

UNIVERSITI TEKNOLOGI MARA FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT: PEJABAT TANAH DAN JAJAHAN MACHANG 18500 Machang, Kelantan.

SPECIAL PROJECT : E-SURAT SYSTEM

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

01 FEBRUARY 2017 - 30 JUNE 2017

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REPORT SUBMITTED IN FULFILLMENT OF THE REQUIREMENT FOR THE INDUSTRIAL TRAINING FACULTY OF INFORMATION MANAGEMENT UNIVERSITI TEKNOLOGI MARA KELANTAN

01 FEBRUARY 2017 - 30 JUNE 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 declared 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.

Signed by,

SITI FATHEHAH BINTI ABDULLAH 2013509057

Date of submission: 11 July 2017

ABSTRACT

Industry training is a major component in the learning curriculum and one of requirement to pass as Bachelor of Information System in University Teknologi Mara (UiTM). Student are given option to choose their own place for Industry Training. Students will be placed in a specific organization for one semester of 5 month. I have selected Machang Land and District Office, Kelantan as a place for training based on the period from 1 February 2017 until 30 June 2017 after the application is approved by the organization.

Throughout the internship program, I have been assigned in Service Management Department which my supervisor is Normah binti Ahmad and my academic supervisor is Khadijah Binti Abdul Rahman. The specific roles and responsibilities during internship programs include routine office works, perform receptionist tasks and repairing the computer offices, doing a official letter, prepare a minute meeting, prepare event for staff, handle system which is E-KEBERADAAN system and E-ADUAN system and the big task is I need to key in the data about "Petugas Pilihanraya ke-14". And when my proposal accepted, I was assigned to do a special project which is E-SURAT to change from manual procedure to the system. E-SURAT system is a big project for me because before that, Machang Land and District Office don't have any system for registration inward letter. They only use manual books for records the data registration letter. So, I have done it for 5 months in time given.

For five months undergo this industrial training, I had managed to complete my tasks and I have learnt something new and improve my skill in terms of my programming skills, my communication skill, human resource in office management and gaining my knowledge about computer software.

Keywords: system, computer, e-surat, special project, training

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First and far most, praise the Almighty God for the opportunity and health the He gave me upon this completion of my 20 weeks of Industrial Attachment Training whereas I believe without His blessing and permission, I would not be able to give my commitment, my time and my energy for this training. I would love to take this opportunity to give a brief of acknowledgement for those who involve directly or indirectly during my whole duration of training.

A dedication of deepest thanks to my faculty supervisor, Khadijah binti Abdul Rahman and my coordinator, NurulAnnisa binti Abdullah for his relentless effort in assisting me for the completion of this training program, Thank you for giving suggestions, comments and supervision for the progression and smoothness of the training even though there are some misunderstanding and unwanted occurrence during the period.

A high appreciation for my both parents and family members for their unceasing encouragement and support through ups and downs, where will I be without their compassionate, love and support. A special thanks to my organization supervisor, Normah binti Ahmad, who have assist and guide me throughout my 20 weeks of practical training. She has given me excellence supervision, valuable advices, feedbacks and tips as well as his patience in guiding me for the completion of tasks and goals. Knowledge is to be shared, to be spread and to be used in life, whether to solve problems or to make something better out of nothing.

Not to forget all my colleagues at Machang Land and District Office for the never-ending help, supporting me in finishing tasks together. I am very thankful to have such helpful and friendly colleagues in making work environment comfortable and friendly. Plus, thanks for sharing me a lot of knowledge regarding the bright and dark part of this industry to have the mentality to survive and excel.

Last but not least, I am glad because had been given the opportunity and chance to work in Machang Land and District Office. It is an honor for me to learn new things and new knowledge about the technical work and able to complete my 5 months of industrial training. It is a wonderful and unforgettable experience among this half year.

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CHAPTER 1 : INTRODUCTION

Industrial training (IMD 690) is one of the academic syllabus program which is compulsory to all the Bachelor of Science Information Management (Hons.) Information System Management students. In addition, this syllabus will give a big perception and exposure to the students about the real world of working environment. Industrial training is a platform and acts as a preparation for trainee and students before they are going to work sooner or later.

This industrial training will imitate the objective and the mission of Universiti Teknologi Mara which is to produce the excellent students which is capable in working in flexible and professional way. Moreover, the industrial training syllabus is a program that is created by university for students to gain a new knowledge and to obtain the experiences before they finished and complete their course. It is also important as it can enhance the inner skill of student in order to develop their discipline, time management, responsibility, confidence, professionalism, and ethical behavior of an individual.

The industrial training company that has been selected is the Machang Land and District Office and has been assigned to work under the management services department. The time period for the industrial training is from 1th February until 30th June 2017 which is the duration for industrial training is 5 months. In the Machang Land and District Office, I have gained a lot of idea and knowledge which can help me in order to enhance my skill and prepared myself for faced the real world of working environments in the future.

1.1 Background of the Organization

1.1.1 Introduction to Machang Land and District Office

Machang Land and District Office is a government agency that serves as a place to manage all affairs related to land either on private land, land owned by the authority or the lands belonging to the government. Of lands belonging to the government, the Land Office is designing the development of land, give consideration to whether those applying for tillage, for development or for mining works. For land which has been alienated, the Land Office is to record all business transactions, lease, mortgage, inheritance and ensure that every landlord to pay land revenue. In addition, the Land Office task is also to ensure that any alienated land is used according to the conditions laid down in accordance with the terms of the property.

At the level of provinces and territories have some departments that carry out their development such as the enforcement and technical unit, hasil unit, registration unit and so on. However, all of it is made on the ground. To ensure that a project is well in line with the design of an area, it becomes the territory chief coordinating officer of something such development. For example, the Ministry of Education requires a piece of land to build a school. So, the ministry must make application to the colony for making the necessary lands. If the land is privately owned land and if the land is exposed to soil or ground state government, the same application to be submitted to the chairman of the colonies. Next territory chief will process the application and after it is completed, the applicant will receive title to the land.

1.1.2 History of Machang Land and District Office

Machang got its name from a village of Kampung Machang. It was opened in 1880 by a group of villagers of the Pasir Tumboh in Kota Bharu, led by En.Senik. At the opening of the village main activities carried out by the population for their livelihood is agriculture and business. In terms of its geographical position Machang located in the heart of Kelantan Darul Naim. Machang is bordered by the Kota Bharu from the north, the south of Kuala Krai, west of Tanah Merah and Pasir Puteh to the east. At its inception, around 1949 Machang had become a small colony. However, on January 1, 1952 due to the rapid pace of development and economic activity in Machang he was made a full colony. Machang has an area of 546.26 square km. Of the total area of 129 sq km, is located in Machang District Council.

Machang generally divided into several Mukim Ulu Sat, Pangkal Meleret, Temangan, Labok, and Pulai Chondong. Each sub-district is headed by a warden. There are also some small areas that are governed Penghulu Mukim and some Village Development and Security Committee (JKKK) entrusted and is responsible for administering several villages around Machang. Administrative center Machang Land and District Office is located near the city Machang it to facilitate the people to deal. Machang is also known as the Tourism Centre of Education because of high performing schools and also has a university, Universiti Teknologi Mara (UiTM).



1.1.3 The Company Logo

Figure 1.1: Logo of Machang Land and District Office

1.1.4 Objective, Vision Dan Mision Machang Land And District Office

1.1.4.1 Objective Machang Land and District Office

Being engineers a link between people and the government to be more effective

- i. To provide efficient and effective services to the people
- ii. Responsible for ensuring the safety of the colony
- iii. Responsible for the colonies to organize community development (physical and spiritual development)

1.1.4.2 Vision of Machang Land and District Office

Implementing government policies

Collect all kinds of colonies

- i. Administer and manage the official celebration
- ii. Coordinate and implement social and economic development of the colonies
- iii. Perform all administration and development of the colonies

1.1.4.3 Mission of Machang Land and District Office

"Create prosperity in all aspects of spiritual and physical life"

1.2 Organization Structure

1.2.1 Organization chart

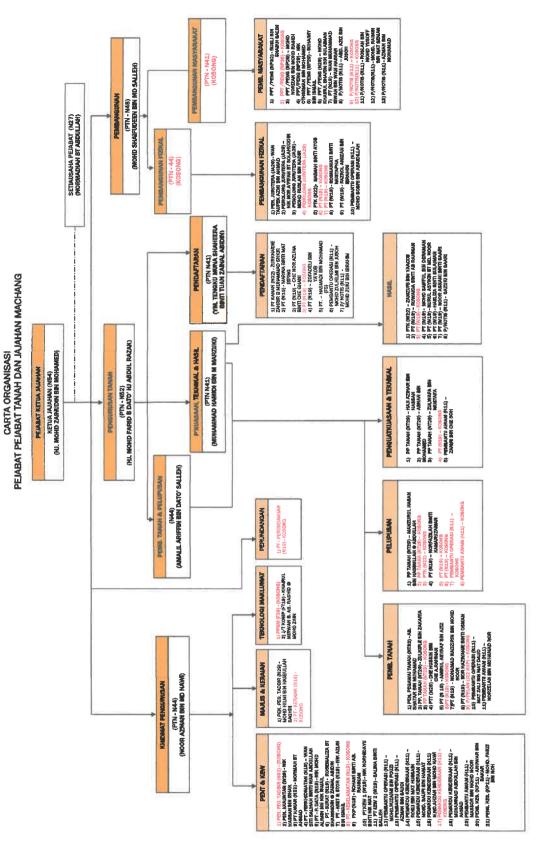


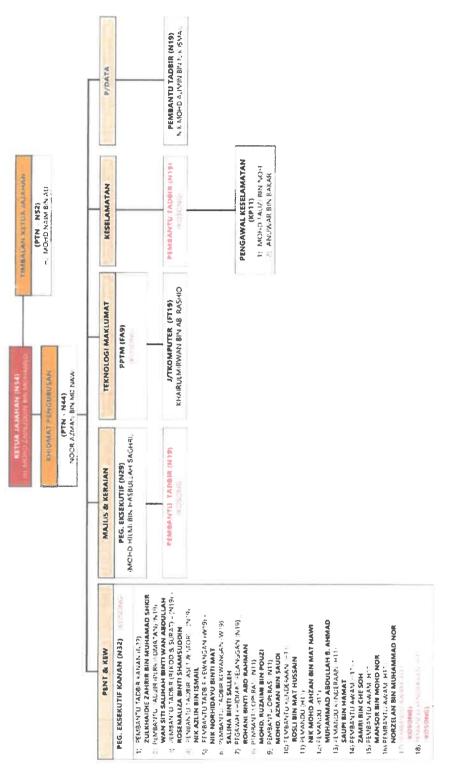
Figure 1.2 : Organization chart of Machang Land and District Office.

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CHAPTER 2: ORGANIZATION INFORMATION

2.1 Departmental Structure

2.11 Organization chart (Management Services)





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2.1.2 The Section of Machang Land and District Office

- 1) Service parts management
- 2) Parts of land administration
 - Enforcement and Technical unit
 - Hasil unit
 - Registration unit
- 3) Development Division

2.2 Department Function

1) Service parts management

- a) Management service
 - i. Administration and Management Department of Land in Machang
 - ii. Responsible for managing administration and expenditure management
 - iii. Monitor and manage processes and maintenance expenditure
 - iv. Manage staff service
 - v. Prepare the annual budget
 - vi. Store management, asset and inventory Machang Land and District Office
 - vii. Administration and Security
 - viii. Meeting of the Secretariat of the Colonial Department
 - ix. Manage Payment Module Staff
 - x. Manage the training and upgrading of personnel working Machang Land and District Office
- b) Gatherings
 - i. Attending the official festival program State level, the National and Colonial
 - ii. Provide official ceremonies involving the palace and Kelantan Menteri Besar's Office
 - iii. Coordinate the appointment of committees of appropriate
 - iv. Coordinating the event program to be carried out

v. To coordinate the tasks of the committee, reception, invitations and checklist program and the official program of the Department, Colony, State and National

c) Information technology

i. Updating Websiteii. Provide e - mail and e - Complaintiii. Solving technical problems

2) Parts of land administration

a) Land development

i. Processing the application to change the terms and subdivision of land simultaneously

ii. Processing applications for subdivision of land

iii. Processing applications for conversion of land to agriculture

iv. Processing of applications for surrender of land and alienated land back

v. Processing of applications passing the public or private

vi. Processing applications for transfer under section 13A of the ERM in 1930

vii. Processing applications for transfer under section 120 KTN 1965

b) Disposal

i. Process applications for land owned by the government

ii. Process applications for land rent

iii. Processing of applications for surrender and re- alienated land

iv. Processing applications for show- border

v. Processing applications caveats

vi. Processing applications for the reservation of open space and endowments

vii. Process applications for land acquisition

viii. Processing applications for continued lease of land (PM / PN) 99 years

ix. Request the status of the land

x. Processing applications for mining leases or exploration

c) Enforcement and technical unit

i. Investigate and prepare a report on government land encroachment

ii. Enforcing rock material, violated the terms and aggression

iii. Processing of applications passing the land administrator rights (ROW)

iv. Seizing the truth PBN

v. Issuing permits 4C (rocks) and 4D (airspace)

vi. Application instructions border vii.

vii. Creating a certificate of plan preparation 17

x. Managing lot plains index

xi. To help carry out enforcement actions

xii. Making final settlement report (QT - FT)

xv. To coordinate, control and manage the application records only to the workforce

xvi. Provide ownership plan (QT)

xvii. Prepare plans 'hak milikan' (FT)

d) Revenue (Hasil) unit

i. Production and performance reports on revenue collection (weekly and monthly)

ii. Delivery of revenue to the bank

iii. Production of monthly statements

iv. Issuance of notice 6A (claims outstanding results)

v. Issuance of notice of 8A (forfeiture)

vi. Management of trust funds

vii. Admission and data updates SPHTB

viii. Process command changes the ownership information

ix. Data Entry Process Aspects

e) Registration unit

i. Registration of business and non-business

ii. Registration of land ownership (the ownership of the new)

iii. Registration of ownership while (QT)

iv. Registration of property, plant and equipment (FT)

v. Production proprietary connection

vi. Issuance of replacement property

vii. Make a note of the registration memorial to the property (memorandum)

viii. Registration correction under section 380 NLC

ix. Admission and data updates SPTB

x. SELAMAT system used

3) Development division

a) Provides services to enable the development work colonies to ensure orderly and smooth.

i. This section focuses on the things or activities related to the development and implementation of a socio-economic infrastructure, such as the Small Projects Development District. The division also plans and implements projects in progress and development of the colonies. It also provides and perform work in connection with the projects provided by State and Federal Government to the people so that their requirements can be met and to identify and manage the repairs or maintenance are mosques in all the colonies.

b) The department also develops and organizes information and data for the territory of the Computerized System.

i. The department can also be said Colony Information Resource Centre for all information about the colonies can be found here. Royal Project Stage Tanah Merah and projects PPRT rating Colony

2.2.1 Product and Services

2.2.1.1 List of Service

- 1) Management
 - Creating declaration
 - To Obtain License Theme
- 2) Development
 - Contractor Registration
 - Verification Project
 - Project Claims Payment
- 3) Land Development Division Registration Unit Counter
 - Issuing Title Deeds
 - Charge and drop charges
 - Caveats
 - Lien
 - Draw Land
 - Official Search Private
 - A Valid Document
 - Registration and Release QT
 - Production of Land Including the State HS (1) Grant Counter Unit Hasil

• Collecting All Types, the results of the Pay By Customer (Before Present Receipt Before Payment Made)

- 4) Land Unit Counter
 - Application of Land Ownership
 - Estates
 - Tolls:
 - a) Permit Batu Batan
 - b) Permit Sandstone

- Deposit Estate
- Managing Cases for:
 - a) Change of Land
 - b) Subdivision
 - c) Statement / Rationing
 - d) Other cases under the National Land Code 120, 104 and 13A
 - e) Continued application of Title
 - f) Application and Other Auctions

CHAPTER 3 : INDUSTRIAL TRAINING ACTIVITIES

During my industrial training practices, I have been assigned in Service Management Department. The specific roles and responsibilities during internship programs include routine office works, perform receptionist tasks, repairing the computer, internet server monitoring, handle E-KEBERADAAN system, E-ADUAN system. Every now and then, I am responsible to handle and fix the computer software and hardware problems issues, monitor and care for the internet server, handle E-Aduan system and E-Keberadaan system and also responsible to handle the operator services in Machang Land and District Office.

