UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
AIR KELANTAN SDN. BHD
(JAJAHAN KOTA BHARU SELATAN)
PT 426, BLOK E BANDAR BARU TUNJUNG,
KOTA BHARU, KELANTAN.

SPECIAL PROJECT:
CONTRACTOR CLAIM MANAGEMENT

BY
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2015282788

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

01 AUGUST 2017 – 31 DECEMBER 2017

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

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DECLARATION

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

Signed by

Nor Aainaa binti Zulkifle
2015282788

Date of submission: 11 January 2018

ABSTRACT

The industrial training report based on the period from 1st August 2017 until 31th December 2017 in Administration Unit at Air Kelantan Sdn. Bhd (Jajahan Kota Bharu Selatan). In this industrial training report the student will be discussing regarding the period starting with the organization introductory followed with department introduction along business tasks. In this report, it was highlighted about the training activities, experience skills and challenges that the student has been encountered. All training activities and special project are recorded in this industrial training report. The student has been involved in creating corporate branding which demanding the ability of the student to create powerful and impactful corporate branding.

Keywords: *Adminstration, Training activities, special project*

ACKNOWLEDGEMENT

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CHAPTER 1
INTRODUCTION

1.1 Air Kelantan Sdn. Bhd (AKSB) background

Figure 1.1: Logo of AKSB

Kelantan state government has decided to privatize water supply management in Kelantan through the establishment of joint venture joint venture company Kelantan Darul Naim (YAKIN) and Thames Water PLC, named Kelantan Water Sdn Bhd (KWSB). In the initial stage of Thames Water PLC has 70% shares while YAKIN owns 30% shares in KWSB. The share ownership agreement in KWSB is for 25 years and concludes that the Thames Water PLC shares will decline by 30% while YAKIN will increase to 70%.

KWSB commenced its full operation on October 1, 1995 after taking over all responsibilities from the Water Supply Department. KWSB is also responsible for handling existing water supply, water treatment and supply systems including bills and collecting revenue as well as promoting the needs of Kelantan residents.

After several years of operation under KWSB, on 29 April 1999, the Kelantan State Government has decided to buy the entire Thames Water PLC shares in KWSB of 70% and 30% of YAKIN shares through the Kelantan Mentri Besar Corporation (PMBK). The name KWSB was changed to Air Kelantan Sdn. Bhd. (AKSB) after PMBK has 100% fully paid shares in AKSB is a state-owned private company or government link company (GLC).

AKSB has operations offices in every colony in Kelantan, namely. For the Kota Bharu district office it has been divided into 3 areas due to its large area of North, East, and Jajahan Kota Bharu. During industrial training, trainee have been assigned to go to the Jajahan Kota Bharu (KBS). Figure 1 shows the logo of AKSB.

1.2 Objective of AKSB
There are four (4) objectives of AKSB:
  i. Build with a dynamic, sensitive and responsive company to the needs of the community.

  ii. Provide adequate and quality water to consumers.

  iii. Enhance team spirit, collaborate and motivate staff to become a respected organization.

  iv. Together with social responsibility

1.3   Mission and Vision of AKSB
1.3.1   Mission

Providing effective water services to current technology-based customers with committed and professional workforce in a conducive working environment.

1.3.2   Vision

The vision of AKSB is to become a world class water operators.

2

1.4 Resposibility of AKSB

i. Manage water supply operations in Kelantan state (including sources / causes, treatment, supply and distribution).

ii. Supply of water that meets the specified quality.

iii. Project consultant and management.

iv. Water control is unsuccessful (NRW).

v. Plan and implement water supply infrastructure development.

vi. Restore and upgrade existing systems.

vii. Collect water results (billing and revenue quotes).

1.5 Organizational Structure of AKSB

AKSB operations and managements depends on the line of Board of Directors. Figure 1.2 shows the organizational structure of AKSB.
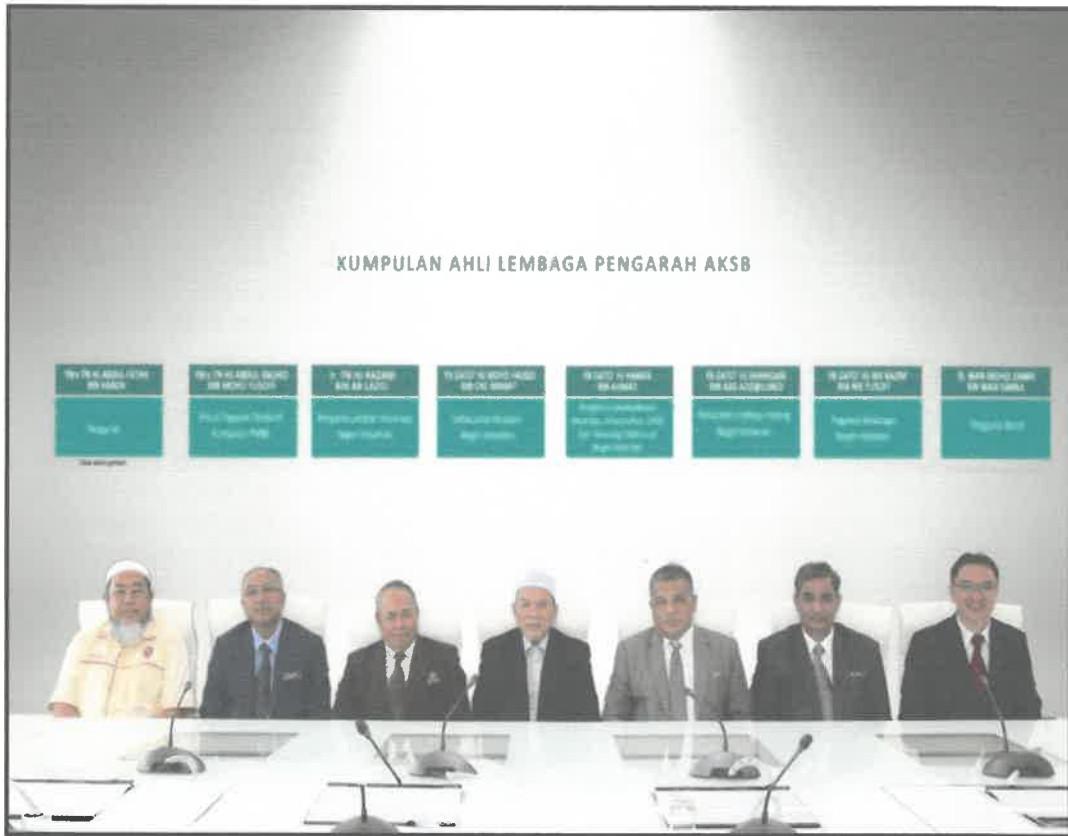
Figure 1.2 : AKSB Board of Director

CHAPTER 2
DEPARTMENTAL INFORMATION

2.1 Departmental structure

Figure 2.1: Jajahan Kota Bharu (KBS) office

At Jajahan Kota Bharu (KBS) office,which mainly runs the operation and maintenance work and the location at Bandar Baru Tunjung, Kota Bharu Kelantan. For the period of internships, the trainee was placed in the Administration Unit. The Administration Unit is lead by Mr. Muhamad Ali Omar bin Mohd Ali Janah. The vision of this unit is to be the best provider of administration services for the KBS District and their mission is providing administration services to facilitate various Unit of the KBS District to accomplish their goals efficiently and effectively. Mr Muhamad Ali Omar was assigned to be the supervisor for the trainee. Mr. Ali Omar is responsible to give assignments and monitor the work of the trainee. As the supervisor, Mr. Ali Omar also need to describe the tasks he has performed and the parts under him. In the Administration Unit, there are several divisions which are Customer Service, Customer Account and Customer Care.

For Customer Service, it is divided into three parts, namely Customer Services, Cashier and Clerk. For customers account and customer care, there are divisions of operations assistant consisting of several staff here. Figure 2.2 shows the Organizational Structure of KBS District.
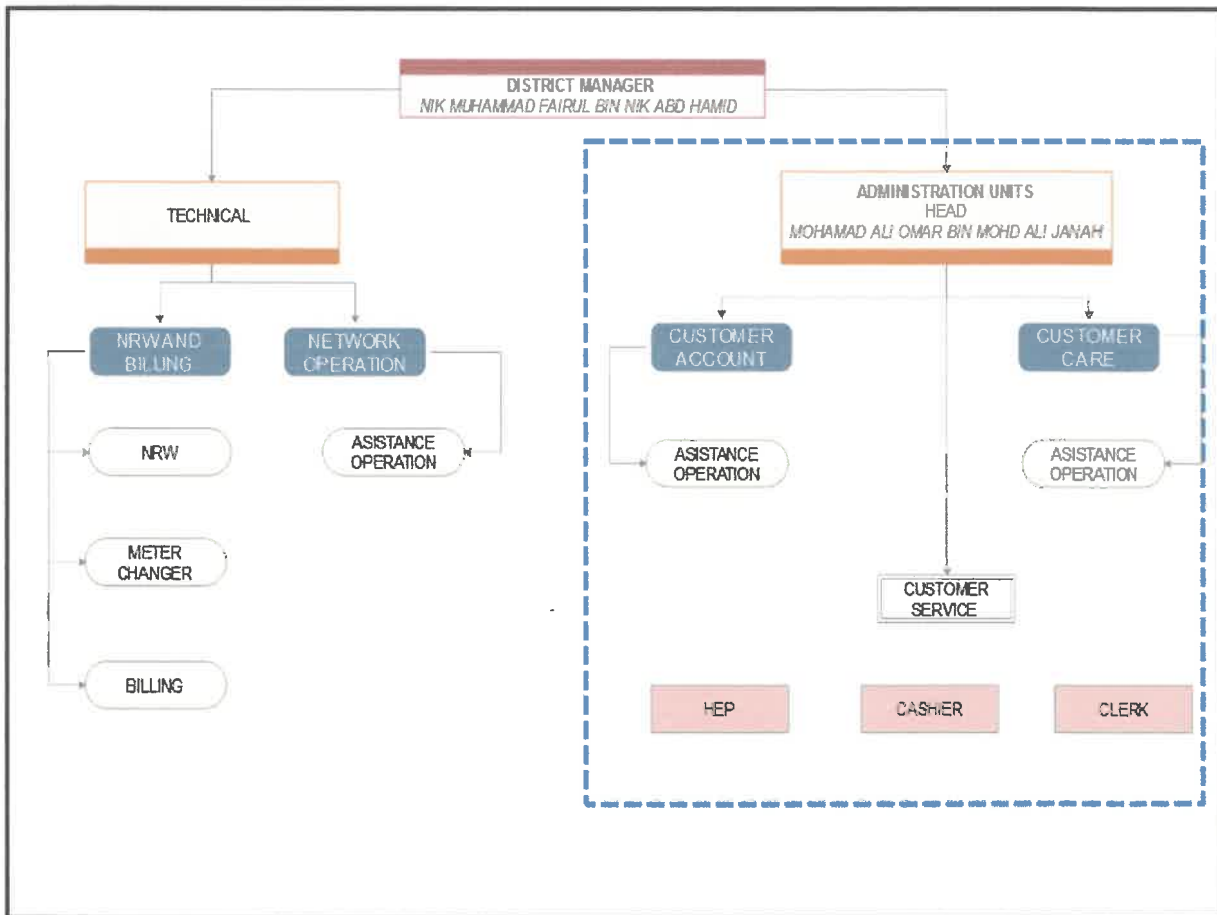
Figure 2.2: Organizational structure of KBS district

2.2 Function of Administration Units

Office administration is a set of day-to-day activities that are related to financial planning, record keeping and billing, personnel, physical distribution and logistics, within an organization. The main job responsibility of an administration is to ensure the efficient performance of all units in an organization. They act as a connecting link between the senior management and the employees. They also provide motivation to the work force and make them realize the goals of the organization. Besides, their role differs from general administration employees in that they also perform basic accounting functions as well. They must be able to perform general office duties, like answering phones and greeting customers as well as perform higher-level functions, such as processing invoices and preparing deposits. There are several function of administration units which are:

- Ensure that all vehicle related issues can be resolved immediately in terms of:
  - i)   Scheduled services
    - ➢ Puspakom
    - ➢ Service is just a kilometer away
    - ➢ Road tax
  - ii)   Unserviceable services
    - ➢ Relationship with the panel of the workshop
- Ensure that all documents are filed neatly and neatly
- Ensure that all office needs are complete and sufficient
- Record and ensure the assets of the company are managed properly (asset registration).
- Ensure the records of attendance and leave for each staff are recorded and complied with
- Record and prepare meeting minutes for each meeting held in the colony
- Records every stock of goods coming out in the colony

- Updating the personal information of colonists

- Provide and record all documentation relating to the discipline of staff in the colony

- Review all expenses incurred by the colony

- Provide petty cash colony documents

- All directions from the management of the colony must be observed from time to time

Jajahan Kota Bharu (KBS) also have the admininstration account in the administration unit. An administrator account is a user account that allows you to make changes that will affect other users. Administrators can change security settings, install software and hardware, and access all files on the computer. Administrators can also make changes to other user accounts. There are several function of admin account which are:

- Make analysis related to daily currencies in the colony versus quoted budget

- Monitor and ensure that all administrative matters are systematically managed

- Analyze enforcement activities through:
  - i) Notice of deductions
  - ii) Legal notice
  - iii) Total accounts deducted
  - iv) Total accounts resumed

- Monitor and ensure the current aging according to the Keep Performance Index (KPI) set for 45 days

- Review all expenditure of the colony and claim ie in terms of:
  - i) Count of travel meters
  - ii) Overtime work costs
  - iii) Petty Cash
  - iv) Eletric Bill and Water
  - v) Report and cost of staff welfare

- Ensure that every daily collection in the colony is deposited into the bank within 24 working days

- Ensure that each expenditure does not exceed the budget set.

