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FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

PRACTICAL TRAINING REPORT (ADS666)

NAME OF STUDENT:

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TITLE OF REPORT:

THE EFFECTIVENESS OF USING DATABASE TECHNOLOGY FOR STUDENT REPAYMENT LOAN SCHEME IN HIED UNIT, SARAWAK FOUNDATION

SUPERVISOR LECTURER:

MADAM ARENAWATI SEHAT OMAR

CLEARANCEE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Name of supervisor: Puan Arenawati Sehat Omar

Title of report: Practical Training Report of The Effectiveness of using Database Technology for student repayment loan schemes in HIED unit, Sarawak Foundation.

Name of student: Mohd Hazwan bin Basrol (2009703303)

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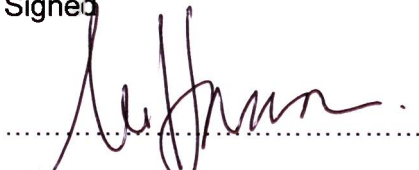

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(Puan Arenawati Sehat Omar)

ARENAWATI SEHAT BT. HAJI OMAR
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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

MOHD HAZWAN BIN BASROL

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Chapter 1

Introduction of the study

1.1 Introduction

Sarawak foundation is one of the government organizations that have a huge field in the administration and also in financial service in Sarawak especially in education and community service. Sarawak foundation is the organization that providing loans and subsidies to student who want to further their studies in universities and college. Furthermore, Sarawak foundation is responsible to be the organization to promote the education to people especially in rural area. The reason I choose Sarawak foundation to be my industrial training course is to learn and gain my experience in real working environment as well as Sarawak foundation can give me more information about how to deal with people, customers and so forth.

1.2 Organization Background

The Sarawak Foundation was established under the Sarawak Foundation Ordinance as a Statutory Body on 27 May 1971. Their objectives as in the Ordinance are to grant scholarships or to provide financial assistance of any form to any person born in Sarawak, in particular, and to any Malaysian citizen, in general, to pursue their education in schools, colleges, universities or institutions of higher learning within Malaysia or abroad on such terms and conditions as the Board deems fit or proper. Beside, Sarawak foundation actively to promote improvement of opportunities for education for the peoples of Sarawak in particular and Malaysia in general, both locally and in any institution of higher learning throughout the world, but especially the Universities in Malaysia.

In addition, their responsibility is to grant, and arrange for the award by other bodies of, scholarships or other educational assistance for the peoples of Sarawak or any Malaysian citizen whenever it deems fit to do so. On the other hand, Sarawak foundation also active to give assistance and provide relief, to any person whose circumstances are, in the opinion of the Board, considered to be deserving of such assistance or relief. Some over, the other services are to provide assistance, by way of loans, grants or otherwise, to organizations or institutions which are organized and governed for scientific, medical, educational, welfare, social or charitable purposes and last but not least, to make contribution and provide assistance towards the relief of national emergencies or calamities.

(Source: www.yayasansarawak.org.my)

1.3   Vision & Mission

1.3.1   Vision

The vision of Sarawak Foundation is to be the best organization in providing services in the development of quality human capital towards a developed nation.

1.3.2   Mission

We are committed to be dynamic, progressive and innovative organization in providing services in the development of quality human capital towards achieving a developed nation. In doing so, we pledge to meet the stakeholders' expectations through excellent service quality, prudent and sustainable management of resources with emphasis on integrity.

(Source: www.yayasansarawak.org.my)

1.4   Logo & Colours

Yayasan Sarawak

Sarawak Foundation's logo integrates the image of a dynamic, progressive and innovative organization. The logo reflects Sarawak Foundation's role in the field of education, providing services in the development of quality human capital.

The design is given momentum with the use of integrated geometric form, representing the vision, mission and aspiration of the organization towards achieving a developed nation.

COLOURS	MOTIVES
Yellow Flame, representing the ever burning desire to promote the growth of knowledge.	**Graduate** Yayasan Sarawak's role in the field of education, providing services in the development of quality human capital
Green Prosperity and progress of the State of Sarawak	**Open Book** The volumes of knowledge as the foundation in the effort in human capital development
Blue The clear vision, mission and aspiration of Yayasan Sarawak	**Y and S Alphabet** Acronym for Yayasan Sarawak.

(Source: www.yayasansarawak.org.my)

1.5   Client Charter

In line with The Sarawak Foundation's objectives and the responsibilities entrusted, we pledge to our clients that we will:

i.   Expedite efficiently process all application for our educational assistance schemes so that they may proceed with their studies unhampered by financial worry.

ii.   Instill awareness of their joint role and responsibilities in promoting better education for all and that education is an essential investment for the future.

iii.   Provide update and detailed educational information to assist them in making the right choices with regard to their educational plans.

iv.   Help the state government to create and expand activities, which contribute to the progress of education in the state of Sarawak.

v.   Assist the state government and relevant authorities in easing the burden faced by those affected by natural disaster and calamities.