I need to learn many task and how to handle works in office. Furthermore, I also has been assigned to do the technical job at the certain department in order to analyze and solve the problem requested involved about their computer and system. I also able to learn and know the process and the environment at different department and their work culture. Furthermore, I also have the opportunity to handle the system and key in the data about officers involve in "Pilihan Raya Umum" from "Suruhanjaya Pilihan Raya". I need to responsible to check and find who need to interested to join for this work and I also need to meeting with the District Officer and head of Election Commission of Malaysia.

3.1 Training Activities

Works and activities are the activities that I had done during my industrial training practices for Machang Land and District Office. There is job that I have done with successfully.

3.1.1 Handle and Key In The Data About Employee Of 'Pilihan Raya Umum-14'.

The general election is a choice carried out to select representatives to Parliament. This election is a national level and the parliament will be dissolved before it is held. Machang Land and District Office has responsible to handle and find employee and to be assigned before election are held. I was assigned to handle and key in the data about employee who involved in PRU-14 for Parliament Machang. I need to key in the data using Microsoft Excel. And I also need to join the meeting with District Officer and with the other officer. Everything connected with the PRU-14, I have been responsible to handle it.



Figure 3.1.1 (a) : Cover page of information about employee for PRU -14

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| COLTON: | ON PEROMONE | 10000 11 | January Parks | 1.79.1 | BAGI P.029 MACHANG | ponder roorer me. | |
| | 34 TEMANGAN | | | | | | |
| | rah Mengundi / seat Mengundi | Tempat Mangundi (Nombor) | Jawatan | Γ | Marria | No. K/P | No. Telefon |
| | | | KTM | 1 | SUKIMAN BIN MOHAMAD | 640106-03-5515 | 011-10643210 |
| | | 1 1 | - | 1 | NORISAH BINTI DERIS | 731231-03-5446 | 019-9249040 |
| | | 4 | | 2 | AFIDA DINTI ISMAIL | 830615-03-6070 | 013-3341728 |
| | | 1 1 | RCP/KIMU | 3 | TUAN NORAZEAH BT TUAN ABDULLAH | 801113-03-5446 | 016-9368092 |
| | | | | 4 | ZANITTA BT CHE AZIZ | 891011-03-5578 | 017-9244606 |
| <u> </u> | | | KTM | 1 | FATMAWATI BT FUAD | 680704-03-5642 | 013-3629658 |
| | | | | τ | FAUZIAH BT HASBULLAH | 680919-03-5156 | 019-9876491 |
| | | 2 | | 2 | NURUL NAZWANI BT ZAINUODIN | 911203-03-5100 | 014-8065471 |
| | | | KPAKAAL | 3 | NURLE ALIENA FARMA BT AWANG | 930714-03-5100 | 019-9288931 |
| | | | | 4 | NOWNANA BTABLULLAH | 590626-03-5786 | 012-9007636 |
| | UL BELUBANG | | KTM | 1 | SOMANI BIN MUSA | 651227-03-5179 | 019-9853929 |
| · | 429/34/91 KEB PANGKAL | | | 1 | NURUE NAZIKA ST ZAINUDDIN | 861012-03-5046 | 019-9727289 |
| | MAK WAN | 3 | | 2 | TENGKU NURFARHANA BT TENGKU YU | 920620-03-5928 | 017-7126265 |
| | | | KIP/KIAU | 3 | TENGKU NUR FATHAH BT TENGKU YUK | 910511-03-5014 | 012-9878261 |
| | | | | 1 | MORD RHZARN RN POLIZI | | . 013-9596954 |

Figure 3.1.1 (b) : Key in data for employee who involved in PRU-14 for Dun Temangan.

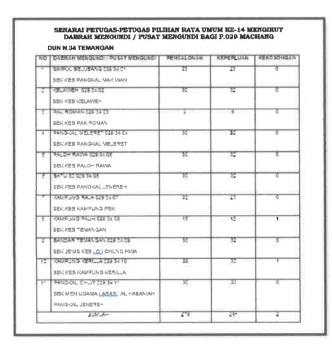


Figure 3.1.1 (c) : Report details about the number of employees involved in PRU-14 for

Dun Temangan

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| TLAN HEAD MOND ZAINLON 2-N MONANED | KETJAJAJAHAN MACHANG | 6105.3-03-5637 | DELABAT TANAH DAN JALAHAN MACHANG | 09-9752626 | MOFAMINACINE Shukri bin azamar | PELALAR | 940729-03-5125 | ND & LOR DAG BAHAGIA KANPUNG KELUBI JALAN KOTA 2HARU 1880C PASIR PUTEH KELANTAN. | 014-835329 |
| | | | | 1 | OPENDRAZUNA 27 CHE GHAN | PENDANTU | \$40502-03-3256 | 677-P. FUATERS JKR MACHANG. SB500 MACHANG, KELANTANL | 013-925225 |
| | | | | | SAM MEDINT IBRAIT H | TICAK | 690508-03-5652 | LOT 479, SALEN BUKT | 017-923685 |
| | | WAIPENCULS PA | | | | BEKERJA | | BAHAR. 40 K JALA BAKA. | |
| NAMA HAJI YOHO FARIO SIN | MATAWAL CALARAT | NO.8/P 620117-03-5301 | ALAMAT DELLAL | NO.TEL 09-9732525 | | | | 18500 MACHANO, KELANTAN. | |
| DATO'AS, RAZAK | ALTES MATALAL | 9.0011710319301 | JALAHAN MACHANG | 09-9792526 | \\.€. 5L Z=112 & < 58\.Ti \\L 50≠ | PELAJAR | 922709-11-5588 | PT 4931, TAMAN DESA SAKTI, 13500 MACHANG, KELANTAN. | 014-5347320 |
| MEME | LAWATAN | NO.K/P | ALAMAT | NO.TEL | NAMA MOPOPARKAN' SIN | LAWATAN | BO.E/F 811201-03-5875 | ALAMAT WALLS DARRAH MACHANG | NO.TEL 014-2183715 |
| MAMA HJ AS, SHATAR BIN MUHAMAD | LAWATAN SETJA PENOLGHO | NO.K/P \$80205-03-5463 | ALAMAT PELABL" TANLE DAN | NO.TEL 05-9752526 | MOPDEAR SIN | BOADH | 811201-03-5875 | MALLE DAERAH MACHANG ALAN TOK KEMUNING, 18500 MACHANG, KELANTAN, | 014-2183719 |
| | | | | 1 | | | | | |
| | PEGAWAI Tanah | | JALAHAN MACHANG | | NIOP D PADZEJI, BIN Ar FFR. | BURDH | \$20208-03-5717 | MALLS DAFTAN KACHAKG ALAN TON KEMU NUNG 18500 NACHANG KELANTAK | 09-6751076 |
| | | | A AHAN | | | BURUH | \$20208-03-3717 781125-03-5727 | MALLS DAERAH MACHANG ALAN TH KEMLAING, 18500 MACHANG, KELANTAN MALLS DAERAH MACHANG | 09-6751076 |
| | TANAN | HAN BAYA (PARIJAR | JAAHAN MACHANG | | AR FRA | | | MALLS DAFTAN MACHANG Alan "Dy Kemuning, 18580 Machang, Kelantan, | |
| Halea | TANAN | HAN BAYA (PARUME | JAAHAN MACHANG | NO.TEL | AR FRA | BURUH | 781115-03-5727 | MAULS DARRAM MACHANG ALAN TON KEMUNING, 18500 MACHANG, KELANTAN, MALLS DARRAM MACHANG ALAN TON KEMUNING, 18500 | |
| MAMA R JWAIDA B KTI AB RAFYIAY | TANAN KIRAN BU | | LA.AMAN MACHANG ALAMAT DELBA. ²⁷ TANA-DAN JA.AMAN | NO.TEL 00-9752828 | AR FRA | | | MAULS DARRAM MACHANG ALAN TON KEMUNING, 18500 MACHANG, KELANTAN, MALLS DARRAM MACHANG ALAN TON KEMUNING, 18500 | |
| | TANAT UR MARIN MATAWAL DALANAL FABLAT | 180_8/7 | ALAMAN MACHANG ALAMAT DELLBAT TAMAT DAV | | AR FPR. SRAHIM BIL DOLLAH MOHD ZAKIRI KHA RUL | BURUH | 781115-03-5727 | MAILIS DABRAM MACHANG ALAN TO KEMUNING (2800 NACHANG, KELANTAN, MAILIS DABRAM NACHANG ALAN TO KENUNING (2800 NACHANG, KELANTAN, MAILIS DABRAM, ANGTANG ALAN TO KEMUNING (2, 2800 | 09-9751C76 |

Figure 3.1.1 (d) : Key in data for employee who involved in PRU-14 for Parliament Machang.

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3.1.2 Registration Inward and Outward Letter to Manual Book.

The official letter is one of the communication between government agencies and other government agencies and the general public. A letter is prepared to convey or obtain information, directions, actions and decisions. Received official letters come in various forms such as documents, receipts and memos. In line with the development of information technology, letters can now be transmitted via electronic mail (e-mail) quickly besides via mail, hand delivery and fax.

There are step for handle registration letter. Firstly, acceptance of letter by mail or self-address should be centralized for example in the management services division of the ministry or department or agency. Secondly, letter received by post or sent by the sender's office will be opened by the responsible officer or staff. Thirdly, accepted letters will be recorded in the book 'Registration Letter'. And upon record the inward letter, the letter will be sent to the 'steno' which is secretary of District Officer to be reviewed. Lastly, distribute the letter to the relevant unit department.



Figure 3.1.2 (a) : Example of letters from other agency or organizations.



Figure 3.1.2 (b) : Example for received cop.

Step 1 : Letter received must be received cop and the date of received of the letter on the first page of the letter.

Book of registration letter

| Bil. | Tarikh Penerimaan | Datipada Kementerian/Jabatan/Agensi | Tarikh Surat | No. Fail Kementerian | Perkara | Dirujukkan kepada |
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Figure 3.1.2 (c) : Example of registration book.

Step 2 : Letter received must be registered in the registration book.

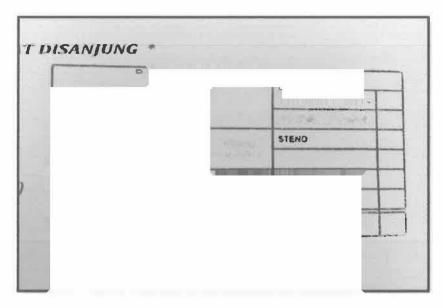


Figure 3.1.2 (d) : Examples of action cops.

Step 3: Letters that have been minute for action should be taken immediately into the file.

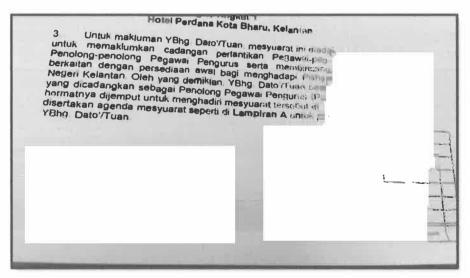


Figure 3.1.2 (e) : Example of minutes the letters.

Step 4 : Distribute the file to the appropriate officer (which is the Head of Department).

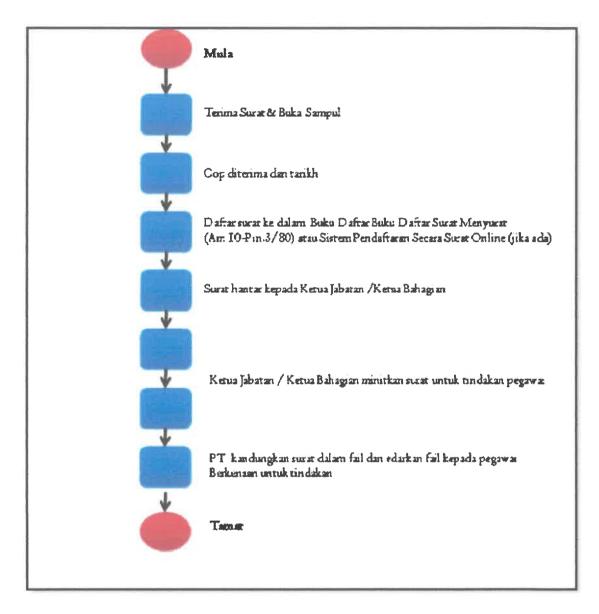


Figure 3.1.2 (f) : Flow chart for acceptance and registration letter.

3.1.3 Key In Data Using Excel And Design Certificate Using Adobe Indesign

In Microsoft excel CSV we work with the system workbook, while in the workbook there is a worksheet or worksheet and usually we just call the sheet alone. In this worksheet, we work with the columns and rows that form the smallest cells in the form of cells in which we enter data.

Adobe InDesign is an application used for design layouts or publications. Adobe InDesign is often used by publishers of magazines, newspapers, bureau prints, and advertising agencies to design their products. I responsible to design the certificate for student practical certificate in that company. I used this software for finish the task given.

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| | | BACHELOR OF SCIENCE (HONS.) STATISTICS | [UNIVERSITE TERNOLOGY MARA - UTWI KELANTAN] | 1 SEPTEMBER 2016 - 23 DISEM |
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Figure 3.1.3 (a) : Key in data student information into excel.

Step 1 : Key in student name, no.ic, department, university and duration of internship that will complete the industry training in excel and save in CSV format.

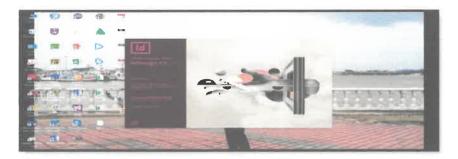


Figure 3.1.3 (b) : Open Adobe Indesign Step 2 : Then, open Adobe Indesign to draw and design the certificate.



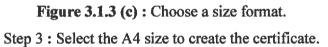




Figure 3.1.3 (d) : Draw and design certificate Step 4 : Draw design and insert the logo in the certificate.

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Figure 3.1.3 (e) : Press Data Merge for student data entry.

