



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY
STUDIES**

TITLE:

Public Service Department (PSD)
In Putrajaya

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**CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY
THE SUPERVISOR**

I have reviewed the final and complete practical report and approve the submission of this report for evaluation.

Sharon Pearl ak Henry Serub

Date:

Table of contents

Clearance for submission	i
Declaration	ii
Acknowledgement	iii
Table of content	iv

Chapter 1: Introduction of the Organization

1.0 Introduction	1
1.1 Background of the PSD	1
1.2 Functions of PSD	4
1.3 Objectives, and company policy or organization policy, mission and vision of the organization	5
1.4 Organizational Chart of PSD	8
1.5 Relevant information about PSD	9

Chapter 2: Schedule of Practical Training

2.0 Introduction	11
2.1 Log Book Summarization	
2.1.1 First Week	11
2.1.2 Second Week	15
2.2.3 Third Week	18
2.2.4 Fourth Week	22
2.2.5 Fifth Week	26

Chapter 3: Analysis

3.0 Introduction	29
3.1 Introduction of Public Relations	30
3.2 Definition of Event	39
3.3 Definition of Event Management	39
3.3.1 Why	39
3.3.2 What	40
3.3.3 When	41
3.3.4 Where	42
3.3.5 Who	42
3.4 How Organize the Event	43
3.4.1 Introduction	43
3.5 Main Duties and Responsibilities	49

Chapter 4: Recommendations

4.0 Introduction	51
4.1 Definition of SWOT Analysis	51
4.2 SWOT Analysis for PSD	53
4.2.1 Strength in the organization	53
4.2.2 Weaknesses in the organization	59
4.2.3 Opportunities in the organization	61
4.2.4 Threats in the organization	63
4.3 Suggestions and Recommendations	65

CHAPTER ONE

INTRODUCTION TO THE ORGANIZATION

1.0 INTRODUCTION

This chapter will describe the background of Public Service Department (PSD), PSD director history, functions of PSD, objectives, client's charter, mission, vision, code of ethics, tagline and organizational chart of the organization. Next is relevant information about PSD that discuss about transformation agenda in PSD.

1.1 Background of Public Service Department (PSD)

The establishment of the PSD began in Singapore in 1934 when it was known as the Malayan Establishment Office (MEO) and operated from the City Hall. When the administration shifted to Malaya in 1954, the office was relocated to Kuala Lumpur at the Federal House, Jalan Hishamuddin. Only in 1993, were all of the divisions successfully placed under one roof when the PSD moved to their own building at the PSD Complex, Jalan Tun Ismail, Kuala Lumpur. To improve service to the customers in East Malaysia, branches of the Pension Division were establish in Kota Kinabalu, Sabah and Kuching, Sarawak. In 2001, the PSD moved to Complex C at the Federal Government Administrative Centre in Putrajaya, following the government decision to centralize all federal government offices in one location (PSD Official Portal, 2014).

The Competency Management Branch was located at Sapura Building 2 Mines, Seri Kembangan. Following the reorganization of the PSD in 2009, three divisions were moved to the MKN- Embassy Techzone Building, Cyberjaya. The divisions are the Information Management Division, the Psychological Management Division and the Remuneration Division (PSD Official Portal, 2014).