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PRACTICAL TRAINING REPORT

MADA RICE TRAINING CENTER (MRTC)

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR

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(Signature)

Date: 1 July 2016

Declaration

I hereby declare that the work contained in this practical report is my own except those which have been duly identified and acknowledged. If I later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

Signed



Name: **WARDAH BINTI ZAINON**

Acknowledgement

Special thanks to my supervisor, Mr Aliff Afnan Arani because give me the opportunity to do my practical and become a part of their team. I am trying my best to adapt with them and do my work as instructed. Mostly, I manage to finish the work given and any difficulties I will refer to them. Besides, I get more knowledge and experiences which I never know before this. Also to all staff in MRTC, even though they full of humor but they are effective and efficient doing their works. I respect their commitment and cooperation among them. Honestly, I really enjoy working with them and they also help me a lot. Especially to my father, I really appreciate his willingness to drive me every day.

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CHAPTER 1

INTRODUCTION

This chapter will be explained about the place where the trainee had completing the internship program. Section 1.1 is the background of MRTC, 1.2 the vision of the agency and 1.3 is their mission. The agency is specialized on the rice industry. The trainee was assigned under this training center doing administrative works.

1.1 Background of MRTC

MADA Rice Training Center known as MRTC is one of the branches that handle the intake of practical students. It is a training section for rice production where they offer program Sijil Kemahiran Malaysia (SKM) for production of rice. Besides, the activities and main function of MUDA Agriculture Development Authority (MADA) is relating to rice industry.

There are three level of program that has been offered which is Level 1: Pekerja Am Ladang (6 months), Level 2: Pekerja Kanan Ladang Padi (6 months) and Level 3: Penyelia Ladang Padi (12 months). Here the trainee has been placed for administrative work and also some outdoor activities such as visit their field work. There is no strictly requirement to attract the young interest to involve in agricultural sector. They provide the training

center to enhance the participation among young farmers. Others facilities provided at training center are lecture halls, meeting room, hostels, rest rooms and also mosque. These facilities are available for other agency or department to do reservation for their program to be held at the training section. Mostly, seminar or programs would be held regarding machines operation and maintenance.

1.2 Vision

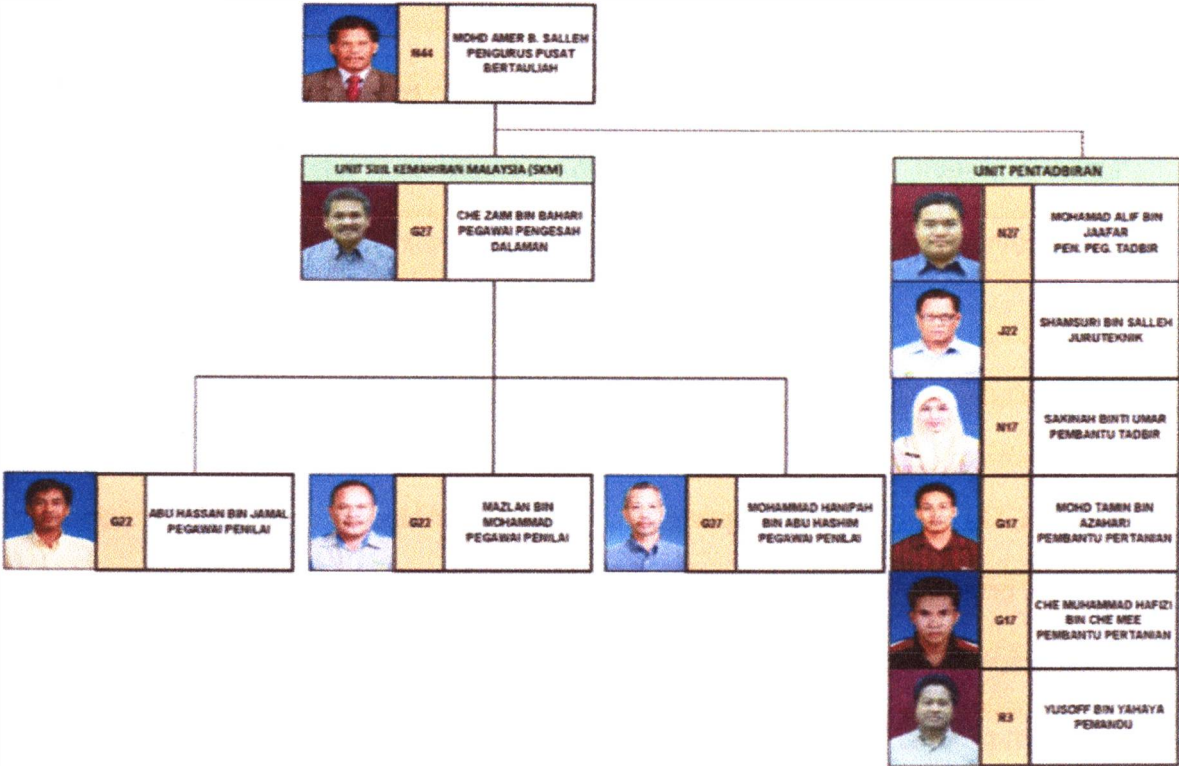
To become a leader in development of rice industrial in a modern state, efficient and sustainable also to become the main driver for development of sosio-economic in farmer's community within MUDA areas.

