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FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES



PRACTICAL TRAINING REPORT IN CAHAYA MATA SARAWAK
MANAGEMENT SERVICE SDN BHD

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JANUARY 2018

DECLARATION

I hereby declare that the work contained in this practical training report is my own except those which have been duly identified and acknowledged. If I am later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

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

Dr. Noni Harianti Binti Junaidi

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

.....
(Signature)

Date:

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CHAPTER 1

INTRODUCTION TO THE ORGANIZATION

1.1 Introduction

This chapter will briefly explain on the background of Cahaya Mata Sarawak Sdn Bhd which includes relevant information such as the vision and mission, organizational structure and its stakeholders.

1.2 Background of the organization

Cahaya Mata Sarawak Sdn Bhd was established on 8th October 1974 whereby it was the first organization in Sarawak that produced cement. Today, the organization has been listed in Bursa Malaysia as the leading main market of Malaysian stock exchange and has celebrated 44 years of growth as the resource of Sarawak's development in line with the name itself which carry the meaning of 'the lights of Sarawak' as well as their focused vision and mission, To become the PRIDE of Sarawak & Beyond. Moreover, the organization has continuously expand its business involving manufacturing, construction materials, road maintenance, property development, education and other services required in achieving to make Sarawak as developed country by 2030.

CMS were also one of the major private sector in Sarawak which operating to support the Sarawak growth towards 2030 through the opportunities provided by Sarawak Corridor Of Renewable Energy (SCORE), which is one of the economic corridor provided by the Federal Government Malaysia with their focus area on the development of rural's. In addition, the organization also actively engage with charity event to focus on raising the fund. Most of the time

the employee of CMS will be donating their used cloth, shoes, bags and foods as well as doing CSR annually for such purposes. Other than that, they also organize activities such as charity run for the public to join their team and help those who really in need through the fund they have collected.

1.3 Organization name and logo

Figure 1.1 Cahaya Mata Sarawak Logo



CAHYA MATA SARAWAK

(Source: Cahaya Mata Sarawak Berhad Official Website retrieved from www.cmsb.com.my)

In the beginning of its operation, CMS was known as Cement Manufacturers Sarawak Sdn Bhd. However, there was a change have been made on 13th June 1996, where the CMS Board had agreed upon the approval from the Sarawak State's Secretary Office to change its name with the current one. Furthermore, the logo of the organization was also changed following the changes of the name, in which before this the logo was in angular blue design on the word CMS changed to the yin and yang concept that has interlocking shape comprises of Sarawak's flag colour on it. Thus, the reason for the changes made back then was to make it as a concept that represent the organization's vision statement.

1.4 Vision

The vision of Cahaya Mata Sarawak Sdn Bhd is "To become the PRIDE of Sarawak & Beyond".

The organization has been aiming to bring betterment wholly for the Sarawak state since the very beginning of its operation and for that to be realize by 2030, the organization make sure that their activities are in line with their vision statement through providing what is needed and what should be done as required for the state development progress.

1.5 Mission

The mission of Cahaya Mata Sarawak Sdn Bhd is based on the acronym highlighted in the vision statement which is P is for Producing Quality, On Spec & On Time, R for Respect & Integrity, I for Improving, Innovating & Investing in People, D for Delivering Sustainable Growth, and E for Environmentally Conscious, Safe & Conducive workplace. The mission of the organization has clearly covered the organization internally and externally in order to achieve their aim to make Sarawak a developed state by 2030.

