Tahlil"
	- On the fifth days, I attended "Majlis Tahlil" at conference room.
	- After the "Majlis Tahlil", all of the practical students under HR Department were asked to tidy up conference room:
	- Arrange tables and chairs according to original arrangement.

Date	Exact Nature of Work
16th - 20th February 2015 (Fifth Weeks)	- I had no task for the first days and second days.
	- On the third days, I had been asked by other staff to wrap gift for souvenirs
	- Fourth days and fifth days were Public Holiday (Chinese New Year)

Date	Exact Nature of Work

23rd - 27th February 2015
 	
(Sixth Weeks)
	- On the first days, I tidy up "Training Room 2" for Key Performance Index (KPI) workshop.
	
	    a) Take tables and chairs from Training Room 1 and place it at Training Room 2.
	
	    b) Take tables from Computer Laboratory and place it at Training Room 2
	
	- Keep birthday decoration after being used.

	- On the second days, I made a photocopy of medical check up form.
	
	- Make reference tag for file:
	
	    a) For front file
	
	        i. Key in details such as Name, I.C No., Staff No., Department, Loan Amount and Bond Time Period using Microsoft Word.
	
	        ii. Print it and cutting using paper cutting
	
	        iii. Glue it at the front of the file
	
	    b) For backbone file
	
	        i. Key in name and courses (eg: SADAN AK NIRA/ POLIS BANTUAN SIRI 1/ 2015) using Microsoft Excel.
	
	        ii. Print it and cutting using paper cutting
	
	        iii. Glue it at colour paper first before paste it on backbone of file.

	- Make a table for file record containing corporate membership, bond, study loan and "Sijil Pendaftaran Operator Kren"
	- On the third days, I arranged file according to table that have been made. - Waiting staffs for coming to sign "Surat Akuan Penerimaan Perjanjian: Kursus Asas Polis Bantuan Siri 1/2015" - Insert copy of medical check up form in particular file.
	- On the fourth days, I been asked by Puan Hanisah to classify individual membership according to type of membership that they applied. - Key in details of name, staff no., department and loan amount from files of bond and study loan using Microsoft Excel - Classified according to program.
	- On the fifth days, I continued key in details of name, staff no., department and loan amount from files of "Bond" and "Study Loan". - Make labelling for files.

CHAPTER 3: ANALYSIS

3.0 Introduction

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

3.1 Task Analysis

During the course of the six weeks of my practical training, I have completed several types of responsibilities such as filing, recording data, data updating, filling the various form, performing clerical tasks and so forth. As for this chapter, I will focus in the area of Human Resource Management especially on training administration and KaizenHR Enterprise System which has been used on most of the Company in Malaysia.

3.2   Human Resource Management

During my practical training I had been exposed with training and development division. Training and development is really related to the subject of Human Resource Management. According to Tan & Torrington (2004), training is the process of improving people's knowledge and skills. It may involve in changing their attitude so that they can do their jobs more effectively. At the lower level, it often involves teaching employees "how to" do a task, such as operating machine and writing a report. Meanwhile, Development can be defined as the process by which people obtain skills and gain experience to succeed in their present as well as in future tasks. (Tan & Torrington, 2004)

3.2.1 Training and Development

Training and development division is a unit where a trainees (practical students or a new employees) reporting their duties. The trainees will be sending to the departments that stated in their offer letters.

The training methods conducted by Bintulu Port Sdn Bhd to their trainees related to skill trainings. Therefore, they are using coaching and mentoring method. According to Tan & Torrington (2004), this method is used on the job where the boss (trainer) explains to the subordinate (trainee) what the problems are, and how they are being solved. The trainee receives constant feedback and guidance from the boss. In Bintulu Port, the trainees or new workers are offered to work as contract staff and will be monitored by their supervisor in charge for 6 months. The supervisor will guide the trainees in doing the tasks given or teach them on how to use the software system. Their supervisor will observe and analyze their performance through their skills, knowledge and how well the trainees in handling the task

given; does they able to be a multitasking staffs? How effective and efficient they doing their work? In the time of the contract the supervisor may decided either to take the trainees as a permanent staff or not.

