



UNIVERSITI TEKNOLOGI MARA
KAMPUS KOTA SAMARAHAN

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)

ADS666 PRACTICAL TRAINING

CHIEF MINISTER DEPARTMENT

PREPARED BY

HARWINDA BT HARIONO 2011904453

UNDER SUPERVISION OF
MADAM NADRAWINA BINTI HAJI ISNIN

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Harwinda Bt Hariono
Bachelor of Administrative Science and Policy Studies (Honours)
Faculty of Administrative Science & Policy Studies
Universiti Teknologi MARA, Kota Samarahan

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CHAPTER 1 INTRODUCTION

1.0 A BRIEF HISTORY

a) James Brooke Era

Sarawak Civil service was first known as Sarawak Administrative Service (SAS) established by James Brooke when he was given the territory of Sarawak in 1841. In proclaimed Rajah of Sarawak. Introduced by Rajah James Brooke, Sarawak Administrative service and the from Brooke relatives that were 1864 are Post Treasury department with a number of staff by only 4 Europeans and 2 Malays (Sarawak Government, 2013) Arthur Crookshank was among the early European officers. He was the 2nd Chief Secretary from 1846-1873 (Sarawak Government, 2013)

b) Charles Brooke & Pre-Independence Era

Rajah Charles Brooke introduces new administrative structure when he took over the region from his uncle, Rajah James Brooke on 3rd August 1968 as the second Rajah of Sarawak.

c) Post-Independence Era

In 1966, it moved to the building up Bangunan Seketeriat was taken over by *Yayasan Sarawak* on 23 November 1976. Simultaneously, Sarawak Civil Service operates in *Wisma Bapa Malaysia* until now (Sarawak Government, 2013).

d) Early 90's

Following the reorganization of the office Secretary on 1 November 1995, the office known establishment starting with "Human Resource Management", headed by a Director and is responsible to TSUK (Human Resources). JKM dynamism continues to prevail with the restructuring of the organizational structure five years thereafter (Sarawak Government, 2013).

e) Year 2000's Era

Then, on August 25, 2001, was born the Human Resource Management Unit. Human Resource Management Unit, headed by a Director, is divided into eight (8) sections. Those sections are Organization and Audit Section, Personnel Management, Service Management & Career Development section, Customer Relationship Management Section, Facilities and Privileges Section, Human Resources Research & Management System, Competency Management Section, and Discipline and Integrity Section (Sarawak Government, 2013).

1.1 VISION, MISSION AND SHARED VALUES OF SARAWAK CIVIL SERVICE

The mission and vision of Human Resources Management Unit is applicable to all 8 Sections. The purpose of erecting mission and vision is to unify the objectives of the 8 Sections so that the work process can be standardized across all of the Sections.

1.1.1 Vision

A world class civil service

1.1.2 Mission

Our mission is to deliver excellent service through high performance teamwork

1.1.3 Common Shared Values

Based on the website (Sarawak Government, 2013), the organization proposed the following common shared values:

- Integrity
- Kind and Caring
- Professionalism
- Sense of Urgency and Ownership
- Team Spirit
- Result-Oriented

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1.2 HUMAN RESOURCE MANAGEMENT UNIT, CHIEF MINISTER DEPARTMENT

1.2.1 Background of Human Resource Management Unit

On August 25, 2001- was born the Human Resource Management Unit. Headed by a Director, is divided into eight (8) sections. Those sections are Organization and Audit Section, Personnel Management, Service Management & Career Development section, Customer Relationship Management Section, Facilities and Privileges Section, Human Resources Research & Management System, Competency Management Section, and Discipline and Integrity Section.

1.2.2 Vision

Leaders in Human Capital Transformation in the State Civil Service

1.2.3 Mission

Our Human Capital Management Leader toward a High Performance Organization

1.2.4 Shared Values

- Integrity
- Kind & Caring
- Professionalism
- A Sense of Urgency & Ownership
- Team Spirit
- Results Oriented

1.3 FUNCTION OF ORGANIZATION

The functions of Human Resources Management Unit as whole can be divided into 10 functions (Table File, Organization Background, p.12). The functions within the division will be distributed across 8 Sections. Each section is designed to function according to their specialization. Each will also dependent upon each other e.g. Organizational Development & Audit Section is dependent on the Information Section for updating database of information in order to function properly.

The first function is to review and improves the existing organizational structure. This function is under the main responsibility of the Organizational Development & Audit Section. The second function is planning human resource requirements for each agency. This function is under the Recruitment Section. The third function is to monitor the status of filling the vacancies. This responsibility mainly lies with Organizational Development & Audit Section. The fourth function is to manage the recruitment and appointment of State civil servants. The fifth function is to maintain and manage budgets, holidays, facilities, information, awards and records of public officials. The sixth function is to monitor the establishment and update of the Departmental Council of Public Services. While the seventh function maintain and update the State Civil Service, Statutory Bodies and Local Authorities Personnel Management System (PMS), HRMIS and e-Signature. The eighth function is to manage and execute the affairs of the examination and the State Public Service Induction Course. Also every Section in Human Resources Management Unit has their own scope of work and functions assigned to them. The scope of work within the Sections in Human Resources Management Unit is the subsection also known as team that has its own function within section.

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1.3.1 Functions of Section 1, Organizational Development & Audit Section

| Scope of Work | Functions |
|------------------------------------|---|
| Restructuring & Reinforcement Post | <ul style="list-style-type: none">• Examine strategic agency's action plan.• Examine changes, function, scope enlargement and agency's responsibilities.• Identify need of restructuring post.• Helping agency to prepare suggestion paper for MMKN/JPA. |
| Post Management | <ul style="list-style-type: none">• Updating & verifying post data.• Check vacant post for recruitment, promotion, transfer & ACNL.• Prepare estimate book for annual revenue & expenditure. |
| Scheme Service | <ul style="list-style-type: none">• Examine, analyze & certify new service scheme from JPA to be used by PAN.• Implement "tukarlantik" members of PAN.• Give advice regarding service scheme. |

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1.3.2 Functions of Section 2, Recruitment Section

| Scope of Work | Functions |
|--|---|
| Recruitment (State Civil Service) | <ul style="list-style-type: none">• Jurisdiction under the recruitment of Grade 17 & below only. |
| Recruitment (State Secretary of Sarawak) | <ul style="list-style-type: none">• Jurisdiction under the recruitment of Grade 27 & 41 only. |
| Appointment | <ul style="list-style-type: none">• Temporary Appointment• Appointment by Borrowing• Appointment by Contract• Retirement by compulsory• Retirement by optional• Pay Rise Reward• Resignation & release with permission• Penan Volunteers |

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1.3.3 Functions of Section 3, Career Section

| Scope of Work | Functions |
|---|--|
| Promotion and Performance Evaluation | <ul style="list-style-type: none"> • Check on every details/form that required for a promotion <ol style="list-style-type: none"> i. CMO (P) 1/08 ii. Performance Evaluation Report iii. Asset Declaration Form iv. Loan Education v. PANS • Offer letter to the officers |
| Job Transfer | <ul style="list-style-type: none"> • Process job transfer for the state employees • Request by the employees or instruction by upper management • Prepare a proposal for job transfer (sign by Director, approval from SUK and TSUK) |
| Confirmation in the Position, Extension Time of Probation, Pension, Acting and Covering | <p>Acting and Covering</p> <ul style="list-style-type: none"> • Process, review and revise things relate to acting and covering. <p>eg: head of department, director and deputy director</p> <ul style="list-style-type: none"> • Approval for officers in state for acting and covering • Duration must be within 6 months working days <p>Confirmation Team for Permanent Position</p> <ul style="list-style-type: none"> • Process all the declaration by HOD for all officers in Sarawak : |

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| | |
|--|---|
| | <ul style="list-style-type: none"> - Confirmation - Extension of probationary period • Submit name list of the officer to discipline team • Grade 26 & below and Grade 27 & above |
|--|---|

1.3.4 Functions of Section 4, Shared Services Section

| Scope of Work | Function |
|---|---|
| Human Resource Policy | <ul style="list-style-type: none"> • Human Resource Policy Manual Book |
| Administration (Communication, Policy, Financial & Security) | <ul style="list-style-type: none"> • Registry and Record (Communication Flow) • Security • Telephone (HRMU) • Admin & Financial |
| Corporate Services (Event Management, Customer Service, Meetings, Industrial Training & 5S) | <ul style="list-style-type: none"> • Customer relations – e.g. HR call centre, industrial training & teambuilding • Event management & meetings • 5S (6 Thinking Hats) |
| Transformation (PANS/HRMU, Quality & Innovation) | <ul style="list-style-type: none"> • Talent management (sectional work plans, targets & implementation) • HR workshop • MS ISO 9001:2008 (UPSM) • 5S (UPSM) & Star ratings (UPSM) • Implementation of Mycompass (Balance Scorecard)/Webcalendar |

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1.3.5 Functions of Section 5, Benefits Section

| Scope of Work | Function |
|----------------------|--|
| Leave and allowances | <ul style="list-style-type: none">• Process leave application• Medical treatment allowances application• Process loan application |
| Account | <ul style="list-style-type: none">• Process salary• Process payment for Medical bills• Voucher Journal• Audit• Prepare budget for allocation• Payment process |
| Award | <ul style="list-style-type: none">• Application for 'Anugerah Kebesaran Negeri/Persekutuan, Anugera Tokoh/Pegawai Contoh'• Held ceremony for ' Pingat Perkhidmatan Setia'. |

1.3.6 Functions of Section 6, Information Section

| Scope of Work | Function |
|-----------------------|--|
| ICT | <ul style="list-style-type: none">• Monitor/ renovation/ repair applications used in Unit Pengurusan Sumber Manusia system |
| Training | <ul style="list-style-type: none">• HRMIS project management• IMPIAN |
| Statistics and Record | <ul style="list-style-type: none">• Produce statistics related to human resource• Record management and personnel• Maintain and update information |
| Benefits | <ul style="list-style-type: none">• Record entry of letter and documents• Record letter and document out• Typing documents |

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1.3.7 Functions of Section 7, Training Section

| Scope of Work | Function |
|-----------------------------|---|
| Pre-confirmation | <ul style="list-style-type: none">• Confirmation Exam (PPANS)• KPSL Exam• Mind Transformation Program |
| Competency Development | <ul style="list-style-type: none">• Policy• Training• LDP, CFCD |
| Personal Development | <ul style="list-style-type: none">• Personal Support Program (PSP) |
| Capacity Building Graduates | <ul style="list-style-type: none">• Consist of CBG Secretariat• Manage and handles CBG |

1.3.8 Functions of Section 8, Discipline Section

| Scope of Work | Function |
|------------------------|--|
| Disciplinary procedure | <ul style="list-style-type: none">• Monitor and handle Sarawak Civil Service disciplinary cases. |
| Integrity | <ul style="list-style-type: none">• Monitor the execution of <i>Pelan Integriti Nasional</i> (PIN)• Organize talk and event regarding Integrity |

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1.4 Human Resource Management Unit Client Charter and Quality Policy

1.4.1 Client Charter

Human Resources Management Unit are committed in managing human resources in effective, efficient and practicing excellence work culture and high integrity for the customer's satisfaction (Table File, Section Information, p.7). The table below show the client charter of the Human Resources Management Unit. The Human Resources Management Unit's customers are Sarawak State Civil Service employees, employees of State Statutory Bodies in Sarawak, employees under Local Authority in Sarawak, Sarawak State Government Council and civilian (Table File, Section Information, p.12).

| | |
|--|---------------|
| Application for optional retirement for Sarawak State civil service 's employees | 180 Days |
| Filling of vacancies under the jurisdiction of the State Secretary | 90 Days |
| Certificate for verification in the office of the Sarawak State Civil Service employees | 14 Days |
| Acknowledge receipt and channeling action on customer complaints | 30 Minutes |
| Retirement papers for all employees of Sarawak State Civil Service permanent and pensionable | 14 Days |
| Ensure vehicles and equipment loan application | 7 Days |
| Results / Practical PTK for sharing | 90 Days |

Table1. Retrieved from Table File –Section Information, p.7

1.4.2 Organizational Development Objectives

There are 3 objectives of Organizational Developments that can contribute to the vitality of Human Resources Management Unit in their role to ensure the quality of service rendered by UPSM to others agencies or departments (Table File, Section Information, p.14).

The first objectives are to build optimum capacity within Sarawak State Civil Service in line with its expansion through restructuring exercise and recreation of new posts for organization under the States Government. The restructuring and creation of new posts purpose is to ensure the organizations are in up to date state and to increase their performances that is to reduce the time consumed in administration.

The second objectives are to make certain the data collections are accurate and can be used by human resource department. It involved detailed examination on post details to ensure the information is up to date so that errors can be reduced.

The third objectives are to ascertain that the Service Scheme used by the states government is suitable or relevant with the current needs of civil servants in Sarawak. The scheme needs to be relevant as to promote the welfare of civil servants and as incentives for them to provide better performances in their job.

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1.5 QUALITY POLICY OF HUMAN RESOURCE MANAGEMENT UNIT

Human Resources Management Unit is committed in managing human capital in an effective, efficient and practicing excellence work culture and highly integrates for the satisfaction of the customer (Table File, Section Information, p.6).

This can be achieve through every Department/Agency within Sarawak State Civil Service have organize structure that is well prepare and systematic with optimum parallel to the organization's current mission and objective. Also management recruitment and appointments are made in a transparent and fair to render professional service and quality. Human Resources Management Unit is able to authentication certificates in the post, the extension of the trial period within given deadline and managed pension status on time as required.

Since time management is important for every organization, official event management conducted efficiently and systematically. Realizing the importance of human development, members of the human resources management unit gets continuous training and guidance to ensure they are fit for the task. For every decision from the staff in the unit, the facility application will be given within the time as required.

The implementation and practical examination of civil servants is properly managed and organized. Also continuous improvement an effort is made to ensure continues quality of service rendered by Human Resources Management Unit.

The management discipline and integrity implemented accurately and in compliance with the regulation on which the servant is employed.

1.5.1 Quality Objectives of Organizational Development and Audit Section

The Objectives of Organizational Development & Audit Section is the key targets use to measures the effectiveness of the quality through Key Performance Indicator (KPI). The purpose of setting the objectives is to improve the services/task done by Organizational Development & Audit Section (Table File, Section Information, p.14).

The first objectives of Organizational Development & Audit Section is to guarantee the first suggestion draft commenced by departments or agencies under the State's Government are examined, analyzed and noted within the period of two (2) months.

The second objectives is to make sure that first discussion with departments or agencies under the State's Government is conducted within period of a month after the first suggestion draft are examined, analyzed and noted.

The third objectives are to certify every suggestions paper resubmitted by departments or agencies to be revised and commented within one month from the date of submission.

The fourth objectives are to request general warrant for positions for every employees employed under the States government from States Financial Secretary (SUK) within period of one month from the dateline of approval from Sarawak State Government Council (Source: Human Resource Management Unit, Sarawak Chief Minister Department website, <http://www.hrm.sarawak.gov.my/portal2>).

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1.6 WORK VALUES

Mutual Core Values in UPSM (Table File, Section Information, p.6) are values core held by all Sections in UPSM. The 6 Core Values are:

- Integrity
- Kind & Caring
- Professionalism
- A Sense of Urgency & Ownership
- Team Spirit
- Results Oriented

Also the staffs in Organizational Development & Audit Section are provided with booklet title Leading Human Resource Management. The work Ethics Code or Work Ethics Code for Sarawak States Civil Servant (Leading Human Resource Management, p.21) comprises of 3 main components which are values, ethics, and excellence.

1. Values

- Truth
- Trust
- Integrity
- Just
- Fortunately
- Innocent
- Responsibility
- Accountability

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- Discipline
- Dedication
- Diligent and hard working
- Prudent
- Modest

2. Ethics

- To perform tasks and responsibilities with remarkably, efficient and effective.
- To fulfill definitive requirement of time and standards.
- The protection and preservation of government's properties.
- To put ahead public interests from self interests.
- Not to abuse authority and rank.
- To remain neutral in politics. Therefore civil servants should not taking sides on political side when they are entrusted with promoting public interests.
- Maintain the good image of organization.
- Civil servants should not accept or instigate corruption practice.
- Understand the rights and limitation within General Orders and regulations.
- To avoid behavior that is against moral values although it is not an offence within the regulations and legal framework.
- Practicing good deeds although it has no intention to do so.
- Believed and entrust that good deeds will bring rewards.

3. Excellence

- Having vision.

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- Professionalism.
- Team work.
- Creative and innovative.
- Self-development.
- Self-elegant.
- Good impression.