1.6 Stakeholders

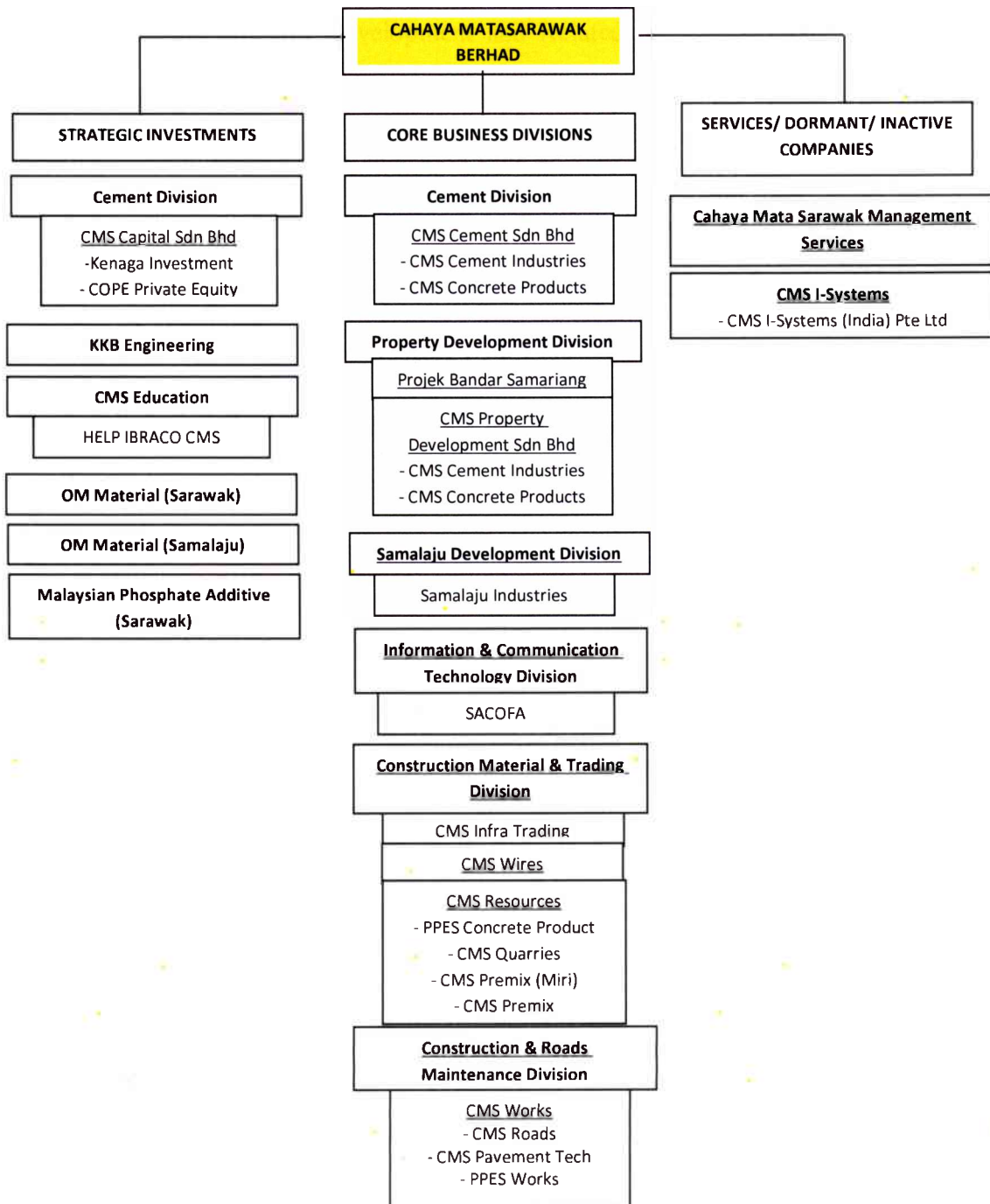
The stakeholders of Cahaya Mata Sarawak Sdn Bhd is "Our Shareholders, Staff, Customers & Community". This is mainly because the organization is protecting the interest of them all that they feel it is the essential part when they carry out the responsibilities of delivering the services in the business.

1.7 Organizational structure

The business of Cahaya Mata Sarawak Sdn Bhd comprises six divisions which represent the core business namely, Cement, Construction Materials & Trading, Construction & Road Maintenance,

Property Development, Samalaju Development and ICT. Their core business which is the cement industries, has contributed as much as 90% of the total revenue for the organization

Figure 1.2 Cahaya Mata Sarawak Corporate Structure



(Source: Cahaya Mata Sarawak Berhad Official Website retrieved from www.cmsb.com.my)

To start off, the Cement division which is the core business engage with the manufacturing of cement, clinker and concrete products. For Construction Materials and Trading division refers to the quarry operations, production of sale premix, wires and general trading. Construction and Road Maintenance division comprises of the civil engineering, road construction as well as maintenance. In the Property Development and Related Services division, they offer property holding, development, project management, accommodation and hotel operation. Strategic Investment division covers on the education such as Tunku Putra school, it also involving various investments such as one of it is Kenanga to be name. For the head office, management services and dormant company are under the other segment of the structure.

Moreover, those six divisions have their own subsidiaries across the State which covered all 24 districts namely Kuching, Lundu, Bau, Samarahan, Mambong, Tapah, Serian, Simunjan, Sri Aman, Betong, Tanjung Manis, Saratok, Sarikei, Kapit, Sibu, Bintulu, Samalaju, Batu Niah, Miri, Marudi, Limbang, Lawas, Mukah and Sungai Asap.

1.8 Conclusion

In a nutshell, this chapter clarifies the brief introduction about Cahaya Mata Sarawak Sdn Bhd which includes its vision and mission, organization structure and its stakeholders to cater the business operation. Therefore, this chapter is a summarize information of Cahaya Mata Sarawak Sdn Bhd.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

This chapter will include on the report and summary of everyday routine of practical training which have been recorded in the Log Book. This involves all the description of jobs and tasks given during practical training. I was attached to the Cahaya Mata Sarawak Management Services department under the supervision of Employee's Training and Development executive, Madam Puli Henry Anyut.

2.2 Practical Training Schedule

Before I undergo my practical training, I was given a log book by my university in which the purpose is to record on every activities that I have done during my practical training in Cahaya Mata Sarawak. Later, my log book was checked and signed by my supervisor, Madam Puli Henry Anyut as well as those who given me the task under their supervision. It was as a prove that I have carried out all the task given to me and for me to refer back on what I have learned throughout my practical training in the organization.

The term given to complete my practical training was within 2 months, in which it started on 29th January until 23rd March 2018. The following are the task that I have done while I was in CMS week by week.

2.2.1 Week 1 (29 January - 2 February)

On the first day of my practical training, I was sent to report duty to my supervisor, Madam Puli Henry Anyut, Senior HR Executive of Learning and Development. I was being assisted by her assistant, Mr Bryan, throughout my training as he was in charge for handling the internship trainee. Later, I was assigned to sit with Mr Bernstien Mirin, HR Executive who is in charge for recruitment. I was also being provided with laptop as for me to execute the tasks given.

