

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

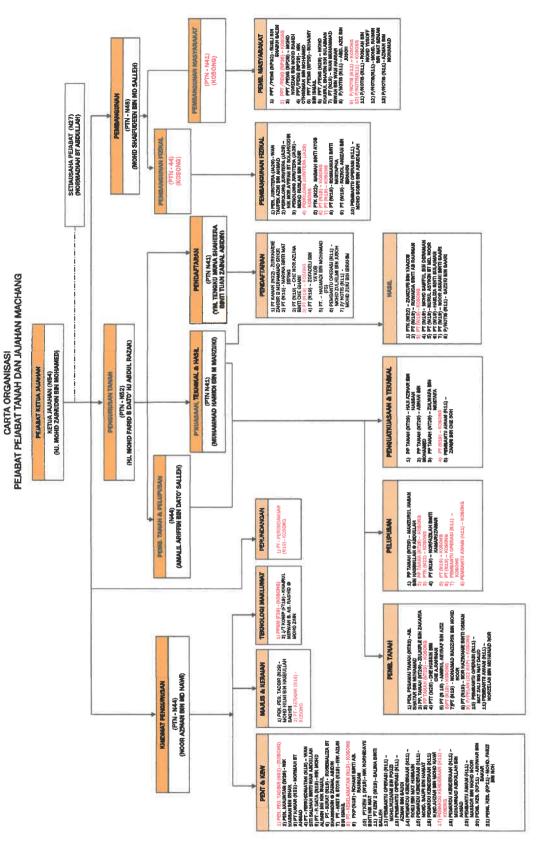


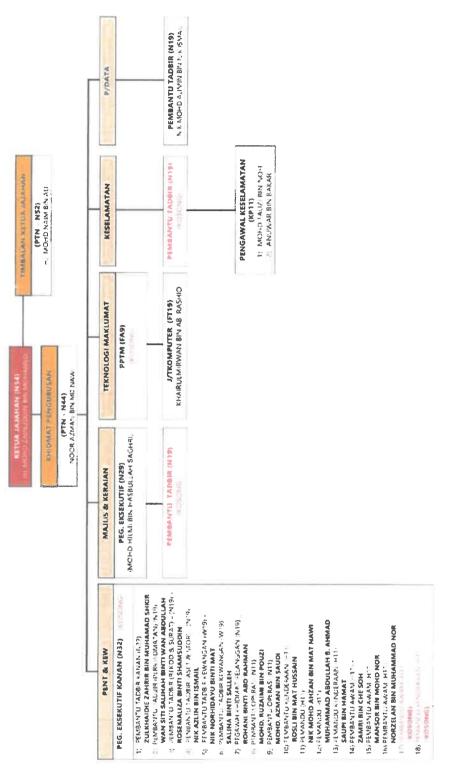
Figure 1.2 : Organization chart of Machang Land and District Office.

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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

File	Home	insert	Fagela	•0	d Formulas Data Re-	view View	Q Tell me wi
- T-4 -	K Cut	Aria	Narrow		- 10 - A A = = =	19/- 🗁 V	Vrap Text
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G183	Ť		3.				
OFMAN	A DEVICES DE	B.	C BLAM DAY	0	E MUM KE-14 MENGIKUT DAERAH MENG	F	G
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.

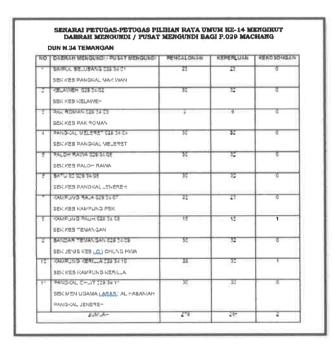


Figure 3.1.1 (c) : Report details about the number of employees involved in PRU-14 for

Dun Temangan

	860.0	MAN PENGUNUS			1	PERCENT ADAMS F	TETAMO / AFRANC	PERCENTLANAN UNDI	
MAMS	JAWATAN	190 5/8	TAMALA	NO.TEL	MAMA	LAWATAN	NO.K/P	ALAMAT	NO.TEL
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
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			A AHAN			BURUH	\$20208-03-3717 781125-03-5727	MALLS DAERAH MACHANG ALAN TH KEMLAING, 18500 MACHANG, KELANTAN MALLS DAERAH MACHANG	09-6751076
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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

Figure 3.1.2 (c) : Example of registration book.

