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HUMAN RESOURCE DEPARTMENT

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

I am doing my practical training at Human Resource Management in Chief Minister Department. We are having a practical for five weeks. The purpose of the practical training is to make the student familiar with work environment when finishing our studies later. Therefore, each of the student have to find which place to have a practical training and therefore, I am choosing the Chief Minister Department under the State Government.

1.1 Background of Human Resource Department (HRM)

State Public Service before has been divided into two(2) parts in which were Secretariat and District. In 1937, Secretariat was the main body that managed administration. It were lead by two European and was helpred by a Malay clerk, three Chinese clerk and three general worker. During the earlier establishment of Malaysia, Sarawak State Civil Service was started with 2,599 workers. The amount was kept on increasing to 13,060 public servants whose are from different categories, level and schemes.

The office was located next to Central Police Station previously and it later move to Secretariat Building. But, unfortunately, the building was taken by Yayasan Sarawak on 23 November 1976. Now, Sarawak State Civil Service is operating at Wisma Bapa Malaysia which is located next to old State Legislative Assembly building in Petra Jaya. The organization structures of Chief Minister Department has been restructured after 5 years later. And then the Human Resource Management Department was introduced on the 25 August 2001.

The Human Resources Department was lead by the Senior Assistant Director which the sections are divided to 8 sections. Among the section are:

a) Section 1 : Audit and Organization Development Section

b) Section 2 : Position and Management Section

c) Section 3 : Service and Career Management Section

d) Section 4 : Customer Relations Management Section

e) Section 5 : Facilities and Priviledges Section

f) Section 6 : Research of Human Resouces & Human Resource Information System (HRMIS)

g) Section 7 : Competency Level of Evaluation Management Section

h) Section 8 : Management of Discipline & Integrity Section

Each of the respective section is headed by an Assistant Director and hence, the distribution of tasks and work as functions such as distribution of tasks is convenient for the Human Resources Management Unit to achieve its mission, vision and objectives set.

1.2 Vision & Mission

1.3 Function of Human Resouces Management Unit (HRM)

a) Analyzing and improving the organization structures.

b) Planning the human resources requirements for every agency.

c) Observe on the field of job status.

d) Managing the recruitment and selection of State Civil Servants.

e) Dealing with confirmation, compulsory and premature retirement, transfer, promotion and competency.

f) Dealing with expenses, leave, facilities or amenities, information, recognition and public servants records.

g) Observe the development and update the information of Majlis Bersama Jabatan for Sarawak State Civil Service.

h) Update the information of the Sarawak State Civil Servants, Statutory Bodies and Local Government through HRMIS and e-Recruitment.

i) Managing examinations, practical and Competency Level of Evaluation courses in Sarawak State Civil Service.

1.4   Organizational Chart

1.5   Organizational Goals

a) First class mentality workforce

b) Happy and highly productive workforce

c) First class delivery system

d) Good governance

1.6   Organization Culture of Human Resource Management Section (HRM)

a) Integrity

b) Fast and accurate

c) Hospitality

d) Appreciation

1.7   Customer Charter

a) Vacancies under the jurisdiction of the State Secretary filled during the 30 days after the screening.

b) Application for Employee Optional Retirement PANS – 180 days.

c) Certificate for confirmation of Job for PAN Officer – from 14 days to 11 days.

d) Acknowledgement of the Channel Action Front and Top Customer Complaints from 3 days to 30 minutes.

e) Compulsory documents of retirement for all Employees PANS 30 days to 14 days of permanent and pensionable.

f) Ensure the vehicle and equipment Loan Application 30 days to 7 days.

g) Result of the Competency Level of Evaluation test will be announced to the candidates within 90 days after the test.

1.8   Quality Policy of Human Resource Department (HRM)

a) Each department or agency in the State Civil Service has a systematic and planned organizational structure as well as the optimum number of personnel in line.

b) Management recruitment and appointment made in transparent and fair manner to provide professional and quality services.

c) All certificates, confirmation, extension of trial and pension status are managed and confirm within the prescribed period.

d) Efficient and systematic management of official events.

e) Continuous training and coaching for every Human Resources Management unit personnel.

f) Every application and priviledges are decided within the prescribed period of time.

g) Examinations and practical implementation of well managed and organized and continuous improvement efforts are made.

h) Discipline and Integrity Management are implemented accuretely in compliance with law.

1.9   Objectives of Human Resources Management (HRM)

a) Ensuring that the Sarawak State Civil Service is competence and balance

b) Developing the skills

c) Delivering the excellence services

d) Optimizing abilities

e) Achievinghigh performance

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Schedule of Practical Training

2.1   Week 1

DATE	EXACT NATURE OF WORK DONE
16 May 2011	✓ The first day started with briefly introduction of the organization. All of the staff were welcoming us and there is a brief introduction by the Human Resource Department. The introduction is about matters regarding on all of the 8 section under HRM including nature of work in the workplace, mission and vision of HRM, the objectives and other related to the HRM department. Later all of us were send to section that have already selected. I am so lucky to be sent at the section 7 which is under supervise by Assistant Director of that section, Mr. Zawawi Bin Rambli. ✓ Later we were taken a tour to introduce us to the various section and also department in that organization and also introduce to the staff. I was sent to Section 7 on the 9th floor.
17 May 2011	WESAK DAY/PUBLIC HOLIDAY
18 May 2011	✓ The first task today is where I am helping Raymond, a staff in Section 7 to rearrange the form and insert each of the form into the folder which consist 280 pieces for the preparation of Kursus Induksi Khusus at Miri next week. ✓ On the evening, I continue to rearrange the form and help to packing the folder. It is some of the preparation for the section to

	conduct the Kursus Induksi Khusus at Miri for three days at Dewan Suarah Miri. Usually the prepation done 1 week before the Kursus started.
19 May 2011	✓ Usually on the beginning of practical don't have exact task. Then, I was assigned to help at the DUN to become a facilitator on the programme organized by Human Resource Department. I am conducting on the attendance of the candidate who join the seminar. The function is about seminar on 'Personality & Grooming by Datin Sharifah Shawati' personality TV3. Other than collect the attendance, I am also the one who distribute the NKL form which is the to get the feedback from the participant of the programme. The event was at Royal Dining Hall at the New DUN. ✓ The seminar is started at 8.30am, and I as a facilitator was told to be ready at the DUN at 7am. When I arrived, quickly I and others facilitator help to rearrange the chair and table before the participants come. ✓ The seminar finished at 5pm and my task is to collect all the NKL feedback form from all the participants and ask them to sign the attendance. Before leave the hall, we need to make sure that the hall are clean and tidy.
20 May 2011	✓ My task is that to prepare a format for the an error certificate that has been printed. The purpose is, to make sure all the certificate that has been printed out do not have any typing error regardless

	on the name of the candidate who join the Induction course organize by Section 7. Other than that, I have to make sure the name and ic of the candidate are correct, and also their serial number of the certificate. ✓ On the evening, I continue my task. I have to check the certificate one by one referring to the registration form of the candidate. Total certificate that I have to check is around 250 candidate from selected state organization.

2.2　Week 2

DATE	EXACT NATURE OF WORK DONE
23 May 2011	✓ My task is to arranging a certificates of Kursus Induksi Umum based on the participants departments. The departments such as Lembaga Sungai Kuching, DBKU, Pustaka Negeri Sarawak, Bintulu Development Authority, Sarawak Biodiversity, Pejabat Residen Kuching and Pejabat Residen Mukah. ✓ The purposes is to make arrange all of the certificate so that can be given based on every department.
24 May 2011	✓ I was assigned to prepare a formal letter to be sign by a Director of Human Resourse Department, YBhg Datu Haji Misnu Bin Haji Taha. The letter is to be signed by Director of HRM to confirm the certificate before the State Secretariat sign for each of the certificate of Kursus Induksi Umum. ✓ On the evening, my tasks is to prepare a list of a certificate receiver according to their respective department. Which is I am doing a list, key in every candidate name and ic number on each department. The purpose of making a list of each candidate is to make a confirmation that the participant have received the certificate because later the list will be fax back to our section.
25 May 2011	✓ I was appointed to become a committee for Kursus Induksi Khusus at Rajah Court Hotel for two days. ✓ The programme started at 8am and as a committe I have to be at Rajah Court at 7am to prepare all of the equipment and materials needed for the courses. I have to distributed all of the

	questionnaire to be filled by all of the participants. Other than that, I also have to collect the attendance of the participant in morning session. The registration forms also need to be distributed to each of the candidate for them to filled and later for the registration form as a reference to make a certificate.
	✓ The lunch time is at 12noon until 2pm. The candidate was provided a breakfast, lunch and high tea.
	✓ The programme finish at 4.30pm. As a committee, we have to make sure that the room clean and tidy before leave the room.
26 May 2011	✓ Still continue the programe of Kursus Induksi Khusus at the Rajah Court.
	✓ This is the last day of the programme and as a committee our task is to collect the questionnaire which consist of the participants feedback towards the programme.
	✓ Lastly is that we need to collect the registration form from the participants which they must complete it and attach together passport photo and also photostate ic.
	✓ Lastly we need to clear the hall before leaving and make sure the projector, laptop and other materials have been keep.
27 May 2011	✓ In the morning, my task is to preparing a checklist for every department such as DBKU, Pejabat Residen, Swk Biodiversity, Pustaka Negeri Sarawak, Mahkamah and etc. The purpose is to make a follow uo in order to ensure that each of people from the department have already received a certificate which that their staff already attend the previous induction course. The important

| | of the certificate is, valid for the staff to get a permanent job in their position.

✓ After finish prepare a checklist, all of the staff in Section 7 attending section meting chaired by Ketua Penolong Pengarah Section 7, Mr Mohamad Bin Arsat. The meeting usually done every month but only for section 7 which is purpose is to voice out if there is complain in the section, increase productivity and efficiency, voice out if any materials and facilities are broke down and also KPP want to rearrange the task and give it to ech staff.

✓ I was appointed to taking meeting minutes. After finish meeting, the food and drinks are ready to be served.

