UNIVERSITI TEKNOLOGI MARA

Faculty of Administrative Science & Policy Studies

AM228

BACHELOR IN ADMINISTRATIVE SCIENCE (Honours)

PRACTICAL TRAINING REPORT

SARAWAK FOUNDATION

MONALISSA MARIAH BRAIN

2015409048

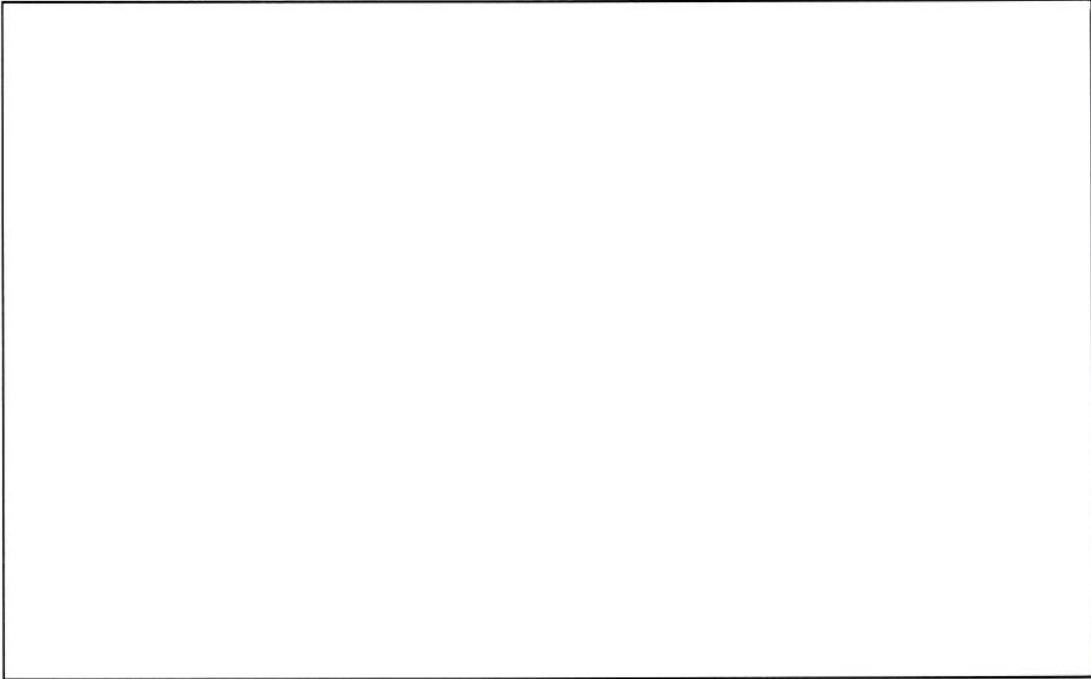## JANUARY 2017 - JULY 2017

The Declaration

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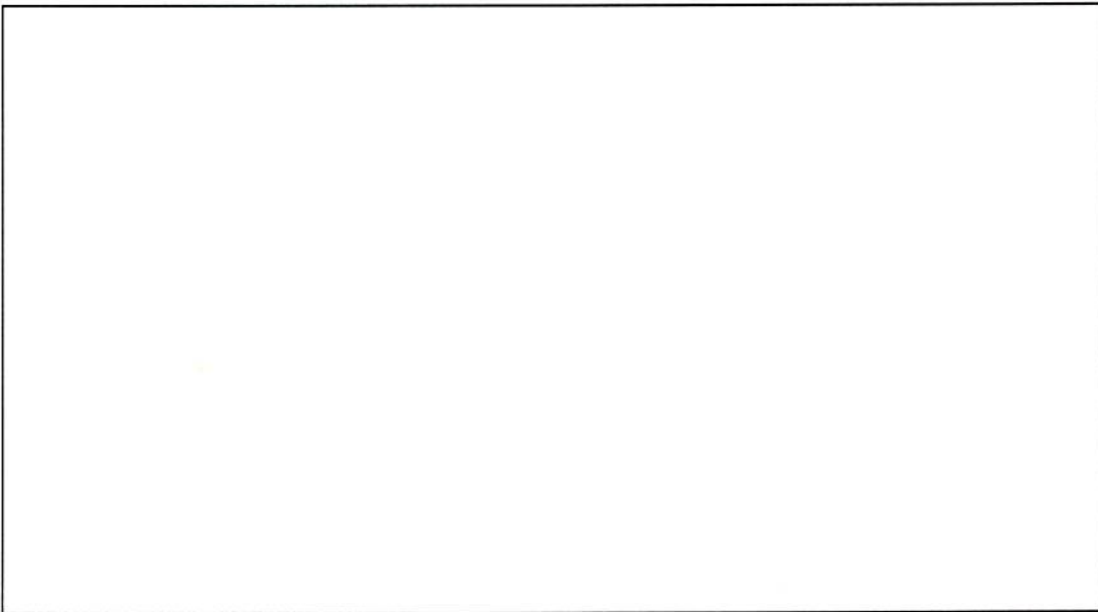
Signed,

MONALISSA MARIAH BRAIN

2015409048

Supervisor's Comments

Moderator's Comments

CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Name of Supervisor   : Madam Nur Aida Kipli

Organization   : Kota Samarahan Municipal Council (MPKS)

Name of Student   : Monalissa Mariah Brain

I have reviewed the final and complete research proposal and approve the submission of this report for

evaluation.

(Signature)

Date:

Acknowledgement

The completion of this undertaking is impossible without the participation and assistance of so many people whose names may not all be enumerated. Their contributions are sincerely appreciated and gratefully acknowledged. However, I would like to express my deep appreciation and indebtedness specially to my supervisor in Universiti Teknologi Mara (UiTM), Madam Nur Aida binti Haji Kipli for her endless support, kind and understanding spirit along the completion of this practical training report.

Furthermore, not to forget also to express my sincere thanks to my family and friends to give me morale support and give me guidance to complete this report successfully. Their elevating inspiration, encouraging guidance and kind supervision in the completion of my report is so much appreciated throughout the course which shape the present work as its show.

Last but not least not to forget to thank to our God the Almighty as finally I was able to complete this assignment before the due date. Hence, this task has been done with all effort and support from my family, friends and especially my supervisor, Madam Nur Aida binti Haji Kipli. Even though a little bit problem were occurred during the process of completing the task, luckily all the constraints can be settle down and I was able to adapt properly and wisely.

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CHAPTER 1

INTRODUCTION TO THE ORGANIZATION

1.1 COMPANY BACKROUND AND ORGANIZATION

YAYASAN SARAWAK

LOT 4784, BLO 14, JALAN SULTAN TENGAH, SAMARIANG,

P.O. BOX 3281,

93050, KUCHING, SARAWAK.

TELEPHONE NUMBER: 082-441686

FAX: 082-440023

E-MAIL: ys@yayasansarawak.org.my

WEBSITE: www.yayasansarawak.org.my

Location Of Yayasan Sarawak

Pusat Pembangunan Pendidikan Yayasan Sarawak

Lot 4784 Blok 14, Salak Land District
Jalan Sultan Tengah, Semariang,
93050 Kuching, Sarawak,
MALAYSIA.

Telefon: 6082-441686
Faks: 6082-440023/35
Emel: ys@yayasan.org.my
Laman Web: www.yayasansarawak.org.my

Yavasan Sarawak Building

Auditorium of Yayasan Sarawak

About Yayasan Sarawak

Yayasan Sarawak was an organisation grant scholarship to provide financial assistance in any form especially to the students from Sarawak and generally to the Peninsular Malaysia students in order to pursue their studies in schools, colleges, universities or institutions of higher learnin within Malaysia or abroad on such terms and conditions as the Board deems fit or proper.

Yayasan Sarawak actively to promote improvement and opportunities for education for the citizen of Sarawak in particular and Malaysia in general for both locally and in any higher learning education around the world but focus to the Universities in Malaysia.

Besides that, the organisation also grant and arrange for the award by other bodies of scholarships or other educational assistance for the people of Sarawak or any Malaysian citizen whenever it deems fit to do so.

1.2 HISTORY OF SARAWAK FOUNDATION

The Sarawak Foundation was established under the Sarawak Foundation Ordinance as a Statutory Body on 27th May 1971.

