



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:
PEJABAT TANAH JAJAHAN TANAH MERAH,
17500 TANAH MERAH,
KELANTAN**

**SPECIAL PROJECT: PEJABAT TANAH JAJAHAN TANAH
MERAH CORPORATE VIDEO**

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**IM245- BACHELOR OF SCIENCE (HONS.) INFORMATION
SYSTEM MANAGEMENT
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UNIVERSITI TEKNOLOGI MARA KELANTAN**

01 AUGUST 2017 – 31 DECEMBER 2017

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MERAH CORPORATE VIDEO**

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**REPORT SUBMITTED INFULFILLMENT OF THE REQUIREMENT
FOR THE INDUSTRIAL TRAINING
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN**

01 AUGUST 2017 – 31 DECEMBER 2017

DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

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Date of submission: 11 / 1 / 2017

ABSTRACT

The industrial Training report is based on the period for five months from 1st August 2017 to 31th December 2017 in Pejabat Tanah Jajahan Tanah Merah. I was placed in Pelupusan Department. This report also based the training experience, skill and the challenge I faced during doing industrial training in that organization. Beside in this industrial training we were assigned to doing a Special Project,so I was assigned to make corporate video as my Special Project. In addition in this report it was highlighted about the training activities, experience and challenges that will be encounter by trainee everyday and it give the new environment to feel how actually the real working life.

Keywords: *Industrial Training, Pejabat Tanah Jajahan Tanah Merah, Pelupusan Department, Corporate video, Traing activities*

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CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF THE ORGANIZATION



Figure 1: Logo Pejabat Tanah Jajahan Tanah Merah

The history of Pejabat Tanah Jajahan Tanah Merah (PTJTM) located at the center of Bandar Tanah Merah about 45km from Kota Bharu town, the capital of Kelantan. The Red Land Territory was established on 2nd February 1955. This area occupies an area of 867.6 sq km. It divide by district three UluKusial Areas, Jedok and Bukit Panau District. While each area is divide to village. The name Tanah Merah City was taken in conjunction with the red-colour soil found in the Tanah Merah town once.



Figure 2: Location of PTJTM

1.1.1 HISTORY OF THE ORGANIZATION

Historically, the name Tanah Merah is named by the residents of KusialBaru. The land is meant to be a kind of Laterit Land that extends along the banks of the Kelantan River located in the village of To'Cho Bor in the Machang colony opposite the KusialBaru village. The residents of Kusial Baru who named the settlers here, Tanah Merah people. Residents from the village of Cho 'Cho and Kampung Kusial Bharu have opened a village near Bukit Remah and the land here looks reddish. Over time the site was explored and named it Tanah Merah. Tanah Merah is now a city that is filled with crowded population density. This colony was set up on February 2, 1955. By the formation of this colony, there was the Land Office and Tanah Merah Territory which was better known as the Tanah Merah Local Assembly. Within two years later this office was renamed the Land Office and the Red Land Territory and it remains to this day. Since the formation of this colony, the administrative office of Tanah Merah Land and Colonies has been moved several times. Originally the land office was located at Jalan Dato 'Wan Ahmad, then transferred to the railway station of the Malayan Railway Station (KTM). The building did not last long as it was then moved to the Alor Panchong building, Tanah Merah.

The Kelantan State Professional Development Corporation (PKINK) takes on the role of building new buildings at new construction sites moving to nearby areas. On February 1, 1986, once again moved to a new building in Jalan Tasek and the new building has remained until now to house the Land Office and Tanah Merah Territory. The building was officially inaugurated by His Royal Highness Al-Sultan Kelantan.

i) Vision

Making an Excellent Office in Kelantan

ii) Mission

Implementing Land Development and Serving Prudently

iii) General Objectives

The objective of PTJTM in general is to provide and improve the socio-economic status of the Tanah Merah Territory by providing a productive, quality and responsible service. The second objective is to plan, manage and administer all matters relating to land in a more perfect, fast, efficient and brilliant way.

iv) Department's Objectives

PTJTM also has a Department's Objectives, a colonial administration aimed at creating the well-being of the people by establishing effective administrative machinery for the development of the Tanah Merah Colony:

- a) Efficient and people-minded
- b) Strengthening community solidarity
- c) Ensuring security as well as channeling to citizens and governments at the colony level in line with the government's aspirations