Step 5 : Press the "Data Merge" button and exit the information that has been entered on the

excel.



Figure 3.1.3 (f) : Select the student numbers to enter the information into the certificate. Step 6 : Once done, press the menu and choose to print.

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Figure 3.1.3 (g) : Save the certificate as PDF format.

Step 7 : Then, save the certificate in PDF so that the data format does not change.

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Figure 3.1.3 (h) : Print the certificate. Step 8 : And finally print it.

3.1.4 Handle E-KEBERADAAN system.

E-Keberadaan system was built by the information technology officer at the Kelantan State Secretary Office to enable them to know the existence of the workers at each session such as the first session at 8.00 am -10.00 am, the second session at 11.00 am-1.00 pm, the third session at pkul 2.00 pm-4.00 pm, and last session at 5.00 pm.

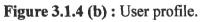
This system is used by senior administrative assistant for each unit in Machang Land and District Office. And I also need to handle this system when staff busy or meeting. I responsible to check and make review of the presence of all employees in the management services unit for each session.



Figure 3.1.4 (a) : Interface E - Keberadaan.

Step 1 : Enter "username" and "password" user to log in E-Keberadaan system.





Step 2 : Select "update", then select "view user profile" to display the user's profile.

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| 1. | PHASEUL PORTYAN BIT AB. | RASHID | \$30625036453 | Jajahan Machang (Bahagian Khidmat Pengurusak) | | | |
| 2. | MANSOR BIN HOND HOOK | ISOR BIN HOND HOOR | | Pejabat Tanah dan Jajahan Hachang (Bahagan Mednang Pengaruban) | | | |
| 3. | NOHD AZMAN BIN SAUDE | | 750410035891 | Pejabat Tanah dan Jajahan Machang (Bahagian Maidmat Pengarusan) | | | |
| | | | | Pejabat Tanah dan Jajahan Hackang | | | |

Figure 3.1.4 (c) : Example of staff data information.

Step 3: Enter the data of each staff in E - Keberadaan system.

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Figure 3.1.4 (d) : Signs of workers' existence.

Step 4: Supervisor will note the existence of workers for each session. Then, the supervisor will verify the information.

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Figure 3.1.4 (e) : Example of session of E – Keberadaan system.

Step 5 : Lastly wait for the next session sign.

3.1.5 Handle E-ADUAN system.

The E-Aduan system was built by the information technology officer at the Kelantan State Secretary Office for the public who wanted to complain about the problems faced by them in terms of administration and services provided. E-Aduan system provide feedback on complaints received from the public. I responsible to check this system if we get the complaints received from the public regarding the administration and services provided.



Figure 3.1.5 (a) : Flowchart how to using E-Aduan system.

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Figure 3.1.5 (b) : Login page.

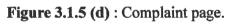
Step 1 : Enter password and user ID.

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Figure 3.1.5 (c) : Interface for admin page.

Step 2 : Admin will review the complaints received from the public regarding the administration and services provided.

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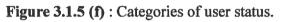
Step 3 : Select the button to make an option for the admin.

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| Kateport | : -Siła Pülih- | • | |
| Jabatan | : Pejabat Tariah Dan | i Jajahari Machang | |
| Tajuk | • | | |
| Butiras Advan | ; | | |
| Lukasi Advan | - | | |
| E-mail | : | | (|
| No tel Rumah | | *097442182 | |
| No tel Blasbit | | *0179117658 | 1 |

Figure 3.1.5 (e) : Add complaint.

Step 4 : Admin choose 'add' button to add a complaint.

| | Sistem e-Aduan | 10 × 8 1 × |
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| Selamat D | interg tengku nur fattilan bt tengku yunus | Abad, Mac 19. 2017 2:27:24 PM |
| | Richod Aduan Pejabat Dan Agensi Dihawati Kerajaan Negeri Kelanian Jabatan Pisaki Tauli Dan Jajaban Hachang Langen Aduan Engeri Costan Jaktongin Anam Hantar Kelapahan Kelapahan | |
| | Persput Sussain Persput Sussain Person and Advant Person Trick Park Trick Park | (internet) |
| | Addition Compared in Contract of Contract on Contract | |

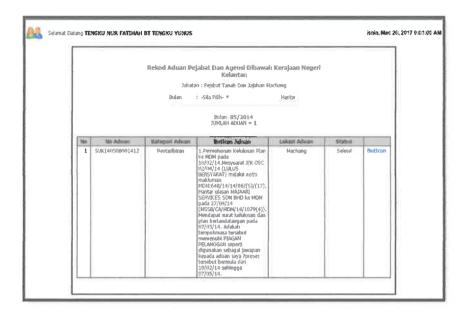


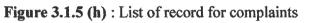
Step 5 : Admin selects the 'category' button to received from the public.

| | 5 | | engu | e-Aduan | o m | | 200 | |
|-------------|--------|------------------|-----------------|--|---|-------------------------------|--------------|----------------|
| Lanas Utama | | Aduan x | Pentad | ir . Log Kileer | | | | |
| Selamat Dat | ang Ti | ENGKU NUR FATIRA | H BT TENG | KAI YUNUS | | | Ahad, Mac 19 | . 2017 2:31:44 |
| | | | | Aduan Pejabat Dan Agensi Dibawa Kelantan Jabatan : Pejabat Tanah Dan Jajafian Status Aduan Sila Pilih * status: Selesai JUBILAH ADUAN = 49 | | | | |
| | ND. | No Adiian | status Advan | Butiran Aduan | Lokasi Adman | Pegawai Rentaropping Jawah | | |
| | 1. | SUK101208232029 | Selecto | jelan dalam kampung sava adalah sangat teruk dan rosak, menyebabkan kesukaran untuk melakuinya. rasa sava telah S tahun tidak ada pembaikan atae rengasatikannya | sekitar kampung penakah, berminia darijalan besar k | AHMAD FACELI B ABDULLAH | Buttman | |
| | 2. | SUK110124111918 | Selesar | Nengenai barigunan sebinggan di atas rezab jalan projek perumahan fot PL 4133 - 4198 Mukim Machang, Daerah Ulu Sat. Japhan Machang, Rui MDN -431/152/00/06/191 | Mukum Machang. Daerah Uku Sat, | Pici : Penguatkuasaan / | Butiran | |

Figure 3.1.5 (g) : User complaint status.

Step 6 : Admin selects 'status' complaints received from the general public.





Step 7 : Admin selects 'list of records' monthly complaints received.

| 39 Pro- 51 | Advan v Pretodk | rusan Adu | | 10 7 5 - A |
|-------------------|--|---|---|-------------------------------|
| Selamat Datang TE | Cari No, Adhian Tanabah Gi Stativis Kategisri | ku YUNUS n Aduan Pejabat Dan Laporan Jamlah Adisan Bulanan Simiber Adrise Balanen Timoré Selecit Aduae | Agensi DiRawah Kerajaan Negeri Gantan i Dan Jujahan Hachang b'ww'] ri acta acta 6 J cenak | Ahed, Mar 19, 2017 2:33:50 PA |

Figure 3.1.5 (i) : Select a report

Step 8 : Admin selects a report whether the total source of the complaint is monthly or the period of completion of the complaint.

| 5 2 31 | | -Aduan | 1070 JA |
|---------------------|-------------------|---|-------------------------------|
| Larian Ulassa | Aduan • Pentadhir | Log Kelvar | |
| Solanut Dating TENC | | uan Pejabat Dan Agensi Dibawah Kerajaan Negeri Kelamtan Ibizis : Pejabat Tasah Dan Jajahan Machang I: -Sila Pilih- Y [mm-Yyy) I: -Sila Pilih- Y [my] I: -Sila Pilih- Y | Ahad. Mac 19. 2017 2:34:12 PM |

Figure 3.1.5 (j) : Report details

Step 9 : Select a report from the complaint menu and fill in the information in the box provided to view the whole report.

| STE SIDIO | | Aduan | | 10 2 5 4 A |
|---|--|--|--|-------------------------------|
| Lation Utama Tips | a the basis of | Soulan Lazive Hole | ingi Kami Log Kelular | |
| PERINGATAN : Login sang to pengadu yang belium bendahan nombor kadi pengenahan diri d ni herana kombinasi ini akan sistem ekduan ini. Anda juga menudahisan proses notifisa Diharap anda semua mengam | Sila pastikian anda memap in katabéban pengguna and dipunakan setiap kali anda n dinasihatkan memaukkan i i tindakan yang diantal terhi bi perhatlan merigenal perki | has untoli para Ulsan kombinasi la yang tepat enoppunakan elamat winel anda bagi asba aduan anda. | mudah alih myAduan Ke G | Ahea, Mac 19, 2417 2 34 48 PM |
| Jenis Peopenalas No. Kad Pengenalas | : Kad Pengenalan Baro 🔹 | cth: 860610295927 | Contract of the local division of the local | |
| Nama Penuh Pengadu | | "Rahawa Bt Kaadas | Contraction of the local division of the loc | |
| Katalaksan Pengadu | * nombor/simbol/huruf besa Aabcd@122456} | *12 aksara tumasuk | | |
| Hasuk Semula Katalakan | : | 4 | | |
| Soatan Keselamatan Pengadu | : Pith | * * | | |
| Jawapan Soalan Keselamatan | . : | | Log masuk untuk Pengadu | Paparan untuk membuat |
| Alamat Email | : | Məşulıkan email sektranya ada. | yang Berdaftar. | |
| Sila Salin Kod Disebelah | | 43383 | | |

Figure 3.1.5 (k) : User page

Step 10 : The user needs to log in as a new user to login to the system.

3.2 Special Project

During I undergo five months of industrial training at Machang Land and District Office, I propose I want to develop a new system about registration inward letter. I think this is a best system for this company because before that, they need to record by manual in books and when they need to find back about the status the letter, they need to find manually and I think it waste a time and not easier for staff to find one by one. So, I decide to develop a new system for record the registration inward letter.

The purpose of this new system is to replace from record by manual book to the record by system. So, it can easier to them for find and refer the details and status about the letter just only enter the keyword such as file no, received date of letter, letter date or name of letter. They only search using the keyword only and the system can catch the data from database. I choose E-SURAT is the name of my new system, registration of letter.

In each of system that been develop surely have their own advantages and benefits that it can provide to the users. The main purpose I design this kind of system is to make the task will becoming more easier and help in solve the problem that have been facing all this time. E-SURAT system can help from manual procedures to become a system in unit management services in Machang Land and District Office. This can avoid any data from loss or data redundancy.

Furthermore this system can help staff to register inward letter in that system correctly rather than manual. And in that system, I provide attachment for letter, staff can scan letter before send to other department after minute the letter and then upload to the system, so that if the letter original missing, so we can find again in that system.

Next advantages are save energy and time among staff. By having this E-SURAT system, all party that involved in this circle of environment will increase their time and energy to manage registration letter. After that, this system develops to more user-friendly system. User friendly system is when user easy to adapt and use the system without any problem and have a user manual as a guidance to help user to understand the system.

These systems have comfortable among staff. Lastly advantages of this system is become more systematics and paperless. In order to achieve a goal of government Malaysia to make a paperless environment and digitization start on 2018 become reality, I had make the manual procedure that using book to become E-SURAT system and it became more systematic and paperless.

I will build this system by follow the system development life cycle that stand for SDLC and also PADIM that stand for planning, analysis, design, implementation and maintenance. The system must be follow by step provided to make it work well and smoothly and I can follow the schedule concisely. I also can achieve the requirements because we have developed the schedule for monitoring project progress for the time dimension of the project. Project planning is very important in step by step to build a system because it will be my guide while build the system soon.

3.2.1 Gantt Chart

| | A lask | 14.17C | | | | | | 25 2, 2017 | | | QE 1, 201 |
|-----|-------------|---|----------|---------------|--------------|-----|----------|---|-----|---------------------------------------|-----------|
| | Mode | Task Warris | Duration | | Emish 👻 | Feb | 1/or | Apr | Мау | han | Ja |
| 1 | | PLANNING | 8 days | Sun 05-02-17 | Wed 15-02-17 | | | | | | |
| 2 | - · · · · · | Meeting and discussion | 1 day | Sun 05-92-17 | Sun 05-02-17 | E | | | | | |
| 18 | * | Identify problem statement | 2 days | Mon 06-02-17 | Tue 07-02-17 | 10 | | | | | |
| 4 | * | Identify project and user requirement | 2 days | Wed 08-02-17 | Thu 09-02-17 | | | | | | |
| 3. | * | Discuss hardware and software requirement | 2 days | | Mon 13-02-17 | | | | | | |
| 6 | | Discuss premilary budget | 2 days | Tue 14-02-17 | Wed 15-02-17 | | | | | | |
| 7 | | ANALYSIS | 12 days | Thu 16-02-17 | Fri 03-03-17 | F | 1 | | | | |
| 8 | * | Analyse element for system requirement | 3 days | Thu 16-02-17 | Mon 20-02-17 | | | | | | |
| 9 | · · · · · · | Analyse gathered information | 3 days | Tue 21-02-17 | Thu 23-02-17 | | | | | | |
| 10 | * | Analyse the system module | 3 days | Sun 26-02-17 | Tue 28-02-17 | | | | | | |
| 11 | * | Structure the system requirement | 3 days | Wed 01-03-17 | Fri 03-03-17 | | E | | | | |
| 15 | | DESIGN | 26 days | Stin 05-03-17 | Mon 10-04-17 | | 1 | | | | |
| 83 | * | Discuss the system design | 3 days | Sun 05-03-17 | Tue 07-03-17 | | - | | | | |
| 14 | + | Deliver the system design | 4 days | Wed 08-03-17 | Mon 13-03-17 | | 100 | | | | |
| 15 | + | Hlustrate user interface design | S days | Tue 14-03-17 | Mon 20-03-17 | | | | | | |
| 16 | * | Plan the database design | 7 days | Tue 21-03-17 | Wed 29-03-17 | | 1.0 | and a | | | |
| 17 | * | Design the application structure | 8 days | Thu 30-03-17 | Mon 10-04-17 | | | and the second se | | | |
| 1.8 | | - IMPLEMENTATION | 38 days | Tue 11-04-17 | Thu 01-06-17 | | | F | | | |
| 19 | * | Starting the coding system | 22 days | Tue 11-04-17 | Wed 10-05-17 | | | | | | |
| 20 | * | System database testing | & days | Thu 11-05-17 | Thu 18-05-17 | | | | | | |
| 21 | * | Create system manual | 3 days | Sun 21-05-17 | Tue 23-05-17 | | | | | | |
| 22 | * | Installation the system | 4 days | Wed 24-05-17 | Mon 29-05-17 | | | | | | |
| 23 | * | User Training | 3 days | Tue 30-05-17 | Thu 01-06-17 | | | | | | |
| 24 | | < MAINTENANCE | 16 days | Sun 04-06-17 | Mon 26-06-17 | | | | | · · · · · · · · · · · · · · · · · · · | |
| 25 | * | Monitor the system working | 8 days | Sun 04-06-17 | Tue 13-06-17 | | | | | | |
| .86 | * | Overceme the system limitation | 5 days | Wed 14-06-17 | Tue 20-06-17 | | | | | | |
| 27 | + | Determine additional update | 4 devs | Wed 21-06-17 | Mon 26-06-17 | | | | | | |

Figure 3.2.1 : Gantt Chart for E-SURAT system.