Yayasan Sarawak or formally known as "The Sarawak Foundation" is a statutory body set up in order to help improve the quality of education in Sarawak. It is often associated with the provision of scholarships and study loans.

Sarawak Foundation was established through the Yayasan Sarawak Ordinance by the Sarawak State Government under the leadership of Datuk Patinggi Haji Abdul Rahman Ya'kub, the Chief Minister of Sarawak at that time. He then became the first Chairman of Sarawak Fouundation and aied to improve the standard of education among the people of Sarawak. Furthermore, Datuk Amar Abang Haji Yusuf Puteh, the State Secretary at that time, was appointed as the Secretary of Sarawak Foundation.

Therefore, the current Chairman of Sarawak Foundation is the sixth and currently the Chief Minister of Sarawak, YAB Datuk Amar Abang Haji Abdul Rahman Zohari bin Abaang Haji Openg. Meanwhile, the current director of Sarawak Foundation is YBhg. Tuan Haji Azmi bin Haji Bujang.

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1.3 THE COMPANY'S PROFILE

The Sarawak Foundation aims to become the world-class organization in providing assistance and support for the development of quality human capita and a better community. There are six objectives as stated in the Sarawak Foundation Ordinance 1971.

The first objectives is to grant scholarships or to provide financial assistance of any form to people of Sarawak in particular and to any Malaysian citizen in general, to pursue their education in schools, colleges, universities or institutions of higher learning within Malaysia or abroad based on such terms and conditions as the Board deems fit or proper.

Secondly, the other objective of Sarawak Foundation is to promote improvement of opportunities for education for the people of Sarawak in particular and Malaysian in general, both locally and in any institutions of higher learning throughout the world, but especially the higher education in Malaysia.

Thirdly, to grant and arrange for the award by other bodies of scholarships or other educational assistance for the people of Sarawak or any Malaysian citizen whenever it deems fit to do so.

Fourthly, the objective of Sarawak Foundation is to give assistance and provide relief, to any person whose circumstances are, in the opinion of the Board, considered to be deserving such assistance or relief.

Furthermore, the fifth objective is to provide assistance, by way of loans, grants or otherwise, to organizations or institutions which are organized and governed for scientific, medical, educational, welfare, social or charitable purposes.

Lastly or the fifth objective is to make a contribution and provide assistance towards the relief of national emergencies or calamities.

1.4 VISION AND MISSION

VISION

- To be a world class foundation in developing quality human capital in Sarawak.
    - to aim for becoming the foundation agency which is capable in giving standard and quality in term of management and service that equal to the global requirement. Meanwhile, it could reflect on the development of quality human capital in Sarawak.

MISSION

- We are committed to advancing the development of quality human capital in Sarawak through effective assistance and support
    - Thus, with the effective methods to support and encourage the citizen of Sarawak in the education field, it helps to create and produce the quality and standard of human capital of Sarawak which could be compete in the global area.

1.5 **LOGO AND COLORS**

Yayasan Sarawak

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

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

		COLOURS	MOTIVES	
		Yellow Flame, representing the ever burning desire to promote the growth of knowledge.	**Graduate** Sarawak Foundation's role in the field of education, providing services in the development of quality human capital.	
		Green Prosperity and progress of the State of Sarawak.	**Open Book** The volumes of the knowledge as the foundation in the effort in human capital development.	

	Blue	Y and S Alphabet	
■	To clear vision, mission and aspiration of Yayasan Sarawak	Acronym for Yayasan Sarawak	

1.6 ORGANISATION STRUCTURE OF SARAWAK FOUNDATION

Yayasan Sarawak

LEMBAGA AMANAH YAYASAN SARAWAK

JAWATANKUASA PENDIDIKAN

JAWATANKUASA PELABURAN

JAWATANKUASA PERJAWATAN & TENDER

JAWATANKUASA AUDIT

PENGURUSAN
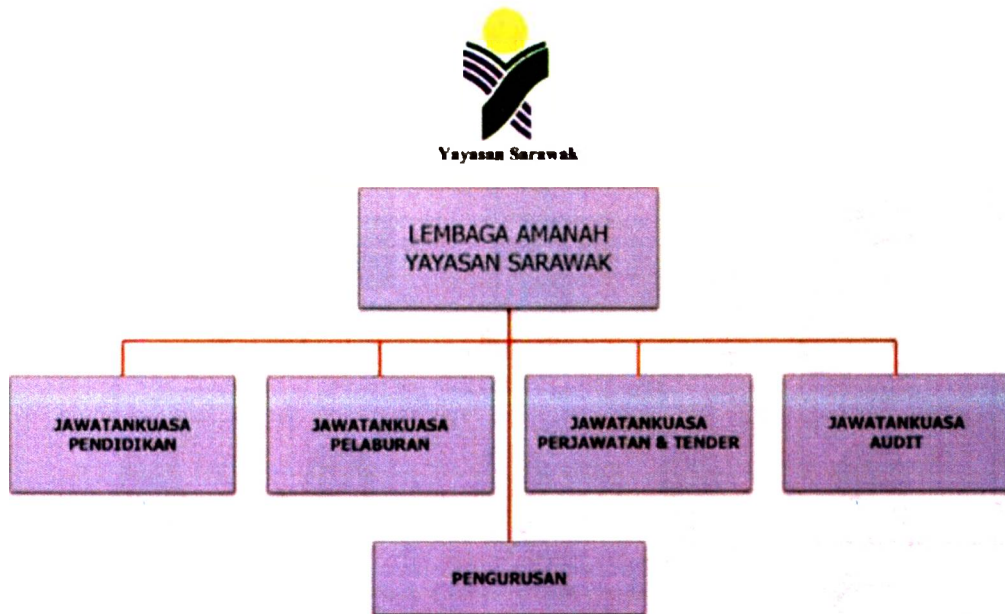
YAYASAN SARAWAK
MANAGEMENT TEAM

Haji Azmi bin Haji Bujang

Director VU7
Yayasan Sarawak

Mersal Abang Rosli
Deputy Director N54
Corporate Services & Finance

Ellen @ Manium anak Engang
Deputy Director N54
Education Assistance Services

Mohamad Adzlie bin Ibrahim
Principal Assistant Director N48
Organization & Strategy Division

Suryani binti Abdul Hamid
Principal Assistant Director N48
Corporate Services Division

Zamahari bin Haji Saidi
Principal Assistant Director N48
Scholarship Division

Peter Chunggat Leonard Doo
Assistant Director N44
Service Quality Management Section

Raamawi Razak bin Mohamad Lastern
Assistant Director N44
Account Section

Jolly bin Marikan
Assistant Director N44
Legal & Compliances Section

Abdullah bin Abdul Gafor
Assistant Director N41
Corporate Communication Section

Eliza Fazliyaton binti Alias
Assistant Director N41
Performance & Knowledge Management Section

Hajijah binti Morsidi
Assistant Director N41
Assistance & Programs Section

Mohd Fikri bin Mohamad
Assistant Director N41
Fleet & Facilities Section

Mohammad Faisal bin Jaffar
Assistant Director N41
Information Technology & System Management Section

Muhamad Rahman bin Sallehin
Chief Officer N41
Yayasan Sarawak Kuala Lumpur

Shafida Safia binti Mobil Mustaffa
Assistant Director N41
Audit & Risk Management Section

Haznetta Sarenau Howell
Assistant Director N41
General Investment & Companies Section

Abang Azrianto bin Abang Bohari
Assistant Director N41
Human Resource Management Section

Zulfiqqar Fadhzeh bin Randy
Assistant Director N41
Project & Property Management Section

Yantiska bin Mahmud
Assistant Director N41
Education Services Section

Ismallia bin Bohari
Assistant Director W41
Repayment Section

Lenah binti Ibrahim
Section Head N32

Ratnasari binti Mansur
Section Head W32
Secretary

Roanic Ding
Executive

Mohamad bin Haji Ahmad Zaidell
Student Welfare Officer

SECTION YAYASAN BIASISWA SARAWAK TUNKU ABDUL RAHMAN (YBSTAR)

This section has the responsibility to administrative and manages the foundation by the State Government for preparing the scholarship to allow the outstanding and excellent student to further their studies in the higher education field. This section also has the responsibility to planning, preparing day-to-day report, financial report and managing the financial, managing the documentation, and another order that has involved with the YBSTAR business.