1.2 ORGANIZATIONAL STRUCTURE

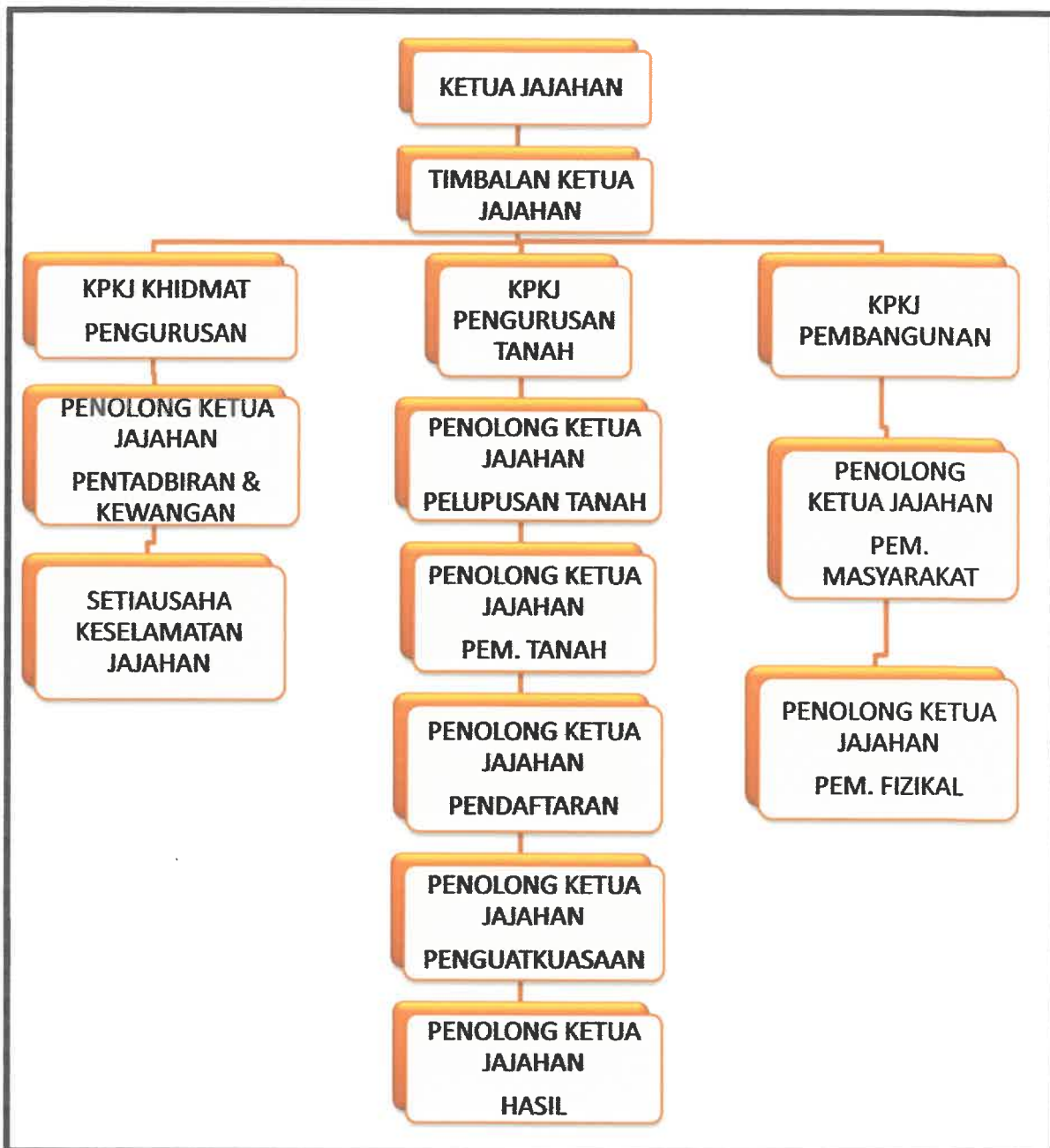


Figure 3: Organizational Structure of PTJTM

1.2.1 DEPARTMENT IN PTJTM

Pejabat Tanah Jajahan Tanah Merah have seven departments which manage the organization properly, there are:

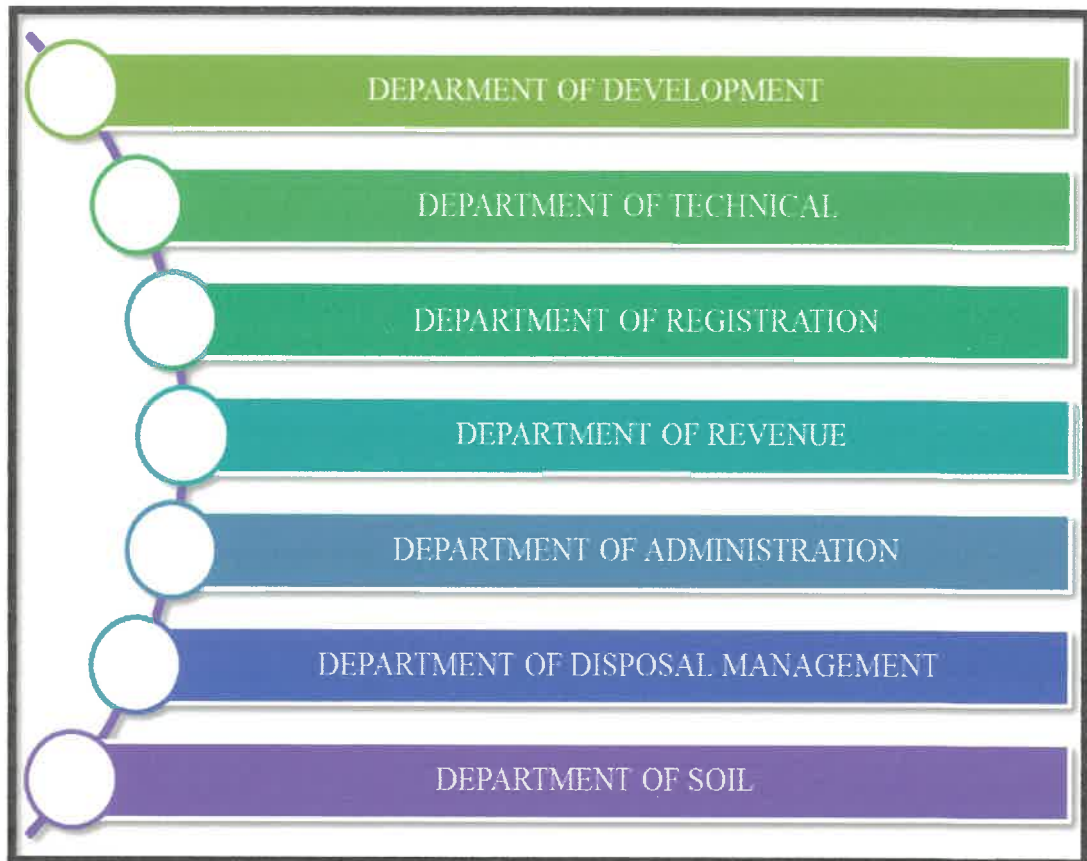


Figure 4: Department in PTJTM

1.2.2 FUNCTION OF DEPARTMENT IN PTJTM

1.2.2.1 DEPARTMENT OF DEVELOPMENT

This department focuses on matters related to socio-economic development and implementation of infrastructure, example like Small-Scale Development Projects. The Division also plans and implements development and development projects at the Territory level. It also provides and performs work on projects provided by the State and Federal Government to the people so that their requirements are met and identifies and manages the repair or co-operation of Mosques throughout the colony.

The department also develops and maintains information and data in the Computerized System. This department can also be said as a Column Information Resource Center as all information about the colony can be found here.



Figure 5: Department of Development

1.2.2.2 DEPARTMENT OF TECHNICAL

Department of technical play as a role to provide technical and technological support and land reports efficiently, effectively and systematically to all units in PTJTM beside doing the land check for purposes of providing reports covering soil conditions, measurements, reviews and other details based on requirements.