Based on the Gantt chart above, I also known the start date and end date to complete this project in time. I also can achieve project goals by satisfied the need and opportunities that our company wants. This schedule will be used as reference until this project complete and this solution will take time until this project complete. For details information about my schedule, I have developed Gantt chart for your reference. Gantt chart will show you about project schedule information by listing my project activities and corresponding start and finish dates in a calendar format.

3.2.2 Context Data Flow diagram (CD)

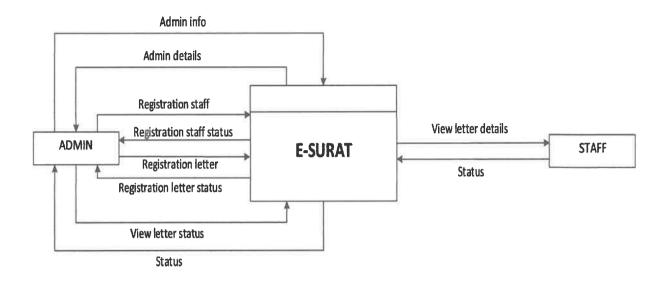


Figure 3.2.2 : E-SURAT System Context Data Flow diagram

Based on the context diagram above, we can see there are two (2) external entities which are admin and staff. The data flow is shown by the arrow available in the diagram above. Based on the diagram there are eight (8) types of data flow that communicate between admin and system. Staff can check and view the letter details from the system.



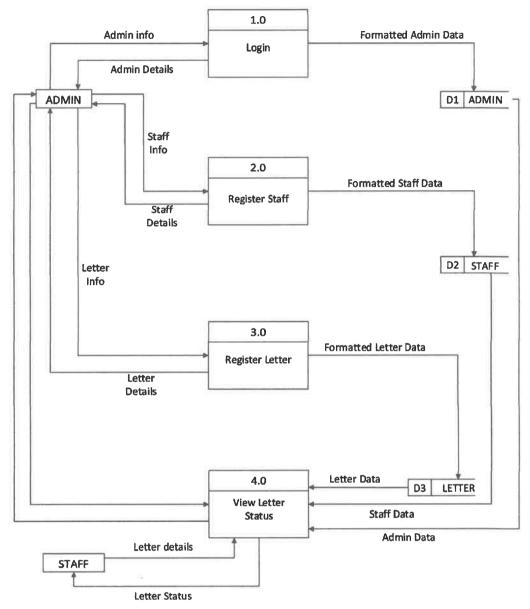


Figure 3.2.3 : E-SURAT System Level-0 Data Flow Diagram

The above diagram known as Data Flow Diagram also called as DFD. The information system is depicted as a DFD in figure 3.2.3. As indicated by the diagram in the E-SURAT system there will be two modules that we called as the process consists of register the letter and view the letter. Each module will process the data between user and the system itself. Besides that, there are three categories of database be created in the systems to store the information such admin, staff and letter data.

3.2.4 Interface Design

3.2.4.1 Input



Figure 3.2.4 : Login page for admin and staff.

| | | Pejabat | Tanah dan Jajahan | Machang |
|------------------------------|--|-----------------------------------|--------------------------|-----------|
| TG NUR FATIHAM BINTI TG YUNU | † Melleer | Pendaftara | n Rekod Sunat Kakitangai | Pentadoir |
| | Cari Rekod | Surat | | |
| | TAMBAH REKOD BARU | NARAI PENDAFTARAN SURAT | | |
| -Daripoda Slapa- CARI | • Carîberdasarkan tarikh surat doyyyy CAI | | | CAR! |
| | Copyright (c) 2017 Pejabət Tənən Jajahan N | Aachang (PTIM), All rights reserv | ed. | |

Figure 3.2.5 : Homepage admin for register new record data letter.

| e-SURAT | Pejabat Tanah dan Jajahan Machang |
|---|--|
| TG NUR FATIHAH BINTI TG YUNUS (<u>Keluar</u> | Pendaftaran Rekod Surat Kakitangan Pentadbir |
| | Tambah Rekod Surat |
| | |
| Tarikh Panerimaan | : 08 |
| No Fail / No Rujukan Kementerian Ibu Po | ajabet : |
| Tarikh Surat | dd |
| Deripada | -Púh- |
| Perlara | : 2 |
| Dirujukkan Kepada | : -Páh- • |
| Lampiran Surat | : Choose File No file chosen |
| | KCSONGKAN SIMPAN |
| Copyright (c) 2017 | 7 Pejabat Tanan Jajahan Machang (PTJM). All rights reserved. |

Figure 3.2.6 : Admin register new record data letter.

| ganize 👻 New folde | 8 | | F • 58 @ | Pejabat Tanah dan Jajahan Machang |
|---------------------|------------------------------------|---|---------------------|---|
| Fevorites | Name | Date modified | Туре | |
| Desktep- | 🚛 aro dan pp | 02:Feb-37.2557483 | Witnessoft Word B. | |
| Bownloads | Continue | -Feb-17 11:29 AM | Mecrosoft Word D | Pendaftaran Rekod Surat Kakitangan Pentadbi |
| CneDrive | COPY OF SENARAL PETUGAS-PETUGAS PL | 31-May-17 3:32 PM | Microsoft Excel 97. | |
| A Recent Places | Copy of SURUHANJAYA PEBHAN RAYA | 02-Feb-17 11:35 AM | Microsoft Word D. | |
| E | coverpage | 02-Fibi 17 2:54 PM | Necrosoft Ward D., | Rekod Surat |
| Libraries. | 🐙 logo spr | 02-Feb-17 8:64 AM | GIP insage | |
| Cocuments | 5 SENARAT PETUGAS (AGENSI) | 12-Mar-17 4:13 PM | Microsoft Word D. | |
| h Music | T SENARAI PETUGAS (UPDATE) | 15-May-17 4:54 PM | Microsoft Word D. | |
| - Pictures | | | | 2017 |
| Videos | | | | |
| | | | | 55(4) |
| Computer | | | | 2817 * |
| Local Disk (C-) ··· | x. 71 | | | **** |
| File ru | ane 1 | · All Files | -1 | T SETIAUSAMA NEGERI KELANTAN |
| 1.0074 | | La companya ana an | | |
| | | Open 💌 | Cancel | a maja raya |
| | 21 mg 20 | and the second se | | ** |
| | | | | |
| | Lampi | iren Suret | Choos | e File Jlogo spr.gif |
| | | | | |
| | | | | |
| | | | KOSONGKA | N SIMPAN |

Figure 3.2.7 : Upload the letters that have been scanned for references when missing.

| e-SURAT | Pejabat Tanah dan Jajahan Machang |
|---|--|
| TG NUR FATIHAH BINTI TG YUNUS Keluar | Pendaftaran Rekod Surat Kakitangan Pentadbir |
| | |
| Edit Rekod Pendaftara | an Surat |
| | |
| Tarikh Penerimaan : | 95 -343-2017 |
| No Fail/ No Rujukan Kementerian Ibu Pejabat : | suk 123-56(4) |
| Tarikh Surat : | 02 - 1, 1 - 2017 |
| Deripade : | SUK |
| Parkara : j | jempulari ke majila raya |
| Diruşuldan Kepeda : | KETUA JAJAHAN 💌 🛀 |
| | |
| SIMPAN BATAL <u>KEMB</u> | |
| Copyright (c) 2017 Pejaoat Tanah Jajahan Mach | ang (PTIM). AB rights reserved. |

Figure 3.2.8 : Edit record after verify by steno 'secretary district office'. Add the letter referred by who.

| | | Pejabat 1 | Fanab dan Jajahan | Machang |
|--------------------------|--|------------------------------|-----------------------|-------------|
| | | Pendaftaran | Rekod Suret Kakitanga | n Pentadbir |
| | Cari Rekod Surat | : | | |
| | TAMPAH REKOD BARL | I PENDAFTARAN SURAT | | |
| -Daripada Siaoa- CARI | Cariberdasarkan tarikin surat : ddyyyy/CARI | CARI | N | CAR |
| | Cooyright (c) 2017 Pejabat Tanah Jajahan Macna | ng (PT)에는 All rights reserve | ed. | |

Figure 3.2.9 : Homepage admin for view the letter status.

| -Daripeda Sapa- CARI : | Carl berdasarkan tarikh surat : esyyyy CARI | CARI . | No F | CARL |
|---------------------------|--|--------------------------------|------|------|
| | Copyright (c) 2017 Pejebet Tanah Jajahan Machan | g (PTIM). All rights reserved. | | |

Figure 3.2.10: Buttons for view the letter status by categories.

| -D: | ripada Słapa- |
|-----|---|
| PF | JABAT SETJAUSAHA NEGERI KELANTAN |
| | JUS CAERAH MACHANG |
| PE | JABAT PENGARAH TANAH DAN GALIAN NEGERI KELANTAN |
| JAS | ATAN HAL EHWAL AGAMA ISLAM NEGERI KELANTAN |
| 19A | JLIS AGAMA ISLAM KELANTAN |
| Ċh, | 18 BANK |
| SA | NK ISLAM MALAYSIA BERHAD |
| JAI | ATAN PERANCANGAN BANDAR DAN DESA |
| SIA | JLIS PERBANDARAN KOTA BHARU |
| บท | M. |

Figure 3.2.11: View the letter status by categories "received from".

| 70 | | yyy | У | ÷* | , CA | RI | | |
|----|-------|----------------|------|-----|------|----|-----|--|
| | hely. | 2017 - | | | | | • | |
| Ĩ | Sun | Mon | Tua | Wec | Thu | Fa | Sat | |
| | | | | | | | 1 | |
| | 2 | 3 | 4 | 5 | 8 | 7 | 8 | |
| | 3 | 10 | - 11 | 12 | 13 | 14 | 15 | |
| | 18 | 17 | 13 | 12 | 20 | 21 | 22 | |
| | 23 | 24 | 25 | 26 | 27 | 23 | 29 | |
| 1 | 30 | 31 | | | | | | |

Figure 3.2.12 : View the letter status by categories "letter date".

| Nama Surat | | |
|------------|--|--|
| CARI | | |
| | | |

Figure 3.2.13 : View the letter status by categories "subject".

| No Fail | CARI |
|---------|------|

Figure 3.2.14 : View the letter status by categories "file no".

| CONTRACTOR SURVICES STATEMENT OF A DE LA CONTRACTION DE LA CONTRACTICA DE LA CONTRAC | Pejabat Tanah dan Jajahan Machang Pendaftaran Rekod Surat Kakitangan Pentadbir |
|--|---|
| Tambah Rekod Kakitangan | |
| | |
| | |
| No. K/P : | |
| Nama : | * |
| No.H/P : | |
| Unit : -Páh Unit- • = | |
| Kata Kunel : | 18 |
| Sahkan Kata Kunci : | |
| | |
| BATAL KOSONGKAN SIMPAN | |
| Copyright (s) 2017 Pejabat Tanah Jajahan Machang (PTIM). | A∥ rights reserved. |

Figure 3.2.15 : Add staff data record.

| | Pujabat Tanah dan Jajahan Machang |
|---|--|
| TG NUR FATIHAH BINTI TG YUNUS Kelaar | Pendaftaran Rekod Surat Kekitangan Pentadbir |
| Edit Rekod Kakitangan | |
| | |
| No.K/₽ : 520511036170 | |
| Nama : S/TI / ATHEHAH | |
| No.H/P : 0139105110 Unit : Khdmat Pergurusen ♥ | |
| Kata Kurnel : 12345 | |
| BATAL EDIT <u>KEMBALI</u> | |
| Cosyright (c) 2017 Pejabat Tanah Jajahan Machang (PTJM) | i. All rights reserved. |

Figure 3.2.16 : Edit staff data record.

| | Pejabat Tanah dan Jajahan Machang |
|--|--|
| TG NUR FATHAH BINTI TG YUNUS į Keluer | Pendaftaran Rekod Surat Xakitaagan Pentadbir |
| Pilihan | |
| (Nazisti, Nazistian | Perataréhar |
| Copyright (c) 2017 Pejabat Tanah Jajahan Machang (PTI) | 4). All rights reserved. |

Figure 3.2.17 : Admin page.

| | T | Pejab | at Tanah dan Jajahan | Machang |
|------------------------------|--|--------------------------|-------------------------|------------|
| MOHD AZMAN B <u>Keluar</u> | | | Pendaftaran Rekod Surat | Kakitangan |
| | Carl Rekod Surat | | | |
| | SENARAI PENDAFTARAN SURAT | 84 | | |
| -Daripada Siapa- CARI | ▼ Cariberdasarkan tarikh surat: ddyyyy CARL | Name Surat CARI | ALC # as | CARL |
| Copyrigh | t (c) 2017 Pelabat Tanah Jajahan Macha | ng (PTJM). All rights re | eservei. | |

Figure 3.2.18 : Homepage staff for view the letter status.

3.2.4.2 Output



Figure 3.2.19 : Admin details page.

| sistem Rend. | | | | 1 | | | Pej | aba | t Tan | ah dan Ja | jahan Ma | chung |
|--------------------------|-----|----------------------|--|-----------------|-------------------|--|-------------------------------|-------|--------|------------|-----------|---------|
| NUR FATIHAH BINTI TG YU | NUS | Keluar | | | | | Pend | aftar | an Rek | od Surat K | ikitangan | Pentadi |
| | | | | | Senara | i Rekod Sura | t | | | | | |
| AFTAR REKOD SURAT ARU | | | 1 | | | | | | | | | |
| | No | Tari h Penerimaan | No Fai / io Rujukan Kementerian ibu Pejabet | Tarikh Surat | Daripada Siapa | Perkara | Diru ukkan Kepada | Edit | Detail | Padam | | |
| | 4. | 2017-07-06 | mdm 03-02- 4 | 2017- 07-02 | MOM | permohonan pindah milik tanah | KETUA JAJAHAN | - | 1 | | | |
| | 2. | 2017-07-06 | ptg 32-3- 45(1) | 2017- 07-03 | PTG | pindah milik tanah | | | 1 | | | |
| | з. | 2017-07-06 | ultm 3452- 2(1) | 2017- 07-04 | UITM | permohonan menjalani latihan Industri | KPKJ KHIDMAT PENGURUSAN | 2 | 1 | 8 | | |
| | 4. | 2017-07-06 | | 2017-07-05 | CIMB | penyata akaon | | 2 | 1 | - | | |

Figure 3.2.20 : List of record data letter by admin.