Furthermore, there are two types of trainings that practiced by Bintulu Port Sdn Bhd. Firstly is on-the-job training. On-the-job training is training provided at the work site and is widely used. On-the-job training may involve learning from an experienced worker who will help the trainee to learn some "tricks of the trade" (Tan & Torrington, 2004). In Bintulu Port, the senior staffs may get promoted or change to another department. Thus, in order to maintain the quality performances of the department, the senior workers will teach the new workers in handling the task. My supervisor, Puan Hanisah will be transferred to welfare unit from the training unit. Therefore, she needs to train her subordinates, Miss Laila and Miss Nurfajrina in mastering all the procedures and tasks in training unit such as preparing courses or programs by booking some places, calling the expertise, confirming the invoice receipt, filling the documents, preparing the reports and making a letters as well as mastering the use of KaizenHR Enterprise System.

Another type of training is off-the-job training. Off-the-job training is training provided away from the job site. It may be provided by in-company trainees. When the expertise is not available internally, most companies would depend on professional training organisation, consultants or academic institutions, in addition to their existing public training package, many of these institutions may design special programmes to suit the needs of their clients (Tan & Torrington, 2004). Human Resource Management Unit always preparing the courses and programs for the staffs of all departments in Bintulu Port Sdn Bhd. It is to ensure the staffs will receive new knowledge and learning some new skills through the courses they attended. There two types of training provided by Bintulu Port Sdn Bhd which is internal

training and external training. Internal training is where the courses are take places inside the building of Wisma Kontena where at the training rooms or conferences rooms. Meanwhile, external training is the places of courses are outside the Wisma Kontena either at hotel, convention centre; in region of Malaysia or in a foreign country. In Bintulu Port Sdn Bhd, each of staffs under Marine Departments must have a license from Pelita Mas Laut Sdn Bhd at Sibu. Thus, the HR unit will arranged the date for staffs to apply the license.

3.2.2 KaizenHR Enterprise System

The Human Resource Management subject is really related to the KaizenHR Enterprise System that I analyse. Although in the Human Resources class, we only learn a little bit about this system but during the internship, I become so much clearer about how the system works. There are 22 modules in KaizenHR Enterprise System actually but only 14 modules I had been exposed with which are:

a) BASE SYSTEM ADMINISTRATION & SECURITY MANAGEMENT

Kaizenhr Enterprise Base System Administration & Security Module comprises of two key components. The first component provides a centralized source of coding management across all modules, whilst the second component, supports the full administration of security management. Security plays a vital role in any application, especially so for Human Capital due to the confidential and sensitive nature of employee data. This is achieved effortlessly in KaizenHR Enterprise System by setting authentication procedures and assigning access rights to application objects such as screens and reports for every employee or groups of employees.

b) PAYROLL MANAGEMENT

Payroll is probably one of the most important functional modules in Human Capital Management System. The need to pay employees accurately and on-time is of utmost important. Apart from getting the correct data for processing, payroll administration is constantly faced with the ever changing requirements to compensate employees. KaizenHR Enterprise Payroll Management Module is a fully integrated module that permits data to be collated from source; thus, ensuring correct payments for employees.

c) PERSONNEL MANAGEMENT

Personnel information is the only module that integrates with all other modules. Therefore, it is imperative to keep the information correct and current at all times. One of the features of KaizenHR Enterprise System is the ability to keep historical information. The effective date design of the KaizenHR Enterprise System gives a complete view of all employee history and business rules. Thus, it enabling the staffs to analyze and process employee information and all other related transactions on a date and time basis.

d) RECRUITMENT MANAGEMENT

KaizenHR Enterprise Recruitment Management functions enhance and automate all the recruiting tasks, from manager submitting job requisitions to HR department making employment offers and hiring applicants. This high automated process includes screening and short listing candidates based on their personal and employment profile against those of the vacant position.

e) MANPOWER BUDGETING

KaizenHR Enterprise Manpower Budgeting allows budgeting of headcount and automatically tracks the utilization based on the actual movement of the employees which may be updated via various sources. It also may reporting and analysis of Actual Manpower of a Department or across the Company. This system also has ability to generate Manpower Requirement Analysis by Department as well as for each individual position. In addition, the System is able to schedule the planning of intake by implementing a Manpower Intake Position Calendar.

