UNIVERSITI TEKNOLOGI MARA

INDUSTRIAL TRAINING REPORT

HRDQ SECTION
SARAWAK TIMBER INDUSTRY DEVELOPMENT CORPORATION (STIDC)
WISMA SUMBER ALAM, JALAN STADIUM, PETRA JAYA, 93050, KUCHING, SARAWAK

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KOTA SAMARAHAN

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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,

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AHMAD ZAMRI BIN KEMERI

2013248894

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ACKNOWLEDGEMENT

Assalamualaikum W.B.T. & greetings. Alhamdulillah and praise to Allah S.W.T. for his blessing all of us. To have the opportunity for internship at HRDQ STIDC is truly an immense experience. 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 would like to extend this appreciation to those who have directly and indirectly contributed invaluable assistance, co-operation and support in completion of my practical training. Special thank goes to the host supervisor, Madam Shamiza binti Haji Sariee, Executive Officer of HRDQ department at STIDC for the guidance, opportunity and the freedom to juggle the formal training in UiTM with the reality of practical experience. To my colleagues, I really appreciate your presence. The sharing that we have had enlightened the true meaning of working. The success is ours.

My special thanks also goes to my family and my classmates for being there when I needed them. The support that they gave to me makes me strong and patient to get through this practical training.

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CHAPTER 1

INTRODUCTION

Industrial Training is for student doing in their practical. This is a big opportunity for us to learn how to be independent during working. We can study a lot about environment during working. Try to adapt how their working and learn how to be more creative and be more proactive. **Sarawak Timber Industry Development Corporation (STIDC)** is a big corporation and their are always dealing with outsider people. When first I came here, of course I feel nervous and excited to do a practical. As I am, this is my first experience working and this is the first I work alone without my friends.

Since I being here, **Sarawak Timber Industry Development Corporation (STIDC)** is the best company I have ever seen. For that reason, they as employees there are very tolerant, collaborating in groups, friendly and integrity. By each section, they would hold a forum, seminar or talk. We as practical students, highly encouraged to attend any forum or seminar so that we as students are active in practically any activity at PUSAKA. End of each month, PUSAKA will hold a assembly at the seminar hall at the end of each month and with it all the employees in the PUSAKA highly encouraged to attend the assembly. The same goes with practical students, they are also encouraged to attend the assembly every end of each month. We as practical students must active in any activity at PUSAKA so that they know we as practical student are active and easy to be friend, also mild bone to help each other. Other than that, we have to respect them because we just practical in this company so people always watching our behaviour and our movement if we be more friendly and always respect people, they will like us and we have a good respond from them and our manager also will like us.

1.0 BACKGROUND
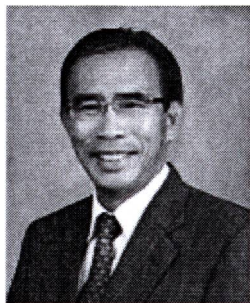
<u>Ownership</u>

Board of Management
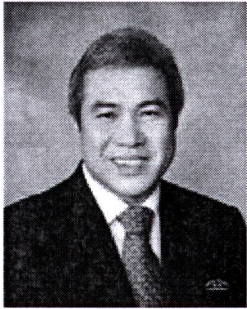
CHAIRMAN
YB Datuk Amar Haji Awang Tengah Ali Hasan
Minister of Resource Planning & Environment II
Minister of Public Utilities/ Minister of Industrial Development
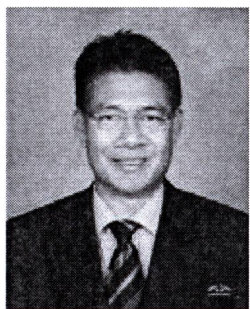
Members

YB Tan Sri Datuk Amar Haji Mohamad Morshidi Bin Abdul Ghani
Sarawak State Secretary

YB Datu Haji Len Talif Salleh

Assistant Minister at Chief Ministers Office (Promotion of Technical Education),
Assistant Minister of Environment, (Ministry of Resource Planning & Environment)

YB Tuan Haji Julaihi Bin Haji Narawi
Assistant Minister of Industrial Development (Investment & Promotion),
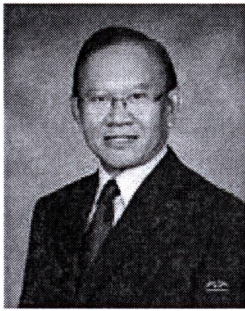Assistant Minister of Rural Development