It has founded at the year of 1983, its objective is to giving a chance and support actively for advance the study in the high education institution within the country or overseas. It also preparing and confer the scholarship or another education support or in another financial assistance and education.

YBSTAR only give their sponsor for the students that further their studies in Bachelor, Master and PhD. The student that has been sponsor by the YBSTAR has the benefit from avoiding any financial problem that they will face in the near future. It iis due to the policy that has been hold by the YBSTAR which they are giving the assistance in terms of the fees payment, the living allowances, the flight payment for class economy once a year, thesis allowances and another which is subject to the difference of program that is taken by student during the study and another modification during time-to-time. The budget of YBSTAR is come from Sarawak government annual grant. However, the student that was fail or change their course that is not include under the YBSTAR listed course or received another scholarship from different agency, they must payback 100 percent of the scholarship amount to the organisation.

1.7 CORE BUSINESS OF THE ORGANISATTON

Scholarships

1. Local Scholarship Scheme
2. Students Exchange Programme
3. Matriculation Assistance Grant
4. Yayasan Sarawak Bestari Scholarship
5. Yayasan Biasiswa Sarawak Tunk Abdul Rahman Scholarship
6. Bakun Trust Fund (TAB) Scholarship
7. Skim Biasiswa Peringkat Sekolah Tabung Amanah Bakun
8. Technical Trainings Early Assistance Scheme

Education Loan

1. Education Loan Scheme (SPPDN)
2. Overseas Education Loan Scheme (SPPLN)
3. Revolving Fund Scheme
4. Computer Loan Scheme
5. Technical Training Loan Scheme

Collaborative Projects with the Sarawak State Education Department (JPNS)

1. School Uniform Assistance Programme
2. Books Assistance Programme
3. `Kemasains` Programme
4. Hipers Project (High Performance Rural Schools)
5. The `Anugerah Khas Ketua Menteri Sarawak`
6. The `Piala Emas dan Perak Yayasan Sarawak`
7. The Yayasan Sarawak Excellent Student Award

Community Development Programmes

1. Kembara Pendidikan Yayasan Sarawak

2. Public Examination Seminars

Corporate Social Responsibilities

1. Yayasan Sarawak Football Club and Academy (YSFCA)
2. Yayasan Sarawak Debate Academy
3. Yayasan Sarawak Taekwando Club
4. Yayasan Sarawak Badminton Club
5. "Yayasan Ku Sayang" Kindergarten and Nursery

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 CHAPTER REVIEW

This chapter is focused on the schedule of practical training which has been recorded in the logbook by trainee during the practical training. It begins with Section 2.1 with the Introduction. Then, Section 2.2 explains the logbook, scope of and the daily activities while undergoing the practical training in the organization. Lastly, Section 2.3 explains the chapter summary.

2.1 INTRODUCTION

During the industrial training attachment, the trainee, I was given a practical training log book which is for the trainee to report and summarize the daily tasks that have been done while undergoing for the two months of industrial training from 23 January 2017 until 17 March 2017. Thus, this chapter will focus more on the tasks executed throughout the industrial training which I have undergo at the Yayasan Sarawak. In addition, during the practical training, I was attached firstly in the Account Section then with the Performance and Knowledge Management department. Following is the practical training schedule of the daily tasks that I have carried out during my practical training which are in weekly order.

2.2 SUMMARIZATION OF THE TASK

2.2.0 Accounting Tasks

For the first two weeks in Yayasan Sarawak I was placed under Account Section and for my first day I was introduced by the Assistant Director of Account Section that is Mr. Easmawi Razak bin Mohamad Eastern to other staff. Therefore, the first task that was given to me during my first day in the working place is I was assigned to key-in any latest invoice in order for them to make a payment and given the opportunity to use the office computer. There are a lot types of payment have been made such as bills, payment for practical students, allowances, scholarships and et cetera. Hence, for the first day of working there are a lot of pending invoice that I need to key-in however I have limited time to complete and finish it for the first day as I was still learning the process to key-in the data at the same time the working hour almost come to an end.

Furthermore, on my second day of internship, I was taught by one of the account staff regarding on how to key in invoice in the Windows GP by using Madam Cassandra's ID and she is the staff who were still on her maternity leave during that time. Therefore, on the second day of internship I was able to completed two invoice with the guidance from Madam Julia. Nevertheless, in the same day also I was given another task by Mister Easmawi which is to do knock off for the EAMS CONTROL which needed to be completed as soon as possible for the closing account. Knock off means that to find a pair of payment between debit and credit in order to recognize the causes of surplus or deficit in their balance.

Figure 2.1.1 General Ledger Listing for EAMS CONTROL

I was given another task which is to knock off the creditors and accrued expenses although I am still working on my previous task which have yet to be settle due to my lack of knowledge and abilities. Creditors can be known as a bank, supplier or a person that has provided a credit to a company, besides that, other example of creditor includes company's employees, government who are owed taxes or a customer who made deposits or other repayments. In other words, creditors also can be known as a company who owes money to its creditors. Therefore, in Sarawak Foundation there are a lot of creditors that we can see and each one of them have different purpose in order to run the activities of Sarawak Foundation and their creditors can be known as Sanjung Etika Sendirian Berhad, Perinsuran (Brokar) Sendirian Berhad and so on. However, on the other hand, the accrued expenses in Sarawak Foundation means that the expenses which have been incurred but not yet been paid. Every expenses made must be recorded in the accounting period in which it is incurred.

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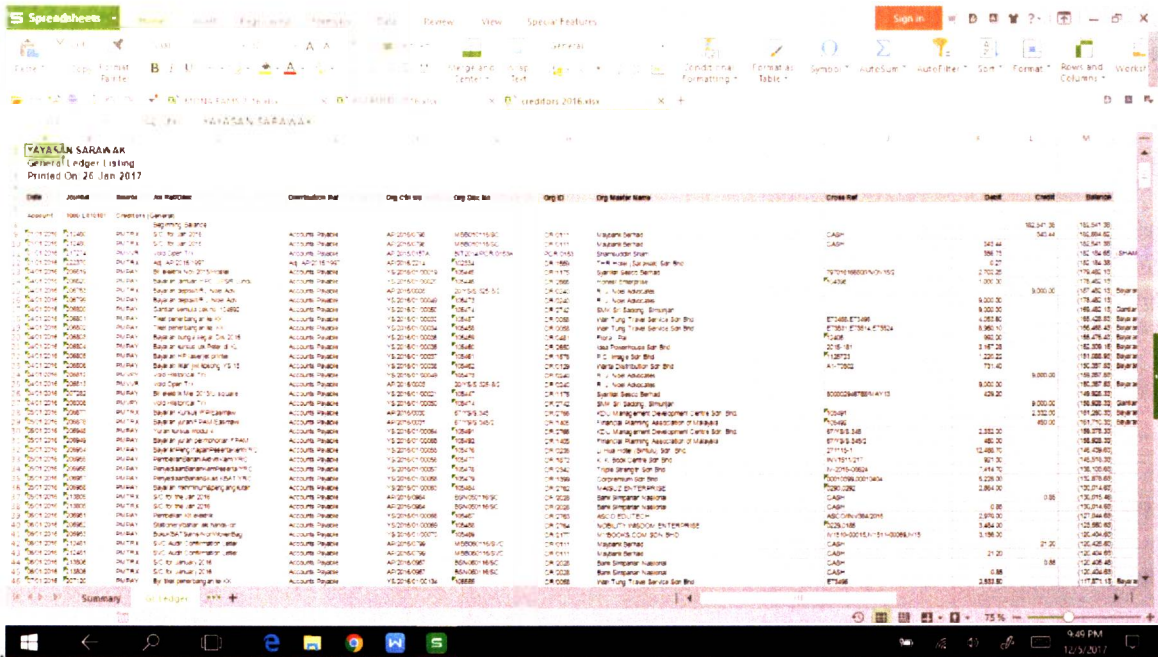
Figure 2.1.2 General Ledger Listing for Creditors
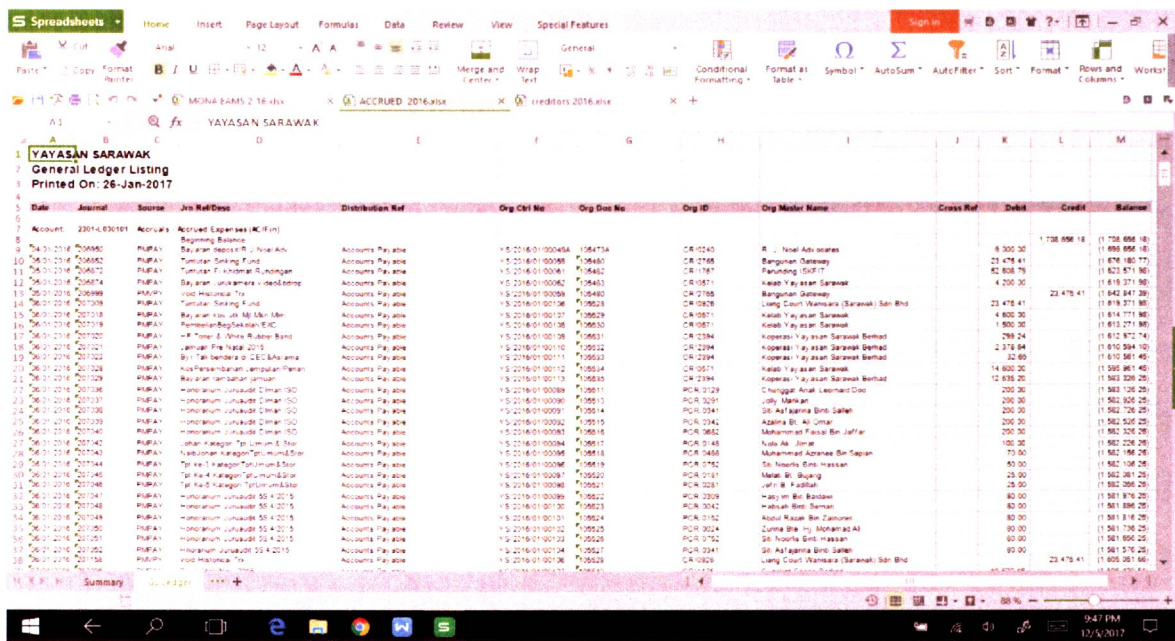
Figure 2.1.3 General Ledger Listing for Accrued Expenses

