# UNIVERSITI TEKNOLOGI MARA SARAWAK

## FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

## BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

## PRACTICAL TRAINING REPORT

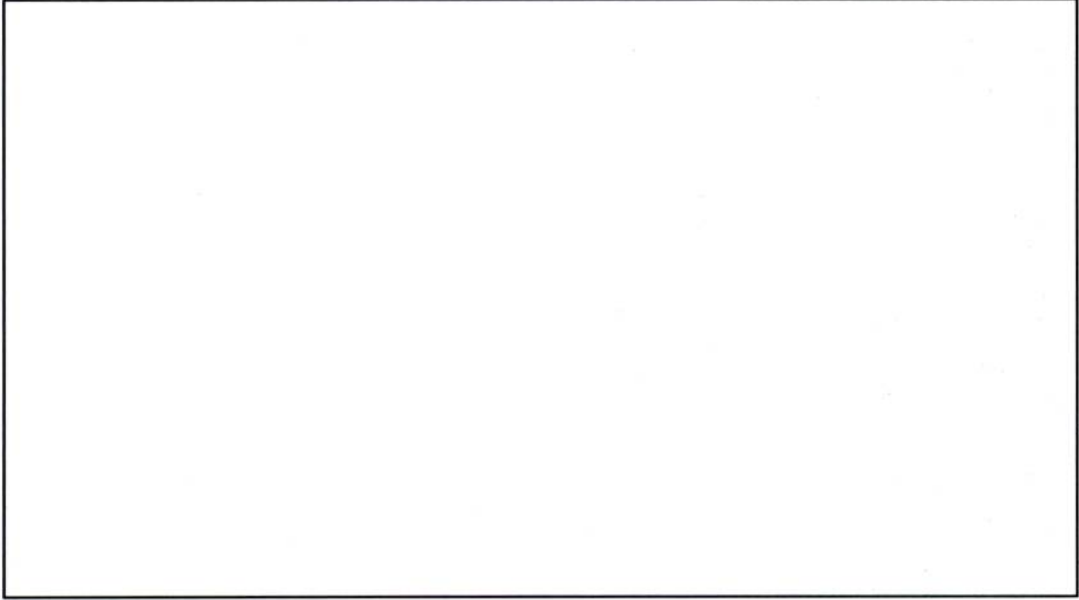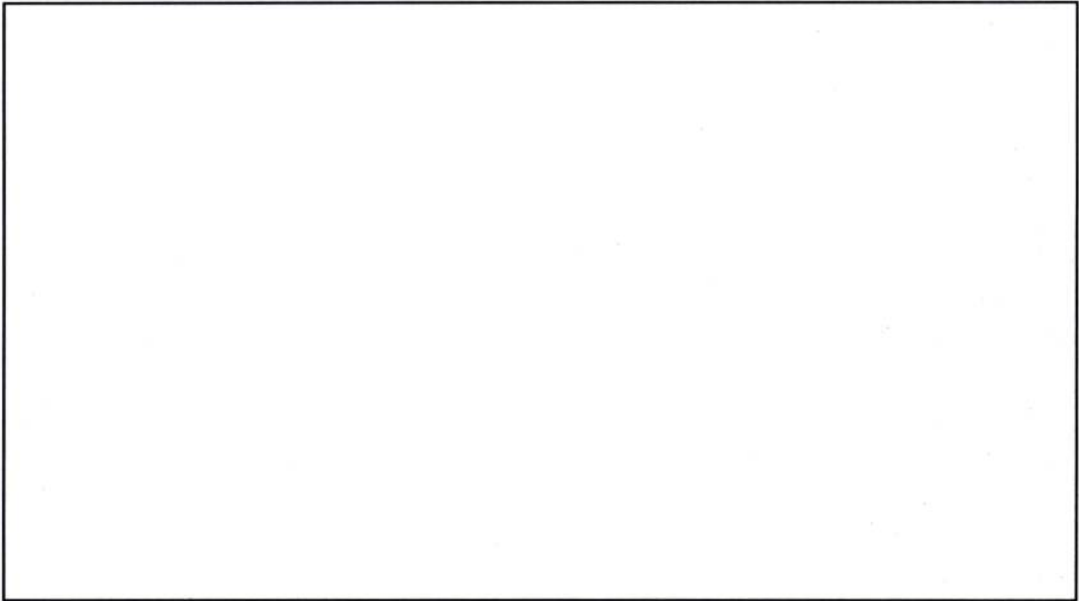## LAND & SURVEY DEPARTMENT, SAMARAHAN DIVISION

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### 2014108087

### SEPTEMBER 2017 – JANUARY 2018

Supervisor's Comment

Moderator's Comment

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

**BY THE SUPERVISOR**

Sharon Pearl Henry Serub

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

.....................................

(Sharon Pearl Henry Serub)

Date:

# Acknowledgement

First and foremost, i would like thank God Almighty for His blessings for me to complete this report. I would like to express my deepest appreciation to everyone that involve directly and indirectly in helping me complete this report.

I would like to express my deepest gratitude to my supervisor Madam Sharon Pearl anak Henry Serub. Without her encouragement, support and continuous optimism this report would hardly have been completed. Without her patient guidance, it will be impossible for me to complete this report on time.

An honourable mention goes to my host supervisor and the staffs in Land and Survey Department, Samarahan Division that gave me support and cooperation. I really appreciate those who help me during my practical training in order to learn and gain valuable experiences.

I would like to thanks my parents that have been support me in term of financial and moral supports. I also appreciate all my friends who supported me while I am completing this report.

Without the help of the above mentioned, I would face difficulties while doing this practical training report.

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# THE DECLARATION

## 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 later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against me under Academic Regulations of UiTM's

Signed

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Name: Catherine Anak Selinggau

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# CHAPTER 1

# INTRODUCTION TO THE ORGANIZATION

## 1.0 Introduction

This chapter discusses and explains about the background of the organization, the vision, mission and slogan of the organization, and the organizational chart. Goals and objectives of the organization and function of the organization also explained in this chapter.

## 1.1 Background of the organization

### 1.1.1 Background of the Land and Survey Department Sarawak

The Land and Survey Department was established in 1918. This department then separated into two different department which are the Survey Department and the Land Department. But then on 1933, these two departments combined as the Land and Survey Department and operated at Kuching Post General Post Office. From 1961 until 1975, the Land and Survey Department's headquarter operated in Bangunan Kompleks Negeri at Jalan Simpang Tiga before moving to Menara Pelita in 1998.

### 1.1.2 Background of the Land and Survey Department Sarawak, Samarahan Division

Land and Survey Department Sarawak, Samarahan Division established on 24hb July 1986 and began its operation under the Kota Samarahan District Office *(Pejabat Daerah Kota Samarahan)*. On 1989, the Land and Survey Department, Samarahan Division moved its operation to the Resident Office

building before moving to its current location at Jalan Datuk Mohd. Musa, Kota Samarahan in 1995.

There are thirteen sections under the Samarahan division. The sections are Administrative Section, Drawing Section, Survey Section, Accounting Section, Land Section, Revenue Section, Registry Section, Planning Section, Enforcement Section, Valuation Section, Public Relation Section, Computer Section and Title Section. Each of the sections are led by a section head and each section consist of staffs for Serian and Samarahan since the Land and Survey Department of Serian Division operated in the same building. Each Division have superintendents and each of the sections are led by the Section Head.