YBhg Dato Sri Ahmad Tarmizi Bin Haji Sulaiman
Sarawak State Financial Secretary

YBhg Tan Sri Datuk Amar (Dr.) Haji Abdul Aziz Bin Dato Haji Husain
Board Member

YBhg Datu Sudarsono Osman
Permanent Secretary
Ministry of Resources Planning & Environment

YBhg Datuk Dr Yusuf Hadi
Board Member
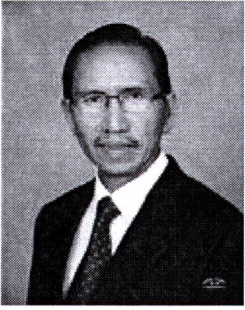
Management Structure

YBhg. Datu Haji Sarudu Haji Hokłai
D.J.B.S, J.B.K, K.M.N, P.B.K, P.P.B
MBA, Ohio Univ., BBA (Hons), UKM
General Manager

Tuan Haji Hashim Haji Bojet
P.P.B , P.P.S, MBA, Ohio Univ., BBA (Hons), UKM
Deputy General Manager

Puan Dayang Nena Abang Bruce
A.M.N , A.B.K , P.P.S, Master (Business Administration), Heriot-Watt Univ., UK

Dip., Marketing, The Institute of Marketing, UK, B.Econ.(Hons)., Univ. of Malaya
Senior Assistant General Manager (Trade & Industry)

Cik Hajah Haluyah Awi
P.P.B, Bachelor of Law(LL.B.) (Hons), Univ. Teknologi Mara,
Dip. in Law, Univ. Teknologi Mara
Senior Assistant General Manager (Administration)

Puan Sadiah Tu
P.P.B , P.B.K, Dip In Acountancy, UITM
BBA (Hons), Western Michigan University, USA
MBA, Ohio University, USA
Senior Assistant General Manager (Project Development)

P.P.B, P.P.S, B.Sc of Science, UPM, B.Sc of Science, UPM
Senior Assistant General Manager (Trade Control)

YBhg Datin Catherine Sng Bee Seio
P.P.B, P.P.S, B.Com. (Acct), Univ. of Otago, Dunedin, New Zealand
Registered Accountant-Malaysian Institute of Accountant
Assistant General Manager (Finance & Investment)
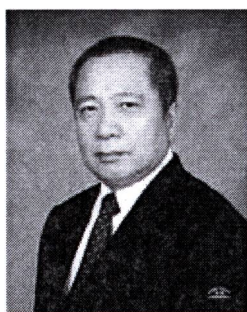
Encik Mohd. Hinri Abdullah
P.P.T, P.P.S, Diploma Public Administration, UiTM Shah Alam,
Diploma in Marketing Management & Physical Distribution, Research Institute for
Management Science (RVB), The Netherlands
Assistant General Manager (Preventive and Enforcement)

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Puan Suraya Mohd Ali
P.P.B, Bachelor of Bussiness Administration (Hons) , UIA
Masters (Corporate Business Administration), Ohio University, USA
Assistant General Manager (Registration and Licensing)

Encik Jerry Mawan Lading
P.P.B , P.P.S
Bachelor of Science (Forestry), UPM Serdang Selangor
Assistant General Manager (Northern Region)

Encik Paul Lau Ngie Hung
P.P.B
BSc. Forestry (UPM)
Assistant General Manager (Central Region)

Historical Development

Sarawak Timber Industry Development Corporation (STIDC) also known as PUSAKA and was established in June 1973 under the Perbadanan Perusahaan Kemajuan Kayu Sarawak Ordinance 1973. Its incorporation was initiated the recommendation of the Food and Agriculture (FOA) of the United Nations in which conducted a comprehensive forest inventory in the state from 1968 to 1972.

The function would be able to stimulate by all possible means the planned expansion of wood-based industries throughout Sarawak at a role consistent with the overall interest of the economy, the availability of capital and the technical expertise and effective management of the forest resources. Its in effort can to contribute towards the growth of the socio-economy to the people of Sarawak. Other than that, PUSAKA had invested in various sectors of industries. These corporate investments are incorporated in Malaysia.