- Completing each credit note complaint and debit note in the colony

- Ensure delivery of notice of deduction by each PMA is sent

- Provide accurate and prompt feedback on complaints from agencies involved such as:

  i) E-complaint SPAN

  ii) Public Complaints Bureau

  iii) E-complaints

  iv) all correspondence

- Monitor attendance and records of colonists

- All directions from the management of the colony must be observed from time to time

In Jajahan Kota Bharu (KBS), they have been devided into three sub units which are customer account, customer service and customer care. Below are the sub-units of administration unti and their function:

2.2.1 Customer Service

Customer service is the support for offer to the customers which are both before and after they buy or purchasing the product and that helps them have an easy and enjoyable experience with the company. It's more than just providing answers and it's an important part of the promise the company brand makes to its customers. And it's a critical to the success of the business. In Jajahan Kota Bharu (KBS), there are several function of customer service which are:

2.2.2 Customer Account

A customer account record is the basic unit of information about a customer that resides in a CRM, or customer relationship management system. A customer account record holds critical

data about a customer, including the standard data, such as name, order data, billing information, interaction information, and credit information. Today, companies are able to augment this customer record information with new forms of data, such as social media handles, comments from forums or blog post data, profile information from social media platforms, such as Twitter, LinkedIn and Facebook. In Jajahan Kota Bharu (KBS), there are several function of customer account which are:

- Provide documentation of credit notes and debit notes from the colony
- Analyze High Bill complaints arising from:
    i)   Wind pressure
    ii)   Reading error
    iii)   Internal pipe leakage
- Completing the report for customer account tariff conversion
- Review and analyze the appropriate tariffs for each customer account based on the usage records
- Ensure that every complaint for the meter test is completed and prepare a decision report complete
- Process withdrawal application of deposit
- Processing a New Connection Application until the account is created
- Records Indent Number and Expenses (RM) for Approved Vendor List works
- Make comparisons of expenses with budget (RM) per month in the colony
- Responsible for all sub-store activities
- All directions from the management of the colony must be observed from time to time

2.2.3 Customer Care

Customer Care is the work of looking after customers and ensuring their satisfaction with one's business and its goods or services. Modern consumers are aware of their right to a high standard of customer care. Customer care is very important to an organization. In Jajahan Kota Bharu (KBS), there are several function of customer service which are:

- Ensure aging calculation according to tariffs in the colony is done
- Generate and ensure that each client with an outstanding account is contacted by:

    i)   Phone

    ii)   SMS

    iii)   Facsimile

- Generate a notice of deduction to be sent to the customer according to the policy
- Generate and submit legal notices for suspended accounts
- Update the status of the account being cut and reconnect accounts on the site and SISPAK
- Ensure account cuts of the request are settled
- Make an action cut off the ferrule for accounts that have been deducted after 90 days
- All directions from the management of the colony must be observed from time to time

CHAPTER 3

INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities

Within the internship period, the trainee has been exposed to many activities in South Kota Bharu (KBS). All the activities were designed and instructed to all trainee to expose them with working environment when they have completing their study. At South Kota Bharu (KBS), the trainee need to rotate the internship schedule in order to receive experience and to learn various kind of skills and knowledge from different department. Based on the schedule given from Faculty of Information Management, the internship period is set to be started on 1st August 2017 until 31th December 2017. First day of reporting for duty at industry, the trainee from UiTM Machang Campus need to attend an official registration at the main office of Air Kelantan Sdn Bhd and to get some briefing about industrial training. Besides that, the trainee also been taught about the rules that need to be follow as a practical student by the Head of Human Resources Development, Mister Mohd Farhan bin Mat Zain. After the short briefing from Head of Human Resources, the trainee need to attend the second briefing from Mister Mohamad Ali omar bin Mohd Ali Janah, who is the administration officer at the South Kota Bharu (KBS). After that, I was guide for an office tour to visit each of the office units or divisions. On the 1st August 2017, the trainee is allocated to start internship period at the South Kota Bharu (KBS). This chapter will be discussing about the daily internship activities performed and completed by the trainee during internship period.

3.2 Daily Activities

3.2.1 Document Management

Document management is the capture, storage and retrieval of documents. Documents come in the form of both paper and electronic. In KBS, they receive document like invoice,receipt or record that comes from other stafff, suppliers or their customer. During the internship, Mr Muhamad Ali Omar guided the trainee when receive the document on how to manage for document management. As instance, he teach the trainee on how insert the data and the information that needed like name, date, content and so on. Table 3.1 show task profile for Document Management.

Table 3.1: Task profile for Document Management

Task	Document management
Scope	Record Management
Duration	3 August-12 August 2017
Task supervisor	Mr Muhamad Ali Omar
Hardware / Device	Computer
Software	Microsoft Excel

The recorded information can help staff to retrieve the document easily and in the short time in future. For example, the document will be minuted by the Director of AKSB then the document will distributed to the related officer. Staff needs to record the flow of the document in order to make sure the related document location can be detected. Figure 3.1 show the example of the invoice from the supllier after ordering their equipment.

RIKOK ENGINEERING AND TRADING (KEL.) SDN. BHD.
Specialist in Press Steel Water Tanks, Repair Pumps,
& Supply Pipe Fittings

FACSIMILE TRANSMISSION No: 3046

To : Air Kelantan Sdn Bhd.   From : MY WEE
Attn : En Ali KBS
Fax No : 7470584   7470259   Ref No :
Date : 22·11·2017   7470200

REFERENCE / QUOTATION / ~~DOCUMENT~~.-

1. Pvc pipe -0 160mm x 6m
   500 Btg @ RM450·00/btg

   * projek Kok Lanas
   * Tarik Hantaran 7 hari, hari bekerja
   * Sebutharga ini Had Laku 1 minggu
   * Harga Belum · masuk GST .

IF TRANSACTION IS INCOMPLETE OR ILLEGIBLE, PLEASE CALL.

Issued By
                                        Received By
                                        Chop & Sign
Siti

Lot 500, Mukim Chicha, Kubang Kerian, 16150 Kota Bharu, Kelantan, Malaysia
Tel 09-7652592 7654873 Fax 09 7652593
                                — Shukada —

Figure 3.1: Example of the invoice

Figure 3.2: Workflow for document management.

3.2.2 Water Billing System Administration

Billing system is a combination of software and hardware that receives call detail and service usage information, groups this information for specific accounts or customers, produces invoices, creates reports for management, and records (posts) payments made to customer accounts. Receive and disburse money in establishments other than financial institutions. Usually involves use of electronic scanners, cash registers, or related equipment. Often involved in processing credit or debit card transactions and validating checks. Table 3.2 show task profile for Billing Water system Administration.

Table 3.2: Task profile for Water Billing System Administration

Task	Water Billing System Administration
Scope	System Management
Duration	13 August- 25 August 2017
Task supervisor	Mr Rozali Hamid
Hardware / Device	Computer
Software	Billing system

At KBS, they use the Water Billing System or "Kutipan Hasil" and there are three function of use this system which are water bill, majary service bill and MDKB bill ("cukai pintu"). The cashier will collect company money from the customers account debits and credits. The customers receive receipts of their payments. Mr Rozali Hamid be the guidence to trainee for use this system. Below are the example of job duties and tasks for cashier:

1) Receive payment by cash, check, credit cards, vouchers, or automatic debits.

2) Issue receipts, refunds, credits, or change due to customers.

3) Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.

4) Greet customers entering establishments.

5) Maintain clean and orderly checkout areas.

6) Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.

7) Issue trading stamps, and redeem food stamps and coupons.

8) Resolve customer complaints.

Figure 3.3 shows the main page of the billing system. In this billing system, it include the name of the duty cashier, date ,time, collection money and so on. While, the Figure 3.4 shows all the data in billing system that should be downloaded everyday to the main sever before the cashier close the billing system. Lastly figure 3.5 show the workflow of billing system adminstration.
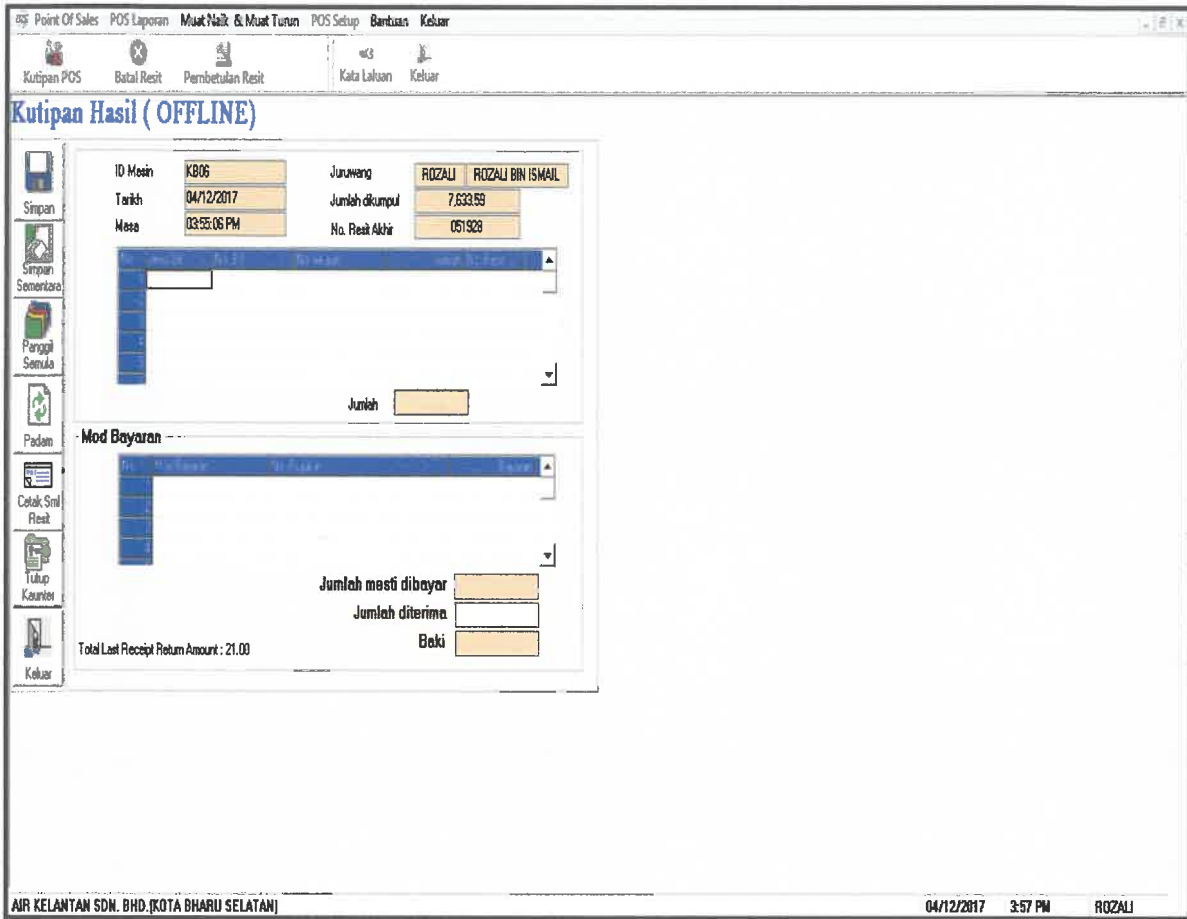
Figure 3.3: Water Billing system main page

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Figure 3.4: Water Billing System downloaded data
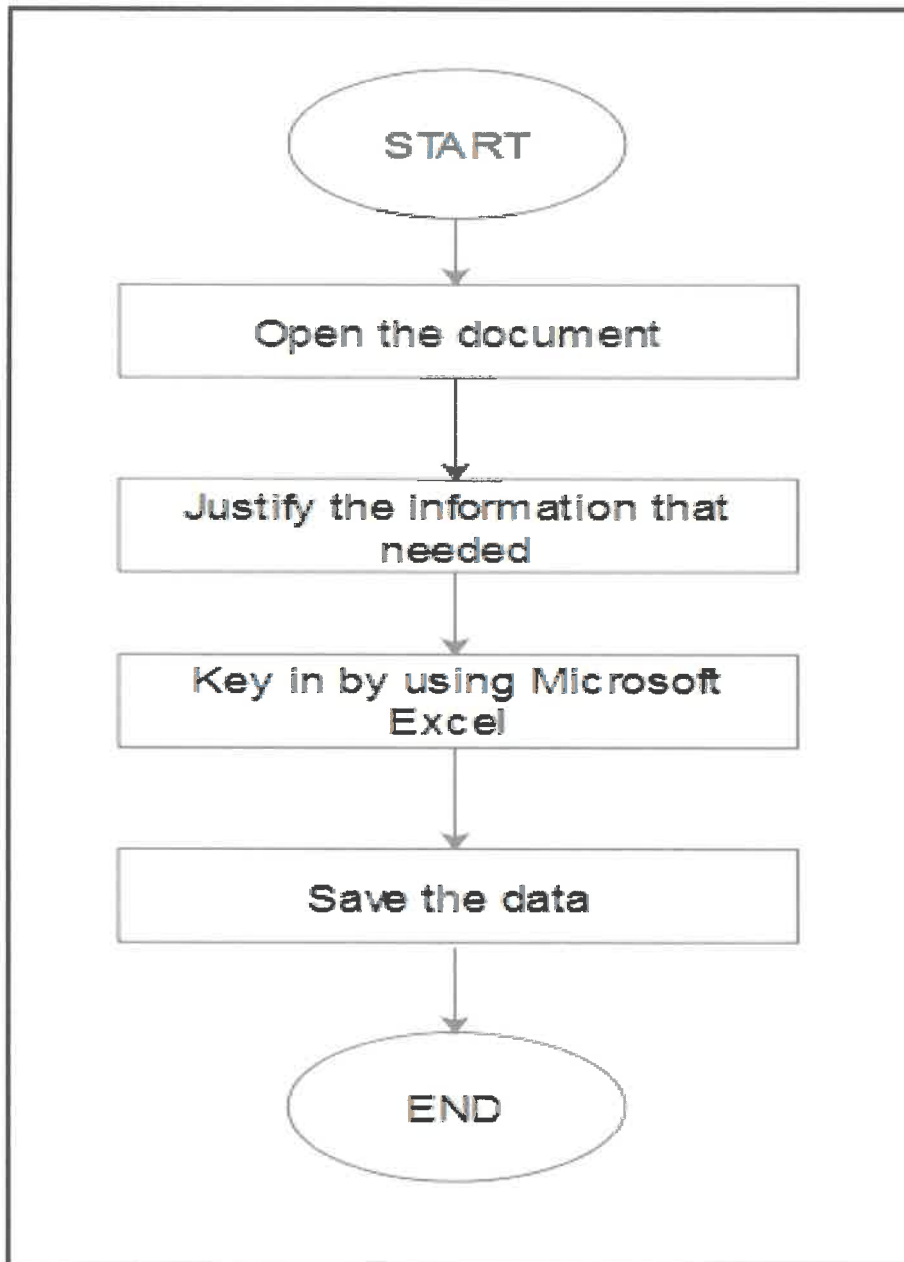
Figure 3.5: Workflow for Water Billing System Administration

3.2.3 Printer Installation

A printer is a device that accepts text and graphic output from a computer and transfers the information to paper, usually to standard size sheets of paper. Printers vary in size, speed, sophistication, and cost. In general, more expensive printers are used for higher-resolution color printing. Table 3.3 shows the task profile for printer installation.

