

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)

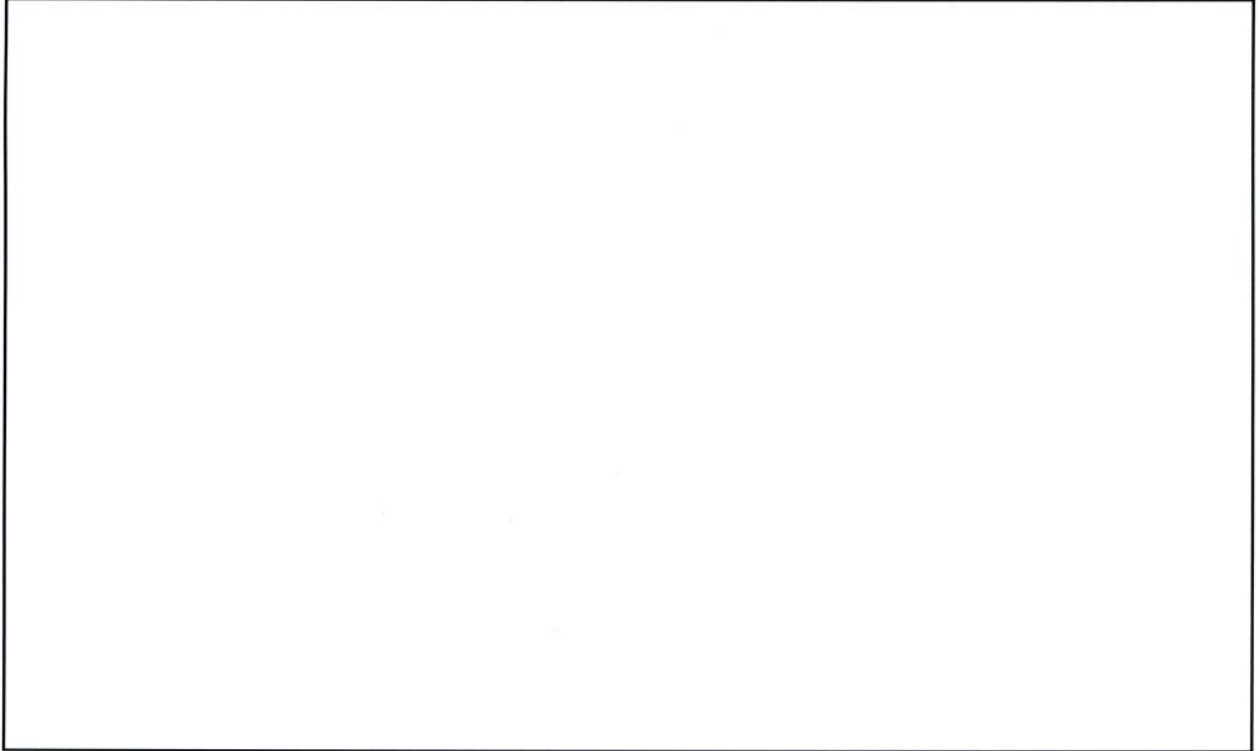


PRACTICAL TRAINING REPORT (ADS667)
LAND AND SURVEY DEPARTMENT

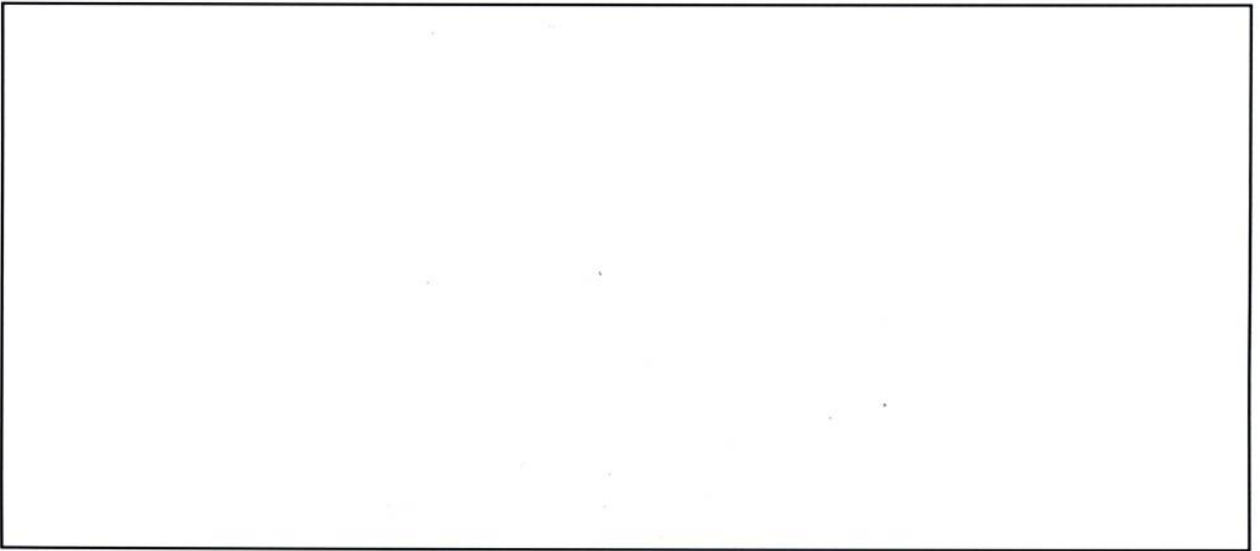
SITI HASNIRA BINTI NAWAWI
2015859566

JULY 2017

Supervisor's Comments

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Moderator's Comments

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

Madam Suekadiana Binti Affendi

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

(Signature)

Date:

Aknowledgment

Bismillahirrahmannirahmin. First of all, Alhamdulillah, I would like to express my gratitude to Allah the Almighty for giving me the opportunity, chance, and strength to complete this portfolio.

Next, I owe a depth of gratitude to Land and Survey, Headquarters, Kuching, especially Encik Awang Zamhari Awang Mahmood and all staffs for giving full cooperation and helping hands in order for me to complete this task.

Not to be forgotten, I would like to extend my appreciation to my parents and my family which play major roles in providing support, mostly on financial support and spiritual support as well as the encouragement in order for me to finish this practical training report.


Last but not least, my thanks go out to all who have helped me to complete this practical training report and with whom this may have not been possible.

Siti Hasnira Binti Nawawi (2015859566)

Declaration

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

Signed

A handwritten signature in black ink, consisting of a large, stylized 'S' followed by a vertical line and some loops, positioned above a horizontal dashed line.

Name: Siti Hashira Binti Nawawi

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

Student of Bachelor Administrative Science (Hons.) are required to attend a Practical Training with the organization that had been chosen by the student itself. In this chapter, I will briefly explain on the background of Land and Survey Department which is the department where I am working as a Assistant Land Officer. Besides, this chapter will discuss the background of the organization, Land and Survey branches, vision and mission of the organization, logo, client charter, organization chart and head of department.

1.1 Background of the Organization

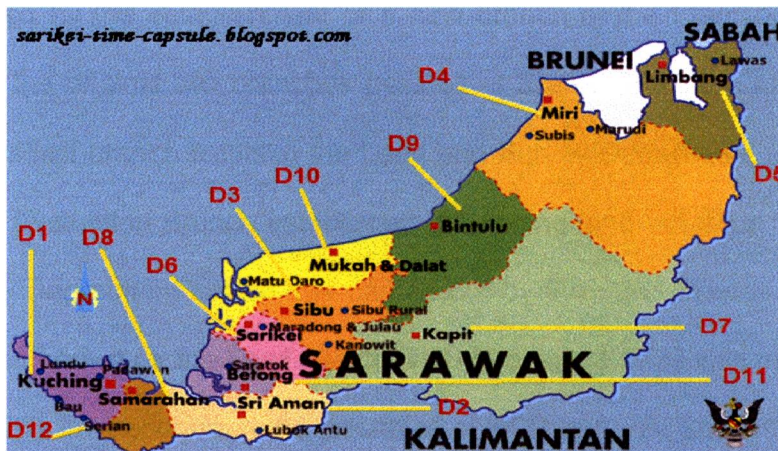


Figure 1.1 Presenting the area under jurisdiction of Land and Survey Department (Headquarters) (D refer to Division)

In 1918, the establishment of the Department of Lands and Surveys. Processing of applications for land in Resident and District Office, registration and transfer of ownership in the civil court and measurement business in the Public Works Department have been consolidated under the Department of Lands and Surveys. In 1925, Land and Survey Department was split into two, namely the Department of Lands for land administration and surveying affairs is under the Department of Surveying. While in 1926, "Aerial Survey" for the first time carried out by the Survey Department. The goal is to identify areas that have been developed with an uncultivated area. NCR issue was first raised and prepared the law applicable thereto. NCR issue is not an issue now but had already existed since 1926 again.