In a way, Sarawak Timber Industry Development Corporation (STIDC) has many subsidiaries Companies. Each of the subsidiaries has there own principal activities and one of the new subsidiary is Pusaka Capital Sdn Bhd. This is newly open company and it is incorporated on 29.July.2013 and it started operate in 23.September.2014. Pusaka Capital Sdn Bhd doing in investment holding and equity management company with provision of management services to its subsidiaries. Other than that, it is private company because it is sdn bhd. If sdn bhd, we can know that is private company or government but Pusaka Capital Sdn Bhd has their own four subsidiary that is PUSAKA Palm Oil Industry Sdn Bhd, PUSAKA Logistics & Services Sdn Bhd, PUSAKA Realty & Construction Sdn Bhd and lastly is PUSAKA Timber Industry Sdn Bhd.

Vision

Spearheading The Advancement of Timber Industry

Mission

We Strive to Regulate And Facilitate the Advancement of an Innovative Timber Industry

STIDC Corporate Song " PUSAKA Kita "

Bersama kita tingkatkan Kejayaan
Dengan semangat Bekerjasama
Bersatu Tenaga dan Warisan Budaya
Menjadi Amalan Kerja Kita

Budaya Kerja Berteras Kualiti
Kami Anak Warisan yang Berdikari
Penuh Kasih Sayang Sesama Kita
PUSAKA Berjaya Nan Gemilang

The Objectives

- To formulate new policies and strategies to promote and develop the timber industry.

- To develop efficient and economical utilization of the forest resources.

- To create new concepts and strategies in the timber industry so as to ensure that benefits from the harvesting of the state's forest resources will be shared holistically.

- To enable the State Government to coordinate and implement the overall timber industry development strategies through private sector involvement to encourage new industry.

The Functions

- Control and co-ordinate the manufacturing standards and trade practices of timber industries.

- Make recommendations to the Government as to the methods and policies to be adopted to facilitate the advancement of existing timber industry.

- Encourage effective utilization of timber with emphasis on product diversification and quality control.

- Promote and facilitate the development of the timber industry and to assist any person engaged in the production and marketing of timber products.

- Provide technical advisory services for the purpose of assisting in the development of existing timber industry and in the establishment of new industries.

- Provide training in various aspects of timber industry operations.

Corporate Logo

It was designed to reflect the aspiration, function and objectives of PUSAKA as well as its corporate vision. Its circular shape signifies PUSAKA as the leader and catalyst for the timber industry.

This logo was officially launched on 7th May 1993 during the Corporation's 20th Anniversary.

The green letter 'P' depicts the abbreviated name of the Corporation in Bahasa Melayu PUSAKA that bears the meaning of the forest as a heritage and invaluable resource of the people of Sarawak.

The brown color symbolises wood as a raw material for the timber industry. The letter 'S' is an abbreviation of the name of the Corporation - STIDC in English. The golden color denotes the leadership role played by PUSAKA in the development of the timber industry.

The combination of color reflects the efforts of PUSAKA in stimulating the growth of the timber industry towards a more dynamics and progressive era as far as the downstream processing sector is concerned

The Products

Sarawak Timber Industry Development Corporation (STIDC) is doing their own products example is furniture. Furniture can be process with anything because it is process from wood then go to next process. They make a table, chair, cabinet and other else. It is very unique and antique because wood can be a different type and colors. I am as practical student, can study and learn a lot about type of wood, how it is processing and how their doing in they market for dealing with other companies. Their are very good in market and dealings with people to get more big development. Other else they are very good in market, actually so many opportunity if we are as practical student to use this time to get more information and learn something new for us. Sarawak Timber Industry Development Corporation (STIDC), they are also develop a small museum. Even though it is a small museum, there is a lot of information that we can get and can learn how the processing of wood. Inside the museum, their are also develop the small forest, it just like a real forest because they put a tree, sound like in real forest and some not a real animal. I am as practical student like to go there because there is a lot of information. Everything inside the museum, they use a wood to create all that things.

Sarawak Timber Industry Development Corporation (STIDC) always put in number one and they will send to other vendor for the services because people will dealing with them to get more business. Sometimes they invite certain school to go to museum. As my opinion, it's very interesting because we can see the student go to museum, we also can see how they learn all the products. They are always dealing the shareholders, director, corporate members and other else. This people are always dealing with Sarawak Timber Industry Development Corporation (STIDC) so they have to be more professional to get a big business. So they services have must be professional in doing a business. Especially when its relate to a big products or projects.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

I undergo my practical training at HRDQ department at Sarawak Timber Industry Development Corporation (STIDC) from the 20th January 2015 until 27th February 2015. Throughout one and half month internship at STIDC, I was exposed to a lot of things regarding to office works. My daily task are including preparing a report, calculating and arranging budget and also handling and monitoring training that organized by every section..