Table 3.3: Task Profile for Printer Installation

Task	Printer installation
Scope	ICT hardware installation and maintenance
Duration	26 August- 30 August 2017
Task supervisor	Mr Baharuddin bin Bukhari
Hardware / Device	Printer
Software	Printer software

During internship, Mr Baharudin bin Bukhari give the trainee a task for installing the printer in their office. Trainee is required to install five (5) units of printer in the office and the printer model is HP Deskject 1515. During the process of installing the printer, the trainee was monitored by Mr Effendy bin Zakaria who is Mr Bharuddin assistance. The trainee had follow the guidelines that take from Google and the guidelines can see in the appendix 1. Figure 3.6 and 3.7 show the example and workflow of printer installation.
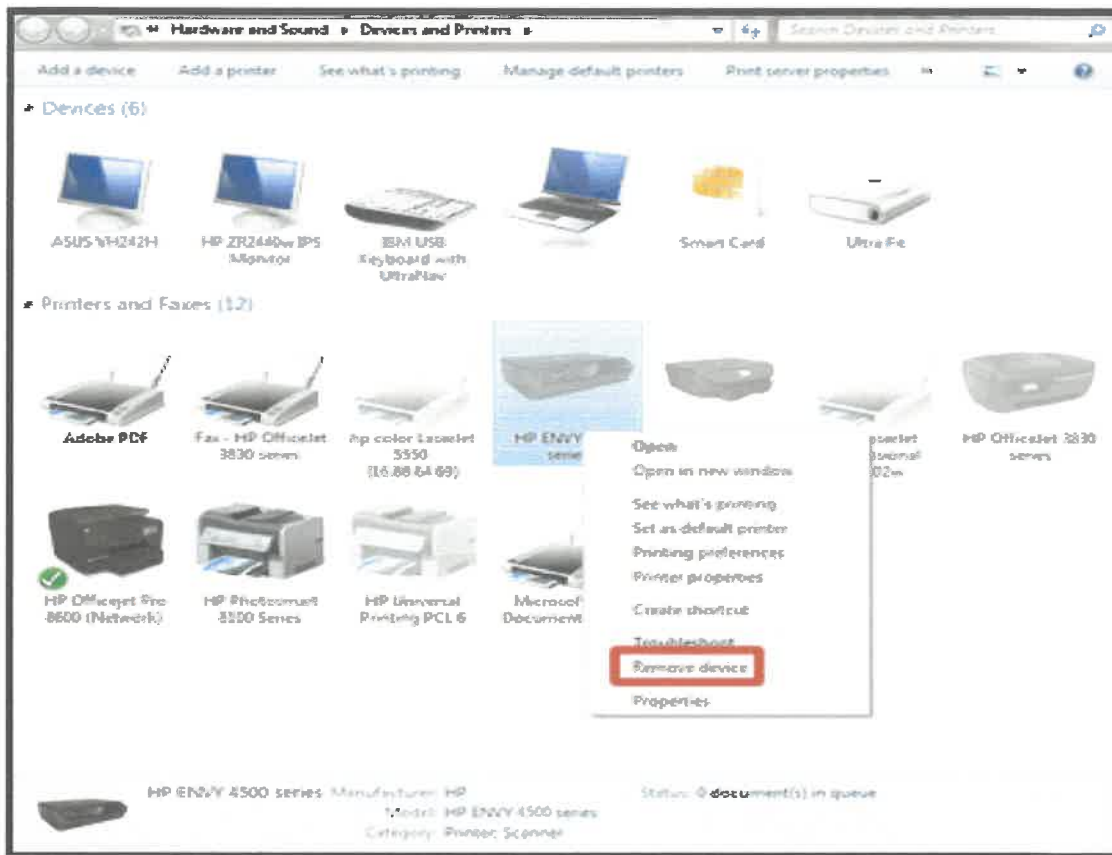
Figure 3.6: Example of printer installation
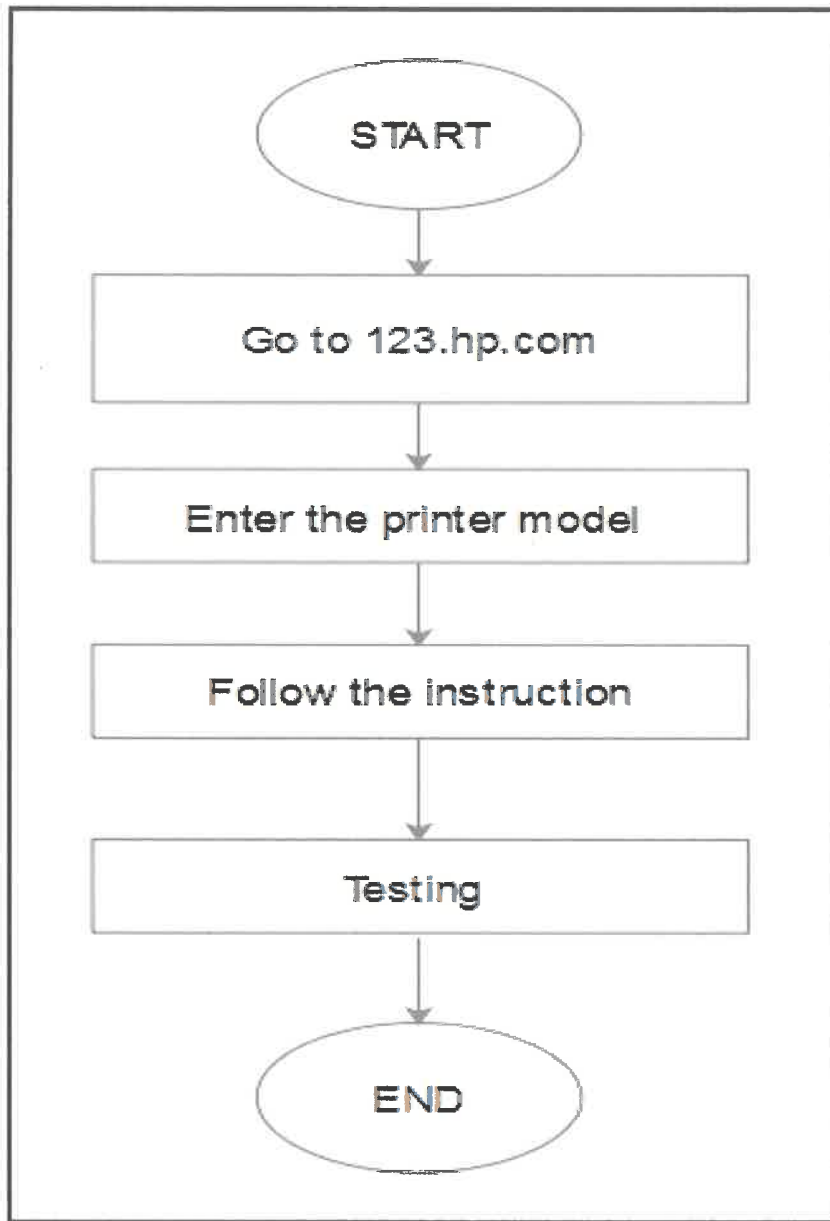
Figure 3.7: Workflow of printer installation

3.2.4 Meeting Minute Recording

Meeting minutes are the written or recorded documentation that is used to inform attendees and non-attendees about what was discussed and what happened during a meeting. The meeting minutes are generally taken or recorded during the meeting so that participants have a record of what happened during the meeting. Table 3.4 shows task profile for recording minutes of meeting.

Table 3.4: Task profile for Meeting Minute Recording

Task	Meeting Minute Recording
Scope	Secretarial Work
Duration	1 September 2017
Task supervisor	Mr Muhamad Ali Omar
Hardware / Device	Computer
Software	Microsoft words

Meeting minutes tasks are also given to the trainee. Mr Muhamad Ali Omar give this task for guide the trainee when record the minute of meeting. He also give the trainee his old template for editing by use his fomat for creating minute of meeting. The example of recording minutes of meeting can see in the appendix 2. Figure 3.8 below show the workflow of recording minutes of meeting.
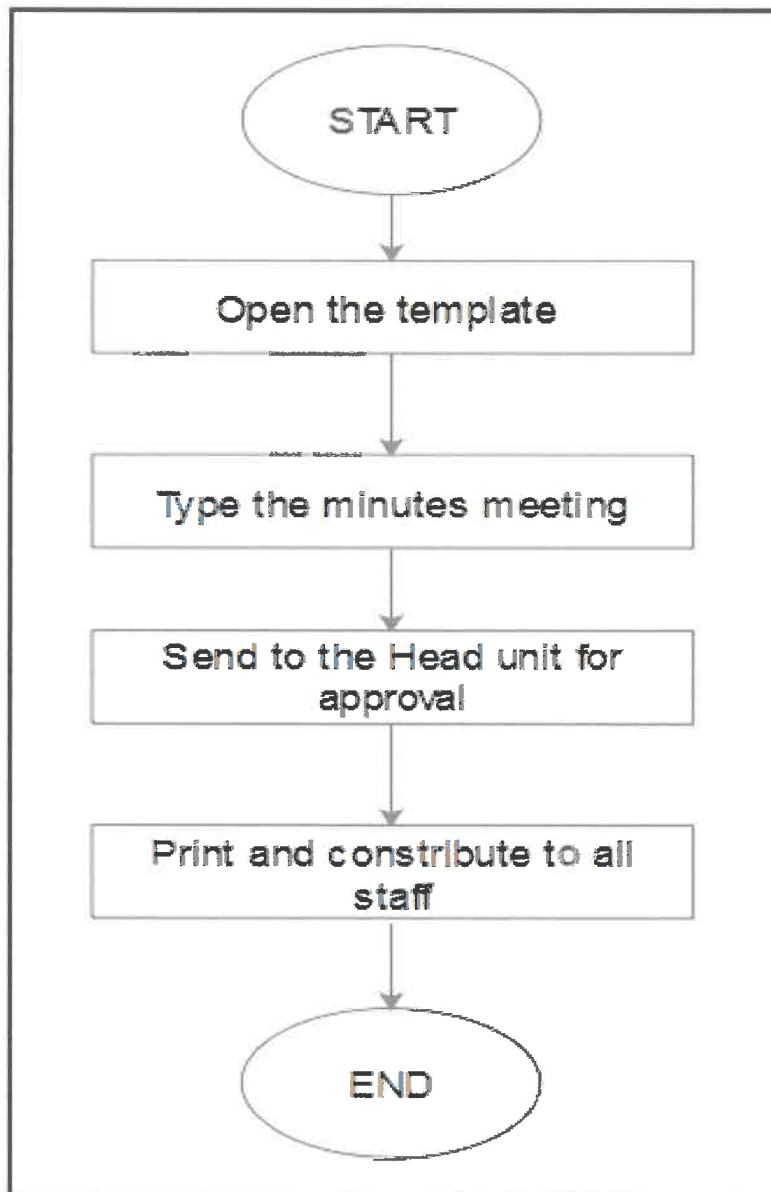
Figure 3.8: Workflow of recording minutes of meeting

3.2.5 Printing and Photocopying

This task are normally have in an organization. The activity that being done during the industrial training was given task to do printing and make photocopy of documents request by other staff. Sometimes, the staff from other unit does not know how to print the document to make it double sided printed, their printer can print double sided but they do not know how to setting the option. So, they make decision to come in the office and seek for help from staff at here to do the printing task. Table 3.5 show the task profile for printing and make photocopy of documents and the figure 3.8 show example for photocopy. While the figure 3.9 and 3.10 show the workflow of printing and make photocopy of documents.

Table 3.5: Task profile of Printing and make photocopy of documents.