f) TIME & ATTENDANCE MANAGEMENT

KaizenHR Enterprise Time Management System Module provides full functionality for management of time information in your organisation, including time collection, evaluation of time and capturing of absenteeism data. It also streamlines time all day to day scheduling activities as well as automatically identify employees on leave, calculation of overtime and shift or premiums. It provides the flexibility to use existing time collection devices (Bar Code, Magnetic Stripe, Proximity Readers, Smart Cards, and Fingerprint Scans) to capture employee clocking data and easily transfer the data to KaizenHR Enterprise Time Management Module for processing.

g) LEAVE MANAGEMENT

KaizenHR Enterprise Leave Management module will perform the varying leave accruals according to years of service and grade as well as allows to maintain and track employee leave, both historical and current, for better monitor both individual productivity and cost due to direct or indirect leave payouts. This system also has an ability to user define all type of Leave (Annual, Meeting, Conference, Seminar, Study, Maternity, Compassionate, Unpaid, Paternity, Sick, Research, Half Pay).

h) CLAIM MANAGEMENT

KaizenHR Enterprise Claim Management allows defining all the claims membership (Medical Expenses, Dental, and Mileage Reimbursement) and enforces the business rules with regards to eligibility, quantum and ceilings. This will help ensure a consistent rule being applied to all claims and speedy processing to ensure payments are made on time. It provides analysis on total claims made per month, quarter, and yearly by employee or department. Restricting some type of claims and benefits to certain group of staff and the maximum amount they are entitled by Claim Grouping.

i) LOAN MANAGEMENT

KaizenHR Enterprise Loan Management is able to compute loan interest and create repayment schedule. This module will provide the necessary information to payroll to facilitate monthly deductions. Maintain and tracks Progressive Payment and Repayment Instalments. Maintains complete records of loan principal repaid and interest earned.

j) GROUP HOSPITALIZATION & GROUP INSURANCE

KaizenHR Enterprise Group Hospitalization and Insurance modules allows HR to define the various hospitalization and medical scheme and enable employees to choose for the coverage and to keep the necessary dependent information up to date. The system is integrated with the Payroll module to facilitate monthly deduction, if required.

k) TRAINING ADMINISTRATION

Companies can stay in the forefront of industry by motivating and preparing their employees for the challenges through training. Tracking who and when to conduct training is important in a fast-paced global market in order to keep their employees up to date in the technologies, regulations, and procedures. Managing a database of all Courses (internal / external). Information captured including Course Type, Course Name, Duration, Institution, Instructor, Venue, Number of Days, Course Fee, etc.

l) JOB COMPETENCY MANAGEMENT

KaizenHR Enterprise Job Competency Management exceeds the skill tracking functionality. It enables the company to define the enterprise's jobs in terms of key competencies, and perform real time gap analyses between employee and their jobs. Eventually, management can plan the employees' careers and their future growth based on the company's competency requirements for growth and competitive advantage.

m) TRAINING NEEDS ANALYSIS

KaizenHR Enterprise Training Needs Analysis supports competency based training where the gap between employee and job competencies are identified and linked to appropriate courses. Depending on the demand, these courses will be scheduled and employees automatically enrolled. HR has the flexibility to override the process of preparing the course calendar and enrolment while employees can change the course and date of enrolment.

n) PERFORMANCE MANAGEMENT

Through the use of KaizenHR Enterprise Performance Review Management, an organisation's progress relies on the linking of individual performance with that of the organisation. The system provides for the ability to promote performance goals and measures that grow out of the enterprise, division or department's business plans, the ability to align an employee's performance measures with that of the organisation.

(Source: www.kaizenhr.my)

3.3   What is KaizenHR Enterprise?

Although I only spent 6 weeks at the Human Resources Department, I learned a lot of new things. One of the things that I learnt is KaizenHR Enterprise System. So what is KaizenHR Enterprise? It is system solutions for organizations who demands ultimate efficiency in HR Management. The product is functionality rich, technologically superior, and most important, reliability in performance from Administrative to Strategic Management functions. Figure 3.3.1 shows the development of KaizenHR Enterprise is based on 22 modules where utilized in HR unit of Bintulu Port Sdn Bhd, as illustrated. So, based on my experience using the KaizenHR Enterprise system, I found out it is more convenient and faster to use compared to the traditional system.

