



UNIVERSITI TEKNOLOGI MARA (UiTM) SARAWAK

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

AM228 BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

ADS 666 PRACTICAL TRAINING REPORT

AT

SARAWAK ECONOMIC DEVELOPMENT CORPORATION (SEDC) MIRI

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THE DECLARATION

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

Signed.



(SITI AZSYAHARAH BINTI MOHD AZHARI)

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1st June 2013

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ACKNOWLEDGEMENT

First of all, I would like to express my sincere appreciation to my supervisor, Mr. David Terawe who acting as Officer-In-Charge for SEDC Miri Branch. He had given me a lot of opportunities to get experience under a real working life and a good supervision. He also gives comments and suggestions to me when he get that I have some work can be do improvement.

I have experienced a great working life throughout my incubator training period at SEDC. I also want thanks to SEDC for willing accepts me as a trainee. I have learned and get a lot of experience with the continued support from the other colleagues in SEDC. They give me explanation when I have some problem with my work. These make me successfully training in SEDC for 6 weeks.

My sincere appreciation goes to SEDC staff, Mr David Terawe as Officer in-Charge, Mr Mostari Ulong, Madam Kartini Osman Sukarno, Madam Norislina Bt Abdul Razak, Madam Munira Munan and Mr Mohd Yusrim Bin Yusof for their kindness and all my family members who also support me and be my side all the time. I also like to thanks my friends. They always encourage me at all the time throughout my incubator training period.

Besides, I would like to thanks my supervisor at Faculty of Administrative Science and Policy Studies, Madam Sarehan Binti Haji Sadikin who has helped me throughout the incubator program, which also gives me ongoing advice and continuous support.

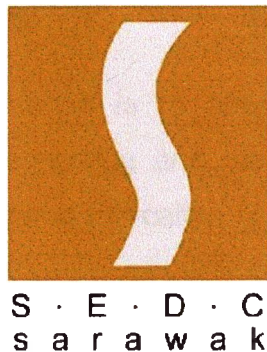
I done this program not only for marks but also increase my knowledge and experience about real working life. Thank you all.

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

Students of Bachelor in Administrative Science (Hons) UiTM Campus Samarahan are required to attend a practical training with any organization chosen by the student. Before enter to semester 6, students need to complete practical training during semester break within 5 until 6 weeks. Therefore, to complete this subject, I had chose Sarawak Economic Development Corporation (SEDC), Miri as the organization to do my practical training from 22nd July 2013 until 30th August 2013. Students have been provided a Log Book to record the daily task done during practical training. The Log Book will be review and sign by the supervisor at least once a week.



1.1 Background of the organization

The Sarawak Economic Development Corporation (SEDC) was established on 1st March 1972 as a state – owned statutory body with the general aim of promoting the commercial, industrial and socio-economic development of the state. SEDC was established under the Perbadanan Pembangunan Ekonomi Sarawak Ordinance (Sarawak Cap.35), a law duty passed by the Sarawak State Assembly in accordance with the powers conferred on and delegated to the State Government of Sarawak under the Constitution of Malaysia. While SEDC is a statutory body established under the laws

of the State of Sarawak, is also comes under the purview of the Federal Government of Malaysia through the Federal Ministry of Finance(MOF).

1.2 Key Corporate Objectives

The key corporate of SEDC is to promote investment and economic development in Sarawak by implementing commercial projects directly or on a joint venture basis in a wide range of industries including agro-food, tourism and leisure, property development, mineral and mining, and construction. SEDC also work as a trust agency in the development of a vibrant Bumiputera Commercial and Industrial Community (BCIC) through the development and implementation of socio-economic programmes and schemes.

1.3 Mission of the Organization

The mission of the organization is to spearhead the economic and social development of the state by implementing and managing projects and programmes Effectively, Economically, Efficiently and Ethically.

1.4 Vision of the Organization

The vision of SEDC is to be the premier state agency in Malaysia.

1.5 Shared values of the Organization

The shared values of SEDC is to serve and grow together through Integrity, Teamwork, Quality, Professionalism, Innovation, Creativity and Caring.

1.6 Organization Structure

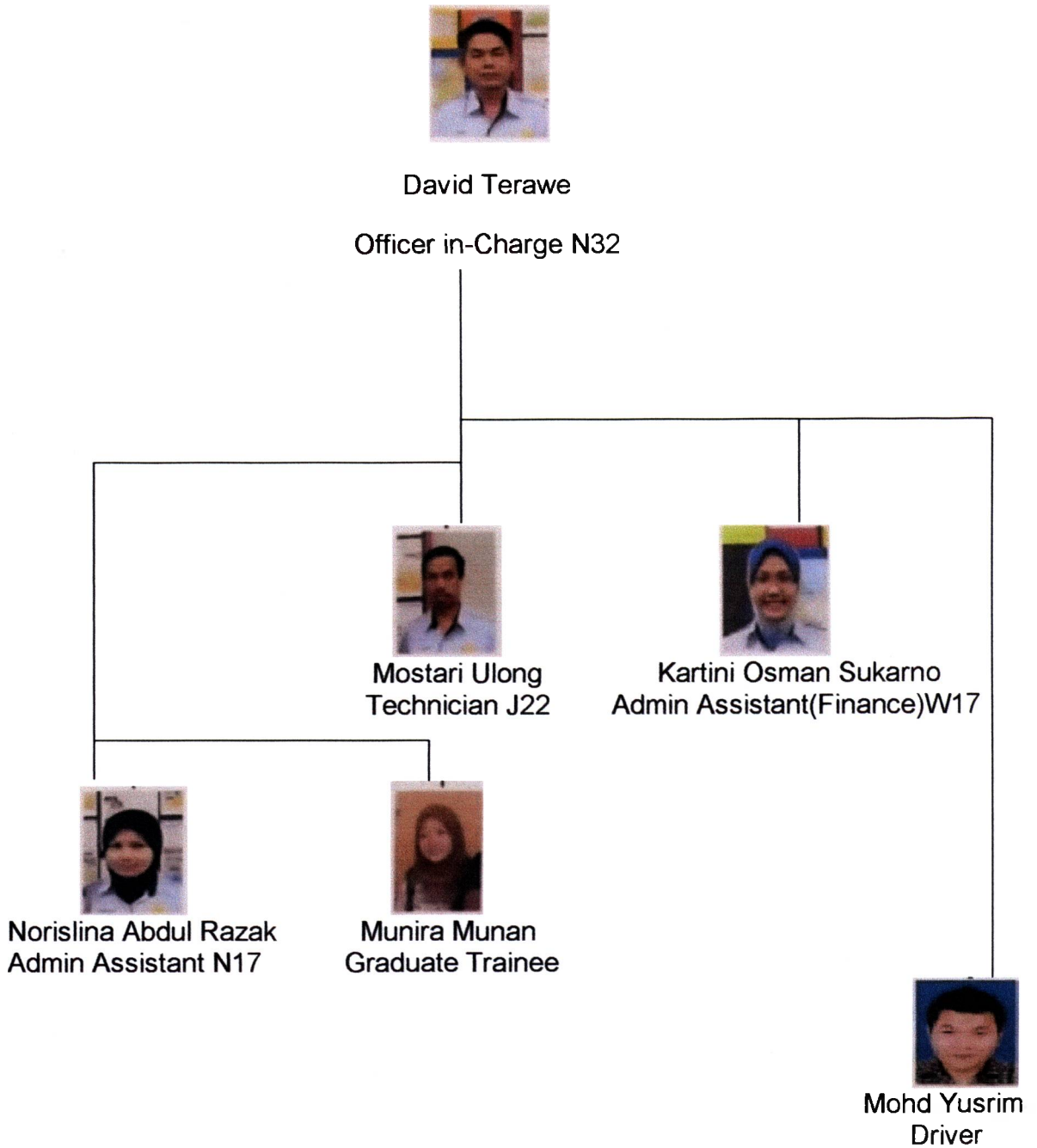


Chart 1.6.1: Organization Chart SEDC Miri Regional Office as at 1st June 2013

(sources : www.sedc.com.my)

1.7 Core of the Business Organization

Sarawak Economic Development Corporation (SEDC) has implementing several specific schemes or programmes to increase Bumiputera participation in business. Those programmes which implemented by SEDC are;

1.7.1 Pusat Inkubator dan Bimbingan Usahawan (PIBU)

Sarawak Economic Development Corporation (SEDC) in collaboration with the Entrepreneur Development Unit in the Office of the State Financial Secretary (PSKNS) and the Ministry of Entrepreneur and Cooperative Development (MeCB) has approved the existence and implementation of the Entrepreneur Development Program through the Pusat Inkubator dan Bimbingan Usahawan (PIBU) to expand its activities and guidance to Bumiputera entrepreneurs in the field of business and industry.

1. PPES : Agency implementing activity PIBU
2. PSKNS : Financing for development grants and operating grants PIBU
3. MeCB : Financing for development grants and operating grants PIBU
Kuching

The concept of PIBU is provision of temporary office that are rent to the prospective entrepreneurs and existing entrepreneurs who still need to register with the office of government / private agencies concerned. In the service network, 3C PIBU approaches are common office space, common office facilities and common services. There are some facilities offered by PIBU which are Entrepreneurship training continued, Guidance and counseling business, Reference Centre for information related to training, tendering and business and a letter of support to government agencies / private.

1.7.1.1 Application terms for “PIBU”

For full time applicants, they can rent the office space for monthly rental. They also can use the accommodation and services of the office. The entrance fee for membership is RM50 with deposit about RM450. For the first month rent, the applicants can pay RM250. Total fees for full time applicants are RM750. However, for half time applicants, they can use PIBU as their business address only also can use accommodation and services of the office. The entrance fee for membership is RM100 with deposit about RM250. Total fees for half time applicants are RM350.