2.2.1 Administration Task

I was assigned to do filing for my section. In Yayasan Sarawak, there are two steps in filing the document. Firstly, after I received any document from the staff or head section, I need to arrange it and number the documents or the letters and put it in the file. The entire file have their own series number and tag that I have to follow. For example, the main file for this section is 'Seksyen Pembangunan Organisasi' file and the serial number or tag for this file is YS/4567.SPO. So, any documents or letter that have this number will be put in this file. The other file in my section is 'AM DAN PELBAGAI' file and research (for Internal and External customer) 2017 file. After I put the letter or document in the file and numbering it, I need to log in the PC and go into the 'Magic Box'. Magic Box is the software that Yayasan Sarawak has that can allow all of the Yayasan Sarawak staff access it. All the important files are in the Magic Box, so with this facility it will be easier for the staff to access without using email or using soft and hard copy. After I access to the Magic Box, I key in the relevant file numbers. So, it is easy for the staff to check the file in their PC without going through the manual file.

Besides that, I was asked to make copies of questionnaires for 'Program Komuniti' program in Sematan and I was asked by the staff to help them scan the documents and sent it to their email. The other administration work that I did during practical training is answering the telephone. We have been taught by the staff how to answer the telephone a properly way. Besides answering telephone, I was asked to make phone calls to the students who ask to intern at Yayasan Sarawak as my section handles the practical training students. So, the staff asked me to tell them whether their request are accepted or not.

2.2.2 In charge Yayasan Sarawak library

I was assigned by head of section to be in charge of the library. This is because the duty officer for the library was on leave for Chinese New Year. In the library, I arranged all the books, journal and thesis book. I need to arrange the books according to the number that has been set by the duty officer so that it will be easier to look for the books and put it on the original place and it will be more organized. The books are arranged based on their major topics. If the books are about science it will be put on the science bookshelf. Besides, whoever wants to go the library they have to register their name with me.

2.2.3 Doing research

This is the major task that I was assigned to during my practical training. Since my second section is handling research studies on how to improve the organization, Sarawak Foundation, majoring of my task is all about doing research work. At the first week, all the trainees are asked to do one paper project for each group that consisted of two persons. We are asked to do research and the topic of the research must be based on how to improve Sarawak Foundation in the future. Submission date for the paper project is one week before we end our internship which is on 10 March 2017. My topic that I have chosen is 'The Effect of Training towards Employees Job Performance among Support Staff at Sarawak Foundation'.

Besides, I also was asked to do a research on 'Kepuasan Pelanggan terhadap Penyampaian Perkhidmatan Yayasan Sarawak (External Customer), Kaji Selidik Kepuasan Pelanggan dalaman di Yayasan Sarawak, Kaji Selidik Kebolehpasaran Graduan Teknikal dan Vokasional di Industri:Kajian kes di pusat teknikal dibawah panel Yayasan Sarawak'. I was assigned to these research from chapter one until three only, which is until drafting of the questionnaires, it is because my practical training is only two month and the staff will continue my task after I am done my practical training. From this task, it requires me to practice what I have learned in UiTM which is on the subject Research Methodology to adapt it in my tasks that have been given. I was guided by the staff throughout the whole process.

2.2.4 Key in data in Microsoft Excel

During my practical training period in Sarawak Foundation, I helped the staff in my section to key in data from the questionnaire that has been distributed during the 'Program Komuniti' in Sematan in the February 2017 which has been involved the students and their parents in the program.. After all the data has been key in inside the Microsoft Excel, the staff taught me the easier way on how to analyze the data and make an analysis for that program. After the data has been analyzed, the report will be sent to the Borneo Post newspaper reporters to be posted. Therefore, we can measure the effectiveness of the program or whether the program can bring benefit to the people in that area. Hence, based on the data that we have gathered, we have found that most of the students in Sematan is interested in the pursuing their studies in technical major. Besides that, we also get support from their parents that we should should conduct more often a program like this.

The other task that involved Microsoft Excel is for TNA task. TNA stands for Training Need Analysis. It is the process of identifying the gap in employee training and related to the training need. I was asked to key in the data for TNA for each section and each staff including the head of section in Sarawak Foundation. After I key in the data, I was asked to do a templates in Microsoft Excel so that it will be easier to analyze the data. After I was done with the template, the staff helped me to analyze and convert the data to pie chart and bar chart and made comments about it. The data must be analyze for each section.

2.2.5 Balance Scorecard Lab

On week 5 of my practical training, I was assigned to be in the secretariat on the Balance Scorecard Lab of Yayasan Sarawak 2017 at Retreat Lundu for two days and night. During that lab, my task is to be a rapporteur which is to record the programs using voice recorder and taking important notes for each presentation. This program involved all the assistant directors, deputy directors and director of Yayasan Sarawak. Then, I was asked to do a transcript for that program since I was the rapporteur. It takes a few days for me to transcript all the voices and the dialogue during that program. After that, I also did few tasks such as doing list name for all the assistant directors who joined the lab and their turn of presentations during the lab and also list what are the new KPIs of all the sections that was been discussed during that program.

2.2.6 Attend "Corporate Briefing"

During my practical training, I was once again assigned to be in the secretariat for the "Corporate Briefing program at Yayasan Sarawak auditorium. My task during this program is to distribute the questionnaires (two types of questionnaires). The first questionnaires are being given when they enter the auditorium before the program starts and the second questionnaires are being given after the program has finish. After that, I collected all the questionnaire again and then analyze the data. This program involved all the YB's in order to promote Yayasan Sarawak to their areas such as the education loans, community programs and so forth.
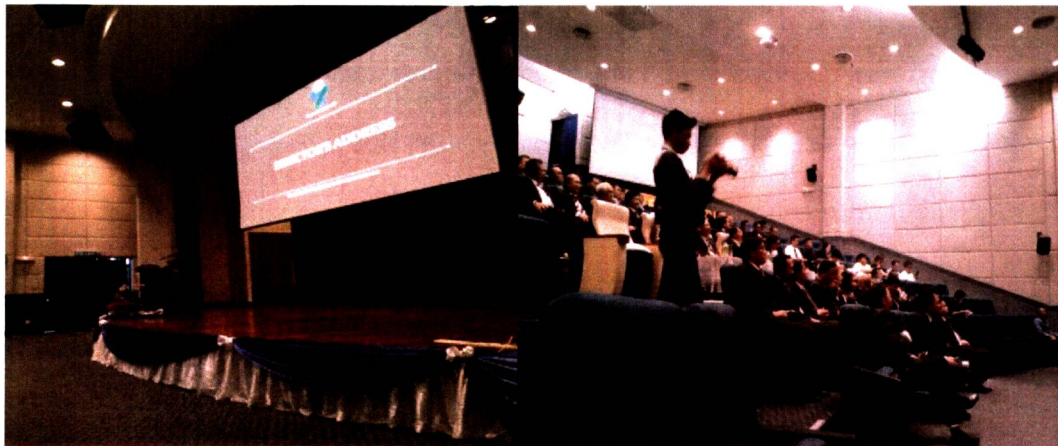
Picture 4: Directors of Yayasan Sarawak give speech during the program

CHAPTER 3

ANALYSIS

3.0 CHAPTER REVIEW

This chapter is focusing on the analysis of the practical training. It begins with Section 3.1 with the Introduction. Then, Section 3.2 explains on the major task during the practical training and followed by section 3.2 which is the theory learned from the subject in UiTM and section 3.3 will be the association of the task from the theory learned in UiTM. Lastly, Section 3.4 explains the chapter summary.