On that day, it was the introduction to the organization's rules and regulations. I was given the CMS Employee Handbook, a comprehensive guidebook for all employees which covers on the terms and conditions of employment as well as rules and regulations stipulating expected actions and behaviours such as in terms of conduct and discipline, employment, learning and development, performance management, benefits, employee engagement and occupational safety and health. I was also being exposed to the development of the organization and acknowledge all the business divisions and the organization subsidiaries through the annual report magazines. All of the information about the organization is explained in Chapter 1. Apart from that, I was also being introduced to all of the staff in my department namely the Senior General Manager; Madam Wendy Yong San San, Industrial Relation Manager; Sir Edward Suka, General Manager; Sir Daud Aziz, as well as the other executives and Mr Bryan also shown me the other departments in the organization.

The first task I was assigned to do was to help Mr. Bryan arrange the chairs and tables in Level 2 Training room for upcoming training program. Since I was attached with the Training and Development unit, I was exposed to it such as how they arrange the styles of the tables and chairs, how many of the candidate will attend, how much papers and markers as well as others stationery required for the program will be used and the list goes on. The venue of the training programs most of the time will be held in house which means inside of the organization itself and some of

the candidate which from other subsidiaries from different area would have to travel to attend the program. Later, I was assigned by Mr. Bernstien, executive who is in charge for recruitment, to key in the names of employees' transfer letter in excel software and when it is done I need to email it to him. Other than that, Madam Dolly who is the executive in the department as well assigned me to help her with the Key Performance Indicators (KPI) in which I need to calculate the total of the employees' weightage and scores then I key it in the excel which later I emailed it to her for her further action.

The second day, I was taught by Mr Bryan to use the multifunction printing and photostate machine in the department. I learned how to make a quick copy of documents, scanning documents, photostating documents. During my first week of internship about 2 days after I came in the organization, the general manager went overseas and she was doing her work online so they need her signature for the documents through the scanning process. On the other hand, printing was only available for the staff computer which connected to the machine so since I was given a laptop to do my task, I will need to ask the staff to help print it for me. The task I was given to use the machine was make a photocopy of employee's detail for allowance purposes. Other than that, I also given the task by Mr Bernstien to make a photocopy of invitation letter for other agencies to join the event organized by CMS then compile it in a file.

Next, Madam Dolly asked me to help her with the documentation of KPI documents which was done by me on the first day before. So after her further action with the documents, I need to compile it together and arrange all of it according to the employees' name alphabetically. While doing it, I also need to check whether the documents has been signed by the respective boss or not. If there was no signature on the documents, I need to inform Madam Dolly and she will pass it to the boss for their signature for the documents to become valid. Finished helping Madam Dolly, I was helping Mr Bernstien to cop the resume of applicants using the date received cop on

the top right of their resume. Then, I open the excel database to key in all of the resume, the database was prepared by Mr Bernstien itself and sent it to me through email for me to start doing it.

On the following day, my task was to make a scan for the claims report by using the printing machine provided and which I was taught by Mr Bryan on how to use it few days ago. The claim report was for the mileage of the organization's transport used by the employees provided for them who is on duty for going to the site project, which is in this case is the engineers, project manager and those who are being provided with the CMS transportation. To be specific, the employees are provided with the four wheels Hilux which is in orange colour and has CMS logo on the front doors of the car.

2.2.2 Week 2 (5 - 9 February)

The beginning of February, I started being assigned to go to the Internal Audit department to pass down documents which need to be sign by whom the document was subjected to. The Internal Audit was located at Level 2 of the organization and the department was a bit hidden inside, thus, to go through the department it has a security device that recognize only those who has the pass card. It also has a security officer in front securing the door. After that, I continue with the next task given to me which is helping Madam Dolly to highlights on the date of employees' rooster who have done overtime on night shift on previous month. Later, my supervisor called me to give me new task which is to prepare a database using excel. The database that needs to be prepared was for industrial training and external training. The industrial training will comprise of the name of the students, contacts number, which university, duration of internship, and this database I will then need to refer with Mr Bryan as he is in charge for the internship. For external training, the database will include the topic of the program, trainer's name, fees, content of the program and

who should be attending. This database I need to update it every day when I received emails from my supervisor as well as Mr Bryan. The last task for this day was to make a photocopy of internal vacancy handled by Mr Bernstien, then I paste in on the boards in the department.

The next day, I received new additional task assigned by Mr Bryan regarding the industrial training database. It was for those who handed in their application for internship, what I need to do is firstly I copy the application with the date received copy then key in the data in the database, then the application document I have to put it in the files. Besides, for those application that has result form, I will fill it in based on what Mr Bryan told me either they accept it or reject it. On the next task, Mr Bryan asked me to help him with arranging for the food selection for upcoming training sessions that includes morning tea break, lunch and evening tea break. So the searching starts from Instagram and Facebook whereby I will search for various caterer services available in Kuching and suggested it to Mr Bryan as for his further action. Later, Mr Bernstien asked me to help him with sorting out the resume into categories which started from Admin post, Technician, Engineering, Others etc.

On 8th February, I attended the briefing for the CMS's housing project which was under the Samalaju Development division. The briefing was about the introduction of their new housing plan for CMS employees which was located at Bintulu. At the end of the that day, I had been assigned to lock the training room which was used by the Samalaju department for their project briefing earlier.