12 Pillars is 12 values and work norms that can create Civil Servants that put into practice the values of high ethics and morality in performing the task (Leading Human Resource Management, p.25). The 12 values are:

- i. Appreciation of time.
- ii. Diligently can guide success.
- iii. The satisfactions in performing duty.
- iv. Distinguished moderation.
- v. High personal standards.
- vi. The strength on good deeds.
- vii. The influence of good example.
- viii. The obligation to perform duty.
- ix. Prudent wisdom.
- x. The importance of tolerances.
- xi. Talent enchantment.
- xii. The pleasure of innovation.

(Source: Leading Human Resource Management)

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1.7 ORGANIZATION CHART

DIREKTORI PENGURUSAN UPSM 2013



DR. RAZALI BIN ABON
PENGARAH



MOHAMAD BIN HAJI ARSAT
PEGAWAI TADBIR KHAS



1



2



3



4



5



6



7



8

KETUA PENOLONG PENGARAH

| | |
|---|--|
| <p>1 SHARIFAH ROMANA BT DATU WAN ALWI SEKSYEN PEMBANGUNAN ORGANISASI</p> <p>3 SEMAWI HAJI MOHAMAD SEKSYEN KERJAYA</p> <p>5 FATMI HAMBALI SEKSYEN KEMUDAHAN(MEMANGKU)</p> <p>7 FANG TZE CHIANG SEKSYEN LATIHAN</p> | <p>2 S.ALMAH JOBELI SEKSYEN PERJAWATAN</p> <p>4 DESMOND ANAK DOUGLAS JERUKAN SEKSYEN KHIDMAT GUNASAMA</p> <p>6 ZULKIPLI ISMAIL SEKSYEN MAKLUMAT</p> <p>8 HAJI MOHAMAD LOTFI BIN HAJI TUAH SEKSYEN DISIPLIN</p> |
|---|--|

TARIKH AKHIR KEMASKINI
PADA 02 OGOS 2013

(Sources: Human Resource Management Unit 2013 Organization Chart.

<http://www.hrm.sarawak.gov.my/portal2>)

CHAPTER 2 SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

During 5 weeks of my practical training in Organization Development Section of the Human Resource Management Unit at the Chief Minister's Department, I have been exposed to the core functions of the section such as the grade and position of each staff and officer. Besides that, I also learned about the supporting functions of the section such as organizing a meeting, office administration, record keeping, filing and five star rating. Therefore, in this chapter, I will summarize my daily training activities extracted from the practical training log book according to the core functions and supporting functions of the section which I am attached to.

2.1 WEEK 1 (JULY 22ND - JULY 26TH)

In the first day, on 22 July 2013, I attended my practical training under ADS666 at Human Resource Management Unit, Wisma Bapa Malaysia in Kuching. I arrived at 7.30 a.m and gather with other practical students at Wisma Bapa Malaysia lobby at 8.00 a.m, after make sure all the member arrived, we go to level 10 at Multipurpose Room 1 to meet the person who in charge us during our practical time. There are 9 practical student including me from Bachelor Administrative Science and only one student UiTM from Bachelor of Business Management (Marketing). Since the person who is responsible in charge us, Mr. Desmond Douglas Jerukan are still not in the office yet because he need to attend the event which is the opening for exhibition 50 years of Sarawak Independence. Therefore, Miss Marina who is assign by Mr. Desmond to give us a little brief about dress

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code during working hours at JKM, working hour and other rules and regulation at JKM. At 10.00 m, there are briefings by Mr. Zawawi assistant director of HRMU. He brief a little bit of HRMU vision, mission and mention of 8 section including nature of work at HRMU. By knowing know little bit about UPSM, it help me to know what the HRMU function, roles and so forth toward the states and nation.

At evening around 2 pm, the person who responsible in charges us during our practical, Mr. Desmond Douglas Jerukan had explained more about the practical training project task. What project we need to do that needed to present it at the end of our practical time. After that, we discuss on what we interested on which help Mr Desmond to assign us to section that related to our interest. Since I interested on doing chart, so Mr. Desmond had decided to assign me to section 1 which is Organization Development.

The meeting ended at 4.30 pm Mr. Desmond bring me to level 11 which section 1 are located and introduce me to KPP of Section 1, Madam Sharifah Rohana. This Section is under Madam Sharifah Rohana Bt. Datu Wan Alwi with the scope of works can be divided into 3 scope; i) Restructuring & Reinforcement Post, ii) Post management, and iii) Scheme Service. After Mr. Desmond hand over me to Madam Sharifah Rohana, she introduced me to all the staff in section 1.

On the second day of my practical training, at 8.00 am, there are meeting held at Multipurpose Room 1. The objective of these meeting is to discuss about the exhibition of 50 years Sarawak Independence. Mr. Desmond encourages is to go there since it will us to gain more knowledge on Sarawak administrative from history until now, what Sarawak had achieve, the economy involve and many more. We also discuss bout what time we should go and the transportation. There are 10 of us going to the exhibition. During the

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exhibition, I gain a lot of knowledge about Sarawak especially before and after independence. Therefore, I can see that, Sarawak is now more toward achieving toward the developed country in year 2020. We arrived at office at 2.00 p.m. There's meeting held by Mr. Desmond which he want to discuss bout what we gain from the exhibition. After that, we discuss on our project. We decided to choose the topic which is '5 star rating'. On these projects, we need gather all the information and data regarding our topic. Not only that, we need to get cooperate on each section to get their section information. At 4.00 pm, Mr. Desmond brings us to level 11 to show and explain to us about SCS1020 and organization chart of HRMU.

For the third day in the morning, I had called by Mr. Donny (a person who appointed by Madam Sharifah Rohana to in charge and evaluate me) to discuss the task which I need to be finish during my practical time. I had been explain what important of adding and reducing those position that required. Not only that, I learn a new term which sound unfamiliar to me since it only common in these section. Learning those term help me to understand more on what they talk about. What I need to do is, to key in the data of the officer name in charge and their position in each department in chart. The chart had been ready. What I need to do is, to updating it base on Estimate Book Not only is that, these tasks important as it can help Mr. Donny to evaluate my performance in JKM. I start my task in the morning. I need to fill the name and position of the officer in Kuching, DUN and TYT. I used Microsoft Excel to do the projects. At afternoon, there are a meeting held with all UiTM practical student at multipurpose hall 1. The meeting was lead by Richmond and assist by Noor Azyra which also a secretary. During the meeting, the group member gives me a softcopy about information of 5 Star Rating which needed for our project that we already choose yesterday. We also delegate the task according to the section we

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assign so it makes us easier to know and understand well. (e.g. - myself from section 1, so I responsible to do the topic relate to section 1)

In fourth day of practical training, I continue with the project which given by Mr. Donny yesterday. I do it until it finishes during lunch hour. After that, I need to print it out and give it to Mr. Donny, to be check. At 3.00 pm, Mr Zawawi gives a brief regarding public speaking. Each of us must get ready with one interesting topic to be presented after Eid. The topic must be present in 5 minute and it cannot relate with politic, personal and sensitivity etc. After the briefing regarding public speaking given, Mr Zawawi invited Miss to explain about filing system. There are lot new thing about filling system I learn from here. For an example, for IN letter (from other organization to UPSM) we used red pen. While for OUT letter (HRMU to other organization) we used black or blue pen. When writing front page of file, we cannot use liquid paper when erase a mistake. What we need to do is, we replace with new file. Not only that, all letters in front page of file must be capitalized. Before this, HRMU use printed material to write the information in front page. But due to new filling system, HRMU using handwriting. When UPSM received and sent the letter, we need to arrange the 1st letter start from back. All of this information in filling process needs to be followed.

In the morning at the fifth day, we all introduced to all staff of section in UPSM by Miss Marina. At 11.00 am, we start our filing activities at Multipurpose Room 1 which lead by Miss Roslin. Whatever we not clear regarding filling system, we can ask her since yesterday we don't have enough time to ask Miss Vanessa. We apply all the application that been teach yesterday. At 4.00 p.m, Mr Zawawi visits us to see our progress. Either we can do it within a faster time or not.

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2.2 WEEK 2 (JULY 29TH- AUGUST 2ND)

On the first day of second week, I proceed with the project which given by Mr. Donny. In the afternoon, I had called by practical member to go level 10 to continue with filing system process. Completing all the filling system is important as it was one of requirement to achieve 5 star rating. Before we go home, we send log book to Mr. Desmond to check it.

On the second day of second week of our practical training, I start my day with proceed the work I done it and finish it before lunch hour. Before I hand over to Mr. Donny, I check it for the second time to ensure there's no error on the chart I done. After that, I sent it to Mr Donny. However, there are several items I need to correct. The data in the book are not up to date and Madam Rohana needs to check it by the system. At 2.00 pm, I discuss with Akhmalia on how to do 5 Star Rating presentations. What we need to do and what should we put in the slide show presentation.

On the Wednesday, which is the third days, all of us are preparing the slide show for this presentation which is held on Friday. Every person are doing their part and I had assign to doing 2 part in these presentation. When we prepare the slide show, we need to refer to desk files to get more information. Desk fails is a fails where its contain responsibility of each staff in UPSM. Richmond as a group leader, assign me to book the projector from section 6. On the fourth day, we combine all 5 entrust of slide show on what we already done. Every of us had go through all the slide show to make sure it all correct and finalized it. We also decide our group name and motto. For our group name, we choose Titanium. Since Titanium is a strongest metal so, we want to be Titanium which is strong in term of all aspect strong. Strong in term of teamwork, mental, physical, environment change and etc.

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The next day, we attend the meeting of HRM unit. The main meeting is to introduce a new director of HRMU. Dr. Razali Abon. During the meeting, there are few things he shares with us. After the meeting with the new director finish at 10 am, we set up the equipment for our mock presentation. Every of us need to present their own part which had been assigned before the day of presentation. There is several comments we get from Mr. Desmond. First, we don't have to explain all the Chief Minister Department. What we need to do is, only focus on HRMU. Others we can briefly explain. Secondly is, during the presentation, if the member had problem in explaining their own part, other member need to help him/ her. Thirdly is, when other re explaining in front, do not playing with the phone and focus on the presentation. And the last comment is, team member need to introduce the name of their members name. After the mock presentation finish, there are postmortem about our presentation in order to improve more and make some change on what is important or not important for our project. Before we go back to our office at 3.30 pm, we receive a letter from UITM regarding our holiday we applied. UITM gave us 3 days of Hari Raya Aidilfitri holiday.

2.3 WEEK 3 (AUGUST 5TH- AUGUST 9TH)

We start our Aidilfitri holiday from 5 August until 9 August.

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2.4 WEEK 4 (AUGUST 12TH- AUGUST 16TH)

On 12 August, we came back to work after 3 days holiday and had given a task to search and look for extra information which related for our group project on 5 Star Rating. On the second day of week four, we start discuss on our project. During lunch hour, we are going to open house Tuan Haji Luffi. (Assistant Director of section 8- discipline) and visiting other friend. At 2.30 pm, we going to office and discuss some matter on what need to improve for our project. The next day, we were focusing on doing our project group. Mr. Desmond told us, we need to focus KISS concept.

K- Keep

I- It

S-Simple

S-Short

On the fourth day in week 4, we discuss and share the idea on what the important elements for our project. We analyze and include the SWOT analysis for our project. A tool that identifies the strengths, weaknesses, opportunities and threats of an organization. Specifically, SWOT is a basic, straightforward model that assesses what an organization can and cannot do as well as its potential opportunities and threats. The method of SWOT analysis is to take the information from an environmental analysis and separate it into internal (strengths and weaknesses) and external issues (opportunities and threats). Once this is completed, SWOT analysis determines what may assist the firm in accomplishing its objectives, and what obstacles must be overcome or minimized to achieve desired results. The last day in the week 4, I continue with the project assigned by Mr. Donny.

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2.5 WEEK 5 (AUGUST 19TH- AUGUST 23RD)

On the Monday morning, our supervisor, Mr. Desmond told us, where will be 21st dinner of HRMU. All of us, practical student will be part of decoration committee and will involve in performance. Richmond and Ammar start to design and decorate banner for the dinner. For the girls, we and other UNIMAS practical students discuss on what we want to perform during that night. After get the consent from all the member, we decide to the dance performance. On the second day of week 5, Mr. Donny assigns another new task which related to organization chart N41. In the evening, we practice for our dance performance with UNIMAS student. On Wednesday morning, we got instruction from Mr. Desmond to go to Four Point Sheraton Hotel to decorate the stage during lunch time. Before we go to the hotel, I need to complete some task given by Mr. Donny to print and hand over it. Since there have a little time before we go, we do some rehearsal for our performance so there is no mistake during tonight dinner performance. At 8pm, the dinner gets started. In the fifth day of week 5 practical training, another task had given by me to be completed. What I need to do is to key in all the data correctly in the chart. I need to do organization chart and fill it with the name of the officer with the pencil. By fill it by the pencil, it can easily corrected. The position I need to fill is the officer those in grade N41 and N44. The real responsibility is carrying out task. If the position is filled wrongly, it has tremendous effect. In the evening, I need to complete the logbook and send it to Mr. Desmond to be check. In the fifth day of week 5, I give a completed organization chart to be check and corrected by Mr. Donny. Since there is no mistake to be corrected, I had given another task relating to organization chart by Mr. Donny.

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2.6 WEEK 6 (AUGUST 26TH- AUGUST 30TH)

This week is the last week of our practical training. In the morning, we gather latest information with all the group member. I meet Madam Alice from Information Section to get extra information that needed for these Thursday presentation. For the second day of week 6, I get new task from Mr. Donny. It is my last task given by Mr. Donny before my practical training with JKM ended these Friday. After that, we work on our project for 5 Star Rating. In the evening, we have meeting with team member regarding our project. On the Wednesday morning, we prepare our last presentation before our real presentation on 5 Star rating with our supervisor Mr. Desmond. At 3 pm, I get the projector from Information Section before the presentation start. After the presentation, Mr. Desmond gives several comments so we can correct it before actual presentation. There are few comment from Mr. Desmond. First, we need to do the arrangement of the slide. Secondly, we need to standardized all the slide, font and etc. Thirdly, when we do presentation, we need have eye contact. Eye contact is important in order to ensure the audience stays focus to the presentation. And lastly is no need to say morning if the leader already said it in the opening of the presentation. On the fourth day of the week 6, this is our actual presentation. We prepare all the broacher, slideshow softcopy and hardcopy. We need to check again the slide show either it had a mistake or not. At 9 pm, Madam Nadrwina, our supervisor for this practical report has arrived at level 10. After preparing all the things, we start our presentation. During the presentation, we void to do some mistake like yesterday. After the presentation finish, Madam Nadrawina and Mr. Desmond give a comment on what we have done. Overall, they satisfied with our presentation. On the next day, on Friday which is a last day for our practical training, we done nothing. All we do is

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completed the log book and report. We get invite to come for dinner which appreciates us as practical student.

2.7 SUMMARY FOR THE WHOLE PRACTICAL TRAINING

As a practical student, I have learned many lessons during my practical work in Human Resource Management Unit as I can absorb what I have learned in the class to the work. It shows how I can learn something new in a new environment of work and how work has been done in there. Besides that, I can manage and divide my time between the work and also the proposed project that need to be done on time. This is where the teamwork is needed as we can finish the report on time. Moreover, I can see and understand how the cooperation happens between the employer and employer which they can manage it without arising into the problem.

Moreover, in this practical training, I can see what are my strength and weakness that will help me in the future. I also have been introducing into the 5 star rating which was our main title for proposed project and it will help to evaluate and rate the performance of specific categories of Public Sector agencies. I also have meet new people and being introduced to other section in Human Resource Management Unit in order to learn their task and duties. This is all the advantage that I get from having the practical training and enjoying all the fun that I get from there.

CHAPTER 3 ANALYSIS

3.0 INTRODUCTION

During my six weeks practical training at Section 1 Organization Development, Human Resource Management Unit, I had been attached to Section 1 of the Human Resource Management Unit. The main function of the section is to review and improves the existing organizational structure.

However, in these this chapter, I will focus on 5 Star Rating. 5 star rating is the proposed project by Mr. Desmond to us, all the UITM practical training. This title have been choose by us in order to know how the performance of specific categories of public sector agencies been evaluate and rate. By doing so, we can manage ourselves in order to prepare lot of information and also make analysis towards this project by visiting each section in Human Resource Management Unit as a tool to identify Star Rating. This chapter will focus on Star Rating,

3.1 PURPOSE OF 5 STAR RATING

The purpose of Star Rating is as a mechanism to evaluate and rate the performance of specific categories of Public Sector agencies. Our former Prime Minister has recommended the implementation of Star Rating in the Cabinet Meeting on 2 February 2005. Later on, the Special Cabinet Committee on the integrity of Government Management (JKKMKPK) Meeting chaired by our former Prime Minister agreed on the Star Rating implementation proposal which was on 1 December 2006. On 8 February

2007, the Panel for Improving Public Administration (PANEL) Meeting has decided to implement the Star Rating for the purpose of rating the excellence of Government agencies towards improving public service delivery. Based on the suggestion from the Secretary General and Head of Service Meeting on 22 January 2008 and also based on the observation from Malaysian Administrative Modernization and Management Planning Unit (MAMPU) Star Rating Inspectorate Team during the implementation of the Star Rating evaluation.