1.7.2 Program Peningkatan Usahawan Bumiputera (PUTERA)

PUTERA is a scheme that Sarawak Economic Development Corporation in collaboration with Sarawak Finance State Secretary (Pejabat Setiausaha Kewangan Negeri Sarawak). It helped to increase the Small and Medium Entrepreneur which have potential and willing to develop their business. They give equipments to process food, food and beverages shop, beauty salon, car and motorcycle workshop, and class F contractor to increase operation business. The equipments provided are not more than RM 5,000 and it is not in cash. They only provide machine and complete set of equipments that are needed.

1.7.3 Skim Pinjaman Industri Kecil dan Sederhana (SPIKS)

SPIKS is a scheme that Sarawak Economic Development Corporation in collaboration with Ministry of Entrepreneur and Cooperative Development. It helped to increase the Small and Medium Entrepreneur in product and service sector. They give loan to help the Small and Medium Entrepreneur in product development and factories. The loan under this scheme is with the 4% interest rate for seven years. The purpose of the loan must be for model turnover, purchasing furniture or equipment.

1.7.4 Skim Pinjaman Usahawan Desa Pelbagai

This scheme is developed to help and increase the entrepreneur in Agro Based, Fisheries and Aquaculture. The loan is with 2% interest rate and payback time is in five years. The purpose of this loan must be for model turnover, purchasing equipment and to build fish and prawn pool. The minimum of loan is RM10,000 and the maximum is RM50,000.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 First Week (22/07/2013 – 26/07/2013)

I started my incubator training on 22nd July, 2013 at Sarawak Economic Development Corporation (SEDC), Lot 2191-2192 Ground Floor, Saberkas Commercial Centre, Jalan Pujut-Miri, 98000 Miri Sarawak. On that first day, I had be briefed about history, culture and policy of SEDC by Mr Mostari Ulong. He also let me knows their company's rules and regulation, vision, mission and shared value. Then, he introduced me to the staff and four other students who also done their internship there. They came from different universities and courses. Most of them had a lot of experienced by joining some of the activities under SEDC. They had spent some time to discuss and share their experienced to me.

I had asked by the financial admin assistant, Madam Kartini Osman Sukarno to prepare and make some space or line in the bank-in book. The space divided by date, order number, payee, cash or cheque, amount, prepared by, checked and verified by, bank and signature. Bank-in book must always be updated and signed in order to make sure that all transactions are safely recorded for further reference. This is because when payment transactions had been made, then Madam Kartini will enter the transactions in the bank-in book.

I also had been instructed by Madam Kartini to sort some documents followed by the business nature such as hotel, personal, utility bills, and others. The documents need to be separated so it is easy to be refer and make the job done properly.

2.2 Second Week (29/07/2013 – 02/08/2013)

I had asked by the administration assistant, Madam Norislina to key-in data and information about 1 Azam Niaga participants. Those participants mostly come from Limbang and Lawas. The data that are needed to be fulfilled such as name, address, identity card number, handphone number, business nature and equipments. 1 Azam Niaga is a programme that introduced by government in order to help low income group to reduce their burden and help them to increase their cost of living.

Besides that, we are instructed to check application form for “Program Peningkatan Usahawan Bumiputera(PUTERA)” and Economic Development Program(EDP) based on equipment that they apply for and what they had received. Here, we are given the form which containing name list of applicants together with their previous application record.

Apart from that, we are asked to record telephone bill for February until June. We also recorded electricity bill for January until May. Besides that, we also filling in bank in slip for business premise payment and record the transaction inside the book followed by payment receipt number. On the same day, we had been instructed to fax some document to General Manager and filling in check list for application form “Pinjaman Pelbagai”. The content that needed to be checked by is application details, business and guarantor. The example for “Pinjaman Pelbagai” is premise renovation for burung walit.

2.3 Third Week (05/08/2013 – 07/08/2013)

We are asked to update ledger file for PPRK. PPRK is stand for “Program Pembangunan Rakyat Khas”. Ledger need to be updated every month so that the staff can directly send it to SEDC Kuching. The content that needed to be updated involved name of the file, date, payment and loan receipt from Lawas district. The borrower must follow the PPRK program where they get the loan less than RM10,000. For example in food processes, agriculture boat rent and handicraft.

Besides that, we were asked to update Shop On Wheel (SOW) file. SOW containing food and beverages, clothes and others. The candidates will be given 30% loan from motorcycle value, and the others is grant. The motorcycle mentioned is 3 wheels. Mostly the candidates come from Miri, Marudi and Lawas. I also had been asked to photocopy documents for 1 Azam candidates.

On Wednesday (07/09), Mr David Terawe brought us to visit Bekenu Rest Centre, Miri or can be known as “Pusat Rehat Bekenu” where there is other business being conducted. From there, I can clearly see there are 25 tenants with different nature operate their business there. Bekenu Rest Centre is a place where people can have a short time break after a long journey. After that, Mr David Terawe also had brought us to visit PPES Ternak Sdn Bhd located at Karambungan, Batu Niah. PPES Ternak is a subsidiary to SEDC. They started their operation in 1983 as a main supplier of livestock and fresh meat in Sarawak. The company has acquired Karambungan Farm in Miri, which accommodate an approximately 1500 acres and Kuching Abbatoir centre in Bintawa, Kuching. PPES Ternak main activities are cattle feedlotting(fattening), abbatoir services, goat and deer breeding, and supply fresh beef throughout Sarawak. Karambungan, is the place where a group of cattle and goat (living stock) imported from Australia and been placed there. At PPES, there are a few employees who operate their

activity to feed the living stock and take care of them. If there are any request for the meat, then the employees will slaught the living stock and the buyer will come to collect it. From that, we can see how the business operation takes place between a buyer and supplier. Boulevard Trading Market Miri is the regular buyer because they have many shoplots in Miri city that supply for the meat and other stock. Usually, higher demand of meat is during Hari Raya Aidilfitri festival.

On 08/08 and 09/08 is Eid Mubarak or Hari Raya Aidilfitri festival. Our office closed for two days because most of the staff celebrates the festival.

2.4 Fourth Week (12/08/2013 – 16/08/2013)

Madam Norislina asked me to update incoming and outgoing faxes. On top of document, I need to write running number and that document that received by fax need to be stamped by received stamp. After the documents stamped, it need to be recorded in the book that are provided for incoming and outgoing fax. The details that need to be filled are such as subject matters, pages and the recipients. This is for office record and future references.

Besides that, we were also asked by our supervisor, Mr David to check for summary report. The details that need to be checked are total of "in-out" money for business premise that are rented in Lawas, Limbang, Miri and Bekenu. There are two situations where tenants who operate business within 3 to 12 months and more than 12 months. Total of money for tenants who conducted business within 3 to 12 months calculated and checked and also who operate business for more than 1 year also checked. Both of the amounts are separated and this is to make sure Mr David easy to refer for the amount while present it during meeting.

Apart from that, we are also had been instructed to update cabinet and business premise file according to 5S filling system. First of all, we need to photostate name list and reference number for candidate from Limbang, Lawas, Bekenu and Miri. Then, by using Microsoft Excel, name list of candidates who still active was entered follow by reference number as before. The file which containing candidates that are no longer active operate their business separated. After had done with that all candidates data, the name list of candidates were printed out, cut off and put it inside the cabinet file so that the other staff easy to access. The name list of the file need to be printed out and attached at the middle in front of the cabinet followed by format and size that already set before.

Besides that, we were asked by Madam Kartini to filing staff travelling claims and updating index at the first page of the file. The contents that need to be updated such as date of claims and the person who is claim (staff). This is easy for Madam Kartini to refer who is request for claims and she can proceed with the claim process efficiently.

We were also asked to check for application form “Pusat Inkubator dan Bimbingan Usahawan” (PIBU) whether there have any blank space or uncompleted details of applicants. If there have any uncompleted details, then we need to remark star(*) for further action. Besides that, we were also asked to update file for business premise for Imperial Mall, Miri.

2.5 Fifth Week (19/08/2013 – 23/08/2013)

We are asked to monitor the candidate on their achievement before and after they received the equipments that provided by SEDC. We had called some of participants that can be contacted and asked them some questions about their updated performance before and after receive the supports from government. Some of them can be contacted from 8 out of 10 participants that answered the call. Most of them give good response and their small business has increase and we had written at the report that needs to fill in.

We went to Bekenu to send the one of E-Kasih recipients in order to increase and improve their family income. We went there with Mr Mostari as our officer in-charge and he told us about part of SEDC program. Sarawak Economic Development Corporation (SEDC) collaborates with the state unit by providing equipments to the poor people. It is to help them to increase the Small and Medium Entrepreneur which have potential and willing to develop their business. The recipient was registered under “Program Peningkatan Usahawan Bumiputera” also known as PUTERA and he received the equipments such as refrigerator and blender. This will help him to improve and expand his business more widely.

2.6 Sixth Week (26/08/2013 – 30/08/2013)

This is the last week of my practical training at Sarawak Economic Development Corporation for Miri branch. This time, Madam Norislina instructed me to make a photocopy for application form of “Pusat Inkubator dan Bimbingan Usahawan”. There are ten original forms that already filled by the applicants and checked by Madam Norislina. She asked me to make a copy for each forms. After that, the copy of each form will be put inside the other file for future references in case if anything happened to the original form. In order to minimize the used of paper, Madam Norislina also asked me to make a copy by using both side of the paper rather than one side. After done photocopy all the forms, I put back the original form inside the file and separate it with the copied form.

CHAPTER 3

ANALYSIS

3.0 Introduction

This chapter will analyze the practical training report. This analysis is specifically focusing on the area of task as covered on the practical training handbook. This chapter reflects the definition of concept of the specific area of the practical training. Demonstration of practical training and theoretical aspects as how students relates all aspect learned in classroom at workplace and how students transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom will be explained and describe.

3.1 Task Analysis

During the period of my training attachment, there is quite number of experience that I had been discovered and gained which is very essential for me to learn. As compared to having lessons in classrooms, it is found to be more theoretical and no application for what we had study for. But, when I was on practical training, I was exposed to the real working experience and how they operate their organization business. While doing practical training, it is the opportunity where we can apply all the theory and concept that we had study in the classroom by carried out the task that we had assigned.

