



اوتنو تكنولوجي مارا  
UNIVERSITI  
TEKNOLOGI  
MARA

Fakulti  
Pengurusan  
dan Perniagaan

# INDUSTRIAL TRAINING REPORT

## DEPARTMENT OF IRRIGATION AND DRAINAGE, PERAK TENGAH

1 MARCH - 13 AUGUST 2021



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BACHELOR OF BUSINESS ADMINISTRATION (HONS.) FINANCE

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## EXECUTIVE SUMMARY

My memorable and enlightening twenty-four weeks industrial training began at Department of Irrigation and Drainage Perak Tengah District which located at Kompleks Pentadbiran Seri Iskandar, Perak. This organization provides professional and quality services in planning, design, and implementation of programs for flood management, river basins, coastal zones, eco-friendly drainage, and water resources and hydrology for residents in Perak Tengah District. My industrial training began on 1<sup>st</sup> March until 13<sup>th</sup> August 2021. I also had magnificently concluded the placement in Finance and Administration department as a requirement of Bachelor of Business Administration with honours majoring in Finance. From this industrial training, I manage to learn many new things which enlightened me on what is a real world of working industry look like. From both department that I have been assigned to during my internship training, I manage to develop soft skills and technical skills related to the tasks given to me. For example, I got to know the software system that used by the organization in conducting their works such as iSPEKS system for Finance Department and HRMIS for Administration Department. On top of that, throughout my internship at DID Perak Tengah, I got to observe several strengths, weaknesses, opportunities, and threats to the organization. For instance, the organization has many experienced and dedicated employees that help to boost the organization's performance. However, there is several employees that are not tech savvy and flood risk which may give impacts to the organizations performance. Hence, several recommendations have been made in order to improve the performance of the organization.

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### 3.0 COMPANY'S PROFILE

My successful and meaningful six months of industrial training began here at the Department of Irrigation and Drainage (DID) Perak Tengah District, located at Aras 3, Kompleks Pentadbiran Daerah Perak Tengah, 32610 Seri Iskandar, Perak Darul Ridzuan. It is operated for eight hours every Monday until Friday from 8:00 a.m. until 5:00 p.m. Meanwhile, it is closed for weekends and public holidays.

### 3.1 BACKGROUND OF ESTABLISHMENT

The Department of Irrigation and Drainage (DID) was founded in 1932 and was assigned the obligation to provide rice plant infrastructure. Major floods wreaked havoc on Kuala Lumpur in 1971, destroying numerous homes. From 1972 onwards, flood mitigation was added to the department as a result of this catastrophe.

Since 1986, DID has included seafront engineering in its list of services. On March 27, 2004, DID was shifted from the Ministry of Agriculture and Agro-based Industry (MOA) to the Ministry of Natural Resources and Environment (NRE). DID's key responsibilities at the moment are water resource management and hydrology, river basin management, and environmentally friendly coastal zone and drainage.

On top of that, Perak Darul Ridzuan currently has a river basin that comprises 70% of the state's entire land area of 20,343 square kilometres. Whereas there are 800 river streams, including rivers, and 11 major river basins with 48 sub-basins.

### 3.2 LOGO DESCRIPTION



*Figure 2: Department of Irrigation and Drainage Perak Tengah's logo.*

Irrigation, drainage, river engineering, coastal engineering, and water resources management are all part of the Drainage and Irrigation Department, represented by five bands of undulating pancadharna.

The waveform of a department depicts a dynamic that is always ready and eager, with aligned currents toward advancement, forward without regard for aggravation, and not willing to give up to provide excellent service.

The strains of bluish overlay that eventually merge well into the palate well as green agricultural development and environmental quality, engineering and product consolidation of the universe until a harmonious environment created in line with the philosophy of "Water and Environment, My Heritage."

### **3.3 VISION**

Leadership of engineering services and national water resources management services.

### **3.4 MISSION**

Lead and provide world class service in the management of water resources, in particular flood, river management and coastal zone in order to improve the quality of life by ensuring water security and environmental sustainability.

### **3.5 OBJECTIVE**

To provide engineering services which are beyond the capability of the target group itself and subsequently to ensure optimum land utilization and more efficient management of the nation's water resources.

### **3.6 MAIN POLICY**

Do the right things, and do it right with quality, integrity, and concerned.