Recombination Department of Land and Survey Department becomes the Department of Lands and Surveys happened during in 1933. Recombination is accompanied by the establishment of a new branch of the Planning Branch in addition to the original two branches besides of Branch of Lands and Surveys. The three oldest branch exists in the Land and Survey Department until now. In the 1970s, Evaluation Branch established. Managing land valuation in the Land and Survey Department before it is carried out by the Land Branch. The Order No. L-7, also known as the Land (Settlement) Ordinance 1933 was introduced in that year. This law recognizes the existence of NCR but only within the scope of the written law. Customary practice is limited. During 1948, The Land (Classification) Ordinance 1948 was established. The law regulating the NCR embodied in this law.

Enforcement The Land Code (Chapter 81), which removes all land laws enacted before 1957 which was happened in 1958. The Land Code (Chapter 81) that is the major land code state to this day and has several times through some process modifications. Clearly written law about land affairs already existed in 1863, which is about 150 years ago. A series of laws that underlie the work process and the land administration system in Sarawak, to this day. Until now, the Land and Survey Department have a jurisdiction over twelves (12) divisions all over the Sarawak which consist of Kuching, Sri Aman, Sibul, Miri, Limbang, Sarikei, Kapit, Samarahan, Bintulu, Mukah, Betong and Serian.

1.2 Land and Survey Department Sections

FUNCTIONS:

Under the terms of the Inter-Governmental Committee Report and the Constitution of Malaysia, land and cadastral surveys are State subjects which come under the portfolio of the Minister of Resource and Planning Management.

Subject to the direction of the Yang di-Pertua Negeri, land in Sarawak is administered in accordance with the provisions of the Mining Ordinance and the subdivision of land is administered in accordance with the Land (Control of Subdivision) Ordinance, the Public Parks and Greens Ordinance, 1993 and the Strata Titles Ordinance.

MAIN RESPONSIBILITIES:

1. Topographical surveys;
2. Cadastral surveys;
3. Mining surveys;
4. Aerial photography and mapping;
5. Urban and regional planning and design;
6. Control of development;
7. Control of subdivision of land;
8. Implementation of urban development projects, including the development of urban centres, urban roads and Resettlement Schemes;
9. Alienation of State land;

10. Administration of alienated land, including enforcement;
11. Investigation and registration of rights to land;
12. Registration of dealings affecting land;
13. Issue of prospecting licences and mining leases;
14. Valuation of land;
15. Acquisition of land for development purposes;
16. Revision of land rent;
17. The computerisation of land information and
18. In-house manpower training.

In Land and Survey Department, there are ten (10) sections; Land Branch, Survey Branch, Planning Branch, Valuation Branch, Enforcement Branch, Information System Branch, Finance Section, Public Relations Unit, Human Resource Development and Human Resource Management. Moreover, there are various role and function of every section in Land and Survey Department. The table 1.2 below shows the function of section in the organization;

Table 1.2 Function of section in the organization

SECTION	FUNCTIONS
	<ul style="list-style-type: none"> • To administer land within the existing political, social, legal and economic framework so that it would be put to its most profitable and efficient use.

<p>Land Branch</p>	<ul style="list-style-type: none"> • To control the alienation of State Land so that maximum benefits can be accrued to the community at large. • To regulate the registration dealing and other transactions on land. • To generate revenue.
<p>Survey Branch</p>	<ul style="list-style-type: none"> • Providing geodetic controls in the State of Sarawak; • Carry out aerial photography survey; • Compilation and production of topographic, thematic and town maps of Sarawak; • Sale of restricted and unrestricted maps of Sarawak, survey plans, aerial photographs and orthophotos; • Overseeing cadastral survey work carried out by both Government Surveyors and Licensed Land Surveyors in the state and ensuring the standard of survey work is maintained and that survey practices are in accordance with the Survey Branch technical requirements and the Land Surveyors Ordinance, 2001 ; • Storage and maintenance of spatial data

	acquired by the Department.
Planning Branch	<ul style="list-style-type: none"> • Application for Subdivision and Development of Land • Depositing of Survey Plan • Siting Application • Report of Regional Studies
Valuation Branch	<ul style="list-style-type: none"> • To manage land acquisition in accordance with the Government Development Programmes • To assess promptly all fees due to the Government • To provide sound professional valuation advice to government agencies.
Enforcement Branch	<ul style="list-style-type: none"> • The prevention and eradication of squatters problems; • Dealing with breach of title conditions; and • Illegal removals of rock materials;
	<ul style="list-style-type: none"> • Strategic planning for ICT development in the Department and formulating of ICT and Security policies and procedures. • To plan and manage the implementation of ICT projects in the Department in accordance with the terms and conditions

<p>Information System Branch</p>	<p>as stipulated in the project agreement.</p> <ul style="list-style-type: none"> • To provide application support and services to users of Land and Survey Information System (LASIS). • To maintain daily operation of Land and Survey Information System (LASIS). • To manage the yearly ICT Budget for approval by Sarawak Information Technology and Resources Council (SITRC).
<p>Finance Section</p>	<ul style="list-style-type: none"> • To ensure that all financial and accounting activities adhere to rules and procedures laid down in:- <ul style="list-style-type: none"> - Financial Procedure Act 1957. - Treasury Instructions. - Treasury Circulars. - Service Circulars. - General Orders and Supplementary Regulations. • To prepare Yearly Expenditure Estimates, Periodic Budget Analysis and Budgetary Controls. • To manage, supervise and control daily

	<p>financial and accounting activities and to maintain proper accounting records for all transactions.</p> <ul style="list-style-type: none"> • To prepare and provide essential, accurate and complete financial and accounting information for management and other authorized users.
<p>Public Relations Unit</p>	<ul style="list-style-type: none"> • Provide communications assistance for internal events/functions, including coordinating visits to the Department. • Organise and coordinate Meet the Customers Day. • Media liaison including writing and disseminating press releases/statements. • Respond to complaints from Talikhidmat, phone calls, emails and personal visits. • Compile the Department's information kit and annual report. • Manage the Department's photo archive and resource centre.
	<ul style="list-style-type: none"> • Responsible for coordinating, compiling and organizing in-house courses for all level of staffs.

<p>Human Resource Development</p>	<ul style="list-style-type: none"> • Conducting courses of technical nature, relating to the functions and duties of the various Branches of the Department. • Conducting External courses required throughout the training year which the department feel is required and necessary to enhance the skills and knowledge of the officers. • Conducting Seminars, Workshops, Conferences, Exhibitions etc. • Source for internal trainers/facilitators from among the Department's pool of senior or experienced officers. • Arranges for external trainers/facilitators and facilities if such expertise and facilities are required.
	<ul style="list-style-type: none"> ✓ Human Resource Management:- • Recruitment • Confirmation and emplacement into pensionable terms • Retirement, resignation and relinquishment of post with consent • Career development and promotion

<p>Human Resource Management</p>	<ul style="list-style-type: none"> ● Handling Disciplinary Cases ● Appraisal assessment and recognition ● Transfer within the Department ● Acting and covering of duties ✓ General Administration and Office Management:- ● Store and asset management ● Application for all types of leave and permission to leave the state. ● Application for all types of Government loan and personal loan. ● Application for all types of allowances and privileges. ● Application for medical treatment allowances and reimbursement for the purchase of supporting equipment and medicines. ● Office management and general Administration ● Filing and records management
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1.3 Vision, Mission, Slogan and Objectives

A vision, mission, mottoes and objectives are standard and critical elements of an organizational strategy. Therefore, vision, mission, slogan and objectives statements are important components of strategic planning in the organization. This is because these statements provide a sense of direction and purpose of an organization.