3.1 INTRODUCTION

The purpose of the analysis is to look at one major or frequent task that I had performed during my practical training. I will relate the major task to the subject that I had studied in class. During my practical training, I was directly being instructed in performing the tasks given. As the tasks given were from different perspective and scope, I can conclude that the major task that I had performed during my practical training was associated with Research Methodology and Data Analysis (ADS 511).

3.2 MAJOR TASK DURING PRACTICAL TRAINING

During my practical training, I was given several tasks that came from different scope and perspective. It requires different skills and knowledge in performing the tasks. However, I will find my abilities to only focus on one task that I had performed during my practical training for this analysis. The major task that I was assigned is doing research. It is a research about the customer satisfaction of Sarawak Foundation. The research that I have done during my practical training is "Kaji Selidik Kepuasan Pelanggan Luar Terhadap Penyampaian Perkhidmatan Yayasan Sarawak" and "Kaji Selidik Kepuasan Pelanggan Dalaman di Yayasan Sarawak 2017". Besides that, this internship also allows me to apply theories and concepts learned at the university into the workplace. Besides that, during the completion of this research I was able to learn to key in data in qualitative methods which is much more easy and simple.

3.3 RESEARCH METHODOLOGY AND DATA ANALYSIS

3.3.1 Introduction to Research Methodology and Data Analaysis

In the fifth semester, students of Bachelor degree in Administrative Science have learned about research methodology and data analysis subject. This subject is a must because it is one of the preparations for our final year project in completing our bachelor degree. This subject also teaches and guides the students mostly on how to make a proper research and the report as well. Throughout the practical training, I found and realized that what I have learned for this subject is really similar with what the staff teach me on how to make a research proposal. Therefore, this knowledge is also useful to be apply in my future career or job.

3.3.2 Definition

What is research? According to Sekaran (2010), research is about the process of finding solutions to a problem after a thorough study and analysis of the situational factors. It is also a process of gathering, analysing and recording the data in making the decisions. According to Creswell (2008), research is a process of steps used to collect and analyze information to increase our understanding of a topic or issue.

However, it consists of three steps which are posed in a question, collect data to answer the question, and present an answer to the question. In doing research, there must be a research proposal. Research proposal is what are the plan that we want to do in the future and it will describes how our research will be conducted in order to achieve the desired result. It is also like a strategy on how to accomplish the studies that we want to investigate.

In this research proposal, it will cover three chapters. In chapter one, it must include the title of study, statement of problem, research objectives and research questions, scope of study and definition of key terms. Before we choose the title of the study, we have to know what we want to focus on the research for example, if we want to focus on the service management we have to look again which aspect we want to focus on such as in term or customer satisfaction. Besides, the title must be clear and easy to understand. Moreover, for statement of problem, this point is about the problems that arise from the topic that we choose such as the common problem that usually happen. We can look for the past literature review in order to make us more aware about the problems. However, for research objective and research questions this part will be what is we want to focus on the research or goals that we want to achieve and go through this research.

Lastly is key term. Key term is the term that usually used in our research and we define the meaning on the term.

For chapter two, it will cover literature review and conceptual framework for the research. Literature review is the review for past researchers in order to make our research well supported from the past researchers. This can help us in find the information that we look for and easily for us to adapt it in our research. Then, after we go through the literature review, we can make our conceptual framework. Conceptual framework is the framework on our research. It is easy for us to understand what are we want to achieve from the research and make other people understand what is actually we want to do. This literature review and conceptual framework is the most important thing in doing research because it is the foundation of our research.

Next, for chapter three is research method. It will cover research design, sampling design, data collection and data measurement. sample size, sampling plan, unit of analysis, , data collection and measurement and data analysis. Research design is how we design our research such as what is the nature of study for our research, our types of investigation, the purpose of study and lastly time horizon. All of these things will be include in research design. For sampling design, it will include the sampling plan, sample size and unit of analysis. Sample size we usually used on Krejcie and Morgan (1970) table to be referred. For data collection, it will be based on how we want to collect the data from the respondents either we choose through questionnaires or with interview and lastly for data analysis. Data Analysis is how we want to analyse our data to make a findings. This is really important in order to get what are the results we want to achieve in our research.

For chapter four and five which is research finding and the conclusion. This finding will show the result that we found and compare it with literature review. This will involve the data analysis, the literature review and so forth in order to support our research. For data analysis, it will involve SPSS test. It is to test our data collection with our objectives and that is what we called research findings. After we make a findings, we can continue on chapter five which include the discussion on the finding and the literature review, the recommendation and the limitation of study for our research.

3.4 THE ASSOCIATION OF MY TASK WITH RESEARCH METHODOLOGY AND DATA ANALYSIS

As I undergo my practical training, I was instructed to do a research proposal about the customer satisfaction towards the internal and external customer in Sarawak Foundation. There are two research proposal that I done during my practical training which is "Kaji Selidik Kepuasan Pelanggan Luar Terhadap Penyampaian Perkhidmatan Yayasan Sarawak" and "Kaji Selidik Kepuasan Pelanggan Dalaman di Yayasan Sarawak 2017".

For the first research proposal which is "Kaji Selidik Kepuasan Pelanggan Luar Terhadap Penyampaian Perkhidmatan Yayasan Sarawak", it is focusing on the external customer for Sarawak Foundation such as Government Agencies, private agencies and institutions that has been selected. This study is to know the level of satisfaction of the external customer for Sarawak Foundations towards their service for them. This is because they want to improve their service from time to time so that it easy for them to develop their organizations in business. As I know, Sarawak Foundation is concern on their customer satisfaction towards their services. In

order to achieve their goals, they need to focus on their customer. After I done with the research proposal, then I continue with the questionnaires. The staff in my section guide me well how to do a proper questionnaires. In figure 3.4.1, 3.4.2, 3.4.3, 3.4.4, 3.4.5 and 3.4.6 below, that is example of my task that I have done during my practical training.

Figure 3.4.1 : Questionnaire

KAJI SELIDIK KEPUASAN PELANGGAN TERHADAP PENYAMPAIAN PERKHIDMATAN YAYASAN SARAWAK: KAJIAN KES DI AGENSI KERAJAAN, SWASTA, DAN INSTITUSI PENDIDIKAN YANG TERPILIH

1.0 PENGENALAN

Salah satu kunci kejayaan sesebuah organisasi adalah dengan mempunyai perkhidmatan yang berkualiti antaranya terletak kepada bagaimana cara pekerja melayani para pelanggan, baik dalaman mahupun pelanggan luaran. Oleh itu, sesebuah organisasi perlu meningkatkan kesedaran para pekerja tentang kepentingan kepuasan pelanggan secara professional. Ini adalah bagi memastikan para pekerja sentiasa memberi perkhidmatan untuk memaksimumkan kepuasan pelanggan pada masa yang sama dapat membantu organisasi memiliki kelebihan bersaing dari segi kualiti dan memastikan survival sesebuah organisasi tersebut agar dapat dikenali di persada dunia.