(Source: www.yayasansarawak.org.my)

CARTA ORGANISASI YAYASAN SARAWAK
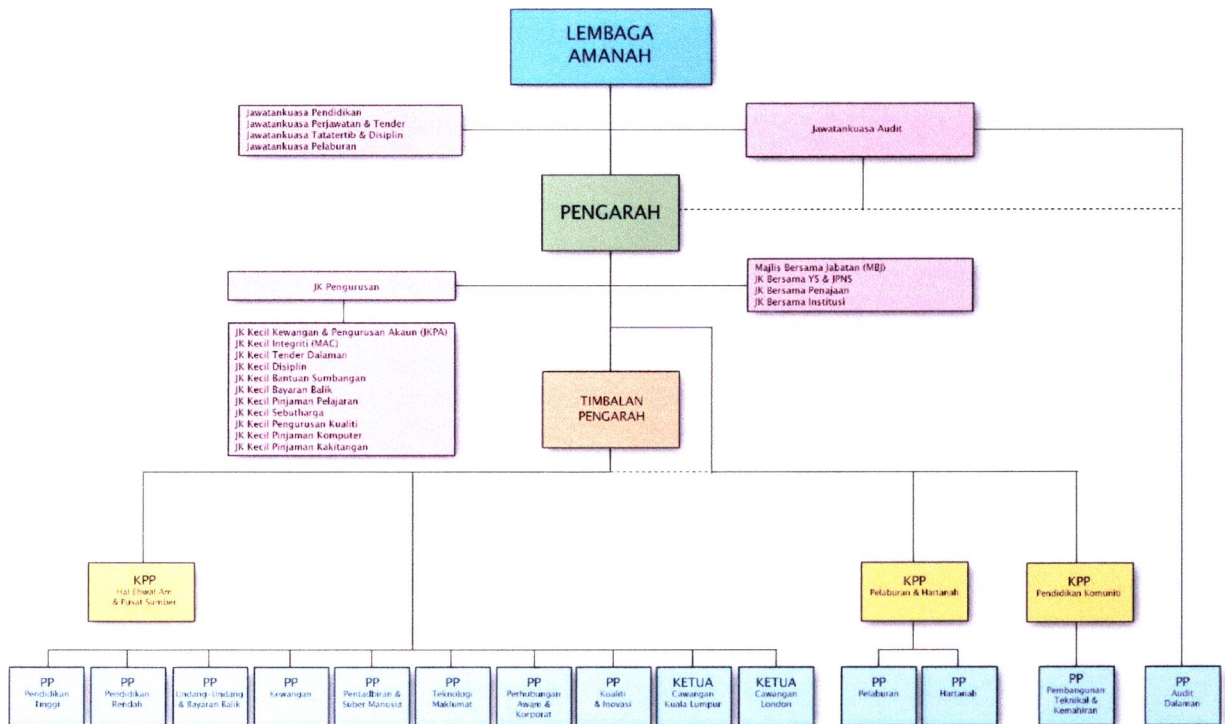
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Figure 1.0   Organization Structure

1.6   Core services

1.6.1   Education development

- Lower education
- Higher education
- Community education
- Skill & technical education
- Secretariat to TAR scholarship foundation
- Secretariat to Sarawak higher education fund (HiED)
- Secretariat to Bakun thrust fund

1.6.2 Support Services

i.   Investment

- General investment
- Corporate investment
- Building management
- Plantation management

ii.   Operations

- Finance and system
- Human resources management & administration
- Corporate affair, training & quality
- Legal & repayment

iii.   Compliance & control

- Internal audit

1.7   Management Team

Director

Mohamad Abu Bakar bin Marzuki

Deputy Director

Samat bin Junai

Principal Assistant Director

Mersal bin Abang Rosli

Zamahari bin Haji Saidi

Mohamad Adzlie bin Ibrahim

Assistant Director

Abdullah bin Abdul Gapor

Eliza Fazliyaton binti Alias

Easmawi Razak bin Mohamad Eastern

Jolly bin Marikan

Norranne bin Adam Assim

Aris Nasrol bin Osman

Shamsudin bin Abdullah

Hajijah binti Morshidi

Tuan Haji Yusuf bin Haji Bujang

Syed Nizamudin bin Sayed Kassim

Mohd Hirul bin Hamdan

Chapter 2

Chapter 2

Schedule of Practical Training

2.1 Week 1 (16th May 2011 – 20th May 2011)

On the first week of practical training in Sarawak Foundation, on the first day, I was meeting with Puan Hajijah, Human Resources officer in Sarawak Foundation for the report duty and I was attaching in Sarawak Higher Education Fund (HiED) unit that is under the section of Higher Education section and supervised by Mr. Ismallia bin Bohari. Here, this is briefly explanation about the Higher Education section and also the HiED unit. Higher Education section is one of the core management functions of Sarawak Foundation. In promoting tertiary education, Sarawak Foundation has divided its function to the three main areas that are educational assistance schemes, loans recovery and counseling service to the student. HiED unit is also under the educational assistance schemes. In addition to providing financial assistance, HiED in collaboration with institutions of higher learning in Sarawak is also actively organizing programs to promote interests among students in the learning of English, Mathematics and Science.

During the first week especially in the first day of practical training in Sarawak Foundation, it is more about the explanations of the department in Sarawak Foundation and the Quality implementation by the Puan Eliza, from the Quality section.

My first task given is to recheck the bank transaction of the payment that made by the student that had applied the loan from the HiED fund. The bank transaction of the payment by the student is functioning as a receipt that the student has paid their monthly payment of their loan.

Besides that, I have been assigned to update the database on the student data. This database system has been used for the student loan repayment for the HiED fund schemes. The database must be up to date by key-in the student repayment data in order to ensure that the student loan repayment data is updated and easy to access in future.

In updating the database, the process of key-in the student data is not an easy task. It's because, the task is new experience for me in handling the database. Before that, I have been though about how to work with the database software by my colleague. Here, I can see how the people surround me has give me a lot of support in adapting myself into the new environment in the HiED unit.

2.2   Week 2 (23rd May 2011 – 27th May 2011)

Sarawak Foundation is celebrating the 40th anniversary this year and the main event is 40th anniversary Sarawak Foundation Dinner. Therefore, all section is responsible to plan and prepare for the dinner event.

Within this week, I have been asked to attend the meeting with the committee of the dinner event. The Sarawak Foundation Dinner this year will involve the VVIP guests that are Pehin Sri Haji Abdul Taib Mahmud, the Chief Minister of Sarawak. Therefore, the meetings that I attending are among the representative of Chief Minister, Artists and others that will involve in the 40th anniversary Sarawak Foundation Dinner. These are also the new experience for me in dealing with people in arranging the big event. The formality of the meeting quite surprised me because I have never attended such meeting that involves experienced people in arranging the big event.