MAMPU has taken steps to strengthen the ministry's Star Rating evaluation criteria for the year of 2008. "The 5- Star Rating was introduced by MAMPU for all Chief Minister's Offices throughout the country. The assessment is from the aspects of management and it will be reviewed every three years," said State Secretary Tan Sri Datuk Amar Mohamad Morshidi Abdul Ghani.

In year 2012, the Sarawak Chief Minister's Office has been awarded a 5- Star Rating by MAMPU. Sarawak was the first chief minister's offices in the country that had obtained the recognition apart from Pahang and Melaka.

3.2 RATIONAL

The impact of the changes brought about by the globalization process is not limited to economic, social and political institutions of a country but a major impact on government administration and service delivery of public sector agencies. Reinforcement the country's institutional and implementation capacity is one of the main thrusts of the National Mission in order to boost national competitiveness.

Globally, various international organizations issuing the rating report on the national competitive in accordance with certain areas. These include reports such as the World Competitiveness Yearbook (Institute for Management Development), Global Competitiveness Report (World Economic Forum) and the Annual Report Doing Business (World Bank). Findings based on the indicators used in these reports influence the decision of investors and traders in determining their preferred destination for investment and trade. The performance of the public administration machinery also affected a country's competitiveness ranking.

In line with this, the government agencies should strive to strengthen governance and service delivery systems, respectively. The Government has already introduced reinforcement in helping government agencies improve the performance of their service delivery. Rating based on Star Rating is an integrated mechanism to measure performance of government agencies towards creating a high-performance culture across the entire public sector.

3.3 OBJECTIVES

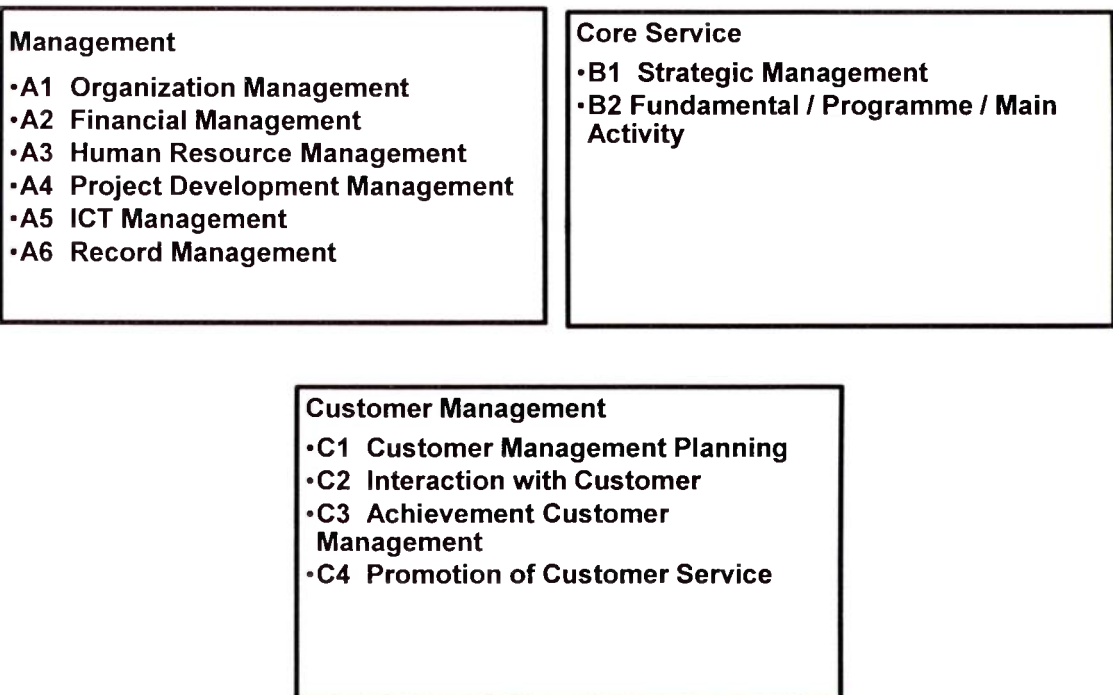
The main objectives on the implementation of Star Rating are as follows:

1. Assess and measure the performance of government agencies to ensure the delivery of public sector services are outstanding level.
2. Give recognition to the agencies that have demonstrated high standards of governance and continuously improve the quality of service.

3. Promote healthy competition among public sector agencies in the practice of organizational management and effective service delivery.

3.4 EVALUATION ASPECT

There are three component of 5 Star rating which is management, core service and customer management. There are several evaluation aspect in every of the components. The evaluation aspect illustrated as follows:



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Therefore, as we is at the Human Resource Management unit, we are focusing on component A whereby human resource management is one of the evaluation aspect in the management as shown in the figure above. In the aspect of the human resource management itself, there are several elements that must be fulfilling by organization. The evaluations are shown as follows:

| | |
|-------------|--|
| A3.1 | Fundamental/Strategy of HRM |
| A3.2 | Management Panel of HRM |
| A3.3 | Succession Planning |
| A3.4 | Recognition/Appreciation |
| A3.5 | Supervision Values & Ethics |
| A3.6 | Counseling Programme / Motivation |
| A3.7 | HR Information |

3.5 PATHWAY OF HRM TOWARD REALIZING THE 5 STAR STANDARDS

Human Resource is an important element in any department as it will determine effectiveness of the organizations performance. A good human resource management will help to achieve the organization objectives without any obstacles.

In order to maintain the 5 Star Rating in UPSM, they have come out with many alternatives. Firstly, they focused on the element of Strategies of UPSM which mainly divided into 3 elements which are:

- I) Elements of Human Resource Strategic Plan
- II) The coverage of program and strategy based on HRSP
- III) Implementation of program or activity based on HRSP

3.6 FUNDAMENTAL/ STRATEGY OF HRM

Elements of Human Resource Strategic Plan The Sarawak Chief Minister Department use the Human Resource Management Plan 2011-2015 (HRMP2011-215) and SCS 10-20 Action Plan as their guide in order to achieve and maintain 5 Star Rating that they have achieved since year 2011. The HRMP 2011-2015 is based on the six thrust of the transformation strategies of CM Department which are;

I) Setting up strategic goals

HRMP plays important roles in order for this department to achieve the vision, mission and goal of the department as the HRMP will be used as guidelines that need to be followed by the department.

II) Ensuring the organization competency

The capacity that exists in this organization must be enough so that all challenges that will be faced to achieve the mission, vision and goals can be handled and overcome systematically.

III) Managing quality worker

Creation of human capital with first class mentality will help the organization to achieve their target as this human capital will give 100% effort in delivering their work.

IV) Develop competency worker

The development of good work ethic will lead to success as any task and responsibilities given to the staff can be completed efficiently.

V) Managing performance, recognition and award

This can be created by implementing the performance management system so that the effectiveness and the efficiency of the workforce can be boost up and this will create a competitive environment among them.

VI) Development of high performance working culture

Maintaining good administration based on positive value and high performance work ethics will create a high performance working culture in the organization and this will enhance the productivity of the organization.

3.7 PROGRAM AND STRATEGY BASED ON HR

There are programs and strategies that have been implemented based on the HRMP and it is divided into three elements;

- I) Recruitment
- II) Training
- III) Recognition

3.7.1 Recruitment

For recruitment, this department has their own specific method in searching top talent and to recruit them certain criteria must be considered such as the CGPA, psychometric evaluation, and presentation skills. Besides, there is also evaluation on the written examination conducted by this department in order to search for the best talent to fill any available position so that they can contribute to the department of the organization and it will help to achieve the vision, mission and goals of the organization.

3.7.2 Training

The training program is divided by this department to all the staff. Training program is important because it helps in providing skills and information to the staff. By attending training courses, it will also help the staff to boost up their abilities and skills in performing their task and job. The training program that are provided such as;

- I) Strategic Leadership Training Program
- II) Government and Public Policy Exposure Program
- III) Professionalism Development Program
- IV) Self-Esteem Development Program
- V) Quality Management Initiative Program

3.7.3 Staff Recognition

Recognition is one of the ways to appreciate the employee that give their support and commitment to the organization. So, in Chief Minister's Department, they give the recognition to the staff by giving award. The implementation of the staff recognition is shown by giving the award "Employee of the Year" during Civil Service Day. The recognition given to the staff will make them to become more proactive and competitive in delivering their works. Besides that, the recognition will also help to motivate the staff so that the productivity of the work can be increase.

3.8 HUMAN RESOURCE DEVELOPMENT (HRD) PANEL MANAGEMENT

Sarawak Chief Minister's Department is always committed to become a world class organization. That is why each policy and program is made to meet the human resource aspects that have been prescribed under reference of Human Resource Development

Panel Management. Among the programs are recruitment, positioning, career development and training.

3.8.1 Human Resource Development (HRD) Panel Management Discussion Aspect

All aspect of Human Resource of Chief Minister's Department which is recruitment, positioning, career development, training, recognition and award are discussed in HRD Panel Management. There is small committee that will be responsible for the discussion aspect. They will conduct a meeting to discuss the aspect.

3.8.2 Implementation of Training Needs Analysis (TNA)

At Chief Minister's Department, TNA has been done in a systematic ways whereby it involves whole committee in Chief Minister's Department. TNA has been done under the Competency for Career Development (CFCD) that has been introduced since 2011.

At the same time also, HRD Panel Management also take an action to compile the Competency Profiling for the whole employees of Chief Minister's Department. The purpose of Competency Profiling is to analyze the needs of TNA that will be use to improve the training and development program under CFCD.

3.8.3 Training Operation Plan (POL) Implementation Percentage

The implementation of POL is depends on the POL by year. On 2012, the total suggestion training program was 57 but the total implemented training program was 54. So, to calculate the percentage, the total of implemented training program will be dividing with the total suggestion training program and then times by 100%. The total percentage of POL for the year is 95%.

3.8.4 The Implementation of “7 Days Training Basis”

Sarawak State Civil Service do not adopt the “7 Days Training Basis” that required training atleast 7 days in a year for the employees. Chief Minister's Department have their own ways in order to train their employees. Since 2012, Chief Minister's Department adopt the “42 Hours Training Basis”. They focus more on hours than days. One days atleast 6 hours of training that need to be attend by the employees. 42 Hours Training Basis only be apply on 2013 based on Circular Perj. Bil. 16/2013 dated on August 1 2013.

3.8.5 POL Implementation Observation Mechanism

Each of Programme Proposal that have been received will be evaluate by Suggestion Evaluation Panel. After that, the Programme Proposal been recommended by the Review Panel, it must get approval from the Human Resource Management Director. Later on, each of the training program that has been approved shall be obtained the Service Order before the training program being implement. Each program that has been carried out must be accompanied by a training program evaluation report prepared by Centre for Modern Management (CMM). Other issues that related with training will be observe also by the Training Committee and Human Resource Development State.

3.8.6 Evaluation of the Level Competency Before and After Attending Training

The Course Effectiveness Evaluation Form is use to evaluate staff competency levels before and after attending the training. Employees will attend courses required to complete the form. Meanwhile, the Supervisors are required to complete the form which is within three (3) months under the supervision of officers that returning from the course. In order to improve the level of competency of staff, the Chief Minister Department has

introduced the Competency Profiling. This is to evaluate and close the competency gaps through training needs analysis. And today, the mentoring program is being implemented to improve the competence of work and achieve Individual Development Plan officials.

3.8.7 Implementation structures and mentoring programs

The Chief Minister Office has implemented the Mentoring programs. The implementation of this program was carried out in a systematic manner that based on Mentoring Programs Guidelines. The used in a mentoring mechanism is as a mentoring programs implementation guideline of State Civil Service, Implementation of flowchart, Mentor-mentee agreement, Mentee development plan and mentoring Log Book.

3.8.8 Range Level Mentoring Programs

In range level mentoring programs, the Chief Minister Office employee's that involved are the workforce who are less experienced in the tasks entrusted to them, whose performance needs to be improved, new employees, those workers who are newly promoted and new appointment. There are variety methods of mentoring, including mentoring in Group Mentoring and Peer Mentoring.

3.9 ASSESSMENT OF EFFECTIVENESS OF MENTORING PROGRAMS

The effectiveness of these programs is assessed through the log book. In the log book, the mentee is required to post reflections on the things that are discussed with the mentor. Next supervisor will review the entries in the log book. He later will come with comments or suggestions for the mentee's improvement.

3.10 SUCCESSION PLANNING

There are three aspect to be evaluate is the succession planning structure for strategic positioning, implementation of the nurturing leadership skill program and evaluation on the effectiveness of the nurturing leadership skill program.

For the succession planning structure for strategic positioning, state government used term of Continuity Planning to replace the Succession Planning as it has been stated through Sarawak Civil Service 2010/2020 (SCS) Action Plan. This term identify and develop Human Resource continuously to ensure they are ready for the main position. SCS 10/20 purpose is to be the World Class Civil Service, where in year 2011, SCS introduced the lab concept to gather the best ideas and thoughts on talent management. The outcomes and result from labs helped provide the journey of transformation with greater focus and drive. There are several processes in SCS Continuity Planning Model:-

- i. Identify the strategic position
- ii. Develop the Job Competency Profiling
- iii. Identify superior performance
- iv. Create Individual development program
- v. Implement Individual development program
- vi. Observe, Evaluate, Identify and Implementation

As for the implementation of the nurturing leadership skill program, the program is to develop and nurture the leadership for the strategic position that has been implemented. In year 2012, there are various program such as learning process, training, courses and seminar in order to maintain cooperation in national and international level. In UPSM,

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some of the officers have been sent to the activities or program where they need to be expose on the management and leadership skills. There are 15 strategic positions have been clarify at Chief Minister's Department where there are 2 State Secretary and 13 Director of each units. Besides, UPSM have their committee which is called as Search Committee. Their function is to recommend a qualified officer for the strategic position.

For the evaluation on the effectiveness of the nurturing leadership skill program, HRM did the evaluation because every officer that has been joining the program will be given an evaluation form in order to identify the effectiveness of program.

As a conclusion, these three aspects must be followed in order to achieve 5 Star for the department.

3.11 RECOGNITION/ APPRECIATION

Reward and recognition may help to boost both intrinsic and extrinsic motivation of personnel. Therefore, HRM take seriously the matter regarding reward and recognition toward those personnel. This is important to encourage the personnel to give their full commitment and dedication toward their duties and hence give better services toward the public.

There are specific guidelines for HRM to give reward and recognition toward their staff or personnel. For example, the official ceremony which were held at Kota Samarahan Civic Centre last Monday and Tuesday dated 26th August 2013 and 27th August 2013 to give rewards and recognition to those whom eligible and are selected to receive the awards. These including those personnel that have give their best effort in providing services to the public as well as their job duties. Specific guideline such as the usage of Article 60 Public Service General Order 1996 and public service progress circular 2002.

State Honorary Award bestowed the person with the title of Pehin Sri. Meanwhile, Panglima Negara Bintang Sarawak will give the person title of Dato' Sri. Public servant that have been in the service for 25 years will be entitled for Service Loyalty Medal which eventually will help the receiver to becoming more productive as he/she have been appreciated. For those whom didn't receive any medal, the personnel are given the certificate as appreciation.

Recognition including celebration of birthday party as well as the welcoming and farewell party for the personnel. This is to ensure that every staff was appreciated fairly without the concern of their ranking and status. Motivation can be cultivated if the

department show how much their empathy toward their own personnel. Productivity and quality of work may be uplifted if the personnel felt that they are appreciated by their department and this will lead to the increment of quality of services.

3.12 SUPERVISION VALUES & ETHICS

According to online oxford dictionaries, values refer to principles or standards of behavior; one's judgment of what is important in life. While, ethics refer to moral principles that govern a person's behavior or the conducting of an activity. In order to successfully achieve the five star rating, there are two programmed that been highlighted to be evaluated which is Organizational Integrity Plan (PIO) and Integrity Governance Committee Chief Minister (JKTUJKM).