However, while I was on internship, there are various of tasks that was assigned by the organization staff which is not only related to my field of study but there is also the other tasks given that are not familiar task which is not related to my subject. Even

though this kind of new task is out of our field of study, but I take it as a challenge and new knowledge to myself that I can adopt it slowly use in future.

Furthermore, I had do a tasks such as file flow process, personnel administration, services management and various tasks which related to the administration organization as it manage and centralize all the flow of the organization. As a student of Bachelor in Administrative Science and Policy, I realized that the subjects that I have learned really help me to perform any tasks that have been given to me while I am doing my internship.

In any organization or department, office management is so important. It shows how the management handles and administrated all the office affairs in smoothly and systematic way to avoid delaying or slowing of any process. The concept of effective and efficiency are vital because it is dealing with public affairs and shows the good image of the organization.

To relate between what I had learned in class and my task that I had carried out in the term of concept or theories, I discover that some concept is related with the tasks that had assigned to me as a practical trainee.

3.2 Office Management Theory

Office as a function where independent systems of technology, procedures, and people are at work to manage information and management is the art or skill used by those who blend together the six Ms; Manpower, Money, Methods, Machines, Morale, Materials. According to the theoretical part, the definition of office management is the art guiding the personnel of the office in the use of means appropriate to its environment in order to achieve its specified purposes. Office management can also refer to way that organization adopt and implement to achieve its ultimate goals by using the various resources.

Nowadays, office management is about process of planning, organizing, and controlling all the information-related activities also about leading and directing people to attain the objectives of the organization. In SEDC Miri, they apply six Ms which represent employee (manpower), salary and rewards (money), procedure (methods), office appliances (machines), self-confidence (morale) and office stuff (devices) to perform daily activity. Without this six Ms, they cannot perform their job well and done. However, the Microsoft windows for certain computer is outdated and still using the old windows. Moreover, the computer also did not have antivirus to secure from virus and malware that can harm the documents inside. Even though there have no missing records or missing documents, but due to the globalization anything can happen without intention.

Apart from that, self-confidence among the staff also needs to be build and they need to be confidence when doing their job. It is also make them easy to come out with their decision due to the limited staff in the office. If the officer in-charge going to outstation, the representatives of the officer will responsible of the organization and she will decide what are the best solution if there have any problem occurs. In SEDC Miri,

Madam Kartini is the officer in-charge after Mr David due to his work experience for a long period of time compared to the other staff. Even though her position only as an administration financial, she able to delegate tasks to her staff. But, when I and the other four practical trainees was there, she unable to delegate the actual tasks for us to do and she did not feel confident with us to do office job until the officer in-charge, our supervisor Mr David coming back from outstation and delegate tasks to us. That is why because sometimes we just have to wait the instructions from our supervisor only.

3.3 Filing System

Office stuff such as filing cupboard that need to be managed often is one of the frequent tasks for each and every employees compulsory to do because without proper filing system, the medium of information delivery will be pending. It is refers to the equipment used in arranging and storing the records. It is used to protect the records against the lost when there is careless handling, damaged which causes beyond our controlled, and more. There are some listed on the purpose of filing system. The purpose is such to preserve documentation, to provide quick retrieval for organization when there are needed to refer back on the previous document or information. It is also to save time consuming for filing process and other services. An efficient and effective filing system may create the secure way to prevent the lost or damage of the documents especially the confidential ones. The proper equipment can keep record for a long period. Besides, this filing equipment can prevent records from theft or unauthorized reference. Furthermore, it can help to reduce the management burdens to inserting, locating, and extracting records.

For example, at SEDC Miri, they use cabinet to allocate their file based on schemes. The file regularly update at least two times a month to check whether the candidate still active operate their business or not. It will help to minimize the space in the cabinet for active candidates and new candidates. This is because the file record not only from Miri but also from from other district such as Limbang, Lawas and Bekenu. Before this, SEDC Miri use traditional filing system and there was data redundancy for instance keeping of old record for candidates who are no longer active with their business. In order to solve the problems arise, they interested to buy cabinet and use it to provide better file management according to 5S filing system. It is also to make their work can be done properly and also can minimize time to search for the file record. Besides that, better file management help to protect previous record from any circumstances that might occur on the future.

3.4 Organizational Commitment

3.4.1 Consequences of Organizational Commitment

Organizational (affective) commitment is the employee's emotional attachment to, identification with, and involvement in a particular organization. Organizational (affective) commitment can be a significant competitive advantage. Loyal employees are less likely to quit their jobs and be absent from work. They also have higher work motivation and organizational citizenship, as well as somewhat higher job performance. Organizational commitment also improves customer satisfaction because long-tenure employees have better knowledge of work practices and because clients like to do business with the same employees. One warning is that employees with very high loyalty tend to have high conformity, which results in lower creativity.

Affective commitment is usually beneficial, whereas continuance commitment tend to have lower performance ratings and is less likely to engage in organizational citizenship behaviors. Furthermore, unionized employees with high continuance commitment are more likely to use formal grievances, whereas employees with high affective commitment engage in more constructive problem solving when employee and employer relations sour. Although some level of financial connection may be necessary employees should not confuse continuance commitment with employee loyalty. Employers still need to win employees hearts (affective commitment) beyond tying them financially to the organization (continuance commitment).

In order to build organizational commitment, there are almost as many ways to build organizational loyalty. The first way is employee involvement. Employees feel that they are part of the organization when they participate in decisions that guide the organization's future. Employee involvement also builds loyalty because giving this power is a demonstration of the company's trust in its employees.

In SEDC Miri, this organization also applying this way where the staff contribute in decision making in order to appreciate and encourage the staff to give their opinion and suggestion. Due to their limited staff that only have five permanent staff, it is easy for them to come out with their idea and free to talk or suggest their opinion for the sake of the organization operation. For example, when they having problems about the list of participants who are unable to be contacted and inactive with their business, then they held their short conversation between them and come out with their ideas whether to call their heir or just search for their home based on the home address at the form. After that, they decided to go to their house based on address of the participants to interview and ask them few questions as for office record.

Apart from that, the second ways for them to build the organization commitment is by organizational comprehension. Organizational comprehension refers to how well employees understand the organization, including its strategic direction, social dynamics, and physical layout. This awareness is a necessary prerequisite to affective commitment because it is difficult to identify with something that we don't know very well. The practical implication here is to ensure that employees are able to develop a reasonably clear and complete mental picture of the organization. This occurs by giving staff information and opportunities to keep up to date about organizational events, interact with co-

workers, discover what goes on in different parts of the organization, and learn about the organization's history and future plans.

As a staff at SEDC Miri, they really well understand about the business nature of the organization and their core business towards public needs. The staff really clear about the mental picture of the organization and they are able to explain their function to the public. They know how their business flow looks like and it is easy for them to create the organization's plan in the future.

Besides that, in SEDC, their management commitment is towards integrity. First point is sowing the seed, laying the foundation where the SEDC management committed to strengthening integrity in the corporation and this is reflected by the fact that upon taking the helm in 1995, the current chairman emphasized INTEGRITY as one of the pillars for good corporate governance. Until today, a very high premium is attached to integrity as a factor determining whether or not to recruit any person and whether or not an officer should be emplaced, confirmed, or promoted. The second point is nurturing and nourishing the tree of integrity (internalising integrity). SEDC inculcates and internalises integrity through the following strategies such as:

Motivational talks and seminar

- i. Campaigns
- ii. Establishing or adopting good systems and best practices
- iii. Compliance
- iv. Enforcement
- v. Governance system
- vi. Integrity value in tender process

In order to further strengthen SEDC's foundation of integrity, the Corporation would continue to pursue the following agenda:-

- i. Continuous training and promotion of integrity
- ii. Strengthening system and culture
- iii. Review and enhance procedure
- iv. More recognition and celebrations
- v. Enforcement of discipline

3.5. Motivation Theory

The theory that is related to the learned needs which inspired by psychologist name David Mc Clelland. From the scientific perspective, employees are requires to be motivate at least once a week. This can boost up their morale to work in order to encourage them to work in better performance.

In this department is also applying this motivation theory to appreciate and encourage their employees. Each organization has diverse way to motivate its employees. At the organization that I had been, I believe that this organization also applying the theory of Learned Needs by David Mc Clelland which I have been studied in Organizational Behaviour subject during my degree level.

3.5.1 Need for Achievement (nAch)

The person in this need is “achievement oriented” and therefore they seek for achievement, attainment of realistic but challenging goals, and advancement in the job. There is a strong need for feedback as to achievement and progress, and a need for a sense of accomplishment. People with high need for achievement seeks to excel and thus tend to easy attained success are not genuine achievement. In higher risk projects, achievers see the outcome as one of chance rather than one’s own effort. High nAch people prefer to work that has a moderate probability of success, ideally a 50% chance. They prefer either to work alone or with other high achievers.

Those who have high nAch have strong morality to be successful. For example, as children, they may be praised for their hard work, which forms the foundations of their persistence. As a staff in SEDC Miri, they are preoccupied with doing things better than what they did in the past. They are constantly striving to improve their performance much better. They relentlessly focus on goals, particularly stretch goals that are challenging in nature. They are particularly suited to positions where there are explicit goals, feedback is immediately available, and their effort often leads to success. The staffs were promoted as their performance is measured through *Sasaran Kerja Tahunan* (SKT).

3.5.2 Need for Power (nPow)

The nPow person is "authority motivated". This driver produces a need to be influential, effective and to make an impact. There is strong need to lead and for their ideas to prevail. This is also motivation and need towards increasing personal status and prestige. A person with need for power can be one of two types – personal and institutional. Those who need personal power want to direct others, and this need often perceived as undesirable. Persons who need institutional power which also known as social power wants to organize the efforts of others to further the goals of the organization. Manager with a high need for institutional power tend to be more effective than those with high need for personal power.