Task	Printing and Photocopying
Scope	Clerical Task
Duration	10 September 2017
Task supervisor	Mr Muhamad Ali Omar
Hardware / Device	Printer
Software	Printer
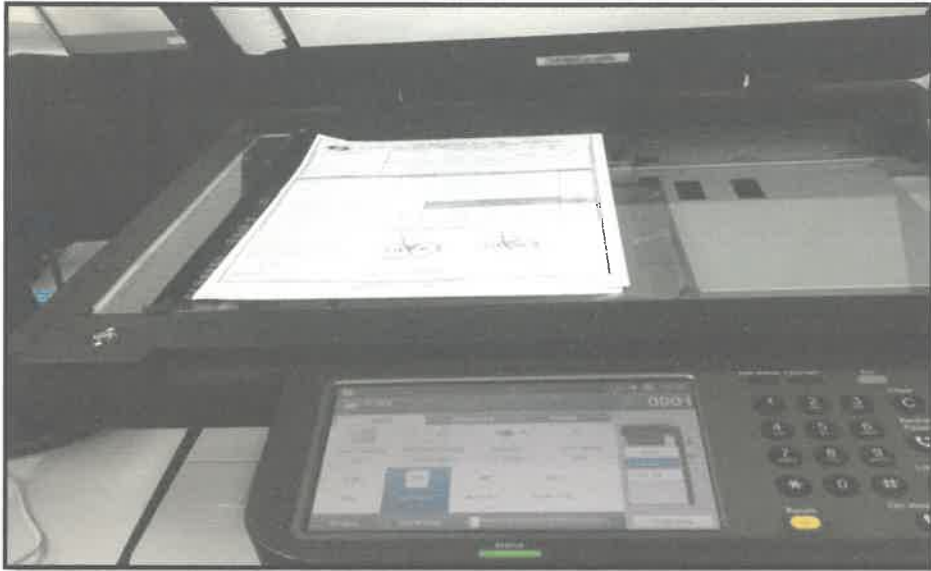
Figure 3.9: Example of Photocopying
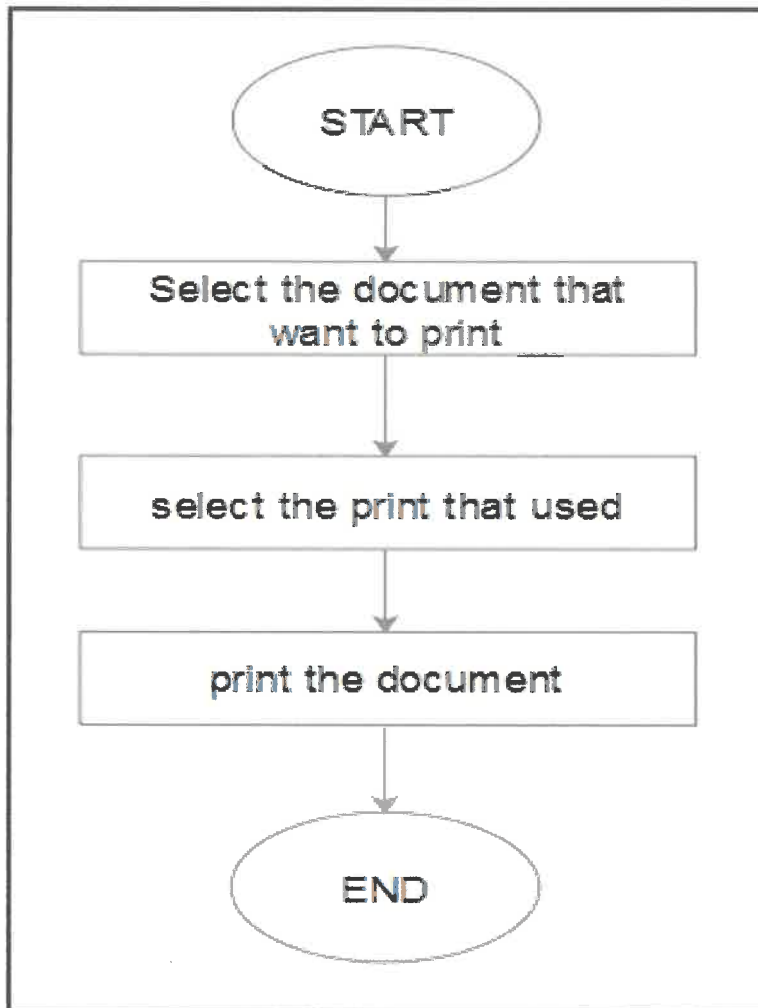
Figure 3.10: workflow for printing
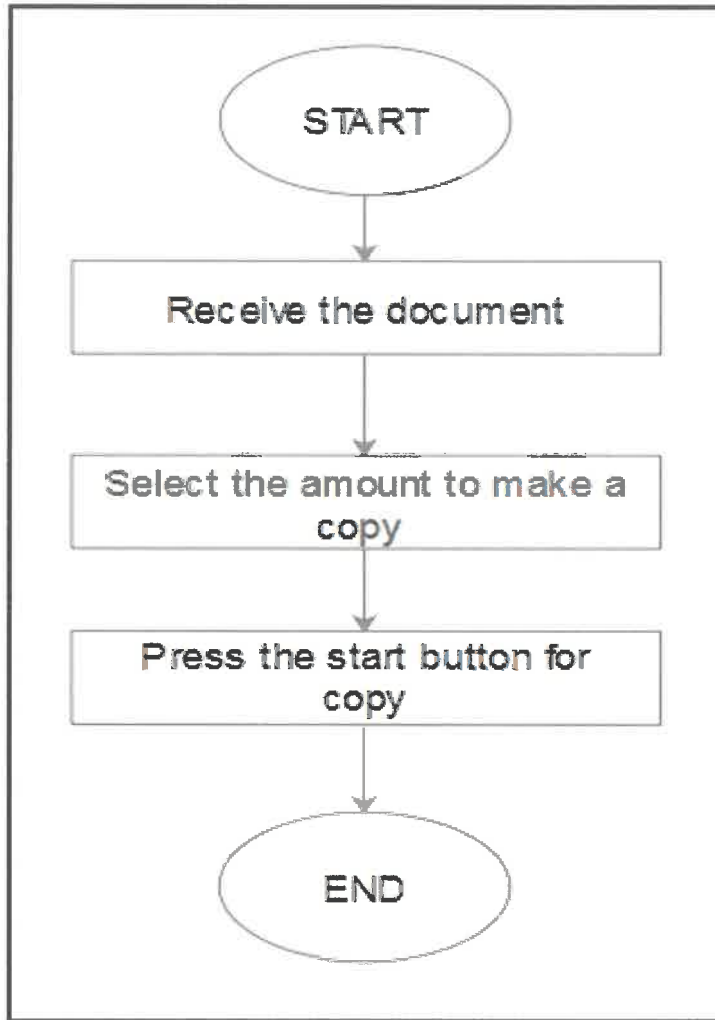
3.11: Workflow for photocopying

3.2.6 Help Desk at Customer Service Hal Ehwal Pelanggan (HEP)

Customer Service representatives, also called customer affairs representatives, answer phone calls, emails, letters or other correspondence from customers who have encountered a problem with a product or service. They are responsible for listening to customers' issues, providing accurate information and following up in a timely manner when a solution cannot be immediately provided. Customer service must have complete knowledge of their company's products and services, and be able to communicate effectively in conversations with unsatisfied customers. They also document complaints and provide feedback to managers, which can lead to improvements to products and services. Table 3.6 show the task profile for Consumer Service (HEP).

Table 3.2.6: Task profile for Customer Service (HEP)

Task	Help desk
Scope	Record management
Duration	15 September 2017
Task supervisor	Pn. Syuhada binti Manaf
Hardware / Device	Computer
Software	SISPAK System

In KBS, Consumer Affairs know as "Hal Ehwal pelanggan" and the staff responsible for HEP is Pn Syuhada Manaf. The trainee has been guided by Pn Syuhada manaf to learn about her duty. Trainee has to receiving and resolving all forms of complaints from consumers via telephone, customer presence at customer service counter and complaints from PMA, such as issuing final bills, high billing complaints, Meter Test Application, Leaked Pipe Appeal, Leakage Complaints, Tariff Tariff Applications, New Extension Application and entered into SISPAK (service request). After receiving a complaint from the user or AKSB subscribers, trainee made a service order report (SR) for inclusion in SISPAK and assigned to the unit supervisor about the problems encountered by AKSB customers. Figure 3.12 shows the homepage of SISPAK System. While,