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

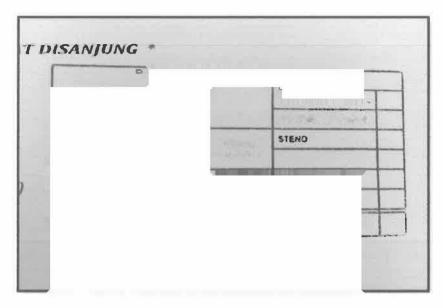


Figure 3.1.2 (d) : Examples of action cops.

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

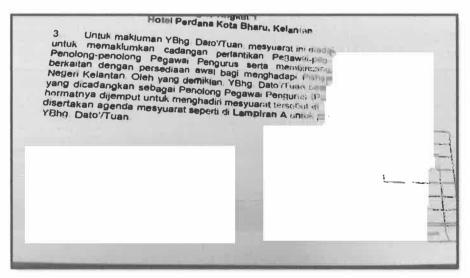


Figure 3.1.2 (e) : Example of minutes the letters.

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

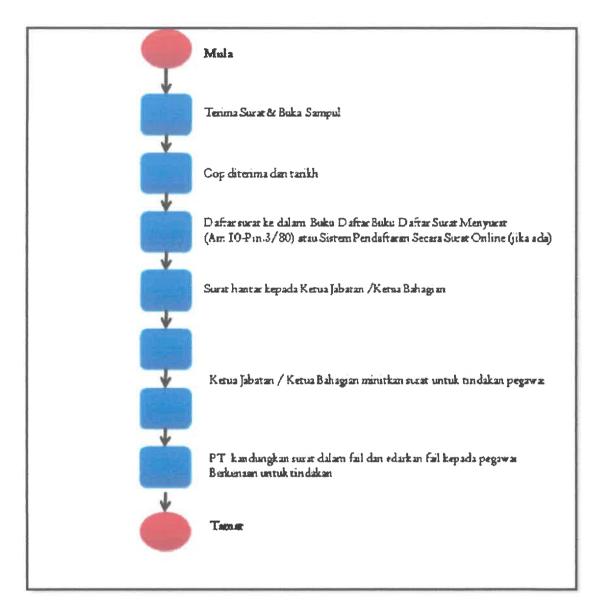


Figure 3.1.2 (f) : Flow chart for acceptance and registration letter.

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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		OPPICE SYSTEM MANAGEMENT	UNIVERSITI TEKNOLOGI MARA -UNTM KELANTANI	1 SEPTEMBER 2016 - 23 DISEM
		BACHELOR OF SCIENCE (HORS) PURE MATHEMATICS	Universiti Techologi Mara - Urta Shah Alami	1 SEPTEMBER 2016 - 23 DISEM
		BACHELOR OF SCIENCE (HONS.) STATISTICS	[UNIVERSITE TERNOLOGY MARA - UTWI KELANTAN]	1 SEPTEMBER 2016 - 23 DISEM
		BACHELOR OF SCIENCE (HOMS MAMAGEMENT MATHEMAT		LNEPTEMBER 2016-73 ORSEMB
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		TECNOLOGI SISTEM KOMPUTER	IGIAT MARA MACHANG	1 JANG/ARI 2017 - 9 MAG 2017
NOR AZI IN BINTI AZMAN	(940509-03-5680)	BACHELOR OF ROMINISTRATIVE SCIENCE	(UNTM SEREMBAN 3)	23 JANJARI 2017 - 16 MAC 20
A PRIVE SYUMADA BIATI SIDI HAMAT	(950721 03 6126)	BACHELOR OF CORPORATE ADM/PIPSTRATION	LISTM SERFICEAR 3	2314NiJARI 2017 15 MAC 20
WAN NURUL NABEELA BINTI WAN SAKER	1940410-03-34501	BACHELOR OF ADMINISTRATIVE SCIENCE	UTTM SAMABAHAN 2	23 JAN JARI 2017 - 16 MAC 20
KUNDL MAJWA MUWADDAH BT CHE HAMZAH	(961228-03-5414)	DIPLOMA INFORMATION TECHNOLOGY IN PROGRAMMING	POLITEKNIK KUALA TERENGGANU	28 NOVEMBER 2016 - 14 APRIL
SITI FATURAN BERTI HASDI				