3.7 ORGANIZATIONAL STRUCTURE

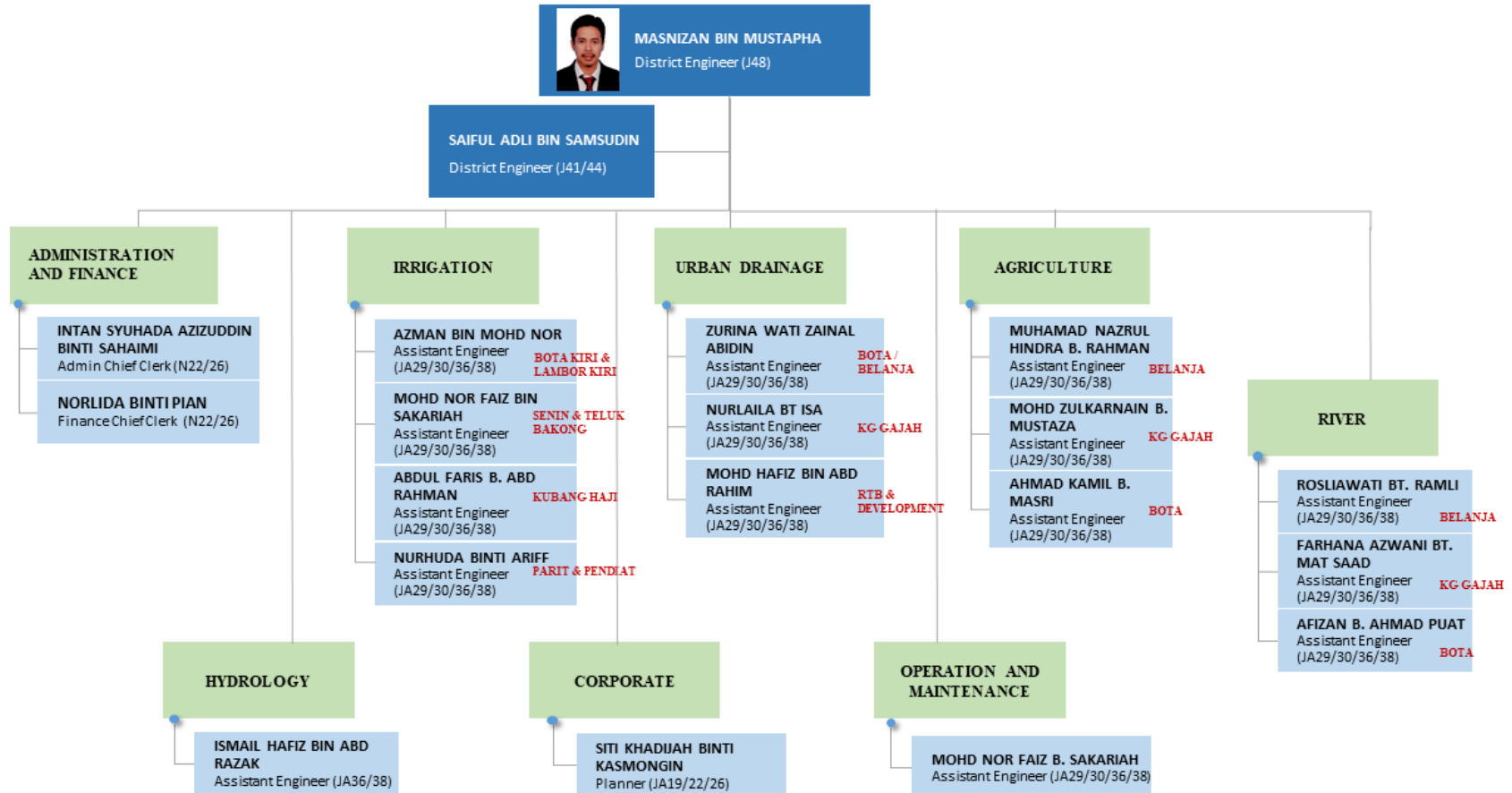


Figure 3: Organizational structure at Department of Irrigation and Drainage Perak Tengah.

### 3.8 SERVICES OFFERED

Department of Irrigation and Drainage (DID) Perak Tengah District provides professional and quality **services** for residents in Perak Tengah District. The services will be based on best engineering practices concerning environmental sustainability, economic and social.