Figure 3.13 shows the example customers details and Figure 3.14 shows the example of service request by customer. Lastly figure 3.15 shows the workflow for customer services.
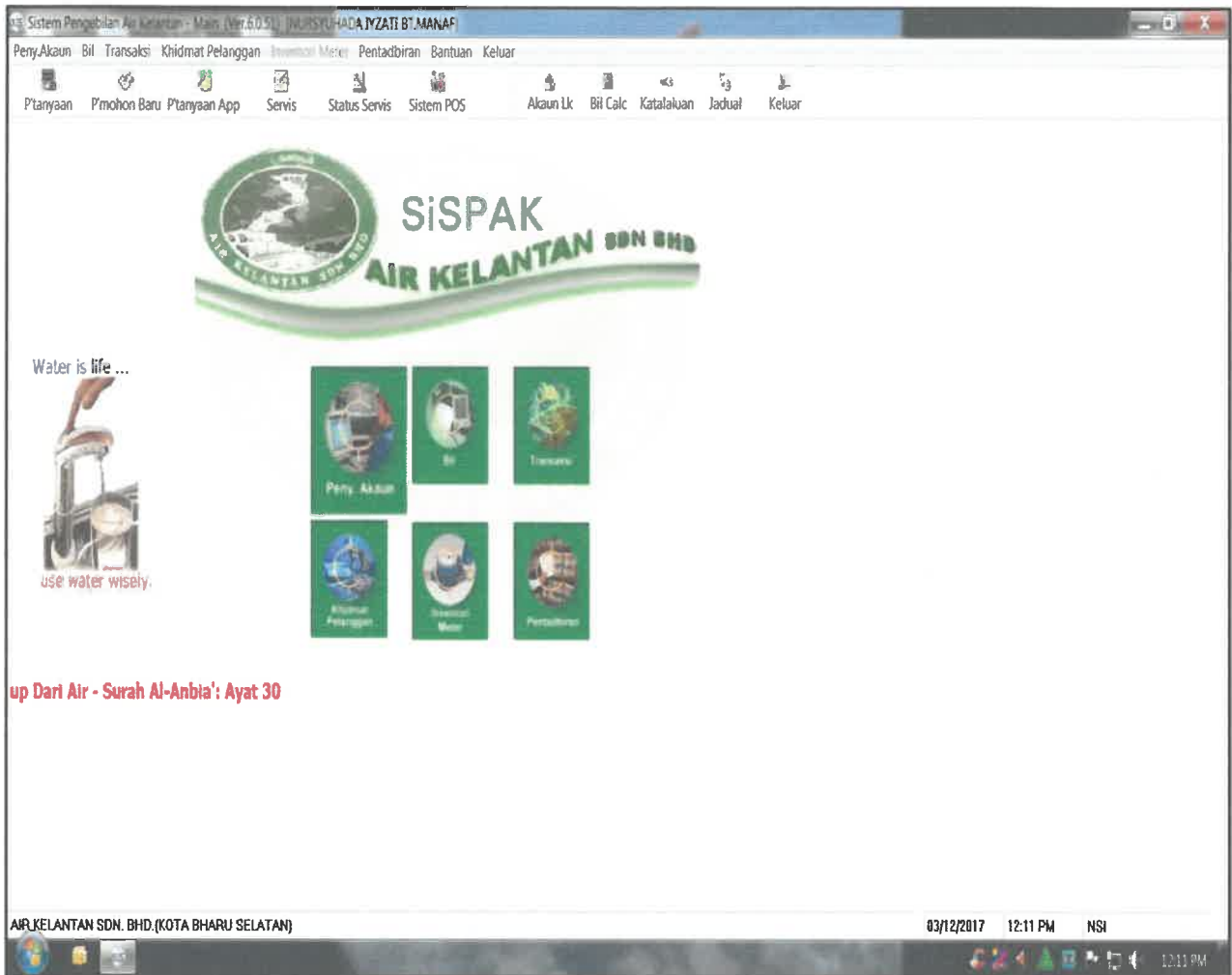
Figure 3.12: Homepage of SISPAK System
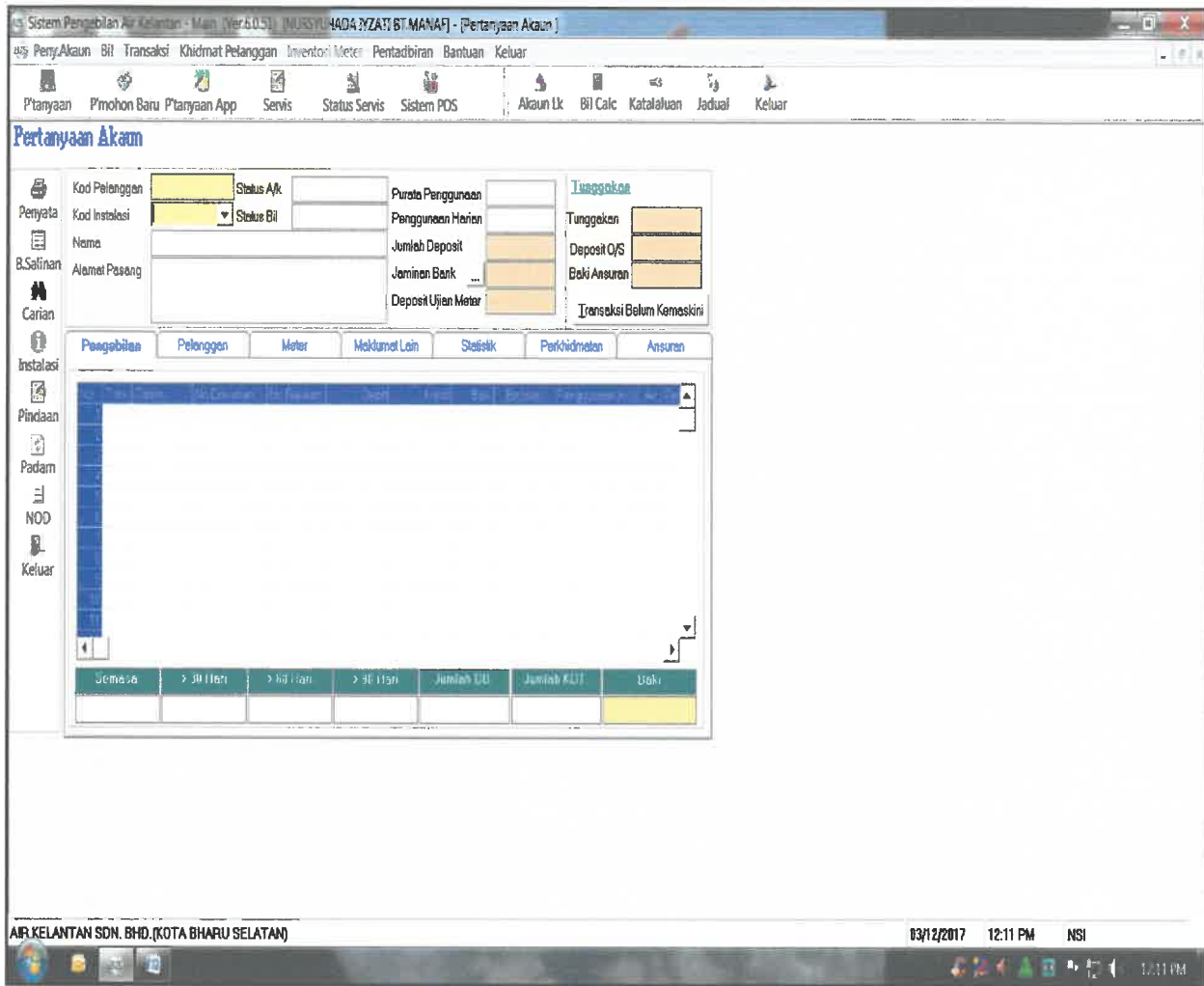
Figure 3.13: Example customers detail
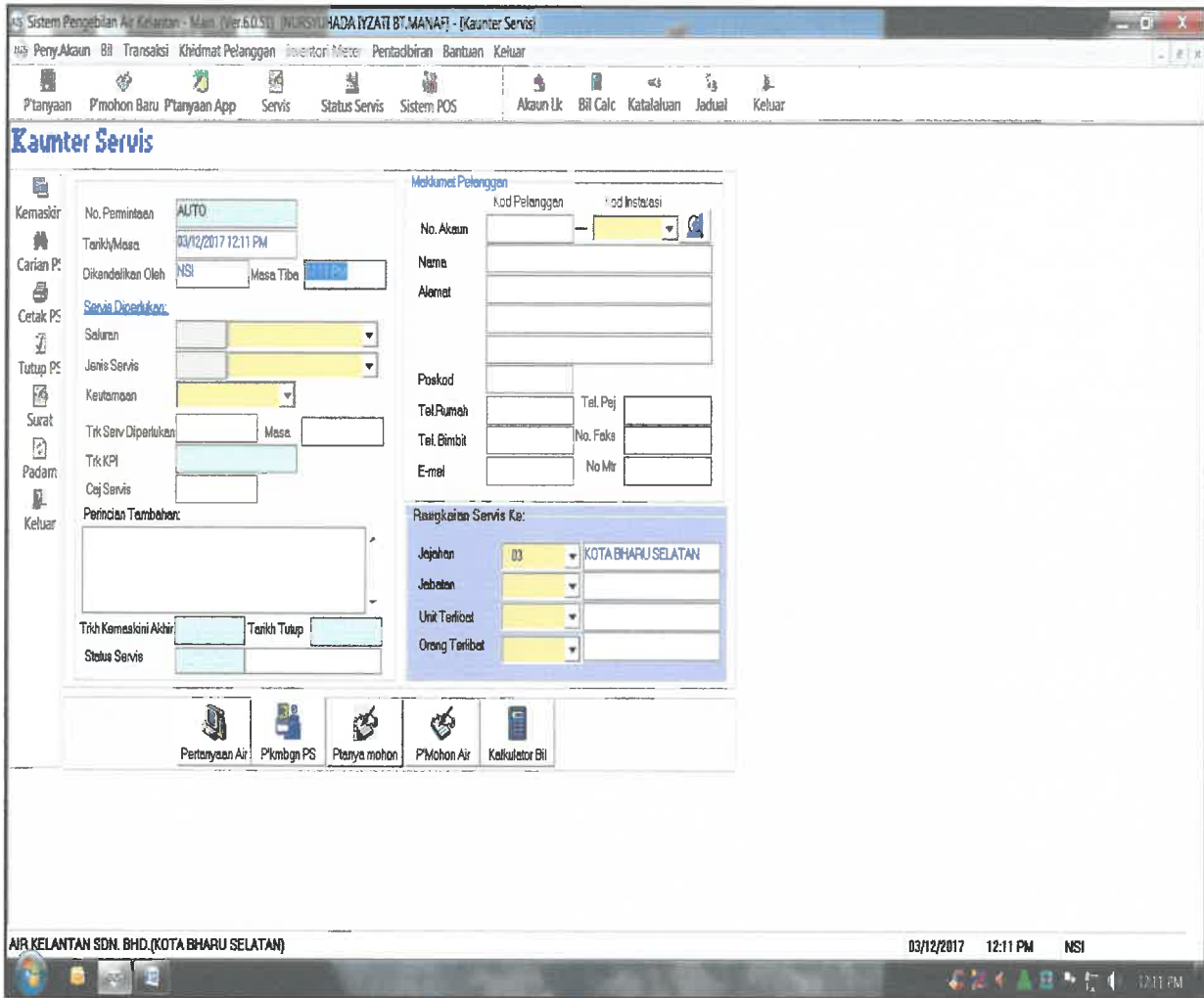
Figure 3.14: Example of service request by customer.

33
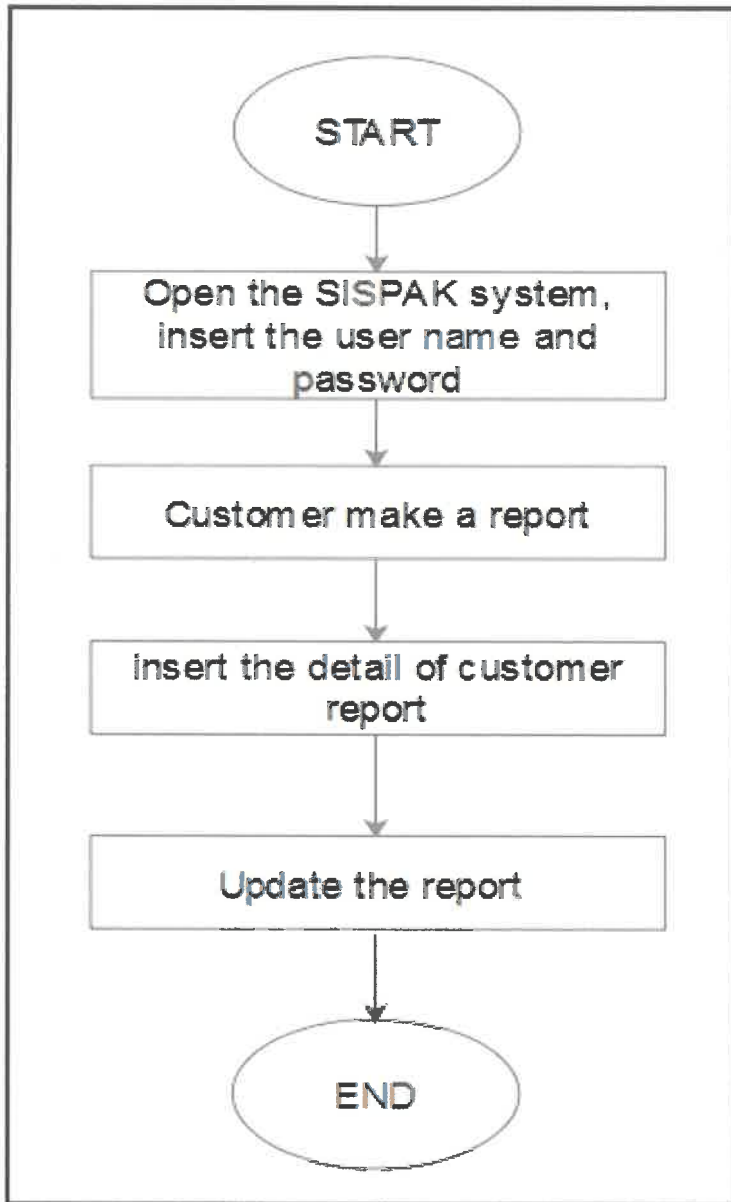
Figure 3.15: Workflow for Customer Service

3.2.7 Data Entry for KBS Data Mileage & Claim

Mileage means the funds that provided to an individual as reimbursement for mileage placed on their vehicle from performing a duty for another person or business. A pre-determined amount may be set for each mile that the individual travels. People that work in outside sales are often provided a mileage allowance as part of their overall compensation. Table 3.7 how task profile Data Entry for KBS Data Mileage & Claim.

Table 3.7: Task profile Data Entry for KBS Data Mileage & Claim.

Task	Data Entry for KBS Data Mileage & Claim
Scope	Record management
Duration	6 October 2017
Task supervisor	Mr Muhamad Ali Omar
Hardware / Device	Computer
Software	Microsoft Excel

The trainee has been asked by Mr Muhamad Ali Omar to key in the mileage data for all staff who are claims their distance when go to an area when working. Trainee also need to review all employee claim forms and enter all the data collected using microsoft excel. Figure 3.16 show the example of KBS Data Mileage & Claim. While figure 3.17 shows the workflow of Data Entry for KBS Data Mileage & Claim

BUSINESS TRAVEL & INSENTIF 2017

NAMA PESERTA	PERJBATAN	[KM] Business Travel	RM	INSENTIF	TOL/PARKING	OT	ELAUN TUNGGU SEDIA	MAKAN	ELAUN DOBI	ELAUN KASVER GANTI	PERUBATAN	[KM] Business Travel
							OKTOBER					
25 AB HALIM BIN ZAKARIA		593.75	237.24	552					20			593.75
26 AZMAN BIN JUNOH		631.68	252.67	652.5					20			631.68
27 MOHD NASIR BIN MOHAMMAD YAAKUB			212.97	623.7					20			532.42
28 BURHANUDDIN BIN CHE SOH		614.60	245.84	619.2					20			614.6
29 ZAMRI BIN ABDDULLAH			245.84	589.8					20			614.6
30 MOHD FARIZAL BIN MD NAWI		602.41	240.96	611.4					20			602.41
31 MOHD SYAIFUL HIZWAN BIN MOHD ZAWAJ		797.30	318.92	926.4	01=68.5, 03=6, D4=22.5				20			1132
32 MOHD FAUZI BIN DAUD		974.25	389.7						20			902.57
33 WAN EZRAN BIN WAN ZAINULZAMAN		711.55	284.62						20			589.43
34 SUHARDI BIN GHAZALI												573.41
35 MOHD ASHRAF BIN MD DAM												524.98
36 ZULKIFLI BIN AB GHANI		2156.75	862.7									1435.98
37 MUHAMMAD ARIFFADILAH BIN ADNAN												
38 MOHD SHAHARUDDIN B. MOHD ZAIN												1829.67
39 MOHD AZMI BIN YAACOB		271	177.45			01=16					8	351
40 M.EFFENDY B. ZAKARIA		1616	646.40									859
41 SUKARNO BIN ISMAIL		1142	456.80									911
42 MOHD NORAZMI BIN ISMAIL												478
43 MOHD FADZLI BIN FAUZI												827
44 ZULKIFLEE MAT KASIM												
45 MUHAMAD IKBAR BIN MUHAMAD ASARI												
46 JAMSARI MOHAMED												
47 MUHAMMAD SHARIF BIN ABD RAHMAN												
48 RUZI BIN ABDULLAH												

Figure 3.16: Data Entry for KBS Data Mileage & Claim Record
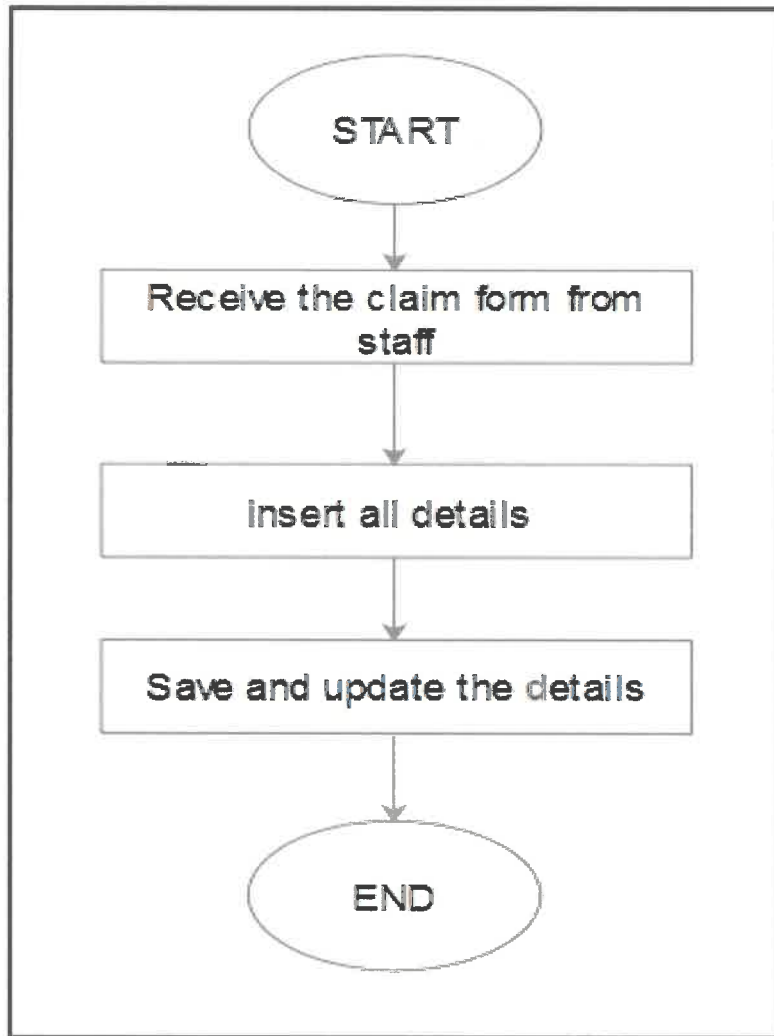
Figure 3.17: Workflow of Data Entry for KBS Data Mileage & Claim

3.2.8 Department activities board

The department activities board is develops to organizes for department wide activities by everydays. The sfaff need to update the information that needed on the activities board. Table 3.8 shows the task profile for department activities board.