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.

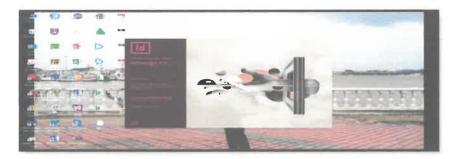


Figure 3.1.3 (b) : Open Adobe Indesign Step 2 : Then, open Adobe Indesign to draw and design the certificate.



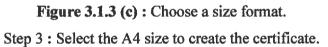




Figure 3.1.3 (d) : Draw and design certificate Step 4 : Draw design and insert the logo in the certificate.

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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.

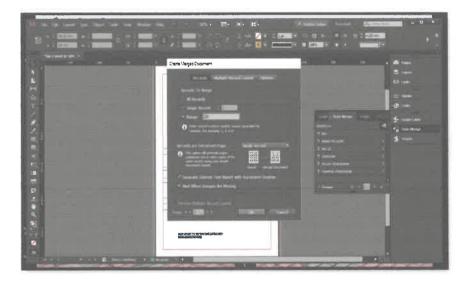


Figure 3.1.3 (f) : Select the student numbers to enter the information into the certificate. Step 6 : Once done, press the menu and choose to print.

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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.

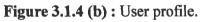
This system is used by senior administrative assistant for each unit in Machang Land and District Office. And I also need to handle this system when staff busy or meeting. I responsible to check and make review of the presence of all employees in the management services unit for each session.



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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	8.00-10.00	19.00 -13.00	14.05 - 16.00	→ 30.0- 00.0			
	Sunnich Belann, et Jahantan Aysia - Sa						
			ringja di Bawah Selian				
No.	Daces	a Pulsorja	(Mer 3/ C	Johatan Pejabat Tanah dan	1 Tindakas:		
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.

men Utama Tips Stingthimmed S	collan Lazhn Mine 24, 2017 B.
Sieteni E-Advian adalah satu sistem yang dibangenikan bagi mengurinakan aduan-aduan yang diterina bagi diambil Undukan oleh Jabatan yang berkenaan melalui aduan yang dibuat oleh pengadu. Sectagi aduan alam didaffarkan dan alam diversisian oleh Unit Pengensan Korport ataspen Bahagian Pengunsan Telenclogi balakenat (BPTPI) cetul diradorkan legand jabatan yang berkenaan serbit dilangan. Setiap pengat indakan yang berkenaan serbit dilangan. Setiap pengati selihinga aduan tarsebat dapat disel sasatan	Log Maarini Princiadian 2 Stici 10 Stoja 2 Stici 10 Stoja 2 Stici 10 Stoja 2 S

Figure 3.1.5 (b) : Login page.

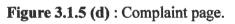
Step 1 : Enter password and user ID.

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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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Sejamat Datang TE	Carl No.Adwan Tambah	GILU YUSIUS		Ahod, Mac 19, 2017 2:2
	Status			
;	Kategori			
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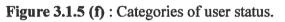
Step 3 : Select the button to make an option for the admin.