In this learned needs, SEDC Miri contains elements of getting work done by influence other people or desiring to make an impact on the organization, they may have high need for power. Those with high need for power want to influence others and control their environment. A need for power may in fact be

destructive element in relationships with colleagues if it takes the form of seeking and using power for one's own good and prestige. However, when it manifests itself in more altruistic forms such as changing the way things are done so that the work environment is more competitive, or negotiating more resources for one's department, it tends to lead to positive outcomes. In fact, the need for power is viewed as an important trait for effectiveness in managerial and leadership positions.

3.5.3 Need for Affiliation (nAff)

The nAff person is "affiliation motivated", and has a need for creating relationships and motivated towards interaction with other people. They need harmonious relationships with other people and need to feel accepted by other people. The affiliation driver produces motivation and need to be liked and held in popular regard. These people are as team players. They tend conform to the norms of their work group. High nAff individuals prefer work that provides significant personal interaction. They perform well in customer service and client interaction situations.

As I observed, I found those staff in SEDC Miri who have a high need for affiliation want to be liked and accepted by others. Their emphasis on harmonious interpersonal relationships may be an advantage in jobs and occupations requiring frequent interpersonal interaction, such as a social worker or teacher. In a managerial positions, a high need for concerned about how they are perceived by others. They may find it difficult to perform some aspects of a managers' job such as giving employees critical feedback or disciplining poor performers.

As conclusion, David Mc Clelland's theory of acquired needs has shows the important implications for the motivation of employees. Managers need to understand the dominant needs of their employees to be able to motivate them. While people who have a high need for achievement may respond to goals, those with a high need for power may attempt to gain influence over those they work with, and individuals high in their need for affiliation may be motivated to gain the approval of their peers and supervisors. Finally, those who have high drives for success may experience difficulties in managerial positions, and making them aware of common pitfalls may increase their effectiveness.

CHAPTER 4

RECOMMENDATION

4.1 Recommendation for Organization

4.1.1 Improve file management

Information System (IS) is a modern way to manage file instead of stick to the traditional way. There are several advantages of IS in managing data. Data organization is independent of any one software application. Data can be organized in a manner that reduces data redundancy. The DBMS (Database Management System) can include features for: maintaining the quality of the data; handling security; and synchronizing access by simultaneous users. The database system allows for capabilities such as: improved data access; allowing different views of the data for different users; and report generation. This features of IS can benefits SEDC not only for Miri only but also headquarter indirectly. Result, they can limit the demographic obstacles. They easily can communicate to each other's and easy access to the single database. Prevent data redundancy (files stored in multiple locations, so can have inconsistent data due to changes not being made to all files). On the other hand, IS limits the data dependence (files work with specific applications but may not work with others), data inaccessibility (data may be difficult to access by other applications) and poor file management (difficult to manage files for simultaneous use, secure files, and recover from file problems). Due to the globalization nowadays, anything can be done through systems that are created for certain function and purposes. It also can help to reduce manpower in the same time and it make the management flow become easy.

4.1.2 Motivation and Training

In order to have high motivated staff, particular leader should have ideas on how to deal with staff morale. Informal Methods such as actively solicit employee input on issues, act on the input, and communicate those actions to employees, verbally thank employees for jobs well done, provide informal recognition when warranted, and give positive feedback to employees on their performance as often as possible. These are the simple and easier way to motivate them performs better. Did not need much cost compare to giving rewards and benefits. However, particular leaders in the organizations should have good communication skill and charisma to influence other employees.

Employees should adopt particular knowledge appropriate in industry to enhance skill and globalizing talent in order to be multiskilling. MSC Malaysia MyProCert (SRI) MSC is a partnership between the Performance Management and Delivery Unit (PEMANDU) and MDeC to up-skill and upgrade Malaysian professionals. Participants of the programme will enjoy significantly reduced certification fees, as well as receive the MyProCert (SRI) incentive which will be reimbursed to companies and individuals who pass the required certification examination. The benefits for industry are reduce business risks as certified individuals ensure projects are accurately completed on time, increase productivity, enhance return of investment, provide clear measurement to organisations current skill set to plan and act on future training. Lastly, increases in staff efficiency, productivity and job satisfaction that lead to reduced operating costs. The benefits for an employee obtain professional certificate, earn higher income and better network with industry peer. This is good for the continuous improvement in the organization to achieve total quality management and give good image also reputation for the organization itself (Frederick Taylor (1920)).

4.1.3 Managing stress at the workplace

Experts have discovered stress that is often described as an adaptive response to a situation that is perceived as challenging or threatening to the person's well-being. Stress is a physiological condition that prepares us to adapt to hostile or noxious environmental conditions (Hans Selye (1930)). Usually, the causes of stress such as work overload. The employees work on the actual date from Monday to Friday with no overtime, however their work will be overload due to limited time to settle everything for a week. This is because, their work divided to various type of scheme and that make them needed to pay attention not only for one scheme only. That is for the administration assistant that deal with the participants. For the officer in-charge also, Mr David also need to take care not only for Miri division, but also include Lawas and Limbang. All the task and responsibility totally depend on him as an officer in-charge. If they want to reduce their overload work, they have to arrange it properly based on the scheme and make it day by day. One scheme for one day and if possible if the first scheme already done, then they can proceed with other scheme in order to make their job easier.

4.1.4 Better work place and environment

Based on my view, the cleanliness of the office is not really sufficient. There are no cleaner to clean the office and therefore the staff in the organization needs to collect all the rubbish and also to clean the toilet. Sometimes, the basket bin are full with rubbish especially unused paper, food plastic and others. It looked dirty, uncomfortable and smelly. This can affect the image of the organization especially when the client comes to the office. In order to solve this problem, I suggest that the organization should appoint contract cleaning service to clean the office. This is because if the office is clean, it can give good image to the organization and the staff also will feel comfortable while doing their work.

CHAPTER 5

CONCLUSION

Six weeks of internships provide student with real ideas and situation in SEDC about the organization vision, mission, objective and strategies as well as how actually the organization operating to achieve its own objectives. As known SEDC Miri is a regional office in Miri, Sarawak work together with other office from Lawas and Limbang to ensure any vision, mission, and objective following with their core business can be fulfilled in order to become a well-known organization in Sarawak.

The most significant thing is student undergo valuable experience on how actually the theory learnt in class being applied during the practical training such as sorting documents, visit operational location, managing file and others tasks which student never do in class. Therefore, from this practical training, it can be concluded that the aims of sending the student for practical training is giving exposure to them or how to face the real career world situation by gained precious experience and knowledge from internships. Time limitation, did not give any effect for the student to gain knowledge and benefits from internships. The practical training served as the platform for the student to enhance his or her ability, knowledge, commitment and responsibility, cooperation, aptitude, adaptability, personality and discipline. There are many new things had been learnt during practical training such as cooperation students with employees and other trainees from different university as well as students developed communication skill. Learning process gain from the practical training can increase student level of confidences. For instance, during the practical training, self-confidence was enhanced through while giving the opinion and suggestion for improvement of the organization. Student believes that by giving that idea, it was part of their confidence to voice out their opinion. In each organization, there are weaknesses and strength encounter them to perform on

their task. The weaknesses an organization will hinder employees to perform better and it became their obstacle to be a good organization and these weaknesses would reduce their job satisfaction at the same time decreases the employees discipline which give pressure for them. In order to solve those weaknesses, there are several recommendation has been pointed for improvement and as solution. Recommendations was proposed based on the real situation of SEDC Miri and among the recommendation such as provide better workplace condition, information system, motivation and training, and managing level of stress. SEDC Miri may adopt these recommendations based on their preferences and with sufficient budget as these suggestions can help organization to do the right things at the first time.

In conclusion, such experience and knowledge that has been gained and learn throughout the practical training is really beneficial, important and valuable for student in more understanding to the theory that learnt in class to be applied at the organization. Furthermore, it also helps the student to get prepared for a real world jobs after they are graduated and from the practical training that student attend as platform for student to be preparing on what are the real career world will look alike. Based on that, it is compulsory for each student to take and grab opportunity from attending practical training as their can gain more knowledge and new experience which can be used in the future.

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Davis, S, B. & Goetsch, D.L. (2010). Quality Management for Organizational Excellence. (6th ed.). Pearson.

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Appendixes



Picture 1: PPES Ternak SDN. BHD



Picture 2: PPES Ternak SDN. BHD.(Feedlot)

Site Visit to PPES Ternak Sdn. Bhd at Karambungan, Niah



Picture 3: Livestock Food



Picture 4: Goat Feeds Store

Site Visit to PPES Ternak Sdn. Bhd at Karambungan, Niah

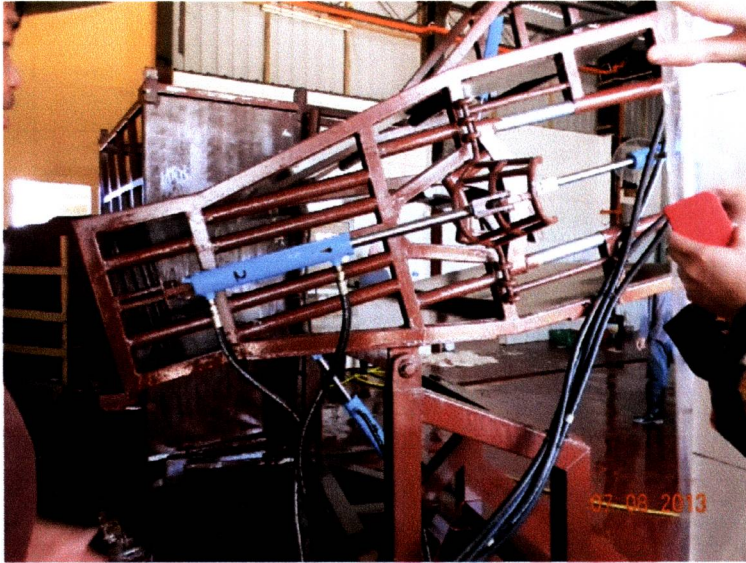


Picture 5: Livestock (Goat)