## 1.2 Vision of the organization

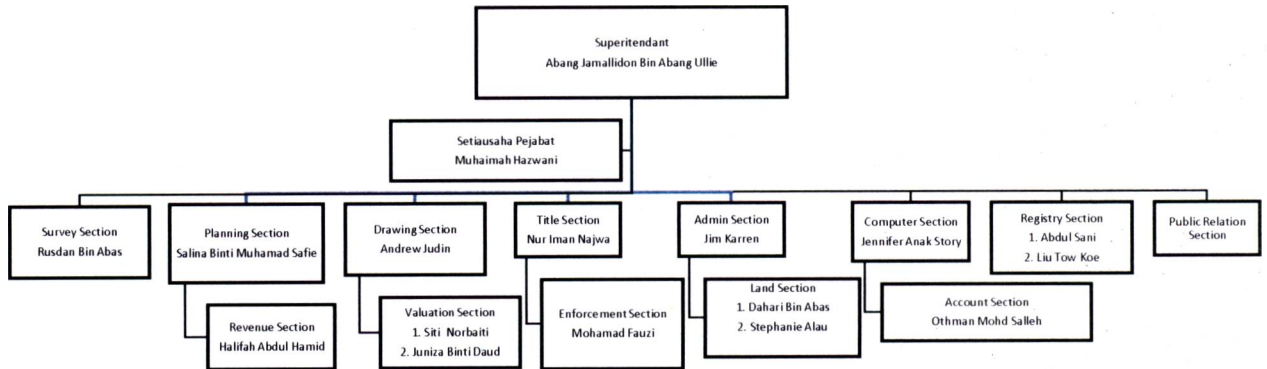Achieving excellence in the administration and management of land.

## 1.3 Mission of the organization

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

## 1.4 Slogan of the organization

An agency to facilitate development.