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	C		
Nama	:		
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Tarikh Aduan	: 2017-03-19	[kalendar]	
	: Email	Email/Telefon/Lain-lain	
Kateport	: -Siła Pülih-	•	
Jabatan	: Pejabat Tariah Dan	i Jajahari Machang	
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Figure 3.1.5 (e) : Add complaint.

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

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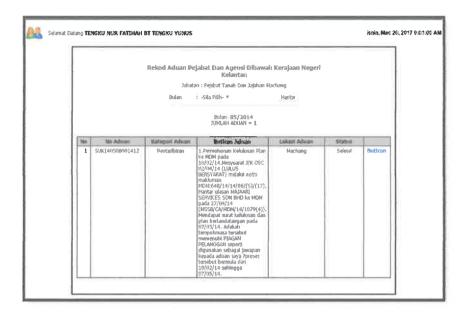


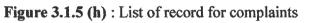
Step 5 : Admin selects the 'category' button to received from the public.

	5		engu	e-Aduan	o m		200	
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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		
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	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.

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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.

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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)

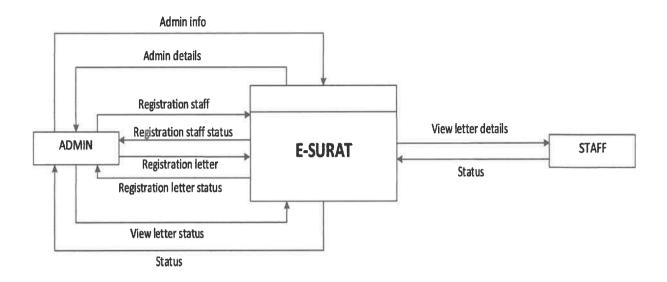


Figure 3.2.2 : E-SURAT System Context Data Flow diagram

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.



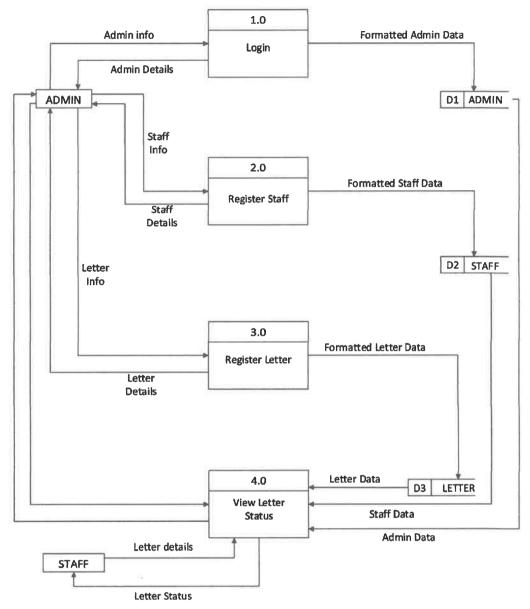


Figure 3.2.3 : E-SURAT System Level-0 Data Flow Diagram

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

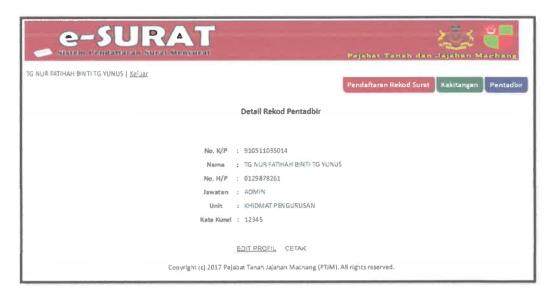


Figure 3.2.19 : Admin details page.