Picture 6: Livestock (Cattle)

Site Visit to PPES Ternak Sdn. Bhd at Karambungan, Niah



Picture 7: Slaughter Machine



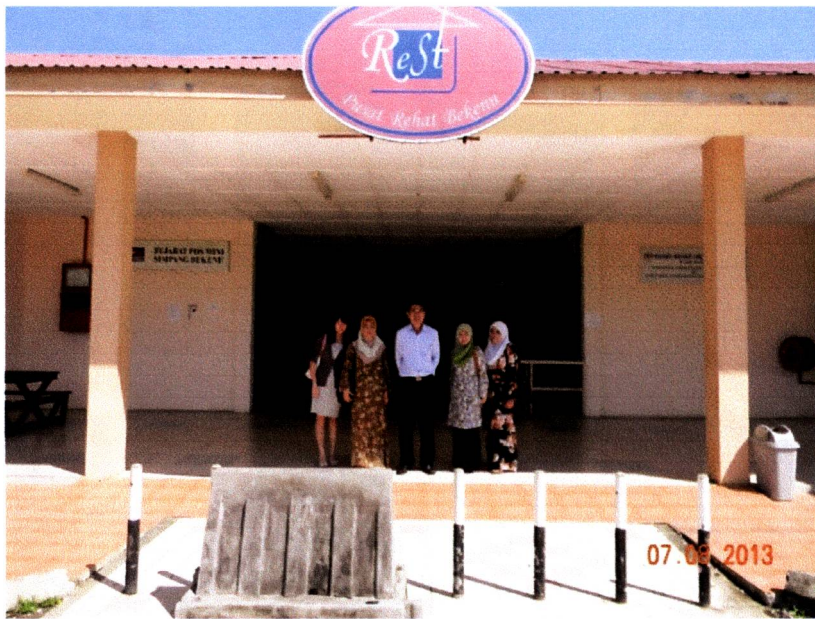
Picture 8: Slaughtered Meat

Site Visit to PPES Ternak Sdn. Bhd at Karambungan, Niah



Picture 9: Buyer

Site Visit to PPES Ternak Sdn. Bhd at Karambungan, Niah



Picture 10: Bekenu Rest Visit 1



Picture 11: Bekenu Rest Visit 2

Site Visit to Bekenu Rest Centre, Bekenu



Picture 12: Tenants



Picture 13: Shoplots

Site Visit to Bekenu Rest Centre, Bekenu



**BORANG PERMOHONAN
PUSAT INKUBATOR & BIMBINGAN USAHAWAN (PIBU)**

| | | | |
|---|---|--|------------------------------------|
| Gambar Terkini Berukuran Passport | Jenis Borang (Negeri / Pejabat) | | |
| | Pusat Inkubator & Bimbingan Usahawan (PIBU) Bahagian: _____ | | |
| | Sepenuh Masa | | Separuh Masa |
| | UNTUK KEGUNAAN PEJABAT | | |
| | Ibu Pejabat/Wilayah: _____ | | |
| | Tarikh Diterima: _____ | | |
| Pegawai Penganalisa: _____ | | | |
| Tarikh Temuduga: _____ | | | |
| Keputusan: _____ | | | |
| Syarat Semak / Tandakan ✓ | | | |
| 1. Sijil Pendaftaran Perniagaan & Lesen Perniagaan | 4. Borang B (Sole Bhd) / Borang 22 (Enterpris/Partnership) | | |
| 2. Surat Kebenaran Perniagaan | 5. Salinan Kad Pengaliran | | |
| 3. Surat Perjanjian / Memorandum Perjanjian (Ruang Mula Saka A&S) | 6. Lain-Lain Yang Berkaitan (Cetakan) | | |
| Butir-Butir Peribadi Pemohon | | | |
| 1. Nama: | | 5. Status (Tandakan ✓) | |
| 2. Kad Pengaliran: | Baru: | • Buang | |
| | Lama: | • Berkahwin | |
| 3. Alamat Surat-Menyurat: | | • Duda | |
| Poskod: | | 6. Jantina: (Tandakan ✓) | |
| | | • Lelaki | |
| | | • Perempuan | |
| | | 7. No. Telefon: | |
| | | (Rumah): _____ | |
| | | (Pejabat): _____ | |
| | | (Bimbit): _____ | |
| 4. No. Foto: | | 9. Anggaran Pendapatan Bulanan: (Tandakan ✓) | 10. Taraf Pendidikan: (Tandakan ✓) |
| 8. Penerimaan Sekarang: (Tandakan ✓) | • Kabinetan Kerajaan | • RM 2,001 ke atas | • Ijazah |
| | • Kabinetan Swasta | • RM 1,501 – RM 2,000 | • Diploma |
| | • Bekerja Sendiri | • RM 1,001 – RM 1,500 | • STPM |
| | • Lain-Lain: | • RM 1,501 – RM 1,000 | • SPM |
| | | • RM 500 ke bawah | • PMR |
| | | | • Darjah 6 |
| | | | • Lain-Lain |
| Profil Syarikat | | | |
| 1. Nama Syarikat: | | 8. Tarikh Mula Beroperasi: | |
| 2. No. Pendaftaran Perniagaan: | | 9. Alamat Perniagaan: | |
| 3. Taraf Pendaftaran: (Persendirian / Perkongsian / Syarikat) | | | |
| 4. Tarikh: _____ | | | |
| (*Silah Isi Jika Berkenaan) | | | |
| 5. *Modal Dibenarkan (RM): _____ | | | |
| 6. *Modal Berbayar (RM): _____ | | | |

Figure 1: PIBU Application Form 1

**BORANG PERMOHONAN
PUSAT INKUBATOR & BIMBINGAN USAHAWAN (PIBU)**

| 7. Senarai Pemegang Saham / Pengarah | | | |
|---|------------|--------------|------------------|
| Bil | Nama | No. KP | Jawatan |
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| <i>*Sila kepitkan lampiran jika ruang tidak mencukupi</i> | | | |
| Pengalaman | | | |
| 1. Kursus Keusahawanan Yang Pernah Dihadiri | | | |
| Bil | Tarikh | Nama Kursus | Angkara |
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 2. Pengalaman Berniaga | | | |
| Bil | Dari Tahun | Hingga Tahun | Bidang Pekerjaan |
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 3. Pengalaman Bekerja | | | |
| Bil | Dari Tahun | Hingga Tahun | Bidang Pekerjaan |
| 1 | | | |
| 2 | | | |
| 3 | | | |
| <i>**Sila kepitkan lampiran jika ruang tidak mencukupi</i> | | | |
| 4. Kemahiran Lain Yang Dimiliki: | | | |
| | | | |
| 5. Sila nyatakan faktor-faktor anda memohon untuk menyewa ruang niaga / pejabat: | | | |
| | | | |

Figure 2 : PIBU Application Form 2

**BORANG PERMOHONAN
PUSAT INKUBATOR & BIMBINGAN USAHAWAN (PIBU)**

| Perakuan | |
|---|---------------|
| <p>Saya/Kami mengaku bahawa semua maklumat yang diberikan adalah benar. Jika ternyata sebaliknya yang berlaku, pihak SEDC Sarawak berhak membatalkan permohonan ini tanpa sebarang alasan atas sebab lisan atau bertulis.</p> | |
| Tandatangan: | Tarikh: |
| Cop Syarikat: | |

Figure 3 : PIBU Application Form 3

PROGRAM PEMBANGUNAN RAKYAT KHAS (PPRK)

| | PERMOHONAN BARU | PERMOHONAN NAIK TARAF |
|------------------------------|---|--|
| OBJEKTIF | <ul style="list-style-type: none"> Membantu kerajaan dalam melaksanakan pembangunan dengan memulakan projek-projek. Meningkatkan taraf hidup pesara-asrama program. Menggalakan dan membinaing usahawan kecil-kecilan. | <ul style="list-style-type: none"> Maraham untuk mempertingkatkan perkhidmatan atau perkhidmatan yang sedia ada. Meningkatkan dan memperkembangkan perkhidmatan. |
| SYARAT-SYARAT | <ul style="list-style-type: none"> Pemohon mestilah Bumiputera dan berumur antara 21 hingga 60 tahun semasa memohon. Pemohon mestilah mempunyai pengaliran dan sedang menjalankan perniagaan / perkhidmatan walaupun skala kecil-kecilan. Perubahan / perniagaan pemohon mestilah berpotensi untuk dikembangkan dan berpotensi untuk membayar balik pinjaman. Pemohon mestilah mempunyai lesen perniagaan / permit. Perubahan mestilah mempunyai sijil lesen perniagaan / permit. Perubahan mestilah mempunyai sijil lesen perniagaan / permit. | <ul style="list-style-type: none"> Pemohon mestilah pesara PPRK. Pemohon mesti disertakan dengan perkhidmatan / perkhidmatan yang 2 malar / tetap. Pemohon mesti mempunyai kesusukukuan yang cukup untuk menjalankan perniagaan / perkhidmatan yang telah ditetapkan, sehingga untuk perniagaan dan perkhidmatan seperti itu. Perubahan / perniagaan mesti ada perubahan / perkhidmatan yang lebih baik / lebih maju. Pemohon mestilah mempunyai lesen perniagaan / permit. |
| KUALIFIKASI | <ul style="list-style-type: none"> Menyediakan bantuan kewangan untuk membiayai projek / perkhidmatan atau modal usahawan. Menyediakan khidmat nasihat perniagaan, perkhidmatan, pengurusan dan teknikal. | <ul style="list-style-type: none"> Menyediakan bantuan kewangan untuk membiayai projek / perkhidmatan atau modal usahawan. Menyediakan khidmat nasihat perniagaan, perkhidmatan, pengurusan dan teknikal. |
| HAJAT PINJAMAN | <ul style="list-style-type: none"> Minimum : RM 1,000 Maksimum : RM 2,000 | <ul style="list-style-type: none"> Minimum : RM 2,000 Maksimum : RM 4,000 |
| DAYANGAN PERKHIDMATAN | <ul style="list-style-type: none"> 30 hari | <ul style="list-style-type: none"> 10 hari |
| TEMPOH BAYARAN BALIK | <ul style="list-style-type: none"> 20 bulan | <ul style="list-style-type: none"> 20 - 34 bulan |
| TARIKH MULA BAYARAN | <ul style="list-style-type: none"> 1 bulan dari tarikh projek dimulakan | <ul style="list-style-type: none"> 1 bulan dari tarikh projek dimulakan |
| PROSEDUR | <ul style="list-style-type: none"> Pemohonan mestilah dibuat dengan menggunakan Borang Asal Skim PPRK / HUB. Diharap beserta dengan gambar berukuran passport, gambar projek, salinan lesen, salinan sijil kursus (seandainya ada) dan penyata jualan bulanan. Pegawai SEDC akan menariksa projek dan memohon projek perniagaan perniagaan kepada syarikat yang telah ditetapkan. Pemohonan mesti disahkan oleh Pegawai Ketua Kampong / Ketua Bahagian / Ahli Majlis Tempatan. | <ul style="list-style-type: none"> Pemohonan mestilah dibuat dengan menggunakan Borang Asal Skim PPRK / EDC. Diharap beserta dengan gambar berukuran passport, gambar projek, salinan lesen, salinan sijil kursus dan penyata jualan bulanan. Pegawai SEDC akan menariksa projek dan memohon projek perniagaan perniagaan kepada syarikat yang telah ditetapkan. Pemohonan mesti disahkan oleh Pegawai Ketua Kampong / Ketua Bahagian / Ahli Majlis Tempatan. |

