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FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES  
AM228  
BACHELOR OF ADMINISTRATIVE SCIENCE (Hons)**

**PRACTICAL TRAINING REPORT**

**SARAWAK CHIEF MINISTER'S DEPARTMENT  
HUMAN RESOURCE MANAGEMENT UNIT (UPSM)**

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## **CHAPTER 1**

### **INTRODUCTION OF THE ORGANIZATION**

#### **1.0 Background of Sarawak Chief Minister's Department**

Sarawak was fortunate that the Colonial Office understood that it could not hold on to power forever in the colony and that, sooner or later, when the country attained independence, the colonists would have to leave and hand over the reins of administration to the local populace. Helping to ensure a smooth transition was the introduction of the Sarawak Administrative Service. When it was established in the 1950s, the Sarawak Administrative Service operated in tandem with the Native Administrative Service. Officers in both services had the same functions and goals, the only difference lay in their method of recruitment. Where the Native Officers were appointed because of their family background and influence, the Administrative Officers had to possess minimum academic qualifications. With the retirement of the last few remaining Native Officers in the 1960s, the Native Administrative Service came to a natural close, after nearly a century of serving the people of Sarawak.

The end of this chapter marked the beginning of the transformation of the role of the Sarawak Administrative Service. From being a vehicle of the Rajah in the early days, and later, the British Colonial Office, to impose their authority and to achieve their own political ends, the Service had to adapt to a new role as an agent of change. It would still act as a vital link between the Government and the people, but this time, in implementing Government policies at the district level, the Administrative Officers were expected to do so in cooperation with the people whose wishes and aspirations had to be taken into account when it came to decision-making. So a consensual rather than a top-down approach was

## **CHAPTER 2**

### **SCHEDULE OF PRACTICAL TRAINING**

#### **2.0 Introduction**

I undergo my practical training at Human Resource Management Unit (UPSM) of Sarawak Chief's Minister Department, from the 22th of July until the 30th of August 2013. I was assigned to Customer Relationship Management Section under the supervision of the Chief Deputy Director of the CRM Section, Mr. Desmond Douglas Jerukan. Throughout my one month of practical training at Human Resource Management Unit in Sarawak Chief Minister's Department, I was exposed to several daily tasks. My daily tasks are including answering telephone calls, recording data in files, arranging files on the shelf according to its code, colors and types of file, drafting and writing official letters, handling the department events and involving in the Star Rating Evaluation that will be evaluate by MAMPU.

## **CHAPTER 3**

### **ANALYSIS OF TRAINING**

#### **3.0 Introduction**

Chapter 3 describes the analysis of the practical training. It specifically focuses on one area of task as covered in the practical training handbook. It also should reflect definition of concept, demonstration of practical and theoretical aspects as how to relate all concepts learned in classroom at the workplace and how to transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. Based on my schedule of practical working experience and tasks of job description given under chapter 2, it shows that, my practical training experience was more focused on human resource practices at Human Resource Management Unit in Sarawak Chief Minister's Department.

#### **3.1 Task Analysis**

During the course of the five weeks of my practical training, I have complete several types of responsibilities such as filing, recording data, data updating, filling the various form, staff daily meeting, performing clerical tasks and so forth. As for this chapter, I will highlight on the area Star Rating Evaluation Project that has been assigned to us as a group so that we can analyses the process on achieving the '5 Star Rating' that become the key indicator of the efficiency and effectiveness of the organization.