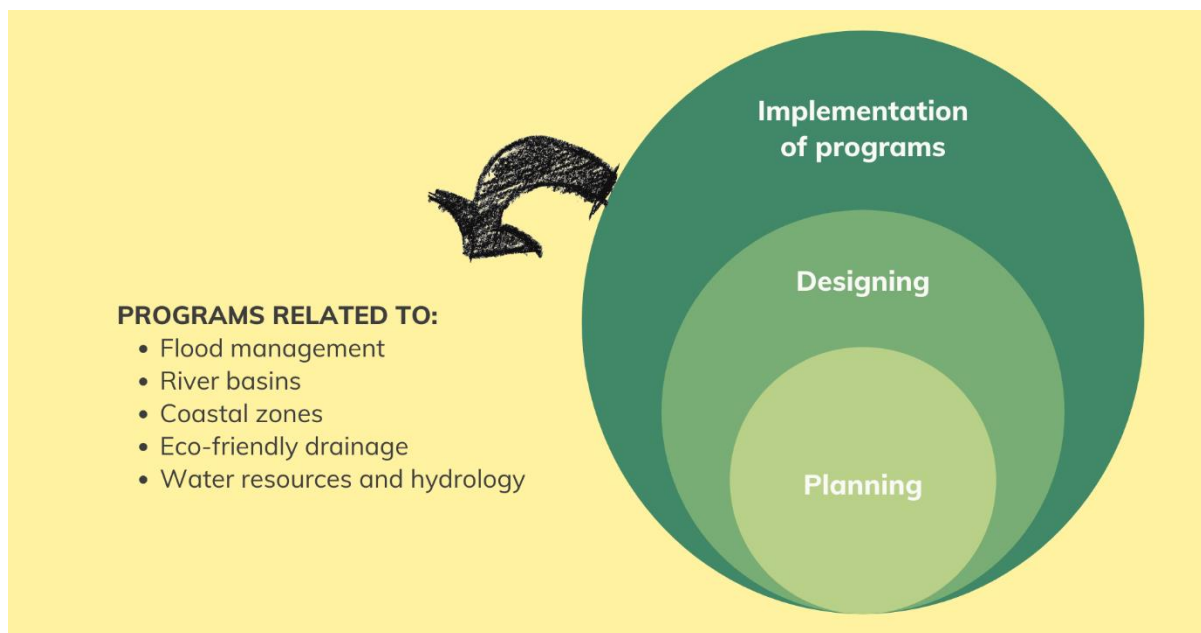


Figure 4: Services offered by Department of Irrigation and Drainage Perak Tengah.



#### 4.0 TRAINING'S REFLECTION

This section contains the task's knowledge application, abilities, and experience, as well as personal reflection. Also, lesson learned, limitations, and recommendations. This industrial training experience has given me a lot of insight into the future of employment. The internship lasts for six months, beginning on March 1st and ending on August 13th, 2021, as requested by the university.

During the internship, I am assigned to the finance department. This department is responsible for preparing the annual budget for the organization. Other than that, some of the other responsibilities are managing JPS Perak local order and payment vouchers, selling quotation and tender documents, and maintaining financial control records with regular updates. As the office has two departments in the same building, I also give hands to the administration department from time to time if needed.

Throughout my internship at the finance department, I have been assigned to assist the staff in selling and buying the quotation document for a particular project. I have also been assigned several tasks, including inputting the data into the iSPEKS system. The data that I need to input is related to the acquisition, which included issuing work indent for development, expenditure control, and MARRIS. Also, I need to input the data for the entry of received goods and payment instructions. After the project complete, the payment instruction must be issued to the contractor within ten days after receiving the work indent. Then, it is necessary to print the payment vouchers for that particular project and organize them into files. The arrangement of the payment vouchers is according to the voucher numbers.

Besides, I have been assigned to input data related to the employees' salaries into the iSPEKS system. For example, I need to input the wage arrears of the employee under the salary information preparation module of KEW.8 and KEW.320 programs. This is necessary to ensure that employees receive their pay checks on time. The other tasks are to key in the employee travel and overtime allowance claims under the advance and claims module. The amount for travel allowance claims is limited to RM120. Meanwhile, overtime compensation claims depend on the length of hours that employees work. Basically, all the financial data is input using the iSPEKS system.

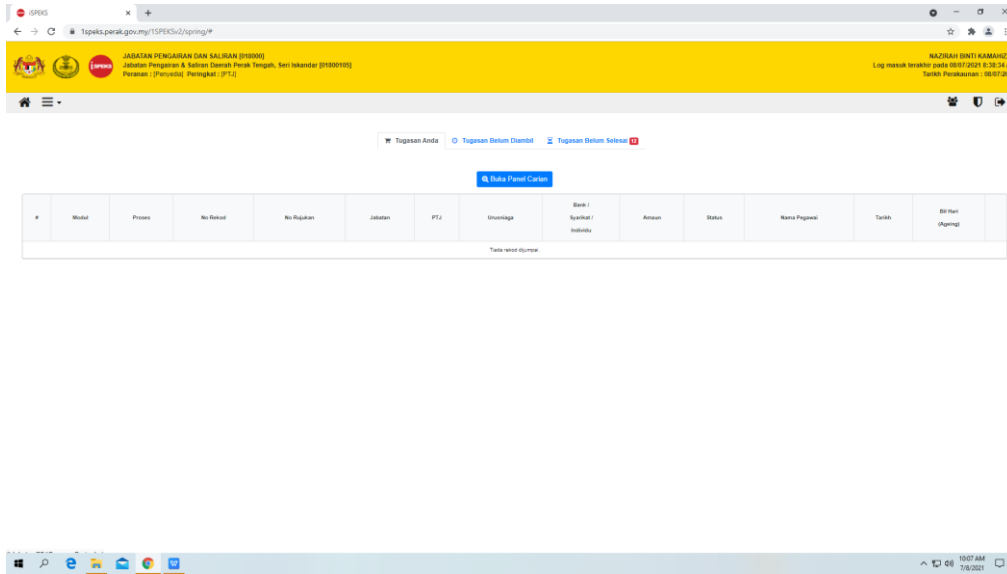


Figure 5: The home page of iSPEKS system used for finance department.

Furthermore, the responsibility assigned to me by the administration department is to record the Government Service Book of the employees at JPS Perak Tengah apart from only handling phone calls. It is a document that records all of the events that occurred during a Government employee's entire service period and career, including every administrative action taken on the employee from the time of their recruitment until their retirement, in order to reflect the history of service of a Government employee. Apart from that, I also help to assist the transaction of office's stocks like stationeries, A4 papers, colour papers, hard file folders, heavy-duty staplers, and other items in the stock control card, which is known as KEW.PS-3 card.