I. Vision

Achieving excellence in the administration and management of land.

II. Mission

To administer and manage land for the benefits of the people and state.

III. Slogan

An Agency to Facilitate Development

IV. Goals and Objectives

1. General

- To provide professional advice and services on land administration, valuation, planning and survey matters to internal and external clients; and

- To provide efficient and effective service delivery.
- To promote public awareness on Government policies relating to land.
- To regulate and enforce the provisions of the Land Code and other laws relating to land.

2. Land

- To administer and manage land efficiently and effectively.

3. Valuation

- To manage land acquisition in accordance with the Government development programs.

4. Planning

- To plan and regulate the use of land in accordance with Town and Country Planning Principles.

5. Survey

- To maintain and manage reliable geospatial data to support efficient land administration.

6. Human Resource

- To plan, develop and manage the human resource to achieve the vision and mission of the Department.

7. Information System

- To maintain and continuously develop towards a comprehensive, reliable and integrated land information system.

8. Finance

- To have a realistic operating expenditure estimates and manage them with prudence, integrity and accountability.
- To assess accurately and collect promptly all land based revenue due to the Government.

1.4 Organization Logo

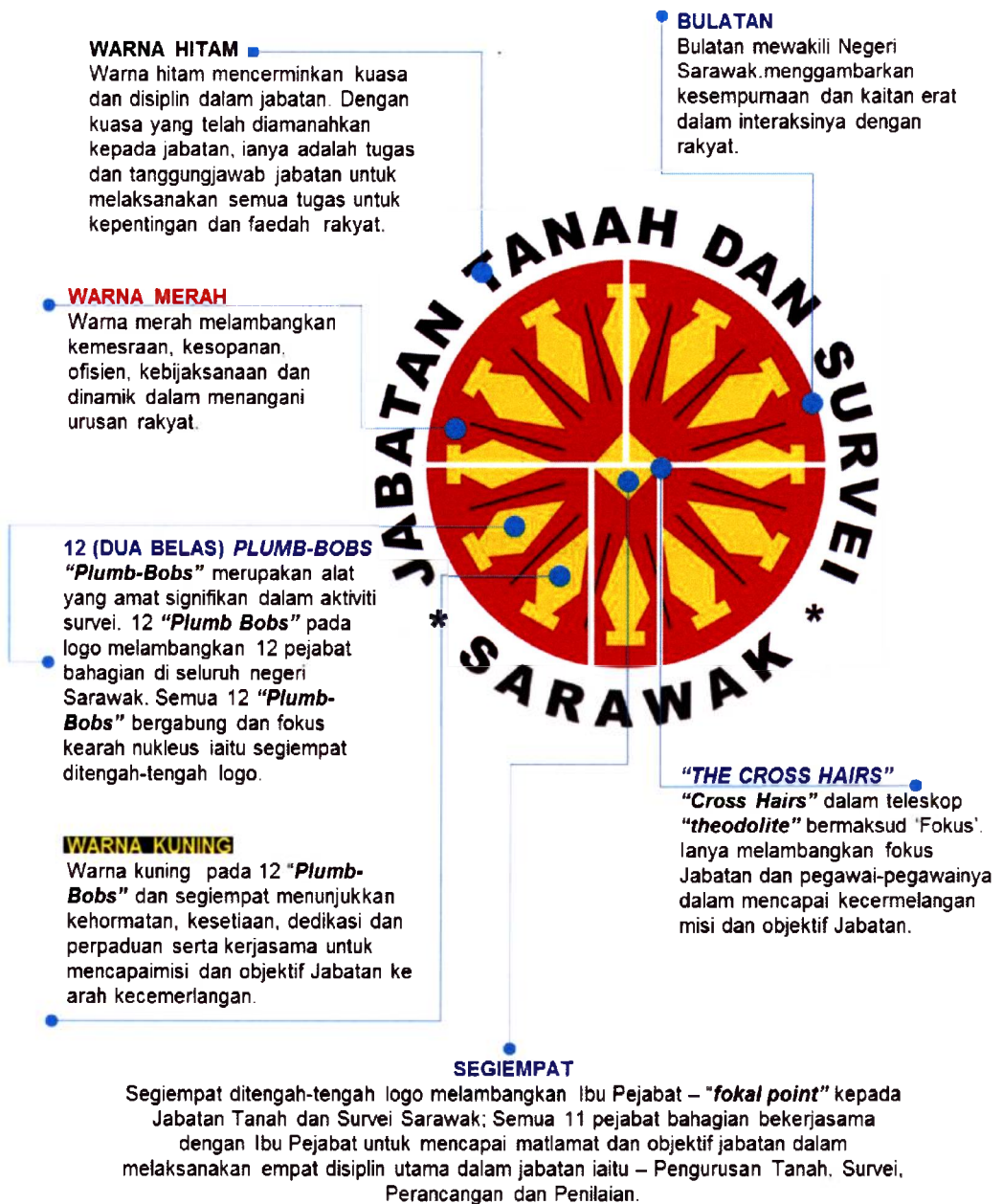


Figure 1.4 Presenting the Organization Logo

1.5 Client Charter

Client Charter reflects the organization commitment to provide a high quality service to publics. Thus, the specific organization Client Charter is as follow;

PRINT-OUT OF TITLE

A Print-out of title will be issued within 15 minutes after the receipt of payment has been presented.

CHECKING OF STATUTORY NOTICES UNDER SECTION 47 / 48 OF THE LAND CODE

The information will be supplied within 15 minutes after a complete description of the land to be searched is presented by the applicant.

SEARCH FOR SALES COMPARABLES BY LICENSED PRIVATE VALUERS

Sales plans will be made available within 15 minutes after a request is made at the counter.

APPLICATION FOR SURVEY DATA

Survey data (survey plan, field books, description of field stations, copies of cadastral plans) will be supplied after the receipt for payment is presented at the counter during a visit.

SALE OF NON-RESTRICTED AND RESTRICTED MAPS

Non-restricted maps will be supplied to an applicant after presenting the receipt of payment at the counter during a visit while restricted maps will be supplied within 2 days subject to the approval of the State Commissioner of Police.

REGISTRATION OF INSTRUMENTS

Registration of instruments will be effected within 1 day from the date the instruments are presented for registration.

APPLICATION FOR SURVEY JOBS

Application for survey jobs by Licensed Private Land Surveyors will be processed within 1 week from the date of receipt of such applications.

BUILDING PLANS

The decision on building plans will be conveyed to the Local Authority within 1 week for small scale development and 2 weeks for large scale developments.

RENEWAL OF LAND LEASE

Approval in principle will be conveyed within 2 weeks of the receipt of the application. For applications that require the approval of the Director, the approval will be conveyed within 4 weeks of receipt of such applications. A

Memorial to effect the renewal of lease will be indorsed within 2 weeks after the payment of the premium is made by the applicants.

PERMISSION TO DEAL

A decision on the application will be conveyed to the applicant within 2 weeks from the date the application is received. For applications that require the approval of the Director, the decision will be conveyed within 4 weeks from the date of receipt of such applications

1.6 Organization Chart

The organization chart is very important in every public and private agency. It is a diagram that shows the structure of an organization and the relationship and relative ranks of its parts and position.