Figure 3.2.21 : Notification message successful for add record data registration letter.

| e-sure Nisterr Hendettäteren Sisterat | X Int Tanah dan Jajahan Machany |
|---|--|
| tg nur fatihah binti tg yunus (<u>Keluar</u> | Pendaftaran Rekod Surat Kakitangan Pentadbir |
| Edit | t Rekod Pendaftaran Surat |
| Tarikh Penerima | |
| | erlan Ibu Pajabat : suk 123-56(4) |
| Tarikh Surat | : 02-Jul-2017 |
| Daripada | : SUK |
| Perkara | : jemotan ke majlis raya |
| Dirujukkan Kepa | ida : Ketua Jajahan 🦉 * - |
| SIMP | AN BATAL KEMBALI |
| Copyright (c) 2017 Pelaba | e Tanah Jajahan Machang (PTIM), All rights reserved, |

Figure 3.2.22 : Notification message successful for edit record data registration letter.

| e-SURAT | Pojabat Tanah dan dajahan Machang |
|--|---|
| TG NUR FATIHAH BINTI TG YUNUS Kelvar | Pendafuran Rakod Surat Kakitangan Pentadbir |
| | |
| Detail Su | rat |
| | |
| | |
| No. | 2 47 |
| Tarildh Penerimaan | : 2017-07-06 |
| No Fail / No Rujukan Kementarian ibu Pejab | |
| Tarikh Surat | : 2017-07-02 |
| Daripada Siapa | : SUK |
| Perkara | ; jemputan ke majiis raya |
| Dirujukkan kapada | : KETUA JAJAHAN |
| | |
| KEMBALS CET | AK |
| Cosyright (r) 2017 Pejapat Tanah Jajahan f | Nachang (PTIM), All rights reserved. |

Figure 3.2.23 : Details page for record data letter by admin.

| Print | | | Aller! | 6 | | |
|------------------------------|----------------------------|--|--------|--|--|------|
| Total 3 sheet | of paper | | | e-SURAT | 1710 | - 8 |
| | Polini Cancel | | | Concession and the second | the second second | - 10 |
| | | | | TIS MUSE FATHAM BENTS TO YUMUS { SH | her | |
| or size as the second | KONICA MINOLTA CI6 | | | | | - 10 |
| | Change | | | Detail | Sherit | |
| ages | • 48 | | | Phin- | 1.47 | - 11 |
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Figure 3.2.24 : Print page data letter by admin.

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| | _ | 2017-07-05 | suk 123- 56(4) | 2017-07-02 | SUK | jemputan ke majās | KETUA JAJAHAN | | 1 | | |

Figure 3.2.25 : Search results page for record data letter by categories "received from".

| TG NUR FATIMAH B | -SU | in surar a | tensarat | | | | Pe | jab | at Ta | nah dan | Jajahan | Machan |
|------------------|------------------|----------------------|--|------------------|-------------------|--|---------------------|-------|---------|-----------|-----------|----------|
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| | 2, | 2017-07-06 | mdm 03-02- 4 | 2017- 07-02 | мом | əermohonan pindah milik tanah | KETUA JAJAHAN | 2 | - | ŧ. | | |
| | 3. | 2017-07-06 | sux 123- 56(4) | 2017-02 | SUX | jemputan ke majils raya | KETUA | 1 | 1 | | | |

Figure 3.2.26 : Search results page for record data letter by categories "letter date".

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|----|----------------------|---|-----------------|-------------------|----------------------------|---------------------|-------|---------|---------|------------------|--------|
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| | | mdm 03-02- | 2017- | MDM | permohonan pindah milik | KETUA | | | • | | |

Figure 3.2.27 : Search results page for record data letter by categories "subject" and "file no".

| | tocalhost says: Beçiyəl | | | 04 lat Tanah dan Jajahan Machang |
|--|----------------------------|----|--|--|
| TG NUR FATIHAH BINTI TG YUNUS <u>Kelur</u> i | | | | Pendaftaran Rekod Surat Kakitangan Pentadbir |
| | Tamb | ah | Rekod Kakitangan | |
| | | | | |
| | No. K/P | ÷ | 920911036170 | • |
| | Neme | ÷ | SITI FATHEHAH | * |
| | No. H/P | ÷ | 0139105110 | • |
| | Unit | ; | Khidmat Pengurusan 💌 | |
| | Kata Kunci | ÷ | 12345 | * |
| | Sahkan Kata Kund | : | ***** | * |
| Ca | | | ONGKAN SIMPAN h Jajahan Machang (PTJM). | All rights reserved. |

Figure 3.2.28 : Notification message successful for add record data staff.

| | iocainost says: Bejaya | OK Jal Tanah dan Jajahan Machang |
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| TG NUR FATIHAH BINTI TG YUNUS <u> Keluar</u> | | Pendaltaran Rekod Surat Kakitangan Pentadbir |
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| | Nama ; SITI FATHEHAH | |
| | No. H/P : 0139105110 | |
| | Unit : Klodmat Pengurusan | • |
| | Kata Kunci : 12345 | |
| | BATAL EDIT KEMBALI | |
| Co | pyright (c) 2017 Pejabat Tanan Jajahan Machang | (PTJM). All rights reserved. |

Figure 3.2.29 : Notification message successful for edit record data staff.

| CONTRACTOR CONTRACTOR STATES | Pejaliat Tanali dan Jajahan Machang Pendaftaran Rekod Surat Kakitangan Pentadbir |
|---|---|
| Profil Kakitangan | |
| N⊎. I/C : 920911036170 | |
| Nama SITI FATHEHA | |
| No. H/P 0139105110 | |
| Unit: : Khidmat Pengurusan | |
| Kata Kunci : 12345 | |
| · · · · · · · · · · · · · · · · · · · | |
| CETAK KEMBALI | |
| Copyright (c) 2017 Pejabat Tanah Jajahan Machang (PTJM) |). All rights reserved |

Figure 3.2.30 : Staff profile page.

| e-SUR | RAT | | | Peja | bat Tan | iah dan Jajat | ian Ma | achang. |
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| TG NUR FATIHAH BINTI TG YUNUS (Keluri | | | | | | | | |
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| TAMBAH REKOD BARU | | | | | | | | |
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| 8 | l. Noma | Unit | Edit | Detail | Delete | ł. | | |
| 1 | MOHD AZMAN B | Khidmat Pengurusan | 1 | 1 | 8 | | | |
| 2 | . SITI FATHEHA | Khidmat Pengurusan | 2 | 1 | | | | |
| 3 | . WAN SITI SAL | Khidmat Pengurusan | 12 | 1 | | | | |
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| | | | | | | | | |
| | Copyright (c) 2017 Pe | ijabat Tanah Jajahan Machan | g (PTIM) | All rights | reserved. | | | |

Figure 3.2.31 : List of staff page.

| | Pejabat Tanah dan Jajahan Machang |
|--|--|
| TG NUR FATHAH BINTI TG YUNUS <u>Keluar</u> | Pendaftaran Rekod Surat Kakitangan Pentadbir |
| Se | enaral Pentadbir |
| TAMSAH REKOD BARU | |
| Bil Nama 1. TG NUR FATIHAH BINTI TG YUNUS | Unit Edit Datail Padam KHIDMAT PENGURUSAN 🥜 🖍 🍅 |
| Convient (c) 2017 Pelakat Tan | CETAK |

Figure 3.2.32 : List of admin page.

| | Pejabat Tanah dan Jajahan Machang |
|---|------------------------------------|
| MOHD AZMAN B } Keluar | Perdaftaran Rekod Surat Kakitangan |
| Detail Kakitangan | |
| | |
| | |
| | |
| No. K/P : 750410035891 | |
| Nama : MOHD AZMAN B | |
| No. H/P : 0148188038 | |
| Unit : Khidmat Pengurusan | |
| Kata Kunci : 12345 | |
| | |
| EDIT KEMBALI CETAK | |
| Copyright (c) 2017 Pejabat Tanah Jajahan Machang (PTIM) | . All rights reserved. |

Figure 3.2.33 : Staff details page.

| | NUT AL MET | | | | | Pojabat | Tana) | h dan dajaban Machang |
|------------------------------|--|---|----------------------------------|-------------------|---|----------------------------|--------|---------------------------------|
| MOHD AZMAN B <u>† Keluer</u> | | | 5e | narai Rek | od Surat | | Penda | aftaran Rekod Surat 🔪 Kakitango |
| | 1 | No Fail / No | | | | | 1 1 | r. |
| ~ | Tarikh Penerimaan | Rujukan | Tarikh Surat | Daripada Siapa | Perkara | Dirujukkan Kepada | Detail | |
| N 3 | • Penerimaan | Rujukan Kementerian | | | Perkara permohonan pindah milik tanah | | Detail | |
| | • Penerimaan | Rujukan Kementerian Ibu Pojabat mdm 03-02- | Surat 2017- | Siapa | permohonan pindah milik | Kepada | | |
| 1 | Penerimaan 2017-07-06 2017-07-06 | Rujukan Kementerian Ibu Pejabat mdm 03-02- 4 ptg 32-3- | Surat 2017- 07-02 2017- | Siapa MDM | permohonan pindah milik tanah pindah milik | Kepada KETUA JAJAHAN | - | |

Figure 3.2.34 : List of record data letter by staff.

| | Pejabat Tanah dan Jajahan Machang |
|---|---|
| MOHD AZMAN 8 j Keluar | Pendaftaran Rekod Surat Kakitangan |
| | |
| De | rtall Surat |
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| No. | : 37 |
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| No Fail / No Rujukan Kamentarian ibu Po | ajabat : mdra 03-02-4 |
| Tarikh Surat | : 2017-07-02 |
| Daripada Slapa | : MDM |
| Perkara | : permohonan pindah milik tanah |
| Dirujukan kapada | : KETUA JAJAHAN |
| | |
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| Copyright (c) 2017 Pejabat Tanah s | ajahan Machang (PTIM). Ali rights reserved. |

Figure 3.2.35 : Details data letter by staff.

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Figure 3.2.36 : Print page data letter by staff.

With the advance of the technology nowadays all the manual procedure can become a digitization which is convert to system rather than manual. I also believe that this system that have been design by myself can really give a lot benefit for admin to register inward letter for a record. And also, it can easier staff for find and refer the details and status about the letter just only enter the keyword such as file no, received date of letter, letter date or name of letter. They only search using the keyword only and the system can catch the data from database. E-SURAT system also taught me a lot in order to develop a system in a short time like planning, analysis, design, implementation and maintenance.

These 5 step that called as PADIM is very important to develop each system. We also know how to develop data flow diagram (DFD) and context diagram which is main process to know our flowchart of the system. By having this system, unit management services in Machang Land and District Office no need to proceed with their manual procedure anymore to register inward letter in manual book. It brings a lot of benefits and opportunity to become paperless environment and reduce the cost, energy to manage the manual book.

CHAPTER 4 : CONCLUSION

During 5 months of industrial training practices, I has been given a great opportunity in order to learn and get the useful knowledge and information which could not be found in classroom and also from the lectures note but I obtained it from a real business work life. This industrial training program really helps me in order to improve my communication skill between customer and client. And improve my skills in information management and also records management.

Industrial training is a good and effective program for the final year student who want to be exposed to the real-life work environment as their will get involved in real-lifework environment when they have finished their study. Industrial training also can be as the platform and to be a next step for the student in order to build up their future career and help them to gather new knowledge, experiences and information as much as they can about future career involvement after their have finished their study and also as the place for them to make preparation before step in real-life work environment. During industrial training also, students will learn about the important of discipline in work, time management and also the reliability to complete the task given by the upper level management to us.

Even though that I am one of the practical student at Machang Land and District Office, I realize that the company has given me the same treatment and same responsibility with the other staff. There are no such things that can differentiate the level between workers. In addition, I also realized that the teamwork factor is needed in this company.

Internship is the beginning of the path that will take me to the point where I want to be after my graduation. During the internship period, it provided me a platform to introduce myself in professional field. I was able to bridge the gap between student life and professional life. It is quite interesting for me because this is the place where I can learn more on technical stuffs compared to theory knowledge that I learned during studies. Furthermore, the fact that Machang Land and District Office is a startup to expose me more on the whole system of the organization and how it actually works.

4.1 Application of knowledge, skills and experience in undertaking the task (Knowledge gained)

During undergo five months of my industrial training at Machang Land and District Office, I have gained many new experiences and knowledge that are I think very meaningful and important to me. The experiences and knowledge that I have gained such as:

4.1.1 Improve Communication Skills

One of the most useful experiences and knowledge that I have gain during undergo my industrial training is communication skill. Much of communication skill that I have obtain during this industrial training could not be obtain in classroom session and also from lecturer note but I have able to obtained it from my five months of industrial training. I get opportunity to improve my communication skill. During the work, I need to communicate a lot with the people, such as with customer, my supervisor, managers from this department or other department as sometime I need to set up a meeting with them.

I learned how to communicate effectively with them to ensure that they understand the message that I was trying to say. I realized that by communicate clearly, it literally improved my self-confidences whenever I talked or exchanged ideas with people. From that, I was able to speak clearly and thoughtful.

Besides that, I also improve my communication skill when dealing with the staffs and officer from others department. I am also being able to learn the proper and effective ways how to express and share our opinion with other subordinates and colleagues especially with the senior colleagues during undergo my industrial training.

Furthermore, I realized that leadership skill is really made a big different with others when we are in working life. During my training life, I saw many talented people who are able to lead others when they are working. I need to make sure that I also possessed the same skill.

4.1.2 Improve Functional Skills

Throughout my training at Machang Land and District Office, I discovered a few knowledges on land especially, how the process to change the land owner, process to caveat land and how the government get the revenue based on land. I also responsible to find collect the staff for work and serve a big event such as "Pilihan Raya Umum-14" to be held in this year.

Besides that, I also learned the administration part where now I know how to arrange conference calls, teleconference calls, perform clerical duties such as accepting orders, scheduling meeting, photocopying, scanning transfer calls, and sort or classify information. I learned skills on how to deal with colleagues to execute tasks, learned how to organize and bring myself in a meeting.

4.1.3 Improve Records Management Skills

During my industrial training, I also have gained new knowledge and information and also improve my skills regarding records management during undergo my five months of industrial training at Machang Land and District Office. I was able to learn about the proper and correct procedure to open the new files and to close the files that have reached their limit the proper and correct procedure to dispose the files and records that have reached their retention period limit.

At management services department in Machang Land and District Office, a file will be closed once the contents or folio has reached to 100 folios or when the file was thick at least 1 inch. The file also will be closed once the file are not active within 5 years or when they do not receive any new attachments related to the file title. I also have learn the correct methods and procedures to retrieve files and records from registry repository, coordinate and monitor the movement of files and records that have been used and the procedure that must be taken when the files is already more than it proper time in the hold of the officer that need to take action of that files.

4.1.4 Learn How to React Efficiently with the Sudden Changes Working Situation and Work in a Team Effectively

I also have gain experiences to react effectively and efficiently with the sudden changes in working situation and how to dealing with the situation that need faster and immediate attention. For example, when I have assigned duty with the team that make preparation with the Minister of Kelantan, YAB Ustaz Dato Bentara Dato' Haji Ahmad Bin Yakob with villagers visit for "Program Pemukiman" to the Machang Land and District Office. We only get to know about the visit last minute, which is two weeks before the visit.

But we managed to make the preparation for the big event. Team work will make any job can be complete in a very short period of time as it required. But to achieve that, the cooperation by all staff is needed to make sure the team effort is worth every single of time and strength that they have sacrifice and contribute. The event session also take part without any problem and running smoothly.

4.1.5 Improve Computing Skills

I have learnt more such as I can handle any systems when I entered this company. There are E-Keberadaan system, E-Aduan system, and also get a new experience when I need to draw and design certificate using Microsoft Excel and link to the Adobe InDesign which I never use in my study days.