PIO which refer to Organizational Integrity Plan (PIO). This program be implemented in year 2012 and it plan for a period of time until 2016. Chief Ministry Department anchored Integrity, Good and Caring, Professionalism, Accountability and Instant Action, Teamwork and Achievement Oriented. Several programs have been implemented to achieve each of the goals outlined in the PIO and the review and implementation status will be monitored from time to time.

JKTUJKM refer to Integrity Governance Committee Chief Minister was founded in 2011. In 2010, the Social Welfare Department to act as the secretariat to the Committee on State Governance (JKTUKN). Thus, the existence of Organizational Integrity Plan (PIO) and Integrity Governance Committee Chief Minister (JKTUJKM) will be able to ensure excellent quality workforce and integrity.

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The supervision of values and ethics in every management is important because emphasizes values and ethics and integrity at the human resource department itself and chief minister department as a whole. Besides, it will ensure a conducive working environment hence integrity in the administration can be achieved if public officials prioritize discipline and ethics in performing their duties. This meant not only to avoid any distortion but also protect the image and reputation of Chief Minister Department.

3.13 COUNSELING PROGRAM

Chief Minister always takes proactive action to help citizens in need of counseling. Through motivation and counseling, public servants will always be guided to improve productivity and performance. For officers who are delinquent, including those with low performance and not committed to his duties and responsibilities, counseling can help change their attitudes to be more positive.

Human Resource Management Unit has been dealing with Psychology Management Division, Public Service Department to obtain a qualified psychologist officer. Placement in the Human Resource Management unit is to manage matters related to psychology programs in the State Civil Service. Existing officer has been appointed as part-time to handle cases of counseling if needed.

In 2012, the Human Resource Management Unit conducted several program to reactivate the Personnel Supporting Programs with mentoring and counseling programs. Some of the programs include counseling and mentoring workshop was held for officials in

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the Chief Minister's Department and other agencies in the State Public Service. Structured mentoring sessions have been implemented

For long term planning, State Civil Service use psychological test. Human Resource Management has taken the initiative to provide training to internal officials through workshops which is in-house training with the cooperation of Psychology, PSD. Accordingly, the psychometric tests were conducted for new hires in 2012. Outstanding Characterization Indicators (API) is used to identify candidate personality traits, and Index of Career Guidance (IBK) to adjust the placement of the candidate based on the candidate's career tendencies

3.14 HUMAN RESOURCE INFORMATION

HR information is one of aspect that needs to be evaluated in order to archiving 5 star rating. There are 2 important of updating HR information. First it is, for personal information and secondly is for profile of agencies. By having that information, the government can know with whom they work, what their background, position and so forth. The information re updated in IMPIAN and HERMIS which to ensure the plan can done smoothly and the out coming result is according to the plan. IMPIAN is stand for Integrated Management Information System while HRMIS stand for Human Resource Management Information System.

There are two aspects in hr information that need to be evaluated. First thing is the level of updating information in agency staff service book. So far, the level of updating information in agency staff service book is 91.08 %. HR adopted the method in Guideline

to Managing the Agency Service Book of Government which helps and ensures the information are completed and standardize.

Second aspect is the percentage of human resource information updated in HRMIS. There are three information needed updated in HRMIS. There are profile of service, personal record and asset declaration. For profile of service, 99.24% information updated. The information of personal record is 97.54% while for the asset declaration is 91.86%. HR needs to fulfill that evaluation in order to achieve world class civil service.

3.15 TASK ANALYSIS

Based on my observation and experience on the work environment during my industrial training from 22 July 2013 until 30 August 2013, there are concepts learnt in classroom that can be applied or related to the work environment and to the 5 Star Rating projects. I have given to do a practical project or task that exposes me to work environment and the real situation of management.

3.15.1 Human Resource

Human resources are the set of individuals who make up the workforce of an organization, business sector, or economy. Human resource also defines as a resource that resists in the knowledge, skills, and motivation of people. A company's human resources department is responsible for creating, implementing and/or overseeing policies governing employee behavior and the behavior of the company toward its employees.

Human resource management is really employee management with an emphasis on those employees as assets of the business. In this context, employees are sometimes referred to as human capital. As with other business assets, the goal is to make effective use of employees, reducing risk and maximizing return on investment (ROI). Human resource is the least mobile of the four factors of production, and (under right conditions) it improves with age and experience, which no other resource can do. It is therefore regarded as the scarcest and most crucial productive resource that creates the largest and longest lasting advantage for an organization.

a) Recruitment

The process of finding and hiring the best-qualified candidate (from within or outside of an organization) for a job opening, in a timely and cost effective manner. The recruitment process includes analyzing the requirements of a job, attracting employees to that job, screening and selecting applicants, hiring, and integrating the new employee to the organization. In achieving 5 Star Rating, HRM unit need to recruit, come out and produce a good quality of worker which can perform well in their task. The employee is responsible to perform well in their job so it can enhance the quality of HRM performance.

3.15.2 Organization Behavior

Organizational behavior is a field of study that investigate how individuals, groups and structures impact behavior within organization and how such knowledge can be used to improve the effectiveness of the organizations. As a field of study, organizational behavior today involves the systematic study of behavior, processes and structure found in a global environment.

3.15.3 Total Quality Management

Total Quality Management (TQM) is a management approach that originated in the 1950s and has steadily become more popular since the early 1980s. Total quality is a description of the culture, attitude and organization of a company that strives to provide customers with products and services that satisfy their needs. The culture requires quality in all aspects of the company's operations, with processes being done right the first time and defects and waste eradicated from operations. Total Quality Management (TQM) is a comprehensive and structured approach to organizational management that seeks to improve the quality of products and services through ongoing refinements in response to continuous feedback. TQM requirements may be defined separately for a particular organization or may be in adherence to established standards, such as the International Organization for Standardization's ISO 9000 series.

a) Total Employment Involvement

All employees participate in working toward common goals. Total employee commitment can only be obtained after fear has been driven from the workplace, when empowerment has occurred, and management has provided the proper environment. High-performance work systems integrate continuous improvement efforts with normal business operations. Self-managed work teams are one form of empowerment. In order to achieve 5 Star Rating, all section in Human Resource unit need to work as one team and participate in achieving the award. For an example, everyone in HRM unit needs to fulfill 6 trusts in order achieving one element of 5 Star Rating. All 6 trust are related with the performance, worker culture, develop the competency worker etc. The employment involvement in 5 Star Rating also can help in the long term objectives.

b) Filing System

A filing system is a rational and predetermined methodology according to which records are classified. In HRMU, all the record is keeping in one room. For an example is the personal record of the employee . Every employee had their own file which contains all the latter, information from the day they accept the work offer until they retired. This filling system is important to ensure all the information regarding each employee can easily retrieve and refer when needed. In achieving 5 Star Rating, the old files need to be replacing with the new one. There are few steps need to be followed so the arrangement of the content in file are not messy. It starts from earlier until present. Which mean, the bottom part must from the earliest date and the top is the latest date. There are guidelines provided so the filling system can be managed easier by the staff.

3.15.4 Managing Change

Managing change means co-coordinating a number of activities and inter-relationships so that the organization can survive, and benefit from, the process of change. A major challenge is to achieve the right balance between the short-term pressure for change and longer-term corporate goals.

Change is inherent in contemporary organizational experience, and its management is not only critical to organizational success and survival but is also at the crux of the field of organization development. Knowledge of the fundamental aspects of change is defined in terms of a person's understanding of individual responses to change and the general nature of change. For most people, any change is uncomfortable.

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Therefore, when managing change in the workplace, it important to help people see that whatever they've been doing in the past can no longer take place.

a) New Broom

New broom is someone who has started to work for organization and intends to make a lot of changes. In JKM, previously, Mr. Bakri Zaini is the director of Human Resource Management. On July, there are new director replace Mr. Bakri Zaini which is Dr. Ghazali Abon. Both of them had different style of work. For Mr. Bakri Zaini, he was someone who very serious in all aspect. While Dr. Ghazali Abon is someone who are really relax and cheerful. During Mr Bakri Zaini time, he was someone who doesn't like entertainment. So, when there any event, the staff will manage the event as simple as they can. Not only that, he also the one introducing the using thumb print for the attendant in and out without using key. When Dr. Ghazali Abon takes place, there are changes that the staff faces. For Dr Ghazali Abon, he was someone who really likes entertainment. For an example, during dinner, it was an honor to us since before these, during dinner, JKM don't organize any dance performance. So, we as practical student was gave this opportunity to performance on behalf of JKM to welcoming the new directors to Human Resource Management Unit. Besides that, for the thumb print using, it not be use anymore. Dr. Ghazali Abon want every section in Human Resource Management Unit, open their door as it allowed others especially outsider can see their working environment and he can also evaluate the staff performance and working environment.

CHAPTER 4 RECOMMENDATIONS

4.0 INTRODUCTION

In order to evaluate and rate the performance of specific categories of Public Sector agencies, the Government decided to implement 5 Star Rating. The 5- Star Rating was introduced by MAMPU for all Chief Minister's Offices throughout the country. The assessment is from the aspects of management and it will be reviewed every three years. The Sarawak Chief Minister's Office has been awarded a 5Star Rating by MAMPU. Sarawak was the first chief minister's offices in the country that had obtained the recognition apart from Pahang and Melaka. Therefore, now it is a target or aim of the human resource management unit itself to achieve 5 star rating.

4.1 RECOMMENDATIONS FOR 5 STAR RATING

Through our understanding of 5 Star Rating, there are several thing need to be improved in Human Resource Management Unit. These recommendations hopefully can them to find suitable action to maintain the work performance in order to achieve the 5 star rating for the unit. There are several recommendations for Human Resource Management Unit on 5 star rating.

4.1.1 Fulfill all 5 Star Rating requirements

Although HRM unit almost fulfill all the 5 Star Rating requirement, there are several elements they lack of. For an example, in 5 Star rating, there are elements of Counseling Programme/ Motivation need to have. Through motivation and counseling, public

servants will always be guided to improve productivity and performance. For officers who are delinquent, including those with low performance and not committed to his duties and responsibilities, counseling can help change their attitudes to be more positive.

But, HRM unit does not have these sections in handling the counseling and motivation among employee. In ensuring the HRM unit is awarded 5 Star Rating, it is important to establish counseling and motivation unit.

4.1.2 Establish 5 Star Rating Workshops

Based on my observation, there are several employee are not familiar with 5 Star Rating especially for the new comers. It is because, they not really exposure to these implementation. Even though they know what need to be done in their job, but several employees don't know that, the job or task done by them can affect the performance of 5 Star Rating. So, it is important to ensure the top management to establish workshop especially to new comers.

As a conclusion, eight sections in the Human Resource Management Unit are related and depend on each other even though they have different task and duty. Thereby, they need to improve the level of understanding regarding 5 Star Rating in order to bring their staff to meet vision and follow the strategy itself to maintain the job performance and achieve a 5 star rating. By this, the organization can find the good strategy and achieve their vision in which spearheading Sarawak civil service human capital transformation.

4.2 RECOMMENDATIONS FOR PRACTICAL TRAINING

Besides giving the recommendation to the Human Resource Unit for increasing the 5 Star Rating performances, there is few recommendation for practical training especially for us, Bachelor Administrative Science. By giving recommendation, hopefully it can increase the effectiveness of the practical training among students.

4.2.1 Extend Practical Training Time Length

Practical training that we attend is not enough to explore more on the work environment. The experience we get, are not enough. For these practical training, we only attends for 5 week of practical training excluding holiday for Hari Raya which is not enough to learn about practical training. So, in order to get more experience in working world, I recommend to UiTM to extend the period of time practical training especially for Bachelor Administrative Science student from 5 week to 6 month. By extending the practical training times, students can know well on the working world, able to adapt to the environment and the management have trust to them to handling the task like other employee.

4.2.2 Give More Beneficial Work

During my practical training, the person who in charge me in Section 1 are not really given lot of work to me. It is because, due to limited time of my practical training time, the host supervisors not encourage him to give me a lot of work. It will make the difficulty to the organization if I not finish the work before my practical time finish, it can effect others employee. Not only have me facing these problems, other practical also faced a same situation. They usually do the works which are not related to their subject. For an example, Photostat the paper, key in the data etc which are too easy. Having too easy task will not give any beneficial to the students itself.

CHAPTER 5 CONCLUSION

5.0 INTRODUCTION

In Chapter 1 of Introduction, it discussed on the Human Resource Management Department that was introduced on 25 August 2001. This department is lead by a Director. There are 8 sections and each section is lead by Head of Assistant Director. The vision of Human Resource Management Department is to be Among the Best Civil Service in the World and the The Vision of Human Resource Management Department is to be "Among the Best Civil Service in the World" and the mission of Human Resource Management Department is "To Be the Leader in Managing World Class Workforce".

The functions of Human Resource Management (HRM) Unit are such as analyzing and improving the organization structures, planning the human resource requirements, observe the field of job status, managing the recruitment and selection, dealing with confirmation, compulsory and premature retirement, transfer, promotion, competency, dealing with expenses, leave, facilities or amenities, information, recognition and public servants' records and finally Managing examinations, practical and Competency Level of Evaluation courses in Sarawak State Civil Service.

The organization cultures of Human Resource Management (HRM) Section are Integrity, Fast and Accurate, Hospitality and Appreciation.

The objectives of Human Resource Management (HRM) Section are ensuring that the Sarawak State Civil Service is competence and balanced, developing the skills,

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delivering the excellence services, optimizing abilities and finally achieving high performance of service management.

During the 6 weeks of practical training in Chief Minister Department, I had gain a lot of knowledge from the staff especially from Section 1 regarding the work I had done. Before these, there a lot of term I not familiar with such as 5 Star Rating, Estimate Book, Jumud, Balance scorecard etc. After I understanding all the term, it make me easily to communicate with people by using those term. Not only that, I also learn on the purpose and advantages in implementing 5 Star Rating in the department.

During my practical training time, I also learn how to interact well with other employee. Most of them very friendly and willing to help me every time I need help regarding the work. Even though I usually hear that, there will be a gap between the senior employee and junior employee, but in Human Resource Department, there are no such things like seniority applied in here. Everyone obey with their top management even though some of their bosses are much younger than them.

I was very appreciated that I could learn many things in this department. I can use my experience I gain from department in my class, completing assignments and etc. The knowledge I gain from the practical training is very useful for future use especially in the working environment. I will help me to adapt myself to cope with the work environment.

5.1 SCHEDULE OF PRACTICAL TRAINING

In the first week, I was introduced to host supervisor, Mr. Desmond Douglas Jerukan, Cik Marina and Mr Zawawi at Customer Relation Management Unit for a briefing regarding the general administration aspect of the human resource management unit

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before I can start with my practical training before being attached to Section 1 of the unit. I have learn almost everything regarding Human Resource Management Unit including the vision, mission, quality objectives, policies, and the history of the Sarawak Civil Service to ensure that I can have a general view of the organization that I am attached to and be able to understand my duties and responsibilities as part of the State Civil Service before I can be given my specific training schedule.

During 5 weeks of my practical training, I had exposed to data entry and 5 Star Rating. For data entry, I required to key in the name of the officer based on their position and grade. The purpose of data entry is to make a record regarding to update e- Jawatan. These are to ensure the proper record keeping for the vacancy. In performing data entry post data, I was provided by the Estimate Books to be referred as the guidelines. Estimate books are use by most Sarawak's states department or agencies. Apart of that, I also involved in preparation of 5 Star Rating which held on 2 September. The 5 Star Rating evaluate by evaluator from MAMPU. By helping the JKM in term of updating their failing system, it can help JKM to have potential to be awarded 5 Star Rating by MAMPU. Updating filing system is one of important component in achieving 5 Star Rating. 6 weeks of practical training with the organization development of Human Resource Management Unit in Chief Ministers Department, has been filled with knowledge regarding the core function of the section review and improves the existing organizational structure. I also learned about the supporting functions of section which I am attached.

During my practical training, I gain a lot of exposure with office administration and specific task of the section such as updating and verifying post data.

5.2 ANALYSIS OF TRAINING

In chapter three, I need to make an analysis of one of specific area of my practical training. But I had chosen the project on 5 Star Rating for my analysis. These 5 Star Rating project was purposed by Mr. Desmond to us and we all agree to do the presentation on evaluation of 5 Star Rating in HRMU. The purpose of 5 Star Rating is as a mechanism to evaluate and rate the performance of specific categories of Public Sector agencies. MAMPU has taken steps to strengthen the ministry's Star Rating evaluation criteria for the year of 2008. The 5- Star Rating was introduced by MAMPU for all Chief Minister's Offices throughout the country.

The purpose I choose this topic is, it can help HRMU to improve more on their system especially regarding the evaluation needed by MAMPU. All the section in HRMU cooperates together in achieving 5 Star Rating.