Figure 3.3.1: Modules of KaizenHR Enterprise
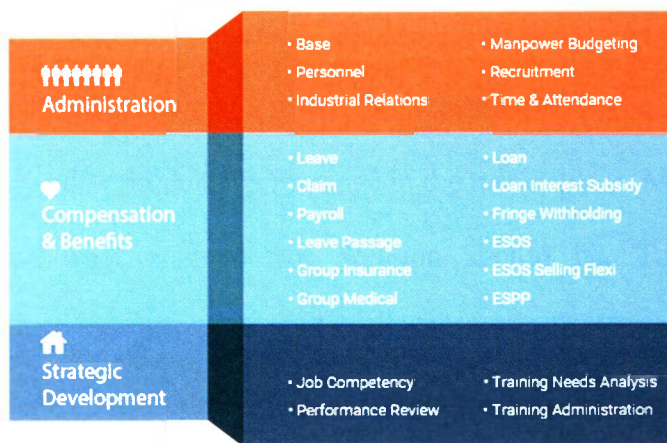
(Source: www.kaizenhr.my)

The KaizenHR Enterprise System is not only a human resource application system, but more importantly, it represents a new approach for more comprehensive and integrated human resource management in overcoming the many challenges of private sector management.

3.4 KaizenHR Sdn Bhd

3.4.1   Logo

The concept of the logo is based on the name of the company. . The name of "Kaizen" refers to a Japanese word which means "improvement" or "change for the better". Meanwhile "HR" is the abbreviations for Human Resource.

Under the company there are 3 types of product which are KaizenHR Elite, KaizenHR Primo and KaizenHR Enterprise. KaizenHR ELITE provides an ideal solution targeted for smaller companies having 50 to 70 staffs. Its comprehensiveness, ease of use and flexibility is beyond any other products in its range in the marketplace. Meanwhile, KaizenHR Primo is an essence of what a great HR solution should be. Targeted towards medium sized organizations, it provided with an intuitive and innovative approach towards HR Management, accessibility across web and mobile technologies.

Bintulu Port Sdn Bhd is currently using KaizenHR Enterprise System for Human Resource Department.

(Source: www.kaizenhr.my)

3.4.2 KaizenHR Mission

KaizenHR will and shall remain a SPECIALIST

3.4.3 KaizenHR Objectives

a) Policy Compliance

Ensuring business policies and regulations are being enforced at all times, minimize manual interference and promote organization's strategic development planning.

b) Workforce Visibility

Gains better visibility on workforce (labor costs, benefit costs etc) management with integrated and innovative HR solution

c) Business Objective Alignment

Matching competencies and managing performances, ensuring right candidate are placed to the right job, these are essentials that translate an organizations goals and objectives into strategies and processes that make a difference to the bottom line.

d) Information at user's Fingertips

Management decision making can be undertaken in a much accurate and efficient manner, assisted with the availability and diversity of information reporting and analysis.

(Source: www.kaizenhr.my)

3.5 Background of KaizenHR

Kaizenhr Sdn Bhd is the owner and developer of the AWARD WINNING KaizenHR Enterprise Human Resource Management Solution. More importantly, they are a HR focused company. Since inception in 1997, the company have decided that KaizenHR will and shall remain a SPECIALIST for HR focused company.

KaizenHR products has been widely adopted and implemented across industries covering manufacturing, healthcare, insurance, property management, financial services, comprising conglomerates, and multi-nationals as well as public listed companies. The comprehensiveness and stability of their products coupling with people's domain knowledge in the HR industry is what defines KaizenHR as a market leader today and the years to come.

With more than 18 years of diverse industry experience, the HR domain knowledge coupled with their accumulated HR BEST PRACTICES, will give a clear competitive advantage in supporting all business processes across organization, providing customers with key information to assist in management decision making processes that increases strategic values.