KETERANGAN LANJUT :

Projek Pembangunan Rakyat Khas
Unit Pembangunan, Lushowan Dase
Membina SEDC
Pati Sarai 400
Jalan Tunku Abdul Rahman
25100 KLUANG
Tel : 082 - 816777
Fax : 082 - 424330

Pegawai Pengurusan
Pejabat SEDC, Wilayah Perak
124, Tingkat 1
Jalan Serapij Dato
Pati Sarai 470
98000 SIBU
Tel : 084 - 44400
Fax : 084 - 325777

Pegawai Pengurusan
Pejabat SHK, Wilayah Melaka
Lot 2181 - 2182
Seberkas Commerce di Centre
Jalan Melaka
78000 MUKA
Tel : 066 - 590113
Fax : 066 - 664280

Pegawai Pengurusan
Pejabat SEDC, Wilayah Melaka
Lot 2181, Tingkat 1
Bangunan Melaka Jaya
Jalan Masjid
Pati Sarai 439
99400 MELAKA
Tel : 064 - 671918
Fax : 064 - 671954

Pegawai Pengurusan
Pejabat S-101, Wilayah Ampang
Sublot 147, Lot 5433
RTD Pasir Gity Dam Peralai Selayang
Jalan Tun Abdul Razak
91000 BINTULLA
Tel : 066 - 510240
Fax : 066 - 218288

Projek Pembangunan Rakyat Khas (PPRK)

Figure 4 : Program Pembangunan Rakyat Khas (PPRK)

PERBADANAN PEMANCIUNAN EKONOMI SARAWAK



BORANG PERMOHONAN
PROGRAM PEMBANGUNAN RAKYAT KHAS (PPRK)



A. **PERNIAGAAN**

1. Jenis Perniagaan Yang Djalankan : _____
(Sila Lampirkan Gambar/Gambar / Toyak)
2. Jenis Perumahan : Bera / Makmal (Sila butakan yang berkenaan)
3. (a) Jumlah Dipohon : RM _____ (b) Tujuan : Menda / Peralakan / Mesti / Ubahtan.
Nyatakan Jenis Perumahan :

B. **BUTIR-BUTIR PERBADI PEMOHON**

1. Nama Penuh (Seperti dalam Kad Pengenal) : _____
2. No. K/Pengenal (Tanah) : _____
3. Alamat Tempat Tinggal : _____

4. No. Telefon (Rumah / Bimbit) : _____
5. Alamat Tempat Perniagaan : _____

6. Pendapatan Perniagaan : RM _____
(Sila Lampirkan / Melampirkan Bilah-belah dan Bilan Manan Kaji & Bekas (mestika))
7. Lesen / Permit Perniagaan (Sila Lampirkan Salinannya)
8. Penghasilan Bumi (Tanah) : _____

C. **PERAJUJUAN**

- Name : _____ No. K/Pengenal : _____
- Alamat Rumah : _____
- Alamat Pejabat / No. Tel : _____
- Peraturan Dengan Persekitaran : _____

Figure 5: PPRK Application Form 1



D. PENGAKUAN

Saya mengaku bahawa semua maklumat yang diberikan adalah benar. Jika terdapat apa-apa yang tidak benar, pihak S.E.D.C. Sarawak berhak membatalkan permohonan ini tanpa sebarang alasan atau sebarang bayaran bergaji.

(Tandatangan Cua Spinal jika tidak)

(Tarikh)

E. PENGESAHAN

Pengesahan Penghulu / Ketua-Kalim / Tasi Ruman / Ahli Majlis Tempatan

(Tandatangan & Cap)

(Tarikh)

Nama / Jawatan :

Let:

No. KP :

Figure 6 : PPRK Application Form 2



Bulan :

| HARI | BELIAN | JUALAN |
|---------------|--------|--------|
| 1 | | |
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| 28 | | |
| 29 | | |
| 30 | | |
| 31 | | |
| JUMLAH | | |

Bulan :

| HARI | BELIAN | JUALAN |
|---------------|--------|--------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
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| 30 | | |
| 31 | | |
| JUMLAH | | |

- 1. Umung Kesan : RM
- 2. Kos-kos Lain
 - (a) Air : RM
 - (b) Api : RM
 - (c) Gas : RM
 - (d) Lain-Lain : RM
- 3. Umung Bersih : RM

Disediakan Oleh Pemohon :

- 1. Umung Kesan : RM
- 2. Kos-kos Lain
 - (a) Air : RM
 - (b) Api : RM
 - (c) Gas : RM
 - (d) Lain-Lain : RM
- 3. Umung Bersih : RM

Disediakan Oleh Pemohon :

Figure 8 : PPRK Application 4

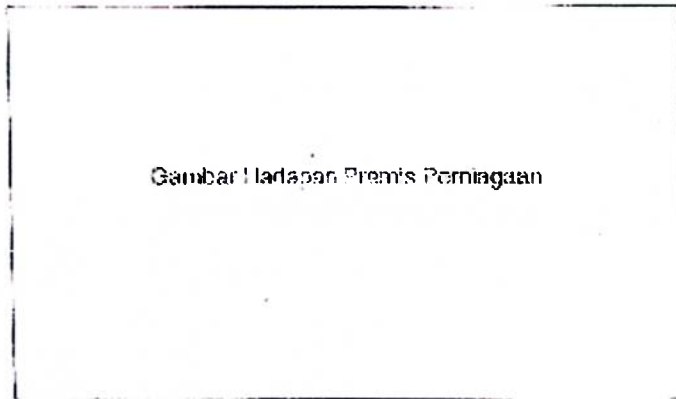
TUJUAN PINJAMAN / KEPERLUAN YANG HENDAK DIBELI

| BIL | PERKARA / BARANGAN | SEBAB / KEGUNAAN | HARGA (RM) |
|--------------------------------|--------------------|------------------|------------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| JUMLAH KESELURUHAN (RM) | | | |

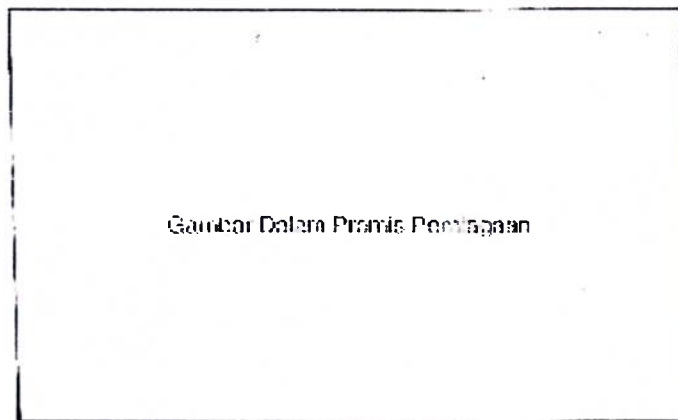
Figure 9 : PPRK Application Form 5



“GAMBAR PROJEK”



Gambar Projek 1

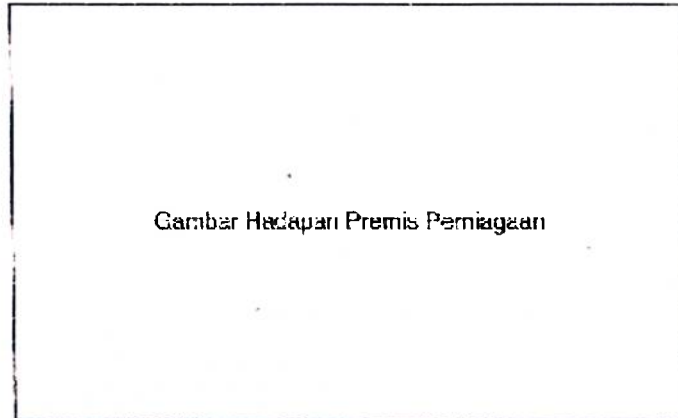


Gambar Projek 2

Figure 10: PPRK Application Form 6



"GAMBAR PROJEK"



Gambar Projek 3

Program Pembangunan dan Reformasi - 2000

Figure 11: PPRK Application Form 7

| G. Pencapaian Perniagaan Untuk 3 Tahun Yang Terakhir | | | |
|--|-------|------|------|
| Perkara | Tahun | | |
| | 20__ | 20__ | 20__ |
| 1. Jualan | | | |
| 2. Perbelanjaan | | | |
| 3. Untung Bersih | | | |

BAHAGIAN II : KEPERLUAN / TUJUAN PINJAMAN

1. Modal Pusingan (Senaraikan Kos Operasi)

| |
|--|
| |
|--|

2. Pembelian Peralatan/Mesin (Sertakan Sebut Harga)

| Nama Peralatan/Mesin | Unit | Harga | Nama Pembekal |
|----------------------|------|-------|---------------|
| | | | |

Nyatakan keperluannya :

3. Ubahsuai Premis (Sertakan Sebut Harga)

Lokasi Premis :

| Pegawai/Kerja-kerja Ubahsuai | Kos |
|------------------------------|-----|
| | |

Nyatakan Keperluannya :

Figure 12: PPRK Application Form 8

activity to feed the living stock and take care of them. If there are any request for meat, then the employees will slaughter the living stock and supply it to the market.