✓ During the evening, I was given a task to check the serial number of each candidate accordingly to alphabetical order to issue a certificate later. I have to make sure that all of the information of each participants are correct in term of their full name and also ic number. |

2.3   Week 3

DATE	EXACT NATURE OF WORK DONE
30 May 2011	✓ On the third week, I was given a new task which is to fax the letter for the people in order to attend the Kursus Induksi Umum. There are three types of letter need to be fax to which is: a) 1st letter; Kursus Induksi Umum Kumpulan 3 Siri 5/2011, fax to 29 departments. b) 2nd letter; Kursus Induksi Umum Kumpulan 3 Siri 4/2011, fax it to 15 departments. c) 3rd letter; Kursus Induksi Umum Kumpulan 2 Siri 4/2011, fax it to 26 departments. ✓ The purpose of faxing the letter is in order to give a reminder to the selective candidates or participants for the induction course organize by Section 7. Other than that, the feedback letter also are attach together with the letter which is the feedback letter must be fax back to our section in order to make sure that there is no missing of the candidates or participants that have been informed.
31 May 2011	✓ I was assigned to prepared a certificate for the participants which involved in Kursus Induksi Khusus at the Regency Rajah Court Hotel on 25-26 May 2011.
1 June 2011	✓ GAWAI HOLIDAY / PUBLIC HOLIDAY
2 June 2011	✓ GAWAI HOLIDAY / PUBLIC HOLIDAY
3 June 2011	✓ My task is reviewing the attendance for Kursus Induksi Umum Khas Bil 3/2011. ✓ This task is given by office supervisor, Mr. Zawawi Bin Rambli. The purpose for reviewing the attendance for the induction previous courses is actually important in preparing the certificate to be given to the candidate. Which is the candidate who

	qualified to get the candidate must attend the whole day on the induction was organized and must sign on morning and evening session. My task is to rewrite the name of the participants which is not sign on both day of the induction and not participate in the whole day of induction course.

2.4 Week 4

DATE	EXACT NATURE OF WORK DONE
13 June 2011	✓ On the third week I was assigned to do a faxing letter again. In the morning, I was asked to re-fax the offer letter to the department in which the department did not received my fax on the 30th May 2011. ✓ In the evening, the whole Section 7 are involved in 5S. The task was given in order to organize the office. The main focus are in the store room which there are a lot of unuse paper and file. My task is to seperating the paper which put aside between the plain paper and the hardcover. The paper later need to be recycle. ✓ After finish involved in 5S, I was assist by PP (Penolong Pengarah) Mr. Abdul Rabi Abdullah in examining the examination result to ensure the data that have already key in are correct. The examinition result is the result for the public servants that are sitting in the exam for promotion. I have to make sure that the data is correct because for the people who failed the examination cannot proceed in promotion. Usually the exam are for the state government officer that are conduct by our department.
14 June 2011	✓ In the morning, my task is to prepare a list for the delivery of the certificate based on department. The task is to key in every name of the participants and their ic number, and later the letter pass together with the certificat which is for the reference of the candidate.

	✓ In the evening, the whole section still involved in 5S. We continue the 5S activity from the previous day. Among the work that have been done is that are cleaning the store room,ensuring that the used paper are already seperate from the file and also seperate based on its colour either white or coloured paper, which later for recycle.
15 June 2011	✓ Still continue 5S activity in the morning. ✓ Among the 5S activity that need to be done is that disposal of past examination sheets and answer. ✓ Later my task is stamping the Jabatan Ketua Menteri (JKM) seals to certificates signed by YB Datuk Amar Morshidi Abdul Ghani. ✓ In the evening, there is a lecturer visit by Miss Sharon Pearl to the organization. The lecturer visit and deal with our supervisor Mr Zawawi Rambli.

16 June 2011	✓ Still continue the 5S activity. But today we have to make sure the store room are already in the appropriate position.
	
	 ✓ Preparing a minute sheet for YB Datuk Amar Hj. Morshidi Bin Abdul Ghani, to signed the certificates for the participants of induction courses. Among the certificates that need to be signed by YB Datuk Amar is that:
	
	     a) 82 certificates for Kursus Induksi Khusus Siri 1/2011 on 1-3 March 2011.
	
	     b) 90 certificates for Kursus Induksi Khusus Siri 2/2011 on 25-26 March 2011.

	c) 248 certificates for Kursus Induksi Umum Kumpulan 3 Siri 3/2011 on 5 May 2011. d) 70 certificates for Kursus Induksi Umum Kumpulan 3 Siri 3/2011 on 23-30 May 2011. e) 68 certificates for Kursus Induksi Umum Kumpulan 1 Siri 3/2011 on 3-13 May 2011. f) 69 certificates for Kursus Induksi Umum Kumpulan 2 Siri 3/2011 on 18-26 May 2011. g) 68 certificates for Kursus Induksi Umum Kumpulan 1 Siri 4/2011 on 4-14 May 2011. ✓ Each of this induction course have each minute sheet to be send to YB Datuk Amar Hj. Morshidi Bin Abdul Ghani.
17 June 2011	✓ Fax the letter to the selective candidate who are qualified to join for the next induction courses, at the selective department to inform them, to join the Kursus Induksi Khusus Umum Kumpulan 1 Siri 5/2011 at the Centre For Modern Management (CMM) on the 4-14 July 2011. The letter will be fax to: a) Jabatan Pertanian Sarawak b) Kewangan Negeri Sarawak c) JAIS d) Unit Keselamatan, Wisma Bapa Malaysia e) MBKS f) Pejabat Daerah Belaga g) Unit Pengurusan Sumber Manusia, Jabatan Ketua Menteri

	h) Jabatan Kehakiman Syariah Sarawak i) Pejabat Daerah Serian j) Residen Bahagian Limbang k) Pusat Kepelbagaian Biodiversity l) Jabatan Kebajikan Negeri Sarawak m) Kementerian Infrastruktur & Perhubungan Awam n) Unit Perhubungan Usahawan Bumiputera o) Jabatan Tanah & Survei Sarawak p) Lembaga Sumber Asli & Alam Sekitar Sarawak q) Pejabat Peguam Besar Negeri Sarawak

2.5   Week 5

DATE	EXACT NATURE OF WORK DONE
20 June 2011	✓ Attending closing ceremony with my supervisor, Mr Zawawi Bin Rambli for the Kursus Induksi Khusus Kumpulan 3 Siri 4/2011 at the Centre For Modern Management (CMM) Kuching. The closing ceremony have several activity such as: a) Closing speech by Mr Zawawi Bin Rambli from Jabatan Ketua Menteri. b) Group performance by the participants. They are performing like singing or acting on the stage which later the judges need to look on their creativity who will win the performance. c) Awards are given to the participants from Kursus Induksi Khusus to the one that are active and shows good attitude and manner from the first day of their induction programme at CMM. d) Having a high-tea.
21 June 2011	✓ I was assigned to make a double check on the certificate that has been printed out with the original registration form that has been filled by the candidates or participants. It is to ensure that there is no error on their name and ic number at the certificate that has been printed out. Among the certificate that need to be double check are: a) Kursus Induksi Umum Khas Kumpulan 3 Siri 4/2011 (84 person)

	b) Kursus Induksi Umum Khas Kumpulan 3 Siri 1/2011 (46 person) c) Kursus Induksi Umum Khas Kumpulan 2 Siri 1/2011 (188 person) d) Kursus Induksi Umum Khas Kumpulan 2 Siri 4/2011 (30 person) e) Kursus Induksi Umum Khas Kumpulan 3 Siri 2/2011 (221 person) ✓ Prepare a minute sheet to be given to the State Secretariat, YB Datuk Amar Hj Morshidi Bin Abdul Ghani. In order to verify all of the certificate and later can be given to all the candidate and distribute it to each department.
22 June 2011	✓ Submit all the Kursus Induksi Khusus, Kursus Induksi Umum and Kursus Induksi Umum Khas certificate to the State Secretariat. To ask SS sign on the certificate before we can distribute to the candidate and participants.
23 June 2011	✓ Preparing a receival form for vafrious department regarding certificate issues. The receiving form is to make sure that all of the participant that have already attend the induction course have received their certificates and they need to initial on the receiving form which later need to submit to our department for record purposes. Among the receiving form that need to be prepared are: a) Kursus Induksi Umum Khas Kumpulan 2 Siri 4/2011 b) Kursus Induksi Umum Khas Kumpulan 3 Siri 2/2011

	c) Kursus Induksi Umum Khas Kumpulan 3 Siri 1/2011 ✓ In the evening, I was assigned to make a newspaper cutting pertaining HRM issues raised during the DUN sitting in which the State Assembly Sitting take place from 20-24 June 2011.

24 June 2011	✓ Continue doing a receiving form for various department for Kursus Induksi Umum Khas Kumpulan 2 Siri 1/2011/
	
	✓ Among the department that need to be given the receiving form are:
	
	    a) Jabatan Kerja Raya Sarawak
	
	    b) Jabatan Kebajikan Masyarakat Sarawak
	
	    c) Jabatan Pertanian Sarawak
	
	    d) Jabatan Hutan Sarawak
	
	    e) Jabatan Tanah Dan Survei Sarawak
	
	    f) MBKS
	
	    g) Lembaga Air Kuching
	
	    h) Unit Keselamatan, Wisma Bapa Malaysia
	
	    i) Kementerian Pembangunan Infrastruktur Dan Perhubungan Sarawak
	
	    j) Perbadanan Perusahaan Kemajuan Kayu Sarawak (PUSAKA)
	
	✓ Later that, there are farewell for us as a practical student and also Mr Zulkifli (Penolong Pengarah) in which has transfor to 11th floor.

Organizing is where the administrators help keep business or organization well organized. Part of this duty is to track responsibilities that employees must perform and delegate these tasks to the appropriate personnel. The end result is a highly coordinated work environment.

Directing is where the administrators will direct the staff to facilitate the achievement of an organization's goals. This generally involves allocating resources that ensure employees can perform their duties. Administrators must help nurture an effective support system for employees. An important aspect of an administrator's direction is establishing strong channel of communication among all workers.

Controlling is among the important function because it helps to check the errors and to take the corrective action so that deviation from standards are minimized and stated goals of the organization are achieved in desired manner. Controlling is a doreseeing action whereas earlier concept of control was used only when errors were detected. Control in management means setting standards, measuring actual performance and taking corrective action.

The role of professional management then is to foster internal coordination throughout the enterprise as well as to coordinate external relationships to mesh with the internal requirements with a minimum of conflict and disturbance. Coordination is basic to any organized activity. It is the first and the only principle that effectively describes the role and scope of the administrative management function as it exists within the framework of professional management.

To coordinate is to function and nowhere but in the administrative hierachy of the organization does coordination take place on such a broad scale. Authority does not imply autocracy, but administrative authority must rest with the group, the organization and the coordinating power authority must be conceived simply as the source of all administrative coordination. However, coordination exists or develops to acceptable degrees only with

effective communication throughout the organization. The administrative management, centralized in the office, then has broad responsibilities for coordination and communication. Their role and scope defy objective analysis, but emerging developments of the administrator's role support the trend to administrative centralized with decentralized functional authority and responsibility.