Table 3.8: Department activities board

Task	Designing the department activity board
Scope	Clerical Task
Duration	23 October 2017
Task supervisor	Mr Muhamad Ali Omar
Hardware / Device	Computer
Software	Microsoft Words

The trainee supervisor want trainee to design the Department activities board for their office in simple design for easy to update their operation office everydays. Mr Ali want this board divided by three section which are NRW and billing Unit, Customer Care Unit and Customer Account Unit. Then each unit must have the table for easy to see the dissimilar part which are include the sfaff name, their performance and total of performance by days. Figure 3.18 shows the department activities board that had been done by the trainee and figure 3.19 shows the workflow when designing for department activities board.

Figure 3.18: Department activities board
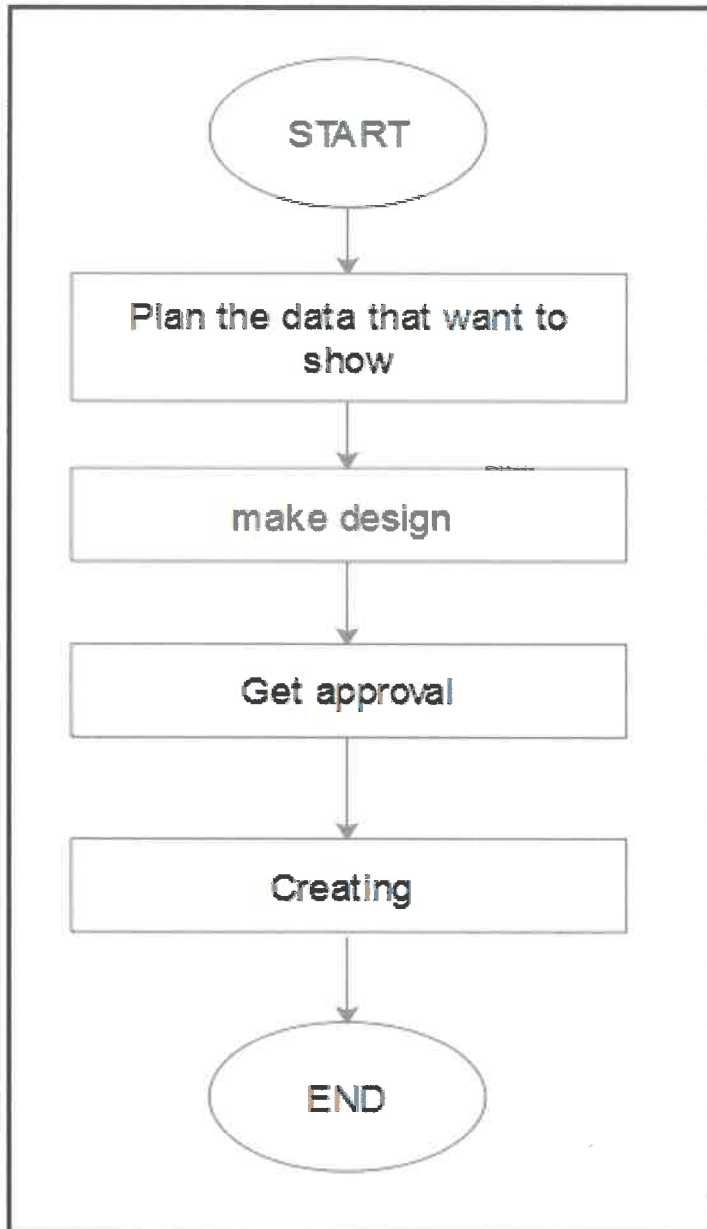
Figure 3.19: Workflow for department activities board.

3.2.9 Administrative Work

During the period of practical as well, trainee have been placed in operation management section as boss assistant. Trainee task is like secretary that need to answer phone calls, attending meetings and create minutes of the meeting, create formal letter, provide a list of staffs names of the morning assembly and attendance program, also provide the necessary documents for the meeting. Trainee had been guide by the boss of the KBS which is also organization supervisor.

For a formal letter, trainee was assigned to create a letter to be send out to the selected company. For an example, trainee has create a formal letter about the programme that will be held in the KBS for all the staffs. Trainee also reminds the person in charge about the programme through the phone calls.

Next is about attendance of the staffs. Trainee need to preparing list name of attendance every morning assembly to be sign by each of staff that attend the morning assembly. A list of staff names should also be available during the program made by KBS for their staffs.

3.2.10 Other Job Activities

Besides of those activities, trainee also do an outside job. Trainee need to follow Mr Razak Aziz and Mr Mohd Shafiq Ismail to send the summon letter to the six employers. It is cover Pasir Puteh, Kubang Kerian and Tanah Merah area. The trainee and other two staff also need to open a booth at Taman Anggrik Kubang Kerian on our off day.

3.3 Special project

3.3.1 Project Overview

In KBS, they do not have a large number of employees for the management section when the pipeline contractors come in to claim a project ordered by them every month. Unfortunately some of them do not happen to be honest when claims for the management fees at the office as example, they demand a claim using the same service request number issued by the KBS and claim with different months. This is because the KBS office management does not have sufficient number of employees to review each claim report from the pipe contractor. So when practical there, Mr. Ali, the trainee supervisor, suggested to solve the problem.Aat first the trainee suggested to him to create a system that is specific to the contractor's claim. But unfortunately Mr Ali told me that their employees did not have enough skills to use the system because they were accustomed to using microsoft excel while doing their job. As a result, there is a Contractor Claim Management that only uses microsoft excel to give their employees the pleasure of doing their job.

In this Contractor Claim Management, it serves as a reference and keeps all claims from plumbing contractors by using the computer. It also saves space to keep all the records of claim files. With this management, employees can save time to review claims from piping contractors because when employees enter the same service request number it will automatically detect the number of service requests previously entered. So employees can reject that claim immediately. This happen because the trainee editing ordered setting in microsoft excel for detect the duplicate numbers.

3.3.2 Problem Statement

i. Require a long time to find the claim documents

ii. Limited fail storage area

iii. Repetition of the same data stored

iv. Loss of files happened

3.3.3 Objective of the project

i. To protects the documents from possible loss or damage.

ii. Helps to savings in time and brings efficiency in office operations.

iii Allows records can be obtained immediately when required.

3.3.4 Advantages of the project

i. Easy to manage

ii. save the budget spend for file

iii. can backup the record when loss

3.3.5 Development Tools

In Contractor Claim Management, the trainee only used microsoft excel.

3.3.6 Project Planning

In developing a Contractor Claim Management, the trainee takes serious in time management. It is most vital calculate for the project.. Hence the trainee give gantt chart to ensure this project effortlessly control and screen it. This schedule will be used as reference until this project complete. This is because, by having schedule about what the trainee want to do and the time trainee want to do, trainee can frame the job done in a uniform manner. For details information about the schedule, trainee have developed gantt chart for reference and figure 3.20 Shows the gantt chart for this project.

Task Mode	Task Name	Duration	Start	Finish
	Kick of meeting	1 day	Sun 10/09/17	Sun 10/09/17
	Planning	6 days	Mon 11/09/17	Mon 18/09/17
	Colect the data and information	5 days	Mon 11/09/17	Fri 15/09/17
	Select hardware	1 day	Sat 16/09/17	Sat 16/09/17
	Analysis	3 days	Mon 18/09/17	Wed 20/09/17
	Analysis problem and opportunities	3 days	Mon 18/09/17	Wed 20/09/17
	Design	5 days	Thu 21/09/17	Wed 27/09/17
	Define function and technical element	2 days	Thu 21/09/17	Fri 22/09/17
	Determine input and output	3 days	Sat 23/09/17	Tue 26/09/17
	Implemetation	10 days	Fri 13/10/17	Thu 26/10/17
	Starting editng the microsoft excel	10 days	Mon 16/10/17	Fri 27/10/17
	Maintenance	23 days	Mon 20/11/17	Wed 20/12/17
	Monitor the Contractor Claim Management	23 days	Mon 20/11/17	Wed 20/12/17

Figure 3.20 : Gantt chart project

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3.3.7 Storyboard

In table 3.9 shows the storyboard description and figure 3.21 shows example interface of the Contractor Claim Management.

Table 3.9: Storyboard description

Attributes	User	Description
Date indent with staff	Staff	Insert the date when receive the claim form
Plumber name	Staff	Insert the plumber name
Service request number (SR NO)	Staff	Key in the SR No
Receipt number	Staff	Key in the Receipt number
Actual cost	Sfaff	Insert the actual costing of project after checking the whole cost

CONTRACTOR CLAIM MANAGEMENT

DATE INDENT WITH A/A	PLUMBER NAME	SR NO	INDENT NO	RECEIPT NO	ACTUAL COST(RM)
	CHE HAMID BIN CHE IBRAHIM	SR13030196	KSB-AVL/KBS/0123/201	BIK1/ACL/AK:15041	540.6
		SR03050687			
		SR13030603			
		SR03051223			
		SR03051246			
		SR03051105			
		SR13030436			
		SR03050905			
		SR03050960			
		SR13030189			
		SR03050960	KSB-AVL/KBS/0130/201	BIK1/ACL/AK:15016	540.6
		SR03050721			
		SR13029646			
		SR03050759			

Figure 3.21: Example interface of the Contractor Claim Management.

CHAPTER 4

CONCLUSION

4.1 Application of Knowledge, Skills and Experience in Undertaking the Task

4.1.1 Teamwork

Teamwork gives the student and individuals figure out how to help each other in accomplishing an assignment or objective, instead of leaving the obligation on one individual's shoulders. People advantage through shared help and a joined feeling of achievement.

4.1.2 Communication

Trainee know how to understand and consider the most ideal way to deal with connect with some individual as shown by their vitality and their positions. The commitment of understudy in the succinct social affairs held between the student's gathering and the customer and venders add data about how to deal and interface with a man who have a substitute learning

4.1.3 Self-Confidence

The trainee can expand self-assurance to stand up and talk before individuals including the best administration of the Admin Unit. In actuality, working student meet more staff and any positions begin from lower and upper in division. Learner had issues when meet best staff and startling to talk up. for fabricate self-assured student attempt to talk up with great ways and utilizing convention dialects .

4.1.4 Language

The trainee likewise comprehend that the abilities to talk in various dialects is a need in the expert work these days. It is not an obligatory prerequisite, but rather it will help enhance the execution of the organization. This is on account of in an expert employment part, many organizations complete participation with organizations from abroad. These aptitudes additionally can enhance relations between staff of various race and religions. The student learned by encounter that the learner himself need to talk in English with some staff individuals who are not capable in speaking Malay.

4.1.5 Respect each other

The trainee figure out how to regard the colleagues and furthermore to hear guidelines with all the more better way. This is the aftereffect of a connection between the student with other staff what's more, bosses. The student comprehend that regarding each other will give many favorable circumstances to all gatherings included and it will produce a positive advancement among staff.

4.1.6 Problem solving

The trainee are included in numerous exercises and practically all action had an issue. From this issue, the learner figure out how to tackle the issue by alluding to the student's boss and other staff in the Admin Unit division. The student comprehend that the example of critical thinking is basic to guarantee that issues could be settled accurately.

4.1.7 Critical thinking

Critical thinking Basic believing is vital in any things on the grounds that not all things can be illuminated effectively. In view of perceptions of the learner in the Admin Unit division, the staff here have dependably thought top to bottom to settle on any choice or to create an impression. This is on the grounds that this division is a focused on office in light of the fact that all office in this association will allude to it. Consequently, the student realize that basic believing is one thing that should be prepared.

4.1.8 Time Management

During industrial training mechanical preparing in this association, the learner should dependably be worried about time administration. The learner need to make a point to go to the workplace at the delegated time and the student can not be late to get things done for fear it would influence different things. In light of this circumstance, the student comprehend that the productive time administration is critical in regular day to day existence.