Therefore, I have gained a lot of experience and benefit from this internship, especially from these two department at JPS Perak Tengah. Throughout the industrial training, I have the opportunity working as a genuine employee in the industry and experience the stress and strain that comes with it. As a result, I able to recognize how to handle the pressure while continuing to perform the responsibilities assigned to me. It allows me to enhance my knowledge by gaining new skills in finance and administration in the government sector. For instance, I understand the grade categories of a project conducted depending on the amount needed to complete the project through the process of selling and purchasing the quotation form. I also learned how to input all financial data into their financial software, known as the iSPEKS system.

In addition, I manage to broaden my knowledge and skills related to personal development, which helps strengthen my communication, time management, and soft skills. I discovered the best approach to communicate appropriately according to time and circumstance while completing industrial training. It indirectly helps to build and establish my self-confidence in a situation or in completing a given task. Hence, I have the courage and confidence to speak out my suggestions or ideas during participating in discussions. In terms of time management skills, this industrial training makes me more punctual and time-oriented by managing the time properly to settle down all the different tasks given by the officer on time. It also indirectly helps me to learn to be a multi-tasking person.

## 5.0 SWOT ANALYSIS

SWOT analysis is a tool used for strategic planning and strategic management in organizations. This methodology is used to assess a company's competitive position and identify core strengths, weaknesses, opportunities, and threats, resulting in fact-based analysis, new views, and innovative solutions. SWOT analysis assesses internal and external factors, as well as current and future potential. Below is the SWOT analysis figure for the Department of Irrigation and Drainage Perak Tengah based on my observation during my 24 weeks of industrial training.



Figure 6: SWOT analysis for Department of Irrigation and Drainage Perak Tengah.

## 6.0 DISCUSSION AND RECOMMENDATION

### 6.1 STRENGTHS

#### i. Has many committed and dedicated employees

Based on my observation during the industrial training at the Department of Irrigation and Drainage (DID) Perak Tengah District, I found a majority of the employees have experienced in the work field for more than five years. They also show good work performance as they were enthusiastic and always committed to their work and workplace. During my industrial training, I saw that the organization's employees were always passionate about their work. They also make sure to complete the work on time and even earlier before the deadlines to avoid any mistakes. It demonstrates that they carefully review each project before submitting it to their leader, ensuring that they deliver the best possible results and quality work in order to meet the organization's objectives. Furthermore, the employees were always helpful to one another. When numerous tasks need to be completed by other colleagues, they will lend a hand and assist one another to finish it. Therefore, it is a great strength to the organization as it has many committed and dedicated employees. This is because devoted employees are an organization's most valuable asset, and it is reasonable to assume that they contribute significantly to the organization's overall performance.

My recommendation is the leader at the organization must play their role to engage with the employees and increase their work performance and engagement level. According to Osborne & Hammoud (2017), while assuring a long-term contract and a process-oriented organization with the baby boomers, the leader can engage younger workers with financial compensation and rewards. This is because if there is a lack of monetary incentive, younger employees will depart since they believe there is no chance for advancement or a pay raise. However, baby boomers are more concerned with processes and organizational loyalty than with monetary rewards. Besides, building a bond between leaders and employees is also crucial since it can improve job satisfaction and productivity. For example, the leader should be a good listener who is open to the employee's criticisms. When there are two modes of communication, the employees will feel valuable and worthwhile. This is because strong bonds between leaders and employees can be strengthened through good communication (Osborne & Hammoud, 2017). Lastly, create a positive organizational culture. When a company's culture is positive, it can result in increased morale, productivity, and retention. Better company culture can be



created, for example, by arriving at work with a positive attitude, complimenting and praising others, and being considerate of everyone (Estigoy, 2020).

**ii. React immediately to any concerns raised by residents**

Another strength of DID that I discovered is that they react immediately to any concerns raised by people in the Perak Tengah area, which demonstrates excellent customer service. Locals from Bota, Lambor, and Kampung Gajah Sub-Districts are obviously the core demographic for this organization. Flood catastrophes, farm road damage, drainage problems, and any agricultural-related issues are the most typical complaints from the residents. When residents report irrigation and drainage problems, engineers will go to the site right once to inspect the situation and come up with a solution. Following that, all of the organization's expert engineers will have a discussion, and contractors will be able to submit quotations to operate the project and work on the concerns. The organization's prompt action demonstrates that the customer services offered are the best in preserving environmental sustainability for society. Therefore, this strength indirectly puts trust in the locals towards the engineering services provided by the organization and always believes in the best services offered.

Hence, my recommendation to achieve effective customer service is to build good teamwork among employees. This is because a well-coordinated team can minimize various departments from bickering and blaming in order to improve customer service. According to Metz et al., (2020), customers prefer a unified service experience when it comes to a speedy resolution of client complaints, and strong team bonds allow for holistic solutions. Therefore, to achieve the organization's goal, the leader must ensure good employee involvement, engagement, and cooperation for those working in customer service. Employees should also get enough training and guidance through appropriate and effective programs to assist them in identifying the concepts and practices that underpin customer service excellence (Metz et al., 2020). For example, a training program to develop employees' communication skills so that they may interact effectively with the complainant on information exchange without misunderstanding. As a result, customer satisfaction and employee productivity will rise in organizations with highly engaged employees.