## 1.5 Organizational chart

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                          ┌──────────────────────────────────┐
                          │         Superitendant            │
                          │ Abang Jamallidon Bin Abang Ullie │
                          └──────────────────────────────────┘
                                        │
                          ┌──────────────────────────────────┐
                          │        Setiausaha Pejabat        │
                          │         Muhaimah Hazwani         │
                          └──────────────────────────────────┘
```

| Survey Section | Planning Section | Drawing Section | Title Section | Admin Section | Computer Section | Registry Section | Public Relation Section |
|---|---|---|---|---|---|---|---|
| Rusdan Bin Abas | Salina Binti Muhamad Safie | Andrew Judin | Nur Iman Najwa | Jim Karren | Jennifer Anak Story | 1. Abdul Sani<br>2. Liu Tow Koe | |

| | Revenue Section<br>Halifah Abdul Hamid | Valuation Section<br>1. Siti Norbaiti<br>2. Juniza Binti Daud | Enforcement Section<br>Mohamad Fauzi | Land Section<br>1. Dahari Bin Abas<br>2. Stephanie Alau | Account Section<br>Othman Mohd Salleh | | |

Sources: (Land and Survey Department Samarahan Division, 17 July 2017)

## 1.6 Goals and Objectives of the organization

Land and Survey Department goals and objectives are:

(i) To provide professional advice and services on land administration, valuation, planning and survey matters to internal and external clients.

(ii) To provide efficient and effective service delivery.

(iii) To promote public awareness on Government policies relating to land

(iv) To regulate and enforce the provisions of the Land Code and to other laws relating to land.

## 1.7 Functions of the organization

General functions of this organization are:

(i)     Under the terms of the Inter-Governmental Committee and the Constitution of Malaysia, land and cadastral surveys are State subjects which come under the portfolio of the Ministry of Urban Development and Natural Resources.

(ii)    Subject to the direction of the Yang di-Pertua Negeri in council, 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.

# CHAPTER 2

## SCHEDULE OF PRACTICAL TRAINING

### 2.0 Introduction

In this chapter, I explained the scheduled of my tasks during practical training. There are explained for every week by the time period eight weeks all together. This chapter also includes my reflection on this practical training weekly.

### 2.1 Week 1 (24th July – 28th July)

On my first day of practical training in the Land and Survey Department, Samarahan Division, my host supervisor gave some briefing about the organization. There are thirteen sections of Samarahan Division. Samarahan and Serian Division are combined since Serian's Land Survey building still under construction. I had been told to sign agreement "Surat Aku Janji" for ensuring me not to expose confidential information of the organization during my practical training period. I was introduced to all administration staffs and Samarahan's superintendent. There was audit of EKSA on my first day of practical.

My first task was retrieved cheque number from State Integrated Financial, Budgetary and Accounting System (SIFBAS). Components of SIFBAS are account payable "bayaran pukal", general ledger, Inter- department charging, personal advances, vote ledger and warrant management. Only financial administrative assistant can access to this system. I retrieved cheque number of claims from one of the SIFBAS components which are vote ledger. Cheque number of the claims need to write down in the claim voucher for filling. There are

six types of claims which are travelling claim, house-moving claim, allowance claim, mileage claim, overtime claim, reimbursement claim and transfer grant claim. I have learnt to retrieve cheque number of travelling claim and mileage claim.

Besides that, I had been told to record letters or mails' information into a log book, "Buku Rekod Kiriman Surat Berdaftar". The information should include mail's reference number, date, particular and name of the sender. All mail should recorded before dispatching.

I also have been taught how to key in data and information of inward mails for every sections into system before dispatching to section's heads for further action.

Besides that, I arranged closing file in the file's shelter for labelling. I have learnt that every file should label on the file shelter for audit purpose. For labelling, every files should label with index number and each of the files have different index number.

I also told to scan and print retirement documents. For retirement document, there should be three copies of the original documents to be submitted before retire and this is responsibility of the clerical and operational administrative assistant.

**Reflection week 1**

When I was selected as a trainee in this Land and Survey Department, Samarahan Division, this is part of my human resource management subject. Recruiting process occurred when this organization accepted me to works as a practical training student after I submitted my resume. I gained skills while carrying my job. I learned one job to another job in this organization. For retrieving cheque number task from vote ledger, this task is part of my accounting subject. This task deal with account that have debit and credit transaction. For my accounting subject, I also learned general ledger, vote ledger and account payable.

## 2.2 Week 2 (31<sup>st</sup> July – 4<sup>th</sup> August)

I have been asked by the staff to manage retirement document since there is a lot of staffs retire before end of this year. I have learnt how to manage retirement document. The retirement documents is retirement by choice and compulsory retirement. The documents including JPA.BP.HRMISO2 Form, retiree's information, and dependent's information, declaration of debt and others related documents of the retiree. A lot of documents needed to be photocopy and should be three copies. These documents will be forwarded to the Land Survey Headquarter in Kuching. Headquarter will look through the documents and later forward to the Jabatan Perkhidmatan Awam (JPA) and Unit Sumber Manusia Negeri (USMN). Once these department look through these documents, then they will forward CMO14 Surat Arahan Berhenti Gaji and Sijil Pengesahan Berhutang to Samarahan Division. This documents will stop the retiree's salary.

Besides that, I learnt how to key in data and information of claims into SIFBAS. The particulars that I needed to enter are name, account code and amount of claims. I have learnt that every claims should attached together with "Borang Perjalanan Rasmi ke Luar Stesen". Claims needed to be approved by head's section before key in into SIFBAS by the staff that have access to this system. Once the claims entered into SIFBAS, warrant holder will approved these claims in the system. After approval of warrant holder, the claims will be checked, examined and approved by treasury. Every amount of the claims should carefully entered to avoid overpayment. Besides that, I helped heath officers from private clinics for Rabbies Vaccine's injection for Serian Survey section's staffs. I also been told to filling for salary increment document into staff's personal file.

**Reflection Week 2**

For this week, I have learnt that every jobs have its own process and procedure. Take for example travelling and mileage claim process. The process and procedure involve are from applying of claim until the approval of claim. The claim approved by two warrant holder before approved by the treasury. In this situation, this is related to my Public Administration subject which is bureaucracy. The task is being passes from lower level to higher level hierarchy. Besides that, during the vaccine injection, I learnt how to deal with people. This is part of my subject, Organizational Behaviour. I have learnt that, everyone have different behaviour and personality. Since I am dealing with older people in the organization, the approach that I need to possess is different. Interpersonal skills needed in order to deal with different behaviour of people. When filling the salary increment, I gained knowledge and get to know that yearly increment was four times in a year which are on January, April, July and October.

## 2.3 Week 3 (7<sup>th</sup> August – 11<sup>th</sup> August)

I have been told by the Survey's head section, Staff Surveyor (SS) to prepare report for his audit presentation since he is one of the committee members of the EKSA in this organization. This EKSA report follow up from the auditing on my first day of practical training.

I also have been told to write official minute sheets and official memorandum. After that, I need to dispatch that minute sheets to every sections in the department.

Besides that, I am made accountable to make "EKSA Keselamatan" file. Any documents related to EKSA either the report, minutes sheets and official memorandum need to attach in the file. The file then need to be forwarded to Land and Survey Headquarter for their action.

Other than that, I also recorded claims into vote ledger book. After payment had been made to the staffs, the amount of claims, name and balanced of the money allocated to the project should recorded manually into vote ledger book. Every claims have different account code under different project. For example, Native Customary Rights (NCR) Land and Pan Borneo claim have different account code.

I also been told to fax documents to others government department.

I also told by one of the staff to key in mails' information into Correspondence and Case Tracking Unified System (CACTUS) before dispatch the inward mails to every section's head for their further action.

**Reflection Week 3**

In this week, I have learnt that after auditing, there should be presentation by the committee members of the EKSA. For the presentation, committee members need to explain what areas in the EKSA guideline that the organization had been follow and should explain why they did not comply with the EKSA guideline. This EKSA practice is part of the government reformation under my subject, Seminar in Public Sector. Besides that, in this week, I have learnt that this organization not only depend on the system to key in and save data but still maintain the traditional way of keeping data. For example, regarding the vote ledger, even though every transaction of the claims entered into SIFBAS, but still the transaction have vote ledger book. This means that, the keeping of data in both system and traditional way. For filling system, in class I learned this from Management and Information System subject. This task is really different in practice from what I learned in theory. I learned that the practice is easier than the theory when I applied it.