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
	ng 1 4 8 12 11			Tarlich Penaristana	1 3017-07-06	- 18
				tiiz Full / No Rujolan Komanterlas Roo Tarihi Surat	Pojativit : seit 223-56(4) ; 2017-07-02	
Copies	1			Daripada Napa	: SUK	
				Parlame	: Jourdangton på medjør rader	
Layout	Portrait			Dinjaktan Inpida	: RETLA JAMENN	
				SEMERAL 1	CETAK	
Color	Color			Copyright (c) 2017 Peyebat Sarah Jayaha	en Machang (PTIM). All rights reserved:	- 10
Dotions	Two-sided					
 Mone set 	ttings					- 11
Print using sys	stem dialog (Ctr)+Shift+P)					
				and the participant of the family		

Figure 3.2.24 : Print page data letter by admin.

g nur fatihah bin		s Suint M	(INFORMAT)				F	ejai	bat T	anah (ian Jajahan Macha
							P	enda	ftaran	Rekod S	urat Kakitangan Penta
					Hasil	Carian					
	0		No Fail / No	1		-			-		
	No	Tarikh Penerimaan	Rujukan Kementerian I== Pejabat	Tarikh Surat	Daripada Siseo	Perkara	DirujuKkan Kepada	Edit	Detail	Padam	
	1.	2017-07-06	suk 23- 4052(2)	2017- 07-02	SUK	jemputan ke majits perasmian ramadhan	R	2	1	1	
	_	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
IG JUR MITTAN D	MILLIG TONOS []	<u>(61791</u>					Per	dafti	iran Re	kod Sumit	Kakitenga	n Pentad
					Hasi	il Carian						
G17-07-02	No	Tarikh Penerimaan	No Fell / No Rujukan Kementenen Ibu Pejabet	Tarilen Surat	Daripada Siapa	Perkara	Diruukkan Kepada	Edit	Detail	Padam		
	2.	2017-07-06	suk 23- 4052(2)	2017- 07-02	SUK	jemputan ke majils perasmian ramadhan	4	2	z	ŧ		
	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".

	luar					Pa	ndafi	taren R	ekod Su	nit Xakitangan J	Pentac
				Hasi	ll Carlan						
No	Tarikh Penerimean	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Slape	Peckara	Dingukkan Kepeda	Edit	Detail	Padam		
		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
TG NUR FATIHAH BINTI TG YUNUS <u> Keluar</u>		Pendaltaran Rekod Surat Kakitangan Pentadbir
	Edit Rekod Kakitanga	0
	No. K/P : 920911036170	
	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.
TG NUR FATIHAH BINTI TG YUNUS (Keluri								
				Penda	iftaran Rel	kod Surat Kakit	angan	Pentadbir
		Senaral Kakitangar	n					
TAMBAH REKOD BARU								
_			-			-		
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				
	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
No.	: 37
Tarikh Penerimaan	2017-07-06
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
KEMBAL	CETAK
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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Total 3 sheet	t of paper			e-SURAT		
	Cancel.			Concession of the local division of the loca	and the Lass Souther Bulley	
				MACHINA AZMANNI IN S KASARI,		
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	Changle.					
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Daler	Color 👻			<u>EXPLANATION</u>	CETHK :	
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				No., Name of Party Party of State		wt.

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)

Isi Kandungan

1.0	Panduan Pengguna (Pentadbir)1
2.0	Panduan Pengguna (Kakitangan)15

Senarai Rajah

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Rajah 2 : Halaman memaparkan maklumat rekod pentadbir1
Rajah 3 : Paparan halaman utama2
Rajah 4 : Kaedah menambah rekod surat2
Rajah 5 : Kaedah muat naik surat3
Rajah 6 : Halaman memaparkan pengguna berjaya menambah rekod surat3
Rajah 7 : Paparan cara untuk mencari senarai pendaftaran surat4
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Rajah 38 : Halaman hasil carian untuk rekod surat mengikut kategori "Daripada Siapa"18
Rajah 39 : Paparan cari maklumat surat berdasarkan kategori "Tarikh Surat"19
Rajah 40 : Halaman hasil carian untuk rekod surat mengikut kategori "Tarikh Surat"19
Rajah 41 : Paparan cari maklumat surat berdasarkan kategori "Nama Surat/Perkara"20
Rajah 42 : Halaman hasil carian untuk rekod surat mengikut kategori "Perkara "20
Rajah 43 : Paparan cari maklumat surat berdasarkan kategori "No Fail/No Rujukan"21
Rajah 44 : Halaman hasil carian untuk rekod surat mengikut kategori " No Fail/No Rujukan"21