Figure 6: Department of Technical

1.2.2.3 DEPARTMENT OF REGISTRATION

The department of registration is a unit involving the handling of registration under the National Land Code (KTN) 1965. The services provided by this unit include the registration of Transactions. For example like transfer, charge, lease and discharge. While non-transaction registration involves caveats and pesos. Other services include the issuance of land title due to burglary, modify conditions, returns of property, land acquisition and land consent, provide a search certificate or draws, register a placement by court, register a Power of Attorney and register trustworthiness trust. Every transaction shall use the instrument by using the forms that have been provided in the First Schedule of the National Land Code (KTN) as set out in section 207 of the KTN



Figure 7: Department of Registration

1.2.2.4 DEPARTMENT OF REVENUE

Responsible for collecting fees charged to the public against all types of payments. It also works in managing accounts with related units, establishing a systematic and systematic certification of records of land revenue.

In addition, the revenue units also carry out investigation and submission of land tax from time to time. Having the objective of systematic and up-to-date systematic land certification system to ensure tax collection and other results can be run more efficiently and efficiently.



Figure 8: Department of Revenue

1.2.2.5 DEPARTMENT OF ADMINISTRATION

The function department of administration is managing administrative and financial affairs effectively and efficiently in order to improve the quality of administrative management of the Colony and they will supervise discipline and process disciplinary action. Besides, manage all leave, prepare and process retirement documents and coordinate courses, seminars and workshops to enhance the understanding of current policies and regulations. They also coordinate Annual Performance Assessment And Human Resource Management Panel (PPSM).



Figure 9: Department of Administration

1.2.2.6 DEPARTMENT OF DISPOSAL

Department of disposal specifically to provide that fairness to all applicants who meet the requirements to accelerate the process of alienation of land enables affordable. Besides, to provide data on the alienation of this colony as one unit towards the preparation of the updating process of entry and the alienation of land in the country.

As well as driving directions to entertain the public, especially the villagers who come with various problems. They also managing the landlord and land acquisition for those who want have the government land.



Figure 10: Department of Disposal

1.2.2.7 DEPARTMENT OF SOIL

This department focuses on revenue collection, keeping records of updated land dealings, determining legitimate legal ownership, better land management, determining land administration are carried out in accordance with policies and laws, coordinating the daily affairs of the land and overall land development.



Figure 11: Department of Soil

CHAPTER 2

ORGANIZATION INFORMATION

2.1 DEPARTMENTAL STRUCTURE

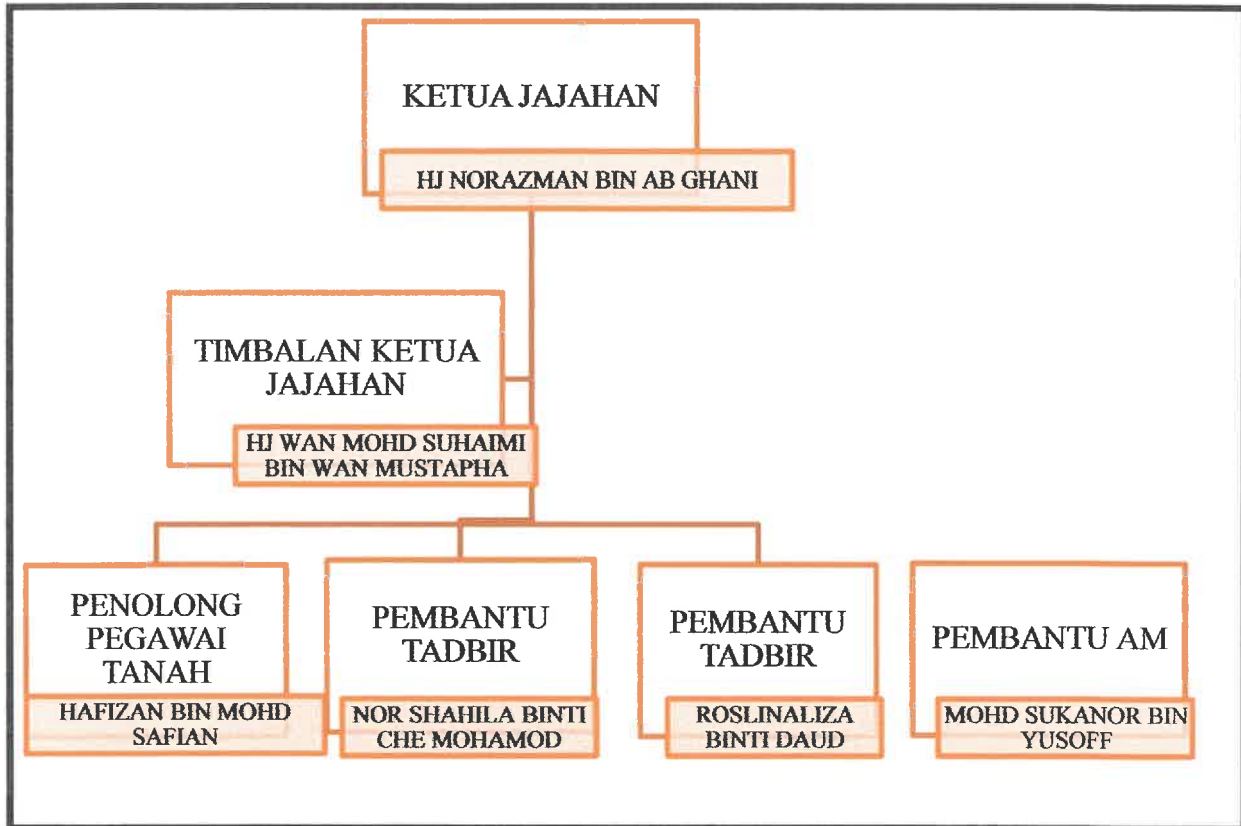


Figure 12: Organization Chart of Disposal Management Department

2.1.1 Department of Disposal

The Department of Disposal is the department that i was been placed during the practical training. Department of Disposal Management is as administrative units directly involved in the affairs of giving ground on the lines of the provisions enshrined in the canon of state land implementation among others are:

- Coordinate the actions of the alienation of land in accordance with the policy set.
- Standardizing the regulations and policies relating to the alienation of state land by the rules and PTG (Pejabat Tanah danGalian).
- Collect information and data on the alienation of land to the preparation in order to update the written pages and process the alienation of land in the country (Official Website of the Tanah Merah Land and District Office, 2014).