## 2.4 Week 4 (14<sup>th</sup> August – 18<sup>th</sup> August)

I have been told to key in data and information of inward mails into system for data record before dispatching to section's heads in the organization. For any person either from the private companies that come to get their mails need to record their name and particular information in a log book for record.

I also been taught how to key in data and information of acting and covering duty into SIFBAS.

I have been told to do the pocket files for confidential documents after auditing of EKSA. The staff told me that each of the files need to have pocket file in order to standardize with the federal file.

Besides that, I also did filling for claim voucher. Mileage and travelling claim voucher need to put in different file and arranged according to account code and running number. The account code and running number retrieved from SIFBAS.

I was also told by the administration's section head, Administrative Assistant (AA) to calculate the quantity of items that needed by every sections called "Senarai Agihan Barang Keperluan Pejabat".

I also recorded letter information called registered post into log book "Mesin Cetak Frangkin (Setem Pos)".

**Reflection Week 4**

This week I have learnt about acting and covering duty. I have learnt that covering duty is when an employee is covering the duties and responsibilities of other employee who is away and acting duty means when an employee perform another job at a higher level and do not require that employee to perform his or her current job. Besides that, I learned that the claim voucher that need to filling after the amount of claim had been paid to the staff. The hard copy of the claim vouchers in the file are for audit purpose. Besides that, I have learnt that the responsibility of the administration's staff especially AA as a section head was not dealing only with the people in the organization but also responsible to make sure the office's need is sufficient. Every section that need items for their sections including stationaries, printer ink need to request from administration's section.

## 2.5 Week 5 (21$^{st}$ August – 25$^{th}$ August)

I have been told to retrieve cheque numbers from SIFBAS into claim vouchers. Claims that had cheque number indicated that the claims had been paid to the staffs. Once I retrieved the cheque number, I was filling the claim vouchers.

I also been told to filling for sick leave certificate into staff's personal file. I also filling for "Jadual Kenaikan Gaji Tahunan dari Julai 2011 to Julai 2016" form into staff's personal file.

I also been taught how to compose outgoing mails by using Case Tracking Unified System (CACTUS).

Besides that, I was key in data and information of inward mails into system before dispatching to section's heads.

I also been told by one of the staff to write down the service history of one of the staff in the organization into "Buku Perkhidmatan Kerajaan".

**Reflection Week 5**

In this week, for claim process, I have learnt that there are two types mode of claim payment. The mode of claim payment are either by cheque or Electronic Fund Transfer (EFT). Besides that, by using Case Tracking Unified System, I have learnt that every incoming mails either within the organization or from headquarters, AA should take action to the mails. The person who sent to AA will clicked on "For Your Information". Once AA had read and take action to the mails, he will forwarding the mails to the person who responsible for filling the mails by clicked "For Your Attention". All the mails need to be printed and filling. This shown the line of authority in the organization which I have learned in Human Resource Management subject. The task done from lower level management to the top level management. For the service history, I learnt that administrative staff need to update every staffs' service history into Government Employee Management System (GEMS) and also into the log book. Besides that, each of staffs in the organization are responsible to update anything regarding their service into the system for record purpose.

## 2.6 Week 6 (28<sup>th</sup> August – 1<sup>st</sup> September)

I key in data and information of inward mails into system before dispatching to every section's heads for further action. I also been told to compose outgoing mails by using CACTUS. I entered the related information into system before forward the mails to related parties.

I also did filling for sick leave certificate into the staff's personal file.

I also did filling for travelling and mileage claims. I also retrieved cheque number from SIFBAS.

**Reflection Week 6**

This week I have learnt that besides forward the mails using system, office boy will forwarding the outgoing mails to the parties either using pos laju or hand directly to the party. I also learnt that before filling the sick leave certificate to personal file, any medical information should key in into GEMS. This is for record purpose. I have learned that some tasks that I have done is related to the need in improving the quality of services in public sector and I have learned this in subject Total Quality Management. The system that used in the organization, CACTUS, GEMS and SIFBAS as an improvement of the quality of the public sector in order to give satisfaction to the employees in improving the processes, services and the culture which they work.

## 2.7 Week 7 (4<sup>th</sup> September – 8<sup>th</sup> September)

I key in data and information of inward mails into system before dispatching to every section's heads.

I also helped planning section write down serial number of projects.

I also told to fill "Borang Kenaikan Pangkat" of one of the staff in the organization for promotion.

I had been told to print payment voucher for filling. I have been told to photocopy documents.

I also been told to key in the employee's service history for retirement purpose.

I had been responsible to decorate "Sudut Keselamatan" notice board. Information on this notice board should include the guideline of EKSA, all minute sheet about EKSA and other related to the EKSA.

**Reflection Week 7**

For this week, I learnt that in order to get promotion, section's head will evaluate his or her employee before he or she can be promoted. This situation related to my subject Human Resource Management. This show the line of authority in the organization. Besides that, I learnt how to write "Surat Pengesahan dan Akuan Pegawai" for the family member of the staff that admitted to the hospital. For payment voucher, I learnt that, every pages of the voucher need to be stamped with "received" and "paid" to indicate the claims had been paid.

## 2.8 Week 8 (11<sup>th</sup> September – 15<sup>th</sup> September)

On my last week of practical training, I have been told to key in data and information of inward mails before dispatching to every section's heads.

Besides that, I scanned and printed retirement documents. I also had been told to photocopy minute sheets that need to dispatch to section's heads for further action.

I also retrieved cheque number into vote ledger from SIFBAS to vote ledger's file. Other than that, I also filling for vote ledger, sick leave certificate, and photocopy documents.

**Reflection Week 8**

This week, I learnt how to write official memorandum of "Persaraan Pilihan Sendiri". For sick leave, I learnt how to record sick leave information, retrieved the data and recorded it for retirement purpose. Besides that, since there are two types of retirement then the documents needed for retirement purpose also different. I also learnt that there are two types of vote ledger which are vote ledger electronic and vote ledger book. These two of the vote ledger balance should same as in the system. After eighth weeks of my practical training, I was able to do task properly and skilled in some tasks. For example, I understand more in the filling system. I also understand how to use SIFBAS, CACTUS and GEMS. I am more familiar with vote ledger since I did that daily.

# CHAPTER 3

## ANALYSIS

### 3.0 Introduction

This chapter described on the analysis of the task that I have done mostly and frequently during my practical training which is analysis on data entry practices in Land Survey Department Samarahan Division.

### 3.1 Definition of Concepts

Data can be defined as facts about something that can be used in calculating, reasoning and planning and stored or used in a computer. Data can exist in a variety of forms such as numbers, or texts in a piece of paper, bits and bytes stored in electronic memory, and facts stored in a person's minds (Miller, Clarke & Dyk, 2008). Examples of data of my task during my practical are inward mail details, minute sheets texts and employee's service history.

Data is the distinct pieces of information. Data will enter into a computer or any other electronic device using specific software and this is known as data entry. Data entry means entering and updating data into a computer system database.

Data entry known as direct input of data in the appropriate data fields of a database, through the use of a human data-input device such as keyboard, mouse, stylus or touch screen, or through speech recognition software (Retrieved from BusinessDictionary, 2017).

Collins English Dictionary (2017) defined data entry as an activity of putting data into a computer.

Data entry is the act of transcribing some form of information into another medium, usually through input into a computer program (Retrieved from WiseGEEK).

Besides that, other definition of data entry is operate equipment usually a keyboard that input data such as alphabetic, numeric and symbolic into a company's system (About.com).

When someone wants to transform or change the format of any desired information and data, data entry work is performed and the information can be transcribed in the desired format. These formats generally include handwritten documents, spreadsheets, sequencing of numbers, computer codes, and even name and addresses.

Example of data entry system in my organization are State Integrated Financial, Budgetary and Accounting System (SIFBAS), Government Employee Management System (GEMS) and CACTUS. For SIFBAS, the data that will be entered to this system are any related financial transaction in this organization such as general ledger, warrant management and vote ledger. For my task of data entry, I entered any related particular information of travelling claim and mileage claim into this system such as cheque number and amount of claim.