2.1 Summary of schedule of practical training

2.1.1 Week 1 (20th January 2015 – 24th January 2015)

On Tuesday, 20th January 2015 was my first day of practical training at HRDQ department at STIDC. I reported to the person that in charge of practical student. She giave me a brief explanation about the rule and regulation that need to be followed during my practical session. After that, I learned how to use fax machine and also photocopy machine. This is a basic knowledge that needed to be learn in order to work in office. Madam Sylvia, the administrative clerk explain to me about the letterhead, minute paper and official letter for PUSAKA.

This information is important because it helps us to choose the right material for any data that need to be print and use for official work.

On Wednesday, PUSAKA held an assembly and the attendance are compulsory. All the staffs of STIDC attended the assembly that are held PUSAKA Hall. Every month, PUSAKA will organize this assembly to ensure that all of their employees are updated with new informations. After having the assembly, Madam Shamiza taught me how to transform training log input using Microsoft Excell. This training log data is collected from all department to show that all the staff at STIDC had received enough training hours. The minimum of training hours for one staff is 44 hours.

On Thursday, I continue my work that is continue to transform training log input using Microsoft Excell. This data will be transform into monthly data and also graph. This will help the organization to see how many employees that need extra training. Madam Shamieza explained to me the purpose of me doing this job is to ensure the data is updated and it is easy for our department HRDQ to provide extra training for the employees.

On Friday, Madam Shamiza taught me how to prepare a report for any training and seminar. She asked me to write and prepare a report for Bengkel Pendaftaran dan Perlindungan Harta Intelek. In this report, I need to prepare all the information and data regarding of this training including the cost and also the feedback from the participant. This report will help our department to ensure the budget that are provided for employees training is sufficient and the feedback from the participant can be use to improve future training.

This week, I learned how to use fax machine and photocopy machine. Even though this might look easy, it is also a basic things that need to be master by everyone in the office. Beside that, I learned how to transform data into information that will be easy to understand by others. This is also important because a complicated data will confuse other workers.

2.1.2 Week 2 (27th January 2015 – 30th January 2015)

On Monday, 27th January 2015 was my second week of practical training, Madam Shamiza asked me to draft a report for Kursus Seminar Kecekapan Anggota. As usual, I need to prepare all the information regarding the training. In this report, I need to prepare all the information and data regarding of this training including the cost and also the feedback from the participant. This report will help our department to ensure the budget that are provided for employees training is sufficient and the feedback from the participant can be use to improve future training

On Tuesday. Madam Shamiza asked me to be the secretariat for training conducted by our section. This training is called 'Kursus Pengenalanpastian Kayu Import:Lesser Known species', for 4 days. Madam Shamiza taught me on the preparation in organizing the pre, during and post training. As pre training, I need to prepare on basic needs such as attendance list, room facilities and other documents that needed for the training.During the training, I must ensure that all things are in a good condition. For the post training, I was assigned to draft the report

On Wednesday, Madam Shamiza asked me to key in data for training and analysis for employees at PUSAKA for the year of 2015 and 2016. This information is very important for the organization in order for them to provide more training for their employees. This information also important to see wether the budget that are prepared for our department are sufficient to do all of this training.

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On Thursday, Madam Rosemini,administrative clerk at STIDC asked me to fax a document to Sarikei and Miri branch. These documents are the invitation to the employees at other branches to join the training that are provided by STIDC Kuching Sarawak. After lunch break, Madam Sylvia asked me to identify the id number of the staff for the training process. This is a good system because it helps our department to identify the employees by looking at their id's.

On the next day, I continuing my job by identify the id number of the staff for the training process. This work take times because there are 400 staffs that are working with STIDC. So it is a long process and it takes a long time to finish this kind of work. I finish doing this job in 2 days.

This week, I learned a lot. I learned how to prepare a training report. After we conducted a training, we need to prepare a report. This report helps others to know more about the training. Beside that, I also learn a good filing system this week. A good filing system will lead to better management. I also learned how to calculate budget for the training and transform them into a data.

2.1.3 Week 3 (2nd February 2015 – 6th February 2015)

On Monday, 2nd February 2015 was my third week of practical training, Madam Shamiza taught me how to prepare a full report for any training that are conducted by our department. These process are included printing the document and also binding it to the file. After lunch break, Madam Rosemini asked me to fax a document to other branches.