Skim Pinjaman Industri Kecil dan Sederhana (SPIKS)

- Mengutamakan sektor perdagangan / pembuatan, teknologi maklumat dan perkhidmatan profesional
- Pinjaman di antara RM10,000.00 – RM1 250,000.00
- Caj perkhidmatan sebanyak 4 %
- Untuk membeli peralatan / mesin perniagaan, ubahsuai premis perniagaan dan membayar modal pusingan
- Tidak berniaga sekurang-kurangnya 3 tahun
- Untuk memohon, perlu menyediakan kerjas kerja atau rancangan perniagaan

Untuk keterangan lanjut, sila hubungi:

Kelagian Pembangunan Usahawan
Perbadanan Pembangunan Ekonomi Sarawak
Tel: 082-418777 Faks:082-424330

Figure 13: Skim Pinjaman Industri Kecil dan Sederhana(SPIKS)

Gambar
terbaru
berukuran
pasport



**BORANG PERMOHONAN
SKIM PINJAMAN INDUSTRI KECIL DAN SIEDERHANA (SPIKS)**

| | | | |
|----------------------------|----------------------|-------------------------------|--|
| JUMLAH PERMOHONAN | | UNTUK KEGUNAAN PEJABAT | |
| RM | <input type="text"/> | Ibu Pejabat/Wilayah : | |
| Tujuan Permohonan & Jumlah | | Tarikh Diterima : | |
| 1. Modal Pusingan | RM : | Calatan : | |
| 2. Pembelian Perakatan | RM : | | |
| 3. Ubahsuai Premis | RM : | | |

BAHAGIAN I : PROFIL SYARIKAT

A. Maklumat Syarikat

1. Nama Syarikat : _____

2. Tarikh Didaftarkan : _____

3. No Pendaftaran Syarikat : _____

| | | |
|-----------------------------------|----------------|-------------|
| 4. Jenis Syarikat (Tandakan X) | Persendirangan | Parkongsian |
| | Sdn Bhd | Lain-lain : |

5. Bidang Perniagaan : _____

6. Alamat Berdaftar : _____

7. Alamat Premis : _____

8. No. Telefon : _____ No. Faksimil : _____ Alamat E-mail : _____

9. Peratus MPE Bumiputera : _____ Bumiputera : _____ % Mekan Bumiputera : _____ %

10. Modal Bertayar : RM _____

B. Maklumat Pemilik Syarikat (Jika Pengusaha Persendirangan)

1. Nama : _____

| | | |
|---|-------------|-----------|
| 2. No Kad Pengenalan : | Lama : | Baru : |
| 3. Jantina (Tandakan X) : | Perempuan : | Lelaki : |
| 4. Status Perkahwinan : (Tandakan X) | Bujang | Berkahwin |
| | Janda/Duda | |
| 5. No. Telefon - Rumah : | | Bimbit : |

Figure 14: SPIKS Application Form 1

| BAHAGIAN III : MAKLUMAT PENJAMIN | | | | |
|----------------------------------|---------------------------------|--------------|----------------------------|-------------------------|
| Nama Penjamin | No. Kad Pengenalan (Baru/ lama) | Alamat Tetap | Pekerjaan & Alamat Majikan | Pendapatan Sebulan (RM) |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| BAHAGIAN IV : PERAKUAN PEMOHON | | |
|--|----------------------------|--------|
| <p>Saya ini/pihak syarikat mengaku bahawa semua maklumat dan dokumen yang dikemukakan adalah benar dan saya adalah bebas dari tindakan undang-undang. Pihak jawatankuasa SPIKS berhak menubuhkan permohonan ini tanpa sebarang alasan atau sebab lain atau portofolio maklumat yang diberi adalah tidak benar.</p> | | |
| Name: | | |
| Jawatan: | Tandatangan & Cop Syarikat | Tarikh |

* Jika ruangan tidak mencukupi, sila sertakan maklumat tambahan di dalam kertas ke-2.

Figure 16: SPIKS Application Form 3

Daftar Dokumen yang Perlu Dijawabkan oleh Syarikat Berhad Berdaftar

1. Bilik mesyuarat (Nama dan Bilangan) dan bilik pejabat syarikat hendaklah siap sedia.
2. Salinan kod pengesahan berikut:
 - a) Pemilik
 - b) Rakan kongsi
 - c) Ahli Lembaga Pengarah
 - d) Penyata 1, 2, 3 & 4
3. Salinan lesen pendaftaran syarikat (Pendaftaran/Pendaftaran/Syarikat Sdn Bhd) & Glabak perniagaan untuk (Pendaftaran/Pendaftaran)
4. Lesen perniagaan tahunan (Terkini)
5. Pelikan nama-nama Pemilik, Ahli Lembaga Pengarah atau Rakan Kongsi syarikat.
6. Jika Syarikat Sdn Bhd, hendaklah disertakan Borang 24, 49 dan Memorandum & Articles of Association.
7. Salinan harga daripada pembekal/kontraktor bagi tujuan perniagaan berikut:
 - a) Pembekal Perakasan
 - b) Ubat-ubatan Perakasan
8. Salinan Penyata akaun bank syarikat (6 bulan terkini)
9. Salinan laporan syarikat (3 tahun yang lepas & anggaran bagi 3 tahun) seperti berikut:
 - a) Penyata Untung Rugi
 - b) Penyata Airtan Wang Tunai
 - c) Penyata Kundu Kira-kiraUntuk Syarikat Sdn Bhd, laporan akaun hendaklah diaudit. Sekiranya syarikat tidak mempunyai akaun yang telah diaudit, sila hantarkan derah akaun untuk tahun berkenaan.
10. Salinan surat perjanjian sewa pejabat/kedai. Jika milik sendiri, sertakan perjanjian jual beli.
11. Salinan surat persetujuan daripada rakan kongsi ataupun "Director's Resolution" mengenai kebenaran menyalurkan pinjaman daripada SDC/MWD bagi pihak syarikat.
12. Salinan penyata gaji, ataupun borang J dan surat pengesahan kakitangan daripada majikan untuk penjaminan-perjaminan.

Jika Syarikat Sdn Bhd, Penegang saham/Lembaga Pengarah sebaya automatik menjadi penjamin kepada pinjaman ini.
13. Dokumen sokongan seperti surat tawaran/perjanjian/kontrak bagi menyokong projek yang sedang atau akan dijalankan.
14. Salinan bil utility (elektrik/air/telefon) bagi kediaman tetap pemilik
15. Gambar perusahaan/perniagaan, kawasan operasi, produk dan perkhidmatan syarikat
16. CCRIIS (Central Credit Reference Information System) - Fianction dan juga penjamin 1, 2, 3 & 4
17. Gambar pemohon Lesen Kursus passport - 1 koping
18. Pastikan ba ang perniagaan telah diundanglengani dan dilakokop syarikat.

Semua dokumen dokumen diatas hendaklah diserahkan bersama dengan permohonan bagi membolehkan proses penilaian permohonan dibuat dengan segera mungkin.

Figure 17: SPIKS Application Form 4

SKTM PINJAMAN INDUSTRI KECIL DAN SEDERHANA (SPIKS)

Nilai Pinjaman RM 10,000.00 - RM 250,000.00
 Caj Keras Pinjaman 4% Sebulan
 Had Pembayaran Balik 12 TAHUN