Administrative management is that function within the organization with responsibility for the overall operations of the firm. This responsibility may rest with production, marketing, accounting or finance or some other area. Because of the information technology and electronic data-processing revolution, management has the option for the first time of centralizing or decentralizing functions at any level throughout the organization. Administrative management is not one position, one office or one department, it is rather the totally of management personnel operating in an administrative capacity with all the information and all the expertise needed for effective, timely, and objective decisions. Administrative management comprises those functions that support line management, yet certain line managers may consider a large portion of their time committed to administrative management duties. The days of the clerk or office managers are gone. Administrative management is developing new careers in information technology, computer science, system analysis, computer programming and a wide variety of staff services dependent upon organizational requirement. These new developments involve all personnel within the modern organization.

The new problems have been and are continuing to be, met with varying degrees of success. Perhaps the most significant general development has been a growing awareness of need for professional management – for competent and responsible leadership which can cope with increasingly complex problems, coordinate diverse activities, serve both internal and external needs and make things happen.

With the coming awareness that management is "something special" – not an offshoot of technical knowledge and not a process that can be carried out successfully in dynamic environment by means of intuition and individual shrewdness – developments in managerial knowledge and skill began to accelerate. To attempt to classify these developments in a brief treatment is to oversimplify, however we can recognize three general movement.

The first one is that the scientific management movement through which Taylor the Gilbreths, Gantt and many others brought the "logic of efficiency" to management, beginning shortly before the turn of the century and continuing today. Involved have been the search for principles of efficient operation, measurement and standardization of performance and substitution of facts and orderly thinking for guesswork in the making of all sorts of decisions.

The human relations movement, given strong early impetus by Mayo and his associates in the Hawthorne Experiments in the late 1920's but furthered by many others, chiefly in the social sciences. The general direction of this movement has been toward recognition of the importance of employee attitudes such as understanding, voluntary cooperation and willing dedication in the accomplishment of the organization objectives.

The information technology movement, now gaining increased momentum, strives to reduce management uncertainty through careful analysis of elements baring upon decisions, design of systems, utilization of computers and other information handling methods. This movement cut across and goes beyond the scientific management and human relations movements.

Therefore, in the organization usually there is one person who will handle all of the administrative and the office work, which is called office manager. The title of office manager has not been used to describe the head of administrative services or any section of this department. Part of the reason for this omission is the wide range of responsibilities assigned to persons bearing this title in different organizations. In some situations typically a small

firms, the office managers is over certain functional departments such as accounting, budgeting, credit and billing. In others, the office managers in chargeof certain office services. In others, he is the chief clerk for a division, and he may fill still other roles.

We may note in passing that the office manager of the past is fading from the picture, many of his duties have been absorbed by other specialists and some have been converted to mechanical processing. But a new type of office manager whom we have chosen to refer to as "administrative manager" – is evolving. The successor to the old office manager, whatever title he may bear, is faced with many new and challenging opportunities and may eventually justify more fully than any other executive the designation of professional manager.

3.1.1   Applying 5S In The Organization

5S is the name of a workplace organization methodology that uses a list of five Japanese words which are "Seiri, Seiton, Seiso, Seiketsu and Shitsuke". The list describes how to organize a work space for efficiency and effectiveness by identifying and storing the item used, maintaining the area and items, and sustaining the new order. The decision making process usually comes from a dialogue about standardization which builds a clear understanding among employees of how work should be done. It also instills ownership of the process in each employee. In other definition, the 5S is a process of a workplace organization and house keeping which is carried out gradually and systematically. The 5S method is a structured program to implement workplace organization and standardization. A well organized workplace motivates people, both on th shopfloor as well as others. 5S improves safety, work efficiency, improves productivity and establishes a sense of ownership.

5S is developed in Japan and stands for:

- Seiri (clearing up): Remove what is not needed and keep what is needed.

- Seiton (organizing): Place things in such a way that they can be easily reached whenever they are needed.

- Seiso (cleaning): Keep things clean and polished, no trashed or dirt in the workplace.

- Seiketsu (standardizing): Maintain cleanliness after cleaning – perpetual cleaning.

- Shitsuke (self-discipline): Commitment, a typical teaching and attitude towards any undertaking to inspire pride and adherence to standards established for the four components.

Impact of the 5S implementation will reduce inventory, efficient on workplace usage, reduce time for searching spare part, reduce oil/water/air spilled, reduce unstabilization, preventive of machine function, cleaning and checking machine condition, improve working condition, reduce work accident, increase discipline, follow procedure, and better relationship among employee. Hence, there are keys to successful implementation of 5S.

1. *Get everyone involved:* 5S is not be the responsibility of a concerned few. It is concern of every one to act. All levels of management should take part in decision making required to ensure 5S implementation. Incorporate 5S activities as part of company's small group activities.

2. *Get company authorization:* 5S activities should not be performed in a secret or disguised such as overtime work. Get management approval for all 5S activities. Make signs and posters as means to promote 5S for everyone. Conduct a general monthly meeting where company or organizations and managers can address 5S issues and themes.

3. *Final responsibilities rests with the president:* The 5S's will not be taken seriusly until managers and even the company president take personal responsibility and interest on its implementation. Nothing could be worse for the success of 5S implementation than

to have managers who "pass the 5S implementation buck" to their subordinates. Company or organization managers must take a strong leadership role in 5S promotional meetings and othet 5S events.

4. *Make yourself understood and aware of:* Do not leave people wondering "why are we sticking red tags on things?" or "is all this 5S stuff really necessary before we can make any improvements?"/ hold 5S promotional meetings to clearly explain 5S and to entertain all questions from all participants. Present actual examples of successful 5S implementation, or take participants on tour to successfull 5S workplaces.

5. *Do it all the way:* When establishing proper arrangement, make sure to carry out red tag campaigns and use correct red-tagging formats and procedures. When establishing ordeliness, use signboards. Make sure the signboards have propoer format, descriptions, and locations. Prepare your organizations own 5S manual, complete with all the necessary details.

6. *Do not stop halfway in establishing 5S:* Do not do things halfwy. Once the 5S promotional organization and methods have been establised, get started and stick with it. When developing red tagging and signboards throughout the organizations, make sure dets everyone involved. Once you have laid the foundation by establishing proper arragement and orderlineless, start developing "discipline" habit to keep the foundation strong.

7. *5S is a halfwat toward other improvements:* Do not stop with 5S. Follow through Zero Defects, Cost Reduction and other Productivity And Quality improvements. Once the office has been cleaned up, start putting casters on drawer cases to make them easily movable. Eliminate defects as close to their source as possible and implement flow process.

By implementing 5S, eventually productivity, efficiency and working spirit will be promoted. It is not only useful to manage work place physically but also useful to develop employee's attitude and discipline in the organizations.

5S was developed by Hiroyuki Hirano. Hirano identified a range of benefits from improved housekeeping, all of which can be regarded as falling within the Lean porfolio. That is they are all based around the elimination of waste in one form or another. The most obvious benefit from items being organized in such way (i.e. that they are always readily available) is that of improved productivity. Production workers being diverted from production to look for tools, gauges, production paperwork, fasteners and so on is the most frustratingform of lost time in plant. A key aspect of Hirano's organizationapproach is that the often needed items are stored in the most accessible location and correct adoption of the standardization approach means that they are returned to the correct location after use. (Online information review, http://en.wikipedia.org/wiki/5S_(methodology))

3.1.2 File Management

Every office receives information, letters, reports, applications or orders that relate to the business. After these documents are processed, they must be stored in an organized way so they can be quickly and easily retrieved when they are needed. The ability to locate these documents is vital to the efficiency and success of an office. Documents or files that cannot be found when required cause many problems:

- Valuable office time is wasted looking for lost files.
- It is embarassing to tell clients that their files cannot be found.

- A file that cannot be located may contain valuable information that will require considerable time and expenses to reassemble.

File cabinet in the office is the most common way to store proper documents in an office is to use either a vertical or lateral file cabinet.

- *Vertical file cabinet* are available in two, three, four and five drawer models, with one drawer stacked on top of the other. Each drawer is approximately 28 inches deep and can be pulled forward to it's entire length. Therefore, vertical cabinets must be placed where room is available for a person to work when a drawer is fully extended. Vertical files may be purchased in legal size widths, for papers8.5 inches × 14 inches, or in letter-size widths, for paper 8.5 inches × 11 inches.

- *Lateral file cabinets* are approximately 15 inches deep and from 36 to 42 inches wide. Opening a drawer exposes all files in the drawer at once. Lateral cabinets take up more wall space than vertical files, but they can be used along walkaways because of their design. Lateral files are available in models that contain two, three, four, five or six drawers, and they are available for storage of legal or letter size papers. Lateral file cabinets can contain a shelf located at a comfortable working height so papers can be processed while standing at the file cabinet.

File storage units have changed to meet the requirements of a variety of users and the need to store new technologies. There are many other styles of file storage units that meet specific needs, such as special media cabinets for storing microfiche, microfilm, computer disks and tapes, CD's, or DVD's. There are cabinets build for each of these media where drawers are the correct height to reflect the size of the microfilm, DVD or other medium. Using these media cabinets, an office can store the maximum amount of items with no wasted space.

In addition, file storage units can be build into a wall, such a small pigeonhole units used to store working files. Specially sized cabinets are available to store papers, cards, brochure, etc, that are 3 × 5 inches, 4 × 6 inches, 8.5 × 11 inches. Open shelves can be build into a wall to store files, or shelves can be placed on rollers to expose many files at once. Large, wall-size electronic filing system can utilize all the space from floor to ceiling, and files are retrieved electronically with the touch of a button.

Setting Up Files

1. File Folders

Before you placed a document in a file cabinet or other storage unit, you should prepare a file folder and label. A large selection of file folders, labels, and accessories is available, each designed for a specific purpose and all intended to simplify the filing process. The most common file folder is made very heivy manila (beige) paper and has a tab on the top on which to place a label. The tab may extend across the entire top of the folder (full cut), across one-third of the folder (third cut), or across one-fifth of the folder (fifth cut). The use of third cut or fifth cut folders allows filing personnel to stagger the labels for easy reading or to designate subdivisions of a project. file folders are creased on the bottom so the folder can expand to hold more paper without blocking the folder label. Folders are available in a multitude of colors other than the standard manila. The use of colored folders can reduce errors and save

time when filing or retrieving documents by using folders of the same color for a particular project, type of activity or year.