On Tuesday, all practical students are invited to join the press conference of Sarawak Timber SME's EXPO 2015 that held at D'Galeri Pusaka located at Jalan Satok. This press conference is attended by Datuk Amar Awang Tengah, Datu Haji Len Taliff Salleh and Tuan Haji Julaihi Narawi..

On Wednesday, Madam Shamiza taught me how to calculate and update the total spending for training of the year of 2014. This data will be use for the purpose of reference in 2016 budget plan. In order to get the right amount, I had to recalculate total spent for the year of 2014 by month. It helps a lot for me to look it by month.

On Thursday, I take a leave for academic stuffs(MUET). I went to BSN to bought pin number and went to UiTM to register for my MUET.

On Friday, Madam Shamiza asked me to draft a report for Kursus Penulisan dan Kertas Cadangan. As usual, I need to key in the information from Borang Penilaian Kursus.

This week I learned how to prepare a full report of training. The previous week, I learned to merged information from the participant. This week, I learned about the right format to prepare a training report. Beside that, I also been exposed to press conference. These exposure helps me and give knowledge to me on how to handle this kind of situation.

2.1.4 Week 4 (9th February 2015– 13th February 2015)

On Monday, 9th February 2015 was my fourth week of practical training, Madam Shamiza assigned me to gather information on total spent in year 2014 for inhouse training. The information then gathered in a template as reference and yearly report. She explained about the difference between inhouse training and public training. For inhouse training she is assisted by Madam Sylvia while Public training by Madam Rosemini Hajani. For first quarter of 2015, the team is gathering information for activities in 2014 to create the real data.

On Tuesday, Madam Sylvia assigned me to organize the name of PUSAKA's employees by alphabet. This will help the staff to look and search their colleague by department and name. This work taught me a good system will lead to better management.

On Wednesday, Madam Shamiza assigned me to compile Training Needs Analysis. She explained on the importance of Training and Development and also the objective of having the document in HRDQ.

On Thursday, Madam Sylvia assigned me how to prepare a certificate. She asked me to do all the certificates for all the practical students at PUSAKA. There are 17 of practical students that doing their internship at PUSAKA. After lunch break, I continue my work and before went back, Madam Rosemini asked me to fax a document to other branches.

On Friday, all of the practical students are invited to join an I-Share programme that are conducted by PUSAKA. I-Share is a programme is where every department in PUSAKA will share the information about their own department. Beside that, there will be also a short briefing about Kayu Balak species. This will help the staff to know about the species of kayu balak in Sarawak.

This week, I learned that budget is very important for our department. Without a sufficient budget, it is hard for our department to conduct a training for the employees. Beside that, I learned how to prepare a proper certificate. Even though it is not critical thing, but still it give me extra knowledge in order for me to use it for my future purposes. I-Share programme also teach me and give me a lot of information regarding of kayu balak species and other stuff.

2.1.5 Week 5 (16th February 2015 – 20rd February 2015)

On Monday, 16th February 2015 was my sixth week of practical training, Madam Shamiza assigned me to be the secretariat for in house training which is Kursus dan Taklimat Pengawal Keselamatan dan Front Liner PUSAKA that are conducted by HRDQ.. This training consist of two session. The first group on 16/02/2015 and second group on 17/02/2015. I was involved during preparation stage until the post stage.

On Tuesday, Madam Shamiza assigned me to draft a report on Kursus Merinyu Kayu 2015. As usual, I need to prepare all the information regarding of this including the cost and feedback from the participant.

On Wednesday, I continue my work on doing the draft report for Kursus Merinyu kayu 2015.It takes me 2 days to complete this report

On Thursday and Friday, I had my leave for Chinese New Year.

This week, I learned how to organize and handling a training for the employees. I learned the process step by step. The first thing that need to be done in order to conduct a training is a minute paper. When the top management agree with the proposal, then we can proceed and prepare for the training. As usual, I learned how to prepare the report for training. All the formats and information must be organize in order to make a good report.

2.1.6 Week 6 (23rd February 2015 – 27th February 2015)

Monday, 23rd February 2015 was my last week of practical training, Madam Shamiza assigned me to do the correction on training data for the year of 2014. There are some errors that need to be changed.