I also get opportunity to improve my computing skills during I undergo my industrial training at Machang Land and District Office when my supervisor accept my proposal to developed the system which is E-SURAT to change from manual procedure to the system. E-SURAT system is a big project for me because before that, Machang Land and District Office don't have any system for registration inward letter. They only use manual books for records the data registration letter.

I have managed to complete the project during five months of my industrial training at there and the system already can be used in that organization. I have gain opportunity to explore and enhance personally more my computing skill during making the E-SURAT system for Machang Land and District Office during my industrial training at there. The knowledge and information that I have obtained is very useful and meaningful.

4.2 Personal thoughts and opinion

My personal thought and opinion regarding this industrial training is industrial training is one of the good platform for final semester higher education institutions students to obtain and gain knowledge, information and experiences regarding the real-life working environment as they will get involve in the working world after they have finish their study. The important thing that they will learn from this industrial training such as the most important aspect in the real-life working world, punctuality of time, especially come to office punctual, complete the task and jobs given by the supevisor on the time given, can obtain and improve communication skill with other subordinates and colleagues especially with the senior colleagues and during dealing with staff from other department, division, branch or organization.

The experience gained during this internship will be used and improved in the real-life career. There are a lot more to be learnt and I really hope I have the chances and opportunities to learn more and more with the benefits I gain in this training. These knowledges can be useful in my next job. For future student who will taking Industrial Attachment in the future, they need to determine their strength and think about their own future from now on. As long as they have the opportunity, they have to prove and show their skills and knowledges to the company that they are worth for.

Industrial Attachment training has been an excellent and useful experiences to me. Machang Land and District Office has offered me opportunities to learn and develop myself in many areas. I also had the opportunity to meet many corporate people. The training helped me in building my self-confidence and preparing myself with necessary skills before facing the real world working environment. I did a lot of things here not only in IT aspect, but also regarding business, marketing and product knowledge and it makes me ready for facing career life in the near future.

Machang Land and District Office has exposed me on many new field of knowledges and had given me a chance to apply what has been taught throughout my three years and six months of study. The training has made me realized that real world working environment can be totally different from what I have learnt in classes. I worked in many areas where I did different work. This gave me chance to develop more practical skills in myself. The internship program was definitely beneficial for me. I am grateful and thankful that I got experiences in many things.

On the other hand, from my opinion there are a few enhancements that can be done by the Machang Land and District Office especially for lead to the increasing of the staff productivity there. The enhancements that can be done by the Machang Land and District Office is in-term of Information Technology (IT) facilities that is been used there. I suggest that they replace the old IT facilities such as computer that have been used there with the latest computer as the computer that have been used there right now is obsolete and very slow. I also suggest that they upgrade their internet connection and use the latest and faster internet connection as based from my experiences, their existing internet connection is very slow and this will limit the staff work productivity.

In overall, I am really satisfied with the Machang Land and District Office treatment and their effort in creating a comprehensive, systematically and a structured industrial training program for the industrial training students. It is a wonderful and unforgettable five months experiences of undergo industrial training here. I get opportunity to get to know more friends from other higher education institutions during undergo my industrial training here. All the Machang Land and District Office staffs also welcome my present at their office. They are willing to teach me and share their knowledge and experiences and they also very friendly and helpful to me especially when I get into trouble. We all have a great working environment together during work time and also leisure time. For future student who will taking Industrial Attachment in the future, they need to determine their strength and think about their own future from now on. As long as they have the opportunity, they have to prove and show their skills and knowledges to the company that they are worth for. However, I would like to propose to Machang Land and District Office to distribute the job scope and job role more equally with every staff who are working Machang Land and District Office company so that every staff will be able to handle job more efficiency and able to do the multitasking job which requires them to do more than one job of a time. Currently Machang Land and District Office had no enough staff in order to do the technical job and overtake the current job. That factor will make the staff to do the multiple projects at one time and it can be a major hurdle for them to focus on the current project.

Last but not least, I also think that university could create and provide an online application which can allow students to login and write their daily activity and task that has been assigned by their supervisor in online mode instead of writing the activity in the log book. It can reduce of the risk of losing the log book and can save up the production of the papers. As today, we also want to achieve a paperless work culture, based from I opinion, I think this is one of the most effective method to achieve that. The university supervisor may access in order to check and supervise their industrial student's daily reports through online mode. With this factor, I might think that it can be more helpful and help the efforts of trainee and the supervisor and can lead to the increasing of the productivity.

4.3 Lesson learnt

During undergo my five months of industrial training at Machang Land and District Office, I have get many opportunity to obtain and learn many new lesson, knowledge and experiences especially knowledge, lesson and experiences that cannot be obtain in the classroom session, but only can be obtain with real-life work environment experiences during this industrial training such as teamwork experiences, communication skills during dealing with other staffs from other department, division, branch or organization, the proper and effective ways how we want to express and share our opinion with other subordinates and colleagues especially with the senior colleagues. Besides that, I also have obtain and learn some important skill real-life work environment culture that form my opinion I think it is a very skill such as problem solving skill, logic thinking skill especially when we must solve a problem in critical period of time and also soft-skill, such as the ability to make ourselves capable to adapt quickly with the sudden change in the daily workflow such as to complete the duties that have been assign to us in last minute situation in the short period of time.

During my practical training, I has been exposed with the real environment whereas I have to face the problem that need to be solved quickly. Some of the problem that has occurred in the office need to be solve quickly and that kind of action need the skill such as creativity, analytical skill and problem-solving skills. These skills are really important in order to solve skills during critical time. To solve this error, I need to go through and understand the actual problem, the step in analyzing the problem and overcome the problem by troubleshoot and debugging the system again. I had improved the technical skill in finding and solving the problem in systematical and faster way.

In addition, I learn to always to be aware with the current problem that might arise and recorded the case problem, and find to solve the problem and task whenever the task that had been assigned by supervisor. This is a risk that I need to take, especially when the task is related to the transaction process. I had learnt a lot of experiences in this working environment such as the problem solving skill, logic thinking when solving the problem in critical time, technical skill in configuring and maintaining the hardware of the computer, work in group skill, communication skill with clients, ability in sharing the opinion with the colleagues.

I has been exposed with the various type of different work culture based on the different level of department when I was first start my industrial training for Machang Land and District Office. I have been able to learn on how to configure the printer that are linked directly to the user computer MAC address. Besides that, I also have been able to learn on how to configure the new computer and has set up the companies policies that based on the company requirements. My duty during the industrial training at Machang Land and District Office is to provide the technical support to the staff who has the problem during their daily work activities. After a month, I have been assigned with a new task that has been given to my supervisor. The more knowledge that I have been learned during my task at the Machang Land and District Office. There is a lot of experienced that I has learned during my industrial training especially when I has been involved with "Pilihan Raya Umum-14". It is because I need to solve and handle personally and find the people who selected suitable for this job. I can enhance the communication skill when I communicate with them and make a call one by one to ask them want to grab the job or not. And I also need to handle two system which is E-ADUAN and E-KEBERADAAN system.

Everyone have their own tasks and responsibilities, we have trained to be a creative, multitasking and to be a fast learner worker which enable to adapt to the different organization with different culture. Furthermore, I understand the time management for a project complete is very important for this industry. In addition, all the colleagues are willing to share their experiences and opinion when I had stuck to do something a new task. I had really learned a lot from them.

4.4 Limitations and Recommendations

After five months undergo industrial training at Machang Land and District Office, I have identified a few limitations that exists at there. Because of the limitations that exist, I have made a few recommendations for overcome that limitations.

4.4.1 Limitations

There are a few limitations that I have identified that exist at Machang Land and District Office. The limitations that exists such as:

4.4.1.1 Lack of Files and Records Storage Space

During my industrial training, I found that Machang Land and District Office seem to lack of files and records storage space in the records storage room. There are too many files in a shelf and some shelves have become full and no empty space for any new files to be kept anymore at that particular shelf. In addition, the space in the records storage room is also become too crowded and it is difficult to move around as the space is too tight.

4.4.1.2 Lack of Technologies

It is found that they seem to lack of latest technologies in term of computer equipment and maintenance. The computers that is been used at management services Machang Land and District Office are too slow and like to hang when various applications is used. This is because they used an old version of computer which is the processor is old version with a small amount of ram.

The computer I'm talking about is the computer used by the staff. Besides that, the internet connection at there is also bad and too slow. Sometime, it is difficult for the staff at there to gain access to the online application and do their work such as at "HRMIS" and "E-KEBERADAAN" which is system that require them to use every day. This will lead to the decreasing of the staff productivity.

4.4.2 Recommendations

With the limitations that have been identified, there are a few recommendations that I have identified in order to overcome the limitations that exist at Machang Land and District Office. The recommendations such as:

4.4.2.1 Provide Adequate Space for Files and Records Storage

RMP upper level management should provide a better and adequate building or building space for at management services department, Machang Land and District Office to adapt it as their new files and records storage room. Based on my observation during my industrial training, the space in the records storage room is small and too crowded and can be consider inadequate to be make as records storage rooms. In the future, it can make the records management process become scattered and disorganized.

As a government agency, the volume of file and records will be increase days by days and because of that, the space and capacity of storing in the existing records room is limit. Management services department, Machang Land and District Office should be providing with another building or building space for storing the files and records especially for the old files and records that were stored and cannot be disposed of as it still required and related for some others purposes in the future.

4.4.2.2 Replace the Old Information Technology (IT) Equipment with Latest IT Equipment

To overcome the old technologies problem that exist in the management services department, Machang Land and District Office, I suggesting that they replace the old information technology (IT) equipment with latest IT equipment. This can be done by buying the new IT facilities that their needed or may rent it from the contractor that offer the IT facilities rental services.

Nowadays, many organizations did not buy computer but rent it for certain period of years. By doing this, they can save their budget and cost and at the same time can keep their computer equipment up to date. With the proper IT equipment, it will increase the productivity of staff in produces effective work and also increase the staff work performances. With the appropriate and up to date IT facilities, work can be done easier and faster, where they will be able to access and making some procedure or work systematically.

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Record Management Procedures. Retrieved 2017, Jun 25 from http://webarchive.nrscotland.gov.uk/20170106021747/http://www.nas.gov.uk/documents/ recordsManagementManual.pdf

APPENDIXES

Appendix A :

Photos of activities



Act as a assistant IT to teach and demo for UiTM student how to handle E-File system.



Act as a operator services and serve incoming calls.



With Assistant District Officer (ADO) management services department.



With District Officer (DO) at Family day event.



"Tazkirah" event from Jaheik every Wednesday morning.



Ubudiyyah Mas'uliyyah Ifqan (U.M.I) event every Thursday.



Workplace management services department.



Workplace management services department for practical training.



Last day practical training at Machang Land and District Office.

Appendix B :

User Manual E-SURAT system

69



MANUAL PENGGUNA

SISTEM E-SURAT

Panduan Pengguna (Pentadbir)Panduan Pengguna (Kakitangan)

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RINGKASAN

Panduan pengguna ini menunjukkan tentang panduan cara mendaftarkan surat menyurat di dalam

sistem E-SURAT. Pengguna yang akan menggunakan sistem ini iaitu pentadbir dan kakitangan.

Dengan adanya manual pengguna ini akan membantu pengguna bagaimana untuk menggunakan

sistem E-SURAT.

1.0 Panduan Pengguna (Pentadbir)

| e-SURAT | |
|----------------------|--|
| No. K/P | |
| Kata Laluan MASUK | |
| | |

Rajah 1 : Kaedah untuk log masuk. Sila masukkan no K.P dan kata laluan yang telah didaftarkan.

| CONTRACTOR SUPERIOR S | Pejabat Tanah dan Jajahan Machang Pendaftaran Rekod Surat Kakitangan Pentadbir |
|--|---|
| | Detail Rekod Pentadbir |
| Nema No. H/P Jawatan | : KHIDMAT PENGURUSAN |
| | EDIT PROFIL CETAK sbat Tanah Jajahan Machang (PTJM). All rights reserved. |

Rajah 2 : Halaman memaparkan maklumat rekod pentadbir.

| e-SU | | Pejabat Tanah dan Jajahan Machang |
|-------------------------------------|---|--|
| TG NUR FATIHAH BINTI TG YUNUS Kel | uar | Pendaftaran Rekod Surat Kakitangan Pentadbir |
| | Carl Rekod Surat | |
| | TAMBAH REKOD BARU SENARAI PENDA | |
| -Daripatie Siepe- CARI I | | na Surat ARI (CARI) |
| | Copyright (c) 2017 Pejabat Tanah Jajahan Machang (PT) | M). All rights reserved. |

Rajah 3 : Paparan halaman utama. Pengguna perlu memilih untuk tambah rekod baru atau mencari senarai rekod surat.

| | Pejabat Tanah dan Jajahan Machang |
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| TG NUR FATIHAH BINTI TG YUNUS Keluar | |
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Rajah 4 : Kaedah menambah rekod surat.

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Rajah 5 : Kaedah muat naik surat yang telah di imbas.

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| Tarikh Panerimaan No Fall / No Rujukan Kementerian ibu Pejabat Tarikh Surat Daripada Parkara Dirujukkan Kepada Lampiran Surat | |
| | OSDNGKAN SIMPAN Det Tanah Jajahan Machang (PTJM). All rights reserved. |

Rajah 6 : Halaman memaparkan pengguna berjaya menambah rekod surat.

| CONTRACTOR CONTRACTOR SUPERIOR | | Pejabat Tanah dan Jajahan Machang |
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Rajah 7 : Paparan cara untuk mencari senarai pendaftaran surat.

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| | 1. | 2017-07-06 | mdm 03-02- 4 | 2017- 07-02 | MDM | permohonan pindah milik tanah | KETUA JAHANA | 2 | 1 | | | |
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| | 4. | 2017-07-06 | 14 | 2017- 07-05 | CIMB | penyata akaun | | 1 | 1 | | | |

Rajah 8 : Halaman memaparkan senarai rekod surat.

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| TG NUR FATIHAH BINTI TG YUNUS Į <u>Keluar</u> | | | | | | | | |
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| Dirujukan Kapada | KETUA JAJAHAN • • | | | | | | | |
| SIMPAN BATAL KEMBALI | | | | | | | | |
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Rajah 9 : Paparan cara mengedit rekod pendaftaran surat. Edit rekod pendaftaran surat setelah disemak oleh 'steno'. Dan masukkan data dirujukkan kepada siapa.

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Rajah 10 : Halaman memaparkan pengguna berjaya mengedit rekod surat.

| CONTRACTOR SURVICES | Pejahat Tanah dan Jajahan Machang |
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| | Pendaftaran Rekod Surat Kakitangan Pentadbir |
| Detail | Surat |
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| Tarikh Penerimaan | : 2017-07-06 |
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| Tarikh Surat | : 2017-07-02 |
| Daripada Siapa | : SUK |
| Perkara | : jemputan ke majlis raya |
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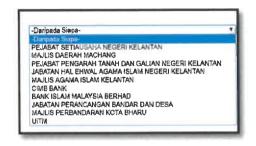
Rajah 11 : Halaman memaparkan maklumat surat yang telah direkodkan.

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Rajah 12 : Skrin memaparkan cara untuk mencetak halaman tersebut.