Table 4.1 : Application of Knowledge, Skills & Experience

NO	KNOWLEDGE	SKILL	EXPERIENCE	RELATED COURSE
1	- Can compare the systems used as additional knowledge	typing skills - Computer skills and a knowledge of relevant software packages	The trainee need to enter data quickly and accurately.	Information Analysis for Decision Making (IMS502)
2	-Know how to create a new design according others desire	-Computer Skill	Trainee need to design a screen for CCM	-Information System Analysis for Information Professionals I and II(IMS606/IMS655) -Advanced Web Design & Content Management(IMS607)
3	-Know how to share Information - Know how to attract others attention - Learn about many new information in detail	-Presentation skills -Computer skills(Microsoft Powerpoint) -Self-confidence skill -Communication skills -Listening skills	The trainee And also gained a new information during the Knowledge Sharing Session	- Presentation Skills (BEL492)
4	-know how to install the printer	-technical skills	The trainee help the staff for printer installation	-Support Service & Maintenance forInformation Systems(IMS455)

4.2 Personal Thoughts and Opinion

The student adapts more about genuine of workplace. Prior to that student simply tune in and gain from lesson in college class, in the lesson find out about how to take care of issues and how to settle it. In genuine circumstance student require take in more than class learning process. For instance in genuine circumstance when construct frameworks for office require utilize propel programming and thinking from out the crates no need essential thought yet propel it can be acknowledge in genuine workplace.

Nature of condition offer effect to student, when positive condition it can make learner work with extremely appreciate and not weight, weight in working procedure make the student can't center and enthusiastic response . At times weight in working zone great rely upon circumstance and individual deal with that circumstance.

The student feels this Department is a not too bad department for present day get ready in light of the way that this association is a wonderful association that is known at Malaysia and besides abroad. Regardless of the way that understudy encountering planning at the Admin Unit division, student can learn about the organization of a tremendous scale Department. It requires a workforce that is really capable and has a high beyond any doubt level.

Situating student set in a social event that is developing the wander is to a great degree reasonable because the understudy can adopt in the certified strategy to develop a wander. At the school, the understudy just learns on a fundamental level and can't know the genuine level of data of student. With the commitment of understudy in this gathering, student can apply what have acknowledged in class in school and understudy understands and it requires an anomalous state mastery and tirelessness.

Trainee thought the workforce should concentrate additionally on the product that is regularly utilized as a part of the improvement of the framework. This is on account of the student feels

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somewhat behind as far as the utilization of refined programming on the grounds that the learner don't get full exposure at college. The personnel additionally need to give more noteworthy presentation in regard of measures to build up the framework and furthermore the implies that can be utilized to build up the framework. This is on the grounds that the student found that learner are more centered around the path as instructed in colleges as it were. This brought about learner need to figure out how to comprehend the example of advancement of the framework done in this venture.

4.3 Lesson Learnt

There are a lot of things that I have been learned in Air kelantan Sdn Bhd. From communication skills, trainee gets more information to communicate with people in effectively and how to handle the customer. Apart from that, trainee can help the customer at the counter because always gets an opportunity to sit at the counter and do the work such as fill the form for their request of water. These experiences can be used to help the customer who have difficult to dealing with Air kelantan Sdn Bhd. Industrial training also teach trainee to punctual in term of attendance and complete the task given. Every tasks give will be provided with deadline. So that the trainee need to complete the task given before the deadline. The trainee also exposed to the SISPAK system which is about handling contribution such as make a payment, key in the customer data, key in or register form , register new customer. For SISPAK system which is more to view the status of cases that had been key in or register in system. It very helps when the trainee needs to view the customer data or service status because all the customer documents had been key in into that system.

4.4 Limitation and Recommendation

Firstly, at the KBS, they don't have enough staff. The limitation for this as example when the others staff went to outstation or taking leaves, then the problem occurs they don't have any staff that can replace to handle the problem. So that, KBS need to have supported staff with at least 2 Staff. Second, there is staff that have discipline issues. For example, staff missing during meeting and office hour, coming late to the office and also delaying their works. As a recommendation to the KBS, they need to send those problematic staff to go to the training to develop their self-motivation. Other than that, KBS can plan for program to appreciate their staff. Lastly, The trainee was assign at Administration Unit for the 5 months. Because of this limitation, the trainee don't have variety of tasks and the task given are doing repeatedly during 5 months. Trainee will lack of knowledge and experiences. As a recommendation, the organization should allow trainees to move and assign at other unit also. So that, trainee can gain more knowledge in different field.

REFERENCES

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Muhamad Ali Omar bin Mohd Ali Jannah (2017). Organization Supervisor, Kelantan: AKSB Jajahan Kota Bharu Selatan.

Nurulannisa Binti Abdullah (2017). Industrial Training Coordinator, Kelantan: Universiti Teknologi Mara (UiTM) Kelantan, Machang Campus.

Official Website of Air Kelantan Sdn. Bhd. Airkelantan.com.my. Retrieved 13 September 2017, from https://airkelantan.com.my/info-korporat/profail-syarikat/

APPENDICES

APPENDIX 1

PRINTER INSTALLATION

Step1: Prepare for the Printer Setup

Check requirements and delete any previous installed printer versions from Windows to prepare for the USB connection setup and driver installation.

1. Confirm the following requirements and items before you begin:
- The printer is turned on and in a ready state.
- Obtain a USB cable less than 3 m (9 ft 10 in) in length.
- There is an available USB port on your computer: If you connect through a USB hub or docking station, the printer might not receive enough power to properly operate.
- If you connected the USB cable to the computer before installing the HP driver, continue with these steps to remove the printer from the installed devices to help ensure a successful setup. Otherwise skip to the next step to install the driver.

2. Disconnect the printer USB cable from the computer. Do not reconnect the cable until prompted during the driver installation step.

3. Search Windows for 'devices', and then click the **Devices and Printers** control panel setting in the results.

4. Right-click the icon for your printer model, and then click **Remove device**.

5. Close the Devices and Printers window, and then continue to the next step.

Steps2: Install the driver and set up the connection

Download and install the best available print driver to complete the USB connection.

Go to 123.hp.com, enter your printer model, and then follow the onscreen instructions to download your driver. Depending on your printer model, the guided driver installation app HP Easy Start might download.

If a driver or HP Easy Start downloads, follow the on-screen instructions to open the download file to start the setup. When prompted to choose a connection type, select USB. You do not need to complete the remaining steps in this section if the setup is successful.

If the download fails or your printer is not listed on 123.hp.com, continue with these steps to install a driver from the HP website.

Go to HP Customer Support - Software and Driver Downloads, enter your printer model, if prompted, and then confirm the operating system version is correct.

Under Driver-Product Installation Software, click Download next to the full feature driver, and then follow the on-screen instructions to use the guided HP Download and Install Assistant or select Download only to save and run the driver file from your computer.

NOTE:

If 'Installing Your Printer Driver Using the Windows Built-in Solution' displays instead of a download button, click Learn more for steps to install the print driver through Windows.

When prompted by the installer to choose a printer connection option, select USB to continue with and complete the setup.

Try to print, scan, or fax, depending on your printer functionality.

APPENDIX 2

AIR KELANTAN SDN.BHD.

KOTA BHARU SELATAN

Minit mesyuarat September 2017 KBS (14/09/2017)

BIL	PERKARA	TINDAKAN	TINDAKAN DIAMBIL
1.0	**UCAPAN DARIPADA PENGERUSI** Majlis dimulakan dengan salam dan bacaan surah AL-FATIHAH	MAKLUMAN	
1.0	**1.1 PENGERUSI** Mengalu-Alukan Kedatangan Penyelia Yang Hadir Mesyuarat. 1.2 Pengerusi Meminta Semua Unit Yang Hadir Memberi Laporan Bagi Bulan Ogos.	MAKLUMAN	
2.0	**UNIT CUSTOMER ACCOUNT** 2.1 Perbentangan Hasil Kutipan Oleh En Mahadhir Bagi Pusat Kutipan KBS Dan Kiosk Ketereh, Dimana Bagi Kutipan Kbs Ogos Sebanyak Rm139126.68 Dan Kutipan Kiosk Ketereh Ogos Rm 15179.30. 2.2 Makluman Dari En Mahadhir Hasil Dari Pemberian		

Notis Pembukaan Kiosk Ketereh(Notis Hijau) Telah Meningkatkan Hasil Kutipan Kiosk Ketereh. 2.3 Pengerusi Meminta En Mahadhir Untuk Sediakan Maklumat Bagi Setiap Pemotongan Meter Yang Dilakukan Dengan Membuat Analisis. Analisis Termasuklah Status Meter Yang Tidak Disambung Selepas Pemotongan Sama Ada Berlaku Curi Air, Rumah Kosong Atau Lain-Lain. 2.4 Pengerusi Turut Meminta En Mahadhir Sediakan Jadual Analisis Tunggakan Berdasarkan No Buku Dan Mengasingkan Meter Yang Dipotong Berdasarkan Ketegori Tariff. 2.5 En Mahadhir Memaklumkan Bagi Mobility One Masih Tidak Dapat Dilaksanakan Di KBS Ini Kerana Mempunyai Masalah Dengan Rangkaian Telco Celcom. Di Ketereh Juga Masih Tiada Permintaan Untuk Pembayaran Menggunakan Kad Kredit/ Kad Debit. 2.6 Pengerusi Memaklumkan En Mahdhir Perlu Membuat Analisis Berkaitan Kaedah Pembayaran Yang Dilakukan Oleh Pengguna Sama Ada Lebih Menggunakan Online Atau Kaunter Bayaran. 2.6 Pengerusi Memaklumkan En Mahadhir Perlu	ARAHAN, MAKLUMAN DAN CADANGAN	

	Melaksanakan Pengguatkuasaan Keatas Kawasan Flat Sireh Dan Spnb Bagi Bulan September Dan Memastikan Unit Customer Care Berjumpa Dengan Pengguna Untuk Menyelesaikan Masalah Tunggakan.		
3.0	**NRW AND BILLING** 3.1 En Amir Memaklumkan Berkaitan Billing Reading Interval Bagi Bulan Ogos Terdapat Dua Orang PMA Yang Tidak Menepati Kpi Yang Ditetapkan. Perkara Ini Terjadi Disebabkan Masalah Peribadi Yang Tidak Dapat Dielakkan. Penambahbaikan Bagi Menghadapi Masalah Yang Sama Supaya Tidak Berulang Telah Ditetapkan. 3.2 Bagi Kes Bacaan Kurang Dari Tempoh Ditetapkan Iaitu 29-33 Hari, Perkara Ini Berlaku Kerana Berlakunya Penyusunan Semula Blok Dalam Kawasan KBS. 3.3 EN Amir Juga Memaklumkan Bagi Kes Politeknik Pihak Kbs Perlu Menambah Flow Bagi Mendapatkan Penggunaan Maksimum. Bagi Anggaran Rm5000. 3.4 Pengerusi Memaklumkan Akan Melawat Ke	ARAHAN DAN CADANGAN	

	Politeknik Bersama En Amir Dan Tukang Paip En Hisyam(Ise).		
4.0	**NETWORK OPERATION** 4.1 En Norazmi Telah Membentangkan Laporan Jumlah Keseluruhan Pembaikian Ogos Melibatkan 201 Kes. Dalam 201 Kes Ini Kebocoran Main Pipe & S/Valve 26 Kes, Saddler & Ferrule 63 Kes, Com Pipe 100 Kes Dan Meter Stand 12 Kes. 4.2 En Norazmi Turut Melaporkan Dimana Jumlah Keseluruhan 201 Kes Kebocoran 157 Kes Telah Diselesaikan Oleh Avl Dan Selebihnya 44 Kes Di Baiki Oleh Pihak Kbs. 4.3 Pengerusi Meminta En Azmi Menyediakan Laporan Laluan Yang Kerap Bocor Dengan Maklumat Yang Lebih Terperinci. 4.4 En Azmi Melaporkan Status Berkenaan Paip Bocor Desebabkan Kerja-Kerja Tnb. Laporan Polis Telah Dibuat. 4.5 Pengerusi Juga Memaklumkan Akan Ada Kontraktor (Avl) Baru Yang Akan Menjalankan Kerja-Kerja	ARAHAN DAN MAKLUMAN	

	Pembaikian Di Kbs . Kontraktor Ini Dilengkapi Dengan Kelengkapan Yang Cukup Dan Akan Mula Mencari Kawasan Bocor Dan Membaikinya. 4.6 Pengerusi Memaklumkan Po Ikbar Akan Dinaikkan Elaun Pemandu Bermula 01 Oktober 2017. 4.6 Lain-Lain Laporan Dikepilkan Sebagai Lampiran 1.		
5.0	**ADMIN AND ACCOUNT** 5.1 Arahan Pengerusi, En Ali Perlu Menyediakan Satu Format Kutipan Hasil, Penambahbaikan Maklumat Dalam Rekod Pemotongan 5.2 En Ali Memaklumkan Bagi Akaun Yang Membuat Pembayaran Menggunakan AG Tidak Perlu Keluarkan Notis Pemotongan. Arahan Ini Dikeluarkan Oleh Puan Hasniah Dari Unit Kawalan Kredit. 5.3 En Ali Membentangkan P&L Bagi Bulan Julai Seperti Lampiran 2	ARAHAN DAN MAKLUMAN	

6.0	**<u>PENUTUP</u>**	BERSURAI	
	Pengerusi menutup majlis mesyuarat dengan bacaan surah AL-Asr.		

Disediakan Oleh

....

(Mohamad Ali Omar Bin Mohd Ali Janah)

ADMIN AND ACCOUNT

Disahkan Oleh

....