2.0 PERMASALAHAN KAJIAN

Yayasan Sarawak adalah sebuah organisasi yang wujud 46 tahun (7 Mei 1971) yang lalu bagi menyediakan perkhidmatan seperti memberi bantuan kewangan khasnya untuk rakyat Sarawak dan am nya rakyat Malaysia. Namun realitinya, Yayasan Sarawak bukan sahaja memberi bantuan kewangan khususnya untuk melanjutkan pengajian tetapi juga membantu agensi-agensi dalam membangunkan modal insan. Berdasarkan kajian yang telah dilakukan sebelum ini oleh Seksyen Perhubungan Awam dan Korporat pada tahun 2016 siri 1, didapati 80 peratus pelajar daripada jumlah sebenar iaitu 71 orang dan 32 peratus pekerja daripada jumlah sebenar 76 orang menyatakan tidak mengetahui perkhidmatan yang disediakan oleh Yayasan Sarawak. Hanya 20 peratus pelajar dan 68 peratus pekerja mengetahui perhidmatan yang disediakan.

Oleh itu, kaji selidik ini dijalankan untuk mengetahui tahap kepuasan pelanggan (Agensi dan Institusi Pendidikan Tinggi dan Rendah) terhadap penyampaian perkhidmatan Yayasan Sarawak.

Figure 3.4.2: Research proposal 1

3.0 OBJEKTIF KAJIAN

i)   Untuk mengkaji tahap pennyampaian perkhidmatan Yavasan Sarawak terhadap elemen perkhidmatan(masa. komunikasi. kaedah penyampaian dan informasi yang tepat dan jelas)

ii) Untuk mengkaji tahap kepuasan pelanggan dengan yang disediakan oleh Yavasan Sarawak

iii) Untuk mengenalpasti tahap pengetahuan agensi sekolah mengenai perkhidmatan yang

     disediakan oleh Yavasan Sarawak selain daripada biasiswa dan pinjaman

4.0 PERSOALAN KAJIAN

i)   Bagaimanakah tahap pennyampaian perkhidmatan Yavasan Sarawak terhadap elemen perkhidmatan (masa, komunikasi, kaedah penyampaian dan informasi yang tepat dan jelas)?

ii) Apakah tahap kepuasan pelanggan dengan yang disediakan oleh Yavasan Sarawak.

iii) Apakah tahap pengetahuan agensi sekolah mengenai perkhidmatan yang disediakan oleh Yavasan Sarawak selain daripada biasiswa dan pinjaman.

5.0 HIPOTESIS KAJIAN

i)   Faktor kejayaan sesebuah organisasi adalah berpunca daripada kualiti perkhidmatan yang professional.

ii) Kepuasan pelanggan merupakan survival sesebuah organisasi.

6.0 KEPENTINGAN KAJIAN

Di antara kepentingan kajian adalah:

Figure 3.4.3: Research Proposal 1

i) Membolehkan organisasi mengetahui kelemahan yang sedia ada di Yayasan Sarawak

ii) Mendapat sumber maklumat mengenai kualiti perkhidmatan yang disediakan oleh Yayasan Sarawak

iii) Memperkenalkan lagi fungsi dan objektif Yayasan Sarawak kepada orang ramai khasnya kepada rakyat Sarawak dan am nya rakyat Malaysia

7.0 KONSEP-KONSEP UTAMA KAJIAN

i) KEPUASAN PELANGGAN

Menurut Mustafa et al (2007), kepuasan pelanggan merupakan kunci kepada sesebuah perniagaan dimana kepuasan dalam penerimaan sesebuah perkhidmatan akan dinilai oleh pelanggan. Untuk menjadi sebuah organisasi terulung, kepuasan pelanggan terhadap kualiti di organisasi tersebut harusnya mencapai suatu tahap yang memuaskan. Selain itu, menurut Rizal et al (2003) dalam memberi kepuasan kepada pelanggan, setiap bidang mempunyai tahap kualiti yang berbeza

ii) PERKHIDMATAN PELANGGAN

Menurut Roselena (2001), kualiti perkhidmatan adalah penilaian pelanggan selepas menggunakan perkhidmatan di sesebuah organisasi tersebut dengan membandingkan harapan dan pandangan sedia ada terhadap perkhidmatan yang disediakan. Berdasarkan Azlinda Kasma Azizan (2010), kualiti perkhidmatan ialah perkhidmatan yang disediakan kepada pelanggan di mana output yang dihasilkan bukan dalam bentuk fizikal yang biasa diberikan semasa ia dihasilkan.

Figure 3.4.4: Research Proposal 1

8.0 METODOLOGI KAJIAN

Pendekatan utama kajian ini adalah bersifat kuantitatif. Dalam metodologi kajian ini, kami akan menggunakan kaedah kuantitatif untuk mengumpul dan mendapatkan data yang diperlukan. Menurut Cresswell (2008), kaedah kuantitatif merupakan satu kajian penyelidikan yang memerlukan data numerical atau berbentuk angka. Pada masa yang sama untuk memahami dan menjelaskan kajian ini dengan menekankan analisis statistik.

Melalui kajian ini, kami akan memberikan borang soal selidik kepada para pekerja iaitu sebagai responden kami. Hal ini dibuat untuk mendapat informasi dan maklumat yang jelas dalam mengumpul maklumat tentang kepuasan pelanggan dan penyampaian perkhidmatan di Yayasan Sarawak.

9.0 TEKNIK KUTIPAN DATA

i) Borang Soal Selidik

Dalam kajian penyelidikan ini, kami akan menggunakan teknik kutipan data berbentuk kuantitatif. Kami akan mengedarkan sebanyak 300 borang soal selidik kepada 300 orang responden dalam usaha mendapatkan data bagi melengkapkan laporan. Menurut Gilham (2000), soal selidik merupakan satu set soalan atau item dalam bentuk tulisan. Item ini merupakan satu alat yang dibentuk secara khusus untuk mengumpul maklumat bagi tujuan analisi yang dapat menjawab persoalan kajian.

Figure 3.4.5: Research Proposal 1

However, for the second research proposal that I have done during my practical training which is "Kaji Selidik Kepuasan Pelanggan Dalaman di Yayasan Sarawak 2017", it is to measure the level of satisfaction among the employees in Sarawak Foundations itself for example in term of management, salaries, facilities and so forth. The below figure will be my example for my second task in doing research.

KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN DI
YAYASAN SARAWAK 2017

1.0 PENGENALAN

Kepuasan pelanggan ialah salah satu perkara yang dipandang serius yang diutamakan oleh setiap organisasi dalam meningkatkan kualiti perkhidmatan yang diberikan kepada pelanggan terutama pelanggan dalaman. Kajian kepuasan pelanggan adalah salah satu cara untuk mendapat maklum balas dan pendapat daripada pelanggan mengenai perkhidmatan yang disediakan di organisasi tersebut. Pelanggan dalaman adalah merupakan pelanggan yang menggunakan perkhidmatan dalam masa yang sama orang yang terlibat dalam menghasilkan produk dan perkhidmatan dalam sesebuah organisasi.

2.0 PERMASALAHAN KAJIAN

Kajian kepuasan pelanggan dalaman dilakukan oleh Yayasan Sarawak yang diadakan setahun sekali bertujuan untuk mengatasi masalah ketidakpuasan

pelanggan dengan perkhidmatan yang disediakan oleh Yayasan Sarawak. Menurut keputusan kajian lepas, walaupun keputusan Kajian Kepuasan Pelanggan Dalaman 2016 oleh Seksyen Pengurusan Sumber Manusia majoriti memuaskan iaitu sebanyak 96 peratus. dan 4 peratus daripada keputusan tersebut merupakan peratusan kecil ketidakpuasan pelanggan dalaman terhadap perkhidmatan yang disediakan. Oleh itu, kaji selidik ini dijalankan untuk mengatasi jurang permasalahan ketidakpuasan pelanggan dalaman terhadap perkhidmatan yang disediakan.

3.0 OBJEKTIF KAJIAN

i) Untuk mengetahui tahap kepuasan pelanggan dalaman terhadap elemen pengurusan, komitmen organisasi, latihan dan pengiktirafan, penyertaan warga kerja, kepuasan kerja, fasiliti dan kemudahan dan kesealamatan di Yayasan Sarawak.