## 6.2 WEAKNESSES

### i. **Employees are lack knowledge and skills in technology**

Several employees are lack knowledge and skills in technology. It is one of the weaknesses that I found during my industrial training at the organization. Computers, such as desktops and laptops, are frequently utilized in this organization to enter data and information. These technologies make the work less complex as they can reduce the time taken to execute the tasks. However, based on my observations, a minority of employees find it challenging to utilize computers, and they believe that their jobs become more complex. Unfortunately, this will impact the organization's performance because it may cause tasks to be delayed. This is due to the fact that the administration and finance departments relied heavily on a system that required the use of technology to complete their tasks. For example, the administration department usually uses the HRMIS system to update employees' status, while the finance department uses the iSPEKS system to update financial data efficiently.

Thus, the organization's management must recognize the importance of training and development in employee performance and evaluation in order to improve employee performance in terms of technical and physical skills. Moreover, efforts in employee training and development show that companies are focused on individuals who are eager to take on greater tasks as well as high-potential personnel. On top of that, one of the most powerful motivators utilized to assist both individuals and companies in reaching short-term and long-term goals is staff training and development (Rodriguez & Walters, 2017). Employees who have received adequate training in the use of technology can continue to develop until they feel comfortable with it. When this occurs, it may boost staff morale and motivate them to enhance their computer skills.

**ii. Lack of facilities provided in the office**

Another weakness of DID that I noticed during my industrial training was the lack of facilities provided in the office. An organization's work process will be enhanced by adequate work facilities in suitable conditions that are effectively maintained. When an organization has proper work facilities, it can assist employees in completing their jobs quickly and efficiently. However, DID Perak Tengah was unable to provide enough facilities for its employees, particularly technological equipment like photocopiers and printers. Two photocopy machines were available in the office, each in a different location. Unfortunately, the photocopy machines did not always work well, impacting the employees' jobs and slowing their productivity. When they needed to sell the quotation document in a week, a copying machine was required to photocopy numerous copies of the document. As a result, many employees will need to use the photocopy machine at the same time. When there is only one photocopy machine that works properly, it impacts their work performance since they have to wait a long time to complete their duty, and it can also lead to fights among co-workers. Thus, the organization's limited facilities may have an impact on the employees' work performance.

To counter this issue, the Department of Irrigation and Drainage Perak Tengah, in my opinion, should endeavor to enhance and create pleasant working conditions for its staff. According to Pratiwi et al. (2019), if the office can give sufficient supplies, the employees' passion for their work would increase, and their work will improve. Employees will feel more at ease at work if work facilities have been prepared, and this will boost morale, allowing the organization to achieve the desired outcomes. Besides, the organization also should conduct routine inspections on each asset to ensure the long-lasting of the equipment. According to the findings of Kaming et al. (2018), maintenance management should conduct continuous monitoring or regular inspections of electrical equipment components. This is because a precise maintenance interval was anticipated to improve the maintenance outcome while reducing costs. It not only extends the life of their electrical equipment but also enhances safety by reducing the risk of dangerous equipment failures (Isa et al., 2017). It may be easier for them to be productive and efficient if their facilities run more smoothly.

### 6.3 OPPORTUNITIES

#### i. Develop links with the businesses community

Based on my observations, the organization requires a group of labourers to complete the construction work since they give professional and quality services in the planning, development, and implementation of irrigation and drainage programs. Therefore, it is an opportunity to develop links with the businesses community that provide construction services and can assist the organization in completing the project. For instance, if there is a project to develop irrigation and drainage infrastructure, the Department of Irrigation and Drainage will offer a sales quotation form to any contractors who are interested in the project by announcing their official websites and Facebook Page. Contractors that frequently collaborate with DID Perak Tengah on a variety of projects may develop trust with one another because they understand each other's needs and desires, resulting in a positive partnership. If they collaborate on initiatives in the future, these strong relationships between organizations may benefit both in terms of performance.

In my opinion, in order to take advantage of this opportunity, the organization should build trust with the business community. This is because it can foster personal relationships, facilitate bargaining and negotiation, and lower transaction costs between organizations (Yu et al., 2018). A healthy conversation atmosphere can be established when there is a good relationship between organizations and will indirectly increase work performance. The Department of Irrigation and Drainage Perak Tengah should also establish trust with the construction company to negotiate a realistic and affordable pricing range for the project. If a smaller amount can be dealt with, the budget for that project will be reduced, which will benefit the organization. As a result, a strong network can help bring profits to the organization.

**ii. Potential to gain recognition and boost its performance in near future**

Besides, the Department of Irrigation and Drainage Perak Tengah also can gain recognition and boost its performance in near future. Because of the exponential urban growth, there are many publications and commercials about solid waste management these days. DID Perak Tengah is concerned about this issue since it provides services to ensure water security and environmental sustainability. This is because solid waste management is a serious environmental issue that has direct consequences for the air, water, and soil. DID Perak Tengah can organize a variety of educational events or programs at all levels of education, particularly among students, to raise awareness about the value of rivers and the environment. River Cleaning Programs, River Beautification Programs, and Pollution Rehabilitation Programs are just a few examples. From this program, DID Perak Tengah can gain recognition from the residents from all levels, and it indirectly can boost the organization's performance. This is because an education campaign can alter people's behavior, allowing the river and water in the Perak Tengah area to remain clean.