Some offices use hanging folders, which are suspendedfrom tracks along the sides of the file drawer. Documents can be filed directly in a hanging folder, or they can be placed first in a file folder and then related file folders can be grouped by placing them together in a hanging folder. Color coding of the file folder or hanging folder improves organization and quickly locates a specific file. Other types of folders include plastic file folders, which are good for heavy files, and expanding folders, which are designed with expansion folds at the bottom to accomodate several inches of documents. Also file folders may contain fasteners to secure papers. Some folders have a fastener in the front for a limited number of pages, while others fasten all of the paper in the folder. File folder with internal panels are available so papers can be grouped together for easy reference.

2. *Folder Labels*

File folder labels are small slips of paper attached by adhesive to a backing sheet and are available in an assortment of colors, sizes and shapes. While many offices use standard white labels, color-coded labels are often used as a method of organizing a filing system. If a label has a line of color, the label should be prepared so the color is at the top of the label.

Prepare the label by writing or keyboarding the file name while the label is still attached to the backing sheet. Labels can also be generated by computer software packages and printed on file folder label sheet purchased from an office supply store. After the label is prepared, it is removed from the backing sheet and quickly placed on the file folder. Information about the various types of labels available can be obtained on the internet.

When keyboarding a folder label for the name of an individual, key the last name, a comma, space, the first name, space and then the middle name or initial. Labels for company names are keyed according to the indexing units discussed later in this chapter.

3. Organizing the Filing System

An efficient filing system should contain guides that organize and subdivide the contents of the file drawers. The guides are made of heavy cardboard or other substantial material and direct the eye to the desired file. The guides divide a cabinet drawer into smaller sections based on the filing system used; typical guides are included in the discussions of the filing system in the next section. In a geographical filing system, guides may be organized by state with city subguides. The labeled file folders are then placed in the drawer using the guides and divisions.

A well-organized filing system goes beyond the preparation of file folders and takes into account how the files are used in the office. In many offices, files will be borrowed from the cabinets by employees. When files are borrowed, there is always a question of when and if the files will be returned. To ensure the return of file folders, a checkout system should be established. When files are borrowed, only complete folders should be taken. Individuals items should not be removed from file folders. A designated employee may be in charge of a file checkout system, or each person who borrows a file may be responsible for completing a checkout slip.

Filing space is usually limited and expensive, inactive or old files should be moved to an inactive storage area so active files are easily accssible. Files can be moved at a specific time or whenever the file drawers are full. The beginning of the calendar of fiscal year is a common time when offices move older files created before a specific date to inactive storage so there is ample room for a new files. Inactive files can be placed in corrugated or plastic

storage boxes purchased from office supply stores. These boxes are available in legal and letter size.

Rules for consistent filing have been developed by many organizations, but some offices use their own filing procedures instead of following standardized procedures. Therefore, when you are working with a new filing system, review the system carefully before filing or retrieving documents.

If a file could be placed in several locations or you are uncertain about how to file it, cross-reference it. A cross reference indicates alternate methods of filing a document. For example, if you are unsure of how to file a document with a company name, you can file the document where you think it should be placed, then placed a sheet of paper, the cross reference, at the location of your second filing option to inform the user where the folder is located. A list of all cross-references can be kept in the file drawer directing the user to look at alternate filing locations.

3.1.3 Oral Communications

According to Sharma S. K. (2008), all employees regardless of the type of level of their position, need excellent oral communication skills. Each day you will speak with people whose knowledge of your company and projects vary greatly. Therefore, it is a mistake to assume that each listener always understands everything you say about your company and its projects. To improve communications, plan what you are going to say and speak distinctly. Good oral communications demand exactness and clarity. If the spoken word is not understood, there is no written reference to cunsult.

You may need to practise expressing yourself so others understand what you are saying. Before you speak, organize your thoughts so they flow in a logical sequence. When speaking, pronounce each word correctly, talk loud enough to be heard, and pause to indicate the end of sentences or a transition to a new thought. While speaking, you must look for feedback from the listener in the form of facial expressions and body gestures. By observing the listener, you will learn how well your message is being received. You can then rephrase thoughts that were not clearly expressed or cite examples to clarify the idea.

Semantics and perception and barriers to effective communications. Misunderstandings often occur because two people may hear the same words but interpret them differently. Another barrier to effective communications is the withholdings of communications. One staff member may not tell other employees important information, thereby causing problems in the office.

In order to get the right information, the two way communication must have several criteria. Firstly is that, the receiver need to stay focused on what are the sender are delivering a message. Sometimes it's tempting to bring up past seemingly related conflicts when dealing with current ones. Unfortunately, this often clouds the issue and makes finding mutual

understanding and a solution to the current issue less likely and makes the whole discussion more taxing and even confusing. Try not to bring up past hurts or other topics. Stay focused on the present, your feelings, understanding one another and finding a solution.

Next is the receiver need to listen carefully on what are the sender trying to deliver. People often think they're listening, but are really thinking about what they're going to say next when the other person stop talking. Truly effective communication goes both ways. While it might be difficult, try really listening to what sender is saying. Don't interrupt. Don't get defensive. Just hear them and reflect back what they're saying so they know you've heard. Then you'll understand them better and they'll be more willing to listen to you.
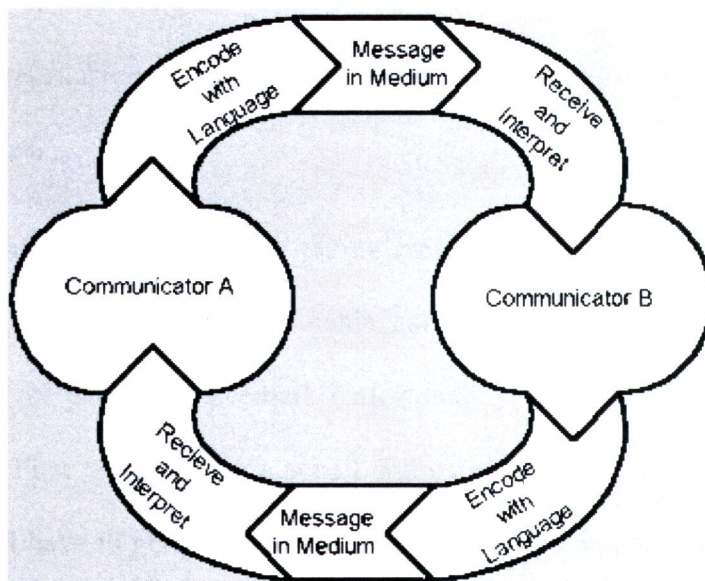
When answering a telephone call in the office, you are giving the caller an image of yourself and your company. If you speak with a pleasant voice, you create a courteous image of yourself and create goodwill for the company. However, if you are abrupt or rude, you present

a poor impression of yourself and your company. We have all experienced rude people and are aware that impolite people often make us irritated, annoyed and aggravated.

When you talk on the telephone, speak loudly enough so you can be heard, particularly if you normally speak softly. It is difficult to talk in the telephone mouthpiece and be heard if you have the telephone receiver wedges between your shoulder and your chin. People who frequently speak on the telephone use headsets, which free their hands for keyboarding or writing the information they are hearing. Never talk on the phone if you have food or gum in your mouth.

When answering the telephone, pronounce the name of the organization and the name of the person whose phone you are answering so they can be understood. The way you answer the phone may depend on whether your office usually receives calls directly from the public or whether the calls are transferring of calls, many organization distribute the phone numbers of individual employees.

Oher than answering the telephone call, taking messages is very important aspect in office work. If the person being called is not available, ask if you can take a message or if the caller would like to have the person's voicemail. Unfortunately, many people do not know how to take the messages. First, always have a pencil and paper available when the telephone rings. Do not say, "wait, I have to get pencil and paper". Taking a message is a standard task when answering the phone so be prepared. Begin writing notes as the caller speaks. It is easier to write information as it is given rather than tying to remember a comment a few minutes later.

Immediately write the required information on a message pad. Some companies use a message pad that automatically prepares a copy of the message. If it is difficult to read your handwriting, write your notes on scrap paper and immediately write the message on the message pad. As soon as the called completed, deliver the message or place the message

where the recipient will pick it up. Telephone messages should include such as a caller's name and please verify the spelling of the caller's name with the caller. Next should include a telephone number, reason for the call, indicate if the person receiving the call should return the call, date of the call, time of the call and lastly, the name or initials of the person who took the call. This is needed if a question arises concerning the call.

3.1.4 Organisational PR Events

Public relations or PR is the actions of a corporation, store, government, indiviual, etc in promoting good will between itself and the public, the community, employees, customers and etc. An earlier definition of public relations, by The first World Assembly of Public Relations Associations, held in Mexico City in August 1978, was "the art and social science of analyzing trends, predicting their consequences, counseling organizational leaders and implementing planned programs of action, which will serve both the organization and the public interest.

Other define it as the practice of managing communication between an organization and publics. Public relations provides an organization or individual exporsure to their audiences using topics of public interest and news items that provide a third party endorsement and do not direct payment. Common activities include speaking at conferences, working with the media, crisis communications, social media engagement, and employee communication.

The European view of public relations notes that besides a relational form of interactivity there is also a reflective paradigm that is concerned with publics and the public sphere, not only with relational, which can in principle be private, but also with public consequences of organizational behaviour. A much broader view of interactive communication using the internet, as outlined by Phillips and Young in Online Republic Relations Second Edition (2009), describers the form and nature of Internet-mediated public relations. It encompasses social media and other channels for communication and many platforms for communication such as personal computer, mobile phones and video game consoles with internet access. The increasing use of the mentioned technologies give the media a democratisation power and thus, aid to the demystification of subject.

Public relations is used to build rapport with employees, customers, investors, voters or the general public. Almost any organization that has a stake in how it is portrayed in the public arena employs some level of public relations. There are a number of public relations disciplines falling under the banner of corporate communications, such as analyst relations, media relations, investor relations, internal communications and labor relations. Most of them include the aspect of peer review to get liability.

3.2 Comparison of Concept and Practical Training

In this subtopic, I will give a comparison between the concepts of training according to the scholars with the nature of work in Chief Minister Department. Therefore, this comparison will touch on the administration in organization, applying 5S in organization, file management and also public relation.

3.2.1 Administrative

As already discuss, the administrative management are the very important topic in which applying in the organization. I have been attached to the Section 7 of the Human Resource Management Unit in which the main functions of this section is to handle on induction courses for the civil servants since their taking the responsibility given by Human Resouce Development and Quality Unit in the year of 2010 and managing the competency test known as *Penilaian Tahap Kecekapan (PTK)*. Although this section is handling on the induction courses and most of the time, the staff in this section are doing an outdoor task in outside the organization, there are also a lot of task need to be done in the office regarding on the administrative.