(Source: www.kaizenhr.my)

3.6   Why KaizenHR Enterprise is needed?

The implementation of the KaizenHR Enterprise takes into account the following factors:

i.   Optimal Use of Technology

Through the utilization of KaizenHR Enterprise, the company can optimize existing ICT infrastructure by automating human resource management in a standardized, without being narrowed to any particular function. The KaizenHR Enterprise system has incorporated the entire process of human resource management from strategic planning, recruitment, training administration, and manpower budgeting.

ii.   Continuous Monitoring of Human Resource Management Policies

The use of a standard system will facilitate the monitoring of human resource management policy implementation on a continuous basis. Current and policy-making processes. Consequently, the improvement process of human resource policies can be carried out effectively and continuously.

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iii.   Performance of employees

With KaizenHR Enterprise System, the performance of employees can be measured against the goals and targets set by the key performance indicators (KPIs) agreed upon by the head of department or agency, and individual performance can be monitored and assessed in line with the company's objectives and goals.

CHAPTER 4:RECOMMENDATION

4.0 Introduction

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

4.1SWOT Analysis

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

4.1.1Strength

In training and administration unit, Bintulu Port Sdn Bhd maintaining the quality works through well-trained employees. It is because the coaching and mentoring method may help an organization to decide to keep the new staffs or not. The organization will absorb them to become permanent staffs if the showing a good performances. Meanwhile, the staffs that do show a poor performance will be terminated by organization through ending their contract staff. Instead of that, the type of training being practiced by Bintulu Port Sdn that are On-the-Job training and Off-the-Job training give the benefit for the staffs of the organization because sending them attending the courses and trainings may help them to improve their skills in term of what kind of courses that they attended. If the staff attended soft skill courses, then their soft skill will be improved.

The benefit of the KaizenHR Enterprise System can be divided into 2, which are organization and Individual benefit:

4.1.1.1 Organization

The KaizenHR Enterprise System can benefit the organization in the term of the activities. The Human Resource activities will be carried out more easily and simply with a human resource information system. Each staff needs to have their own ID name and password in order to log in through the KaizenHR Enterprise System. The system cannot be accessed if the staff does not have ID and password. So the system will be much safe.

The second strength will be in the term of productivity. By using this system it will make our work must faster. Compared to the old times, using KaizenHR Enterprise system can reduce the time wasted. Not only that, it also reduce the error and work overlap.

4.1.1.2 Employee

From the employee perspective, the benefit of the system is User-friendly and flexible system. It means that it is easy to use by everyone. Even though there are 22 difference modules for the system, it is not too complicated to learn since that I had learned the 16 modules in 6 weeks only.

Other than that by using this system, the entry of basic information and service profiles of personnel need not be repeated. It means that you will not accidently key-in the same data or information twice. The system will respond if you key-in the same thing twice.

In addition the employees of HR Unit will be able to check the status of each transaction made through the KaizenHR Enterprise system. For example, the HR staffs can check previous record of leave application of other staffs. They also may check the attendance and time of each employee came to work and back from work through the record of the thumbprint scanner that directly keep in KaizenHR Enterprise system.

Last but not least, it can increase the user satisfaction, motivation and productivity. It is because, if the employee finds the system is convenient to use, the will be more motivate to improve their performance and productivity.

4.1.2 Weaknesses

One of the weaknesses of KaizenHR Enterprise system is the Information on personnel, personal records and service profile is critical for KaizenHR Enterprise system implementation in an agency. The updating of such information of all staff including Biport Bulkers Sdn Bhd and Samalaju Industrial Port Sdn Bhd, is a huge undertaking and requires a very efficient method. It also takes time to update the information.

Moreover, one of the weaknesses on the system is staffs as the user will depend too much on the suppliers. The dependency on suppliers remains very high, particularly with respect to system maintenance, owing to either the lack of expertise or weaknesses in the transition plan, training and technology transfer. In the event of any disruption to the system, the agencies have to refer to the supplier for corrective actions, and this slows down the process and affects the effectiveness of service delivery system. The cost of implementation ICT projects will also increase as it involves additional cost for overall maintenance of the system by the suppliers.