On Tuesday, I continue my work on doing the correction for inhouse training 2014. It need to be organize by month and transfer into Microsoft Excell data. I need to be extra careful calculating the budget because it can affect the whole process.

On Wednesday, I continue my work on doing the correction for in house training 2014. After finishing it,I need to compile it in one table so that it will be easy for my supervisor to look through the information.

On Thursday,I use my time to start looking information for my practical report. I do some research on the introduction of this organization and get the information from the web.

On my last day, I continue to do the practical report. By gaining knowledge from doing report at STIDC, it helps me a lot to finish my practical report. It is important for me to know how to prepare a good report.

As a conclusion, I really enjoyed working at STIDC. This is because I learnt a lot of things from them. Beside that, I don't feel like an outsider when im at the office. My supervisor taught me a lot how to handle pressure and work at this kind of environment. I am looking forward to work at STIDC if I were given opportunity by them.

CHAPTER 3

ANALYSIS OF TRAINING

3.0 Introduction

This chapter describes the analysis of the training specifically focuses on one area of task as covered in the practical training. 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 show that my practical training experience was more focused on human resource practice at HRDQ, Sarawak Timber Industry Development Corporation,

3.1 Task analysis

Throughout my practical training, I have done many types of tasks such as filing, recording data, data updating, filing various form, record minutes of meeting, performing clerical tasks and so forth. As for this chapter, I will highlight on the area of recording as I found that recording tasks as one of the task that I do the most in HRDQ, STIDC, specifically in the administration office. The reason why I choose recording as the area to be analyzed is because in my opinion, HRDQ of STIDC needs an effective recording system. If the recording system is improper, the process under administrative office will not run efficiently. So, it needs proper way to keep the records of letters, files and other documents. Recording is one of the important aspects in record management. By

performing the recording task, I will able to reinforce and relate what I had learnt in the classroom. Systematic record should be practice in every office according to the appropriateness.

3.2 Definition of recording

According to Techterm (2008), a record is a database entry that may contain one or more values. Groups of records are stored in a table, which defines what types of data each record may contain. Databases may contain multiple tables which may each contain multiple records. Records are often called rows since each new record creates a new row in the table. Individual fields are sometimes called columns since they are the same for each record within a table. Records are an efficient way to store and access data. Since each record may contain multiple data types, a single record may include many different types of information. For example, a personnel record may contain an ID number, name, birthdate, and photo, which are all different data types. Individual fields within the personnel record can be easily accessed or compared with other records using a database query. Additionally, records can be easily created, modified, and deleted without affecting other data in the database.

3.3 Qualities of good recording system

To operate effectively, recordkeeping systems have to meet a defined set of characteristics. These characteristics are summarised here to provide an overview of the types of qualities your recordkeeping systems should possess. These characteristics are revisited in Step D: Assessment of existing systems and Step F: Design of a recordkeeping system, the sections of the methodology where you focus on transforming relevant business information systems into recordkeeping systems.

3.3.1 RELIABILITY

-Routinely capture all records

-Organize records appropriately

-Provide adequate information about the records within them

-Provide ready access to records and make records of system operation

3.3.2 INTEGRITY

prevent unauthorised access data

Destruction, alteration of data

Removal of records and data

3.3.3 COMPLIANCE

It can be managed in compliance with all requirements that apply to the business documented within them

3.3.4 COMPREHENSIVENESS

. It can manage all records resulting from the business activities that are documented or managed by the system

3.3.5 FIXITY

Store records in ways that mean they cannot be tampered with, deleted inappropriately or altered

3.3.6 Accessibility

Records should be within the reach of users. Quick accessibility to records is very essential and the information required should be available within reasonable time. Jain and Singh (2007) stated that filing system should allow writing on the papers contained in a file without disturbing their arrangement.

3.3.7 Safety

It is necessary that records should be kept in safe from dust, insects, weather and mishandling. Documents like title deeds of the property have to be preserved throughout the life of the organization, stored in fire proof cupboard (Jain and Singh, 2007).

3.3.8 Cross reference

A letter may be concern with different files. Arrangement should be made to place a copy of such letter in every relevant file. A good filing should permit cross referencing.

3.4 A good record system

: In addition to having these characteristics, recordkeeping systems must be capable of performing a range of standard recordkeeping functions.