In the Section 7, the office manager is the one who responsible a lot in managing the task in the office. The responsibility of office manager is handled by Assistant Director Puan Dayang Hajjah Hassanah. She is responsible to take care of the administration management in the organization and also the process flow. Therefore, what can I compare is that during my practical time, the office manager are applying an administrative management concept. Which is firstly is planning. There are a lot of planning that are usually they done. Among the planning that are usually done is, in issuing certificates to the candidates that already joined an induction course. The office manager plan so that, there is no missing certificate when issuing the certificate. It is because, during my practical time in Section 7, the induction

course was held everyweek either at Centre For Modern Management, Regency Rajah Court Hotel, and sometimes outside from Kuching area such as Sibu, Bintulu or Miri. Therefore, the process of issuing a certificate need to make it faster in order to avoid an abondont task. Thus, the office manager will plan, and give a direction to the staff on how to issuing certificate to avoid any problem occuring in the future because they cannot issue it without the confirmation from the State Secretary, YB Datuk Amar Hj Morshidi Bin Abdul Ghani. Other planning that are apply in the organization is that, when there is a new implementation of task, as an office manager, she usually conduct a section meeting and tell all of the staff what they need to do.

Next is about organizing. The office manager have to organize in term of administrative work in order to make the process are efficient and efficiency. This task is not only done by office manager, but all of the staff has been directed on what they need to do, so that the outcome will be positive. Here, the office manager are to make sure all of the task are well organized because an unorganized process will lead to many problems. The office manager has to make sure all of the process in issuing the certificate are well organized in order to avoid a problem occur for an examples misplace the certificate. Hence, what usually office manager do is that, every induction course that was held every week have its own namelist, registration form and also a copy of identity card. Therefore what can be relate to organizing is that, all of the induction course are put into a box and each of the boxes have its own label for future reference.

However, about the directing is that, the job of directing is usually by the Head of Assistant Director which is Mr. Mohamad Bin Arsat. He is the head in Section 7 but the task of directing are given to the assistant director because usually the Head of Assistant Director always attend meeting outside of the organization and attend formal functions held by other department. Directing also can be familiar with the term "leading" usually used in

management theory. The office manager will lead all of the staff to do a work. Therefore, the assistant director will give a direction for all of the staff in the organization to done. As what I can say, during my practical time the office manager direct all of the staff to do a 5S in the store room. She will direct and all of the staff are clearing the store room. It takes about 4 days to make up the store room because need to recycle all of the unuse paper and rearrange the store room in order to make it tidy.

Lastly is controlling. Here, controlling means a lot. Which is to avoid any over spending. The reason why is because, to avoid wastage. It is because, usually the induction done every week, and if the induction are held at the Centre for Management Centre, the office manager need to budget how many people can attend the induction to calculate the budget because at the CMM, each of the candidate need to be paid RM 1000 to the CMM to conduct the induction course for 10 days. The reason why controlling is important is because, to avoid wastage.

3.2.2 Applying 5S in the Organization

Every workplace usually apply 5S in their organization. 5S is from Japan in which to improve the productivity, effectiveness and effiency to the organization. Other than that, it is to ensure all of the worker or staff can work in a peaceful and comfortable environment. During my 5 week practical, Section 7 are also apply 5S in the organization in my last week of practical time. The task is given by Head of Section 7 which is Mr. Mohamad Bin Arsat. Therefore, all of the staff in section 7 work together to do 5S activities especially in the store room. The reason why 5S is important is that, to organize the condition in the office especially in the store toom because in the store room are the place to put all of the file, exam papers and boxes.

Seiri which means cleaning up. Remove all of the unnecessary thing. What can I relate is that, during implementing 5S activities is to clear all the store rooms. Make sure all of the unnecessary thing are removed. We all have to ensure that the used paper are seperated based on its colour either white colour or coloured paper. The purposes of seperating between the white paper and coloured paper are for recycling purposes. Other than that, among the 5S activity is the disposal of past examination sheets and answers. The reason why the examination sheet and answer need to be dispose is because all of the questions and answers are confidential. It is to avoid any problem from occuring.

Seiton means organizing in which to place the things in such a way that they can easily be reached whenever they are needed. However, what can I relate 5S to the organization is that, all of the stationary such as stapler, ruler, file and lot more have its own label. All of the stuff are placed in their own special place, so that it is easy for anyone to use it and find.

Seiso means cleaning in which to keep all of the things clean and polished, no trash or dirt in the workplace. In the Section 7, there are rubbish bin under the table of each staff and also the assistant director. It is to avoid the staff to place rubbish everywhere. Other than that, there is also a cleaner to tidy up all of the dirt. There are one side in the office, which is pantry room. The pantry is the place to put all of the food, water, plate and more. Hence, in the pantry room are the place to wash all of the thing, to serve drinks and food.

Seiketsu are standardizing which mean to maintain the cleanliness after cleaning. This task are actually related to personal awareness with cleanliness. Therefore, it is the responsibility of ourself to maintain the cleanliness in the organization. In which, every staff that are using the plate or any thing in the pantry, need to wash it immediately. The pantry room need to make sure are clean everytime.

Shitsuke means self-discipline in which it is a commitment. A typical teaching and attitude towards any undertaking to inspire pride and adherence to standards established for the four components. Every one need to have self discipline within themselves. In the organization, every one need to develop a self discipline to fulfill all the 5S activity. But somehow, during clearing a store room, there are certain staff escape in doing their work. Thus, this actually show that the staff do not have self-discipline. As a teamwork in the same organization, they should have self-discipline and help each other so that can increase the performance of the organization.

3.2.3 File Management

Filing system are very important in the organization. It is to organize all of the files, letter and any urgent document. Therefore, in the office, there are special area to locate all of the file, paper, confidential letter and any document. The confidential letter are placed in the store room. In the office, there are two side of drawer in order to placed all of the plain paper, coloured paper, envelope, minute sheet, letter head and lot more.

Some of the file at the office have been arranged at one side which near to staff which handling relate to the letter. The file such as a minute sheet in one file, the offer letter that need to be fax to certain government department for their staff to join the induction. The letter need to be kept for future checklist. On the other hand, the filing system in the office are more important on the induction course. It is because every month their will conducting an induction either Induksi Khusus, Induksi Umum or Induksi Umum Khas. Therefore, my supervisor asked me on how to organize to placed all of the namelist, checklist, registration form on every induction course so that it will not mixed up and also can avoid misplace. Then, we come out with the idea which is, every induction course have it's own box or file to

placed all of the detailed such as namelist, registration form and etc. After that, it will easy for us to recheck the namelist or refer if the candidate asked about the induction courses.

In setting up files, firstly is that *file folders*. It has been discuss in previous chapter in which all of the document in file should put in the folder or label. In the organization, what I can see is that the organization has applying the file management for a long time ago. All of the files has been label, because it is easy for them to refer to in future. The induction document placed in other file, it cannot be mixed up with the offering letter to the candidate to join the induction course.

Next is *folder labels*. Usually in the office, they are using folder labels if they need to hand in important document to the Director of HRM or State Secreteriat. Thus, the label is to giving a guide to the director or State Secretariat to look on the important part in which the document that has been label up.

Lastly is *organizing the filing system*. What in the previous discussion said is that, an efficient filing system should contain guides that organize and subdivide the contents of the file drawers. During my practical time, the all of the files are rearranged in the special cabinet in the store room. Other than that, some of the file are placed near the admin clerk for because everyday they need to put inside all of the document and letter. The labeled file folders are placed in the drawer.

3.2.4   Oral Communications

As what has been discuss in previous, every people in the organization either the top management of the lower level management need to have good comunication skills. The good communication skills are very important especially for the top level manager because they are usually a sender of a message or in other word, they will direct the lower level management. If there is no good communication skills, where sometimes the sender are not well in sending the message, it will lead to miscommunication. During my practical time, the oral communication are the important part in which everyday all of the people in the organization will communicate. Either verbal or non-verbal. Thus, a top manager usually have a confidence and shows a good communication skills because they usually give a direction and also faced with many people. Usually, the top manager in the organization will communicate when they give a task to the staff. If the top manager do not have good communication skills, hard for them to get a positive feedback from the staff. Other than that, for the receiver who get the message which is the staff, they also need to know what are exactly the top manager are trying to deliver. Because, if not it will lead to miscommunication.

Answering phone call are one of the element in the oral communication. When I was having a practical training in Section 7, I was assigned by Assistant Director, Mr Zawawi Bin Rambli in Section 7 in which I have to answer the phone call. Mr Zawawi tought me a proper ways in answering a phone call. We have to answer a phone call atleast not more than the third ring. It is because, we cannot make people wait for a long time. It also actually show a good manner when we answer the phone on the first ring, because if people have waited for a long time meaning to say that the people in Section 7 are away from their desk. Everyday I have to answer the telephone call in which usually people from other department asked whether they are selected to join the induction course. Other than that, Mr Zawawi also teach me on how to answer the office phone call. What need to be included when answering the phone call is that,

introduce the Section 7, department name; *"Seksyen Pengurusan Dan Komptensi"* or *"PTK"* and also my own name so that easy for them to called or recognize.

However, in taking a message also are the task that have been given to me during my five weeks practical time in Section 7. Usually, I was the one who taking a message when people are looking for other staff who are usually is not in the office because conducting an induction course. Taking a message need to have good communication skills in which we can see in the previous chapter, there need to clearly received a message from the receiver in order to avoid from getting a wrong information and also lead to miscommunication. Thus, when taking a message, there are a memo pad and pen on my desk to take a message. When someone calling to asked about induction course, what we need to write in the memo pad is that, full name, identity card number, department,he year of they join the department and they office phone number. Later, I will check their name in the system and immediately call them back to make confirmation either they are selected to join the induction course or not. Sometimes, I will take a message when people looking for the Head of Assistant Director or Assistant Director in Section 7. In taking note, I will wrote down their name, phone number and if possible what are purposes they want to talk to the assistant director.

3.2.5   Organizing Public Relation Events

As been discuss in previous topic, public relations is a practice or managing comminication between an organization and publics. However, organizing public relations event is that implementing planned program of action in which will serve the organization and also the public interest. I have an experience in organizing a public relation events during my first week of practical time. The events is about, *"Bengkel Etiket Sosial Dan Penambilan Imej Positif"* by Datin Sharifah Shawati Syed Mohamad at the new Dewan Undangan Negeri Sarawak. The program is organize by Section 3, Human Resource Management Unit. I was assigned to help them to organize the event. All the staff or manager in the Chief Minister Department are welcome to join the program. The purposes of the events to make over the personality of the public servants to a positive image. It is because, some of the top manager such as assistant director, do not know how to proper dress up especially there are among a higher level management should really know how to proper dress up.