| Bulan Tahun | 18 | 00 | 72 | 04 |
|---------------------|----------|----------|----------|----------|
| Nilai Pinjaman (RM) | 1 | 5 | 5 | 7 |
| 10,000.00 | 226.00 | 185.00 | 157.00 | 137.00 |
| 15,000.00 | 339.00 | 277.00 | 235.00 | 205.00 |
| 20,000.00 | 452.00 | 369.00 | 311.00 | 271.00 |
| 25,000.00 | 565.00 | 461.00 | 382.00 | 342.00 |
| 30,000.00 | 678.00 | 553.00 | 460.00 | 411.00 |
| 35,000.00 | 791.00 | 645.00 | 546.00 | 479.00 |
| 40,000.00 | 904.00 | 737.00 | 626.00 | 547.00 |
| 45,000.00 | 1,017.00 | 829.00 | 705.00 | 616.00 |
| 50,000.00 | 1,129.00 | 921.00 | 784.00 | 684.00 |
| 55,000.00 | 1,242.00 | 1,013.00 | 861.00 | 752.00 |
| 60,000.00 | 1,355.00 | 1,105.00 | 939.00 | 821.00 |
| 65,000.00 | 1,468.00 | 1,196.00 | 1,017.00 | 889.00 |
| 70,000.00 | 1,581.00 | 1,288.00 | 1,095.00 | 957.00 |
| 75,000.00 | 1,694.00 | 1,380.00 | 1,175.00 | 1,025.00 |
| 80,000.00 | 1,807.00 | 1,474.00 | 1,253.00 | 1,094.00 |
| 85,000.00 | 1,920.00 | 1,566.00 | 1,330.00 | 1,162.00 |
| 90,000.00 | 2,032.00 | 1,658.00 | 1,407.00 | 1,231.00 |
| 95,000.00 | 2,145.00 | 1,750.00 | 1,487.00 | 1,299.00 |
| 100,000.00 | 2,258.00 | 1,842.00 | 1,565.00 | 1,367.00 |
| 105,000.00 | 2,371.00 | 1,934.00 | 1,643.00 | 1,436.00 |
| 110,000.00 | 2,484.00 | 2,026.00 | 1,721.00 | 1,504.00 |
| 115,000.00 | 2,597.00 | 2,118.00 | 1,800.00 | 1,572.00 |
| 120,000.00 | 2,710.00 | 2,210.00 | 1,878.00 | 1,641.00 |
| 125,000.00 | 2,823.00 | 2,302.00 | 1,956.00 | 1,709.00 |
| 130,000.00 | 2,935.00 | 2,394.00 | 2,034.00 | 1,777.00 |
| 135,000.00 | 3,048.00 | 2,486.00 | 2,113.00 | 1,845.00 |
| 140,000.00 | 3,161.00 | 2,578.00 | 2,191.00 | 1,914.00 |
| 145,000.00 | 3,274.00 | 2,670.00 | 2,269.00 | 1,982.00 |
| 150,000.00 | 3,387.00 | 2,762.00 | 2,347.00 | 2,051.00 |
| 155,000.00 | 3,500.00 | 2,854.00 | 2,425.00 | 2,119.00 |
| 160,000.00 | 3,613.00 | 2,946.00 | 2,504.00 | 2,188.00 |
| 165,000.00 | 3,725.00 | 3,038.00 | 2,582.00 | 2,256.00 |
| 170,000.00 | 3,838.00 | 3,130.00 | 2,660.00 | 2,324.00 |
| 175,000.00 | 3,951.00 | 3,222.00 | 2,738.00 | 2,393.00 |
| 180,000.00 | 4,064.00 | 3,314.00 | 2,817.00 | 2,461.00 |
| 185,000.00 | 4,177.00 | 3,406.00 | 2,895.00 | 2,529.00 |
| 190,000.00 | 4,290.00 | 3,498.00 | 2,973.00 | 2,598.00 |
| 195,000.00 | 4,403.00 | 3,590.00 | 3,051.00 | 2,666.00 |
| 200,000.00 | 4,516.00 | 3,681.00 | 3,130.00 | 2,734.00 |
| 205,000.00 | 4,629.00 | 3,773.00 | 3,208.00 | 2,803.00 |
| 210,000.00 | 4,742.00 | 3,865.00 | 3,286.00 | 2,871.00 |
| 215,000.00 | 4,855.00 | 3,957.00 | 3,364.00 | 2,940.00 |
| 220,000.00 | 4,968.00 | 4,049.00 | 3,442.00 | 3,008.00 |
| 225,000.00 | 5,081.00 | 4,141.00 | 3,521.00 | 3,076.00 |
| 230,000.00 | 5,194.00 | 4,233.00 | 3,599.00 | 3,145.00 |
| 235,000.00 | 5,307.00 | 4,325.00 | 3,677.00 | 3,213.00 |
| 240,000.00 | 5,420.00 | 4,417.00 | 3,755.00 | 3,281.00 |
| 245,000.00 | 5,533.00 | 4,509.00 | 3,834.00 | 3,349.00 |
| 250,000.00 | 5,646.00 | 4,601.00 | 3,912.00 | 3,418.00 |

Figure 18: SPIKS Application Form 5

PANDUAN MEMBUAT KERTAS KERJA

1. **LATAR BELAKANG SYARIKAT**
 - 1.1 Nama syarikat dan bila ditubuh
 - 1.2 Bidang Perniagaan
 - 1.3 Nama pemilik dan latar belakang/pengalaman
 - 1.4 Alamat syarikat dan tempat beroperasi sekarang
 - 1.5 Nombor Telefon/Faks
 - 1.6 Produk/Pelayanan Utama
2. **MAKLUMAT DAN AKTIVITI SYARIKAT**
 - 2.1 Aktiviti utama dan sampingan yang diusahakan sekarang
 - 2.2 Sambutan pelanggan/orang rama & anggaran kualiti bulanan
 - 2.3 Senarai pelanggan sediaada
 - 2.4 Senarai pembekal dan maklumat pesaing pesaing
3. **MAKLUMAT DAN AKTIVITI SYARIKAT**
 - 3.1 Struktur organisasi
 - 3.2 Tenaga kerja sekarang (Jawatan/Gaji/Bidang Tanggungjawab & sama ada Dupleks/Atukan)
 - 3.3 Keperluan kakitangan tambahan, jika perlu
4. **CADANGAN PROJEK**
 - 4.1 Untuk mengembangkan perniagaan sama ada membesarkan premis sediaada/bidak: premis baru (kedudukan lokasi dan kesesuaiannya) ataupun membesarkan projek, melaksanakan projek baru (bila/di mana)
 - 4.2 Status projek sekarang
 - 4.3 Untuk melaksanakan projek baru, sila nyatakan serba sedikit kaedah promosi/potensi tempat & projek
5. **KEPERLUAN KEWANGAN**
 - 5.1 Kos pembelian peralatan baru, taganya dan keputusannya kepada perniagaan sekarang
 - 5.2 Model busungan (seharikan keperluan kos bahan-bahan mentah)
 - 5.3 Pengubahsuaian premis (Kos, pejan dan keputusannya)
 - 5.4 Senarai anggaran perolehan kos operasi bulanan dan anggaran untung rugi
 - 5.5 Sumber kewangan sama ada sendiri, keluarga atau pinjaman lain dari bank
6. **KESIMPULAN**

Prospek pasaran dengan meringkaskan model bagi syarikat mengembangkan perniagaannya
7. **Contoh Penyata Untung Rugi dan Aliran Wang Tunai**

Silaujuk lampiran dsentakan

Figure 19: Work Sheet Guidelines

Aliran Wang Tunai

| Proj. Perkara | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | Jumlah |
|--------------------------------|---|---|---|---|---|---|---|---|---|----|----|----|--------|
| A. Wang Masuk | | | | | | | | | | | | | |
| 1. Modal | | | | | | | | | | | | | |
| 2. Pinjaman | | | | | | | | | | | | | |
| 3. Jumlah | | | | | | | | | | | | | |
| Jumlah Wang Masuk (RM) | | | | | | | | | | | | | |
| B. Wang Keluar | | | | | | | | | | | | | |
| 1. Bahan-bahan Mentah | | | | | | | | | | | | | |
| 2. Kos Memalut | | | | | | | | | | | | | |
| 3. Sewa Premis Perniagaan | | | | | | | | | | | | | |
| 4. Air | | | | | | | | | | | | | |
| 5. Elektrik | | | | | | | | | | | | | |
| 6. Telefon | | | | | | | | | | | | | |
| 7. Pangkual | | | | | | | | | | | | | |
| 8. Iklan/Promosi | | | | | | | | | | | | | |
| 9. Bayaran Pinjaman | | | | | | | | | | | | | |
| 10. Pengeluaran | | | | | | | | | | | | | |
| Jumlah Wang Keluar (RM) | | | | | | | | | | | | | |
| C. Baki Wang Tunai | | | | | | | | | | | | | |
| D. Baki Wang Ke hadapan | | | | | | | | | | | | | |

Figure 20: Sheet 1

Figure 21: Sheet 2

| Bil. | Perkara | 1 | 2 |
|------|-----------------------------------|---|---|
| A. | Jualan | | |
| B. | Tolok Saham Marton | | |
| | Untung Kasar (RM) | | |
| C. | Tolak Pembelajaran Pentadbiran | | |
| 1 | Gaji | | |
| 2 | BP | | |
| 3 | Gewa Permis Penjualan | | |
| 4 | Air | | |
| 5 | Elektrik | | |
| 6 | Telefon | | |
| 7 | Pengangkutan | | |
| 8 | Isian P-ones | | |
| 9 | Bayaran Perjanjian | | |
| 10 | Pengeluaran | | |
| | Jumlah @ | | |
| D. | Untung/Rugi Bersih (A-B-C) | | |
| E. | Untung/Rugi Keseluruhan | | |

Aliran Wang Tunai

| Ril Perkara | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | Jumlah |
|----------------------------------|---|---|---|---|---|---|---|---|---|----|----|--------|
| A. Wang Masuk | | | | | | | | | | | | |
| 1. Miscal | | | | | | | | | | | | |
| 2. Pinjaman | | | | | | | | | | | | |
| 3. Jualan | | | | | | | | | | | | |
| Jumlah Wang Masuk (RM) | | | | | | | | | | | | |
| B. Wang Keluar | | | | | | | | | | | | |
| i. Bazar-bazar dan Mentah | | | | | | | | | | | | |
| ii. Kos Pemandirian | | | | | | | | | | | | |
| 1. Sewa | | | | | | | | | | | | |
| 2. BOP | | | | | | | | | | | | |
| 3. Sewa Peralatan & Perkhidmatan | | | | | | | | | | | | |
| 4. Air | | | | | | | | | | | | |
| 5. Elektrik | | | | | | | | | | | | |
| 6. Telefon | | | | | | | | | | | | |
| 7. Pengangkutan | | | | | | | | | | | | |
| 8. Kawatansias | | | | | | | | | | | | |
| 9. Bayaran Filijemen | | | | | | | | | | | | |
| 10. Pencenaran | | | | | | | | | | | | |
| Jumlah Wang Keluar (RM) | | | | | | | | | | | | |
| C. Baki Wang Tunai | | | | | | | | | | | | |
| D. Baki Wang Ke Harapan | | | | | | | | | | | | |

Figure 22: Sheet 3