Figure 3.4.6 : Research Proposal 2

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ii) Untuk mengenalpasti sama ada terdapat perbezaan peratusan kepuasan pelanggan dalaman daripada kajian lepas (2016)

4.0 PERSOALAN KAJIAN

i) Bagaimanakah tahap kepuasan pelanggan dalaman terhadap elemen pengurusan, komitmen organisasi, latihan dan pengiktirafan, penyertaan warga kerja, kepuasan kerja, fasiliti dan kemudahan dan kesealamatan di Yayasan Sarawak?

ii) Apakah perbezaan peratusan kepuasan pelanggan dalaman daripada kajian lepas (2016)?

5.0 HIPOTESIS KAJIAN

i) Faktor kejayaan sesebuah organisasi adalah berpunca daripada kualiti perkhidmatan yang professional.

ii) Kepuasan pelanggan merupakan survival sesebuah organisasi

6.0 KEPENTINGAN KAJIAN

Di antara kepentingan kajian adalah:

i) Membolehkan organisasi mengetahui kelemahan perkhidmatan yang sedia ada di Yayasan Sarawak

ii) Menambahbaik kualiti perkhidmatan dari yang sebelumnya di Yayasan Sarawak.

7.0 KONSEP-KONSEP UTAMA KAJIAN

i) KEPUASAN PELANGGAN

Menurut Mustafa et al (2007), kepuasan pelanggan merupakan kunci kepada sesebuah perniagaan dimana kepuasan dalam penerimaan sesebuah perkhidmatan akan dinilai oleh pelanggan. Untuk menjadi sebuah organisasi terulung, kepuasan pelanggan terhadap kualiti di organisasi tersebut harusnya mencapai suatu tahap yang memuaskan. Selain itu, menurut Rizal et al (2003) dalam memberi

Figure 3.4.7 : Research Proposal 2

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kepuasan kepada pelanggan. setiap bidang mempunyai tahap kualiti yang berbeza

ii) PERKHIDMATAN PELANGGAN

Menurut Roselena (2001). kualiti perkhidmatan adalah penilaian pelanggan selepas menggunakan perkhidmatan di sesebuah organisasi tersebut dengan membandingkan harapan dan pandangan sedia ada terhadap perkhidmatan yang disediakan. Berdasarkan Azlinda Kasma Azizan (2010), kualiti perkhidmatan ialah perkhidmatan yang disediakan kepada pelanggan di mana output yang dihasilkan bukan dalam bentuk fizikal yang biasa diberikan semasa ia dihasilkan.

8.0 METODOLOGI KAJIAN

Pendekatan utama kajian ini adalah bersifat kuantitatif. Dalam metodologi kajian ini, kami akan menggunakan kaedah kuantitatif untuk mengumpul dan mendapatkan data yang diperlukan. Menurut Cresswell (2008), kaedah kuantitatif merupakan satu kajian penyelidikan yang memerlukan data numerical atau berbentuk angka. Pada masa yang sama untuk memahami dan menjelaskan kajian ini dengan menekankan analisis statistik.

Melalui kajian ini, kami akan memberikan borang soal selidik kepada para pekerja iaitu sebagai responden kami. Hal ini dibuat untuk mendapat informasi dan maklumat yang jelas dalam mengumpul maklumat tentang kepuasan pelanggan dan penyampaian perkhidmatan di Yayasan Sarawak.

9.0 TEKNIK KUTIPAN DATA

i) Borang Soal Selidik

Figure 3.4.8 : Research Proposal 2

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Dalam kajian penyelidikan ini, kami akan menggunakan teknik kutipan data berbentuk kuantitatif. Kami akan mengedarkan sebanyak 300 borang soal selidik kepada 300 orang responden dalam usaha mendapatkan data bagi melengkapkan laporan. Menurut Gilham (2000), soal selidik merupakan satu set soalan atau item dalam bentuk tulisan. Item ini merupakan satu alat yang dibentuk secara khusus untuk mengumpul maklumat bagi tujuan analisi yang dapat menjawab persoalan kajian.

Figure 3.4.9 : Research Proposal 2

Hence, throughout my practical training, I was able to apply and relate my task with what I have learned in Research Methodology subject. During this preparation of task, the staff asked me to come out with the new ideas about this research proposal because they want to make difference with the previous year research proposal and the questionnaires as well and also, for this research they only asked me to do the research proposal (chapter one to chapter three only) since my period of practical is too short to carried this research until chapter 5.

3.5 CONCLUSION

This chapter is focusing on the analysis of the practical training. The analysis is being conducted because it is to see the association between the tasks given during practical training with the subject learned in class. Through the analysis, the tasks given were associated with research methodology and data analysis subject, quality management, public relation and ethics in administration. As the trainee, I can identified that there are related concepts had been applied to the workplace which able to help the trainee to gain more understanding on the concept learns during past semester.

CHAPTER 4

RECOMMENDATION

4.0 INTRODUCTION

This chapter highlights the strength and weaknesses of job or task assigned during practical training as discussed in Chapter Three, which is doing research proposal. The chapter also recommend the available solution for improvement in the future, Based on my experience working at Yayasan Sarawak, there are some strength and weaknesses of the preparation of the research proposal that they need to improve.

4.1 STRENGTH

4.1.1 Staff Commitment

The strength for the Yayasan Sarawak is the staff has a good commitment in doing their job. An effective commitment should be practice in any organization especially when the organization always dealing with public and other agencies. Throughout my practical training I can see that all the staff in my department really committed on their job since there are only two of them in my department. For example, the commitment showed by En Mustafar Arif bin Kiphli when he handle alone all the research proposal, and luckily I was assigned to help him in doing the research. Other than that, the commitment that I can see is he has to go to the other agencies alone (Jabatan Penerangan Sarawak) to ask their opinions regarding the research of customer satisfaction in Yayasan Sarawak since the agencies is one of the customer for Yayasan Sarawak.

This kind of attitude should be an example for other staff. For staff that are lack of commitment should be given some training or attend a special course to enhance their commitment. Commitment is important in doing job because it will contribute a good job progression.

4.1.2 Improve Communication and Social Interaction Skills

The training task involved and needed me to interact and communicate with the head of section of my department and the other department and the staff as well because we need to discuss how are we focus on the research and who is the respondents for our research. This situations improve my interaction and communication skills when they also ask my opinions on the the research. Besides, since Yayasan Sarawak is emphasize on the enforcement of English language in the working environment, I can improve my communication skill in English language as in UiTM, we also asked to do so. Therefore, I can improve my communication and social interaction skill during my practical training.

4.2 WEAKNESSES

4.2.1 Time consuming

The weakness in doing research that I can analyze is time consuming. This is because when I assigned to do a research, it will take time for me to complete the proposal. It is because I need to refer to the past literature review and such things. Hence, since the research takes so much time to be completed. I didn't get opportunity to experience other task like to run the event in Yayasan Sarawak. As a trainee with no job experience, I think I need to experience all the task or job in Yayasan Sarawak in order for me to know the real working environment and also can gain my knowledge with the working environment.

4.2.2 Lack of communication with head of section during doing research

During the preparation of the research proposal, I can't communicate with my head of section regarding this research regularly and I only depend on the staff under my department since head of section of my department has a lot of work that she need to do. As a trainee, I really need a guide on how to make a prepare report even though I already learned the subject in UiTM.

4.2.3 Doing the research proposal in Malay language

During the preparation of the research proposal, I have some difficulties in doing the research in Malay language as in UiTM, I used to make a research proposal and all the literature review in English Language and when I do it in Malay language I think is a new thing for me. The other difficulties is when I make the literature review and found the articles in English language,I need to paraphrase and translate it all in Malay language. As for me, it is really take so much time because I don't use to it. But still, I can comple the research proposal in Malay language excellently.

4.3 STUDENT RECOMMENDATIONS

Throughout my eight weeks of practical training at Yayasan Sarawak, I learned a lot on the job scope of Yayasan Sarawak especially on their services provided to the people, the staff and committee, stakeholders, board of directors and also all of the head of section in Yayasan Sarawak. Every level of hierarchy has their own job scope in their department or section. Beside that, when I did my practical training, I have the knowledge on all the procedure and job scope of each of the department in Yayasan Sarawak.

The entire staffs of Yayasan Sarawak give an excellent cooperation with the practical students doing their practical training and they also guide them well in doing the job given to the practical training students. Nevertheless, all of the head of section in all departments really cooperate and kind with practical training students and with all the knowledge and advises given by them is really worth for us as practical trainees' students in the future. Even though some time I need to explore by myself in doing my task, I take it as a challenges so next time I will know how to handle any situation in doing task without burden other people.