4.1.3 Opportunity

Continuous Improvement of Application is one of the elements of the private sector human resource management which are dynamic and constantly changing. The enforcement of changes through the traditional method of filing system, calculating remuneration and balance of leaves, as well as sorting the courses attended by employees into systems. It requires that improvements and changes to the application be made immediately to align with the changes.

Future Career in the Human Resource Department is one of the opportunities that I have learnt in using the KaizenHR Enterprise during my practical training. These valuable experiences have built my interest to maybe build my future career in Human Resource Section. I may be able to use this experience to seek job in other company in the same industry.

4.1.4 Threat

Changing the user mindset is one of the biggest threats. Although I was placed in the Human Resource Department, I found out that many users are still unfamiliar with the concept of KaizenHR Enterprise system. The KaizenHR Enterprise system concept, which emphasizes on the implementation of human resource processes from a manual to an automated system, is still not widely accepted and used by the employees. Staffs are used to the manual method in calculating Key Performance Index after they found out that calculated using the system is difficult. To address this problem, awareness programmes and activities were carried out at all levels of the senior level should be carried out.

Besides that, the user also needs knowledge to Operate System. The employees must know how to use the KaizenHR Enterprise system to ensure that the objective for its use is achieved. A comprehensive programme and training activities are the main challenge in ensuring that all employees understand and able to use the KaizenHR Enterprise system. The trainers are responsible to ensure that users in the respective agencies understand and have knowledge to use KaizenHR Enterprise system. Hands on sessions for the officers in charge of the implementation of specific modules in the agencies are also conducted.

Other than that, the Change of Officers can also be a threat. There is no way of ensuring that officers with the know-how of KaizenHR Enterprise system would remain in the department. Personnel will change due to promotion, change of department, on study leave or retire. The change of personnel in the organization disrupts the development and implementation of the project as new staff members take time to learn the KaizenHR Enterprise system. Knowledge and expertise is not easily mastered within a short period of time. The strategy of increasing the number of module experts at the Bintulu Port Sdn Bhd was carried out through intensive training programmes in preparation for any transfer or promotion of officers.

4.2 Suggestion and Recommendation

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

4.2.1 The Complexity in Utilizing KaizenHR System

Firstly, as I mentioned before, mastering the use of KaizenHR is not easy as it has 22 modules with different functions and procedures. So, the staffs need to gain the knowledge and mastering all the modules of KaizenHR Enterprise System for their own convenience in doing their work. So my suggestion is to conduct the staff training for KaizenHR Enterprise System weekly or twice monthly and the trainer must come from the expertise which is from the Headquarter of KaizenHR Company since the system is one of the products from them.

4.2.2 Preparing Data Backup

When KaizenHR Enterprise is under maintenance due to updating new record and information, the HR staffs need to have backup record inside that system in case the staffs from other department demanded a record from HR Department. It is not only help to fulfil the request from other staffs, but it also for the protection from natural disaster that we cannot predicted when it is going to happen. Thus, preparing a copy of data from the system is totally important for the sake of company itself.

CHAPTER 5: CONCLUSION

5.0 Introduction

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

5.1 Chapter 1

Chapter 1 is about the background of the Bintulu Port Sdn Bhd (BPSB). As I mentioned before, BPSB is a private organization that deals with the port authorities. The port commenced operation in January 1983 and over the years it has a growing volume of variety of general cargoes, containerized cargoes, palm oil products, liquid and bulk dry cargoes. Currently, BPSB is 100% owned by the public listed holding company which is Bintulu Port Holdings Berhad. A sister company, Biport Bulkers Sdn Bhd operates and manage the edible oils bulking installation and the upcoming Samalaju Industrial Port Sdn Bhd will serve the industrial users at Samalaju Industrial Park.

During my internship, I learnt that BPSB is divided into various departments such as Administration Department, Human Resource Department, Financial Department and many more. This company operated in 1 January 1952. Every department has their own roles. Mission and vision of the company is very important for an organization so they know what they are going to aim or achieve. The two types of policies containing in this company are Company Policies and Security Policies.