The third day of the week, I was asked by Mr Bryan to do minutes for upcoming event which is the CMS Games 2018. They organized this event annually and the meeting was held by Mr Edward Suka, assisted by Mr Bernstien and Mr Bryan. After finished doing the minutes, I continue to do my other work whereby this time I was exposed by Mr Bryan to do the payment memo for the training in which the memo includes information about the training program such as

to whom to memo is subjected to, from whom the memo was, the title, the organizer, the venue, the date, how much fees will be needed and bank details for payment as well as which employee will involve in the training. After that, I will need to write down the reference number of the memo in a file provided for record keeping purpose. I was then assigned to prepare the list name for those employees who involve with the in-house training program that includes their department as well as the budget and balance budget.

2.2.3 Week 3 (12 - 15 February)

Coming to the third week of my practical training, I am still continue doing the task on scanning the documents which needs to sign by the Senior General Manager who went overseas. I was also going to the auditor department of my organization to hand over the training documents to the respective personnel for their further action. And also I filled in the reject form for the internship application. After that, I started to do the tagging which I am using the paper cut provided by Mr Bernstien. The tagging which I was assigned to do was for the KPI documents for different subsidiaries of CMS which was handled by Mr Oliver with the tagging of the documents I will pass it to him.

The next day, I was doing the recommendation slip for the upcoming training program which the slip consists of date, which department will involve, the names of the participants as well as their department's budget and the cost of the training program. Below the details, there was a space to include the justification for joining the training program which it was already prepared by Mr Bryan. After that, I continue doing the KPI documents whereby I need to check on the percentages of the employees gained then I will have to organize it in accordance to tag provided and pass it back to the in charge executive. Later, the executive asked me to put all of the KPI documents in a box provided. I was assigned to discard all the unused confidential

documents using the shredder machine in my department. Not long after that, Mr Bryan came to me asking to make a photocopy and scan the training forms approved by the manager then put it a file and give it to him.

On the following day, I was doing the filing for the tax invoice for job vacancies advertisement made by Mr Bernstien. The filing was to arrange the tax invoice referring to which vacant position was being posted. Later, there was a small meeting for the CMS Games 2018 held at Level 4 in which I was being assigned to collect adapter in the Management Information System at Level 5 for the meeting. Then, Madam Dolly asked me to help her to fill in the personal information of the employees and the date they joined the organization for their KPI.

Next, the whole day I was doing the typing for financial assistance application. It was the task assigned by Madam Dolly whereby I make a copies of letter for those employees that wish to apply for financial help to ease their medical expenses. Then, Mr Bernstien asked me to scan the cover letters and resume of job application of those who has been shortlisted for the vacancy available on that time.

2.2.4 Week 4 (19 - 23 February)

On 19th February, the task that I done for the whole day was to update the application for job data in the excel. The database includes all the application received from January month and onwards which referring to the position applied.

The following day, I was responsible to check on the invitation letter for the CMS Games event in which I need to double check on the spelling, the grammar used in the letter and the subjected agencies. If there is any error in the letter I need to inform the personnel in charge for correction to be taken before the letter can be distributed. Other task after I finished doing the checking was to update the practical training and external training database. And again I was

being assigned to fill in the reject form for internship placement. Other than that, there was another upcoming training program to be held so I helped Mr Bryan to arrange the chairs and tables in the training room.

On 21st February, my supervisor Madam Puli asked me to sit in for the training program being held during that day as she believed it would give me much exposure on how training take place in an organization and get as many useful input for my study. The training program was about People Management conducted by the facilitator named Mr Machius. Besides observing the training program, I also helped the facilitator when he need a hand such as distributing papers, stationery, practices form and other required for his delivering. The training was being conducted in two days and I attend both of the session.

Next day, I was assigned to make labels for the KPI documents which has been compiled in the box before. Then the box was given to the front office for courier because the documents need to be sent to the original subsidiaries for their further action.

2.2.5 Week 5 (26 February - 2 March)

Reaching the fifth week of my internship, I started to have many things to do because during that time everyone was also have many things to do so they need my help to get the work done immediately. The first thing to do during that day was to wrap the Employee Guidebook then hand it over to the person in charge for dispatch as it was an order by Mr Edward who was the Industrial Relation manager and who is in charge for the guidebook. Then, i was assigned to sort out the 2017 job application in accordance with the position applied such as Account Executive, Health Safety Environment, Information Technology. Administration Assistant, Engineering etc. After that, I was asked to send down confidential documents to the representatives of other Human Resource executive in other levels for their further action.

On the following day, I sit in for another training program being held in the organization which was about effective communication skills for non-executive supervisor and the training was also conducted for two days with the same facilitator like the previous one. Then, I helped Madam Dolly doing the remuneration of the employees. I key in the employees' personal contact number then I check their wages accordingly in which it was confidential. Not long after that, I was assigned to make a copies of internal vacancy advertisement provided by Mr Berstien and the I paste it on the boards. After that, I make labels for the job application documents which have been put into the box.

On the following day, I started to do some binding and tagging for the Koffee Talk documents. It was assigned by my supervisor Madam Puli, in which all of the heads of department will go travel to other subsidiaries and collect information from those employees regarding what they need to improve on or provide more in order to make their productivity increase as well as to protect the employees interest, so the employees can voice out any of their opinions. Later, I am doing the scanning for employment forms, interview forms and resume and certificates assigned by Mr Berstien for shortlisted online job application.