In order to take advantage of this opportunity, the Department of Irrigation and Drainage Perak Tengah may collaborate with the Government and any other well-known organizations to establish a river and environmental awareness campaign together to educate the residents. The bigger the organization, the better because collaborating with large and well-known organizations can help to attract more people to participate in the program. People are drawn to large organizations because they trust them and are impressed by their organizational success. This endeavor is vital in educating many people about the value of rivers and the environment, as well as highlighting the rivers' critical state of pollution (Debrah et al., 2021). Blocked drains and floods are the causes of poor management of waste practices. Garbage, sludge, and other solid materials are examples of waste. Waste is an inevitable, undesirable material, and worthless form of item that has no longer been utilized for any purpose by people. For example, irresponsible people who toss garbage into rivers risk polluting the water and harming the ecology. This opportunity can help the company to gain recognition and boost its performance.



## 6.4 THREATS

### i. Flood risk

The threat that affects the performance of the organization is flood risk. It is because it has an impact on the organization's rice plant infrastructure in the Perak Tengah district. On top of that, the flood had a severe effect because it disrupted agricultural activities and destroyed many houses. Flooding is a typical natural disaster in Malaysia that occurs every year, particularly during the monsoon season. Malaysia is also a tropical country with the heaviest rainfall, with an average rainfall of 2500 mm per year. River floods, regional floods, localized floods, coastal floods, urban floods, and flash floods are different types of floods with various sources, characteristics, locations, and durations. Moreover, floods can be caused by the natural environment, such as excessive rains and climate change, or by human-induced factors, such as poor bridge design, inefficient drainage systems, and dam construction collapses. Hence, flood is one of the issues that may affect the performance of the organization.

In order to overcome this threat, the organization should implement better structural and non-structural measures (Che Ros et al., 2019). Regularly undergoing river development works, rebuilding dams, and improving infrastructural works are examples of structural measures. Non-structural interventions, on the other hand, such as flood forecasting and warning systems, are preferable for reducing future flood effects. This is because non-structural measures might assist a responsible body in planning an effective flood disaster response. Besides, the organization also can raise knowledge (Nurashikin et al., 2019) and build awareness among the local people about floods prevention. This knowledge is critical in ensuring that the community has at least some preparedness in the event of flooding in their area.

**ii. Insufficient financial allocation from the government**

Besides, another threat that may affect the organization is an insufficient financial allocation from the government. Because the amount of money is limited, any structural upgrades and projects may be affected if there are insufficient funds. For example, if the Perak Tengah area is flooded, it will cost a lot of money to rehabilitate infrastructure and make structural upgrades. Furthermore, the organization covers a large area that includes Bota, Lambor, and Kampung Gajah, with many residents living in low-lying areas that are prone to flooding due to the excess water release from the Perak River upstream. Therefore, a low budget funded by the government affects the organization as there are many works and projects that need to be done like irrigation and drainage works, flood mitigation, and river conservancy to control the flood from becoming worst year by year.

To prevent insufficient financial allocation, the organization should manage the fund properly and prepare a concise budget for any projects conducted. It is to avoid any waste of the financial allocation from the government. According to Shah et al., (2017), Malaysia's government has created an economic growth strategy for the benefit of its residents. Malaysia's government has also agreed to set aside sufficient funding from the national budget for flood prevention measures. Thus, the financial department of the organization should take responsibility to manage the fund accordingly. For example, the employees that responsible in financial department can estimates the amount for every projects to be conducted beforehand. This way, the organization can do some budgeting in dividing the amount so that all the projects can be conducted with sufficient fund.

## 7.0 CONCLUSION

In conclusion, this report is based on my experienced during industrial training for twenty-four weeks in Department of Irrigation and Drainage (DID) Perak Tengah. This industrial training is compulsory in order to fulfil the requirement of graduation for Bachelor of Business Administration with honours in Finance. Industrial training's goals are to promote personal professional interests, serve as a bridge between university and the workplace, and increase student marketability after graduation. Moreover, the goals of industrial training are to encourage students to apply their academic skills and knowledge to serve the firm. DID Perak Tengah gave me much knowledge and experience which I can practice all this knowledge in the future. Furthermore, the entire staff provided excellent training and consistently encouraged me to master new skills. Overall, this industrial training also opens the opportunity widely to the students to learn and understanding the needs of the organization. In addition, I am happy to learn and experienced many new things in the organization and adapt to the new environment during the internship program.