1.3 Mission

1. Transforming the rice industry to modern, efficient, sustainable and competitive.
2. Enhancing participation among farmers in whole value chain (total value chain) of rice industry.
3. Maximizing farmer's income through various sources.
4. Promoting the farmers institution as viable entities.

1.5 Organizational Chart

CARTA ORGANISASI MADA RICE TRAINING CENTRE (MRTC)



CHAPTER 2

SCHEDULE OF INDUSTRIAL TRAINING

2.1 Introduction

This chapter provided every task done by trainee during the training. The tasks are being explained weekly from Week 1 until Week 6. In this chapter, the tasks are based on what have been assigned to trainee.

First week

After reporting at MADA Rice Training Center (MRTC), the supervisor in charge briefly explain the basic rules during office hour and what task trainee should do as well as the culture they are engaged with. The office hour is from 8 a.m. to 5 p.m. The trainee has been explained about the nature of the organization and the staff under the training section. On the first day, trainee learnt to use photocopy machine with the correct steps. There is no much work to do on first day. Mostly, doing photocopy, record all the purchases made by training section in "Buku Hijau" manually. Every detail must be recorded carefully so that if anything happen they will refer to the book. Even though the works given are easy and simple but finishing it on time is quite challenging.

Within the week, the frequent task was photocopy modules for students. Besides, preparing material for upcoming programs such as notebooks, pen, files, name tag and so on. At training center, they usually organize upskilling programs for officers as well as farmers. Particularly, the trainee managed to finish the work a day before the program start.

Second week

On second week, still do the same work as usual such as photocopies modules and other teaching material when they needed. There was also task required trainee to use computer mostly to edit or key in data in existing documents like Microsoft Excel or Words. For examples, key in data inventories according to the date of purchase, quantity and the price. The challenges arise during the printing process. Firstly, the trainee should know how to select the margin sizes for the entire document or the current section. This is to ensure that it can fit in one page only. Aside from that, the trainee also does storing, organizing and managing files as well as typing, editing and proofread documents. Another task is correcting a formal letter done by the student. Therefore, I should know the format of formal letter in order to correct it.

Another task is to record expenses such as purchases of goods, food and drink, fees regarding programs or seminars that had been

organized. Even though it is done manually but have to ensure the data was recorded correctly. Besides, I also need to receive call at counter service when no staff in the office. Mostly I have to transfer the call to any available staff or else take the message from the caller.

At counter service, I also deal with student and teacher that came to borrow a laptop or other materials for teaching. I have to make sure they returned the items on time because there is no formal procedure to record the items.

Third week

The work given was to check and replace one project file named 'Pusat Bertauliah MADA Rice Training Center'. I need to scan the document in softcopy and also hardcopy. All the work also including checking through computer and do some changes on the format. I have to make sure that all the files can be read so that any changes can be done.

According to the officer in charge on the project, my task was to update and arrange the document in new files. The documents that have been scan should be renamed and placed in each folder.

Within this week, I was invited to watch students doing their public speaking. That public speaking was included in their work abilities modules therefore they are required to present their topics. It will

help them to improve their ability of speaking and also to increase their confident level.

Fourth week

For the next task, I was instructed to record the attendance of officers in e-latihan. The system is created to record the attendance information when officers attend any programs organized by their department or other agency. The problem with this system is I could not find the registered courses because of the slow network connection. Therefore it takes time to search and wait for the program to appear on screen.

Almost one week to settle the e-latihan because it also includes the programs from previous months. On the other day, there was two days program and I was responsible at the registration table, giving files and tick their names. I have been told that the names listed were compulsory to come.

Fifth week

I was visiting their field work where the trainee will apply what they learnt in classroom. The trainee will depart from training center at 8 in the morning and went there by bus. The field work is useful for them in rice industry so that they know the real process to plant rice. The skills they have will give them more benefits in future.