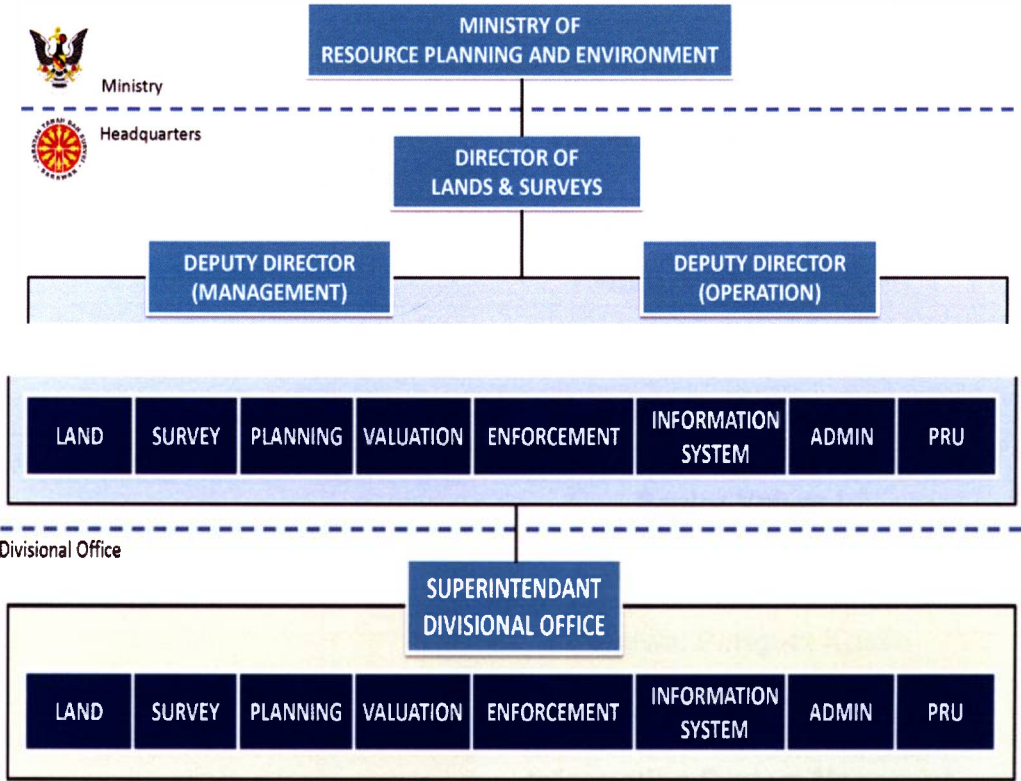


Figure 1.6 Organization Chart

1.7 Head of Department

Table 1.7 Head of Department

No	Department/Section	Name/Position/Head of Department
1.	Land Branch	Encik Awang Zamhari Awang Mahmood Penolong Pengarah Tanah
2.	Survey Branch	Encik Rozlan Bin Haji Putit Penolong Pengarah Survei
3.	Planning Branch	Peggy Ronin Anak Edin Penolong Pengarah Perancangan
4.	Valuation Branch	Christina Lau Kieng Hung Senior Valuer I
5.	Enforcement Branch	Lim Bih Wei Pegawai Penguat Kuasa
6.	Information System Branch	Lim Khing Chong Information System Manager / Chief Information Officer (CIO)
7.	Finance Section	Abdul Hadi Abdullah Akauntan
8.	Public Relations Unit	Daleton Nilie ak Nunong Pegawai Tadbir

9.	Human Resource Development	Rafiza Binti Radin Pengurus Pembangunan Sumber Manusia
10.	Human Resouce Management	Halizamina Binti Haji Morshidi Pengurus Sumber Manusia (Penjawatan)

CHAPTER 2
SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

The second chapter will summarize the daily working that have been done everyday. Description of jobs and tasks executed throughout training. Besides that, during eight weeks of period for my practical training which I started working as Assistant Land Officer, I have been placed under Land Administration Section. Furthermore, I was assigned to deal with a lot of land administration work or tasks.

2.1 Report and Summarize of Practical Training

Table 2.1 Report and Summarize of Practical Training

WEEK	CONTENT
Week 1 (06/02/2017- 10/02/2017)	I had been working as Assistant Land Officer at Land and Survey, Department, Headquarters Kuching. On the first day of my working day, I had to gathered at the conference room with the other new staffs. In the conference room, I had been told to fill in the form that required by the office. Then, I had been asked to go to meeting room along with the other new staff to hear some talks by the Assistant Director of Land

relating to the appointment of new staff. After the talks, I had been given a manual of workflow process to understand every workflow process in that organization.

On the next day, I was given a task to understand every workflow process in the organization. Again, I have been given a manual which has all the workflow process pertaining to the services that been offered to the publics.

On the next day, the orientation session begins. The orientation session lasts for 2 weeks. On my first day of orientation session, I have been asked to go to training room at level 2. It was also involving all the new staffs. In training room, we have been given talks about the department's information such as the vision, mision, goals, organizational chart, the services that been offered to the public, the responsibilities and others.

On the fourth day, I still at the training room at the level 2 with the other new staff. We have been asked to stay in the training room until the further notice. In the training room, I have been exposed to the work environment through the talks that been given by each of the senior staff that handle of each services that have been provided to the public such as renewal of land lease (RLL), application for variation of title condition (AVTC), permission to deal (PD), alienation of state land (AL), native

customary right (NCR) and others. Through the talks, I have got a bit of knowledge relating to work that I am going to do everyday if I have been assigned to handle that such cases. Madam Jacqueline, the one that held the position of senior administrative officer in the department, she had given a talk on the information regarding the case of application for variation of title condition (AVTC). She had given us the tips that very useful for us on that day.

While on the fifth day, the orientation session continued with the talks given by other senior staff which is Mr. Nasir. He was the one that expert handling NCR cases. He gave such a useful information regarding on the NCR cases such as how to handle the cases and he also telling us more information on what is NCR actually so that it would be easier for us to handle the case later on.

Week 2
(13/02/2017-
17/02/2017) On the first day of second week of orientation session, I have been asked to go to Lundu and Sematan with the other new staff using bus that provided by the department for a program that organized by the department itself which is delivery of grant under section 6 of communal right of the land code to the villagers of Lundu and Sematan in which this program actually involves YB Datuk Amar Haji Awang Tengah Ali Hasan as the one that will deliver the grants to the villagers. This program

also involving other government agencies such as Public Work Department, Department of Irrigation and Drainage and others.

On the second day, I have been given an opportunity to visit all the branches in the headquarters along with the other new staff. The branches are land branch, survey branch, planning branch, valuation branch, enforcement branch, management service branch that includes of human resource management and administration section, human resource development section and finance section as well as it also have information system branch and public relation unit. The reason why we have been given an opportunity to visit all the branches because so that we can get know the staff from all the branches and also we can get know where the branches in the department situated. Besides that, we also listen to talks given by Mr. Bujang whom as a senior administrative officer in the department. He giving us a talk about the job description, career preparation and others.

On the third day, the talks continued and it was given by staff from other branches such as survey branch, planning branch, valuation branch, enforcement branch, management service branch that includes of human resource management and administration section, human resource development section

and finance section as well as it also have information system branch and public relation unit. The reason why we was given a talks about other branches is we must know and also understand about other branches because of land branch are related with other branches.

On the fourth day, the talks continued and it was also given by staff from other branches such as survey branch, planning branch, valuation branch, enforcement branch, management service branch that inlcudes of human resource management and administration section, human resource development section and finance section as well as it also have information system branch and public relation unit. I also have been given an opportunity to meet and greet as well as hearing talks given by the Director of Land and Survey along with the other new staff. Furthermore, on the second last day, I have been informed to start work at the headquarters, Kuching while some of other new staffs have been informed to start at the each of division in Sarawak as well as at the headquarters.

On the last day of orientation session, I did not do anything together with the other new staff as we have been given time to complete everything that incomplete before we started to work at the division that we have been assigned but on the evening, I had high-tea session with the Assistant Director of

Land, Mr. Awang Zamhari Awang Mahmood together with the other new staff.

Week 3
(20/02/2017-
24/02/2017)

On the third week, the orientation session had finished. I started my work at headquarters, Kuching as been informed by my superior. Firstly, I went to level 6. Level 6 is a land branch. At the morning, I did not doing anything since there were no chair or even table prepared for me and the other new staff that also started to work at headquarters. Before afternoon, I have been asked by one of the Land Officer which we call in the department as a LO. She is LO Diana. LO Diana asked me to help her to photostate and sort out everything that needed because that documents need to be submitted to the director for approval. While I was helping LO Diana, I know a bit of the process to complete the job given.