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9.0 APPENDICES

TASK IN FINANCIAL DEPARTMENT

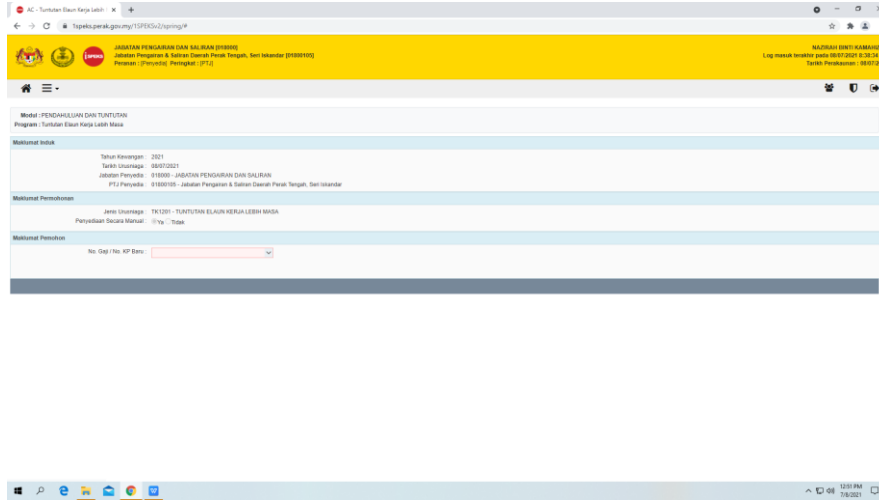


Figure 7: Input overtime allowance in iSPEKS system.

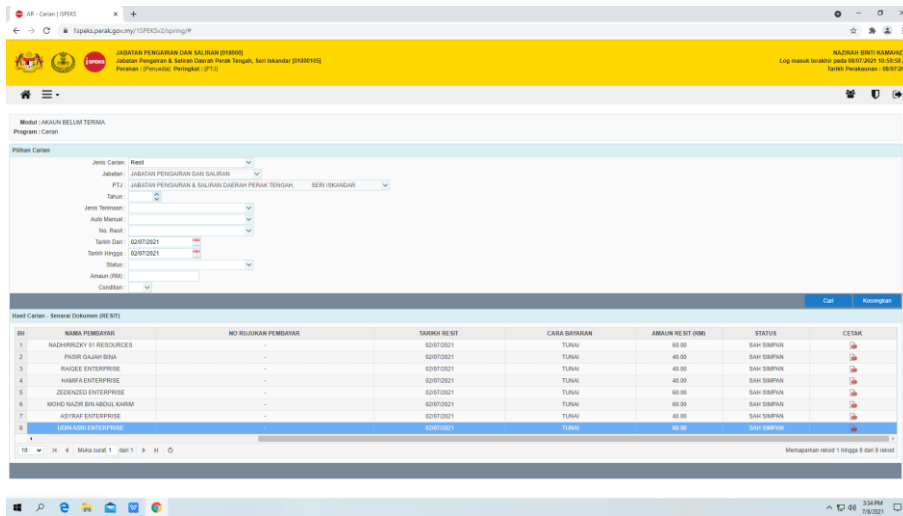


Figure 8: Printing quotation receipt from the iSPEKS system.

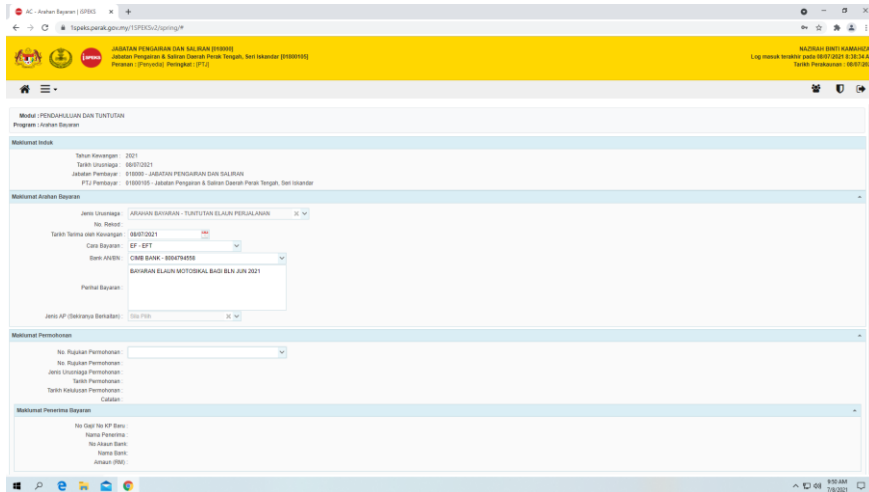


Figure 9: Input payment instructions in the iSPEKS system.