The next day, I was assigned to prepare a database regarding on the t-shirt details for the upcoming CMS Games event. The details include the sizes jersey number, position and the total. Finished doing that, I then continue with making copies of documents for interview session which will be held on the next week. The copies that I make includes the Profiling Test, Interview Assessment, Employment Form and Short Essay Question.

2.2.6 Week 6 (5 - 9 March)

On the 5th March was the interview session being held. So I started to assist Mr Berstien the whole day for his interviewing session with the candidates. The task that I performed was to escort the

candidates to the interview room which was conducted at Level 2 beside the training room, but before that I have to make sure the candidate fills in all the documents that I have photostated on last week and assist them if they need help in filling it. I was also being told by Mr Bernstien to make sure the candidates must come 30 minutes earlier before their actual interview time and make phone calls using front desk telephone if happen that the candidate has not yet arrive for their interview. Next, when the interview session finished in the evening, there was still time for me to send the tax invoice for CMS Games shirt to the treasurer of the event, Miss Joanna at Level 4. Then, I collect the invoice document that has been approved by the Finance department and pass it to Mr Bernstien who was also the president for the event.

There was another training program conducted by Mr Machius about Report Writing on the 7th March and I helped him to make copies of his exercises to be distributed to his participants on that day. Later, Mr Bryan asked me to prepare the budget list for another upcoming training program in the organization whereby I have to list down all the employees who involved and which departments are they from, and their actual budget and balance budget after deducted for the training fees. All of the information was gathered by Mr Bryan and I only need to refer to what he gave to me in preparing the list.

On the last day of the week, I was helping Madam Dolly to handle the insurance documents which I need to cop the date received of the documents, the cop for the signature purposes, then I arrange it according to which companies it was from. Next, each of the insurance document was put into envelopes and I write down to which Human Resource representatives for each of the envelopes subjected to.

2.2.7 Week 7 (12 - 16 March)

On the last two weeks of my internship, I started to answer for calls on Mr Bernstien desk telephone because during this time he went travel with my supervisor for the Koffee Talk I mentioned on previous week. Most of the call I received was pertaining on the job vacancies that has been advertised by CMS. Apart from that, I was also helping Madam Haslinda, who was the Administrative Assistant to make photocopy for a bundle of medical expenses claim form.

The next day also I was still helping Madam Haslinda with the medical claim form then all of the data being recorded in the book which comprises the name of the personnel in charge, types of claim, name of the claimer and the amount of claims. After that, I need to check on the expenses claim form details whether the amount is tally or not. Finished doing that, I proceed with writing down the date of joined of employees then do the filing for the form. During that day also, I was assigned to collect documents from other departments handled by Madam Dolly then cop it using my department cop as well as the received cop. After that I sort it out based on alphabetic order, then I type the name of the respective receiver on the envelope using the typewriter machine in which I was taught by Madam Dolly to use it. Lastly, the typed envelope was then sealed because it is confidential.

The following task I assigned to was to find relevant training document which the organization want to organize then, I need to go to the CEO office to send the confidential document and wait for a while to ask whether the document has been sign or not. After that, I was assigned to key in all information in the Training Needs Identification form in excel file that includes on the name of employees, their designation, which departments, date of joined, their job grade, appraisal period etc.

2.2.8 Week 8 (19 - 23 March)

On this last week, I was assigned to design brochure for upcoming in-house training program which has information on it such as the title, venue, fees, trainer name, requirements etc. I design the brochure using Power Point slides and once it is done I pass it to Mr Bryan for his further action. Other than that, I was helping Mr Bernstien to check and calculate on the KPI documents and the Management Performance Assessment documents from different department and divisions.

On the following day, I was helping Madam Dolly with checking the number of employees who was eligible for receiving bonuses which is confidential. Then, I was only assigned to update on the industrial training database and external training database, update on the job application database. Later, I was again assigned to select menu of dishes for the upcoming training program in CMS. Lastly, after all of the executive who involve with the Koffee Talk came back to office, I was assigned to make a summary on what has they collected from it then I passed it back to the in charge personnel.

2.3 Conclusion

To conclude, there was various type of task that has been executed by me during practical training. Thus, I learned and gained a lot of knowledge as well as information shared by all of the staff in the department which may be important for my future job. Moreover, the theories that I have learned in class have been practically applied and my work field during practical training is related with my syllabus.

CHAPTER 3

ANALYSIS

3.1 Introduction

This chapter will require a report on the application of task with what I have learned in the class before. The task that will be analyzed in this chapter is handling training programs. I choose this task because it was the dominant task which I carried out while I was in CMS and it is related with the syllabus I have learned in semester 4 before which is the Human Resource Management subject. Therefore, in this chapter I will explain on the definition of training, training needs assessment, types of training and training in Cahaya Mata Sarawak Berhad.

3.2 Definition of training

According to Mathis and Jacksonin (2006), training is seen as the learning process in which people acquire skills, concept, attitudes and knowledge to aid in achieving goals (Raj Kumar, 2010). Training is always conducted after that individual has been recruited. In some other cases, training is also given even before that individual is being hired to ensure they acquire enough skills and knowledge for their future work.

In addition, training does not necessarily for those employees with poor performance, but it can be apply to all levels of employees to boost up as well as developing their performances towards efficiency and for career growth.