On Tuesday, I still do not have my own table and chair. I have to sit at others' place first along with other new staff. I had the same duty on that day, which I have been asked to help LO Diana again in which I was helping her to photostate the documents that needed to be attached along with the file case. Furthermore, I repeat the task for the whole day.

On Wednesday, I was still helping LO Diana since I have been not assigned to do any job or task. I was helping LO Diana to print out all the file attachment besides of photostate it to attach

along for the approval of director.

Besides that, on Thursday I was also helping LO Diana in which I was helping her to write a comment using Land Administration and Adjudication System (LAAS) system to Enforcement branch (EIS) about a case in Kuching. Before I sending the comments, I asked her to check on my job so that no error occurred.

On Friday, I was still helping LO Diana to send the comments through LAAS system and I was also did helping her with some printing and photostate job in which this can help to clear her backlog cases.

Week 4
(27/02/2017-
03/03/2017)

On the first day, one of the Land Officer (LO), Mr. Zulkipli asked me to help him doing statistic for cases in Bintulu. He gave a list of cases that still outstanding and not have been process yet at the headquarters. It took me for a while to complete the task as I did not really know how to use all those systems that being used in the department.

On the second day, I still completing the task given by Mr. Zulkipli. While I was completing the statistic for the cases in Bintulu, LO Diana was teaching me how to use LAAS system which in department we were using one of the system which is LAAS system to complete the job. So, she was teaching me

how to use LAAS system so that I can get the information from the system to be put in the statistic. She was teaching me how to log in and what button should be click and so on. So that day, I was able to log in and access into that system eventhough a bit slow.

On the third day, LO Diana still teaching and assisting me on how to use the LAAS system. While I was accesing the LAAS system, I was also finishing the statistic for the Bintulu's cases. Besides of accessing the LAAS system to get the information on the statistic, I was asking the information from the other staff that handle the cases that still outstanding and not yet been process in the headquarters. The information that I was asking for was the status on the cases whether they have process the cases or not or the cases have been convey to the Ministry for approval.

On the fourth day, I was still completing the statistic and still accessing as well as asking the other staff for the information. While I was asking for the information from the other staff, I gained new knowledges such as I learned what is "dossier", what is file reference number or what is cases reference number and how to identify them.

On the fifth day, I was still asking for the information and repeat the step such as asking the information from the other

staff and accessing the LAAS system. By doing so, I am more familiar with the LAAS system since the land branch are using LAAS system everyday to complete the job.

Week 5
(06/03/2017-
10/03/2017)

On Monday of week 5, I have been assigned to handle native customary right (NCR) cases which has been informed by official memorandum given by En. Awang Zamhari Awang Mahmood, Assistant Director of Land (ADL) and I also have been informed that I am handling cases for NCR in every divisions as well as alienated land in Kapit. As for my first real task, Senior Technical Assistant (STA), Encik Nasir. He helped me a lot during handling NCR cases. He was assisting me through completing the job. As he was the only person that handling and processing NCR cases, by helping him can reduce or clear the backlog which all of old cases was assigned to me by Encik Nasir. On that day, he was teaching me on how to query information from the division related if the information is incompleted and insufficient by using official memorandum. He was teaching me on how to do the official memorandum for query information by giving the formats to me through email.

On the second day of week 5, I was continuing to process all the cases that given by Mr. Nasir. Besides of teaching me on how to query information from the divisions, Mr. Nasir also

teaching and assisting me on how to process the NCR cases by telling and giving the format such as what is needed or what are attachment included needed to complete the job. The attachment needed if we want to know if the information for a case is complete will be such as land application letter by the applicant, plan area of interest given by the applicant, plan of area of interest given by the division, APIS, Ortophoto and land application format. Mr. Nasir said, if all the attachment are complete and sufficient for a case, the case can be proceed and process to get the approval from the Director of Land and Survey.

On the third day of week 5, besides of Mr. Nasir assisting me to process the cases of NCR for all divisions, there was also LO Nurlaily assisting me to process the cases of alienated land in Kapit and some of the cases in Sibiu. She was teaching me on how to process the cases of alienated land in Kapit such as teaching me on how to get the planning comment by using LAAS system.

On the fourth day of week 5, I was still processing the NCR and alienated land (AL) cases for all divisions and Kapit division respectively and LO Nurlaily was assisting me to get the job done. LO Nurlaily was assigned me to process the case of alienated land (AL) of one applicant which is Simba

anak Chaong. LO Nurlaily assigned me to get the current information regarding on the land application of Simba anak Chaong as the case was an old case and I needed a current information to process and proceed the application to get the approval from the Director. So I got the current information by querying the information from the related division with sending official memorandum.

On the fifth day of week 5, I was processing NCR cases that have been assigned by Mr. Nasir to me which is the applicant name was Adot anak Ason. The same process for the case where I have to query the Betong Division for some information because the information that been provided is insufficient.

On Monday of week 6, I have done one official memorandum to Kuching division as requested by Encik Nasir for NCR case in Kuching. The official memorandum was about to check the current status of the land applied by the applicant.

On Tuesday of week 6, I have done one offer letter for applicant by the big company and sent it to Kuching division as requested by Assistant Director of Land. It was regarding on the department wanted to know the suitable location for cocoa cultivation in which the company was applying for the land application for the cocoa cultivation.

On Wednesday of week 6, I have process one case from Miri by sending the official memorandum to the division in which I was querying the information regarding on the current status of land applied by the applicant and I wanted to double check whether the information supplied to the headquarters was still valid or not.

On Thursday of week 6, while I was processing one alienated land case from Kapit, I have been assisted by LO Nurlaily as she was teaching and giving me the format to process the alienated land case. It was regarding on the land application for comersial. It took me for awhile to process the case as I was not familiar with the format and contents to be filled in the offical memorandum for the Ministry and minute to the director.

On Friday of week 6, I was still processing the same case as there were many correction have to be done after checking the job that have been done by me with LO Nurlaily. As I have been finished to process the case by doing the official memorandum and others, I have been asked to print the documents to be attached with the official memorandum that have been done by me. After that, I was checking again the job that have been done by me with LO Nurlaily to see whether any correction that have to be made again.

Week 7

On Monday of seventh week, again I was processing one case

(20/03/2017-24/03/2017) in Kapit as I have been assigned to process the alienated land case from Kapit. Firstly, I have been asked by LO Nurlaily to process the case by query information from Kapit. I was query information regarding on land application letter from the applicant, the plan of area of interest, the lot history and the current status of land whether the land application is overlapping with other application as at the first place, the Kapit division was unable to provide sufficient information to the headquarters. After I have finished doing official memorandum to query information from Kapit division, I asked LO Nurlaily to check the job that have been done by me.

In addition, on Tuesday of seventh week, I have received a new case which is regarding on T&C stand for Terms and Conditions. This case was new for me as the formats and contents of the official memorandum, minute and offer letter for the applicant were different. I have been asked to process the case by doing those official memorandum and other by referring to the file case which contains of information regarding on the case. Processing the T&C cases was a bit complicated as I needed many things from the division as the division did not provide sufficient information and things to the headquarters such as plan of area of interest and other information related. This cause my job delayed and slow

because the division was slow in giving response.

Apart from that, on Wednesday of seventh week, I was still processing the same case because of there were many correction need to be done with the case that have processed by me. Besides that, I also need to print out all the documents that related to be attached with the T&C case.

Besides that, on Thursday of seventh week, again I was processing another T&C case and it was from the same division which is Kapit. As I already know how to process the case, it was only took for awhile to process the case but still, there was an insufficient information provided by the division such as plan of area of interest. That is why, I was calling the division Kapit for the first time to get the plan of area of interest so that I can proceed to process the case. Otherwise, the case will be delayed.