The theory that we have learnt should be practice so that we know the actual work. As I know, skill and experience was important thing to survive and sustain in this modern life.

Besides, I have been taught on how to convert document in Microsoft Excel to pdf file. I also learnt to make flip book using Kvisoft FlipBook Maker Pro software. I am so lucky because the staff here willing to share information about their work and their experience.

Sixth week

I do some re-checking in e-Latihan to ensure there was no mistake during the process of data entry regarding the attendance information. The name list was kept in one file so that it will be easier to refer. The documents of attendance will be arranged according to month of the program have been conducted in one file.

Other than that, I also do some work outside the office like measuring lecture hall because they want to replace new carpet in the hall. This work is done by one of the staff and I take the opportunity to assist him and learnt more about their work.

Overall, working with senior staff was a great experience. They give guidance and correct me if I do wrong. In real working live, we have to be strong because it deals with people. Patience and wisdom is needed to overcome the problem.

CHAPTER 3

TASK ANALYSIS

3.1 Introduction

This chapter will discuss about various tasks done by the trainee within six week of industrial training. The tasks given are related to the administrative work. Mostly it is about typing, checking, attend meeting and etc. The trainee has been assigned to do a few tasks such as data compiling, in charged on the e-Latihan for attendance and site visit to Inland Revenue and some student activities.

3.2 Data Compiling

It is one of the tasks within the administrative job. Data compiling is about records and arranges information in specified order or grouping such as by names, location, occupational or telephone number. The compiling method is to put together by assembling previously separate item or compile it into new record. The trainee was assigned to the task almost two weeks. Usually it uses Microsoft Excel because it is easy to insert the data. Even though, the task for data compiling is simple but the trainee still refer to the other staff for help. The work must be correct and double checking for each data should be done to ensure there is no mistake.

3.3 System of File Management

File management is a process of storing, naming, sorting and handling computer files. It is one of the process of maintaining folders, documents and multimedia into categories as desired by user. File management is widely used in organization either in small or large companies. By using the file management software, the user can easily manage data files in a computer system. This system of file management also can help to eliminate clutter so that user can access and retrieve data faster and more conventionally.

Besides using computer, the system of file management can be done traditionally which mean the trainee also use traditional method of file management. Despite of saving in computer system, there also need to have file folder thus easy to refer. Even though there is computerized system but they still record the data manually such as item purchase daily. The old method is easier and faster than using computer.

3.4 In charged on the e-latihan

The e-Latihan (Training) system was developed to record the attendance of training members and monitoring the Quality, Training and Competency Unit. The system of e-Latihan is to record the attendance of participants when they attend any

program organize by their department or other NGOs. It required ID and password to log in into the system.

There are few programs that the trainee has to record for example Pogram Motorised Blower, Kursus Jentera 4 Roda, and other that related to the program organized. According to senior staff, they should attend the programs. One of the program involve by the trainee is "Kursus Kefahaman dan Pelaksanaan Sistem Kualiti ISO: MS ISO 9001:2015". The trainee was responsible for two days registration. The participants were the officers from different department.

The trainee was given a copy of name list during the day and those who come should signed for their participation. Within a month, there were many program has been organized. The weaknesses of this system are take time to search for the program when the details already save. It required internet connection in order to open the e-latihan. When the connection is weak, it will delay the work.

3.5 Site Visit

Outdoor task also consider as an important experience for trainee to gain knowledge from the site. Some example of the outdoor task such as visit to the operational location thus the trainee will be

exposed to the practical work. Other than that, it also can involve any work which related outside the office.

There is also some outdoor task done by trainee which is visit to the Inland Revenue Board of Malaysia (IRBM) at Urban Transformation Center (UTC). It is one of the main revenue collecting agencies of the Ministry of Finance. The establishment of IRBM is to give it more autonomy in financial and personnel management as well as to improve the quality and effectiveness of tax administration. The function of the board includes as an agent of the Government to provide services in administrating, assessing, collecting and enforcing payment of income tax, estate duty, stamp duties and such other taxes.

At the Inland Revenue, the trainee has to deal with the officers regarding the process of the stamps duty for contract agreement. The agreement is between government and the student of the training center. The process is important to ensure that they are reliable to receive the allowances and the validity of the agreement.

There were few steps of the proses firstly to fill a form for a record purpose. After that, double checking the agreement to avoid mistake and lastly return the letter for the stamps off. It takes less than hour to settle our documents.

Another site visit was during the student activities on public speaking. It is a process or act of performing a presentation of an individual directly speaking to a live audience in order to inform, influence or entertain them. During the session, the student was given a topic to present and with the time allocated for each presentation was 15 minutes.