3.4.1 Registration

Capturing records by assigning them unique identities and attributing brief descriptive information to them, such as a title and date

3.4.2 Classification

Arranging records into categories based on the business activities they document, as a means of facilitating record control, retrieval, disposal and access

3.4.3 Indexing

Establishing access points to facilitate record retrieval

3.4.4 Access and security monitoring

Assigning and implementing rights or restrictions that protect records against unauthorised or inappropriate use or access

3.4.5 Tracking

Monitoring record use to ensure no inappropriate use occurs and an auditable record of use is maintained

3.4.6 Disposal

Utilising disposal authorities, linking disposal periods to records, triggering any required disposal actions, reviewing any history of use to confirm or amend disposal status and maintaining an auditable record of disposal (retention, destruction or transfer) actions

3.4.7 Storage

Appropriately maintaining records in consideration of their form, use and value for as long as they are legally required

3.4.8 Searching, retrieval and rendering

Identifying and presenting records in response to user search requests and, where appropriate, enabling records to be printed on request

3.4.9 Reporting

Generating any reports deemed necessary by the organisation

When you are designing and implementing recordkeeping systems and considering the functionality they should possess, it is important to consider the overall useability of the system. Many systems with recordkeeping capacities have great strength in relation to record creation and capture, but do not necessarily enable the search paths or retrieval flexibility that may be required by system users. Recordkeeping systems have to be useable and it's important not to overlook this key requirement.

As a conclusion, recording is the most task or work that im doing and learning at HRDQ STIDC. This ability will help me a lot in the future. Beside recording, I also exposed to other task such as filling, performing clerical task and others. All of this knowledge will help me to adapt and handle my future career.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

This chapter highlights the strength and weaknesses of job or task assigned during training as discussed in chapter three, which is record system. This chapter also will provided solution for improvement in the future. Based on my experience working at HRDQ of STIDC, there are strength and also the weakness of the record system that they need to improve. They need to learn more and practice to ensure their record system is updated.

4.1 Strength of record system at the HRDQ, STIDC

The first strength of record system at this office is they are updating their data every month. In other word, the data or number will be check from month to month in order to keep the employees updated. Every data regarding of training and development will be keyed in according to their month and it helps the organization to see the expenses on their training. Without a good record system, it is hard for the staff to check and see what is the actual and total spending for their training.

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Second strengths of record system at HRDQ of STIDC is the staffs are familiar with their record methods. Most of the staff here is working for few years already. So, they are the staffs that have vey preferable experiences at record methods. They had undergone few training to have good skill on keeping record safely. Example of staff here that has good record system is Madam Sylvia. She has files that record the training hours of the staff. She keeps the files update when she receives the data from her Superior. She also divided the files according to the name of the staff in alphabetical order. Based on my experience doing the record of data of staff in this department, the first step is received the data from Superior.

Thirdly, the strength of record system at HRDQ of STIDC is they have limitation of authority to get the data. Only the staffs of HRDQ have the authority to enter get any data regarding of training and development. This is to prevent any of the records are missing or the data is misused for other purpose. There are always aware about this matters because any misplace of the records will bring trouble to them. For example, the personal file of the staff. The staff might act irresponsible such as adding the record of attend training course but they actually not attend it. This act will affect the record for carrier development purpose and also the performance of the department. The responsible officer needs to trace back the staff training course record. So, they need to ensure the confidential data like personal file need to be keep safely.

Lastly, the strengths of record system at HRDQ is they keep on updating others about the data. What I mean here is every staff of HRDQ are keep on updating others about the data. So when there are changes in data, the staff will inform others and they will change the data into new data. This also can help to prevent fraud and wrong information from the recorded data.

4.2 Weaknesses of record system at the HRDQ STIDC

The first weaknesses are HRDQ doing the record system by month. It is good thing to do the record by month but it give a lot of problems to the staff to keep on doing the record by month. It will help them more if the record done by year. It will less the burden of the staff to the record system.

Secondly, the weaknesses of record system at HRDQ is they still using the old method in recording the data. For every training that are conducted, a report will be prepared. It is hard for the section to keep a lot of report in a cabinet. This also will use a lot of space at the section. For example, if that month have a lot of training, they need to print and use a lot of paper to prepare the report. These things also a waste of paper and money.

4.3 Recommendations

Firstly, I would like to recommend to this department is to record the data by year. This is because when you updating data every month, it will give you a lot work and things to calculate or update. It is more easy if they update their data yearly. For example, the total spent for the training for the year of 2014. A lot of training conducted during this year. In order to updating it monthly will cause a problem to the staff. It is more efficient to do it by year.