In Sarawak Foundation, it's become a culture when every month, all of Sarawak Foundation staff will have the monthly general assembly that is called 'Morning Prayer'. The purpose of the assembly is more to strengthen the relation between all the staff in Sarawak Foundation. Besides that, all of the practical students are being asked to introduce themselves during the assembly. Here, introducing myself in front of many people builds more confidences in myself.

In the mean time, I also had been assigned to do as filing, sorting the payment voucher. The payment vouchers need to be filed into the respective files that are located in the filing room. The filing tasks needs a long time to be done because there is many payment voucher of the student need to be filed.

In addition, I can feel the pressures of my colleagues on the 40th anniversary Sarawak Foundation celebration. It's because, there are many event will be held and its need a proper planning from the committee.

Figure 2.0   **Sarawak Foundation 40th Anniversary Dinners**

Figure 3.0   **Sarawak Foundation 40th Anniversary Choir Group**

Figure 4.0   Monthly Assembly of Sarawak Foundation (Morning Prayer)

Figure 5.0   Board of Director of Sarawak Foundation (Morning Prayer)

2.3   Week 3 (30th May 2011 – 3rd June 2011)

This week, I have been assigned to recheck the student loan document and after all the document has been checked, the document need to be filed and sorting into a file. There were many document needs to be file and it quite tiring task for me. I also was required to doing the slide show for the meeting presentation and the presentation is about the Sarawak Foundation Student Loan Statistic.

During this week, there were public holidays due to the 'Gawai Dayak' celebration. During the public holidays, I was invited by my colleagues that are celebrating the Gawai Dayak to come to their house. This is the opportunity to myself to getting more closed to my colleagues and its will make me easy to cooperate with them during working in Sarawak Foundation. Besides that, before the public holiday, our section creates some unique decoration in the working environment and it is about the 'Gawai Dayak' ceremony. We are having fun together in create and designing unique decoration in the office.

2.4   Week 4 (6th June 2011 – 10th June 2011)

This week, I was assigned to update the database of the student repayment loan, same as the first week task. Almost every week, I need to update the database system because the data need to be up to date all the time.

Besides that, I have been asked to prepare the payment letter to be posted to the student address for the repayment. The purpose of the letter is to remind the student to make the repayment for the loan.

In this week also, the Human Resources section have inviting the Jabatan Antidadah Sarawak to do urine test to all the Sarawak Foundation staff especially for the male staff. This urine test is required for all staff in Sarawak Foundation including the practical student to ensure that there are no illegal activities such as taking drugs that has been done by the staff during working time or outside activities. For me, the urine test is also new experience because before this I never experienced it.

More over, this week I was appointed to write the notice about the meeting and coordinate some food and drink for the refreshment on the meeting. The meeting is only for our section and during the section meeting, was given the opportunity to see how the management discuss about the problem, agenda of the section itself and how their solved the issues.

2.5   Week 5 (13th June 2011 – 17th June 2011)

This week was the last week for my industrial training in Sarawak Foundation. I was assigned to prepared analysis of the student repayment data. This analysis is to see the progress of the student repayment.

There is not much work or task given to me during my last week for my industrial training. During this week I spent more time to help my colleagues to fax the letter, photostatting and sorting file. In addition, in this week also, I have been visited by Puan Arenawati Sehat Omar, my visiting lecturer, to see the progress of my industrial training in Sarawak Foundation.

Last but not least, I having a lot of fun and gaining much experienced while doing my industrial training in Sarawak Foundation and I glad to be attaching under HiED unit. Before I ended my industrial training, our section has organized a farewell party for my last day in Sarawak Foundation. I was so glad to work with Sarawak Foundation.

Figure 6.0   **Farewell party in HiED unit**

Figure 7.0   **Visited by visiting lecturer, Puan Arenawati Sehat Omar**

Chapter 3

Chapter 3

Analysis

3.1 Introduction

In this chapter, it discusses about the definition of concept which focuses on one area of task that is under the section of Higher Education (HiED unit) in Sarawak foundation. In this chapter, I will discuss on the concept used by my section, that are more on data management, filing management and how I relate it with the understanding on the concept learned in classroom.

3.2 Higher Education section

During my industrial training in Sarawak Foundation, I have been attached in Sarawak High Education Fund (HiED) unit that are under the High Education section. High Education section is the educational committee or department that are focus on the loan or scholarship schemes that provides to the students.

In line with its core activity, the Sarawak Foundation has implemented many educational assistance schemes in the form of loan or scholarship. The schemes are:

3.2.1 Study Loan scheme

This scheme was introduced to assist students who are pursuing their studies at institutions of higher learning. Offer for the schemes are advertised in local newspapers.

3.2.2 Full Loan Scheme

The scheme is offered twice a year - February / March and September / October and it is to provide financial assistance to students to cover part of their fees while doing tertiary education abroad.

3.2.3 Revolving Fund Scheme

This scheme is to provide temporary financial help to students who have been accepted into the various institutions until they receive their scholarship, loan or other educational assistance.

3.2.4 Matriculation Assistance Scheme

The scheme is designed to help ease the financial burden faced by students at the matriculation level while waiting for financial assistance from the Ministry of Education, Malaysia.

3.2.5 The Sarawak Foundation Scholarship Scheme

This scheme was implemented to help students pursuing their studies in institutions of higher learning either locally or abroad. The coursed pursued will be as what is needed by the State Government. Offers for the scheme are advertised in local newspapers.

3.2.6 Tunku Abdul Rahman Foundation Sarawak Scholarship Scheme

This scheme was established to assist students with academic excellent pursuing their studies at institutions of higher learning locally and abroad. Offers for the scheme are advertised in local newspapers.