In summary, data can be in form of quantitative and qualitative. These data then will entered and updated into computer system or any other electronic devices and this process known as data entry.

## 3.2 Types of Data Entry

Data entry is a process of entering and updating data into a computer system. Entering data can be done manually or automatically. There are two types of data entry which are manual data entry and automated data entry. Since this Land and Survey Department, Samarahan Division uses manual data entry, this section will explain further on manual data entry.

### 3.2.1 Manual Data Entry

Manual data entry means when entering and updating data by hand into the computer system via keyboard. It done by labor rather than automatic and computer-aided means. Manual data entry is when the data is enter manually without using any machine or tool. This method of data entry is very slow and errors may occur in the output. (Retrieved from PlanningTank, 2014). There are few characteristics of manual data entry which are people take the workload, the data is numeric and text and emphasize on speed and accuracy.

The first characteristics of manual data entry is **people take the workload**. When come to word "manual", this mean that it need to be done manually by people. This means that the person in charge of enter the data into the system will done the entire process. The people that involve in manual data entry will key in data from the form. For example In Land Survey Department, Samarahan Division, every staffs have their own GEMS account. Each of the staffs have to enter or key in any relating information about their service in this system. Besides that, for any financial transaction in the organization, financial administrative assistant responsible to key in any financial statement into this system.

Second characteristics of manual data entry is the data entered can be **text and numeric data.** The data that involved can be either short or long text and also in a numeric term. Examples of numeric data in this organization are amount of claims, period of travel and years of service.

Third characteristics of manual data entry is **emphasize on speed and accuracy**. Speed means here is speed of typing when entering the data. Accuracy means the quality or state of being correct and precise. For speed of typing and entering data, it better if the person that involve in data entering have high speed. This to reduce time consuming and the tasks can be done on time. In this organization, most of the staffs have high speed of entering data into system since the do the tasks in daily routine. For accuracy, errors tend to occurs so close attention to detail in order to prevent errors.

In summary, manual data entry involve people to do the workload. The data involve in manual entry can be text and numeric data. Besides that, manual data entry required speed of entering data and accuracy of data. Speed of entering data to ensure that the tasks can be done on time and accuracy of data need to be consider in order for an accurate data presentation and avoid error.

### 3.2.2 Automated Data Entry

Technology development make life easier when any organizations able to key in and enter data from manual data entry to automatic data entry by using advanced software that extracts content from scanned forms and documents (CVision Technology, 1998). The advantages of automated data entry are improve the workflow and productivity besides tasks can be done on time.

Types of automated data entry identified by Macro Experts (2002) are Optical Character Recognition (OCR) and Intelligent Character Recognition (ICR). OCR is able to identify text within scanned files and enter into appropriate databases. Text can be extracted from the document. As a result, the documents becomes text-searchable and easier to work with and the information can be entered into spreadsheet automatically. ICR is handwriting recognition software that uses for processing handwritten bank checks or paper surveys.

The advantage of automated data entry is improve the workflow and productivity. The whole process of entering data is automatic then the human error can be reduce. Amount of time spent entering data will be minimum.

Besides that, automated data entry can be done in the time frame. Automated data entry is capable of understanding a variety of forms and entering information into databases with little to no mistakes.

In summary, automated data entry is easier since the data done by using the advanced software. This task can be done fastest compare to manual data entry since it rely on software.

## 3.3 Importance of Data Entry

Data entry become significant important to any organization since it has several importance that can give benefits to the organization. Below are some of the importance of data entry for any organization including Land Survey Department, Samarahan Division.

The first importance of data entry is **organizing of the information**. Data entry is crucial as it helps to generate organized information that is easy to understand (Unisoft Data Tech, 2016). Through data entry practices, the data can be access in the future and enable the department to update its information wherever they are required to do so. For example in Land Survey Department Samarahan Division, through GEMS, the clerical and operational administrative assistant can always access to the staffs' information in GEMS and have access to updated any related matter regarding the staff's services for example history of report duty and medical report.

The second importance of data entry is **reduce the cost** (Unisoft Data Tech, 2016). Data entry more cost effective than using filling system. Any related tasks can record in digital form instead of printed one. This will reduce the usage of paper in the organization. Besides that, cost can be reduce when the sending and transferring of data can be done through digital. For example, approval of traveling and mileage claim. The claim needed to be checked and examined by the treasury before approving. During the checking process, this can be done only through system. Treasury do not need to go to every Land Survey Division to check the claims. Through system more effective since Treasury have direct

access to the system and this will reduce the cost of paper, transportation and reduce time waste.

Third importance of data entry is lead to **better results and increases productivity** (Unisoft Data Tech, 2016). Decision can be taken if the data can be obtained and available to analyze. Having analyzed the data will gain insight to the areas in which improvements needs to be made. This will boost the productivity of the employees in the organization. For example, productivity can be boosted when the staff that have access to other employees' GEMS account especially head of administrative staff. The accessibility to the system will lead to productivity since the staff have access to required information.

Other than that, data entry is important for **simplify the report making** (Unisoft Data Tech, 2016). In almost all of the activities, data is used hugely for the purpose of collecting certain values and making reports. Through data entry system, data can just gathered with a few clicks. For example regarding retirement document, the retiree's information can be obtained through the system with just few click. Medical report history needed to be done in the retirement document. This report can be done when the information and data needed can be access through the system.

Other than that, data in the system also **safe and secure** (Unisoft Data Tech, 2016). For traditional filling system, the data cannot consider safe when anyone have access to files in the organization. For example in Land Survey Department Samarahan Division, not everyone have access to the employee personal file. The files are confidential and no one can simply just go to the file room to get the

file. Who one to take a look at their own personal file needed to record their name for record. But, how to ensure the security of the information if the staff that responsible for the file room forget to record staff's name? So, data entry more secure when the staff that have authorized only can access to certain information.

Lastly, the importance of data entry is the **huge storage of data** (Unisoft Data Tech, 2016). When data enter into system, there are no limit storage of information and chance of missing information is less when the data labeled. For example in SIFBAS, the financial statement labeled according to year. Besides that, applications of claims also labeled with approved claims, claims checked by the Treasury.

In summary, data entry is important for organizing information, reduce cost, increases productivity, simplify report making, safer and secure compare to traditional filling system and have huge storage of data.

## 3.4 Weaknesses of Data Entry

Although the enhancement of technology make a better life for us but data entry also have few drawbacks. Although there are many important of data entry but advantages of data entry is addressed. The disadvantages are speed and accuracy during entering and key in data, data entry sometimes depend on internet connection. Besides that, using system especially online system cannot ensure the security of the information.

The disadvantage of data entry is **slow typing speed and accuracy of data**. Typing speed during key in and entering data can be problem of data entry. Besides that, typing error may occur during entering data especially key in data manually. Error in the data may lead to loss of the organization and left negative perception to the staff that responsible of data entry. For example, amount of claims can lead to underpayment or overpayment if the staff less attention to the detail and does not check the amount twice or more. Slow in typing speed also may affect the time frame of the tasks.

Besides that, data entry sometimes **depend on internet connection** especially when the data in the system. This will be inconvenient if the internet speed lead to delay in tasks. Besides that, not all the government agencies have stable internet connection especially the government department in the rural area. System shut down will delay any task process. For example in Land and Survey Department, Samarahan Division, SIFBAS, CACTUS and GEMS cannot access when the system and server down. This will lead to unproductive among the staff if the system down for the whole day. Any decision making cannot be make if the data only can be access in the system. Other than that, even though some of the data