There are few areas of recommendations that need to be done in Yayasan Sarawak is in term of their training program. As far as I know during my period of practical training, Yayasan Sarawak receive a lot of trainees from different universities and during my training the total of trainees is around 15 students and all of them are assigned to different department or section. For my recommendation, Yayasan Sarawak should do "job-rotation" for the trainees so that they will have variety of experiences since they have no job experience especially in the organizations. Nevertheless, for me the trainees should experience all the job scope in the organization, it will be very useful for them in the future as they already aware with the real working environment.

Other than that, for my recommendation regarding my major task which is doing research on the customer satisfaction, I think Yayasan Sarawak should do the research report in English Language instead of Malay Language since Yayasan Sarawak is emphasizing on the enforcement of English Language to the staff and as we know, all the agencies in Sarawak encourage to use English Language as well.

4.4 CHAPTER SUMMARY

The main highlight for this chapter was to make an analysis of the strengths and weaknesses of the task that being chosen as the main focus that list out in analysis done in Chapter 3. The recommendation helps the improvement in activities after the process of identification of mistakes and corrective action that can be taken in order to be better in the future. Hence, I can enhance my knowledge on how to do a research with real working environment as the most task I have done during my practical training.

CHAPTER 5

SUMMARY

5.0 INTRODUCTION

In this chapter, I will be summarizing Chapter 1 until Chapter 5. In Chapter 1, I will be summarizing on the introduction and background of the organization that I did my practical training. In Chapter 2, I will be summarizing on my task throughout my practical training as stated in the log book. In Chapter 3, I will be summarizing in one of the specific task that I have been instructed to do which is doing research. Under Chapter 4, I will be summarizing on the recommendation to improve the organization's performance.

5.1 SUMMARY OF CHAPTER 1

In chapter 1, I have explained about the organizational background of Yayasan Sarawak. This can be explained that chapter 1 elaborates what kind of organzations that I have attended to do my practical training. I also recognize and understand the vision, mission, organization's logo and its meaning, the core of business and the policies practiced. Furthermore, I also acknowledge regarding Yayasan Sarawak organizational structure and it's well informed about the division for each department.

5.2 SUMMARY OF CHAPTER 2

In completing chapter 2, schedule of my practical training, I have explained about the tasks and jobs that I did during the practical training at Yayasan Sarawak that I extracted from Log Book that have been given by the faculty. The tasks given to me is based on the guidelines that have been provided by the faculty. In line with that, it also can be concluded that I was able to understand the Yayasan Sarawak working environment and culture especially in Performance and Knowledge Management department. In addition, it is a valuable experience that can be gain from the internship program where all the task and activities that are being given by the supervisor to the trainee can prepare the reality of working environment yet to come.

5.3 SUMMARY OF CHAPTER 3

In chapter 3, I have explained that during practical training, there are related concepts that had been practiced to the workplace which able to help me to gain more understanding on the concept already learns during past semester. I am also able to identify the practice involved in research methodology process during the practical training at Yayasan Sarawak. Plus, I am also able to relate most of the task that has been done with past semester subject which isreserach Methodology and Data Analysis. With that, I able to compare the theory and application parts of it and make analysis regarding the strengths and limitations of the task that have been selected as the main focus to prepare this report.

5.4 SUMMARY OF CHAPTER 4

In chapter 4, it discussed about the strength and weaknesses and my recommendations towards the organization. It explained on how the whole experience during the practical training can help to improve the trainees, the organizations and the practical training program itself. For this analysis in chapter 4, it shows how the programs can reflect the trainees or student point of view on certain matters instead of to keep on thinking inside the box. Meaning to say, this chapter focused on identifying the slips of certain task or area as well as the organizational practices Also, this chapter allowed the students to give their own opinion on how things proceed around them. This can make them realize the theory and reality is actually different things that need to be taken seriously if they graduate from university, there also recommendations that have been suggested to improve the programs to be more comprehensive to enhance the work process and services delivery in future.

5.5 REPORT SUMMARY

The trainee has done the practical training at Yayasan Sarawak from 23th January 2017 until 17th March 2017 for eight consecutive weeks. During the practical training at Yayasan Sarawak, trainee has been placed at Performance and Knowledge Management department. There is lots of experience that I gained from the practical training in working environment for the first time. I able to make use most of the knowledge in studies to be applies to the real working environment. Through that, I am able to understand better on how the work process to be done through the exposure during practical training period.

Furthermore. I also gained other benefits in enhancing trainee's personal development especially in terms of self-confidence level and also communication skills. My improvement obtain was through the tasks that has been carried out during the practical training in Performance and Knowledge Management department that I need to communicate and discuss with other staffs and department in completing tasks given. Hence, I also can adapt on how to use proper language and approach when communicating with the staffs, customer and also external agencies that differs in position and seniority. However, I receive well support and guidance from staffs in doing my practical training that make me more enthusiastic in doing job and boost up my level of confidence.

On top of that, the practical training has aid me to improve the knowledge and other skills that definitely are useful for trainee's future endeavors. The task and duties been performed by me has taught the spirit if teamwork, interpersonal skills, technical skills, critical thinking and also problem solving skills. The knowledge that I get are important as it will help me in dealing and adapting with the real life work environment once I started to work in future. Other than that, I would be able to know the abilities and this help me to search for the right job and planning for the career path.

Last but not least. I was able to learn about the company's workplace culture. The working culture of Yayasan Sarawak such as values, norms, systems, process, language, beliefs was progressive and practical that has always been the gene of the organization itself. In addition, the friendly behavior of the staffs also makes me feel comfortable and welcomed to the organization. This is not only lay at office but also outside the office. Their professionalism has also been portrayed whereby the staffs have been seen high work ethics in delivering their job.

5.6 CHAPTER SUMMARY

To conclude, the experience gain by me is very valuable and it helps me to improvise the skills and knowledge. The gains that I have will aid me in the future choice of career. Also, the practical training has prepared me with essential skills that may needed as part of my training before we enters working environment. Apart of that, I also understood on the importance of having good relationship and training that can helps me understands the working environment and assists me in embracing the future career path.

FACULTY OF [logo] UNIVERSITI TEKNOLOGI MARA ICY STUDIES

BACHEL(ONOURS)

PRACTICAL TRAINING FEEDBACK FORM TO BE FILLED IN BY STUDENT

STUDENT NAME   : _____

STUDENT NUMBER : _____

IDENTIFICATION NUMBER: _____

NAME AND ADDRESS OF ORGANISATION:_____

_____

_____

PERIOD OF TRAINING: FROM _____ TILL _____

NAME OF HOST SUPERVISOR: _____

(CIRCLE THE RELEVANT SCALE)

1. SCOPE OF WORK CORRESPONDS WITH THE FIELD OF STUDY

(Evaluate whether tasks given are relevant to the BAS/BCA syllabus)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

2. QUALITY OF DAILY TASKS

(Evaluate whether the tasks given are of high quality based on syllabus of the program)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

3. SELECTION OF ORGANISATION

(Evaluate whether this organisation is the right place to undertake the practical training or not)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

4. SUPPORTS, GUIDANCE AND CLARIFICATION RECEIVED BEFORE WORKING ON ANY TASKS

(Evaluate whether the organisation provides the right level of support and training)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

5. RESPONSIBILITIES OF ORGANISATION IN GIVING COOEPARTION

(Evaluate whether the organisation gives full cooperation to the student)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

6. ADAPTABILITY

(Evaluate your adaptability to the tasks and surrounding of the organisation)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

7. FACILITIES

(Evaluate whether the organisation provides sufficient resources)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

8.OFFICE ENVIRONMENT

(Evaluate whether the office environment is comfortable, well-managed and convenience)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

9. KNOWLEDGE

(Evaluate whether the organisation's staff possess sufficient knowledge of the organisational matters)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

10. CHARACTER

(Evaluate whether the organisation's staff has a good character)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

11. SAFETY

(Evaluate whether the organisation has necessary safety measure in place)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

12. Do you think of recommending this organisation to other students for practical training?

Yes	No

Additional Comments:

_____
_____
_____
_____

Student signature.

....

(Student name :_____)

Date   :_____

Host Supervisor signature,

....

(Host Supervisor name :_____)

Date   :_____