3.2.7 Skills and Training Loan Scheme.

This scheme is designed to assists students doing courses in skills and technical training in local institutions. The scheme provides financial assistance to school leavers to upgrade their technical and vocational skills.

Sarawak Foundation also provides airfare assistance to trainees who have received offers to undergo courses at technical training institutes within the country. The students are given return flight tickets. Offers for the schemes are advertised twice a year in accordance with the intake exercise by the respective institutions.

3.2.8 Computer Loan Scheme

This scheme is for Sarawak students studying in institutions of higher learning (including polytechnics) in Malaysia. Only students who need the used of the computer in their studies are eligible for this loan. Application forms are available at Sarawak Foundation offices and applicant must furnish written verification of their eligibility from their Head of Studies at the institution where they are studying.

3.2.9 Pre-Science Assistance Scheme

Sarawak students doing pre-science courses at UiTM campuses are eligible to apply for this financial assistance.

3.2.10 Sarawak Higher Education Fund (HiED)

The fund was established in 2005 to provide opportunities for students in the state to further their studies at the tertiary level. Currently, emphases on financial loans are in the field of engineering and quantity survey at the certificate, Foundation, Diploma and Bachelor at both public and private institution of higher learning in Sarawak.

In addition to providing financial assistance, HiED in collaboration with institutions of higher learning in Sarawak is also actively organizing programs to promote interests among students in the learning of English, Mathematics and Science.

In providing loans and scholarship to the students, all the procedures in applying the loan or scholarship must be followed by the students. The procedures of every scheme are different with based on what the schemes offer to the student. In HiED unit, HiED funds have their procedures that must be applied by the students in order to apply for the funds.

Here, I will shows on how the procedures in applying for the HiED funs in Sarawak Foundation.

Applications of HiED fund:

- Applications will be opened and advertised in the Sarawak Foundation website.
- The applicant must be in field of engineering and quantity survey at the certificate, Foundation, Diploma and Bachelor at both public and private institutions of higher learning in Sarawak.
- The application form must be duly completed.
- Application forms can be obtained from:

- The Sarawak Foundation's office.

- Downloaded from the Sarawak Foundation website

• The application must reach us on or before the stated closing date.

Other matters:

- Please follow the instruction on the application form closely.

- Attached the necessary supporting documents and make sure it is certified true copy. (e.g. examination certificates, offer letter, result slip for those on-going with their studies)

Selection of the application:

• Only duly completed forms will be entertained.

• Criteria:

- Academic excellence

- Actively involved in co-curriculum activities

- Socio-economics

- Type of course of study

In managing student records or data information, Sarawak Foundation is more focused on the records management, system of filing and also database index system.

3.3   Records management

Records management is area of general administrative management concerned with achieving economy and efficiency in the creation, maintenance, use and disposal of the records of an organization throughout their entire life cycle and making the information that they contain available in support of the business of that organization. There are 3 types of records used in Sarawak Foundation:

i.   Current records (active)

The current record is records that frequently used to conduct business of an organization or individual. For example, personal file and birth certificate.

ii.   Semi-current records (semi-active)

The semi-current record is records that use rare to conduct business. The records that are rarely used only remain at the record center until it been taken for reference.

iii. Non-current records (inactive)

The non-current record is records that not useful to organization. For example, claim for bought clothes.

3.4   System of filing

Filing is important in any transaction of daily job. The reason each department should have filing system is to record each correspondence a department received and easy to use for long-term reference. Each department has been assigned with different files for different subject. To make it easier, each file will be tagged with label.

Figure 8.0   Drawer Filing Systems

Figure 9.0   Payment Voucher files

There are 2 ways for filing methods which are alphabetic and non alphabetic. In HiED unit, most of filing is be label by non alphabetic which combined numeric and chronological indexing system.

Besides that, there is centralized and decentralized control. Centralized control is overall authority and responsibility only in one individual. For decentralized, process of allowing individual units within an organization to have responsibility.

In Sarawak Foundation, the centralized and decentralized filing management are located in different room of filing system. This is to ensure that there is no misallocated file that is centralized and decentralized file management.

All of staffs are responsible to make sure each documents received be recorded either it is for public or confidential. This can be classified as vital which useful for short and long-term action.

3.5   Database index system

A database index is a data structure that improves the speed of data retrieval operations on a database table at the cost of slower writes and increased storage space. Indexes can be created using one or more columns of a database table, providing the basis for both rapid random lookups and efficient access of ordered records. The disk space required to store the index is typically less than that required by the table (since indices usually contain only the key-fields according to which the table is to be arranged, and exclude all the other details in the table), yielding the possibility to store indices in memory for a table whose data is too large to store in memory.

In a relational database, an index is a copy of one part of a table. Some databases extend the power of indexing by allowing indices to be created on functions or expressions. For example, an index could be created on upper (last name), which would only store the upper case versions of the last name field in the index. Another option sometimes supported is the use of "filtered" indices, where index entries are created only for those records that satisfy some conditional expression. A further aspect of flexibility is to permit indexing on user-defined functions, as well as expressions formed from an assortment of built-in functions.

3.6   Types of Indexes

3.6.1   Non-clustered

The data is present in random order, but the logical ordering is specified by the index. The data rows may be randomly spread throughout the table. The non-clustered index tree contains the index keys in sorted order, with the leaf level of the index containing the pointer to the page and the row number in the data page. In non-clustered index:

- The physical order of the rows is not the same as the index order.

- Typically created on column used in JOIN, WHERE, and ORDER BY clauses.

- Good for tables whose values may be modified frequently.

Microsoft SQL Server creates non-clustered indexes by default when CREATE INDEX command is given. There can be more than one non-clustered index on a database table. There can be as many as 249 non clustered indexes per table in SQL Server 2005 and 999 non clustered indexes per table in SQL Server 2008. It also creates a clustered index on a primary key by default.