On Friday of seventh week, I was receiving the T&C case again and it was from the same division which is Kapit. This time, I was having difficulties in processing the case as the information was given by the division was unclear. Then, I asked one of the senior staff to assist me as LO Nurlaily was having a holiday. After I got a help and an advice from the senior staff, I was calling the Kapit division to get the information.

Week 8
(27/03/2017-
31/03/2017)

On Monday of week 8, I have received a new case from Enforcement Branch of Kapit. This case required me to check the land status. So, I have been taught by Mr. Nazari which is one the staff to use GIS system in which the system is for drawing plans. By drawing plans using GIS system, I got to know what is the land status of the land applied by the applicant. The case from Enforcement Branch, Kapit was about GPL which stand for General Prospecting Licence. It was hard for me in the beginning since it was my first time drawing plans and it took me for hours to check the land status by drawing the plans.

On Tuesday of week 8, I was continuing to draw the plans as it was so difficult and it was a difficult task among the other task but since drawing plan is necessary and required in processing the case, I have to learn to draw the plans. Besides of drawing the plans to check the land status, I have to do a minute to send to the Enforcement Branch of Kapit but before I can complete the minute, I have to ask the Cartography Section for APIS since I need to fill the APIS information in the minute that need to be sent to the Enforcement Branch of Kapit.

On Wednesday of week 8, I have not completed processing the case since I have to wait for APIS to be done by the

Cartography Section but yet I have been assigned to process another case which was the same case, that was GPL case from Enforcement Branch of Kapit. The same process which was I need to do a minute, check land status by drawing the plan which the plan name was overlapping plan as well as went to Cartography Section asking for an APIS to get the information on APIS to filled in the minute that need to be sent to the Enforcement Branch of Kapit.

On Thursday of week 8, I was completing the case by continuing to process the case in which I was still struggling checking the land status by drawing the plans. After I have finished with drawing the plans, I started to do a minute and checking the information that provided by the Kapit division whether the information that have been provided was correct.

On Friday of week 8, I was continuing to process the GPL case and at last the APIS was done as the Cartography Section needs 2-3 days to get the APIS done. After the APIS done, I was continued to do a minute since the APIS information needs to be filled in the minute and I was also have done drawing the plans which the plans was showing the land status and the plans need to be attached along with the minute. After the minute done, I have despatched out the minute along with plans to the Kapit division.

CHAPTER 3

TASK ANALYSIS

3.0 Introduction

This chapter will analyze the practical report. Besides that, analysis of training specifically focuses on one area of task covered in the Practical Training Handbook. This chapter also reflects definition of concept. Demonstration of practical and theoretical aspects as how students relates all concepts learned in classroom at workplace and how student transform knowledge gained at workplace to reinforce understanding on the concepts learned in classroom.

3.1 Task Analysis

During my practical training in which when I was also working, a lot of new things, information and knowledge that I have learned and gained that are very useful. Before this, we were more on theoretical and classroom study only, but when I was working, I was exposed to the real working environment. Besides that, when I was working, it gives me such a lot of experience, knowledge and patience in which it will helps to have an opportunity to develop good working experience, ethics, skills and practices that has been observed in real working environment which will enable us to transfer thereotical skills that we learnt in the classroom to the work place. During my working days, I was allocated in land branch and I was assigned to process the land application from publics which consists of individual, companies and also government. In other words, in land branch I was assigned in land administration in which I was given a task to process all the land cases from the division which are Kapit for application land

cases and all twelve divisions which are Kuching, Sri Aman, Sibul, Miri, Limbang, Sarikei, Kapit, Samarahan, Bintulu, Mukah, Betong and Serian for native communitative rights (NCR) cases. Besides of processing all the land cases, I have also a task in which I have to print, photostate and fax the documents needed to be attached while processing the land application cases. Furthermore, sometimes I was handling telephone operation if there was no staff available at the nearest telephone. A concept of effective and efficiency in an organization are very important in order to provide a superior quality of services to all people that applying for land application at the Department of Lands and Survey. Therefore, in this chapter I will focus more on processing. As we know, processing one of the most important in any organization. This is because, good and efficient of processing will reflect our organization images in the eyes of public and hence we should have an efficient processing in order to meet demands and expectations of our customers. The task that had been assigned for me to get done on processing are:-

- i. Check the required documents in files to proceed the processing.
- ii. If insufficient, query back from the division on the required documents.
- iii. If sufficient, proceed to process by print and photostate the attachment from the system.
- iv. Create and official memorandum or letterhead or minute according to the cases.
- v. Asking the officer for vetting and signature.
- vi. Put up approval from director by asking for a signature.

3.2 SWOT Analysis

The SWOT analysis is conducted based on the direct and indirect experience that I have undergone during my working days at the Department of Lands and Survey. SWOT analysis is a useful technique for understanding our organization strengths and weaknesses. Here I would explain on strengths, weaknesses of the effective processing at the Department of Lands and Survey.

3.3 Strengths

Strengths are the characteristics of the business or project that give it an advantage over others. Thus, the specific strengths of processing at the Department of Lands and Survey are as follow:-

3.3.1 Provide rapid answer in processing the cases

One of the major factor of service quality is timely and quick response. In addition, staff should be willing and able to deliver timely and quick response to the questions regarding on the cases, inquiries, requirements and complaints from the clients. Besides that, by provide timely and rapid service in processing informations, clients will satisfy with the services that we give. Provide quick and rapid service in processing informations have long been identifying as important parts of service quality. By improving the quality service of processing like rapid and quick service in the organization, it is help to reach customer satisfaction.

3.3.2 Serve customers better

Another factor of service quality is serve customers or clients better. By serving the customer better, they will be satisfied with the services that we give and they will continuously using the services that we offer to them. Besides that, serve the customers better helps to increase the customers satisfaction towards the service quality of the organization. Serving customers better can be in terms of providing what the customers or clients wants and needed.

3.3.3 Capability to process the cases in short time

Capability to process the cases in short time also one of the major factor in service quality. Besides that, ability to handle customers' problems, performing the service which is processing the information right on the first time, provide services at the promised time and maintaining error-free record will help to satisfy our customer satisfaction. In addition, in Land and Survey Headquarters, we always try our best to process the case in short time and thoroughly so that the customers or clients will be satisfied and happy with our services.

3.3.4 The employees have full of knowledge

It is important for having an employee that full of knowledge. By having an employee that full of knowledge, the job given to them will be completed on time or in short time and this will increase the customer satisfaction. Besides that, an employee that full of knowledge is consider as an asset to the organization as this kind of employee can helps to improve or increase the reputation or image of the organization itself.

3.4 Weaknesses

A weakness is the characteristics that place the business of project at a disadvantage relative to others. Thus, the specific weaknesses of processing at the Department of Lands and Survey are as follow:-

3.4.1 Personal problems reflected in work

Personal problem could reflect working quality. Personal problem can effect worker mood and attitude that can reflected others staff too and might lead to poor quality of work.

3.4.2 Workload of task

Too much amount of work that a person or organization has to do can lead to stress or depression. This also lead to decrease of self-performance that can effected the focus on task given.

3.4.3 Not having enough staff

Good manpower allows organization to stay at upper level which if the organization maintain the progress it can establish and keep improve a good client relationships. But on other side, poor quantity of manpower might lead to low sel-performance which can affected overall organization.

3.4.3 Staff attitudes and behaviours

Civil servants are also the face of any government. How they respond to and treat the citizen becomes a reflection of the state and its political leadership. Civil servants are supposed to be neutral partners who work to carry out the

policies of the executive, legislature, and the judiciary regardless of whether they support the government in power or no. The views of civil servants are particularly important since any attempt to develop or transform, the political system is contingent on capacity of the national bureaucracy. However, the ability to carry any of these functions out effectively is intricately tied to the degree and quality of government, that is, the degree to which public officials use their power in a way that is accountable and transparent, respects the rule of law and people's basic human rights, and also prevents and combats corruption.