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
TG NUR FATIHAH BINTI TG YUNUS Keluar	
	Pendaftaran Rekod Surat 🛛 Kakitangan 🖉 Pentadbir
	Tambah Rekod Surat
Tarikh Penerimaan	: ddууууу
No Fail / No Rujukan Kementarian Ibu Pejabat	•
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Dirujukkan Kapada	: -Pāh-
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Copyright (c) 2017 Pejab	x Tanah Jajahan Machang (PTJM). Ali rights reserved.

Rajah 4 : Kaedah menambah rekod surat.

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

Cocalhost says: Bejayat TG NUR FATHAH BINTI TG YUNUS Keluar	ox pat Tanah dan Jajahan Machang
	Pendaftaran Rekod Surat Kakitangan Pentadbir Tambah Rekod Surat
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
	Cari Rekod Surat	Pendaftaran Rekod Surat Kakitangan Pentadbir
-Deripade Sispa-	and the second sec	Nama Surat
	ddyyyy CARI j Copyright (c) 2017 Pejabat Tanah Jajahan Machang (P	

Rajah 7 : Paparan cara untuk mencari senarai pendaftaran surat.

e-s	1						Pej	abat	Tan	ah dan	Jajahan M	achang
S NUR FATIHAH BINTI TO YUN	ius	Keluar					Pend	aftar	an Rek	od Surat	Kakitangan	Pentadbir
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	No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam		
	1.	2017-07-06	mdm 03-02- 4	2017- 07-02	MDM	permohonan pindah milik tanah	KETUA JAHANA	2	1			
	2.	2017-07-06	ptg 32-3- 45(1)	2017- 07-03	PTG	pindah mllik tanah		1	1			
	3.	2017-07-06	ultm 3452- 2(1)	2017- 07-04	UITM	permohonen menjalani iatihan Industri	KPKJ KHIDMAT PENGURUSAN	1	1	8		
	4.	2017-07-06	14	2017- 07-05	CIMB	penyata akaun		1	1			

Rajah 8 : Halaman memaparkan senarai rekod surat.

	Pejabat. Tanah. dan Jajahan Machang.							
TG NUR FATIHAH BINTI TG YUNUS Į <u>Keluar</u>								
	Pendaftaran Rekod Surat Kakitangan Pentadbir							
Edit Rekod Pendafi	aran Surat							
Tarikh Penerimaan	: ' 06 - Jul - 2017							
No Fail / No Rujukan Kementerian Ibu Pejabat	: jsuk 123-56(4)							
Tarikh Surat	: 02-7ul-2017							
Daripada	: SUK							
Perkara	: jemputan ke majlis raya							
Dirujukan Kapada	KETUA JAJAHAN • •							
SIMPAN BATAL KEMBALI								
Copyright (c) 2017 Pejəbət Tanəh Jajahan M	achang (PDM). All rights reserved.							

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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TG NUR FATIHAH BINTI TG YUNUS Kelver	Pendaftaran Rekod Surat Kakitangan Pentadbir
Edit Rekod Pendafi	aran Surat
Tarikh Penerimaan	: 05-Jul-2017
No Fail / No Rujukan Kementarian ibu Pejabat	: suk 123-56(4)
Tarikh Surat	: @2-Jul-2017
Daripada	: SUK
Perkara	; jemputan ke majlis raya
Dirujukkan Kepeda	KETUA JAJAHAN v *-
SiMPAN BATAL KE Copyright (c) 2017 Pejebat Tanah Jajahan M	

Rajah 10 : Halaman memaparkan pengguna berjaya mengedit rekod surat.