3.6.2   Clustered

Clustering alters the data block into a certain distinct order to match the index, resulting in the row data being stored in order. Therefore, only one clustered index can be created on a given database table. Clustered indices can greatly increase overall speed of retrieval, but usually only where the data is accessed sequentially in the same or reverse order of the clustered index, or when a range of items is selected.

Since the physical records are in this sort order on disk, the next row item in the sequence is immediately before or after the last one, and so fewer data block reads are required. The primary feature of a clustered index is therefore the ordering of the physical data rows in accordance with the index blocks that point to them. Some databases separate the data and index blocks into separate files, others put two completely different data blocks within the same physical file. Create an object where the physical order of rows is same as the index order of the rows and the bottom (leaf) level of clustered index contains the actual data rows.

3.6.3 Column order

The order in which columns are listed in the index definition is important. It is possible to retrieve a set of row identifiers using only the first indexed column. However, it is not possible or efficient (on most databases) to retrieve the set of row identifiers using only the second or greater indexed column.

For example, imagine a phone book that is organized by city first, then by last name, and then by first name. If you are given the city, you can easily extract the list of all phone numbers for that city. However, in this phone book it would be very tedious to find all the phone numbers for a given last name. You would have to look within each city's section for the entries with that last name. Some databases can do this; others just won't use the index.

3.6.4 Covering index

In most cases, an index is used to quickly locate the data record from which the required data is read. In other words, the index is only used to locate data records in the table and not to return data.

A covering index is a special case where the index itself contains the required data fields and can return the data.

Consider the following table:

ID	Name	Address
12	Ali bin Mahmud	...
13	Lawrence Ak Micheal	...
14	Abu Bakar bin Jaya	...

Figure 10.0   Covering Index table

To find the Name for ID 13, an index on (ID) will be useful, but the record must still be read to get the Name. However, an index on (ID, Name) contains the required data field and eliminates the need to look up the record.

A covering index can dramatically speed up data retrieval but may itself be large due to the additional keys, which slow down data insertion & update. To reduce such index size, some systems allow non-key fields to be included in the index. Non-key fields are not themselves part of the index ordering but only included at the leaf level, allowing for a covering index with less overall index size.

In HiED unit, the covering index is used in the management of the database. The information of the student such as personal details, loans details and also the repayment details will be key in or updated in the database system that are using covering index type. The covering index type are user friendly used and it makes the searching for the student record is easier compares to the other types of index that I mentioned above.

As a practical student, we have to cooperate with superiors, coworkers and subordinates who from different position.

At HiED unit I was allocated to perform task with the Accountant of Higher Education section as my supervisor, Encik Ismallia bin Bohari, Administration Officer 1, Puan Nola Jimat, Administration Officer 2, Puan Mary Nona and Puan Bethshebba Nassa as Administration Officer 3. In the Higher Education section, there are many positions in section and it needs us to work more systematic and efficiently because each positions have different functions.

I have experienced using all of the database system in HiED unit and my colleagues help a lot in any task given such as using the database software that is new to me and how to manage the filing system.

Chapter 4

Chapter 4

Recommendation

4.1   Introduction

In this chapter, I will explain about the SWOT analysis that I have been analysed in Sarawak foundation, the analysis was about the strength, weaknesses, opportunities and traits in Sarawak foundation. The recommendations of the solution for the improvement in Sarawak Foundation are also discuss below.

4.2   SWOT analysis

4.2.1   Strength

i.   **48 hour services**

Sarawak foundation was introducing the 48 hours services. This policy was the effective of faster services to people who want to apply loans and sponsorship. After all the documents were completed and the application was approved, people can get their loans by two days working.

ii.   **Variety of services**

Sarawak foundation was not only organization that can provide loans, but Sarawak foundation has variety of services such as community affairs, football academy for children, and education affairs.

iii.   **Various franchises**

Sarawak foundation has their branch at Kuala Lumpur, Kuching and London. It can be seen that Sarawak foundation is concern to provide services and aid for students who further their studies in overseas.

iv.   **Government statutory body**

Sarawak foundation is the state government agency that will support by the state. Therefore, Sarawak foundation will not facing problem such as bankruptcy.

4.2.2   Weakness

i.   **Lack of expertise**

Although the Sarawak foundation was a large organization, but there still depending on the outsourcing company to running their program such as event management and family day. This shows that there is lack of expertise in handling big event management. For example, in Sarawak Foundation 40th Anniversary Dinner event, Sarawak Foundation had invites the external host to become the host in the dinner, while there is a lot of Sarawak Foundation staff that able to become a host but theirs is a lack of expertise.

ii. Database information is not up to date

I have been experienced in key in the data of the student when I was in the HiED unit and the tasks given to me is to key in the data about the student repayment loan. The existing databases are not up to date and it is not been key in with the latest data information on the student repayment loan.

iii. Lack of staff to do a specific job/task

Sarawak foundation has recruit people for job vacancy and they only open for the internal recruitment. However, its look like theirs is a lack of staff in managing a task. For example as I mentioned before, the database information in HiED unit are not up to date. If there is a staffs that has been appointed to update the database, therefore there is no such problem occurred. It shows that there is lack of staff in implementing the specific task in the section of Sarawak Foundation.

4.2.3 Opportunity

i. Generate economy

Sarawak foundation was the organization that involve in investment and loans. Therefore, this organization can generate profit for economy development in Sarawak.

ii. Education improvement

Sarawak foundation can give a chance for people to increase the education system especially in rural area.

iii.   Expand the operation

Sarawak foundation has the opportunity to expend their operation for the whole country and not just become main foundation in Sarawak.