3.3 Training Needs Assessment

Before conducting training program, it is important to determine which training program is best suited for that employees. This is because a proper training program is vital to ensure the employee received the intended inputs to be applied to their working performance.

Therefore, an assessment is needed to be carried out by the organization whereby it gives an in-depth information about the knowledge and skills requirement of the employees which then being used to determine the training plan. There are three levels of assessment namely organizational assessment, task assessment and individual assessment.

3.3.1 Organizational assessment

Organization assessment is the examination of the environment, strategies, and resources of the organization to determine where training emphasis should be placed. It is the first step to begin with whereby to identify what factors can influence an organization's training needs. So this type of assessment deals with the organization wholly by looking at the organization's competencies which also take into account on the external factors.

By having this assessment, it will help to determine where, which and when the training program is needed to be conduct based on the organization's strength and weaknesses. In addition, this assessment is different than the other because it addresses on the performances of the organization in which will influence the respond in needing to change.

For example, when those senior employees are about to have their retirement, those younger employees will then need to be train well in order to replace them especially their skills and knowledge. This is because to ensure that the organization will have enough workforce to support the its performance. Other than that, it will ensure the organization does not have

problems with the retirement and recruitment process because it was done consistently whereby training are made available at early period of working.

3.3.2 Task assessment

Task assessment is the process of determining what is the content of a training program that should be on the basis of a study of the tasks involved. This type of assessment is the second step of training needs assessment whereby reviewing on the job description and specification of the employees take place.

Basically, task assessment will determine the human capabilities in supporting the performances of employees within the organization. If the organization is moving into a new direction or having restructuring process, this assessment is useful because it will help the organization to determine whether there is any gaps between current abilities of the organization and the area of improvement needed. Therefore, the job requirement will be analyze for the organization discover the training needs such as what skills should be applied for the task given.

For example, the organization can gather all information through reviewing their employees job descriptions and that would facilitate in selecting the most effective training program for them in order to achieve the organizational goals.

3.3.3 Individual assessment

For individual assessment, it involves determining which employees that really needs training. In other words, individual assessment will focus on the performances of that employee and determine what training should be given in order for them to improve in their areas. So this assessment examines the existing knowledge, skills and availabilities of the employees to design their training program.

It is important for the organization to conduct this type of assessment because it ensure the right employees will get the right training programs. This is because sometimes some employees do not necessarily being sent to training and sometimes employees are mistakenly sent to training that is not suitable for them.

For example, the organization can apply grading system whereby the individual performance of their employees will be analyse based on certain criteria or competencies such as their relatable skills, professionalism and personal skills. Then, the organization can indicate whether the performance of that employees needs to be given training or not.

3.4 Types of training methods

Training program is the ongoing effort of the organization for the continual improvement of their employees performances in which could benefits both organization and the employees itself in the long run. There are two general types of training methods made available for the organization to their employees at all levels namely on the job training and off the job training.

3.4.1 On The Job Training

It is a method that gives the employees a hand on experience with instructions from their upper management. On the job training is also the most commonly used training globally and it has been believed as the most effective methods in facilitating the learning of the employees in the workplace because individuals would be able to learn efficiently if the training is done practically rather than just sitting down and listening.

This type of training method can be carry out through various ways such as job rotation whereby the employee able to experience and broadened knowledge of variety jobs, coaching

whereby the employee is under the supervision of a manager, lateral transfer where it involves horizontal movement across different departments along with upward movement in the organization, understudy assignments in which the employee take over a manager's job by gaining experience through handling the important functions of the job that would promotes teamwork, staff meetings as well would enable the employees to be familiar with problems and engage them into the critical thinking and ideas of other managers. Meaning to say here is this on the job training is the employee perform something while they are learning and the training is provided at their workplace.

3.4.2 Off The Job Training

Even on the job is the most commonly used method for employees training, off the job training could also be applied to achieve the overall improvement because off the job training provides additional features. In other word, off the job is seen as the supplement for on the job training. Different from the previous method, off the job training usually conducted outside, near or away from the actual workplace of the employees which follows the terms of the name itself.

Since this type of training is conducted outside the actual workplace, sometimes the training can be conducted jointly with other institutions. Ways of providing off the job training can be in terms of case studies whereby it will helps to improve decision making skills through analyzing and synthesizing a case scenarios, role playing is where the acting out a situation or the character or role of other person which helps employees to see situation from different views, lectures whereby a face to face interactions which is suitable if the participants is in quite large number and it is conducted in a classroom for sharing and explain knowledge, seminar or conference whereby bringing people to discuss and communicate on any topic concerned by

raising viewpoints. In addition, off the job training also aids the employees to have a stress free training because they are taken away for a while from their working environment.

3.5 Training in Chaya Mata Sarawak Berhad

While I was in CMS doing my practical training, I always help Mr Bryan and Madam Puli handling the training programs as I was attached under their supervision. Therefore, I will explain more on my experience about it. In addition, I have been familiar with CMS training room area because Mr Bryan has taken me to other levels in CMS building in the beginning of my practical training as to let me know the location of other departments which includes the training room.

Basically, my supervisor Madam Puli, who is the executive in charge for employee training will receive brochures regarding training from various institutions through her emails. She will then forward it to Mr Bryan who is her assistant, and since I was attached under her supervision I was also receiving those emails. Then I will help them to key in relevant information about the training programs which includes the training title, who is the trainer, the venue, how much is the fees, contact person and who should attend those training. So the key in of the training program data is part of what I am doing throughout my practical and I keep them updated every time I receive emails from my supervisor.