CONTRACTOR SURVICES	Pejahat Tanah dan Jajahan Machang
	Pendaftaran Rekod Surat Kakitangan Pentadbir
Detail	Surat
No.	: 47
Tarikh Penerimaan	: 2017-07-06
No Fail / No Rujukan Kementerian Ibu Po	ajabat : suk 123-56(4)
Tarikh Surat	: 2017-07-02
Daripada Siapa	: SUK
Perkara	: jemputan ke majlis raya
Dirujukkan kapada	: KETUA JAJAHAN
KEMBALI [CETAK
Соругіght (c) 2017 Рејеюзт Тапаһ Jajah	an Machang (PTJM). All rights reserved.

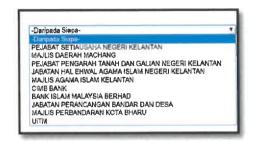
Rajah 11 : Halaman memaparkan maklumat surat yang telah direkodkan.

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Rajah 12 : Skrin memaparkan cara untuk mencetak halaman tersebut.

-Decpade Siace-	Carl berdasarkan tarikh surat : Nama Surat ddyyyy GARI GARI GARI	No Fail
	Copyright (c) 2017 Pejebat Tanah Jajahan Machang (PTJM). All rights res	verved.

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



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

Sistem	-SU Pendamaran	Surat M	ana amin'ny fi				P	ejal	at T	anah da	an Jajahan Mach
g nur fatihah bint	TI TG YUNUS <u>Kel</u> i	Uar					Р	endal	ftaran I	Rekod Sur	at Kakitangan Pen
					Hasil	Carian					
	No	Tərikh Pencriməan	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		
	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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	8	10	11	12	13	14	15	
*	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
TG NUR FATIHAH BI	NTI TG YUNUS <u>K</u>	eluar					Per	dafta	ran Re	kod Surat	Kakitangan	Pentadbi
					Hasi	l Carian						
17-07-02	No	Tarikh	No Fail / No Rujukan		Daripada	Perkara	Dirujukkan	Edit	Detail	Padam		
		Penerimaan	Kementerian Ibu Pejabat	Surat	Siapa	jemputan ke	Kepada					
	1.	2017-07-06	suk 23- 4052(2)	2017- 07-02	SUK	peraputan ke majils perasmian ramadhan		P	"			
	2.	2017-07- 0 6	mdm 03-02- 4	2017- 07-02	MDM	permohonan pindah milik tanah	KETUA JAJAHAN	1				
	3.	2017-07-06	suk 123- 56(4)	2017- 07-02	SUK	jemputan ke majlis raya	KETUA JAJAHAN		-			

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
				Has	il Carian					
Nec	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam	
	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
					Hasi	il Carian						
	NØ	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam		
	1.	2017-07-06	mdm 03-02- 4	2017- 07-02	MDM	permohonan pindah milik tanah	KETUA JAJAHAN	~	1			

Rajah 21 : Halaman hasil carian untuk rekod surat mengikut kategori " No Fail/No Rujukan".

	Pejabat Tanah dan Jajahan Machang
	Pendaftaran Rekod Surat Kakitangan Pentadbir
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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
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			Senarai Kakitangan						
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TAMBAH REKOD BARU									
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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
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Rajah 34 : Halaman memaparkan maklumat surat yang telah didaftarkan.

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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".

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	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		

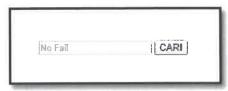
Rajah 40 : Halaman hasil carian untuk rekod surat mengikut kategori "Tarikh Surat".





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		
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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	=	
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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	
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Inactive Milestone Finish-only Page 1				Inactive Task	Start-only		
				Inactive Milestone	Finish-only		
		8			Page 1		