Second recommendation is to use technology to store the data. As I mentioned before, every time finish conducting the training, a report will be printed and will be keep in the cabinet. I suggest that the reports are kept in the hard drive and do some back up for it. This will help to save space and also money. This is because the staff doesn't have to print the report and just simply save it into the external hard drive.

CHAPTER 5

CONCLUSION

5.0 Introduction

This internship was very useful to 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. Below are the conclusions that I've made during my internship.

In chapter one, Sarawak Timber Industry Development Corporation (STIDC) also known as PUSAKA and it was established in June 1973 under the Perbadanan Perusahaan Kemajuan Kayu Sarawak Ordinance 1973. Its incorporation was initiated the recommendation of the Food and Agriculture (FOA) of the United Nations in which conducted a comprehensive forest inventory in the state from 1968 to 1972.

The function would be able to stimulate by all possible means the planned expansion of wood-based industries throughout Sarawak at a role consistent with the overall interest of the economy, the availability of capital and the technical expertise and effective management of the forest resources. Its in effort can to contribute towards the growth of the socio-economy to the people of Sarawak. Other than that, PUSAKA had invested in various sectors of industries. These corporate investments are incorporated in Malaysia.

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. By viewing to the table in the chapter, we can see whether the tasks that had been given relates to the subject learn in class. We can see in the chapter that most of the tasks that had been done are mostly related to the subjects learned in class. In providing management services, most of the models and approaches used are related to the subjects learned such as in the subject of management and office methodology.

Through the schedule, we can also detect whether the department misuse the practical student by giving them unnecessary tasks to be done such as making coffees and teas and photostate document. These types of tasks are called clerical works which are not suitable for the practical student. Practical training is provided for the students so that the student can apply the subjects learn in class in the working environment besides experiencing the real working environment. By analyzing to the schedule in this chapter, we can see that the department fully utilizes the practical students by giving me tasks which are suitable with my capabilities. The department does not take advantage from the practical student by giving the practical students unnecessary tasks. Moreover, the department does bring me to the real management environment for my experience.

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 much relates to the procedures learned in records management that is filing system. The procedures used are more towards preparing the document or records and it is dealing with filing system because each time I need to prepare a document, record system element is not missed whereby I need to record all the data and information of training and development.

At HRDQ of STIDC, they updating their data every month. In other word, the data or number will be check from month to month in order to keep the employees updated. Every data regarding of training and development will be keyed in according to their month and it helps the organization to see the expenses on their training. Without a good record system, it is hard for the staff to check and see what is the actual and total spending for their training.

In everything that we do, there are always its strengths and weaknesses in which I discussed in chapter 4. The strengths need to be strengthened and the weaknesses need to be eliminated. Recommendations also need to be identified to help the organization improving the weaknesses of the system. This chapter gives me the opportunities to list the strengths and weaknesses in delivering the task given and to recommend ways on how to strengthen and eliminate it.

The strength of record system at HRDQ of STIDC is the staffs are familiar with their record methods. Most of the staff here is working for few years already. So, they are the staffs that have vey preferable experiences at record methods. They had undergone few training to have good skill on keeping record safely. Example of staff here that has good record system is Madam Sylvia. She has files that record the

training hours of the staff. She keeps the files update when she receives the data from her Superior. She also divided the files according to the name of the staff in alphabetical order. Based on my experience doing the record of data of staff in this department, the first step is received the data from Superior.

The weaknesses are they still using the old method in recording the data. Every training that is conducted, a report will be prepared. It is hard for the section to keep a lot of report in a cabinet. This also will use a lot of space at the section. For example, if that month has a lot of training, they need to print and use a lot of paper to prepare the report. These things also waste of paper and money.

The recommendation that I can give is to use technology to store the data. As I mentioned before, every time finish conducting the training, a report will be printed and will be keep in the cabinet. I suggest that the reports are kept in the hard drive and do some back up for it. This will help to save space and also money. This is because the staff doesn't have to print the report and just simply save it into the external hard drive

All in all, the experience of working and learning at the same time in such a reputable organization is awesome. The flexible working environment makes the employees love working at the department. The working environment that is relaxing and the friendly employees makes the department more fun to work at. It will be an unforgettable experience of my life where I learnt the way to behave and polish my abilities at the organization level, had the experience and exposure of performing and

handling tasks, supervisor and subordinate relation. This experience has made me fully utilize my knowledge.

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APPENDIX