system does not required internet connection to access, but broken of the computer in the organization will cause loss of information.

The third disadvantage of data entry is online data entry **cannot ensure the security of the information**. Although the developer of the software guaranteed the security of the information that key in through system, but it is possible leaks of information due to a lot of misuse of internet by the user such as phishing and hacking. This is dangerous especially in the defenses ministry or departments.

In summary, there are many disadvantages of data entry. For manual data entry, the issue of slow key in data will arise and error of the data may occur. Besides that, the data system using internet connection may cause unproductivity and work delay if the system or server down. Data system that does not depend on internet may have problem if the computer is broke down and this will lead to loss of information. Besides that, the online application of data entry does not ensure the security of data.

# CHAPTER 4

# RECOMMENDATION

## 4.0 Introduction

This chapter will highlight the strengths and weaknesses of the data entry practices in Land and Survey Department, Samarahan Division during the industrial training with solution for improvement.

## 4.1 Manual Data Entry

Manual data entry widely used approach in Land and Survey Department, Samarahan Division compared to automated data entry. Manual data entry refers to physically typing information into computer. Manual data entry have several strengths and weaknesses. Further explanation on strengths and weaknesses will be explained below.

### 4.1.1 Strengths

The first strength of using manual data entry is **cheaper**. Manual data entry is more cheaply compared to automated data entry. This is because the organization does not spend much on cost of purchasing equipment and software. The simple data entry can just be done by the personnel. Entering data and information is responsibility of the personnel in charge.

Besides that, manual data entry have potential to be **more accurate**. A human worker can recognize and correct errors. There should be fewer errors if the personnel so attentive towards the information and data they enter. For example, any misspelled can be recognized and corrected as well compared to automated

data entry that just scanned and entered into the computer programs without any

correction made.

## 4.1.2 Weaknesses

Even though manual data entry have several strengths but is also have some weaknesses. Among the weaknesses of manual data entry are prone towards human error, time consuming, physical space to keep track paper document and duplication of data.

The weakness of manual data entry is **prone towards human error**. Even though the personnel can detect and correct the error as they occur, but if the personnel does not have close attention to detail, lack of concentration it will lead to error when entering data. Manual data entry put pressure in people to be correct in all details of their work at all times. For example in Land and Survey Department, if the personnel enter the amount of claim of the staffs incorrect, it will lead to either overpayment or underpayment of the claims.

Besides that, manual data entry is **time consuming**. Time consuming depends on typing speed of the personnel when key in and entering data. It must skilled personnel to enter the data. For simple data entry such as name, address and particular information of the employees it does not cost a lot of time but if the data entry deal with large data entry, it must take much time if only using the personnel entering the data.

Manual data entry also take **more effort and physical space to keep track of paper documents**, to find information and to keep details secure. When mistakes are made or changes or correction needed, often manual transaction must be completely redone rather than just updated.

Other than that, manual data entry tend to have **duplication of data entry**. Duplication of data tend to happen when there are redundant of data entered by the personnel. The possibility to happen when the personnel forget that he or she had enter the data. This lead to entering the data twice or more. Besides that, this tend to happen when the data enter by different person. The same information and data entered by different person.

In summary, it can be concluded that among the strengths and weaknesses that can be gained from the use of manual data entry it is cheaper and tend to be more accurate. However, despite the strengths, there are also several weaknesses that may gained from using manual data entry which are error in data entry, time consuming, need more physical space to keep track paper document and duplication of data.

## 4.2 Recommendation

Land and Survey Department, Samarahan Division use the manual data entry to do its data entry process, below are some recommendations that can be done to improve the weaknesses in the department's data entry process.

Since the manual data entry tend to be error due to personnel mistake, it is important for the personnel to pay attention to the details of the data that they entered. Besides that, verification of data should be done. The upper management or any official in duty should ensure all the employees verify the data entered by them to avoid problem in the future.

Besides that, manual data entry is time consuming. Although the department does not dealt with the large amount of data to be entered, the employees also have other tasks to be done instead of on the data entry tasks. Buying automated data entry equipment is possible to reduce the time in entering data. Besides that, typing speed can be enhance by training.

In term of physical space and effort to keep track of paper documents to find information and to keep the details secure, the documents of the data should have efficient filling system. To changes or any correction needed, there should be one person in charge of the data documents. The personnel that attentive to the details will not lead to lot of correction and changes to the data.

Lastly, for duplication of the data, the personnel should double check the entered data. Besides that, there should be one person in charge with the data. Verification of data also can be done to avoid this problem. Besides that, the system that dealt with the data entry system should be efficient and it should be in order in term of particular and information of the data.

# CHAPTER 5

## CONCLUSION

### 5.0 Introduction

This chapter is the summary for all chapters of Chapter1, Chapter 2, Chapter 3 and Chapter 4 for this practical training report in Land and Survey Department, Samarahan Division.

### 5.1 Summary of Chapter 1

In chapter 1, I have explained about the organization background of Land and Survey Department, Samarahan Division. Besides, I also identified vision, mission and organization chart. This also includes the goals of the organization and objectives of the organization. From this chapter, I am able to clarify the hierarchy from the lower management to the top. All staffs and sections have different roles. However, all staffs works together to achieve their goals and to serve the public.

## 5.2 Summary of Chapter 2

In this chapter, I have explained all my tasks during the practical training. My practical training consists of eight weeks altogether. I have learned the tasks and jobs of account administrative assistant in term of claim process. Besides that, I have learnt how to use State Integrated Financial, Budgetary and Accounting System (SIFBAS) and other government system during my practical training. This chapter also explained briefly what I have learned in theory and what I did in practice during my practical training especially regarding the accounting. Due to this, I am able to apply what I had learned in the classroom and relate tasks to the theory into practice. Besides that, I have learnt many new things during my practical training not only in term of job but in dealing with other people. Therefore, it is such a great experience that I can learned what I did not know before.

## 5.4 Summary of Chapter 3

In this chapter, I focused on one area of my tasks during my practical training. The task that I choose which I did the most and important task for the organization is data entry. I have analyzed the data entry. In this chapter, I have explained the concept and retrieved the definition from different sources. I also identified there are two types of data entry which are manual data entry and automated data entry. In this chapter, I also highlighted the importance of data entry. Besides that, I also describes the weaknesses of data entry. Other than that, I clarified all the assignment of tasks relating to data entry process and procedure in this Land and Survey Department, Samarahan Division.

## 5.5 Summary of Chapter 4

In this chapter, I highlighted the strengths and weaknesses of the tasks that I had been analyzed in chapter 3 which is manual data entry. The strengths or advantages of data entry are it is cheaper and tend to be more accurate while the weaknesses or disadvantages of data entry are prone to human error, time consuming, need effort and physical space to keep track paper document and duplication of data. There are several recommendations that I suggested to improve the weaknesses of the data entry of this organization which are for prone to human error, the organization should have verification of data by the management besides personnel should pay attentive to detail during enter the data. In term of time consuming, the organization should but automated data entry equipment and training. For the need effort and physical space to keep track paper document, I suggested efficient filling system for the documents easy to track back. Lastly for the duplication of data, verification of data, double check data and efficient entry system should be practiced in this organization. The recommendations should help in order to have better management in the future. This way, I am able to increase my knowledge about data entry and identified the criteria that I need to take into consideration before I making decision. In the future, I will be skilled in evaluating what is good and bad for any organization that I choose to work.

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# APPENDICES

## Appendix A – State Integrated Financial, Budgeting, Accounting System (SIFBAS)
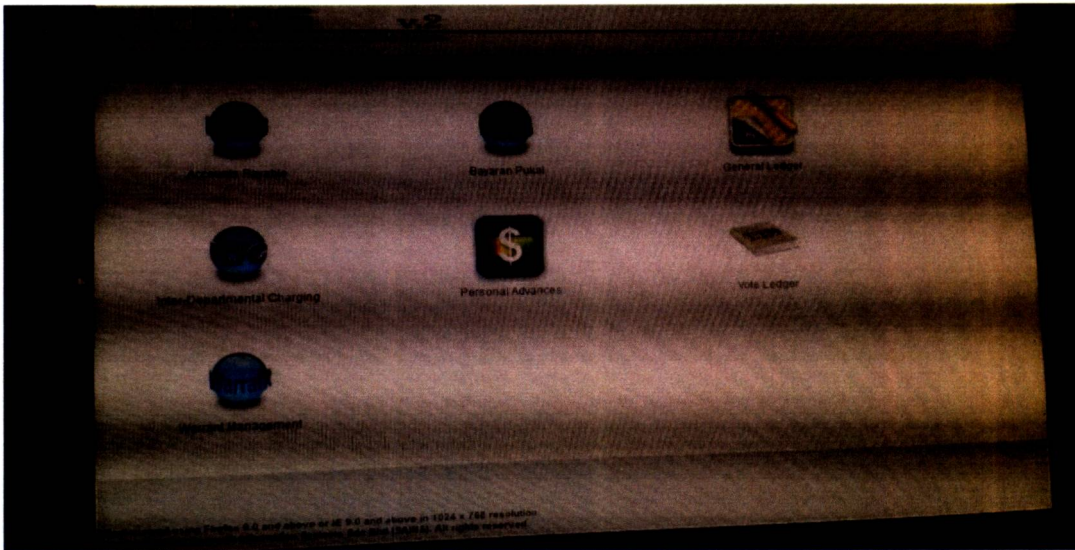