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Rajah 13 : Paparan cara memilih salah satu kategori untuk pencarian surat.



Rajah 14 : Paparan cari maklumat surat berdasarkan kategori "Daripada Siapa".

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| | 2. | 2017-07-06 | suk 123- 56(4) | 2017-07-02 | SUK | Jemputan ke majlis rava | NETUA MAHAN | 10 M | 1 | | |

Rajah 15 : Halaman hasil carian untuk rekod surat mengikut kategori "Daripada Siapa".

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| * | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 14 |
| | 23 | 24 | 25 | 28 | 27 | 23 | 29 | |
| | 30 | 31 | | | | | - ă. | |

Rajah 16 : Paparan cari maklumat surat berdasarkan kategori "Tarikh Surat".

| Sistem | -SU | in Suivie A | tenyareat | | | | 170 | jaba | t Ta | nah dar | a Jajahan I | Machang |
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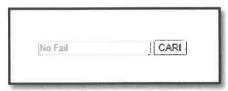
Rajah 17 : Halaman hasil carian untuk rekod surat mengikut kategori "Tarikh Surat".



Rajah 18 : Paparan cari maklumat surat berdasarkan kategori "Nama Surat/Perkara".

| IAH BINTI TG YUNUS <u>k</u> | eluar | | | | | Pe | ndaft | aran R | ekod Su | rat Kakitangan |
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| | 2017-07-06 | mdm 03-02- | 2017-07-02 | MDM | permohonan pindah milik | KETUA JAJAHAN | 2 | | | |

Rajah 19: Halaman hasil carian untuk rekod surat mengikut kategori "Perkara ".



Rajah 20 : Paparan cari maklumat surat berdasarkan kategori "No Fail/No Rujukan".

| FATIHAH BINTI TG YUNUS | Ke | luar | | | | | Pe | ndaf | taran R | ekod Su | at Kakitan | gan Penta |
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Rajah 21 : Halaman hasil carian untuk rekod surat mengikut kategori " No Fail/No Rujukan".

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| Nama | • |
| No. H/P | * * |
| Unit | : -Pith Unit- ♥ " |
| Kata Kunci | • |
| Sahkan Kata Kunci | : |
| BATAL K | DSONGKAN SIMPAN nah Jajahan Machang (PTJM). Alt rights reserved. |

Rajah 22 : Kaedah untuk tambah rekod kakitangan.

| e-SUR | localhost says: Berjayat | | X OX pat Tanah dan Jajahan Machang |
|---|-----------------------------|--|--|
| TG NUR FATIHAH BINTI TG YUNUS <u>Keluer</u> | | | Pendaftaran Rekod Surat Kakitangan Pentadbir |
| | Tamba | h Rekod Kakitangan | |
| | so- ut te | 000044026470 | |
| | No. K/P | 920911036170 SITI FATHEHAH | • |
| | No. H/P | 0139105110 | • |
| | Unit | Khidmat Pengurusan 🔻 🏲 | |
| | Kata Kund | 12345 | • |
| | Sahkan Kata Kunci | | 3. |
| Cc | BATAL KO | SONGKAN SIMPAN ah Jajahan Machang (PTJM) | . All rights reserved. |

Rajah 23 : Halaman memaparkan pengguna telah berjaya menambah rekod kakitangan.

| | Pejabat Tanah dan Jajahan Machang |
|---|--|
| tg nur fatihan Binti tg yunus <u>Keluar</u> | Pendaftaran Rekod Surat Kakitangan Pentadbir |
| Edit R | ekod Kakitangan |
| | |
| No. K/P : 92 | 0911036170 |
| Nama ; Si | TI FATHEHAH |
| No. H/P : 01 | 39105110 |
| Unit : Ki | hidmat Pengurusan 🔻 : |
| Kata Kunci ; 12 | 345 |
| BATAL | DIT (<u>KEMBALI</u>) |
| Copyright (c) 2017 Pejabat Tanał | h Jajahan Machang (PTJM). All rights reserved. |

Rajah 24 : Kaedah untuk edit rekod kakitangan.

| Construction Construction Construction | localhost says: Bejayat | X OK Pat Tanah dan Jajahan Machang Pendaftaran Rekod Surat Kakitangan Pentadbir |
|--|--|---|
| | Edit Rekod Kakitang No. K/P : 920911036170 Nama : SITI FATHEHAH No. H/P : 0139105110 Unit : Khidmai Pengurusan Kata Kunci : 12345 | |
| ۵. ۵ | BATAL] ; EDIT , <u>KEMBALI</u> pyright (c) 2017 Pejabat Tanah Jajahan Machan | |

Rajah 25 : Halaman memaparkan pengguna telah berjaya megedit rekod kakitangan.

| | Pejabat | Tanah dan Jajahan Machang |
|---|--|-------------------------------------|
| TG NUR FATIHAH BINTI TG YUNUS <u>Keluar</u> | Pendaftar | an Rekod Surat Kakitangan Pentadbir |
| | Profil Kakitangan | |
| | | |
| No. | °C : 920911036170 | |
| Nar | SITI FATHEHA | |
| No. 1 | /P : 0139105110 | |
| Un | : Khidmat Pengurusan | |
| Kata I | inel : 12345 | |
| Соругіght (c) 2017 Реја | CETAK (<u>KEMBAL)</u> at Tanah Jajahan Machang (PTJM). Ali rights reso | rved. |

Rajah 26 : Halaman memaparkan maklumat kakitangan.

| CONTRACTOR CONTRACTOR SUPER MERCURAT | | Pejabat Tanah dan Jajahan Machang Pendaftaran Rekod Surat Kakitangan Pentadbir |
|--------------------------------------|------------------------------|---|
| | Pilihan | |
| Surat | Kakitangan | Pentadbir |
| Copyright (c) 2017 Pejebet | : Tanah Jajahan Machang (PTJ | IM). All rights reserved. |

Rajah 27 : Paparan halaman kakitangan.

| e-St | | | | | Pejat | oat Tan | ah dan | Jajahar | Machang |
|------------------------------|-------------------|------------------------------|--|------|--------|------------|----------|----------|------------|
| G NUR FATIHAH BINTI TG YUNUS | S <u>Keluar</u> | | | | Renda | ftaran Rek | ad Sugat | Kakitang | an Pentadb |
| | | | | | renua | Halall NEK | ou surai | Kakitang | Pentado |
| | | | Senarai Kakitangan | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| TAMBAH REKOD BARU | | | | | | | | | |
| TAMBAH REKOD BARU | | | | | | | | | |
| Tambah Rekod Baru | Bil. | Nama | Unit | Edit | Detail | Delete | | | |
| TAMBAH REKOD BARU | Bil. 1. | Nama MOHD AZMAN B | Unit Khidmat Pengurusan | Edit | Detail | Delete | | | |
| TAMBAH REKOD BARU | | | | | | _ | | | |
| TAMBAH REKOD BARU | 1. | MOHD AZMAN B | Khidm <i>e</i> t Pengurusan | 1 | 1 | 1 | | | |
| TAMBAH REKOD BARU | 1. 2. | MOHD AZMAN B SITI FATHEHA | Khidmet Pengurusan Khidmet Pengurusan | 1 | 1 | 8 | | | |
| TAMBAH REKOD BARU | 1. 2. | MOHD AZMAN B SITI FATHEHA | Khidmet Pengurusan Khidmet Pengurusan | 1 | 1 | 8 | | | |

Rajah 28 : Halaman memaparkan senarai kakitangan yang telah didaftarkan.

| | Pejabat Tanah dan Jajahan Machang |
|---|--|
| TG NUR FATIHAH BINTI TG YUNUS <u>Keluar</u> | Pendaftaran Rekod Surat Kakitangan Pentadbir |
| Senaral Pentadbir | |
| | dit Detail Padam |
| CETAK Copyright (c) 2017 Pejebat Tanah Jajahan Machang (PTJM). | |

Rajah 29 : Halaman memaparkan senarai pentadbir.

2.0 Panduan Pengguna (Kakitangan)



Rajah 30 : Kaedah untuk log masuk. Sila masukkan no K.P dan kata laluan yang telah didaftarkan.

| | Pejabat: Tanab: dan Jujahan: Michang Pendaftaran Rekod Surat Kakitangan |
|---|--|
| Detail Kakitangan | |
| No.K/P : 750410035891 | |
| Nama : MOHD AZMAN B | 1 |
| No.H/P ; 0148188038 | |
| Unit E Khidmat Penguru | 158h |
| Keta Kunci 🖙 12345 | |
| <u>EDIT</u> <u>KEMBALI</u> CETAK Copyright (c) 2017 Pejebet Teneb Jejehen Macher | |

Rajah 31 : Halaman memaparkan maklumat kakitangan.

| | | Pejabat Tan | ah dan Jajahan | Machang |
|------------------------------|---|------------------------------|----------------------|------------|
| MOHD AZMAN B <u>Keiver</u> | | Per | daftaran Rekod Surat | Kakitangan |
| | Carl Rekod Surat | | | |
| | SENARAI PENDAFTARAN SURAT | | | |
| -Darpada Siapa- CARI | Cari berdaserkan tarikh surat : ddyyyy CARI | Nama Surat CARI | No Fait | CARI |
| Co | pyright (c) 2017 Pejebet Tenah Jejehan Machang | (PTIM). All rights reserved. | | |

Rajah 32 : Kaedah untuk kakitangan mencari rekod surat.

| e-SU | | NUT NUT AN | | | | Pejabat | Tanah | a dan Jajahan Machang |
|-----------------------|----------------------|---|-----------------|-------------------|--|-------------------------------|--------|-------------------------------|
| MOHD AZMAN B Keluar | | | | | | | Penda | ftaran Rekod Surat Kakitangan |
| | | | Se | narai Rek | od Surat | | | |
| | | | | | | | | |
| N | Tarikh Penerimaan | No Fail / No Rujukan Kementerian Ibu Pejabat | Tarikh Surat | Daripada Siapa | Perkara | Dirujukkan Kepada | Detail | |
| 1 | 2017-07-05 | mdm 03-02- 4 | 2017- 07-02 | MDM | permohonan pindah milik tanah | KETUA JAJAHAN | 1 | |
| 2 | 2017-07-06 | ptg 32-3- 45(1) | 2017- 07-03 | PTG | pindah milik tenah | • | 1 | |
| 3 | 2017-07-06 | uitm 3452- 2(1) | 2017- 07-04 | UITM | permohonan menjalani latihan industri | KPKJ KHIDMAT PENGURUSAN | 1 | |
| 4 | . 2017-07-06 | - | 2017- 07-05 | СІМВ | penyata akaun | - | 1 | - |

Rajah 33 : Halaman memaparkan senarai rekod surat.

| | Pejabat Tanah dan Jajahan Machang Pendaftaran Rekod Surat Kakitangan |
|---|---|
| De | stall Surat |
| No. | : 37 |
| rve. Terikh Penerimaan | 2017-07-06 |
| | |
| No Fall / No Rujukan Kementerian Ibu P | ejaber 2017-07-02 |
| Tarikh Surat | |
| Daripada Slapa | |
| Perkara | : permohonan pindah milik tanah |
| Dirujukkan kepada | : KETUA JAJAHAN |
| Constant of the second s |] CETAK] ajahan Machang (PTJM). All rights reserved. |

Rajah 34 : Halaman memaparkan maklumat surat yang telah didaftarkan.

| Charge Pages i< | Print | | XIIIJONI 7 | 64 | uel | 1 |
|--|----------------|----------------------------|------------|--|-----------------------------------|------|
| Destination KONICA MUNOLTA CSG Charge • All egg 1-5 & 12-13 copies 1 Layout Pertrait • More settings Color Color Colors • More settings Print using system dialog (Cri+Shift+P) | Total 1 sheet | | | e-SURAT | San Francisco Contes | |
| Destination Charge Pages • All • eg 1-5 8, 11-13 Copies 1 Layout Portrait • Color Color Color Color Color Color Two-sided + More settings | | | | | | - 8 |
| Pages • All • g. 1-5 8. 12-13 Copies 1 Layout Portrait • Color Color Color Color Color Color Cortons Two-stoled | Destination | KONICA MINOLTA CHE | | Porares | negarijan panis // dina selas | - 88 |
| in eg. 1-5.8.12-13 Copies 1 Layout Portrait • Color Color Color Color Color Two-sided | | Change. | | Detail S | Logit. | |
| Image: Section of the sec | Pages | ÷ AL | | No. | : 37 | - 88 |
| Copies 1 Layout Portrait Portrait • Options Two-sided • More settings | | | | Tarilah Panatimaan | : 2017-07-66 | - 10 |
| Copies 1 Layout Portrait Portrait • Despendences product milits Brituation Reports Color Color Color Color • More settings Print using system dialog (Ctrl+Shift+P) | | 📮 leg. 1-5-8, 12-13 | | tio fol / No Rejulan Nevertariat Bu Pajaket | : endm 63-02-4 | - 8 |
| Layout Portrait Portrait Port | Coming | | | Tarikin Sarat | : 2017-07-02 | . 8 |
| Layout Dunyuktaan kapada :: ETULA JAJAHAAA Color Color | Cobies | 1 | | Darlanda Sinpa | | - 88 |
| Color Color Color Color Options Two-sided Colors Two-sided Copyright; dd 2017 Pejabet: Brish Tajifan Machang (PDM), All rights manved | Lavout | Portrast | | Perkara | permohenan pindeh mRit. tartah | - 8 |
| Options Two-slided Copyright (d 2017 Pejabet Brish Jajihan Machang (PDM), All rights meanvel More settings Print using system dialog (Ctrl+Shift+P) | | | | Dirujakkan kepada | ; KETUA JAJAHAN | - 8 |
| Options Two-sided More settings Print using system dialog (Ctrl+Shift+P) | Color | Color 🔹 | | ataman (| CETAK] | |
| ★ More settings Print using system dialog (Ctrl+Shift+P) | | | | Copyright (c) 2017 Pejabet Tenah Jajahan | Nachang (PRM), All rights seamvad | - 84 |
| Print using system dialog (Ctrl+Shift+P) | Options | Two-sided | | | | |
| | + More se | tongs | | | | 1 |
| | Print using sy | stem diałog (Ctrl+Shiłt+P) | | | | |
| | | | | | | - 1 |
| | | | | | | |
| topological and the first of th | | | - | ing and phy "data-off | | - T |

Rajah 35 : Skrin memaparkan cara untuk mencetak halaman tersebut.

| -Daripada Siapa- CARI | | Nema Surai | No Fail | CARI |
|----------------------------|---|--------------------------------|---------|------|
| | Copyright (c) 2017 Pejabat Tanah Jajahan Machan | g (PTJM), All rights reserved. | | |

Rajah 36 : Paparan cara memilih salah satu kategori untuk pencarian surat.

| -Dari | ada Siapa- |
|-------|---|
| Dang | enta Seque |
| PELA | BAT SETIAUSAHA NEGERI KELANTAN |
| MAJL | IS DAERAH MACHANG |
| PEJA | BAT PENGARAH TANAH DAN GALIAN NEGERI KELANTAN |
| JABA | TAN HAL EHWAL AGAMA ISLAM NEGERI KELANTAN |
| MAJL | IS AGAMA ISLAM KELANTAN |
| CIMB | BANK |
| BAN | ISLAM MALAYSIA BERHAD |
| JABA | TAN PERANCANGAN BANDAR DAN DESA |
| MAIL | IS PERBANDARAN KOTA BHARU |
| UITM | |