5.3 RECOMMENDATION

In chapter 3, I had discussed on the recommendation for 5 Star Rating and recommendation for practical training itself. For recommendation for 5 Star Rating, I had done some analysis for 5 Star Rating. I analysis on their problem and recommend some solution. There are lots of advantages in implementing 5 Star Rating in some agencies. But not all the requirement they fulfill and done it properly. It id due to the limited resource. For an example, there are evaluations regarding counseling. But in HRMU don't have counseling unit. For them, in order to establish new unit, it takes time. Furthermore, sometime, the counseling unit don't have many job or task. To be more 100% pass in all

the requirement, even though there are some barriers. That's why, it important to have teamwork so the staff can find the solution together.

Apart of that, I also discuss on the recommendation for practical student. There are two recommendations I had propose for UiTM so it can improve student skill and knowledge. By extending the period of practical training time and give more beneficial work to them, it can improve student skill especially in term of communication, experience etc.

5.4 REFLECTIONS

The work tasks that were assigned to me during practical training are recommended to the other practical trainers as it covers a lot of subjects or topics that was leaned in UiTM especially for those students that took Bachelor of Administrative Science. Moreover, the work tasks are not the traditional human resource functions as it covers every aspects of public administration. Thus, it will expose the students in real working environment with various tasks to create multi-task employees in the future.

Unfortunately, when the degree holders finished their studies, they will become the Assistant Director of any public department say they want to serve in the State Government. The job description will be more specific such as doing observations and leading certain programs. The task that were assigned during practical training are more multi-tasks such as writing and taking a minute and photocopy. This chores usually being done by lower scale officers. Even though those tasks are not been assign to Assistant

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Director but the tasks is important for the new employee to learn from basic so they can master whatever the tasks given.

During practical training, it is easier as when the trainees do not know how to do certain tasks, they still able to ask from supervisors or lecturers but when in real working environment, they need to come out with their own ideas and formula to solve any problems and matters that may lead to inefficiency. It is up to them on how to deal with the problems by applying the theories and models with what they have studied and learned in university according to certain scholars.

Real working environment will be more challenging as the students will confront with a lot of adaptations on policies and bureaucracies in administration. As government servants, they need to be ready with any changes made by the top management and political governance. They should portray discipline civil servants by practicing ethical conduct of behaviors.

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APPENDIX

List of Appendices

| No. | Program Attended/Activity | Date | Role |
|-----|--|------------------------------|-------------|
| 1. | 1 st Practical Students Meeting | 22 nd July 2013 | Member |
| 2. | Exhibition of 50 years Sarawak independent | 23 rd July 2013 | Participant |
| 3. | Filing system briefing | 25 th July 2013 | Participant |
| 4. | HRMU meeting with new director | 2 nd August 2013 | Participant |
| 5. | 1 st Mock presentation | 2 nd August 2013 | Participant |
| 6. | 2 nd Practical Students Meeting | 13 th August 2013 | Member |
| 7. | Annual dinner of HRMU | 21 th August 2013 | Member |
| 8. | 2 nd Mock presentation | 28 th August 2013 | Participant |
| 9. | Final presentation | 27 th August 2013 | Participant |

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APPENDICES

1. First meeting (Source: Own Camera)

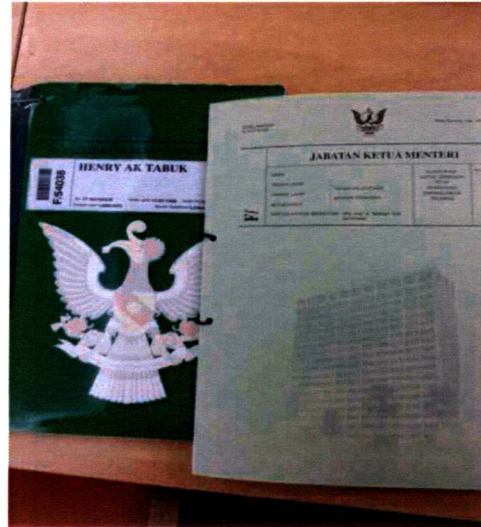


2. Exhibition (Source: Own Camera)



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3. Filing system (Source: Own Camera)



4. HRMU meeting with new director (Source: Own Camera)



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5. 1st mock presentation (Source: Own Camera)



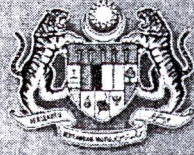
6. 2nd practical students meeting (Source: Own Camera)



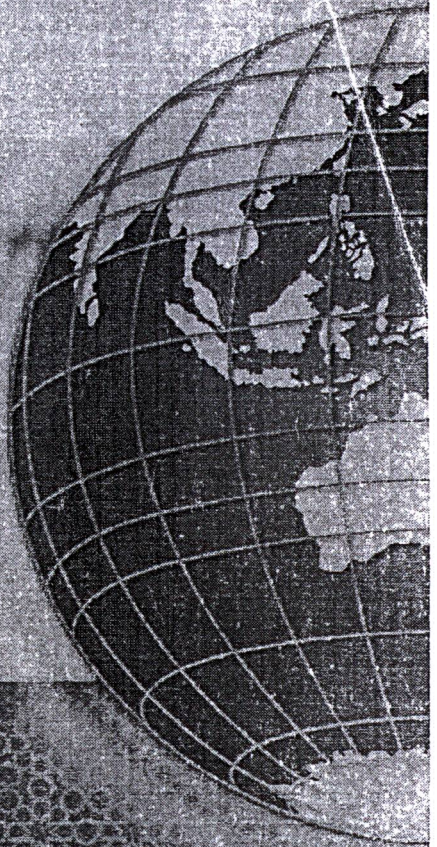
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7. Annual dinner (Source: Own Camera)





PENILAIAN
STAR RATING
AGENSI SEKTOR AWAM



MAMPU

Bersama Melaksana Transformasi

Prakata

Perkhidmatan Awam Malaysia sentiasa berusaha untuk meningkatkan keupayaan jentera pentadbiran ke arah penyampaian perkhidmatan yang cekap dan berkesan. Usaha-usaha ini didorong oleh gagasan "1Malaysia: Rakyat Didahulukan, Pencapaian Diutamakan" dalam mencorak penyampaian perkhidmatan yang terbaik kepada rakyat, pelanggan dan *stakeholders*.

Kejayaan hasrat gagasan "Rakyat Didahulukan, Pencapaian Diutamakan" bergantung kepada pembaharuan dalam pendekatan sistem penyampaian perkhidmatan Kerajaan. Ini menuntut transformasi Perkhidmatan Awam yang menyeluruh di mana agensi Kerajaan perlu berusaha meningkatkan prestasi organisasi masing-masing ke tahap yang lebih gemilang. Setelah memperkenalkan pelbagai program pemodenan untuk mewujudkan budaya kecemerlangan dalam Perkhidmatan Awam, kini agensi Kerajaan sudah bersedia untuk melangkah ke persada yang lebih tinggi.



Selaras dengan perkembangan ini, MAMPU telah memperkenalkan Program Penilaian *Star Rating* Sektor Awam sebagai salah satu daripada inisiatif utama transformasi Sektor Awam. Penilaian *Star Rating* bertujuan untuk mewujudkan budaya kecemerlangan berteraskan prestasi melalui persaingan sinat di kalangan agensi Sektor Awam.

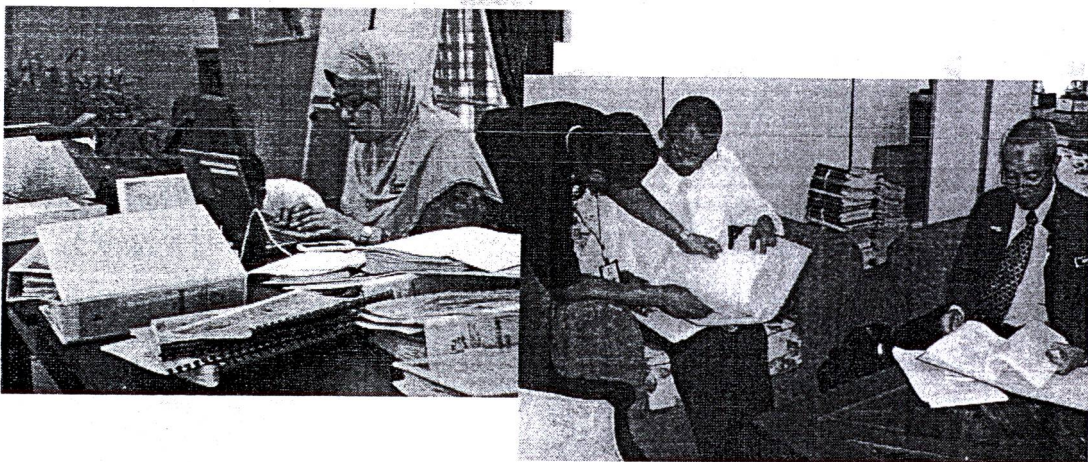
Buku Penilaian *Star Rating* Agensi Sektor Awam ini mengandungi penerangan mengenai konsep rasional dan kriteria penilaian *Star Rating*. Harapan saya adalah agar kandungan buku ini dimanfaatkan oleh semua agensi Sektor Awam dalam membuat persediaan untuk menghadapi penilaian *Star Rating* dan seterusnya meningkatkan tahap pengurusan penyampaian perkhidmatan kepada rakyat, pelanggan dan *stakeholders*.

Sekian, terima kasih.

BERSAMA MELAKSANA TRANSFORMASI
Dato' Mohamad Zabidi Zainal

KANDUNGAN

| | Muka Surat |
|-----------------|------------|
| Prakata | i |
| Kandungan | ii |
| Tujuan | 1 |
| Rasional | 1 |
| Objektif | 2 |
| Strategi | 3 |
| Aspek Penilaian | 5 |
| Penutup | 9 |
| Senarai Semak | 10 |

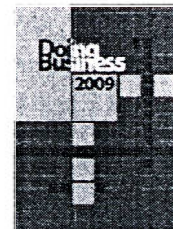


TUJUAN

Buku ini bertujuan untuk memberi panduan mengenai pelaksanaan penilaian *Star Rating* agensi sektor awam.

RASIONAL

Impak arus perubahan yang dibawa oleh proses globalisasi tidak terhad kepada aspek ekonomi, sosial dan politik sesebuah negara malah memberi kesan yang besar terhadap sistem pentadbiran Kerajaan dan sistem penyampaian perkhidmatan agensi-agensi sektor awam. Pengukuhan institusi-institusi negara serta peningkatan keupayaan pelaksanaan adalah salah satu teras utama Misi Nasional dalam usaha meningkatkan daya saing negara.



Di peringkat global, pelbagai badan antarabangsa mengeluarkan laporan penarafan mengenai tahap persaingan negara mengikut bidang-bidang tertentu. Ini termasuk laporan seperti *World Competitiveness Yearbook* (*Institute for Management Development*), *Global Competitiveness Report* (*World Economic Forum*) dan Laporan Tahunan *Doing Business* (Bank Dunia). Penemuan berpandukan petunjuk-petunjuk yang digunakan oleh laporan-laporan tersebut mempengaruhi keputusan pelabur dan pedagang dalam menentukan destinasi pilihan bagi aktiviti pelaburan dan perdagangan mereka. Prestasi jentera pentadbiran awam turut memberi kesan kepada penarafan daya saing sesebuah negara.



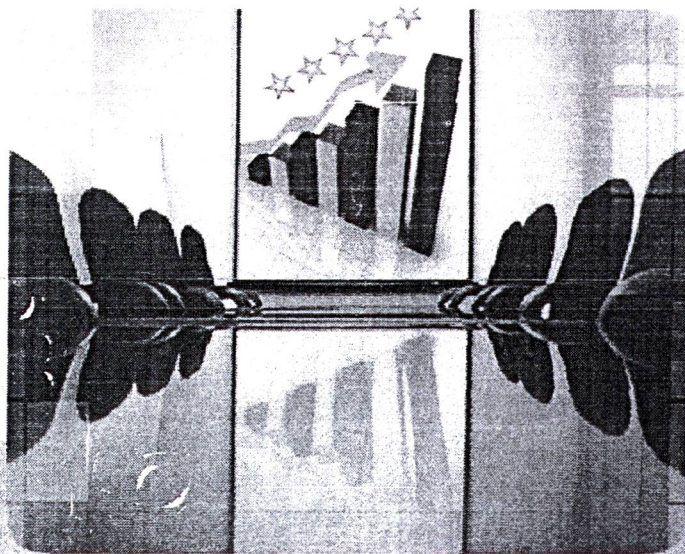
Selaras dengan perkembangan ini, agensi-agensi Kerajaan perlu sentiasa berusaha untuk memantapkan tadbir urus dan sistem penyampaian perkhidmatan masing-masing. Kerajaan telah pun memperkenalkan

pengukuhan dalam membantu agensi Kerajaan meningkatkan prestasi penyampaian perkhidmatan mereka. Penilaian berdasarkan *Star Rating* merupakan mekanisme bersepadu dalam mengukur prestasi agensi Kerajaan ke arah mewujudkan budaya berprestasi tinggi merentasi keseluruhan sektor awam.

OBJEKTIF

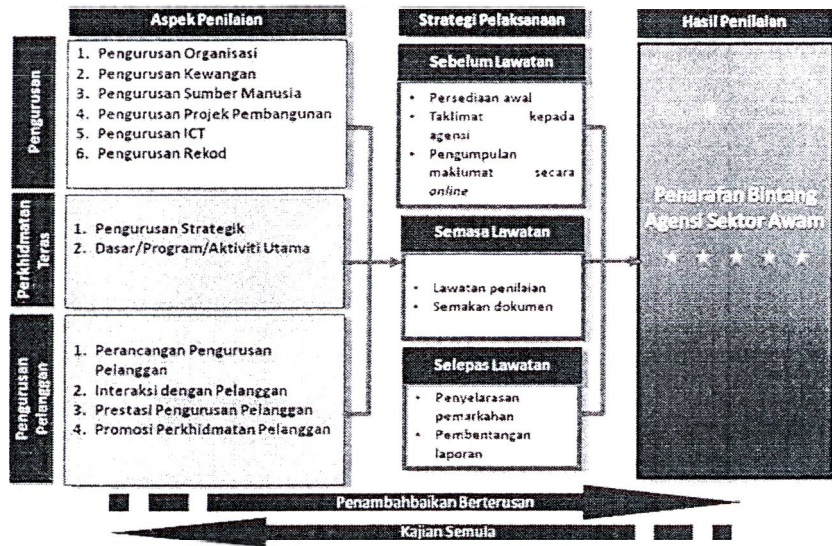
Objektif utama pelaksanaan *Star Rating* adalah seperti berikut:

- i) menilai dan mengukur prestasi agensi-agensi Kerajaan bagi memastikan penyampaian perkhidmatan sektor awam berada pada tahap yang cemerlang;
- ii) memberi pengiktirafan kepada agensi-agensi yang telah menunjukkan tahap tadbir urus yang terbaik serta sentiasa meningkatkan kualiti perkhidmatan yang unggul; dan
- iii) menggalakkan persaingan yang sihat di kalangan agensi sektor awam dalam mengamalkan pengurusan organisasi dan penyampaian perkhidmatan yang lebih berkesan.

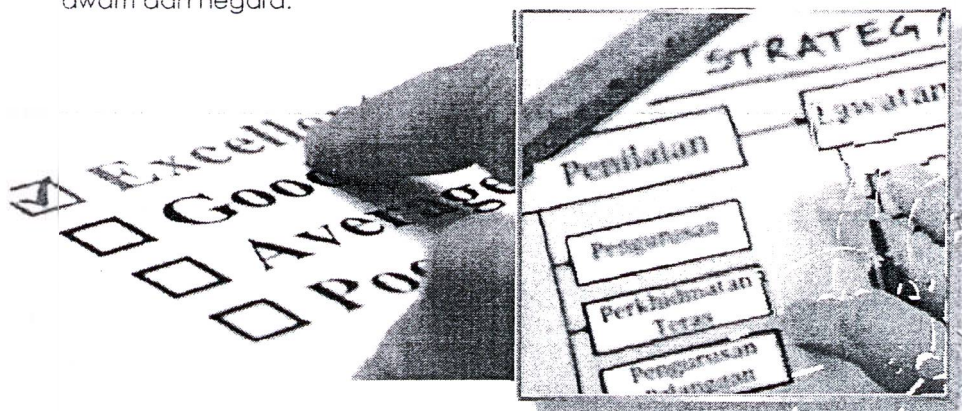


STRATEGI






Model penilaian *Star Rating* merangkumi aspek-aspek penilaian yang dibahagi kepada tiga (3) komponen iaitu Komponen Pengurusan, Komponen Perkhidmatan Teras dan Komponen Pengurusan Pelanggan. Agihan wajaran bagi tiga (3) komponen berkenaan ditetapkan mengikut kategori agensi serta peringkat penilaian agensi yang dinilai.