Then, Madam Puli will select the training programs to be conducted based on what requirement she received from the upper management and the time she spent on asking every department of CMS regarding the performances of the employees. Other than that, she also come out with her own ideas about conducting the training programs based on the position held by the employees. The training in CMS uses the training needs assessment first to identify which area

need to be improve and given training. This is what I have explained before that there are three assessments to look into which was organizational assessment, task assessment and individual assessment. After that, Madam Puli will then assign Mr Bryan to prepare all the documents needed for her and the manager to approved and release the memo to the subjected employees. So I helped him with the preparation and it is my dominant task since then.

The documents that need to be prepared is the brochure of the training program where all information regarding the programs is printed out. Then, I will make the list of department budget for each employees who involved in the training because different department have different budget amount. The information on the department budget will be collected by Mr Bryan through contacting the department itself. After listing the department budget, I proceed with the recommendation slip whereby it is a more detailed documents about the training programs. The slip includes information such as the date of the issuance, employees' name and position together with which department are they from, the available amount of department budget and the balance amount of budget after deduction of the training fees, justification on why conducting the training for the subjected employees, and the approval column for Madam Puli and manager signature.

When the slip has been approved, I then proceed with preparing the payment memo for the training program. The payment memo is functioning as the internal memorandum for perusal of the finance manager to make payment to the training institution. The details of the payment memo includes reference number of the memo, the information about the involved employees,a confirmation on the amount of the training fees together with the bank details, the deadline for the payment to be made and the name of the manager who approves it. Finished with that, I need to update the reference number of the payment memo in a file provided and signed it as a prove that I was the one who issued it. When all the documents have been approved, I will hand it over to Mr

Bryan for his perusal to contact the training institution and once the training is confirmed, he will issue the memorandum for the employees who will involve in the training to let them know about it.

Next thing to do is to arrange the chairs and tables in the training room. Most of the training programs in CMS is an in-house training so after settle with preparing the documents, Mr Bryan and I will go down to Level 2 where the training room is located. So we started to arrange the chairs and tables based on how many participants will involve and the styles varied. Sometimes we arrange it like classroom styles, U shape style, or a several big round tables. When arrangement is done, I was assigned to look for food caterer for the training programs. So I will search on various catering services and look into their menu provided then I start picking the best food for morning tea break, lunch and evening tea break for the participants during the training day. Then I will pass the contact number of the caterer together with my recommendation for the dishes to Mr Bryan for his further action.

3.6 Conclusion

In a nutshell, the dominant task which I carried out during my practical training which is handling the training program has been explained. Thus, the task was related with my study field and I was able to participate indirectly and see the bigger picture about training program in an organization. In addition, the additional knowledge about training program that I gained will be useful for my future working.

CHAPTER 4

RECOMMENDATION

4.1 Introduction

This chapter will discuss on the strengths and weaknesses found in the organization. While I was doing my training, I observe that there are strengths that contribute to the continuous success of the organization. However, there are also some weaknesses that the organization is dealing with in which they need to address immediately in order to prevent the organization from failing to achieve their vision and mission. Therefore, this chapter will also include the recommendations pertaining to the subjected matter.

4.2 Strengths and weaknesses of training programs

Engaging employees in training programs is essential in order for continuous improvement in their performances. Thus, it is also being seen as one of the initiatives made by that organization to show that they are considerate with their employees and gives empowerment to them in the work field. However, training program have both strengths and weaknesses that we can look through.

The first strengths of training programs would of course it helps to enhance the productivity of the employees. As mentioned earlier, training program does not necessarily for those employees with poor performance but it can also be given to all levels of employees. This is because learning process do not stop even when you have mastered those skills and knowledge. So training programs not only guide about new knowledge but also useful for updating those current skills in order to achieve the targeted goals since the environment keep changing such as

new technologies and trends. Thus, the organization can have minimal supervision over the employees which could reduce the time wastage.

The second strengths of training programs is it will enable the employees to think strategically. Meaning to say here is training programs would facilitate the thinking skills of the employees because the methods being used involved sharing of ideas from different people. This is because training programs is not conducted for only one person but for a number of individuals in one place in which the sharing knowledge take place. Furthermore, the employees would become more competent and flexible at their workplace because they learn something from the training and then they could have applied or adapt it in their task to achieve efficiency. So when the employees have competitive advantages, it provides benefits not only for them but also for the organization to run effectively.

The third strengths of training program is that the morale of the employees can be boosted. Training program can actually influence the job satisfaction of the employees because it indicates that the organization invest for them and wants to retain their talent in the workforce. So the employees would feel valued and satisfied which then leads to boosting the morale of the employees. As a result, the employees will contribute more to the organization and that helps to improve the image of the organization as well to cater the business which directly improves profitability. Besides, it will also reduce the employee turnover and absenteeism because they are given training incentives as to fill in their rooms of improvement.

In contrast to the strengths of training program mentioned above, training program also has their own weaknesses.

The first weaknesses of training program is we can look in terms of training cost and time requirement. To provide training for employees would involve the need for a certain amount of

money and time especially. This would apply for both training methods which was the on the job and off the job training because the organization have to pay either the employee if it was conducted in house or the trainer if it was conducted outside. Other than that, training program would disturb the time for the employees to complete their job within deadlines. This would invite stress to the employees because they are burdened with workloads and at the same time being given training. In other cases, it would be a wastage of time and money if the training program are not suitable for the employees.