Rajah 37 : Paparan cari maklumat surat berdasarkan kategori "Daripada Siapa".

| MOHD AZMAN B Keluar | | Stand Mr | | | | | | ojar | | | tan Jajahan Machang aran Rekod Surat Kakitangar |
|-----------------------|----|----------------------|---------------------------------------|-----------------|-------------------|--|----------------------|------|--------|----------|--|
| | | | | | Hasil | Carlan | | | | rendaita | HAIT REKOLI SUTAT |
| | | | | | | | | | | | |
| < c | | _ | No Fail / No | | | - | | | | - | |
| | No | Tarikh Penerimaan | Rujukan Kementerian Ibu Pejabat | Tarikh Surat | Daripada Siapa | Perkara | Dirujukkan Kepada | Edit | Detail | Pədəm | |
| | 1. | 2017-07-06 | suk 23- 4052(2) | 2017- 07-02 | SUK | jemputan ke majlis perasmian ramadhan | - | 1 | 1 | | |
| | 2. | 2017-07-05 | suk 123- 56(4) | 2017- 07-02 | SUK | jemputan ke majlis raya | KETUA JAJAHAN | y. | 1 | | |

Rajah 38 : Halaman hasil carian untuk rekod surat mengikut kategori "Daripada Siapa".

| 10000 | | ууу | у | \$ T | CA | RI | | C |
|-------|---------|--------|-----|-------------|-----|-----|-----|----|
| | July, 1 | 2017 - | | | | • | • | |
| | Sun | Mon | Tue | Wed | Thu | Fri | Sat | 1 |
| | 1 | | | | | | 1 | |
| | 2 | з | 4 | 5 | 6 | 7 | 8 | |
| | 9 | 10 | 11 | 12 | 13 | 14 | 15 | - |
| 1 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 14 |
| | 23 | 24 | 25 | 26 | 27 | 28 | 29 | |
| | 30 | 31 | | | | | | |

Rajah 39 : Paparan cari maklumat surat berdasarkan kategori "Tarikh Surat".

| e-S | U | IR Supal V | | | | | Pr | yata | at Ta | nah-dan dajahan Ma | hang |
|-----------------------|----|----------------------|---|-----------------|-------------------|--|----------------------|------|--------|---------------------------|----------|
| MOHD AZMAN 8 Keluar | | | | | | | | | Pe | ndaftaran Rekod Surat 🛛 K | akitanga |
| | | | | | Hasi | l Carian | | | | | |
| 017-07-02 | No | Tarikh Penerimaan | No Fail / No Rujukan Kementerian Ibu Pejabat | Tarikh Surat | Daripada Siapa | Perkara | Dirujukkan Kepada | Edit | Detail | Padam | |
| | 1. | 2017-07-06 | suk 23- 4052(2) | 2017- 07-02 | SUK | jemputan ke majlis perasmian ramadhan | | 1 | 1 | | |
| | 2. | 2017-07-06 | mdm 03-02- 4 | 2017- 07-02 | MDM | permohonan pindah milik tanah | KETUA JAJAHAN | | 1 | • | |
| | з. | 2017-07-06 | suk 123- 56(4) | 2017-07-02 | SUK | jemputan ke majlis raya | KETUA | 1 | 1 | | |

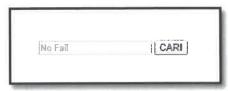
Rajah 40 : Halaman hasil carian untuk rekod surat mengikut kategori "Tarikh Surat".





| e-su | | Sound W | ensurat | | | | P | ejab | | nah dan endaftaran l | |
|------|-----|----------------------|---------------------------------------|-----------------|-------------------|----------|----------------------|------|--------|-------------------------|--|
| | | | | | Hasi | i Carlan | | | | | |
| | - | - | No Fail / No | | | | | | | | |
| N | P F | Tarikh Penerimaan | Rujukan Kementerian Ibu Pejabat | Tarikh Surat | Daripada Siapa | Perkara | Dirujukkan Kepada | Edit | Detail | Padam | |

Rajah 42 : Halaman hasil carian untuk rekod surat mengikut kategori "Perkara ".



Rajah 43 : Paparan cari maklumat surat berdasarkan kategori "No Fail/No Rujukan".

| Sustan Pandan | U | | | | | | P | qab | at Ta | nah d | an Jajahan | Machang |
|------------------------------|----|----------------------|---|-----------------|-------------------|-------------------------------------|----------------------|---------|---------|---------|----------------|--------------|
| MOHD AZMAN B <u>Keluar</u> | | | | | | | | | P | endafta | ran Rekod Sura | t Kakitangan |
| | | | | | Has | i Carian | | | | | | |
| | | | | | | | | | | | | |
| | No | Tarikh Penerimaan | No Fail / No Rujukan Kementerian Ibu Pejabat | Tarikh Surat | Daripada Siapa | Perkara | Dirujukkan Kepada | Edit | Detail | Padam | | |
| | 1. | 2017-07-05 | mdm 03-02- 4 | 2017- 07-02 | MDM | permohonan pindah milik tanah | KETUA JAJAHAN | 2 | 1 | | | |
| | | Co | pyright (c) 201 | | CETAK | (EMBALI ahan Machang | (MUT9). All d | gints r | eserved | | 5 | |

Rajah 44 : Halaman hasil carian untuk rekod surat mengikut kategori " No Fail/No Rujukan".

Appendix C :

Gantt Chart for E-SURAT system

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| 1 Advise flags and discussion 8 days 8 days 8 days 2 A weiting and discussion 1 day 1 day 3 A weiting and discussion 2 days 1 day 6 A hole statement 2 days 2 days 7 A makes gethered information 2 days 2 days 9 A makes gethered information 2 days 3 days 10 A makes gethered information 3 days 3 days 11 A makes gethered information 3 days 3 days 12 A makes gethered information 3 days 3 days 13 A makes gethered information 3 days 3 days 14 A makes gethered information 3 days 3 days 13 A makes gethered information 3 days 3 days 14 A makes gethered information 3 days 3 days 15 A makes fire system design 3 days 3 days 16 A makes fire system design 3 days 4 days 17 A make fire solution 3 days 4 days 18 Illustrate usy interface design 3 days 4 days 19 Illustrate usy interface design 3 days 1 days 10 | Ð | Task Mode | Task Name | | Duration | Feb '17 Mar '17 Apr '17 Jun '17 '17 Jun '17 '17 '17 '17 '17 <th>25 02</th> | 25 02 |
|---|-----------------|----------------------------|-----------|-------------------------------------|------------------|--|-------|
| Meeting and discussion 1 day Identify problem statement 2 days Identify problem statement 2 days Discuss hardware and software requirement 2 days Analyse gathered information 3 days Analyse gathered information 3 days Analyse gathered information 3 days Structure the system requirement 3 days Discuss the system design 3 days Discuss the system database design 7 days Design the database design 7 days Discuss the system manual 3 days Instribution 3 days System database design 6 days System database design 7 days Discuss the system 3 days Discuss the system 3 days Discus the system 3 days Discus the system 3 days Discus the system database design 6 days System database design 3 days | H | R. | PLANNIN | G | 8 days | | |
| Identify problem statement Identify project and user requirement Discuss hardware and software requirement Discuss premilary budget Analyse element for system requirement Analyse element for system requirement Analyse gathered information Analyse gathered information | 7 | * | Meetin | ng and discussion | 1 day | | |
| Identify project and user requirement Discuss hardware and software requirement Discuss premilary budget Analyse element for system requirement Analyse element for system requirement Analyse gathered information Analyse gathered information Adys Discuss the application structure State data as testing Create system manual Illustrate user interface design System database testing Create system manual Instring the coding system System database testing Create system database testing Create system database testing Create system database testing Create syste | m | * | Identify | y problem statement | 2 days | | |
| Discuss hardware and software requirement 2 days Discuss premilary budget 2 days Analyse element for system requirement 2 days Analyse element for system requirement 3 days Analyse gathered information 3 days Analyse gathered information 3 days Analyse president for system module 3 days Structure the system module 3 days Discuss the system design 3 days Discuss the system design 7 days Discuss the system design 7 days Discuss the system design 7 days Discuss the system design 3 days Starting the coding system 3 days System database testing 6 days System database testing 6 days Design the database testing 6 days Discuss the system manual Installation the system 3 days Discuss the system database testing 6 days System database testing 6 days Design the database testing 6 days System database testing 8 days Discuss the system manual Installation the system 7 days Discuss the system database testing 6 days Create system manual Installation the system 8 days Discuss the system 8 day | 4 | * | Identify | y project and user requirement | 2 days | = | |
| Discuss premilary budget 2 days Analyse element for system requirement 3 days Analyse gathered information 3 days Analyse gathered information 3 days Analyse gathered information 3 days Structure the system module 3 days Structure the system module 3 days Discuss the system module 3 days Discuss the system design 3 days Discuss the system design 7 days Discuss the system design 7 days Discuss the system design 3 days Starting the coding system 3 days System database testing 6 days System database testing 6 days Discuss the system moual Task moual Discuss the system anual Intertine and a days Discuss the system anual Discuss the system anual Intertine and a days Discuss the system anual Discuss the system anual Intertine and a database testing 6 days System database testing 6 days System database testing 6 days Discuss the system anual Intertine anual Discuss the system anual Intertine anual Discuss the system | ŝ | * | Discuss | s hardware and software requirement | 2 days | - | |
| AMALYSIS Advaluation 12 days Analyse element for system requirement 3 days 3 days Analyse gathered information 3 days 3 days Analyse gathered information 3 days 3 days Analyse gathered information 3 days 3 days Structure the system module 3 days 3 days Structure the system design 3 days 3 days DESIGN 26 days 3 days Design the application structure 8 days 3 days Plan the database design 7 days 8 days Design the application structure 8 days 3 days Starting the coding system 22 days 8 days Starting the coding system 3 days 3 days Design the coding system 3 days 3 days Design the system 3 days 3 days Design the system 3 days 3 days Design the system 3 days 3 days Illustrate user interface design 3 days 4 days Installation the system 3 days 1 days | 9 | * | Discuss | s premilary budget | 2 days | = | _ |
| Analyse element for system requirement 3 days Analyse gathered information 3 days Analyse gathered information 3 days Structure the system module 3 days Structure the system requirement 3 days DESIGN 26 days Discuss the system design 3 days Deliver the system design 3 days Plan the database design 7 days Plan the database design 7 days Design the application structure 8 days Illustrate user interface design 7 days Starting the coding system 22 days System database design 6 days System database testing 6 days Create system 3 days Unstallation the system 3 days Installation the system 3 days Instring the coding system 3 days | 2 | I. | ANALYSIS | S | 12 days | | _ |
| Analyse gathered information 3 days Analyse the system module 3 days Structure the system requirement 3 days DESIGN 26 days Discuss the system design 3 days Discuss the system design 3 days Deliver the system design 3 days Pain the database design 7 days Starting the coding system 2 days System database testing 6 days Create system manual 3 days Installation the system 3 days User Training 3 days Ast 3 days System database testing 6 days Installation the system 3 days User Training 3 days Ast 9 days Ast 9 days Installation the system 3 days Installation the system 1 days Discription 1 days Discription 1 days Installation the system 1 days Installation the system | 8 | * | Analys | e element for system requirement | 3 days | | |
| Analyse the system module 3 days Structure the system requirement 3 days Design 3 days Discuss the system design 3 days Discuss the system design 3 days Discuss the system design 3 days Deliver the system design 3 days Pain the database design 7 days Plan the database design 7 days Pain the database design 7 days Starting the coding system 8 days System database testing 6 days System database testing 3 days Installation the system 3 days User Training 3 days Installation the system 4 days Installation the system 3 days Instructure <td>6</td> <td>*</td> <td>Analys</td> <td>e gathered information</td> <td>3 days</td> <td>=</td> <td></td> | 6 | * | Analys | e gathered information | 3 days | = | |
| Structure the system requirement 3 days DESIGN 3 days DESIGN 3 days Discuss the system design 3 days Deliver the system design 3 days Deliver the system design 3 days Deliver the system design 3 days Plan the database design 5 days Plan the database design 7 days Starting the coding system 3 days Starting the coding system 2 days System database testing 6 days System database testing 3 days Installation the system 3 days Inset Training 3 days Inset Training 3 d | 10 | * | Analys | e the system module | 3 days | = | |
| DESIGN 26 days Discuss the system design 3 days Discuss the system design 3 days Deliver the system design 3 days Plan the database design 7 days Plan the application structure 8 days Plan the application structure 8 days Starting the coding system 2 days System database testing 6 days Create system manual 3 days Installation the system 3 days Jank 7 days System database testing 6 days System database testing 3 days Installation the system 3 days Instandard 9 days Instandard 9 days Instandard 9 days Instandard 9 days Instand | TT | * | Structu | ure the system requirement | 3 days | = | |
| Discuss the system design 3 days Deliver the system design 4 days Deliver the system design 5 days Plan the database design 7 days Design the application structure 8 days Illustrate user interface design 7 days Design the application structure 8 days Implementation 7 days Starting the coding system 3 days Implementation 3 days Installation the system 3 days Installation 1 days Installation 1 days Installation 1 days Installation 1 | 12 | N [†] | DESIGN | | 26 days | | |
| Deliver the system design 4 days Illustrate user interface design 5 days Plan the database design 7 days Design the application structure 8 days Illustrate user interface design 7 days Design the application structure 8 days Implementation 2 days System database testing 6 days Create system manual 3 days Installation the system 3 days User Training 4 days V-17 Task Milestone Manual Task Milestone Duration-only Project Summary Manual Summary Inactive Milestone Start-only Inactive Milestone Finish-only | 13 | * | Discus | s the system design | 3 days | Ξ | |
| Illustrate user interface design 5 days Plan the database design 7 days Design the application structure 8 days Implementation 3 days Starting the coding system 22 days System database testing 6 days Create system manual 3 days Installation the system 3 days User Training 3 days 7-17 Task Project Summary Manual Task Milestone Manual Summary Project Summary Manual Summary Inactive Task Manual Summary Inactive Milestone Start-only Inactive Milestone Finish-only | 14 | * | Deliver | r the system design | 4 days | I | |
| Plan the database design 7 days Design the application structure 8 days IMPLEMENTATION 8 days Starting the coding system 38 days System database testing 6 days System manual 3 days Installation the system 3 days Installation the system 3 days User Training 3 days 7-17 Task Polect Summary Manual Task Milestone Manual Summary Project Summary Duration-only Inactive Task Manual Summary Inactive Milestone Start-only Project Summary Start-only Inactive Milestone Finish-only | 15 | * | Illustra | ite user interface design | 5 days | I | |
| Design the application structure 8 days ImPLEMENTATION 38 days Starting the coding system 38 days Starting the coding system 22 days System database testing 6 days Create system manual 3 days Installation the system 3 days Instant Manual Task Milestone Manual Summary Inactive Task Manual Summary Inactive Milestone Finish-only Inactive Milestone Finish-only | 16 | * | Plan th | ne database design | 7 days | | |
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