Model penilaian *Star Rating* dikaji semula dan ditambahbaik secara berterusan agar sentiasa relevan dan memenuhi keperluan semasa sektor awam dan negara.

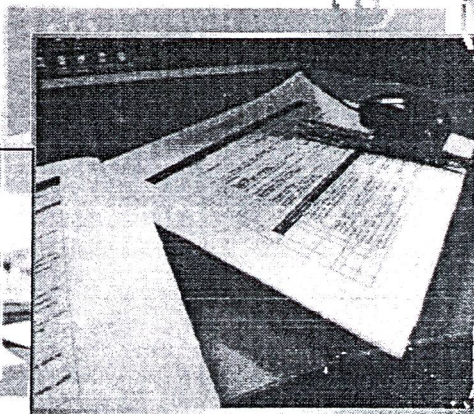
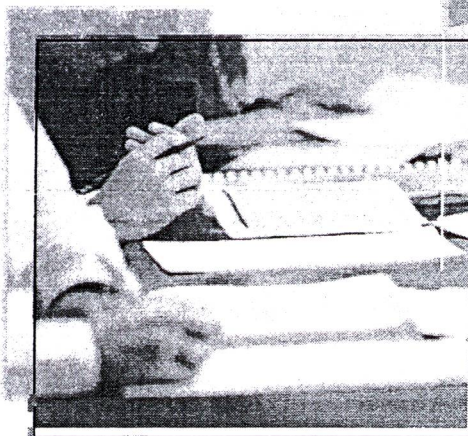
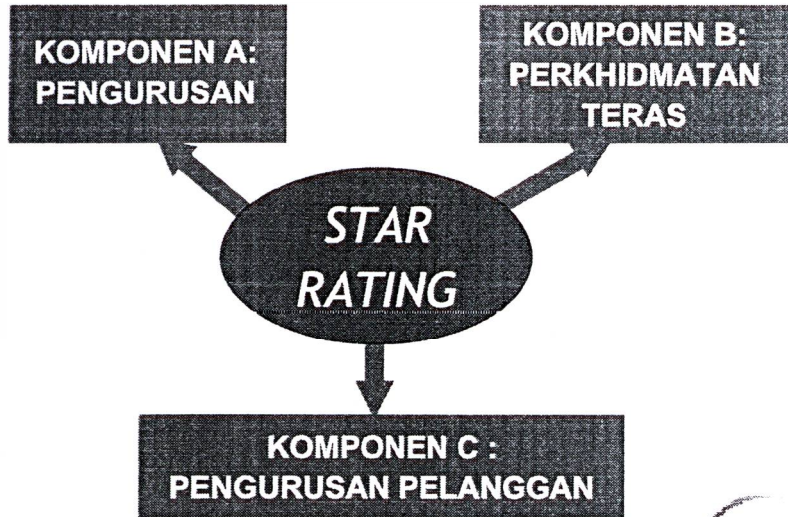


Asas pemarkahan bagi penarafan bintang:

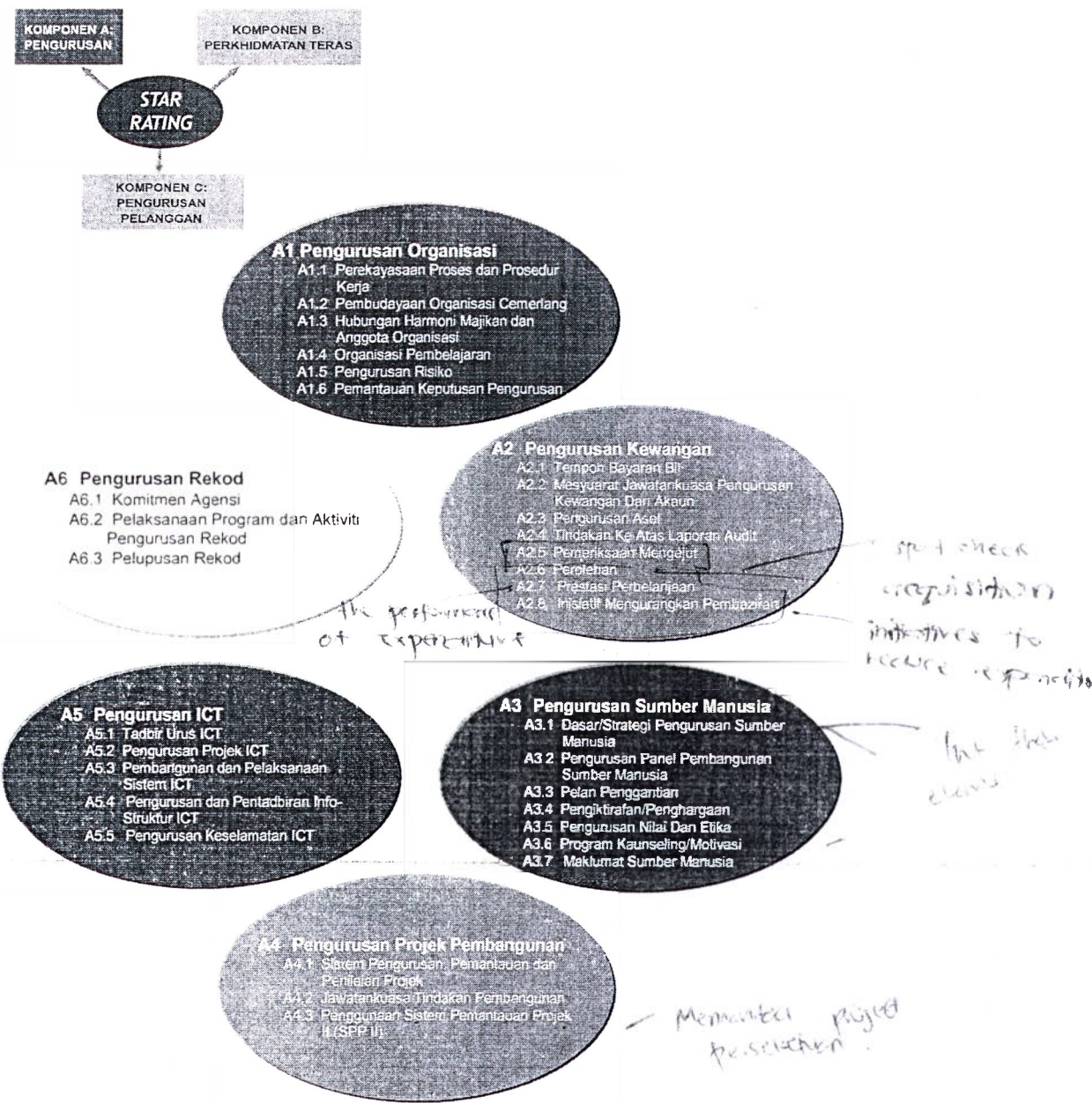
| | |
|--|---|
|  <p>CEMERLANG (90.0%-100%)</p> | <ul style="list-style-type: none"> Objektif setiap kriteria dicapai pada tahap cemerlang Pelaksanaan melebihi <i>standard</i> Agensi boleh ditanda aras oleh agensi lain |
|  <p>BAIK (80.0%-89.9%)</p> | <ul style="list-style-type: none"> Objektif setiap kriteria dicapai pada tahap baik Pelaksanaan memenuhi <i>standard</i> Usaha penambahbaikan perlu diteruskan ke tahap cemerlang |
|  <p>MEMUASKAN (70.0%-79.9%)</p> | <ul style="list-style-type: none"> Sebahagian daripada objektif kriteria tidak dicapai Pelaksanaan memenuhi hampir semua <i>standard</i> Usaha penambahbaikan perlu diteruskan ke tahap yang lebih baik |
|  <p>KURANG MEMUASKAN (60.0%-69.9%)</p> | <ul style="list-style-type: none"> Sebahagian besar daripada objektif kriteria tidak dicapai Pelaksanaan tidak memenuhi sebahagian besar <i>standard</i> Usaha penambahbaikan perlu dipergiatkan ke tahap yang lebih baik |
|  <p>TIDAK MEMUASKAN (50.0%-59.9%)</p> | <ul style="list-style-type: none"> Hampir semua objektif kriteria tidak dicapai Pelaksanaan tidak memenuhi hampir semua <i>standard</i> Usaha penambahbaikan perlu dipergiatkan secara agresif ke tahap yang lebih baik |
| <p>TIADA BINTANG LEMAH (49.9% ke bawah)</p> | <ul style="list-style-type: none"> Semua objektif kriteria tidak dicapai Pelaksanaan tidak memenuhi semua <i>standard</i> Usaha penambahbaikan perlu dipergiatkan secara agresif ke tahap yang lebih baik dan dilaksanakan serta merta |

ASPEK PENILAIAN

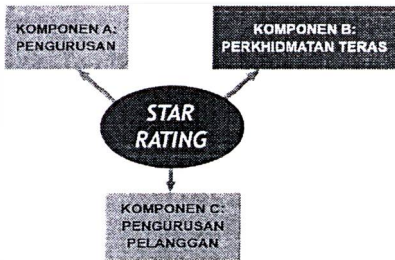
Aspek penilaian *Star Rating* terbahagi kepada komponen-komponen utama iaitu Komponen Pengurusan, Komponen Perkhidmatan Teras dan Komponen Pengurusan Pelanggan.



ASPEK PENILAIAN KOMPONEN PENGURUSAN



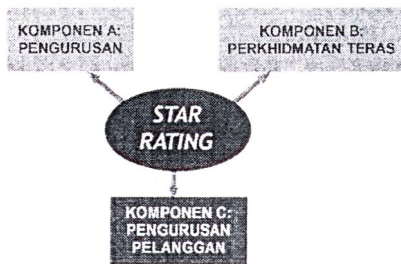
ASPEK PENILAIAN KOMPONEN PERKHIDMATAN TERAS



B1 Pengurusan Strategik
B1.1 Pelan Strategik

B2 Dasar/Program/Aktiviti Utama
B2.1 Penggubalan Dasar/Program/Aktiviti Utama
B2.2 Pelaksanaan Dasar/Program/Aktiviti Utama
B1.3 Pemantauan Dasar/Program/Aktiviti Utama
B2.4 Ketenteraan Dasar/Program/Aktiviti Utama

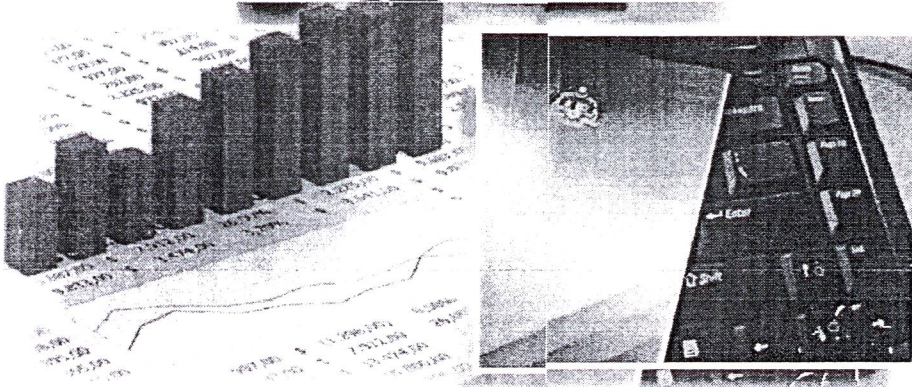
ASPEK PENILAIAN KOMPONEN PENGURUSAN PELANGGAN



PENUTUP

Penarafan melalui *Star Rating* menyediakan ruang dan peluang yang baik kepada agensi-agensi Kerajaan untuk meningkatkan tahap pengurusan dan prestasi penyampaian perkhidmatan masing-masing. Usaha bersepadu agensi Kerajaan ke arah hasrat ini akan memberi impak yang positif kepada agenda transformasi perkhidmatan awam.

MAMPU sentiasa mengalu-alukan cadangan dan input daripada semua pihak dalam usaha memantap dan menambahbaik kriteria *Star Rating*.



Unit Pemodenan Tadbiran dan Perancangan
Pengurusan Malaysia (MAMPU)
Jabatan Perdana Menteri
Disember 2011

SENARAI SEMAK

A PENGURUSAN

A1 Pengurusan Organisasi

A1.1 Perekayasaan Proses dan Prosedur Kerja (PPPK)

Aspek yang dinilai:

- (a) Skop pelaksanaan PPPK
- (b) Mekanisme pemantauan dan pelaporan PPPK
- (c) Penilaian keberkesanan PPPK
- (d) Projek PPPK yang menepati elemen-elemen keberkesanan
- (e) Promosi PPPK

A1.2 Pembudayaan Organisasi Cemerlang

Aspek yang dinilai:

- (a) Penubuhan Unit Inovasi
- (b) Mekanisme mendapatkan cadangan inovasi
- (c) Pelaksanaan program Kumpulan Inovatif & Kreatif
- (d) Pelaksanaan Hari Inovasi
- (e) Bilangan inovasi yang dilaksanakan
- (f) Pelaporan hasil inovasi kepada MAMPU
- (g) Kaedah promosi hasil inovasi
- (h) Pelaksanaan Pelan Tindakan Inovasi
- (i) Amalan Baik
- (j) Pelaksanaan MS ISO 9001:2008
- (k) Proses utama yang dipersijilkan
- (l) Pengemaskinian Manual Prosedur Kerja
- (m) Pengemaskinian Fail Meja
- (n) Pengiktirafan

A1.3 Hubungan Harmoni Majikan dan Anggota Organisasi

Aspek yang dinilai:

- (a) Pelaksanaan Majlis Bersama Jabatan
- (b) Peratus usul yang diambil tindakan
- (c) Bilangan program hubungan harmoni
- (d) Kajian Kepuasan Pekerja
- (e) Tahap kepuasan pekerja
- (f) Tindakan susulan yang dilaksanakan hasil keputusan Pengurusan terhadap Kajian Kepuasan pekerja

A1.4 Organisasi Pembelajaran

Aspek yang dinilai:

- (a) Mekanisme merancang, melaksana dan memantau program pembudayaan ilmu
- (b) Bilangan program/aktiviti pembudayaan ilmu
- (c) Penilaian keberkesanan

A1.5 Pengurusan Risiko

Aspek yang dinilai:

- (a) Pelan Pengurusan Risiko
- (b) Pelaksanaan Pelan Pengurusan Risiko
- (c) Mekanisme pemantauan Pelan Pengurusan Risiko

A1.6 Pemantauan Keputusan Pengurusan

Aspek yang dinilai:

- (a) Sistem Pemantauan Pelaksanaan keputusan/arahan *stakeholders*
- (b) Penggunaan sistem pemantauan
- (c) Penyediaan minit mesyuarat dalam tempoh 7 hari
- (d) Penyediaan minit mesyuarat dalam tempoh 3 hari

A2 Pengurusan Kewangan**A2.1 Tempoh Bayaran Bil**

Aspek yang dinilai:

- (a) Bayaran dalam tempoh 14 hari bekerja
- (b) Bayaran dalam tempoh 7 hari bekerja
- (c) Bayaran dalam tempoh 3 hari bekerja

A2.2 Mesyuarat Jawatankuasa Pengurusan Kewangan Dan Akaun (JPKA)

Aspek yang dinilai:

- (a) Kekерapan mesyuarat JPKA
- (b) Pengerusi JPKA
- (c) Bilangan laporan kepada Ibu Pejabat/Perbendaharaan
- (d) Perkara yang dilaporkan dalam Laporan JPKA

A2.3 Pengurusan Aset

Aspek yang dinilai:

- (a) Mekanisme Pengurusan Aset
- (b) Pelantikan Pegawai Aset, Pemeriksa Stok, Lembaga Pemeriksa Pelupusan dan Jawatankuasa Penyiasat
- (c) Perkara yang ditetapkan dalam Laporan Tahunan Pengurusan Aset Kerajaan
- (d) Pengerusi Jawatankuasa Pengurusan Aset Kerajaan

A2.4 Tindakan Ke Atas Laporan Audit

Aspek yang dinilai:

- (a) Tempoh memberi maklum balas terhadap teguran audit
- (b) Status tindakan penyelesaian terhadap teguran audit

A2.5 Pemeriksaan Mengejut

Aspek yang dinilai:

- (a) Pemeriksaan mengejut yang dilaksanakan
- (b) Tarikh pemeriksaan dan hasil penemuan

A2.6 Perolehan

Aspek yang dinilai:

- (a) Peratus perbelanjaan perolehan
- (b) Kajian analisis pembekal
- (c) Kajian pasaran
- (d) Pemeriksaan terhadap aset sebelum tamat tempoh jaminan
- (e) Maklumat urusan perolehan dipaparkan di laman web/portal
- (f) Status pelaksanaan ePerolehan

A2.7 Prestasi Perbelanjaan

Aspek yang dinilai:

- (a) Perbelanjaan Bajet Mengurus
- (b) Perbelanjaan Bajet Pembangunan

A2.8 Inisiatif Mengurangkan Pembaziran

Aspek yang dinilai:

- (a) Inisiatif yang diambil sebagai langkah belanja berhemah

A3 Pengurusan Sumber Manusia

A3.1 Dasar/Strategi Pengurusan Sumber Manusia

Aspek yang dinilai:

- (a) Ciri-ciri Pelan Strategik Sumber Manusia agensi
- (b) Tahap liputan strategi/program berdasarkan PSSM
- (c) Pelaksanaan program/aktiviti berdasarkan PSSM

Amar

Amar

A3.2 Pengurusan Panel Pembangunan Sumber Manusia (PPSM)

Aspek yang dinilai:

- (a) Aspek perbincangan PPSM
- (b) Pelaksanaan Analisis Keperluan Latihan (TNA) dan tahap liputan
- (c) Peratus pelaksanaan Pelan Operasi Latihan
- (d) Peratus pematuhan arahan latihan 7 hari
- (e) Mekanisme pemantauan pelaksanaan POL
- (f) Penilaian tahap kompetensi sebelum dan selepas menghadiri latihan
- (g) Pelaksanaan struktur dan program pementoran
- (h) Tahap liputan program pementoran
- (i) Penilaian keberkesanan program pementoran

Amy

Ida

Harwinda

A3.3 Pelan Penggantian

Aspek yang dinilai:

- (a) Struktur Pelan Penggantian bagi jawatan-jawatan strategik
- (b) Pelaksanaan program-program pembangunan kepimpinan (*nurturing leadership skill programmes*) bagi jawatan-jawatan strategik
- (c) Penilaian keberkesanan program-program pembangunan kepimpinan

Akhmaliza

Zyha

A3.4 Pengiktirafan/Penghargaan

Aspek yang dinilai:

- (a) Dasar/Garis Panduan spesifik berhubung pengiktirafan/penghargaan
- (b) Perakuan warga secara terancang bagi penerimaan Pingat/Bintang
- (c) Tahap liputan pelaksanaan program-program pengiktirafan lain

Richmond

A3.5 Pengurusan Nilai Dan Etika

Aspek yang dinilai:

- (a) Pelan Integriti Organisasi (PIO)
- (b) Pelaksanaan program di bawah PIO
- (c) Pemantauan pelaksanaan PIO
- (d) Kajian semula PIO
- (e) Ke kerap an Jawatankuasa Keutuhan Tadbir Urus (JKTU) bersidang
- (f) Bilangan laporan JKJU yang dikemukakan kepada SPRM/JKTU di peringkat lebih tinggi
- (g) Liputan terma rujukan Laporan JKJU
- (h) Peratus Nilai Komposit Sistem Pengurusan Audit Nilai
- (i) Tempoh penyelesaian kes-kes tatatertib biasa
- (j) Peratus penyelesaian kes-kes tatatertib biasa yang tertunggak pada tahun semasa
- (k) Peratus warga agensi yang telah mengisytiharkan harta 91.23%

A3.6 Program Kaunseling

Aspek yang dinilai:

- (a) Mekanisme pelaksanaan program kaunseling/rakan pembimbing
- (b) Pelaksanaan aktiviti/program kaunseling dilaksanakan di agensi
- (c) Penggunaan aplikasi psikologi atau aplikasi psikometriks dalam Pengurusan Sumber Manusia

A3.7 Maklumat Sumber Manusia

Aspek yang dinilai:

- (a) Tahap pengemaskinian maklumat dalam Buku Perkhidmatan warga agensi
- (b) Peratus pengemaskinian maklumat sumber manusia dikemas kini dalam HRMIS 91.54% Makl. & Maklumat P

A4 Pengurusan Projek Pembangunan

A4.1 Sistem Pengurusan, Pemantauan dan Penilaian Projek

Aspek yang dinilai:

- (a) Mekanisme dan sistem perancangan yang diwujudkan
- (b) Projek *brief* yang disediakan
- (c) Alat-alat pengurusan projek
- (d) Laporan kemajuan bulanan
- (e) Bilangan projek yang memohon VO
- (f) Pengenalpastian projek pembangunan untuk dinilai
- (g) Pembentangan penilaian dalam mesyuarat utama
- (h) Penggunaan hasil penilaian dalam Kajian Separuh Penggal

A4.2 Jawatankuasa Tindakan Pembangunan

Aspek yang dinilai:

- (a) Mekanisme untuk menyelaras pelaksanaan projek
- (b) Takwim Mesyuarat Jawatankuasa Tindakan Pembangunan Bilangan
- (c) Mesyuarat Jawatankuasa Tindakan Pembangunan yang diadakan
- (d) Bilangan projek sakit yang tiada aktiviti di tapak selama 2 bulan atau lewat pelaksanaan sebanyak 20%

NOTA: SENARAI SEMAK INI DISESUAIKAN MENGIKUT AGENSI DAN TERTAKLUK KEPADA PERUBAHAN

A4.3 Penggunaan Sistem Pemantauan Projek II (SPP II)

Aspek yang dinilai:

- (a) Penggunaan SPP II secara langsung dalam mesyuarat
- (b) Status pelaksanaan mengikut jadual
- (c) Tahap pengemaskinian maklumat kewangan
- (d) Tahap pengemaskinian maklumat aktiviti
- (e) Tahap pengemaskinian maklumat am
- (f) Peratus kekerapan login ID
- (g) Latihan pegawai/kakitangan baru dalam penggunaan SPP II

A5 Pengurusan ICT

A5.1 Tadbir Urus ICT

Aspek yang dinilai:

- (a) Pelan Strategik ICT (ISP)
- (b) Jawatankuasa Pemandu ICT (JPICT) / setara
- (c) Struktur, Peranan dan Tanggungjawab Organisasi ICT
- (d) Pematuhan Dasar/Arahan ICT
- (e) Pasukan Tadbir Urus Pengurusan Projek
- (f) Pasukan Tadbir Urus Laman Web/Portal Agensi

A5.2 Pengurusan Projek ICT

Aspek yang dinilai:

- (a) Pelaksanaan Projek ICT Utama Agensi
- (b) Pemantauan Pelaksanaan Projek ICT Utama Agensi

A5.3 Pembangunan dan Pelaksanaan Sistem ICT

Aspek yang dinilai:

- (a) Pembangunan Laman Web/Portal
- (b) Pembangunan dan Pelaksanaan Sistem Aplikasi

A5.4 Pengurusan dan Pentadbiran Info-Struktur ICT

Aspek yang dinilai:

- (a) Pengurusan Aset ICT
- (b) Kawalan Akses
- (c) Penggunaan Internet
- (d) Penggunaan dan Pematuhan E-mel
- (e) Pengurusan Rangkaian Komunikasi dan Operasi

A5.5 Pengurusan Keselamatan ICT

Aspek yang dinilai:

- (a) Keselamatan Fizikal dan Persekitaran
- (b) Keselamatan Sumber Manusia
- (c) Keselamatan Maklumat
- (d) Penilaian Tahap Keselamatan Rangkaian dan Sistem ICT (*Security Posture Assessment – SPA*)
- (e) Pengurusan Insiden Keselamatan ICT
- (f) Tindakan Pengukuhan Keselamatan ICT (Hanya berkenaan untuk agensi di bawah PRISMA)
- (g) Tindakan Pengukuhan Keselamatan ICT (Hanya berkenaan untuk agensi tidak di bawah PRISMA)

A6 Pengurusan Rekod

A6.1 Komitmen Agensi

Aspek yang dinilai:

- (a) Dokumen berkaitan pengurusan rekod disimpan di peringkat agensi
- (b) Usaha agensi mendapatkan khidmat nasihat Pengurusan Rekod Kerajaan dari Arkib Negara
- (c) Pelantikan Pegawai Rekod Jabatan (PRJ)
- (d) Penyediaan latihan mengenai pengurusan rekod di agensi
- (e) Keperluan menghantar salinan laporan rasmi kepada Arkib Negara

A6.2 Pelaksanaan Program dan Aktiviti Pengurusan Rekod

Aspek yang dinilai:

- (a) Penyediaan Rekod Daftar Surat Masuk/Surat Keluar
- (b) Pematuhan prosedur pengurusan fail
- (c) Kewujudan Registri yang bertanggung jawab ke atas rekod aktif jabatan

A6.3 Pelupusan Rekod

Aspek yang dinilai:

- (a) Aktiviti pelupusan rekod tidak aktif/tamat tindakan
- (b) Pelaksanaan pemindahan rekod bernilai kekal di agensi

B PERKHIDMATAN TERAS

B1 Pengurusan Strategik

B1.1 Pelan Strategik

Aspek yang dinilai:

- (a) Ciri-ciri Pelan Strategik
- (b) Tempoh pelaksanaan Pelan Strategik
- (c) Hebahkan Pelan Strategik
- (d) Kajian Semula Pelan Strategik

B2 Dasar/Program/Aktiviti Utama

B2.1 Penggubalan Dasar/Program/Aktiviti Utama

Aspek yang dinilai:

- (a) Penglibatan *stakeholders* dan pelanggan
- (b) Fokus kepada misi dan KRA Agensi

B2.2 Pelaksanaan Dasar/Program/Aktiviti Utama

Aspek yang dinilai:

- (a) Sasaran output dan *outcome*
- (b) Tahap pencapaian

B2.3 Pemantauan Dasar/Program/Aktiviti Utama

Aspek yang dinilai:

- (a) Mekanisme pemantauan
- (b) Penggunaan maklumat sistem pemantauan

NOTA: SENARAI SEMAK INI DISESUAIKAN MENGIKUT AGENSI DAN TERTAKLUK KEPADA PERUBAHAN

B2.4 Keberkesanan Dasar/Program/Aktiviti Utama

Aspek yang dinilai:

- (a) Pelaksanaan kajian semula
- (b) Tindakan susulan hasil pelaksanaan kajian semula
- (c) Pelaksanaan kajian impak
- (d) Tindakan susulan hasil pelaksanaan kajian impak

C PENGURUSAN PELANGGAN

C1 Perancangan Pengurusan Pelanggan

C1.1 Strategi Tumpuan Pelanggan

Aspek yang dinilai:

- (a) Kenyataan misi perkhidmatan pelanggan ditetapkan dan dihebahkan
- (b) Maklumat profil pelanggan disediakan
- (c) Perancangan reka bentuk perkhidmatan yang ditawarkan

C1.2 Piagam Pelanggan

Aspek yang dinilai:

- (a) Ciri-ciri
- (b) Hebahan
- (c) Pemantauan
- (d) Tindakan pemulihan perkhidmatan (*service recovery*)
- (e) Pencapaian
- (f) Paparan pencapaian dalam laman web
- (g) Kajian semula dan penambahbaikan hasil kajian semula

C2 Interaksi Dengan Pelanggan

C2.1 Usaha-usaha *Delighting The Customers*

Aspek yang dinilai:

- (a) Usaha-usaha tambahan melebihi ekspektasi pelanggan
- (b) Kaedah mengukur ekspektasi pelanggan
- (c) Tempoh masa menjawab panggilan telefon
- (d) Tahap layanan panggilan telefon
- (e) Tahap perkhidmatan *helpdesk*
- (f) Pemantauan secara *mystery shopping*
- (g) Hasil pemantauan *mystery shopping* dan tindakan susulan

C3 Prestasi Pengurusan Pelanggan

C3.1 Pengurusan Aduan

Aspek yang dinilai:

- (a) Mekanisme
- (b) Pengerusi Jawatankuasa Aduan
- (c) Tempoh masa aduan diterima diberikan kepada pelanggan
- (d) Status tindakan susulan/penyelesaian aduan kepada pelanggan
- (e) Aduan sebagai agenda tetap dalam mesyuarat pengurusan utama
- (f) Peratus penyelesaian aduan
- (g) Jawapan kepada Surat Kepada Pengarang
- (h) Inisiatif mengelakkan aduan jenis berulang
- (i) Surat penghargaan dari BPA/agensi kerajaan/agensi swasta/orang awam

NOTA: SENARAI SEMAK INI DISESUAIKAN MENGIKUT AGENSI DAN TERTAKLUK KEPADA PERUBAHAN

C3.2 Kepuasan Pelanggan

Aspek yang dinilai:

- (a) Pelaksanaan Kajian Kepuasan Pelanggan
- (b) Ke kerap an pelaksanaan Kajian Kepuasan Pelanggan
- (c) Tahap kepuasan pelanggan
- (d) Liputan kajian terhadap perkhidmatan teras
- (e) Usaha-usaha penambahbaikan hasil kajian
- (f) Kajian Kepuasan Pelanggan secara *online*

C4 Promosi Perkhidmatan Pelanggan

C4.1 Usaha-usaha Promosi

Aspek yang dinilai:

- (a) Kaedah-kaedah promosi
- (b) Keberkesanan usaha-usaha promosi

CUSTOMER

Hubungi Kami :

Urus Setia *Star Rating*

Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia

Jabatan Perdana Menteri

Aras 4, Blok B2, Kompleks Jabatan Perdana Menteri

Pusat Pentadbiran Kerajaan Persekutuan

62502 Putrajaya

Tel: 03-8872 3000 Faks: 03-8888 3565

E-mel : star_rating@mampu.gov.my

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Hak cipta terpelihara. Tiada mana-mana bahagian buku ini boleh diterbitkan semula, dicetak, disalin dan disiarkan bagi tujuan komersial dalam apa-apa bentuk sekalipun tanpa mendapat kebenaran secara bertulis daripada pemegang hak cipta.



Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia
Jabatan Perdana Menteri

Aras 6, Blok B2, Kompleks Jabatan Perdana Menteri
Pusat Pentadbiran Kerajaan Persekutuan

62502 Putrajaya

Tel: 03-8872 3000

Faks: 03-8888 3163

Laman Web : www.mampu.gov.my



5 STAR RATING QUALITY OF SERVICE



Vision of HRM

“Spearheading Sarawak Civil Service Human Capital Transformation”

WHEN DID UPSM ACHIEVE 5 STAR?