4.2.4   Traits

i.   Sarawak foundation will have faces their competitive like PTPTN, MARA, SPA and it can give a traits to give their services

ii.   Since Sarawak foundation was under a state government, their will depending on the state to operate their services in term of budgeting and policy.

iii.   Insufficient debt collection. Not like other loans organizations, Sarawak foundation has no specific policy and penalty to those who cannot return their loans debt. Therefore, Sarawak foundation will tends to manage their financial insufficiently.

4.3   Recommendation

Based on the SWOT analysis that I have explain in Sarawak foundation, it can be seen that Sarawak foundation has ability to become more compatible with other agency. However, there are several of weaknesses that should be improved to avoid the inefficient service provided by them. These weaknesses should be overcome by research and development for their organization. Furthermore, to overcome the weaknesses, Sarawak foundation should organize training program for their employee to improve skill and by that, they don't have to depending on outsourcing agency.

More over, by the opportunity that I have analyzed, Sarawak foundation can move forward to become the one of agency that can help people in Sarawak in term of education. It can be seen that, Sarawak foundation also able to generate the economy development by their profit and able to be the agency that open for the investment to international level.

In addition, there were several traits that can be seen in Sarawak foundation. First was the other competitive agency such as PTPTN and MARA. Since Sarawak foundation is giving the priority for only Sarawakians, it doesn't mean that Sarawak foundation will survive. To be more competitive advantage, Sarawak foundation has to improve their performance in order to compete with other agency in the world.

Chapter 5

Chapter 5

Conclusion

As a conclusion, after I finished my industrial training at Sarawak Foundation, I learn a lot from my experience as a trainee while working with Higher Education (HiED) section. Sarawak foundation has gave me a lot of motivation and information to completed the specific task especially deal with public, Thus, working with the financial and government institution gave me a lot of experience to facing a real working environment, Sarawak foundation also though me about how to discipline my self in term of time management and working performance.

I was given by the new tasks each days and that makes me feel the challenge. It teaches me how to deal with the working pressures and manage it. Working with the more experienced colleagues teaches me the cultures of respecting each other's and how to adapting our self in a new environment such as entering the new office environment that I have never experienced before.

In handling the tasks given, I was experienced using the new equipment and software in key in the database and also using the office equipment such as Photostatting machine, scanner and many more equipment. Here, I learned so much about the cultures in helping each others in making the job or task done and without any helps by my colleagues, I was unable to make my task done.

Sarawak foundation has a lot of ability in expanding their ability in becoming the well known agency or institutions in the country and the world. With the existing branch that located in London, we can see how far Sarawak Foundation has the opportunity in becoming better in incoming few years.

Furthermore, after five weeks working with Sarawak foundation, I had improved a lot especially in term of public relation, time management and outsider experience. I learned how to organize the event management, managing the filing management, planning and implementing the program, besides, I am also able to communicate with the public and explained about the information briefly as well, a long five weeks I have been working at Sarawak foundation, there was various task that I have done, and the section that I was attached, was quite busy and plays important roles in Sarawak foundation.

Last but not least, I was so glad to being accepted to become the practical student in Sarawak Foundation and it give a lot of experiences and knowledge for me in facing any challenges in the future.

Figures

LIST OF FIGURES

References

References

http://www.mindtools.com/pages/article/newTMC_05.htm

http://en.wikipedia.org/wiki/SWOT_analysis

http://en.wikipedia.org/wiki/Index_(database)

http://www.texyz.com/textract/

www.yayasansarawak.org.my

Appendix

Ketua Program AM228
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Kota Samarahan
Jalan Meranek
94300 Kota Samarahan
SARAWAK
(u.p: Encik Fairuz Hidayat Merican Wan Merican
    Penyelaras Latihan Praktikal Program AM228)

| **NO.RQM** | 651/2011 | 204 |

Tel: 082-677275
Faks: 082-677300

Tuan

KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN PRAKTIKAL BAGI PELAJAR UiTM DARI FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI (FSPPP)

NAMA PELAJAR : MOHD HADWAN , NORFAIZAH & SH. KHAIRUNNISA FIRDAUSYIAH

NO KAD MATRIK: 2009702303 , 2009582743 & 2009762059

KOD PROGRAM: ....

Dengan hormatnya permohonan tuan menerusi surat bil 100-UITMKS (FSPPP/W) bertarikh .... mengenai perkara tersebut di atas adalah dirujuk.

2.   Adalah dimaklumkan bahawa setelah pertimbangan teliti diberikan terhadap permohonan tersebut maka pihak kami **BERSETUJU/TIDAK BERSETUJU** * untuk menerima pelajar berkenaan dari Fakulti tuan bagi menjalani latihan praktikal di organisasi kami mulai 16 Mei hingga 17 Jun 2011 berdasarkan syarat-syarat yang akan ditentukan oleh kami.

Sekian, terima kasih.

Yang benar

Tandatangan Pegawai dan Cop Organisasi

JABAT PENGARAH KAMPUS
faks diterima/dihantar
2/3/2011 2

* Potong mana yang tidak berkenaan

NAMA:	MOHD. HAZWAN BIN BASROL
NOMBOR MATRIK PELAJAR:	2009703303
PROGRAM:	IJAZAH SARJANA MUDA SAINS PENTADBIRAN
SEMESTER:	5

Adalah saya sebagaimana keterangan seperti di atas dengan ini berikrar dan berakujanji kepada Universiti Teknologi MARA (selepas ini disebut sebagai "Universiti") dan juga Fakulti Sains Pentadbiran dan Pengajian Polisi (selepas ini disebut sebagai "Fakulti") akan mematuhi segala perkara-perkara yang dinyatakan kemudian dari ini semasa atau sepanjang saya menjalani latihan praktikal yang berkenaan iaitu seperti berikut -
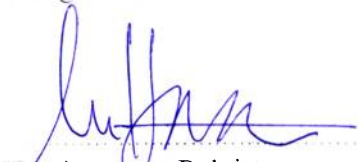
a) Memastikan pematuhan dari aspek disiplin terutama dari segi pakaian, masa, tingkah laku dan kelakuan dengan mengikut peraturan serta sahsiah ditetapkan oleh Universiti dan juga tempat di mana saya menjalani latihan praktikal.