2.2 DEPARTMENT FUNCTION:

2.2.1 Function of Disposal Management Department

1. Provides that fairness to all applicants who meet the requirements
2. Accelerate the process of alienation of land enables affordable.
3. Provide data on the alienation of this colony as one unit towards the preparation of the updating process of entry and the alienation of land in the country.
4. As well as driving directions to entertain the public, especially the villagers who come with various problems.
5. Develop and study in order to complete the application for land titles to add production capacity and excellent performance (Official Website of the Tanah Merah Land and District Office, 2014).

2.2.2 Client Charter

- We strive to provide good service to the public by striving to improve quality as a whole in line with the goal in the direction of Public Service Excellence.
- Receiving and solving the problem of dealing with people in a friendly and helpful atmosphere.
- Perform duties according to the standards as follows:

Table 1: The Client Charter of Tanah Merah Land and District Office

(Adapted from the Official Website of the Tanah Merah Land and District Office, 2014)

No	Items	Durations
1	Registration of Land-Owned Land Application	10 - 20 minutes
2	Land Acquisition Application RPT (Agriculture) - Approval of Land Administrator	6 months
3	Land Application - PTG / TMB / MMK Approval	9 months
4	Application for Temporary Occupation License (TOL)	10 - 2 minutes
5	Land Lease Application - Approval of Land Administrator	4 months
6	Temporary Occupation License Application (Agriculture, Temporary Buildings, Sand Pump Site) - Approval of PTG / MMK	9 months
7	Registration Application Reserves	10 - 20 minutes
8	Application Reserves - Approval of PTG / TMB / MMK	9 months

CHAPTER 3

INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities

This chapter will be explained about the task that has been done in the past 5 months during the trainee practical training at PTJTM. The practical training started on 1st August 2017 until 31th December 2017. The task done based on the outline provided by the UiTM but not all the task are performed based on the guidelines prepared by UiTM, some of the task are initiative taken by the work place management to expose the trainee to the real work environment and here trainee had been exposed to the work about the process, service or management of the file related to the land transferring ownership of government land.

3.1.1 Transferring Property Ownership:

There are a few steps in transferring property ownership process:

- 1) Trainee was assigned to manage the new applicant who want get the grant of title for government land. First of all, customer will come to the disposal counter, they will ask about how the process to get the grant of title. So, the trainee must make sure customer need go to Technical Department to check whether the land they want, it is overlap or not. If not overlap, they will come to this unit to take that form , so trainee will explain about what the document they need to prepare to complete the process beside explain how to fill 'Borang Kajian Awal Pemilikan Tanah' and 'Borang Jadual 1'.

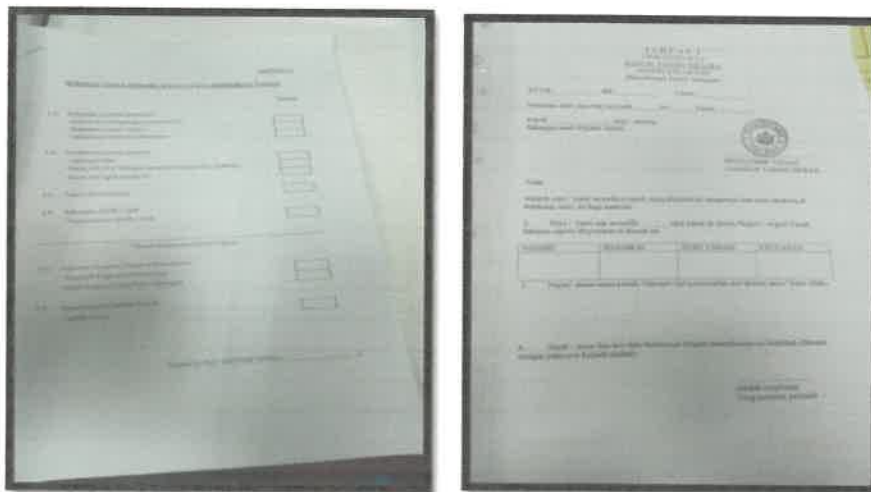


Figure 13: 'Borang Kajian Awal Pemilikan Tanah and BorangJadual 1'

2) Then when customer had prepared the entire document what needed and compile together with 'Borang Jadual 1' and 'Borang Kajian Awal Pemilikan Tanah'. Trainee will start check their form and document to make sure is complete. This is because if the document is not complete it cannot proceed for the next stage. And when all things is complete, four payments receipts will be prepared for them, there are for 'Deposit' (White receipt) 'Borang Jadual 1' 'Daftar Fail dan Memperenggan' and 'Semakan Pelan' (Yellow Receipt). After that, customer will pay in Revenue Department.

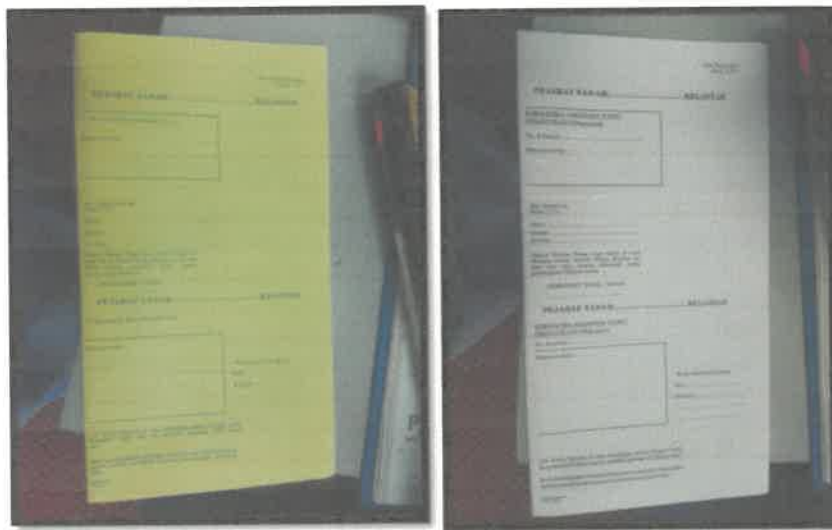


Figure 14: Receipt

- 3) After customer done to pay the payment, one of the receipts will give to the customer as a proof one again will be kept by Land Office. Then, new file for new ownership of land will be opened and must stamp the new code for the new name customer and fill the information in cover of the file.