5.2   Chapter 2

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

Through the daily task, we can also identify whether the company misuse the practical student by giving them unnecessary tasks to be done such as sending document at other department and copy documents using photocopy machine. These types of tasks are called clerical works which are not suitable especially for practical degree student. This is because the task is not challenging as it is not in our scope of study. Practical training is provided for the final year students so that the student can apply the subjects they learnt in class in the working environment. Moreover, the students will also gain new experience in the real working environment. By analyzing to the schedule in this chapter, we can see that the company does not fully utilize the practical students because of factor such as giving the tasks which are sometimes not suitable and unrelated with our scope of study. In my opinion, BPSB is not fully taking advantage from the practical student by giving the practical students unnecessary tasks. Sometimes the tasks that are given are relevant and sometimes it does not relevant at all. The good thing is, the company does bring me to the real work situation as not all the theory in the book are going to be use during work.

5.3   Chapter 3

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

During the practical training, the task that I have done is related to the subject that learned in Human Resource subject which is KaizenHR Enterprise System. During my part 3, I took the Human Resource Subject. For your information, the HR subject that we take is not fully covering all of the HR area. During this internship, all of the staff in the HR department is using KaizenHR Enterprise System to fill in the information. Although, I am taking the HR subject before, I do not know how the system works actually. So, the staffs has taught us how to operate this system and my view about this system become much clear, Honestly, by using this system, all of the work can be done much faster and accurate compared to the manual ways. In the new era, the invented of the system has helped the HR worker to decrease their workload and job burden. All I can say is the experience of working and learning at the same time in such a reputable organization is truly useful.

5.4   Chapter 4

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

The task that I have done have many good points rather than the bad points. It has taught me many different things such as how to be a competent and discipline worker that is able to do multitasking; how to handle stress and work under pressure; and how to divide time in completing many different tasks. The task has also measure the level of knowledge towards the theories that I have learned.

During my day in the HR department, all of the staff is using the KaizenHR Enterprise System. I found out that no matter how perfect the KaizenHR Enterprise System is, it also full of flaws. As I mentioned in the previous chapter one of the main flaws of the KaizenHR Enterprise is mastering the use of KaizenHR. It is not easy as it has 22 modules with different functions and procedures. This kind of thing need to be improves so the work will become smoother without any problem. The staffs need to gain the knowledge and mastering all the modules of KaizenHR Enterprise System for their own convenience in doing their work. Next is updating personnel, personal records and service profile of all staff including Biport Bulkers Sdn Bhd and Samalaju Industrial Port Sdn Bhd, is a huge undertaking and requires time to update the information.

So, as a recommendation, I recommend for the company to conduct the staff training for KaizenHR Enterprise System weekly or twice monthly and the trainer must come from the expertise which is from the Headquarter of KaizenHR Company. Next is having backup record inside that KaizenHR Enterprise system when the system is under maintenance due to updating new record and information.

Other than the system, I also found out the external factor that could have an impact when using the system in the department. In order to decrease the stress of the employee, the flexible working environment is needed. It will make the employees love working at the company. For your information, to update and fill the information cannot be finished in one day since sometimes the staffs are many. So I thought that the working environment play an important role. Having good working environment could make the employees or practical more fun to work without any stress doing the work. This experience has made me fully utilize my knowledge.

5.5 Conclusion

This internship was a very nice experience for me because I had to cover many different fields. I have learned new concepts and new ways of working. Besides that, I have learned and experience in doing tasks that has never been taught in the class or any other subjects. This is a great rewarding experience for me.

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Tan, C. H., & Torrington, D. (2008). Human Resource Management in Asia. Prentice Hall.