3.5 Managing the information processing

First and foremost, good information processing leads to satisfied customers and promotes a positive image of public organizations. Furthermore, it may help to uphold image of the organization and creates the perception the public may have towards it. As we live in the era of globalization, customers' satisfaction is very important for the organization in order to achieve their organization vision and mission. Furthermore, employee satisfaction is a major element that need by an organization which determine successful and unsuccessful of an organizations. This is because good information processing leads to satisfied customers and promotes a positive image of public organizations. Therefore, it is very important and necessary for the organization to provide a good quality of information processing to their customers.

According to information processing theory (IPT), firms are information processing systems, and to mitigate uncertainty and ambiguity, firms need to increase their capabilities in gathering, processing, and acting on information

from the environment (Daft et al., 1987; Daft and Weick, 1984; Galbraith, 1973; Tushman and Nadler, 1978).

To process all this information effectively, according to IPT, firms need to strengthen the information processing capability of their supply chain risk management (SCRM) process to support the operations of their supply chains in today's global environment. Recently, IPT has been widely applied in many fields of operations and supply chain management, such as outsourcing (Handley and Benton, 2013), supply chain integration (Schoenherr and Swink, 2012; Williams et al., 2013), information systems (Wong et al., 2015), technology transfer/integration (Stock and Tatikonda, 2008), new product development (Chen et al., 2015), supplier selection (Riedl et al., 2013), production control systems (Gong et al., 2014), performance measurement systems (Koufteros et al., 2014), maintenance management (Swanson, 2003), and project management (Bendoly and Swink, 2007).

Implementing an SCR information processing system helps firms respond to SCR information in a timely manner, and mitigate the effects of information uncertainty and ambiguity on firm performance. However, the system also requires significant input in time and effort from both intra-firm functions and inter-firm processes. Therefore, there is a need to test whether the benefits outweigh the costs of implementing such a system. Moreover, since SCRM efforts involve major organizational changes such as building trust, forging partnerships, and calibration of business strategies, it is imperative to gain an understanding of the impacts of organizational characteristics on SCRM.

Although our primary orientation has been to test a theoretical model of categorical structure and information processing in the leadership domain, our methodologies are also relevant to other topics. For example, recent work attempting to improve performance appraisal indicates a need to understand raters' information processing (Landy & Farr, 1980). Moreover, Feldman (1981) recommended that such work should focus on exploring categorization processes used in performance appraisal.

3.5.1 Information Processing Procedure

There are many, more recent theories concerning information processing that differ from the stage theory model, and today, research and study continues to modify existing beliefs in this area of cognitive psychology. One of the first alternatives to the stage theory was developed by Craik and Lockhart (1972) and labeled the levels of processing model. Specifically, the levels of processing theory holds that memory is not three-staged which separates it immediately from the stage theory model. Craik and Lockhart argue that stimulus information is processed at multiple levels simultaneously (not serially) depending on characteristics, attention and meaningfulness. New information does not have to enter in any specific order, and it does not have to pass through a prescribed channel. They further contend that the more deeply information is processed, the more that will be remembered (Kearsley, 2001b).

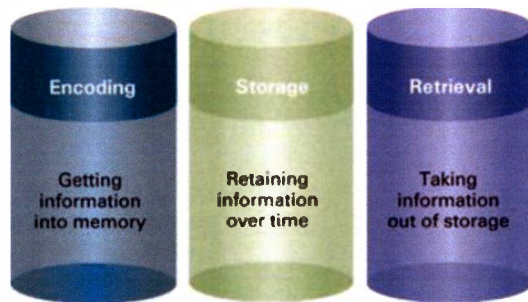
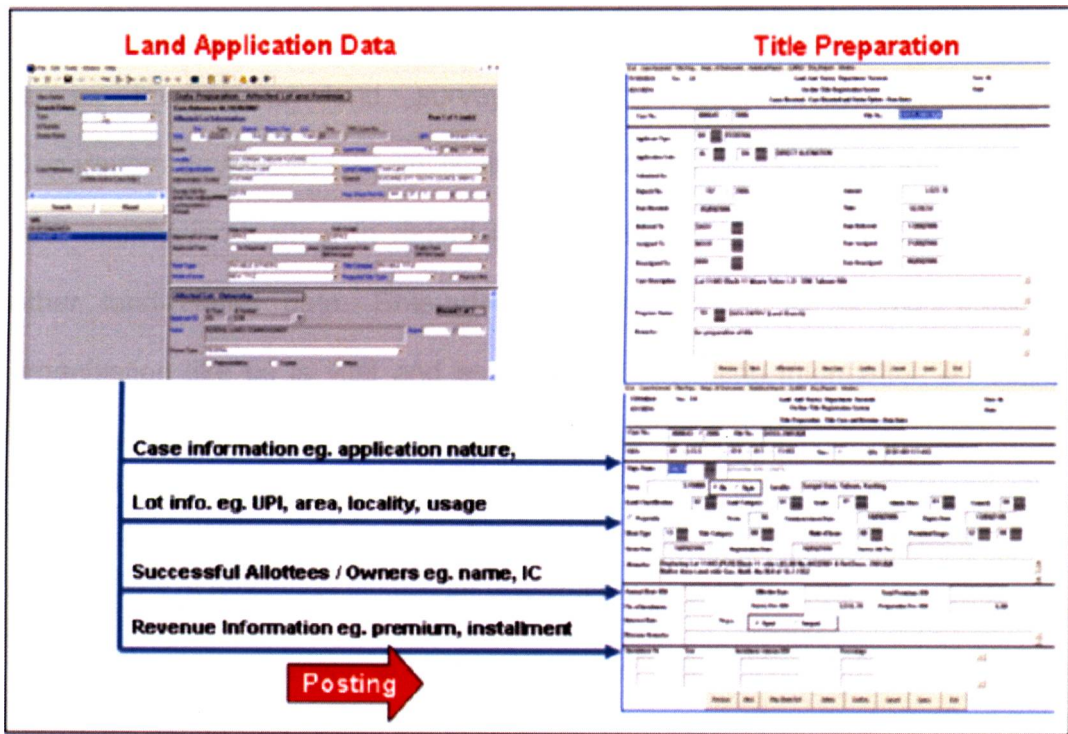


Figure 3.1 Information processing procedure

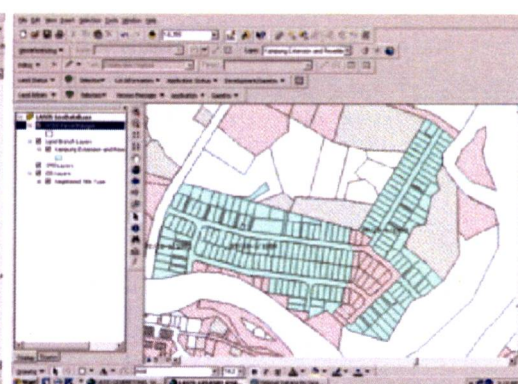
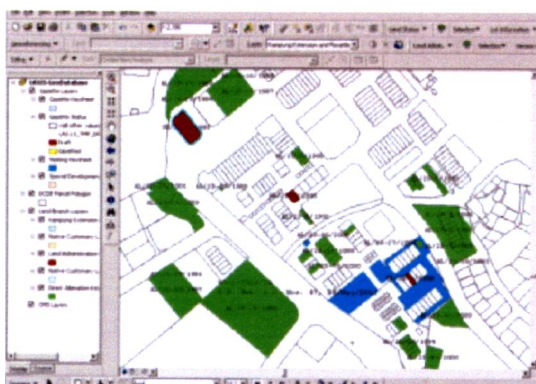
3.5.2 Land Administration & Adjudication System (LAAS)

Land Administration & Adjudication System (LAAS) captures the applications and applicants details as well as the affected land. It also provides facilities to monitor the status of each applications and actions required. Standard documents are produced by the system to expedite processing. This system also provides facility for immediate enquiry on the land applications. Land applications are also linked to the titles issued upon registration of the resultant titles to provide the history of the parcel lots. Some of the functions of LAAS are as follows:

- Direct Alienation
- Renewal of Term of Title/Re-alienation
- Permission to Deal such as Transfer, Charge or Sublease
- Resettlement Scheme/Kampung Extensions
- Digital Processing of all applications (without physical files)
- Provide data for issue of new titles. (see diagram below)



In addition to the built-in business rules validation and automation, land applications can be processed and approved without the physical files, through digital submission and processing between Headquarters and Divisional Offices. This facility will enable fast approval and conveyance of decisions to the applicants



Taking advantage of the organizational structure as a land professional agency involving in land, survey, planning and valuation services, the Department developed GIS applications and solutions as part of the integrated land information system to record land ownership, land values, land use and other land-related data. Enterprise land information for a multi-functional organization like us is vital and essential for managing information on current land use, monitoring changes in land use, for a market economy to function efficiently, to benefit tenure security, to support land use planning and valuation, and to achieve sustainable management of land resources.