Thus, I was assigned to organizing the events. What I have learned in organizing the public relation events is that, firstly we have to invite the host which is Datin Sharifah Shawati Syed Mohamad a TV3 personality. What we need to do is, discuss with her personal assistant how much do we need to pay for the one day talk and what are the available time. After make a confirmation, what we need to do is to booked a venue for the program. The selected venue are at Dewan Santapan Dewan Undangan Negeri Sarawak. We have to check whether the venue are available or not.

Next is that, in organizing the public relation events, we also have to make a booking and order with the caterer. Because during the programs, we provide the breakfast, lunch and high tea.

When it comes on the day of the program, I was assigned to become a commitee to handle on the attendance of the candidate. I have to make sure, all of the candidate need to join the talk on morning and evening session. Other than that, I have to distribute a feedback form to the candidate. The feedback form is to find out the process, satisfaction or any complain regarding the talk organize by Section 3. My experience during organizing the public relation events, I have to confidence because there are a lot of assistant director in other section join the programs. I have to learn a good communication skills and communicate with all of the candidate. Before the programs start, as a committee, we have to come early to do a sound check. We have to rearrange all of the table, chair and the important thing is that to prepare a special area for our guest which is the host. When the program is finish, as a committe we have to make sure all the hall are empty, clean and tidy. Make sure no rubbish left in the hall.

CHAPTER 4

RECOMMENDATIONS

4.0   Introduction

As discuss in the previous chapter, within my five weeks practical training in Section 7 under *Seksyen Pengurusan Dan Kompetensi,* I can see there are strengthness and also at the same time the weaknesses in the organization that need to be improve in order to ensure the effiency and effectiveness of the organization. At the same time, it can help to achieve the organizational goals. In analyzing the performance of the organization, I am using SWOT analysis to see the stengths, weaknessess, opportunities and also threats in the organization.

4.1   SWOT Analysis

SWOT analysis is a strategic planning method used to evaluate the Stengths, Weaknesses, Opportunities and Threats involved in a project or in the organization. It involves specifying the objective of the business venture or project and identifying the internal and external factors that are favorable and unfavorable to achieve the objective. Setting the objective should be done after the SWOT analysis has been performed. This would allow achievable goals or objectives to be set for the organization.

Strengths	Weaknesses
What we are good at, and are doing well.	What we are not good at, and are not doing well.
Oppertunities	Threats
The events and trends favourable to the group	The events and trends unfavourable to the group.

- Strengths: Characteristics of the business, or project team that give it an advantage over other.

- Weaknesses: Is a characteristics that place the team at a disadvantage relative over others.

- Opportunities: The external chances to improve performance in the environment.

- Threats: External elements in the environment that could cause trouble for the business or project.

Identification of SWOTs is essential because subsequent steps in the process of planning for achievement of the selected objective may be derived from the SWOT. First, the decision maker have to determine whether the objective is attainable, given the SWOTs. If the objective is not attainable a different objective must be selected and the process repeated.

The aim of any SWOT analysis is to identify the key internal and external factors that are important to achieving the objective. These come from within the company's unique value chain.

SWOT analysis groups key pieces of information into two main categories:

- Internal factors – the strengths and weaknesses internal of the organization.

- External factors – the opportunities and the threats presented by the external environment of the organization.

The internal factors may be viewed as strengths or weaknesses depending upon their impact on the organization's objectives. What may represent strength with respect to one objective may be weaknesses for another objective. The factors may include all of the 4Ps as well as personnel, finance, manufacturing capabilities and so on. 4P's are product, place, price and promotion. The external factors may include macroeconomic matters, technological change, legislation and socio cultutal changes, as well as changes in the marketplace or competitive position. The results are often presented in the form of a matrix.

SWOT analysis is just one method of categorization and has its own weaknesses. For example, it may tend to persuade companies to compile lies rather than think about what is actually important in achieving objectives. It also presents the resulting lists uncritically and without clear prioritization so that for example weak opportunities may appear to balance strong threats.

However, since the organization that I had my practical training is a government body, therefore it has no external factor that affect the organization such as an opportunities and the threat.

4.2 Stengthness in the organization

In the organization, what I can see as the stength in this organization is from various perspectives. Firstly is that the leadership skills that had been applied within the organization itself. The leadership skills is where it is clearly shown by the *Ketua Penolong Pengarah (KPP)* in Section 7, *Seksyen Pengurusan Dan Kompetensi* which inspired the manegerial line and subordinates to strive for more to success. The KPP has his own charismatic. He still shows up in the office to check on the subordinates. If there is any mistake, he will not scold the staff in the organization but he use his own way by talking face to face to the staff and advice them on what to do. During my five weeks practical training in that organization, I have never seen the KPP get upset at his staff and never push the staff to do too much work and pressured them. The staff still respect him as a good KPP as well as a leader in the section.

Secondly is the span of control. Span of control has been discussed in the previous chapter in which the organizational structure from the top management to the lower level management. Each of them have their own responsibilities. The uses of span of control is good to apply in the organization because each of the people or staff in the organization know their own responsibilties and know what they should do everyday with the directing from the top manager on what they should do. The span of control give the strengthness in the organization because it allow good relationship among all staff with different position in the organization. All of the staff are then easily control by the manager.

Thirdly is that, the team spirit within the organization that tend to give the strengths of that organization. I can see clearly the team spirit within the organization among all of the staff and the manager. They work together to achieve the objective. For example, they they willing to sacrifice the time with their family to go and handle the induction course in other place

outside Kuching area. Every week the staff will go by turn. Thus, here we can see the team spirit among all of the staff in the organization. Other than that, another situation which I can see the team spirit in that organization is where all of the staff work hard in applying 5S in the store room. During the 5S activity, all of the staff as well as the top level manager work together to do the 5S during the weekend in order to avoid intruding the working hours during the weekdays. Here, what I can see is that no matter what position they are in all of them cooperate doing the 5S. This spirit give the strengths of the organization where later it can contribute to the positive environment within the organization. Hence, when the KPP and all of the *Penolong Pengarah (PP)* are involve in such activities, this also show a positive image and give a good example for the staff. Throughout the interrelated task that has been done together with the employees, they have motivated me to work harder for the task givem. The motivation that they showed are very meaningful.

Fourthly, the communication process are contribute to the strengths in the organization. although it emphasizes more on the informal communication but it actually really works. It works as mechanism to create good communication and understanding between the organization members. For I have see, during my practical time, the staff in the organization always asked me to accompany her to send the letter or any other related job. Although it is huge building and we are only a small organization as Section 7 in Chief Minister Department, but all of them know each other and can work together if there is a problem. This show the communication between them are good although they are not in the same section. They still can have good relationship with the other sections, and other department in different level of the building.

Next, print out the certificate is one of my task during my practical time. So, here I can see the certificate that are printed out for the induction course have its own serial number. I can see tha serial number of the certificate give the strengthness of the organization and show the

professionalism of the organization as a body to handle the induction course. The reason why serial number is look so important? It is because, each of the induction course have its own serial number which is used to differentiate the various induction courses that the participants already attended. Thus, the purpose of the serial number is for the reference if there is error in typing the name of the participants and also their identity card number. Other than that, sometimes the participants misplace the certificate thus the use of serial number is to refer back and easy to find data for previous induction course. It is called strengths, is because the organization had prepared a clear guideline on what should do if there is a problem regarding the certificates.

4.3   Weaknesses in the Organization

When there is a strength within the organization, there are also weaknesses in the organization. During my practical time, there are some other factors that might be the weaknesses of the organization that need to be improved in order to ensure the effectiveness and also the efficiency of the organization.

Firstly is the filing system that tends to be the weaknesses in the organization. It is because during my practical time there is no proper filing system in that organization. Sometimes, they mix all of the letter into one file. Thus, it is difficult to find a letter and we need to check one by one in the file. Sometime, they are not sure in which file they put the letter. Hence, there is also weaknesses regarding the filing system in which the data about the participants who join the induction do not have proper filing system. In which, when I got a phone call during my practical time, there are some of the candidates who already attended the induction course but did not have the certificate. So, I have to check the attendance list during their induction course. Due to the improper filing system, it made it very difficult and took a long time to check one by one whether the person had already attended or not the induction course or not. This case happens regularly until my supervisor, Mr Zawawi Rambli proposed to have a proper filing system to place all of the documents related to the induction course. Only after that, it is easier to find the documents but just refering to the list outside the file box to get what we need.

The second weakness in the organization is the late in issuance of certificates. Here, the certificates are very important to all of the participants who had joined the course. It is for the confirmation in their position and also to get promotion. Thus, they need to have the certificates as soon as possible. The *Kursus Induksi Umum Khas* is specially for those who have not attended the induction course but already work for a long time. And for those who

will retire, the certificate is important for them to get a pension later once they retired. Thus, all of the certificates need to be printed out and signed by the State Secretariat. Therefore, there is a big problem where usually people call and asked when are we going to issue their certificate. The proof is where, the staff in Section 7 have to collect all of the certificate with different courses and send it together to the State Secretariat (SS) to sign. The total certificates that I have collected is more than 1500 and send to the SS and waited for him to sign each of the certificate. Only after SS have signed the certificates, then the certificate can be sent off to the candidates. Usually the participants have to wait for a minimum 3 to 4 months to get their certificates. Hence, it become the weakness of the organization especially in handling the induction course.

Thirdly, the weakness in the organization is there are no proper record management system. During my practical training, the weakness part is where in the organization do not have a proper record system to list down all of the names of the participants who have already attended the induction courses. Sometimes, the record of namelist are printed out and are not put into a file, and sometimes the record of the name list are still in the computer. It is difficult to find and wasting time to search for the name as we have to check therecord in computer or the printed out of the name list.

4.4   Recommendations

In order to improve the performance of the organization, therefore the recommendations are needed since there are severel weaknesses that I experience during my practical training time. However, for the strengths of the organization, there is also have ways to improve its efficiency.

4.4.1   Recommendation for Organization Strengths

1. Leadership skills

The leadership skills are one of the strengths in the organization in Section 7. Therefore, as a top manager in the organization, he need to maintain the attitude as it will give a good examples to all of the staff in the organization. A good attitude will motivate all of the staff and make them feel comfortable to work in the organization.