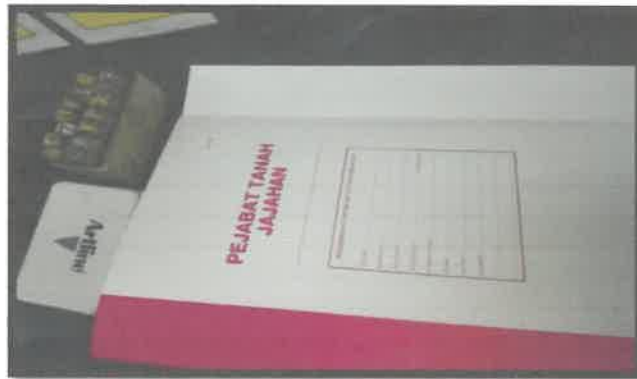


Figure 15: Open new file

- 4) After finished open new file, new ownership of land information will be write in log book or called as 'Jadual 2'. In this book all the status's file will be update to avoid the file is missing and to know the location of file. That means this log book will written all the flow of file and where the customer comes to ask about the process of their grant of titles we will refer to this log book. Then, minutes of file prepared for that file.

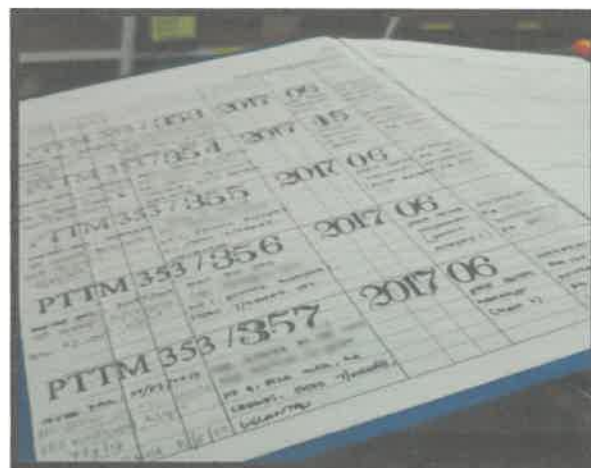


Figure 16: 'Jadual 2'

(We will write the new name and always update the flow of files in the book)



*Figure 17: The 'Jadual 2' shelves
(Arrange according of years)*

- 5) After done prepared minutes for those new files, the trainee will key in the new customer in MyID system. My ID System is system to give easy to locate the active file which means file not have get the titles and still in the process. It must key in on My ID after write the information in 'Jadual 2' log book. After complete all the thing in disposal unit, that file will deliver to the Technical Department for charting. Charting is means to make sure the land that new applicant is not overlap.