Land management is the challenge of allocating land resources into efficient use to the best advantage of the State and the people. Land administration is the process whereby land and information about land can be effectively managed, supported by a strong legal framework and good governance.

The Department has a long term strategic business plan to integrate wider range of data, information and knowledge into the land information system. Future focus will be more on system maintenance, including system enhancement and upgrading rather to create new systems.

CHAPTER 4

DISCUSSION AND RECOMMENDATION

4.1 Introduction

Chapter four will highlight few examples on the strength and weaknesses of job assigned during practical training.

4.2 Discussion and Recommendation

In organization, problems always appeared in terms of physical factors, communication, job performance and whatnot. Thus, specific strength of Land and Survey is the ability to provide rapid answer regarding the cases, serve customers better, capability to process the cases in short time and the employees have full of knowledge. A weakness is the disadvantages of characteristics that reflected the business. Thus, the weakness is listed as, personal problems reflected in work, workload of task, not having enough staff and staff attitudes and behaviours.

Firstly, when it comes to staff personal problem that reflected to work, organization need to implement strategies that can be used to solve those problem effectively. Furthermore, managers must be supportive with the strategies implemented to guide the staff to face the situation. By sharing problem between staff and manager, it can improve the public relation between manager and staff towards solving the problem together.

Secondly, too much amount of task given will definitely decrease the interpersonal performance since human only capable of focusing on single task. Therefore, manager should distribute task equally to staff to ensure the task can be settle perfectly. Workload of task can lead to less of manpower which is having not enough staff. Manager should hire enough manpower to provide a better task solver.

Last but not least, staff behavior can be a main attention to organization where the staff is the face of any government. How they respond to and treat the citizen becomes a reflection of the state and its political leadership. The views of civil servants are particularly important since any attempt to develop or transform, the political system is contingent on capacity of the national bureaucracy. The staff need to manage their own personality and need to show the own quality of behavior to others. Besides, they need to exposed themselves with different level of people so they can follow a good examples of behavior.

4.3 Technical Principle

The primary role of cadastral surveying, mapping and land registration is to form the core data to support the establishment of spatial cadastre where application systems for other land management services are developed to support strategic activities for modern governments, businesses and ubiquitous societies. Cadastral surveying and mapping form the base layer to the land administration infrastructure. In our Department, the spatial land information is known as LASIS or Land and SurveyInformation System. Land administration and cadastral systems has been unified into a multi-purpose cadastral system

through the adoption of information and GIS technologies, where information about natural resources, planning, land use, land value, land titles, cadastral information are integrated and shared for analysis and decision making relating to land development.

As a conclusion, organization should take progressive action in order to cope with all of the problems before it become critical. As we know, we believe that the customer who walked into is the one who should give as priority. Apart from that, a teamwork and effective communication between manager and staff is important in solving problem that came across.

CHAPTER 5

CONCLUSION

5.0 Introduction

Chapter 5 will summarize each chapter from background until discussion and recommendation. This chapter also required student to provide overall conclusion.

5.1 Organization background

In chapter 1 of introduction, it discussed on background of Land and Survey Department. Under the terms of the Inter-Governmental Committee Report and the Constitution of Malaysia, land and cadastral surveys are State subjects which come under the portfolio of the Minister of Resource and Planning Management.

Subject to the direction of the Yang di-Pertua Negeri, land in Sarawak is administered in accordance with the provisions of the Mining Ordinance and the subdivision of land is administered in accordance with the Land (Control of Subdivision) Ordinance, the Public Parks and Greens Ordinance, 1993 and the Strata Titles Ordinance.

In 1918, the establishment of the Department of Lands and Surveys. Processing of applications for land in Resident and District Office, registration and transfer of ownership in the civil court and measurement business in the Public Works Department have been consolidated under the Department of Lands and Surveys. In 1925, Land and Survey Department was split into two,

namely the Department of Lands for land administration and surveying affairs is under the Department of Surveying. While in 1926, "Aerial Survey" for the first time carried out by the Survey Department. The goal is to identify areas that have been developed with an uncultivated area. NCR issue was first raised and prepared the law applicable thereto. NCR issue is not an issue now but had already existed since 1926 again.

Recombination Department of Land and Survey Department becomes the Department of Lands and Surveys happened during in 1933. Recombination is accompanied by the establishment of a new branch of the Planning Branch in addition to the original two branches besides of Branch of Lands and Surveys. The three oldest branch exists in the Land and Survey Department until now. In the 1970s, Evaluation Branch established. Managing land valuation in the Land and Survey Department before it is carried out by the Land Branch. The Order No. L-7, also known as the Land (Settlement) Ordinance 1933 was introduced in that year. This law recognizes the existence of NCR but only within the scope of the written law. Customary practice is limited. During 1948, The Land (Classification) Ordinance 1948 was established. The law regulating the NCR embodied in this law.

Enforcement The Land Code (Chapter 81), which removes all land laws enacted before 1957 which was happened in 1958. The Land Code (Chapter 81) that is the major land code state to this day and has several times through some process modifications. Clearly written law about land affairs already existed in 1863, which is about 150 years ago. A series of laws that underlie the work

process and the land administration system in Sarawak, to this day. Until now, the Land and Survey Department have a jurisdiction over twelve (12) divisions all over the Sarawak which consist of Kuching, Sri Aman, Sibul, Miri, Limbang, Sarikei, Kapit, Samarahan, Bintulu, Mukah, Betong and Serian.

5.2 Schedule Of Practical Training

During my practical training, all the task given that completed is had been noted in logbook. During the practical training, I had been attached as Assistant Land Officer at Land and Survey, Department, Headquarters Kuching. I had been exposed from the beginning until the end of GPL case process and using Land Administration and Adjudication System (LAAS) system to Enforcement branch (EIS) about a case in Kuching. Instead of gaining new software learning, working with few managers exposed me how to socialize with different type of managers. Besides that, i was exposed on how to query information from the division related if the information is incompleted and insufficient by using official memorandum.

5.3 Analysis on training

In chapter three, i need to make an analysis on specific area of my practical training. Hencein organization, problems always appeared in terms of physical factors, communication, job performance and etc. Thus, specific strength of Land and Survey is the ability to provide rapid answer regarding the cases, serve customers better, capability to process the cases in short time and the employees have full of knowledge. A weakness is the disadvantages of

characteristics that reflected the business. Thus, the weakness is listed as, personal problems reflected in work, workload of task, not having enough staff and staff attitudes and behaviours.

5.4 Recommendation

In chapter four, I had discussed on the recommendation on how to manage a problems that occur in Land and Survey department. In order to solve the problems, the organization should take immediate actions before the problems become critical. Apart from that, teamwork and support from colleagues can lead to improving the best solution to solve the problems.

5.5 Conclusion

As a conclusion, students of Bachelor Administrative Science (Hons.) are required to attend a Practical Training with the organization that had been chosen by the student itself. It was a new experience which i was exposed to real working environment. Besides, i was informed with the background of the organization, Land and Survey branches, vision and mission of the organization, logo, client charter, organization chart and head of department. Besides that, the work task which were assigned are commende to other practical student as it cover a lot of subjects, theories, skills, and topic that was taught in UiTM. Furthermore, the task given are multitask such as typing, filing documents, minute writing, photocopy, and serve documents. Therefore, this practical training provide lot of advantages to students for their new experience before they facing for real working environment.

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Appendices