b) Menghormati ketepatan masa dengan hadir ke setiap kelas/perjumpaan dengan pensyarah atau kakitangan Universiti atau pun dengan penyelia atau staf tempat saya menjalani latihan praktikal.

c) Menghormati segala latihan yang diberikan oleh pensyarah atau staf Universiti serta staf tempat di mana saya menjalani latihan praktikal dengan melakukan segala latihan akademik dan praktikal yang diberikan oleh pensyarah atau staf universiti dan staf tempat latihan praktikal.

d) Menghormati ilmu.

e) Menghormati pemindahan ilmu dari pensyarah atau staf Universiti dan juga staf di tempat saya menjalani latihan praktikal.

f) Menyedari bahawa saya masih tertakluk kepada segala peraturan dan undang-undang yang dikuatkuasakan ke atas saya seperti termaktub di dalam Akta UiTM 1976 dan lain-lain peraturan yang dikuatkuasakan ke atas saya sebagai pelajar dari masa ke semasa.

1

g) Menjaga nama baik sendiri, keluarga, Fakulti dan Universiti serta organisasi tempat saya menjalani latihan praktikal pada setiap masa, dan

h) Menyedari bahawa saya sebagai pelajar boleh dikenakan tatatertib sebagaimana ditetapkan sekiranya saya melanggar peraturan-peraturan yang telah ditetapkan oleh pihak UiTM

Justeru, jika saya melanggar atau tidak mematuhi perkara-perkara yang dinyatakan diatas, maka saya mengaku bahawa saya berhak dikenakan tindakan yang sewajarnya sebagaimana peruntukan dan interpretasi oleh pihak Universiti, Fakulti dan juga organisasi di mana saya menjalani latihan praktikal

Sekian, terima kasih

Yang benar

Tandatangan Pelajar
Tarikh: 6 MEI 2011

Tandatangan Penyelaras Latihan Praktikal AM228/AM225
Tarikh:

UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

DATE (WEEK 1)	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16 May 2011	-Report Duty	
"	- Meeting Puan Hajijah, explanation about Yayasan Sarawak core process	
"	- Meeting Puan Eliza, explanation about Yayasan Sarawak quality	
"	-Recheck bank-in transaction (Task given by En. Ismallia)	
17 May 2011	-Public Holiday	
18 May 2011	-Typing label for folders	
"	- Labelling folders (Task given by En. Ismallia)	
"	- key in Student data in Excel	
"	- Printing student data	
"	- Sorting student document into file	
"	- Recheck student file (Task given by Pn. Nola)	
19 May 2011	- Key in student data in Excel	
"	- Printing student data	
"	- Sorting student document into file	
"	- Recheck student file (Task given by Pn Nola)	20-05-11. ISMALLIA BIN BOHARI PPT (YBSTAR/HiED)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
20 May 2011	- Filing student document, level 2, filing room. (Task given by Pu. Nola)	ISMALLIA BIN BOHARI PPT (YBSTAR/...) 20.05.11
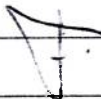
DATE (WEEK 2)	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23 MAY 2011	Filing and Sorting Student document, (payment voucher) into file.	
24 MAY 2011	Filing and Sorting Student document, (payment voucher) into file.	
"	Letter typing (Task given by En. Ismallia)	
25 MAY 2011	Filing and Sorting Student document, (payment voucher) into file.	
"	Attending Yayasan Sarawak Dinner Meeting, with En. Mohd. Adzlie.	
26 May 2011	Attend for Yayasan Sarawak 'Morning Prayer' at auditorium.	
"	Filing and sorting Student document, (payment voucher) into file.	
"	Sorting Student loan form, level 2, (closed file room)	
"	Invoices filing } Task given by	
"	Typing file label } En. Ismallia	
27 May 2011	Photostat Student loan document	
	Filing and Sorting Student document (Task given by Pn. Bethshebba)	
	Sorting Student document (filing room)	

ISMALLIA BIN BOHARI
PPT (YBSTAR/HiED)
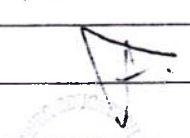
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
27 MAY 2011	-Filing and Sorting student document, (payment voucher) into file. (Task given by Pn. Nola)	ISMALLIA BIN BOHARI PPT (YBSTAR/HiED)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
30 MAY 2011	- Key in student data in Excel	
"	- Printing student data	
"	- Sorting student document into file	
"	- Recheck student file	
	(Tasks given by Puan Nola)	
31 MAY 2011	- Recheck student loan document in student files.	
"	- Filing and sorting student loan payment voucher.	
1 JUNE 2011	- Public Holiday	
2 JUNE 2011	- Public Holiday	
3 JUNE 2011	- Recheck student loan document in student loan files.	ISMALLIA BIN BOHARI PPT (YBSTAR/HIED)
"	- Filing and sorting student loan payment voucher. (Tasks given by Puan Nola)	

DATE (Week 4)	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
6 JUNE 2011	- Recheck student loan document in student loan files.	
" "	- Filing student loan payment voucher.	
"	- Sorting student loan document.	
"	- File labelling	
7 JUNE 2011	- Key in student repayment data (task given by Puan Nola)	
"	- Sorting repayment document into files.	
	- Preparing letter for student loan payment (HiED)	
8 JUNE 2011	- Preparing letter for student loan payment (HiED)	
	- Key in and sorting student repayment data in Excel.	ISMALLIA BIN BOHARI PPT (YBSTAR/HiED)
9 JUNE 2011	- Key in and sorting student repayment data in Excel.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
10 JUNE 2011	- Sorting student document in file. (Task given by Puan Bethshebba)	
"	- Sorting & arranging student document in files.	
		ISMALLIA BIN BOHARI
"	- Attending 'urine test', (Yayasan Sarawak)	