The second weaknesses is training program could influence the employee to leave for another new organization. This is because when the employees have already well train with the latest skills and knowledge, they would intend to make a career move by leaving the organization for a new job. In addition, the reason maybe because of sometimes the training program that the employees engaged with has certification that guaranteed them to have higher salary or even get promoted to higher position easily. In this case, the organization may lose their potential employees and later need to recruit new talents to replace the position. In the long run, this could bring disadvantages to the organization to remain competitive in the market.

The third weaknesses of training program is the quality of the training programs. This would refer directly to the trainers on how well they can conduct the training programs. Sometimes the training programs only highlighted the objectives of the trainers and not on the employees side and this would leads to the employees lose their interest to participate in the training activities. This may due to the training program are either too much on theory, long sessions, or out of the actual topics. Other than that, if the trainers are not skillful, there is a possibility for accidents to happen to those involve with the outside training.

4.3 Strengths and weaknesses of training programs in Cahaya Mata Sarawak Berhad

During my practical training in CMS whereas handling training programs was my dominant task, I found a few strengths and weaknesses about it.

The first strength is that in CMS every department have their own budget to use for training programs of the employees. So the financial cost for the training program does not really a big deal because the organization itself have incentives for such purposes. Other than that, when the employees are sent to training they does not need to spend their own money because all of the expenses such as the fees, transportation and other related accommodation needed for the training is well prepared by the organization. The employee just need to attend the training.

The second strength that I found is that CMS have their own training room and that is why most of the training programs are conducted in-house. The training room are also complete in their facilities such as they have chairs, tables, LCD, writing boards, stationery as well are prepared. In addition, the training room are air conditioned and have speakers and microphones for the trainer. So it is quite fully furnished training room that accommodate the training program very well and comfortable.

Besides the strength, there are also few weaknesses I found. There are two weaknesses that I will point out here.

The first weaknesses is regarding not enough staff to help with the preparation of training documents. While I was in CMS, the only person who handle the training document is Mr Bryan. As what I observed, he does it all and there are too many workloads for him to handle which cause him to delay some of his other task. Other than that, he will also responsible to open and

lock the training rooms and sometimes he needs my assistant to do it because he has to prepare documents for another upcoming training program.

The second weaknesses that I found is in terms of the interior design of the training room. Although in the first place the training room is the strength but the room is too dull and it could make the training program to be bored. This is because the rooms are looking empty as the wall is only white in colour. Other than that, there are no decoration of plant as well to keep to room fresh.

4.4 Recommendations

Based on the weaknesses of the training program in CMS which has been identified, I have come out with several suggestions to deal with the situations according to my opinion. So there will be two recommendations that I will point out.

The first recommendation for only one person who does the preparation of the training document is to recruit another staff to handle it. This is because there is actually a lot of work to do and only Mr Bryan assisting Madam Puli with it. So by recruiting another staff to handle on the part of the preparation of document, it would ease their burdens to handle workloads as well as it would increase the efficiency in preparing those documents because sometimes the documents need to be prepared quickly as to obtain the approval signature is a bit complicated due to the manager itself also have other work to do. Therefore, things would be not so chaotic if there is another staff to help.

The second recommendation for the training room look dull is to start designing the room with some decorations and plants. This is because those decorations and plants can influence as

well as it has its own ways to bring in some moods for those who sit inside the rooms. But the decorations do not necessarily heavy as well as the plants does not need to be a big one with many roots, just as simple as it could be but have cheering values on it would do the trick. Plus, it would help the environment of learning more fun and fresh.

4.5 Conclusion

In conclusion, the strengths and weaknesses I pointed out are based on my experiences while I was in CMS. On the other hand, I also included some recommendation that I believe could improve the training programs in CMS.

CHAPTER 5

CONCLUSION

To conclude, I have undergone my practical training at Cahaya Mata Sarawak Berhad for 2 months' term under Cahaya Mata Sarawak Management Services department, whereby I started from 29th January until 23rd March 2018 and I have completed my practical training successfully. Additionally, in this last chapter I will summarize all of the task which have been done by me according to chapters.

In Chapter 1, I make the introduction about Cahaya Mata Sarawak Berhad that includes the background of the organization, organization's name and logo, vision, mission, stakeholders and organization structure. All of the information that I applied in the report are taken from reliable sources.

In Chapter 2, I explained about my practical training schedule according to weeks. Thus, I have undergone my practical training for 8 weeks in the organization and the task and activities that I have executed are recorded in my Log Book which was used as my reference to write my report for this chapter.

Chapter 3 explains on the dominant task that I have done while I was conducting my practical training in Cahaya Mata Sarawak Management Services department which is handling training programs. Therefore, I explained about the information regarding training such as the definition, training needs assessment, types of training and training in Cahaya Mata Sarawak Berhad.

Lastly, in Chapter 4 I discussed about the strengths and weaknesses that I discovered about the organization as well as the task that I am doing. Along with it is the recommendation that I think could help the organization to improve in their operation.

Last but not least, I have learned a lot and received many knowledge from my practical training. Indeed it was a great experience for me because I am being exposed to the real working situation and sharing knowledge with people around in the organization prepares me for my future career.

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