Appendices

DOCUMENTS FILES OF YEAR 2013 THAT NEED TO BE KEY-IN INTO KAIZENHR
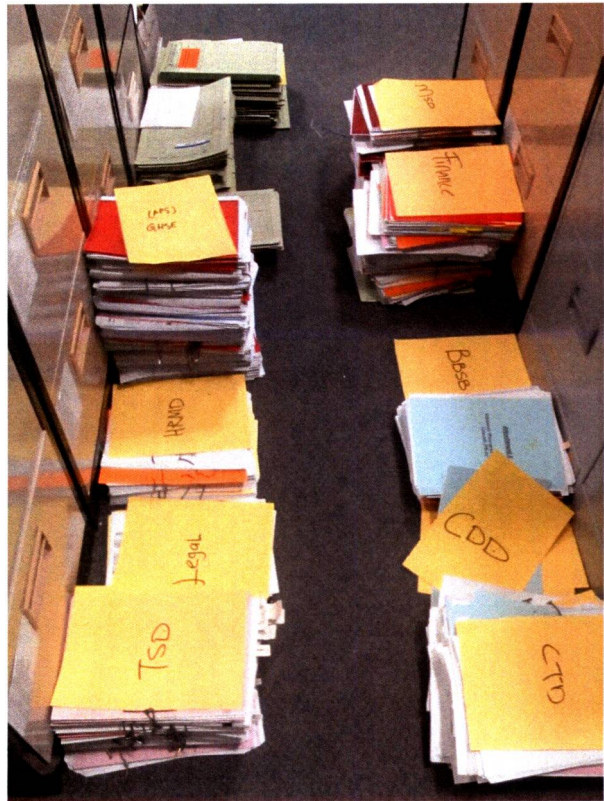
ENTERPRISE SYSTEM

ATTENDING SAFETY BRIEFING AT HEALTH AND SAFETY (HSE) DEPARTMENT
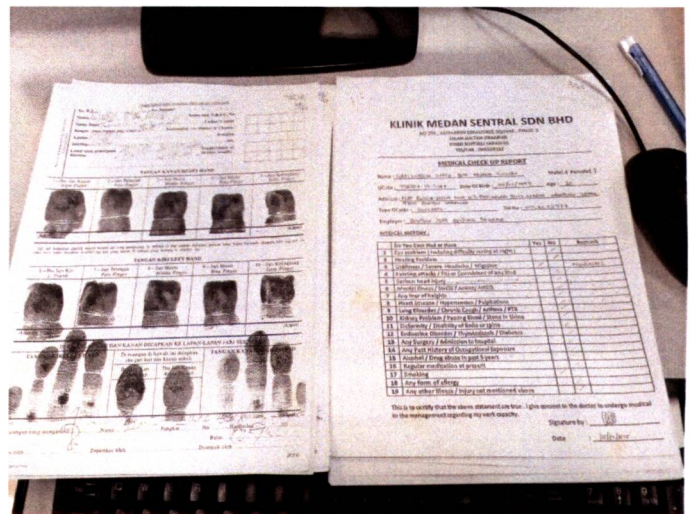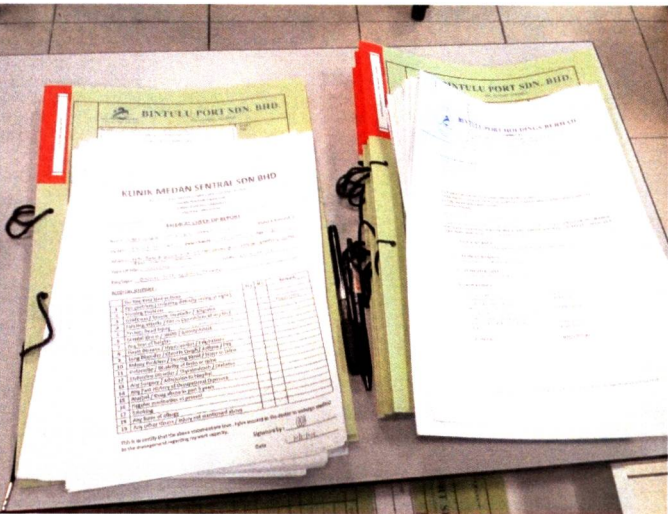
SAFETY PERSONAL PASSPORT AFTER PASSING SAFETY EXAMINATION

SORTING FILE IN FILE ROOM

SORT THE MEDICAL CHECK UP INTO THEIR PERSONAL STAFF FILES

ATTENDED MAJLIS TAHLIL AT CONFERENCE ROOM

WITH OTHER PRACTICAL STUDENTS FROM ICATS COLLEGE

WITH SUPERVISOR AND OTHER STAFF OF BINTULU PORT SDN BHD