DATE (Week 5)	EXACT NATURE OF WORK DONE	SUPER VISORS REMARK
13 JUNE 2011	- Prepared analysis/summary of Student repayment data. (Tasks given by En. Ismallia)	
14 JUNE 2011	- Send letter and document to En. Mohamad Adzlie (level 3)	
"	- Meeting Pn. Arenawati Sehat Omar (visiting lecturer)	
15 JUNE 2011	- Faxing FAS FMG letter/document. (Tasks given by En. Ismallia)	
"	- Sorting payment voucher to be filing.	
16 JUNE 2011	- Scanning student document/letter. (Tasks given by Pn. Nola)	
"	- Retype schedule for Futsal & Football club of Yayasan Sarawak. (Tasks given by En. Ismallia)	
17 JUNE 2011	- Retype FAS Document/Report (Tasks given by En. Ismallia)	
		ISMALLIA BIN BOHARI PPT (YBSTAR/HiED)

Hi-ED
STUDENT STUDY LOAN RECORD

STUDENT'S DETAIL

Name : Lee Tai Zheng		Gender : Male	File Number : HiED/S2/L/0535
IC Number : 891215-13-5933	Contact Number : 082-368151/016- 8989863	Race : Chinese	Religion : BUDDHA
Home Address : 288J, LORONG 4C7, TABUAN LARU 93350 KUCHING SARAWAK			
Course : Dip in Electrical Electronic Eng			
Institution : ICATS KUCHING			
Start Date : 1-Jun-07	Completion Date : 31-Dec-2008		
Intake Date : Sem I 2009/10	Duration of Study : 1.5 years		
Annual Fee :RM 12,250.00	Living Allowance : RM 5,000.00	Total : RM 17,250.00	
First Surety : CHU GWO JIUN IC No 690826-13-5237 Tel : 013-8015171		Second Surety : N/A IC No : N/A Tel : N/A	

LOAN TRANSACTION RECORD

Date	Transaction	PV No.	Amount (RM)	Balance (RM)	Catatan
Total Loan				17,250.00	
20-May-09		0096/09	3,450.00		
17-Nov-2009		0148/09	3,450.00		
22-Jan-2010		0178/10	3,450.00		
7-Jul-2010		0263/10	3,450.00		
TOTAL DISBURSEMENT			13,800.00		

SAMPLE

Remarks :

Monday, 30 May, 2011

PAYMENT VOUCHER

To:
RHB Bank Berhad
Lot 363, Jalan Kulas
P.O.Box 2049
KUCHING
SARAWAK

A/c No:

PV No: 0331

Cheque No:

Date: 30/11/2010

No.	Invoice No.	Particulars	RM	Sen
		Being disbursement for HiED Student Study Loan as per list attached. No. of student - 24		
		RHB Bank - 14	33,600.	00
		BSN A/C - 10	27,550.	00
		Amount in words: Sixty-O~~SAMPLE~~fty Only.	61,150.	00

SAMPLE

Prepared by:	Checked by:	Approved by:
Date: 30/11/2010	Date: 1/12	Date: 8/12/2010

7 Jun 2011

Encik Norizan b Masleh
D/A Zamry b Dollah,
Balai Bomba & Penyelamat,
Jln Dato Mohd Musa
94300 Kota Samarahan

Tuan/Puan,

NOTIS BAYARAN BALIK SKIM PINJAMAN TABUNG PENDIDIKAN TINGGI SARAWAK (HiED)

Perkara di atas adalah dirujuk.

Mengikut syarat-syarat Perjanjian Pinjaman Tabung Pendidikan Tinggi Sarawak (HiED) yang telah ditandatangani di antara tuan/puan dan The Sarawak Higher Education Fund Charitable Trust (HiED) pada **1 November 2007** tuan/puan perlu memulakan pembayaran balik Skim Pinjaman Tabung Pendidikan Tinggi Sarawak tuan/puan 12 bulan selepas tamat pengajian.

Butir-butir Skim Pinjaman Tabung Pendidikan Tinggi Sarawak (HiED) adalah seperti berikut:-

a)	Jumlah Pinjaman	:	RM 5,430.00
b)	Jumlah Pinjaman Terlebih Bayar	:	RM 0.00
c)	Jumlah perlu dibayar balik (100%)	:	RM 5,430.00
d)	Tarikh Kuatkuasa Bayaran Balik	:	1 Ogos 2011
e)	Bayaran Ansuran Bulanan	:	RM 100.00 x 12 bulan
			RM 200.00 x 21 bulan
			RM 30.00 (bulan terakhir)
f)	Tarikh Bayaran Terakhir	:	31 Mei 2014

Tuan/puan adalah dikehendaki membuat pembayaran balik mengikut jadual seperti yang ditetapkan di atas secara berterusan dan teratur. Faedah sebanyak 10% akan dikenakan ke atas tunggakan sekiranya pembayaran tidak dibuat mengikut jadual. Bayaran boleh dibuat dengan :-

i) Wang tunai di Kaunter Tingkat 1, Pusat Pembangunan Pendidikan & Ibu Pejabat Yayasan Sarawak, Jalan Sultan Tengah atau di Tingkat 1, Bangunan Yayasan Sarawak, Jalan Masjid.

ii) Cek/Deraf Bank/Kiriman Wang Pos berpalang atas nama "SARAWAK HIGHER EDUCATION FUND CHARITABLE TRUST"

iii) Pemotongan gaji (allotment) melalui majikan

iv) Menggunakan kaedah Arahan Tetap Bank (Standing Instruction)