Figure 18: MYID System

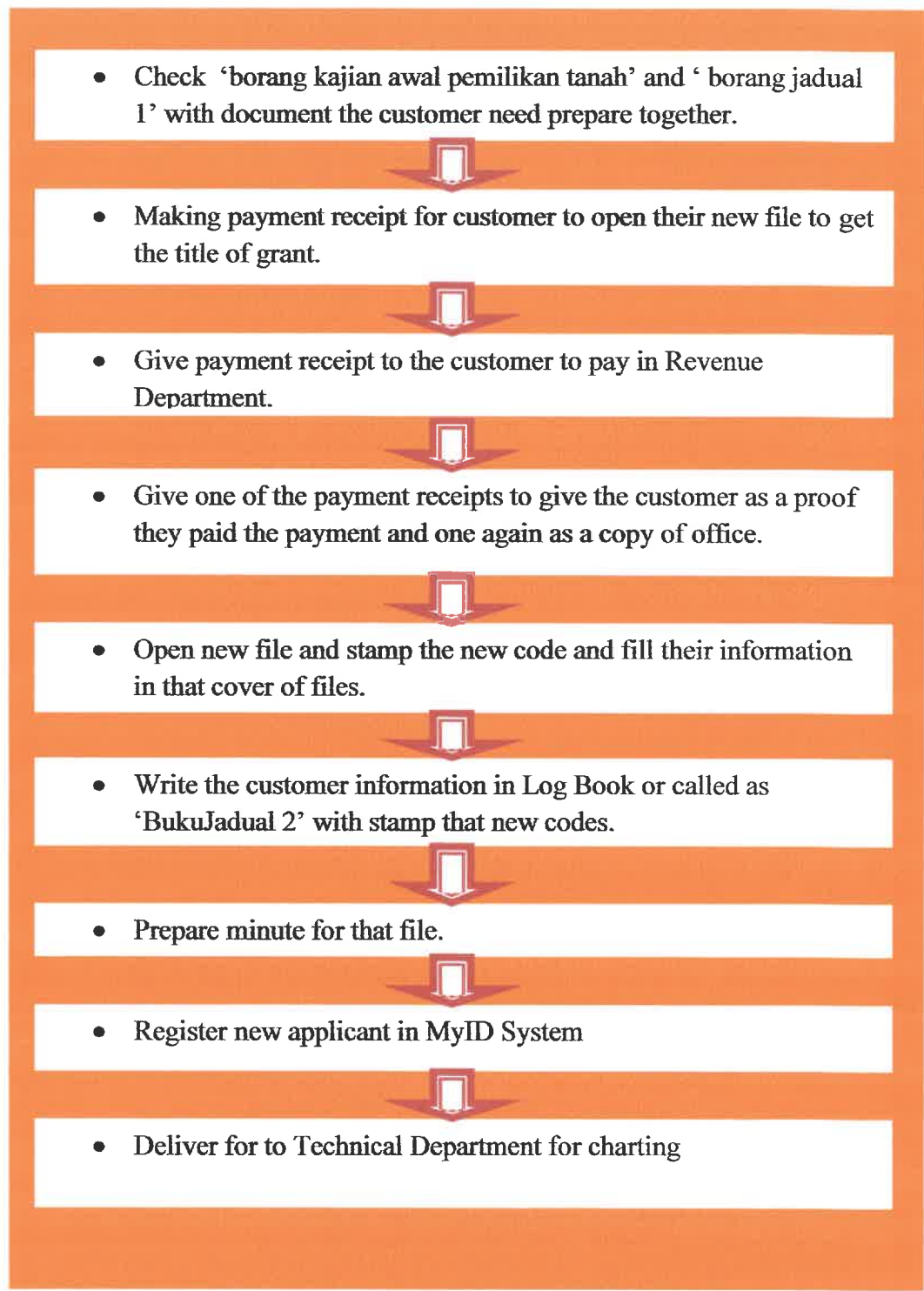


Figure 19: Transferring Property Ownership process Work Flow

3.1.2 Store cleaning and tidying



Figure 20: Clean the store

Other work doing by trainee is staff of department and the trainee cleaning the store which contains files of department. The store is a storage place for stored files where the file of customer who has received a grant of title and that file was stamp 'SIMPAN'. The files will be disposed after five years. On that day all files in the store will be key in on the Microsoft Excel. So that, to give easy to this department to know what file in that store and to give easy to them to search the files.

3.1.3 'Gotong Royong' Program

Next activities are all the staff Pejabat Tanah Jajahan Tanah Merah (PTJTM) hold a 'gotong-royong' activity on 21th September 2017. They clean area of PTJTM, so that the area will look clean and beautiful. Beside can make them working in a nice and good environment.



Figure 21: 'Gotong Royong' Program

3.1.4 Insert Opinion Letter in files

After that, the activities is insert all the ‘Surat Pandangan’ in each file which the staff apply the letter to other organization. The organization is from ‘Majlis Daerah Tanah Merah’ Jabatan Kerja Raya’ ‘Pejabat Perhutanan’, Pejabat Jurutera’ and Pejabat Pengairan dan Saliran’. This opinion letter sent to other organization to check whether the land applies by new ownership pass or not to make grant of title.

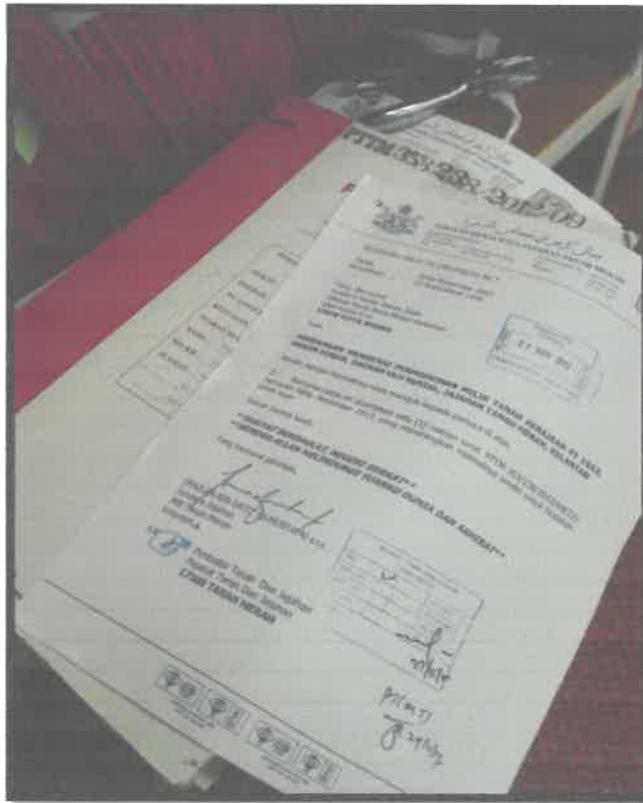


Figure 22: Opinion Letter from Others Organization

3.1.5 Registrar in Land Interview

Then, the next task is become a registrar in land interview. Land interview is for customer who applies the titles for their land. Land interview is one of the processes to get the grant of titles. After interview, in a few a day, they will make a meeting call as' Mesyuarat Jawatan Kuasa Pemilikan Tanah' (JKHET). The interviewer of this interview is conduct by Assistant District Officer.



Figure 23: As a registrar in Land Interview

3.1.6 Create Opinion Letter

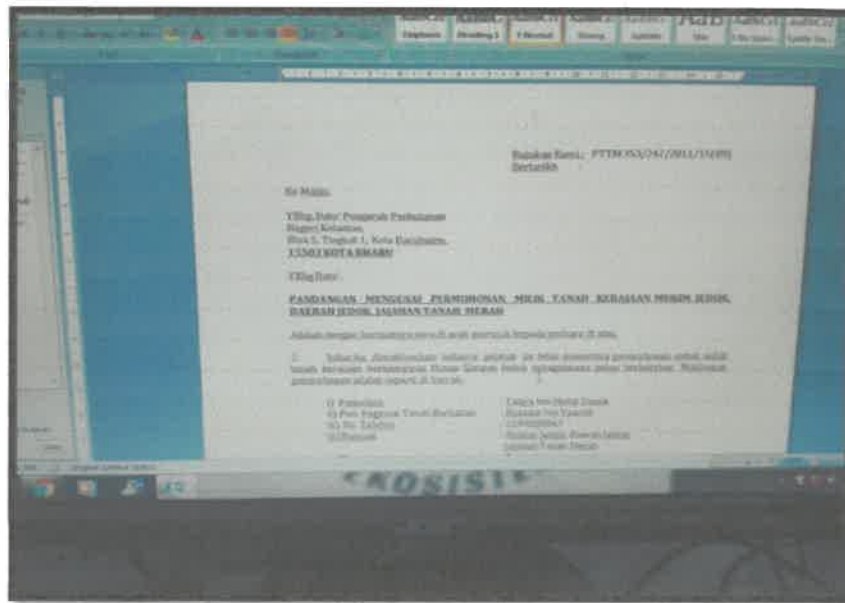


Figure 24: Create Opinion Letter

The trainee also help the staff in create opinion letter according format was prepared. Create opinion letter is one of the processes in get the grant of titles. Before making this opinion letter, each files must be minutes or give instruction by Assistant District Officer to determine whether the file must have opinion letter or not . Mostly the opinion letter must been sent to the “*Majlis Daerah Tanah Merah*” ‘*Pejabat Perhutanan*’, ‘*Jabatan Kerja Raya*’ and ‘*Jabatan Pengairan and Saliran*’ to identify the place was apply by applicant is according the standard or not.