## Appendix B – Government Employee Management Service (GEMS)



Sources: (Land and Survey Department Samarahan Division, 17 July 2017)

# UNIVERSITI TEKNOLOGI MARA
## CAWANGAN SARAWAK

# PRACTICAL TRAINING
# LOG BOOK

1. **Student's Name** : CATHERINE ANAK SELINGGAU

2. **Date & Place of Birth** : 13 JANUARY 1994

3. **UiTM I/C No.** : 2014108087

4. **Course** : ADS667

5. **Year** : 2017     **Part** 5

6. **Home Address** : KAMPUNG KERANJI SELANGAU, 96000 SIBU SARAWAK

7. **Address During Practical Training** : LOT 2973, SL18 LORONG 22N2, JLN DATUK MOHD MUSA, TAMAN DESA ILMU

8. **Place of Training** : JABATAN TANAH DAN SURVEI KOTA SAMARAHAN, SARAWAK.

9. **Name of Supervisor In-Charge** : Jims Karren

10. **Duration of Training**
    **From** : 24 JULAI 2017     **To** : 15 SEPTEMBER 2017

# FOR OFFICE USE ONLY :

11. **Remarks : [Dean / Course Tutor]**
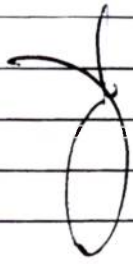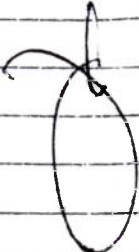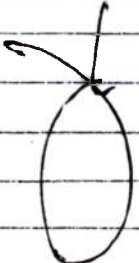
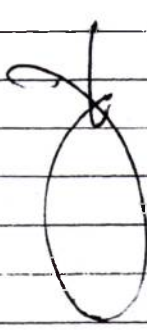| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 24/7/2017 Monday. | Today is first day of pratical. I went to admin department to meet my pratical supervisor, Sir Jim Karren Anak Max Kinchai. My supervisor briefly explained to us me about the organization. He told me that there are 13 department of Land Survey. Land Survey Samarahan Combine with senian division since Sentan's Land Survey building still under construction. | |
| | I have been told to sign agreement " ". This is to ensure that the confidential information not exposed by me. After sign the agreement, my supervisor introduced me to the admin's staff. He told us me that I will stay at admin section for this two month since out my pratical's period is too short. Previously, other interns that pratical for 4 to 6 months will be rotate and sent to different section. | |
| | After introduced to the admin's staff, my supervisor bring me to greet and meet the superintendant of Samarahan Land survey , Abang Jamallidon bin Abang Ullie. Superintendant told me that take internship as own working experience. | |
| | After introduced to the superintendant, i just sit at my supervisor's office since today there is audit of EKSA coming. admin's | |
| | Today, i have learned that our head department called "AA" - Administrative Assistant. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 25/7/2017 Tuesday | For second day, i learned to retrieve cheque number from State Integrated Financial, Budgetary and Accounting System (SIFBAS). The components of SIFBAS are account payable, "bayaran Pukal", general ledger, Inter-department charging, personal advances, vote ledger and warrant management. Only financial administrative assistant have account and can access to this system. | |
| | I retrieved cheque number of claims from one of the SIFBAS component, vote ledger. Cheque number of the claim written down in the claim voucher for fillins. There are Six types of claim, which are travelling claim, house-moving allowance/claim, mileage claim, overtime claim, reimbursement claim and transfer grant claim. For today i only retrieved cheque number of travelling claim. | |
| | For second task, i learned to record letter's informations into the log book "Buku Rekod Kiriman Surat Berdaftar". Letter's informations including reference number, date, particular, name of sender. All letter should recorded before dispatch to the receiver. | |
| | I also learned to key in data and information of inward mail for every sections. All the inward mail needed to be recorded before dispatching to all the section's heads. | |
| | | |
| | | |
| | | |
| | | |
| | | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 26/7/2017 Wednesday | Today, i retrieved cheque number of claims from SIFBAS. Today i retrieved cheque number of mileage claim. <br><br> I also key in data and information of inward mail for every section before dispatching to sections heads for action. <br><br> Besides that, i arranged closing file for labeling. I have learned that every file should be label on the shelter for audit purpose. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 27/7/2017 Thursday | Today, i key in data and information of inward mail for every sections before dispatching to section's head for action. I learned that before the inward mails dispatch to section's head, Supentendant will check first. Supentendant will write down the section's head name for whom the action should be done.

Today, i also learned how to labelling file. The file labeled with index number. Every file have different index number. The file that i labeled for today is closing file. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|------|---------------------------|---------------------|
| 28/7/2017 Friday · | Today, i key in data and informations of inward mail for every sections before dispatching to section's head action. | |
| | Besides that, my other task are scanning and printing pension documents. I learned that clerical and operational administrative assistant responsibles for pension document. There should be three copies of the original documents. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|------|---------------------------|---------------------|
| 31/7/2017 Monday | Today, my task is scanning and printing pension documents ~~for d~~. I have learnt that the three copies of the document that i have scanned and printed will be forwarded to Land Survey's head quaters. Headquarters will look into the documents and after forward to Jabatan Perkhidmatan Awam (JPA) and Unit Sumber Manusia Negeri (USMN). Once they had look thorough and approved the documents then they will forward CM014 - "Surat arahan berhenti gaji" and "sijil pengesahan berhutang" to Samarahan Land Survey. This documents will stop the staff's salary who want to pension. Besides that, i also key in data and information of claims into SIFBAS. The particulars that i entered was name, account code, amount of claims. I have learnt that every claims should attached together with: "Borang tuntutan elaun perjalanan" and "Borang perjalanan rasmi ke luar stesen." After the claims signed by head of department or supervisor then claim will be forwarded to financial administrative assistant for further actions. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 1/8/2017 Tuesday. | Today, i scanned and printed pension documents for the retired staffs. | |
| | Besides that, i haped the health officer from private clinics by recorded weight of the survey's staffs for Rabbies vaccine's injection. | |
| | I also filling for salary increment document into land survey's staff personal files. I have learnt that yearly increment is four times in a year which are January, April, July and october. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 2/8/2017 Wednesday | Today, my task is were key in and enter mileage claims and travelling claim into system, SIFBAS. I have learnt that after I entered the informations such as amount of claims, account code then the warrant holder will approved the claim in the system. After warrant holder approved the claims, the claims will be checked, examined by treasury. The claim process that i have been learned today were : | |

Staff's print claim form attached
together with Borang tuntutan elaun Perjalanan
or Borang Perjalanan Rasmi ke Luar Stesen
↓
Signed by supervisor or head of department
↓
Financial administrative assistant
enter into SIFBAS
↓
Approved by warrant holder

↙      ↓      ↓

Checked by      Examined by      Approved by

Treasury.

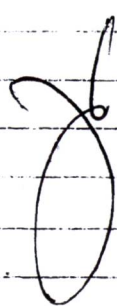| Date | Exact Nature Of Work Done | Supervisors Remarks |
|------|---------------------------|---------------------|
| 4/8/2017 Friday. | I have get permission from my host supervisor to go to campus to settle my programme report " ketuk- ketuk Sahur" under JPNR | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 7/8/2017 Monday | Today, i prepared report for audit presentation. This report regarding Ekosistem Kondusif Sektor Awam (EKSA) On my first day of my practical training, the audit had come to Land Survey. Today, the report that i had been made is the outcome and result from the audit. Staff surveyor need to present the report during meeting. I have learned to write official minute sheet. I have learnt that the EKSA's committee should present why they not comply to the EKSA guideline and what areas they have been followed. This need to be presenting during the meeting. Besides that, i have learnt that minute sheets is written and to forwarded within the organization only and official memorandum is outside the organization. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 8/8/247 Tuesday | Today, i had been told to dispatch EkSA's minute sheet that i had been prepared yesterday to every section's of this Land Survey. Once the section's head received the minute sheet, he or she should signed and take further action about the order in the minute sheets. | |
| | Beside that, since today is the second time of Rabbies vaccine injection, i helped the health officer by recording the weight of the survey's staff. | |
| | Other than that, i helped the survey's head called Staff surveyor for filling the "Keselamatan" file. He told me after yesterday meeting, he should forward the file to Land Survey Kuching headquarters for their action. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 9/8/2017 Wednesday | Today, i recorded claims into vote ledger. I have learnt that after payment had been made by the treasury to the staff, the amount of claims, name who request for claim and balanced of the money allocated to the project should recorded manually into vote ledger. I have learnt that every claims have different account code under different project. For example, NCR and Pan Borneo claim have different account code. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 10/8/2017 Thursday | Today, i recorded claim into vote ledger manually for Senan's division. Different claims have different account code. And i have learnt that every account code for example NCR's project allocation of money allocated differently for every Sections.<br><br>Besides that, i have been told to print documents at Drawing's section and i also learnt how to fax documents to others Government agencies. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|------|---------------------------|---------------------|