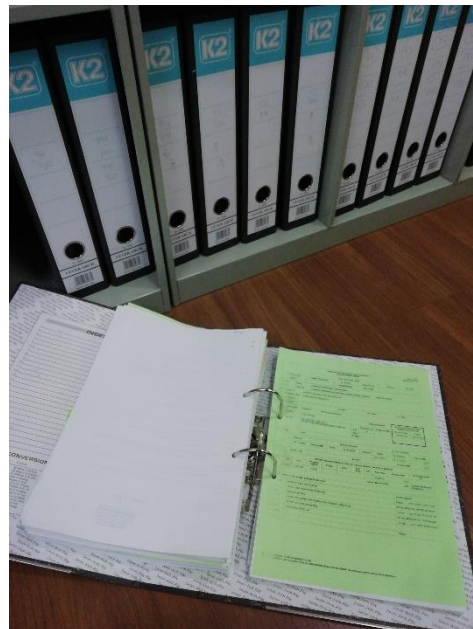
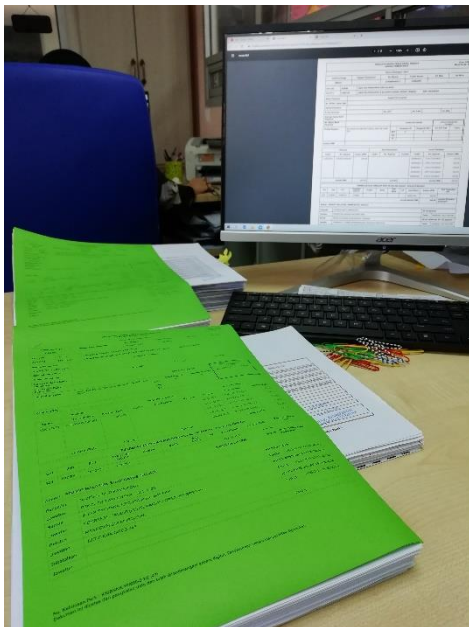


Figure 10: Printing the payment voucher document and organize it into the files.

**TASK IN ADMINISTRATION DEPARTMENT**



Figure 11: Completing Employees' Government Service Books.

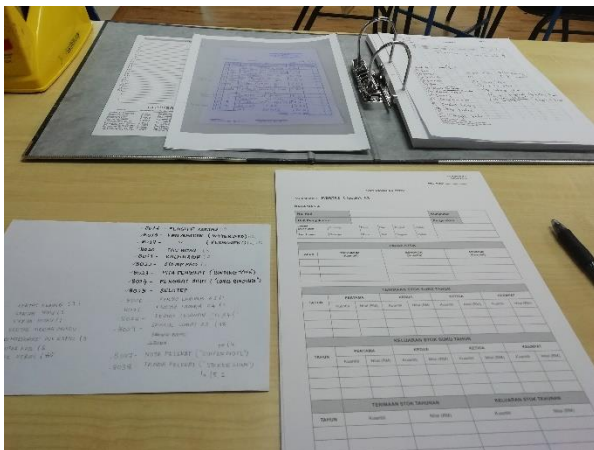


Figure 12: Recording office's stocks in the stock control card (KEW.PS-3) and organize the store.

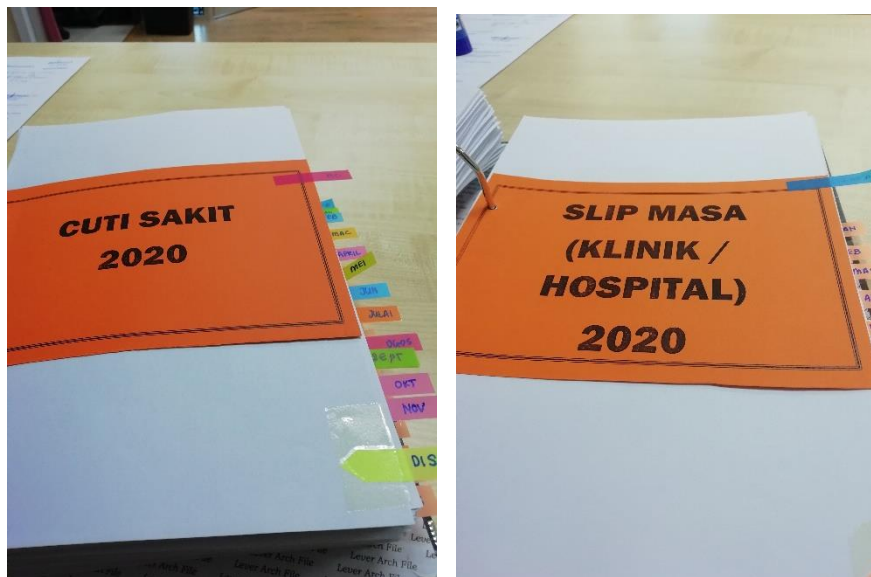


Figure 13: Manage the medical leave and time slip document.

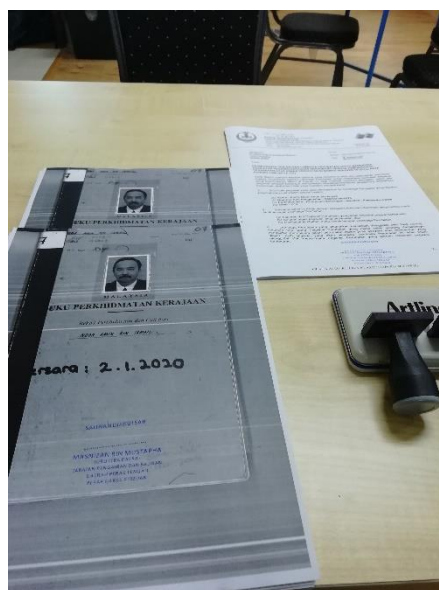


Figure 14: Stamping document for retired employee.