3.2 SPECIAL PROJECT

3.2.1 PROJECT OVERVIEW

This corporate video was made for the use of Pejabat Tanah Jajahan Tanah Merah (PTJTM). This video as a storytelling about the background of Pejabat Tanah Jajahan Tanah Merah (PTJTM) and about who is office administer the organization. Many inputs are included to tell more about this land officer. Basically Land Office has previous cooperate video but it is not updated and in fact many changes have been made. Beside the new cooperate video can be used in various affairs.

3.2.2 PROBLEM STATEMENT

The problem in Pejabat Tanah Jajahan Tanah Merah (PTJTM) is the organization cannot used the previous cooperate video because it is not updated. That video is making in 2014. Many changing happen in PTJTM from top management until function of unit in PTJTM. Beside many things was not inserting in the previous video. The others problem also involve about the verbal communication between the staff and guest who wants to know about the organization in more details and more serious if the guest cannot understand what the story we want to tell and maybe if talking to long make them feel boring and not attract to know about the organization.

3.2.3 OBJECTIVES AND SCOPE OF PROJECT

OBJECTIVE

The following are the objectives which have been identified:

- To make sure corporate video is updated
- To help staff doing the new corporate video
- Can make people know more about PTJTM
- Get deliver information with right information and easy to understand

SCOPE OF PROJECT

The scope of the project is focus on background Pejabat Tanah Jajahan Tanah Merah (PTJTM) , the main administer who manage the organization and the function of the department. With have this corporate video citizen can know better and more about the organization.

3.2.4 USER TAGET

The user target of this video is for staff which can use in several of affairs and besides to let the citizen know more about Pejabat Tanah Jajahan Tanah Merah (PTJTM) which this organization play as important role to managed the land in this Jajahan Tanah Merah.

3.2.5 ADVANTAGE

The advantage of the project is:

- Can save time and energy to deliver information
- As a medium to attract the people
- Easy to understand

3.2.6 GANTT CHART

This is the gantt chart of PTJTM corporate video which this project takes 5 month to complete. The figure below show the gantt chart and detail of every phase in the developing of this project:-



Figure 25: Gantt chart of the PTJTM Corporate Video

According to the gantt chart, it shows the overall of the development process which is takes 105 days which is about 5 months of project planning, analysis, design, implementation and also maintenance of the project.

Table 2: Phases in develop corporate video

Planning	<ul style="list-style-type: none"> ➤ Plan the scope and objective of the project ➤ Identifies the software or hardware 	2 August 2017 until to 21 August 2017 (14 Days)
Analysis	<ul style="list-style-type: none"> ➤ Identifying problem of the project ➤ Analyzed project process and collecting data and information 	22 August 2017 until 20 October 2017 (44 Days)
Design	<ul style="list-style-type: none"> ➤ Design storyboard ➤ Design interface 	21 October 2017 until 11 December 2017 (37 Days)
Implementation	<ul style="list-style-type: none"> ➤ Project testing 	12 December 2017 until 20 December 2017 (7 Days)
Maintenance	<ul style="list-style-type: none"> ➤ Maintenance of the project. 	21 December 2017 until 26 December 2016 (4 Days)

3.2.7 HARDWARE REQUIREMENTS



To making of this corporate video there are device had been used:-



- Acer Aspire V3
 - For editing and search the information in the internet
- Canon Camera
 - To capture an image or the video
- Microphone
 - To record the voice
- Quad copter
 - Capture the areas of Tanah Merah

3.2.8 SOFTWARE REQUIREMENTS

To develop the corporate video, some software is use which is Adobe Photoshop CS6, Adobe Illustrator CS6 and Adobe After Effect CS4 and Filmora . Table below shows the software requirements for the PTJTM corporate video:

Table 3: Software Requirements

NO	SOFTWARE	DESCRIPTION	IMAGE
1	Adobe Photoshop CS6	This software is needed in image or picture editing stage. With this software, any image or picture can be modified to make it more interesting or make it perfect and can be exactly like trainee want.	
2	Adobe Illustrator CS6	This software is needed to create maps for the video.	

3	Adobe After Effects CS3	This software provides various kind of video effect that can use for addition of effect. So, there are many alternative of effect to fit of this corporate video and also it can make video editing processing easier	
4	Filmora	This software helps you cut video into several parts and provides lots of video editing functions.	

3.2.9 STORYBOARD

Table below shows the story board of project development:-

Table 4: Storyboard

NO	SCENE	VIDEO/VISUAL	AUDIO	DURATION
1	Opening	Countdown and logo of PTJTM	No motion Music.mp3	29 second
2	Location/ Upside Visual of PTJTM	Maps	Uplifting Background Music.mp3	5second
3	Background of Tanah Merah	History of Tanah Merah	Uplifting Background Music.mp3	17 second
4	Background of PTJTM	History of PTJTM	Uplifting Background Music.mp3	6 second

5	Company Profile	Mission and Vision if the organization	Uplifting Background Music.mp3	3 second
6	Organization Chart	Top Management of the organization	Uplifting Background Music.mp3	9decond
7	List of unit in PTJTM	Unit in PTJTM	Uplifting Background Music.mp3	3 second
8	Function of Unit	Function of each unit	Uplifting Background Music.mp3	12 second
9	Achievement	Achievement receive by PTJTM	Uplifting Background Music.mp3	7 second
10	Portal PTJTM	Search portal of PTJTM	Uplifting Background Music.mp3	3 second
11	Ending	Logo of PTJTM	Uplifting Background Music.mp3	5 second