2. Span of control

In this organization, they are using a proper span of conrol in which all of the staff can deliver the task given to them without any problem. The upper line manager tend to give an example to all of the staff in order for them to learn a new thing. What need to be improve is that, the use of span of control can create a positive environment in the work place where the staff can work professionally. During my practical training, the use span of control create so many positive impact and also can make the process flow run smoothly. Using a proper span of control, every staff were given tasks in which they know what their daily task are.

3. Team spirit

The team spirit are really important especially when related to organization. It is because, a good team work will be able to create a positive environment in the work place. Therefore, in Section 7, they need to maintain a team spirit in order to continue a positive envrionment in the workplace. Thus, they need to add up several programs among all of the employee or staff

in the organization to increase the level of team work among staff in the organization. They can create a program such as family day, dinner or any other outdoor activities so that each of them can be involve in such activities and at the same time can increase a positive relationship with each other and also increase the level of team spirit.

4. Communication process

During my practical training, almost all of the staff have a good communication skills especially the KPP or PP in the organization. In which, a good communication skills actually shows a positivive image of people. Therefore, for those who have a problem in public speaking, or problem in communicating with other people, the organization have to organize a program for training and development of their employee. Which is, to increase the level of communication of the employee or staff who have a problem to communicate with others.

4.4.2   Recommendations for Organizational Weaknesses

1. Filing system

In the organization, they need to have proper filing system or file management in order to organize all of the documents and data. This is important is to avoid misplaced all the important documents and data. In Section 7, they should have a proper filing system to ensure the effectiveness of organization process. Thus, there is some filing system that the organization can use in order to improve the file management in the organization

2. Certificate issuance

In *Seksyen Pengurusan Dan Kompetensi*, one of their task is to issuance the certificate for the induction course. Since they have been issuing the certificate for a long time, sometimes they do make a mistake and that contributed to the weaknesses in the organization. Thus, in order to improved they should come up with new step or new agenda to avoid any mistakes in issuing certificates. The weaknesses is where in Section 7 there is always a problem in issuing

a certificates such a taking a long time in giving a certificates to the candidates who already joined the induction. The recommendation for this problems is that, a KPP of Section 7 may request from the State Secretariat to initial the certificate early, in which all of the certificates that have been printed out already have a signature of the SS. So that when the time they issue certificates, they do not have to wait for the approval from the SS to sign the certificates.

3. Proper record management

This is one of the weaknesses that I see in the Section 7. Usually, in this section they tend to misplace the records of the induction course. This will lead to the weaknesses of the organization. As a manager in the organization especially the one in handling induction course, they need to be aware of such a problem. Therefore, they should come up with several solution regarding this matter. Among the recommendation they can use is that, prepare a proper record management system to placed all of the data and document regarding the induction. Let us say if they want to save it in the computer, they need to have soft copy in case the computer get virus and all of the important data are gone. They can placed it in the soft copy in the CD. Other recommendation is that, they can print out all of the document and important data and put it in one file or folder. So that, if there are any problems, they can easily find the data and refer to it.

CHAPTER 5

CONCLUSIONS

5.0   Conclusion

As a conclusion, I am satisfied in having practical training in the Human Resource Management (HRM) under the Chief Minister Department as all of the staff and manager are treated me nicely and give more knowledge and teach on several thing that I usually learn in the books and can practic it in the working place. From the chapter 1 what I can conclude is that, in this department there are eight section in which I am doing my a practical training in the Competency Level of Evaluation Management Section. The vision of Human Resource Management (HRM) are 'a leader in human capital transformation of the state civil service' and the mission of HRM are 'we take the lead in managing human capital towards a high performing organization'. Here, the organization are trying to fulfill the vision which is using the eight sections where all of the function have its own goals and lead to the HRM vision and mission. Among the organizational goals are first class mentality workforce, happy and highly productive workforce, first class delivery system and good governance. From my opinion, I think the HRM can almost achieve their organizational goals whereby all of the staff in the organization are hardworking and instructed by the *Ketua Penolong Pengarah* in every section. The prove that this organization can show their efficiency and their effectiveness when we see that there are a new policy in the client charter. The objective of the HRM are firstly is to ensure that the Sarawak State Civil Service is competence and balance. Here, competence and balance means that all of the employees or workers in the State Government organization are able to compete with each other in a positive way and lead to a successful. The second objective of HRM is developing skills by conducted the induction which is held by section 7 for the new civil servants and other programs conduct by HRM to develop skills

of the employees. The third objective is that in delivering the excellence services. In which this third objectives shows that the HRM are delivering their services to other organization that need their services. The fourth objective are optimizing abilities and lastly is achieving high performance.

In the chapter two is the schedule of my practical training during my practical time in HRM within five weeks. As in the first week, all the staff in HRM welcomed all of the practical students including myself. I was introduced to the matters regarding the eight sections under HRM including the nature of work, all of the mission, vision, objectives and goals of HRM. Later I was sent at the Section 7 and my supervisor is Mr Zawawi Rambli, the one who tought me everything regarding the working environment as I was not know anything about working environment until I had my practical training in that organization. In the first week, I was given an opportunity to join the other section under HRM in the DUN to conduct the programs especially for the training and development of all employees or staff under HRM. During the second week, I was introduced by Mr Zawawi to the actual task in Section 7 regarding the main activities of that section which is conducting an induction courses for all civil servants in State Government. This is my new experience as I was not familiar with the induction courses because in our previous subject, office management we also study topic on induction but only briefly explain it without knowing the actual process of the induction. I was also given another opportunity to join the staff in section 7 to conduct an induction course at Rajah Court Hotel. It was suprising that the induction courses are not like what I expect. During the third week, I was assigned to do a several task such as faxing, issuing certificates and answering the phone call. I am glad because I am joining Mr Zawawi to the Centre for Modern Management for the induction course. During my last week in the organization, all of Section 7 are celebrated my last day and there is a ceremony for the practical students in Section 7.

However, in chapter 3 I explained on the work done during my practical training. In chapter 3 it explain each of the work done in detail. It discuss of the training and also the task during my five week practical training time at Section 7 under the HRM. I am doing an administrative during most of my practical training, and Awang Nasfuddin who were appointed at the same section were given a task in conducting an induction courses and most of the time will follow our supervisor, Mr Zawawi to look at the process of induction courses. The function of administrative management are setting for on objectives for an organization and ensure that these objectives are achieved as economically as possible. The first responsibiluty of professional management is internal to the organization. The internal responsibilities handle by the office manager in the organization. In the Section 7, office manager is Dayang Hajjah Hassanah have the authority to assist all of the staff in the section 7 to do the administrative task in the organization. As the office manager, she need to have the management skills such as planning, organizing, directing and controlling. The role of office manager is to foster internal coordination throughout the organization as well as to coordinate the external relationship to mess with the internal requirements with a minimum of conflict and disturbance. Other than that, during my practical training, I also have experience in applying 5S in the organization as before only learn in theory without practice it. The 5S is from Japan, "seiri, seiton, seiso, seiketsu and shitsuke". 5S is to organize a work space for efficiency and effectiveness by identifying and storing the item used, maintaining the area and items, and sustaining the new order. It is a structured programs to implement the workplace organization and standardization. A well organize workplace motivates people. It also help to improves safety, work efficiency, improves the productivity and establish a sense of ownership. The 5S means clearing up *(seiri)*, organizing *(seiton)*, cleaning *(seiso)*, standardizing *(seiketsu)* and self-discipline *(shitsuke)*. During my practical training time, we are conducting 5S activity, assisted by our office manager which is Puan Dayang in order to

reorganize the internal organization so that all of the employees may able to work in a new environment and enhance the self-discipline for each of the employees or staff. All of the staff are participating in applying a 5S activity including the manager and our KPP, Mr Mohamad Hj Arsat. This actually shows that team work during my practical time because the top level manager also joined in reorganized the internal organization and applying the 5S. The file management is also among my task during practical training time. In which, I was assigned to take care of the candidate who are joining an induction course details. Each of the induction courses held have its own serial number and also file to placed all of the documents and details of the candidates. Other than that, I learn the new thing during practical training which is oral communication because before this we do not know the way to communicate with people and many more. Therefore, during my practical training, I need to learn a new skills in communicate with all of the staff in the organization, and the most important thing is I was taught by my supervisor on how to answer the phone call in politely. All of the employees, regarding of the type of level of their position, need excellent oral communication skills.

In the chapter I discussed the opinions and recommendations about the strenghths and also the weaknesses in the organization. As what I can see during my practical training, there are a lot of strenghts in the organization which show the efficiency of the organization and can achieve the organizational goals and objective. As the strengthness in the organization, what I can see is as the strengthness in the organization is that the leadership skills shows by the KPP of Section 7. He is a good leader which can motivate all of the staff or employees. Sometimes, he can be a good friend with each of the employees and have his own charismatic skills in gives an opinion and advices to all of the emloyees. The second strengths in the organization is that, span of control in the organization where is all of the employees and staff in the organization have their own responsibilities and have their own task. The third strengthness in the organization is that, the team spirit within the organization especially in Section 7. I can

see there is a high level of team spirit when all of the staff in the Section 7 together join the 5S sctivity during weekend and have to sacrifice their weekend just to complete the 5S activity. Another strengthness in the organization is that the communication process. How the people in the organization can communicate with each other. They tend to have a good communication with all of the staff or employees not only in section 7 but in other section also they tend to have a good relationship eventhough in different unit or section. Therefore, as there is a strengths in the organization, they need to develop it to increase the level of the strengths to show the good productivity in Section 7. As there is also a weaknesses in the organization. From what I see during my practical training in Section 7, there are also several weakness in the organization that need to be highlighted so that they can improve to show that they can achieve the organization goals and objectives. The weaknesses are filing systems, in which there were no proper filing system and result in simple task become difficult because usually they forget in which file they put the important document. Another weakness in the organization is that, issuing a certificate. There is always having a problem in issuing a certificates to the candidates that have already joined the induction and sometimes have to wait for more than three month to issuing a certificate. Thus, they need to take a several action in order to reduce the waiting period for the people to get the certificates. The last weakness that need to be highlighted is no proper record management. Which is in the organization, they do not have a proper record for the people that already joined the induction course. Sometimes they put the record in the computer and sometimes they print out the data and put it in the file. Thus, this become the weakness in the organization.

Therefore, I am satisfied in doing my practical training in HRM and having Mr Zawawi Rambli as have supervise me many things regarding the working environment and motivate me on how to become a good employees and have a good relationship with other people when have a job after graduating. I would recommended my friends to have a practical training in

HRM because it will introduce us to the office management in practically as before we are only learninf office management in theories such as recruitment, staffing, induction, training and development, and a lot more. All of these are under HRM and I am so lucky because I was able to know the procedure and process of conducting an induction courses.