2011



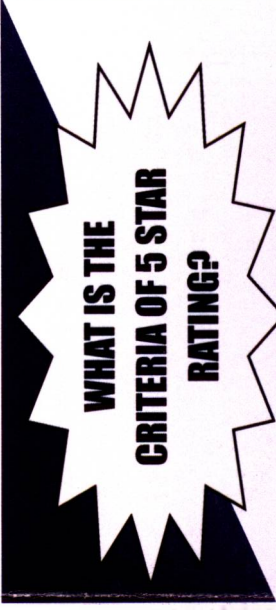
Mission of HRM

“We Develop and Manage Talent for Organizational Excellence”

Purpose of 5 Star

As a mechanism to evaluate and rate the performance of specific categories of Public Sector agencies

| OBJECTIVE | |
|------------------------------------|-----------------------------|
| Assess and measure the performance | Promote healthy competition |



Component A: Management

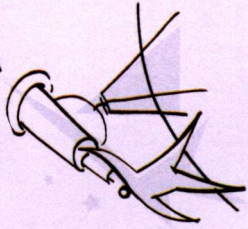
- A1 Organization Management
- A2 Financial Management
- A3 Human Resource Management
- A4 Project Development Management
- A5 ICT Management
- A6 Record Management

Component B: Core Service

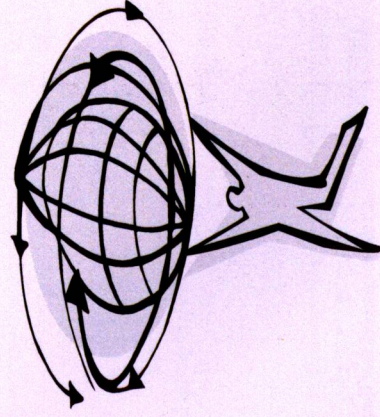
- B1 Strategic Management
- B2 Fundamental / Programme / Main Activity

Component C: Customer Management

- C1 Customer Management Planning
- C2 Interaction with Customer
- C3 Achievement Customer Management
- C4 Promotion of Customer Service



- A3.1 Fundamental/Strategy of HRM
- A3.2 Management Panel of HRM
- A3.3 Succession Planning
- A3.4 Recognition/Appreciation
- A3.5 Supervision Values & Ethics
- A3.6 Counseling Programme / Motivation
- A3.7 HR Information





GROUP MEMBERS:-

- RICHMOND DICK ANAK SUDIN (LEADER)**
- MUHD AMMAR ZAFRI B. ZAINUDDIN (DEPUTY LEADER)**
- NOOR AZYRA BTE SABRI (SECRETARY I)**
- NOORLIDA BTE WAJDI (SECRETARY II)**
- AKHMALIA BTE HASAN@ROSLAN**
- AMY DAHLIA BTE ABDUL RAHMAN**
- HARWINDA BTE HARIONO**
- NUR NABILLA KHAIRUNNISA BTE ABDULLAH**
- SITI RUHAYU BTE MAN@BUSMAN**



5 STAR RATING QUALITY OF SERVICE





PROPOSED PROJECT :
“STAR RATING”




PREPARED BY :
 TITANIUM TEAM

PROJECT TIME FRAME :
 30th JULY – 30th August 2013



Titanium

“Beyond the expectation”


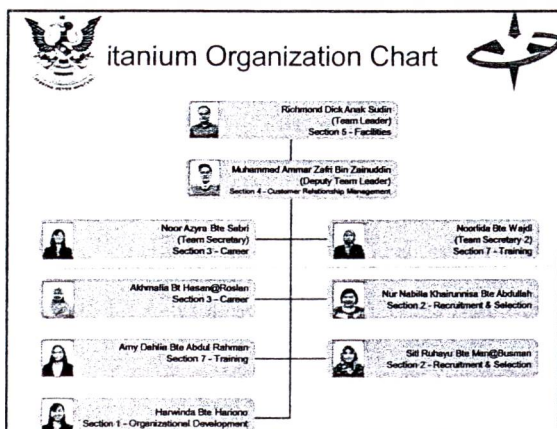







Presenter :

Richmond Dick Anak Sudin
 Team Leader
 22 years old

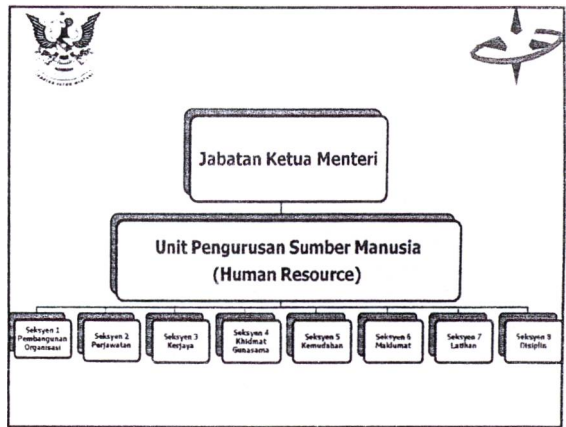
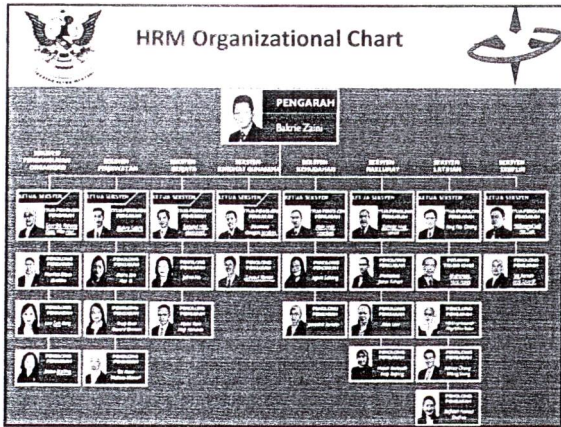



Logo's Definition

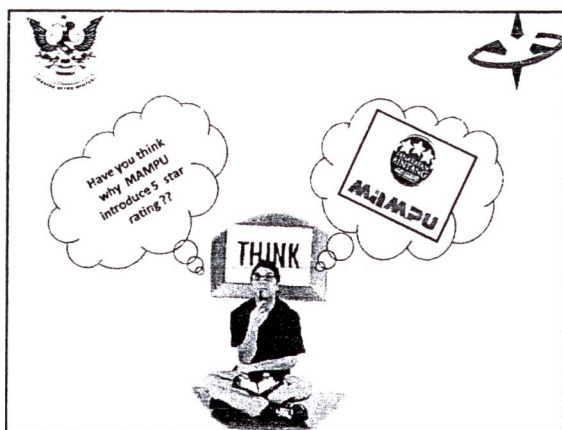
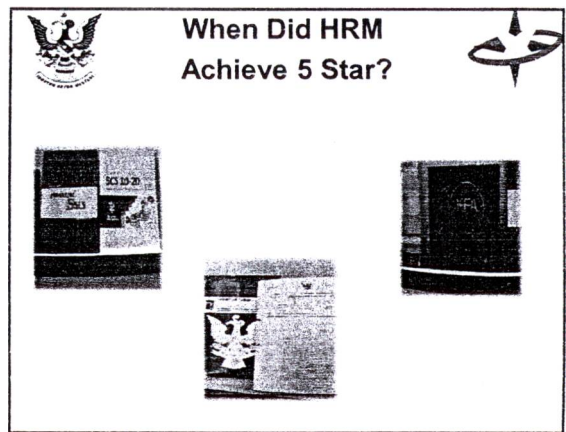
Presenter :

Muhammad Ammar Zafri Bin Zainuddin
 Deputy Team Leader
 23 years old





Vision of HRM
"Spearheading Sarawak Civil Service Human Capital Transformation"

Mission of HRM
"We Develop and Manage Talent for Organizational Excellence"





Presenter :



Noorlida bt Wajdi
Team Secretary II
22 years old

 Purpose 



As a mechanism to evaluate and rate the performance of specific categories of Public Sector agencies

 Background 

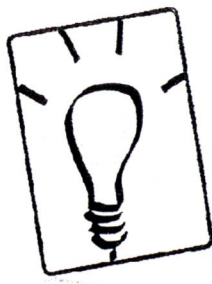
2 FEBRUARY 2005 1 DECEMBER 2006 8 FEBRUARY 2007 22 JANUARY 2008



 Objectives 


1. Assess and measure the performance
2. Give recognition
3. Promote healthy competition



CRITERIA FOR 5 STAR RATING



 **A3.3 Succession Planning** 



Presenter :
Noor Azyra Bte Sabri
Team Secretary I
23 years

 Evaluation Aspect 

A. MANAGEMENT B. CORE SERVICE C. CUSTOMER MANAGEMENT

Evaluation Aspect

Component A: Management

- A1 Organization Management
- A2 Financial Management
- A3 Human Resource Management
- A4 Project Development Management
- A5 ICT Management
- A6 Record Management

Component B: Core Service

- B1 Strategic Management
- B2 Fundamental / Programme / Main Activity

Component C: Customer Management


- C1 Customer Management Planning
- C2 Interaction with Customer
- C3 Achievement Customer Management
- C4 Promotion of Customer Service

Evaluation Aspect

A3 Human Resource Management

- A3.1 Fundamental/Strategy of HRM
- A3.2 Management Panel of HRM
- A3.3 Succession Planning
- A3.4 Recognition/Appreciation
- A3.5 Supervision Values & Ethics
- A3.6 Counseling Programme / Motivation
- A3.7 HR Information

A3.1 Fundamental/Strategy of HRM



Presenter :

Muhammad Ammar Zafr Bin Zainuddin
Deputy Team Leader
23 years old

A3.1 Fundamental/Strategy of HRM

Human Resource Management

- Element/Thrust of Human Resource Strategic Plan(HRSP)
- Programs in HRSP
- Implementation of Program/Activities in HRSP

A3.1 Fundamental/Strategy of HRM

HRM

- HRSP 2011-2015
- SCS 10-20
- Setting up strategic goals
- Ensuring the Organization Competency
- Managing Quality Worker
- Develop Competency Workforce
- Managing Performance, Recognition and Award
- Development of High Performance Working Culture

A3.1 Fundamental/Strategy of HRM


Recruitment

Program / Strategy in HRSP


Recognition

Training

A3.2 Management Panel of HRM



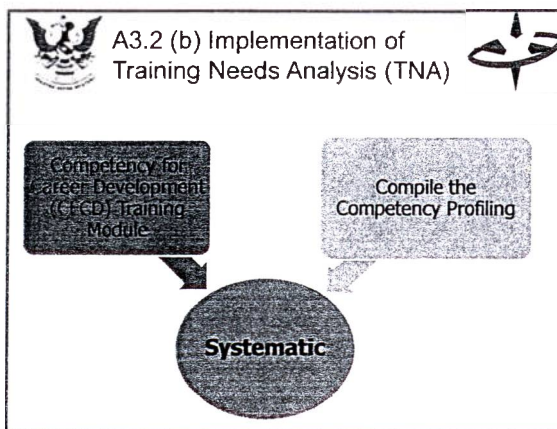
Noorlida bt Wajdi
Team Secretary II
22 years old



Presenter :
Amy Dahlia bt Abdul Rahman
22 years old

A3.2 (a) PPSM Discussion Aspect

- Recruitment
- Career Development
- Recognition and Training



A3.2 (c) Operation Training Plan



- Depends on POL by year

A3.2 (d) 7 Days Training Basis



- Not fully implemented

A3.2 (e) POL Implementation Observation Mechanism



- Programmed Proposal
- Service Order

 A3.3(f) Evaluation of the level competency before and after attending training 



- The employees will attend courses required.
- The supervisors are required to complete the form within three (3) months .
- The Chief Minister has introduced the Competency Profiling

 A3.3 (g) Implementation structures and mentoring programs 



- State Civil Service
- Implementation of flowchart
- Mentor-mentee agreement
- Mentee development plan
- Mentoring Log Book


 A3.3(h) The range level of mentoring programs 

- Less experienced in the tasks entrusted to them
- Performance needs to be improved
- New workers
- Newly promoted.
- New Appointment



 A3.3(i) Assessment of effectiveness of mentoring programs 

- The effectiveness of these programs is assessed through the log book.

 A3.3 Succession Planning 



Presenter :
Noor Azyra Bte Sabri
Team Secretary I
23 years old

 A3.3 Succession Planning 

Evaluation aspects:

- a) Succession planning structure for strategic positioning
- b) Implementation of the nurturing leadership skill program
- c) Evaluation on the effectiveness of the nurturing leadership skill program

A3.3 (a) Succession planning ructure for strategic positioning

2010 Strategic Leader Training

- Identify Strategic Leader
- Develop Job Competency Profiling
- Identify Superior Performance
- Create Individual Development Program
- Implement Individual Development Program
- Observe, Evaluate, Identify and Implementation

2011 Introducing Change

- Identify Superior Performance
- Develop Job Competency Profiling
- Identify Strategic Leader
- Create Individual Development Program
- Implement Individual Development Program
- Observe, Evaluate, Identify and Implementation

2012 Driving the Implementation

- Identify Superior Performance
- Develop Job Competency Profiling
- Identify Strategic Leader
- Create Individual Development Program
- Implement Individual Development Program
- Observe, Evaluate, Identify and Implementation

SCS Continuity Planning Model Process

- Identify the strategic position
- Develop the Job Competency Profiling
- Identify superior performance
- Create Individual Development Program
- Implement Individual Development Program
- Observe, Evaluate, Identify and Implementation

A3.3 (b) Implementation of the Nurturing leadership skill program

```

    graph TD
      A[Nurturing Leadership skill program] --> B[Learning process]
      A --> C[Training]
      A --> D[Courses]
      A --> E[Seminar]
    
```

A3.3 (c) Evaluation on the program

YES




3.4 Recognition/Appreciation

Presenter :
 Richmond Dick Anak Sudin
 Team Leader
 22 years old

A3.4 Recognition/Appreciation



| A.3.4(a) Specific Guidelines | A.3.4(b) Initiative by Organization | A.3.4(c) Other Recognition Coverage |
|--|--|--|
| <ol style="list-style-type: none"> Anugerah Perkhidmatan Cemerlang (APC) Anugerah Pegawai Contoh | <ol style="list-style-type: none"> Human Resource Development Panel Innovation - Sarawak Civil Service Innovative Idea | <ol style="list-style-type: none"> Best Best Choice Toastmaster Certificate for Excellence Personnel for LUBH Best Workstation Birthdays Party |

A3.5 Supervision Values & Ethics

Presenter :
 Akhmalia bt Hasan@Roslan
 23 years old

A3.5 Supervision Values & Ethics







Evaluation aspect :


- 1) Organizational Integrity Plan / Pelan Integriti Organisasi (PIO)
- 2) Integrity Governance Committee Chief Minister / Jawatankuasa Keutuhan Tadbir Urus Jabatan Ketua Menteri (JKTUJKM)

Chief Minister's Department Integrity Committee

A3.6 Counseling Programme /Motivation







Presenter :
 Siti Ruhayu Bt Man@Busman
 23 years old



Presenter :
 Nur Nabilla Khairunnisa Bt Abdullah
 23 years old



A3.6 Counseling Programme /Motivation

Counseling Program

| | | |
|---|--|--|
| Implementation mechanism counseling/counselor | Implementation of activities/programs implemented in agency counseling | The use of applications or application psychometrics psychology in human resource management |
|---|--|--|



A3.6 Counseling Programme /Motivation

Implementation mechanism counseling/counselor

| | | |
|---|---|--|
| Public Service Department get a qualified psychologist officer for HRM. | To manage matters related to the psychology program at the State Public Service | JKM has established Personnel Support Program(PSP) in 2002, and now known as Customer Relation Management(CRM) |
|---|---|--|

A3.6 Counseling Programme /Motivation

Program Ceramah Kesihatan

Kursus Kaunseling Siri 19

Seminar Psikologi Sumber Manusia

A3.6 Counseling Programme /Motivation

Application psychometrics psychology in HRM

UPSM has taken the initiative to provide training to internal officials through workshop

It is collaboration with the Division of Psychology, JPA

Psychometrics Test

- 1) Indikator Perwatakan Unggul (IPU)
- 2) Indeks Bimbingan Kerjaya (IBK)

A3.7 HR Information



Presenter :

Harwinda Hariono
24 years old

A3.7 HR Information

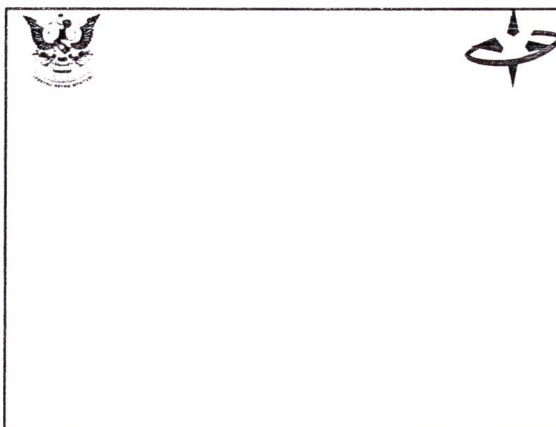
Why it is so important ??

- personal information
- profile of public service

Evaluation aspect :

- 1) Level of updating information in Agency Staff Service Book
 - 91.68%
 - HRMIS adopted the Guide to Managing the Service Book of the Government
- 2) The percentage of human resource information updated in HRMIS:
 - Profile of service: 99.24%
 - Personal record: 97.54%
 - Asset declaration: 91.86%

Q & A SESSION



TITANIUM TEAM



Okay That's all . Thank you.



GOODLUCK to HRM units in achieving the 5 Star
in 2013.

Achieving a world class agency....





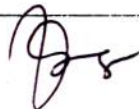


FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
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NO KAD PENGENALAN : 890514 - 13 - 6114
PROGRAM : AM228/AM225*
NAMA PENSYARAH PENYELIA : MADAM NADRAWINDA

* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

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| 2 | 11/11/2013 | 9 am |  (C) |
| 3 | 13/11/2013 | 11 am |  |
| 4 | 15/12/2013 | 3 pm |  |
| 5 | 20/12/2013 | 10 am |  |
| 6 | | | |
| 7 | | | |

CATATAN

Discussed layout of thesis
by book checked.

Discussed chapter 3, 4, 5
checked " 1.

Drafts checked 15/12/2013

Draft checked

" " to amend
few pages.

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| 8 | | | | |
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* potong yang tidak berkenaan
Silakan lampirkan jika ruang sediada tidak mencukupi



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| 4. Jurnal (Journals) | <input type="checkbox"/> | 10. Buletin (Bulletins) | <input type="checkbox"/> |
| 5. Buku (Books) | <input type="checkbox"/> | 11. Skor Muzik (Music Scores / Musical Composition) | <input type="checkbox"/> |
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|----------|----------------------|----------|--------|----------|--------|
| | | Judul | Naskah | Judul | Naskah |
| 1. | <u>Master report</u> | | | | |
| 2. | | | | | |
| 3. | | | | | |

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