| 11/08/2017 Friday | Today, I key in and enter claims into vote ledger manually for Samarahan division. Besides that, I key in data and information of inward mail or incoming mail into system before dispatch to the section's head of Land Survey for further action. I have learnt that before the incoming mail dispatch to every section's head, Kak Nor will enter every information of the incoming mail into Correspondence And Case Tracking unified system (CCALTUS) | |

Enter into CALTUS
↓
Supertendant approved
↓
Enter into system for recorded
↓
print hard copy and save
soft copy
↓
dispatch to every section's head

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 14/8/2017 monday | Today, I key in data information of incoming mails into system and printed the hard copy and save the soft copy for record. I have learnt that any person from private organization for example from Law firm that come to get their letter should write down their name on the log book for record.<br><br>. Besides that, I also key in data and informations of acting and covering duty into SIFBAS. I have learnt that, and officer who has been acting in a post for some period will get acting allowance. For Covering duties, the charge allowance is twenty-five percent of the starting Salary of the post. I enter the acting and covering allowance into SIFBAS system. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 15/8/2017 Tuesday | Today, i entered and key in data and information of incoming mail into system and print the hard copy before dispatching to the section's head. I have learnt that every section's head called by : | |
| | Admin section – Administrative Assistant (AA) | |
| | Drawing Section – Senior Draftman (SD) | |
| | Survey Section – Staff Surveyor (SS) | |
| | Accounting Section – Senior Comp (SR Comp) | |
| | Land section – Land officer (LO) | |
| | Revenue Section – Assistant Land officer (ALO(R)) | |
| | Registry Section – Assistant Registrar (AR) | |
| | Planning section – Planning officer (PO) | |
| | Enforcement Section – Assistant Enforcement officer (AEO) | |
| | Valuation Section – Valuer (VAL) | |
| | Public Relation Section – Public Relation officer (PRO). | |
| | Computer section – Computer Center Management (CCM) | |
| | Besides that, i have been told to do the pocket file. This is after EKSA audit. Pocket file for filing in order to standardized with the federal file. | |

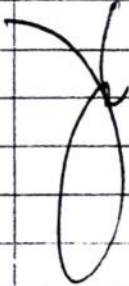| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 16/8/2017 Wednesday | I do the pocket file as yesterday. Besides that, i do the filling for claims. I have learned that the travelling and mileage claims put in different file and arranged according to the account code and runing number. I have learnt that the claims that had been approved by treasury and the claims had been paid to the staff need to filling. The hard copy need to print for filling. Every claims need to filling for audit purpose. This means that the claims had been enter into the system and hard copy claim in the file. The claim in the file culled voucher. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|------|---------------------------|---------------------|
| 17/8/2017 Thursday. | Today, i have been told by AA do calculate the quantity of items that needed by every Sections called " Senarai Agihan Barang Keperluan Pejabat." Every section that need items for their Section need to request from admin's Section. | |
| | Besides that. i recorded letter information, registered post into log book " mesin cetak/ Frangkin (Setem Pos) | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 18/8/27 Friday | - sick leave . | Approval for sick leave |

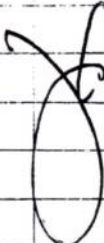| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 21/8/2017 Monday | Today, i retrieved cheque number into voucher from system (SIFBAS) that had been approved by treasury and the claim had been bank in to the staff. I have learnt that there are two types of how the claim transfered to the staff. The mode of claim payment are by cheque and Electronic Fund Transfer (CEFT). | |
| | After retrieved cheque number, i am filling for the claims. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 2/6/2017 Tuesday | Today, i were filling for sick leave certificate to staff's personal file. I have learnt that the latest sick leave should be put front than the old sick leave. | |
| | Besides that i also filling "Jadual Kenaikan Gaji tahunan dari Januari 2011 to Julai 2016" form into the staff's personal files. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 23/08/20A Wednesday | Today, i learnt to send outgoing mail by using Case Tracking Unified System by using AA's account. I have learnt that every incoming mail either within the organization or from headquaters, AA should take action of the mail. The person who sent the mail to AA will click on the "For your Information". Once AA had read that mail, AA will send the mail to clerical and operational administrative assistant and click "For your Attention" to print and filling. | |
| | Besides that, i key in data and information of inward mail for dispatching to all sections head for further action. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|------|---------------------------|---------------------|
| 24/8/202? Thursday | Today, i wrote down of service history into " Buku Perkhidmatan Kerajaan". I learnt that the employee's history of service should update in Government Employee Management System (GEMS) and into the log book". | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 25/08/20/7 Friday | Today, i key in data and information of incoming mail for every section before dispatching to section § head for further action. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 26/8/2017 Monday | Today, i key in data and information of inward mail before dispatching to section's head for further action. | |
| | Besides that, i have learnt to write outgoing mail using CACTUS system. outgoing mail. Enter into CACTUS system → send to the related parties. I also learnt that besides using the system, office boy will forward outgoing mail to the parties either using postlaju ℉ the party is far or the office boy will directly and by hand forward to the party. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 29/8/2017 Tuesday | Today, i am filling for sick leave to the employee's personal file. I have learnt that before filling the sick leave, the informations about the sick leave should key in into GEMS and the person that responsible to do this is clerical and operational administrative assistant since she have access to all the employee's GEMS.<br><br>Besides that, i also filling for travelling and mileage claim. I put the voucher claim into files. I also retrieved cheque number from SIFBAS into voucher before filling. | |

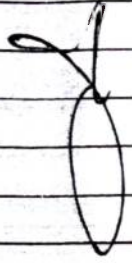| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 30/8/2017 Wednesday | Today, i fillins for Sick Certificate. to the employee's personal file. | |
| | I also retrieved cheque number from SIFBAS and write down to the claim voucher. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|------|---------------------------|---------------------|
| 31/8/2017 Thursday | - National's Day | |
| 1/9/2017 Friday | - Hari Raya Qurban | / |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 4/9/2017 monday | — Holiday — | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 5/9/2017 Tuesday | Today, i key in data and information of inward mail in-to system before dispatching to the section's head. | |
| | I also went to planning department or section to help them wrote down the serial number of projects. | |
| | I also filled in the details of employee for promotion into "Borang Kenaikan Pangkat." | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 6/9/2017 Wednesday | Today, i scanned and printed "Borang Penilaian untuk tawaran kenaikan pangkat.". | |
| | I also told to photocopy documents (minute sheets) at the drawing section. | |
| | I also enter informations of the employee "Sejarah perkhidmatan" for Pencen Rumple. | |
| | I also learnt how to write "surat pengesahan dan akuan pesaraki" for the family member of the staff that admitted to the hospital. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 7/9/2017 Thursday | Today, i printed the payment voucher for filling. After that, i stamped "received" for every pages of the claims except payment voucher. Then, i stamped "paid" for every pages of the claims document and voucher. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 18/9/2017 Friday | Today, i decorated notice board of "Sudut Keselamatan". Sudut Keselamatan is For EKSA. | |
| | I also key in data and informations of inward mail into system before dispatching to the section's heads for further actions. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|------|---------------------------|---------------------|
| 11/9/2017 monday | Today, i key in data and informations of inward mail into system before dispatching to section's head for further action. | |
| | Besides that, i also scanned and printed documents that need for pension. | |
| | Other than that, i photocopy documents (minute sheets) that need to dispatch to section's heads for action. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 12/9/2017 Tuesday | Today, i retrieved voucher numbers, particulars, amount of money into vote ledger from system to vote ledger's file. | |
| | I also learnt how to type or write official memorandum of " Persaraan Pilihan Sendiri". | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 13/9/2017 Wednesday | Today, I am filling sick leave certificate Staff's into personal file. | |
| | I also retrieved voucher number from SIFBAS and wrote down to the vote ledger. | |
| | I also printed vote ledger of month September for filling. | |
| | Besides that, I learned how to look for sick leave from GEms and recorded it for pension purpose. | |
| | I learnt that two types of pension, mandatory and staff's choices. The pension need for this types of pension is different | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 14/9/2017 Thursday | Today, I am filling for sick certificate to the employee's personal file. I also fotocopy documents. | |

| Date | Exact Nature Of Work Done | Supervisors Remarks |
|---|---|---|
| 15/8/2017 Friday | Today, i were filling vote ledger into vote ledger electronic file for month of July and August. Two types of vote ledger, vote ledger electronic and vote ledger book. These two of the vote ledger balance should same as in the system.<br><br>- Farewell party since today is my last day of internship - ☺. Thanks Land survey | |

Secara keseluruhan _____ telah menunjukkan sikap ____ rajin belajar dan ____ terhadap ____ yang ____ dipertanggungjawab kepada. pelajar. ____ ____ ____ ____ telah dilaksanakan/terhadap segala ____.

_____ ____.