All the tasks assigned give knowledge and new experience to the trainee because it related with the scope of study. Learning process outside classroom will improve more understanding about the external environment.

CHAPTER 4

RECOMMENDATION

This chapter is about the suggestions to improve the quality of services. In the organization, the trainee performed the tasks given very well and there is some recommendation for the improvement in the services provided. This is because any services that are provided must give satisfaction to their customer. It also include the quality of product, the responsiveness of service delivery and how service provider deal with their customer. As a result, customer will give positive feedback and become loyal to that company or recommend it to the others.

The major place in the organization is counter service where the customer can get information through the receptionist. In public sector, it is more on the service. According to Evans & Lindsay (2008), service is defined as any primary or complementary activity that does not directly produce a physical product which is the non-good part of the transaction between buyer (customer) and seller (provider). Therefore, the provider should ensure they are giving the best service because the power of mouth from the customer can give direct effect to the organization. For example, the lateness to response to the customer's complaint will cause the

issue grow bigger. Thus, it will affect the organizational or departmental image.

By relating to the training center, the strength of the counter service is the responsiveness of carrying the task. It is the willingness of the service provider to assist customers promptly. While the trainee in charge at the counter usually to answer calls and take messages. The ethic while answering is to greet the caller with low voice. It is to ensure that as service officers we have to entertain customer no matter what business they are engage with.

A quality public service will be capable of carrying out its responsibilities efficiently, besides providing excellent services to the public. Some of the efforts taken are conducting training, seminars and workshops on quality. It shows that, the management emphasize on the matters seriously. Usually, some problem may arise due to improper service management such as customer complaints.

For improvement, a service provider should act generously and well-spoken because they deal with public. As human, it would be great to treat others with courtesy even with different approaches.

Secondly, the quality culture in the organization. Quality culture can be defined as organization values system that practices the excellence work culture which leads to the establishment and continual improvement of quality. It continuously promotes quality by integrating quality values, traditions, procedures and expectation of its public (Goetscs, David L. & Davis, Stanley B. 2010). In organizations, one of the challenges that need to be overcome for the management to be effective is cultural barrier.

The participations, commitments, and drives towards quality culture become slow thus the objectives of quality unable to be achieved effectively. It is considered as the environment that supports the quality goods or services that are offered to the public which exceed their need and expectation. In the training center, the culture is immobile because not all the characteristic of quality culture practice by the staffs. For example, work done in team work is important to portray their cooperation. In certain situation, sometimes the team members do not contribute for the project and only depend to others. It shows that the quality culture in the organization is not so strong.

Therefore, to encourage team work among the staffs is to organize informal meeting such as outdoor activities which is related to the job scope. By doing this, it can expose themselves to each other

personalities. Working as a group team will lessen the work load and reduce time.

Next, only male student can apply for the program in the training center. This is because the course work for the program is not suitable for female which required them to work at field and handling heavy equipment. Mostly, man more interested in technical works thus they are more qualified. For those who cannot perform well academically, they can choose practical work.

There also some recommendation on the way to manage the system of filing effectively. Instead of providing more files, they can use computer software to store the documents which can save the space. The current filing system comprises both but it much better to have either one. This is because it can reduce the time for preparing both. Sometimes it take time to find the files because of the misplaced or too many files in one place.

Besides, another weakness of the organization is in term of time management. In organization, employees must obey with the rules and regulations. For example during working hours few of them went out for drink. If the activities become routine among the staffs it will affect their performance and give bad impact to the working environment.

As a conclusion, there is lot of improvement can be done for the successfulness of the training center in future. In the aspect of management, services or good the changes can be done slowly and by stages. The resistance to change can be avoided when the approaches use is suitable for all the staffs.

CHAPTER 5

CONCLUSION

In a nutshell, the internship program is meaningful for students because it gives opportunity to student to learn the real working environment instead of surrounded with theories while studying. Meanwhile, the time provided for the training is not enough for student to get more experience and learn from their colleagues. After all, trainee can show the effort of learn new things while completing the tasks given. It is compulsory to expose the students with working environment before they can engage in work life. Mostly, students can get a lot of benefits from internship like get used to the work pressure, dealing with people regarding works and etc. The teamwork and cooperation within the organization give a lot of benefits for students to see the organizational culture. During the internship period, student can learn to be independent and have self-confident to develop personal characteristic. Thus, with these experience been in the organization, carry out the responsibility and trustworthy, the trainee will be able to continues in future for more challenges.

APPENDIXES



Lecture Hall





Meeting Room



Hostel



Rest Room



Dining Hall