3.2.10 INTERFACE DESIGN

Below is interface design of the PTJTM corporate video:

a) Opening



Figure 26: Corporate Video opening

b) PTJTM Image in upside



Figure 27: Upside Location of PTJTM

c) Background of Tanah Merah



Figure 28: Background of Tanah Merah

d) Background of PTJM



Figure 29: Background of PTJTM

e) Mission and Vision of PTJTM



Figure 30: Mission and Vision of PTJTM

f) Top management in PTJTM



Figure 31: Organization Chart (Top Management)

g) List of Unit in PTJTM



Figure 32: List of Unit in PTJTM

h) Function of each unit



Figure 33: Function of Unit in PTJTM

i) Achievement receive by PTJTM



Figure 34: Achievement of PTJTM

j) Portal of PTJTM

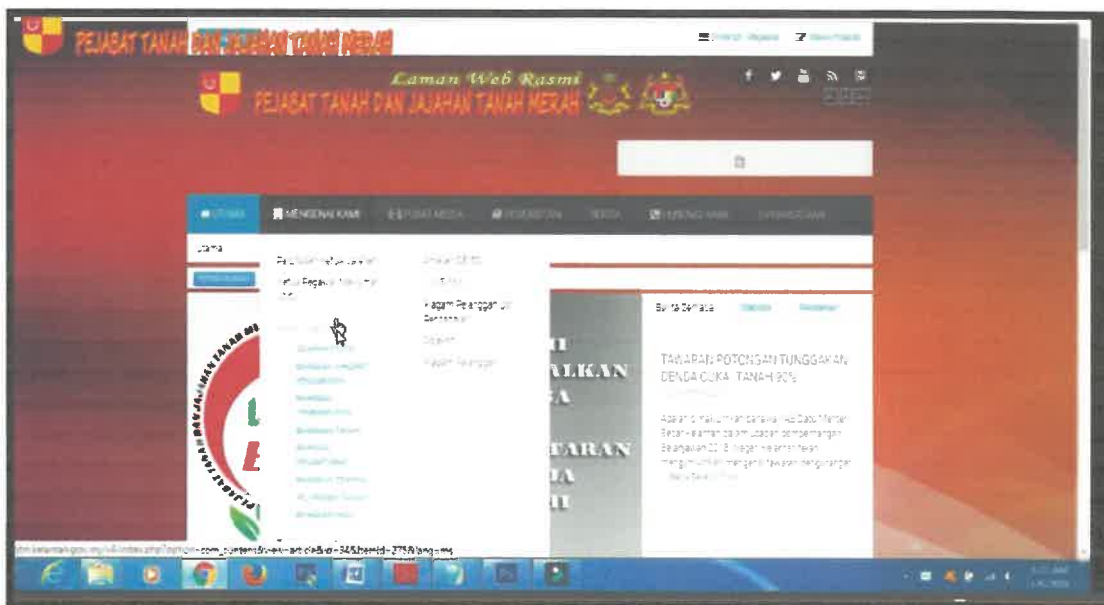


Figure 35: Portal of PTJTM

k) Corporate Video ending



Figure 36: Closing

CHAPTER 4 CONCLUSIONS

4.1 KNOWLEDGE GAINED

During the period in Pejabat Tanah Jajahan Tanah Merah (PTJTM) a lot experience and lessons trainee can learned or gain. Beside many skills can applied during this practical training. Trainee was able to experience how to do the process, how to produce grant of title and also able to feel how the staff in the organization makes a task was given. Trainee get exposed about to managed a lot of file and how to handle a lot of file and get experienced how to communicate with variety of people.

Besides, trainee get knowledge how to manage the records and need such as it needs to stamp the code each of files to make sure they can identify what types of file. In PTJTM they have their codes for the files and it will make the records can managed systematically. Before, trainee have learned many things about records in record class, now trainee have faced in real time when to manage the files and it make trainee not awkward in handling the files.

In addition, the space is very important in managed a lot of files. This is because without space many files will be missing or misplace. There is knowledge trainee have gained during the industry training in PTJTM.

4.2 PERSONAL THOUGH AND OPINION

For the opinion, staffs in PTJTM should maintain cooperation spirit and discipline attitude that is high like carried out now. This attitude is very important in order to improve grade quality of an organization. So from that, can give organization good name and rise up their organization image. All problems and issues arise in organization need in to take quick action, so that problems which arise can be handled immediately and don't let that problem not been solved. Team work between staff also must develop because it can make the task cannot been done according the time given. For trainee observation, when the leader gives the task, we as workers must listen carefully and take quick action about the task.

Beside, all the staff play important role in their unit or department. Then the leader also must be assertive to their staff and always monitor their staff work to ensure the work is done properly. Beside it is necessary to create a productive working environment so that the work made can bring forth the results that it wants. Space for comfortable work is also important to the staff can work well. This is because when a comfortable the staff can move and doing their job properly.

4.3 LESSON LEARN

During five months of training in the PTJTM , particularly in relation to various matters of discipline, teamwork, punctuality and also dedicated to the job can also be viewed and studied by the trainees. In terms of discipline, trainees can perform a given task in time set and meet the needs of staffs.

Furthermore, the attitude of punctuality in the work can also be absorbed by the trainee. It also is something that should be taken into account because punctuality is something that is important to any work that affects attitude. It also reflects the catch and the real attitude of the employees and assessed in organization.

Then, the team work is important when working in a group or unit. That's why if one of unit members cannot give full cooperation in the work it makes the task or project cannot do smoothly.

Besides, the trainee get experienced working between staff in variety of age. It not similar when we doing the group assignment with friends. It is really different in real world of work. Trainee must know how to adapt with their attitudes or situation to make sure we can working comfortably and have nice communication with them.

4.4 LIMITATION AND RECOMMENDATION

In the working area, the weakness trainee can see is the term of convenience and security. In trainee department, the space was provided is very limited. It is not easy to working around with a lot of staff and have file which is still active also kept in that departments. In addition, they also do not provide working space for practical students. So, trainee will do the task anywhere in that unit. It is even more severe if many customers come to this unit to do their affair, trainee cannot move properly and cause to crash into each other. The security in that placed also is not great because the active file is not placed in one room which is locked they just placed in that department on the shelf.

In my opinion, the unit trainee was placed is very important in that organization because it keep many important of files. So in the future, hope they can expand the department a lit bit, so that the staff can move comfortably to serve the customer at the counter. Besides, they must provide a place to keep the important records in one room and files also will make easy to search and not missing and then they can make great security to that room to keep the files. Furthermore, they also need to provide a place for practical student because it is not easy to do a task everywhere and it can disturb others staff to do their job

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