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APPENDIX

KPP, Seksyen Pembangunan Organisasi dan Audit
KPP, Seksyen Pengurusan Perjawatan
KPP, Seksyen Pengurusan Perkhidmatan dan Kerjaya
KPP, Seksyen Kemudahan dan Keistimewaan
KPP, Seksyen Penyelidikan Sumber Manusia dan Pengurusan Sistem Maklumat
KPP, Seksyen Pengurusan Kompetensi
KPP, Seksyen Pengurusan Disiplin dan Integriti

JEMPUTAN KE BENGKEL ETIKET SOSIAL DAN PENAMPILAN IMEJ POSITIF

Dengan segala hormatnya saya merujuk perkara tersebut di atas.

2.   Adalah dimaklumkan bahawa Unit Pengurusan Sumber Manusia akan menganjurkan Bengkel Etiket Sosial Dan Penampilan Imej Positif pada tarikh, masa dan tempat seperti berikut:

Tarikh	: **19 Mei 2011 (Khamis)**
Masa	: **7.30 pagi (Pendaftaran)**
Tempat	: **Dewan Santapan, Dewan Undangan Negeri Sarawak**
Pencerarnah	: **Datin Sharifah Shawati Syed Mohamad**

3.   Objektif utama bengkel adalah bagi meningkatkan pengetahuan dan kemahiran etiket sosial serta mempelajari secara praktikal bagaimana menampilkan diri secara professional dalam pelbagai majlis.

4.   Sehubungan itu, pihak kami menjemput tuan/puan untuk mencalonkan **3 orang pegawai keutamaan kepada gred N27 keatas (lelaki & wanita)** di seksyen masing-masing untuk menghadiri bengkel tersebut.

5.   Bersama-sama ini dilampirkan aturcara program dan borang penyertaan untuk tindakan tuan/puan selanjutnya.

Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"
  " AN HONOUR TO SERVE"

(SHARIFAH ROHANA BINTI DATU WAN ALWI)
KPP, Seksyen Pengurusan Pelanggan
Unit Pengurusan Sumber Manusia

Ruj.   :53/2053/A/JLD.14
Tarikh   : 4 Mei 2011

s.k. Pengarah UPSM

TENTATIF ATURCARA

BENGKEL ETIKET SOSIAL DAN PENAMPILAN IMEJ POSITIF

DISAMPAIKAN OLEH DATIN SHARIFAH SHAWATI SYED MOHAMAD

19 MEI 2011 (Khamis)	
MASA	**PROGRAM**
07.30 am	Pendaftaran
08.30 am	Visual Impact
09.45 am	Minum pagi
10.00 am	Communication Skills
10.45 am	Image Make Over
12.45 pm	Makan Tengah hari/rehat
2.00 pm	Image Transformation
3.10 pm	Sosial Etiquette
4.00 pm	Minum Petang
4.15 pm	Dining Etiquette
5.00 pm	Sesi Soal Jawab

BORANG PENYERTAAN

BENGKEL ETIKET SOSIAL DAN PENAMPILAN IMEJ POSITIF

Nama pegawai (Gred N27 keatas) yang akan menghadiri program :

BIL	NAMA	JAWATAN	GRED

Borang Penyertaan ini hendaklah dikembalikan / difaks **pada atau sebelum 10 Mei 2011**.

Seksyen Pengurusan Perhubungan Pelanggan (CRM)
Tingkat 11 Wisma Bapa Malaysia
93502 Petra Jaya
Kuching
No. Faks   :   082-440033
Pegawai untuk pertanyaan: Puan Rosnah: 448240/Mohd. Reza :498250

SENARAI NAMA PEGAWAI UNIT PENGURUSAN SUMBER MANUSIA (UPSM) DAN DEWAN UNDANGAN NEGERI (DUN) YANG MENYERTAI BENGKEL ETIKET SOSIAL DAN PENAMPILAN IMEJ POSITIF

UPSM

Seksyen 1

BIL.	NAMA	JAWATAN	JANTINA
1.	Dany ak. Neb	Ketua Penolong Pengarah	P
2.	Norliza Eileen	Penolong Pengarah	P
3.	Low Suk Foong	Penolong Pengarah	P
4.	Abdul Khalid b. Kiprawi	Penolong Pegawai Tadbir	L
5.	Masnah bt Narawi	Penolong Pegawai Tadbir	P
6.	Mohd. Azahar Fatallah	Pembantu Tadbir	L

Seksyen 2

BIL.	NAMA	JAWATAN	JANTINA
1.	Hajjah Hamdiah bt Bakir	Ketua Penolong Pengarah	P
2.	Junaidah bt Jemain	Penolong Pengarah	P
3.	Dayang Maskamala Abg Saibi	Penolong Pegawai Tadbir	P
4.	Dayangku Safinah	Penolong Pegawai Tadbir	P
5.	Andre Ajin	Pembantu Tadbir	L
6.	Aliyanawati bt hiri	Pembantu Tadbir	P

Seksyen 3

BIL	NAMA	JAWATAN	JANTINA
1.	Julina Ho	Penolong Pengarah	P
2.	Salina bt. Sakuan	Penolong Pegawai Tadbir	P
3.	Sofia bt Edmund Innu	Penolong Pegawai Tadbir	P
4.	Nazarudin	Penolong Pegawai Tadbir	L
5.	Abdul Healee b.Bujang Seran	Pembantu Tadbir	L

Seksyen 4

BIL	NAMA	JAWATAN	JANTINA
1.	Sharifah Rohana bt Datu Wan Alwi	Ketua Penolong Pengarah	P
2.	Rosnah bt Ahmat	Penolong Pegawai Tadbir	P
3.	Fifi Kharunnisa	Pelatih LPKS	P
4.	Rajali b. Seh	Pelatih LPKS	L
5.	Mohd. Rezza b. Ali	Pelatih LPKS	L
6.	Albert Romy ak. Topit	Pelatih LPKS	L

Seksyen 5

BIL	NAMA	JAWATAN	JANTINA
1.	Semawi Haji Mohd	Ketua Penolong Pengarah	L
2.	Tracy Evon	Penolong Pengarah	P
3.	Hasanah Bt Bujang	Penolong Pegawai Tadbir	P
4.	Sabtuyah Bujang	Pembantu Tadbir	P
5.	Carol ak. Chukit	Pembantu Tadbir	P
6.	Hariono b. Sadiman	Pembantu Tadbir	L
7.	Connie ak. Kendu	Pembantu Tadbir	P
8.	Farah Aina b. Abdul Razak	Pelatih LPKS	P

Seksyen 6

BIL	NAMA	JAWATAN	JANTINA
1.	Siti Azzila bt Abdul Taip	Penolong Pegawai Tadbir	P
2.	Hong Bee Lan	Pembantu Tadbir	P

Seksyen 7

BIL	NAMA	JAWATAN	JANTINA
1.	Dyg Hassanah Hj Abg Abu Bakar	Penolong Pengarah	P

Seksyen 8

BIL	NAMA	JAWATAN	JANTINA
1.	Vannessa Rani Marican	Penolong Pegawai Tadbir	P
2.	Kim Min Far	Sukarelawan	P

DUN

BIL	NAMA	JAWATAN	JANTINA
1.	Supian Tarmizi b. Haji Mohd Tazuddin	Pemangku Setiausaha	L
2.	Pele Peter Tinggom	Pemangku Timbalan Setiausaha	L
3.	Magdelan Nangkai	Pegawai Tadbir	P
4.	Siti Norhiza bt Mohd. Yusri	Pembantu Setiausaha Pejabat/Setiausaha Pejabat	P
5.	Zainab bt Haji Aini	Penolong Pegawai Tadbir	P
6.	Shafika bt Suhaili	Penolong Pegawai Tadbir	P
7.	Hanisah Abdullah	Prmbantu Sctiausaha Pejabat/Setiausaha Pejabat	P
8.	Faridah Bt Bakeri	Penolong Pegawai Tadbir	P
9.	Mary Kueh Woon Sim	Pembantu Perpustakaan	P
10.	Hajah Zubaidah bt Haji Sahari	Pembantu Tadbir Perkeranian /operasi	P

JADUAL PROGRAM

BENGKEL ETIKET SOSIAL DAN PENAMPILAN IMEJ POSITIF

DISAMPAIKAN OLEH DATIN SHARIFAH SHAWATI SYED MOHAMAD

19 MEI 2011 (Khamis)	
MASA	**PROGRAM**
08.00 am	Pendaftaran
09.00 am	Visual Impact
10.30 am	Minum pagi
10.45 am	Color Analysis
11.30 am	Dining Etiquette & Social Etiquette
1.00 pm	Makan Tengah hari/rehat
2.30 pm	Communication Skills
3.15 pm	Image Makeover (Men & Women)
4.00 pm	Minum Petang
4.15 pm	Image Makeover (How to tie a tie)
5.15 pm	Sesi Soal Jawab

UNIVERSITI TEKNOLOGI MARA

PERPUSTAKAAN TUN ABDUL RAZAK
JABATAN PERANCANGAN DAN PEMBANGUNAN PERPUSTAKAAN (JPPP)

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Telephone No. (Office / handphone)

Fakulti/Jabatan/Bahagian: FSPPP
Faculty / Division / Department

E-mel (*E-mail*): nonieh@uitm.edu.my

Tarikh (*Date*): 28/5/24

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Types of Material (Please mark √)

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2. Laporan Penyelidikan (*Research Reports*)
3. Projek Pelajar (*Student Project Reports*)
4. Jurnal (*Journals*)
5. Buku (*Books*)
6. Projek Keusahawanan (*Entrepreneurship Projects*)

7. Laporan Tahunan (*Annual Reports*) ✓
8. Kertas Seminar/Persidangan (*Seminar/Conference Papers*)
9. Prosiding (*Proceedings*)
10. Buletin (*Bulletins*)
11. Skor Muzik (*Music Scores / Musical Composition*)
12. Lain-lain (*Others*) : _____

MAKLUMAT BAHAN (*Information of Materials*):

Bil. No.	JUDUL BAHAN / Title	HARDCOPY		SOFTCOPY	
		Judul	Naskhah	Judul	Naskhah
1.	Annual report				
2.					
3.					

* Sila sediakan lampiran sekiranya ruangan yang disediakan tidak mencukupi (*Please provide attachment if necessary*)

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Head of Division / Department Signature
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