(Nik Muhammad Fairul Bin Nik Abd Hamid)

PENGURUS JAJAHAN KB SELATAN

APPENDIX 3

REKOD KEHADIRAN PELAJAR PRAKTIKAL DI KBS

NAMA : NOR AAINAA BT ZULKIFLE
ID PELAJAR : 2015282788
BULAN : 8

NO I/C : 940803-03-5726
NAMA PUSAT
PENGAJIAN : UiTM KELANTAN

TARIKH	MASUK	KELUAR	CATATAN
1/8/17	9.30 AM	5.00 PM	
2/8/17	8.00 AM	5.00 PM	
3/8/17	8.00 AM	4.30 PM	
6/8/17	8.00 AM	5.00 PM	
7/8/17	8.00 AM	5.00 PM	
8/8/17	8.00 AM	5.00 PM	
9/8/17	8.00 AM	5.00 PM	
10/8/17	8.00 AM	4.30 PM	
13/8/17	8.00 AM	5.00 PM	
14/8/17	8.00 AM	5.00 PM	
15/8/17	8.00 AM	5.00 PM	
16/8/17	8.00 AM	5.00 PM	
17/8/17	8.00 AM	4.30 PM	
20/8/17	8.00 AM	5.00 PM	
21/8/17	8.00 AM	5.00 PM	
22/8/17	8.00 AM	5.00 PM	
23/8/17	8.00 AM	5.00 PM	
24/8/17	8.00 AM	4.70 PM	
27/8/17	8.00 AM	5.00 PM	
28/8/17	8.00 AM	5.00 PM	
29/8/17	8.00 AM	5.00 PM	
30/8/17	8.00 AM	5.00 PM	
31/8/17	AM	PM	CUTI : HARI KEBANGSAAN

DI SEMAK OLEH : ....

DI SAHKAN OLEH : ....

REKOD KEHADIRAN PELAJAR PRAKTIKAL DI KBS

NAMA : NOR AAINAA BT ZULKIFLE   NO I/C : 940803-03-5726

ID PELAJAR : 2015282788

NAMA PUSAT

BULAN : 9   PENGAJIAN : UiTM KELANTAN.

TARIKH	MASUK	KELUAR	CATATAN
5/9/17	8·00 AM	5·00 PM	
6/9/17	8·00 AM	5·00 PM	
7/9/17	8·00 AM	4·30 PM	
11/9/17	8·00 AM	5·00 AM	
12/9/17	8·00 AM	5·00 PM	
13/9/17	8·00 AM	5·00 PM	
14/9/17	8·00 AM	4·30 PM	
17/9/17	8·00 AM	5·00 PM	
18/9/17	8·00 AM	5·00 PM	
19/9/17	8·00 AM	5·00 PM	
20/9/17	8·00 AM	5·00 PM	
24/9/17	8·00 AM	5·00 PM	
25/9/17	8·00 AM	5·00 PM	
26/9/17	7·45 AM	5·00 PM	
27/9/17	7·50 AM	5·00 PM	
28/9/17	8·00 AM	4·30 PM	
* 3-4/9/17	—	—	CUTI : HARI RAYA HAJI

DI SEMAK OLEH : ………………………………

DI SAHKAN OLEH : …………………………………………

REKOD KEHADIRAN PELAJAR PRAKTIKAL DI KBS

NAMA : NOR AAINAA BT ZUULIFLE   NO I/C : 940803-03-5726

ID PELAJAR : 2015282788   NAMA PUSAT

BULAN : 10   PENGAJIAN : UITM KELANTAN.

TARIKH	MASUK	KELUAR	CATATAN
1/10/17	8.00 Am	5.00 Pm	
2/10/17	8.00 Am	5.00 Pm	
3/10/17	8.00 Am	5.00 pm	
4/10/17	8.00 Am	5.00 pm	
5/10/17	8.00 Am	4.30 Pm	
8/10/17	8.00 Am	5.00 Pm	
9/10/17	8.00 Am	5.00 Pm	
10/10/17	8.00 Am	5.00 Pm	
11/10/17	8.00 Am	5.00 Pm	
12/10/17	7.45 Am	4.30 Pm	
15/10/17	8.00 Am	5.00 Pm	
16/10/17	8.00 Am	5.00 pm	
17/10/17	8.00 Am	5.00 Pm	
18/10/17	-	-	CUTI DEEPAVALI
19/10/17	8.00 Am	5.00 Pm	
22/10/17	8.00 Am	5.00 Pm	
23/10/17	8.00 AM	5.00 PM	
24/10/17	8.00 Am	5.00 Pm	
25/10/17	8.00 Am	5.00 Pm	
26/10/17	8.00 Am	4.30 Pm	
29/10/17	8.00 Am	5.00 Pm	
30/10/17	8.00 Am	5.00 Pm	
31/10/17	8.00 Am	5.00 Pm	
		5.00 Pm	

DI SEMAK OLEH : ....   DI SAHKAN OLEH : ....

REKOD KEHADIRAN PELAJAR PRAKTIKAL DI KBS

NAMA : NOR AAINAA BT ZULKIFLE NO I/C : 940803-03-5726

ID PELAJAR : 2015282788 NAMA PUSAT

BULAN : 11 PENGAJIAN : UiTM KELANTAN

TARIKH	MASUK	KELUAR	CATATAN
1/11/17	8.00Am	5.00 Pm	
2/11/17	8.00Am	4.30 Pm	
5/11/17	8.00Am	5.00 Pm	
6/11/17	8.00Am	5.00 pm	
7/11/17	8.00Am	5.00Pm	
8/11/17	8.00Am	5.00 Pm	
9/11/17	8.00 Am	4.30 Pm	
12/11/17	—	—	CUTI :HARI KEPUTRAAN SULTAN
13/11/17	—	—	KELANTAN
14/11/17	8.00 Am	5.00 Pm	
15/11/17	8.00Am	5.00 Pm	
16/11/17	8.00Am	4.30 Pm	
19/11/17	8.00 Am	5.00Pm	
20/11/17	8.00Am	5.00Pm	
21/11/17	8.00 Am	5.00 Pm	
22/11/17	8.00 Am	5.00Pm	
23/11/17	8.00Am	4.30 Am	
26/11/17	—	—	
27/11/17	—	—	
28/11/17	—	—	CUTI REHAT
29/11/17	—	—	
20/11/17	—	—	
31/11/17	—	—	

DI SEMAK OLEH : ………………………… DI SAHKAN OLEH : ……………………………………

REKOD KEHADIRAN PELAJAR PRAKTIKAL DI KBS

NAMA : NOR AAINAA BT ZULKIFLE   NO I/C : 940803 - 03 - 5726

ID PELAJAR : 2015282788   NAMA PUSAT

BULAN : 12   PENGAJIAN : UiTM KELANTAN

TARIKH	MASUK	KELUAR	CATATAN
3/12/17	8.00 AM	5.00 PM	
4/12/17	8.00 AM	4.30 PM	
5/12/17	8.00 AM	4.00 PM	— PERGI KLINIK
6/12/17	8.00 AM	5.00 PM	
7/12/17	8.00 AM	4.30 PM	
10/12/17	8.00 AM	5.00 PM	
11/12/17	8.00 AM	5.00 PM	
12/12/17	8.00 AM	4.30 PM	
13/12/17	8.00 AM	5.00 PM	
14/12/17	8.00 AM	4.30 PM	
17/12/17	8.00 AM	5.00 PM	
18/12/17	8.00 AM	5.00 PM	
19/12/17	8.00 AM	4.30 PM	
20/12/17	8.00 AM	5.00 PM	
21/12/17	8.00 AM	4.30 PM	
24/12/17	8.00 AM	5.00 PM	
25/12/17	—	—	CUTI : HARI KRISMAS
26/12/17	7.55 AM	5.00 PM	
27/12/17	8.00 AM	5.00 PM	
28/12/17	7.45 AM	4.30 PM	
31/12/17	8.00 AM	5.00 PM	

DI SEMAK OLEH : ....   DI SAHKAN OLEH : ....

AIR KELANTAN SDN. BHD

NOR AAINAA BT ZULKIFLE
2015282788

Industrial Training (IMC690)

Bachelor of Information Science (Hons) Information System Management

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BACKGROUND OF AKSB

Establishment date
9 March 1994
(former name:Kelantan Water (Malaysia) Sdn. Bhd.)

Owned by Perbadanan Menteri Besar Kelantan

Located at Kota Bharu Kelantan

Known as Air Kelantan Sdn. Bhd.since on 11 May 1999

ORGANIZATIONAL CHART

DISTRICT MANAGER
NIK MUHAMMAD FAIRUL BIN NIK ABD HAMID

TECHNICAL

MAIN AND GIS H/S

NETWORK OPERATION

ASSISTANCE OPERATION

NRW

METER CHANGER

BILLING

ADMIN UNITS HEAD
MOHAMAD ALI OMAR BIN MOHD ALI JANAH

CUSTOMER ASSOCIATE

ASSISTANCE OPERATION

CUSTOMER IN CHARGE

ASSISTANCE OPERATION

CUSTOMER SERVICE

HEF

CASHIER

CLERK

BACKGROUND OF AKSB (SOUTH KOTA BHARU)

38 employees and is headed by a District Manager

Operation and maintenance office

Head of Administration Unit:
Mr. Mohamad Ali Omar bin Mohd Ali Janah

Training placement:
Administration Unit
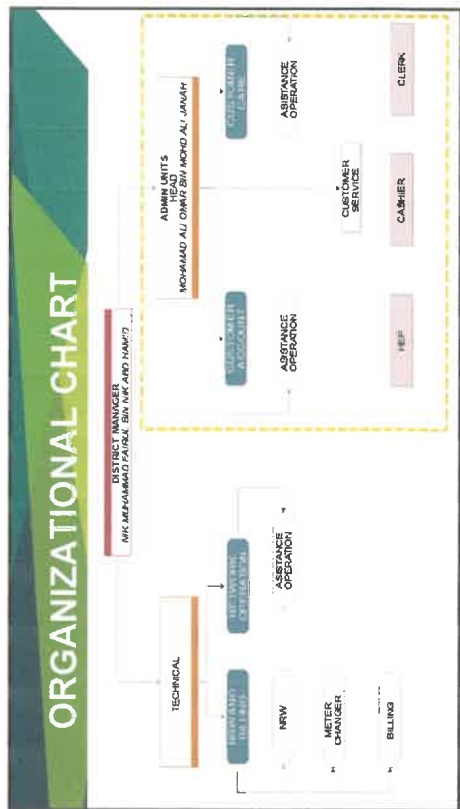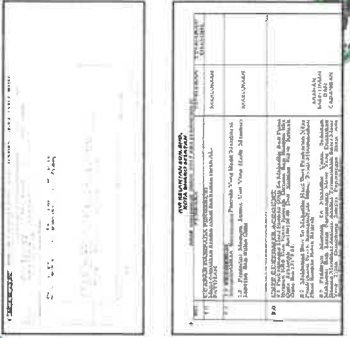
1. Document Management
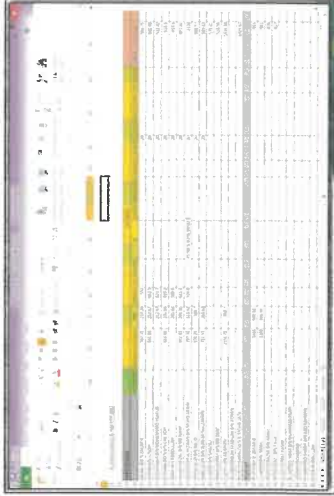
2. Meeting Minute Recoding

5. Data Entry for KBS
Data Mileage & Claim

TRAINING ACTIVITIES

3. Printer installation

4. Printing and make
photocopy of documents.

6. Water Billing System Administration

7. Help Desk (Hal Ehwal Pelanggan)

8. Department Activity Board

Contractor Claim Management

SPECIAL PROJECT

OBJECTIVE OF THE PROJECT

1. To protect the documents from possible loss or damage.

2. Allow records to be obtained immediately when required.

3. Helps to save time and brings efficiency in office operations

PROBLEM STATEMENT

i. Require a long time to find claim documents

ii. Limited file storage area

iii. Repetition of the same data stored

iv. Loss of files

Application of knowledge, skills and experience

- Teamwork
- Communication
- Self-Confidence
- Language
- Respect each other
- Problem solving

Personal thought and opinions

- workforce should concentrated
- really capable and has a high beyond any doubt level.
- take care of issues and how to settle it

Lesson learnt

- Punctuality coming to work and also committed in doing something.
- Focus on the task that were given the priority.

CONCLUSION

Limitations

- Lack of staff
- Limited movement
- Limited access to internal network

Recommendations

- Provide identification number and password for network access

Thank you !

LOG BOOK

PERSONAL DETAIL

1. Name : NOR AAINAA BT ZULLIFCE
2. Student ID : 2015282788
3. Programme : INFORMATION SYSTEM MANAGEMENT
4. Semester : 7
5. Home Address : KAMPUNG TASEK CHENGAL 16450
KETEREH KOTA BHARY KELANTAN.

6. Tel No (HP) : 017-9659820
7. Email : aainaazulkifk@gmail.com.

ORGANISATION INFORMATION

1. Full Name & Address : AIR KELANTAN SDN BHD
(KOTA BHARU SELATAN)
2. Department : ADMINISTRATION UNITS
3. Supervisor : MR MUHAMAD. ALI OMAR
4. Position : ADMIN ACCOUNT OFFICER
5. Tel : _____ HP : _____
6. Email : _____

FOR OFFICE ONLY
Remarks :

_____
_____
_____
_____

DATE : 1/8/2017 (selasa)

*First Day Practical ☺

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1. Report myself at Wisma Air Kelantan at 9.30 AM to Enciu Mohd. Farhan Bin Mat Zin. He want the volunteer to go at the branch as the student practical. Im offer myself to go there at the Branch of BandarBaru Tunjung as their Kota Bharu selatan Branch.	
2. Report myself at that Branch at 11o'am to Enciu Niu Fairul as He brief me sortly about this organization and welcoming me at part of their members. He pass me to his worker which is Enciu Ali as my supervisor here.	

PRACTICAL TRAINING
LOG BOOK

UNIVERSITI TEKNOLOGI MARA

DATE: 2/8/2017 (Raby)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- in charge at the counter customer service and learn how the worker manage their tasks. They use	
2. They use the system that can help them in managing the service request. The system name is	
3 For pay the	
8. In process of paying, they also use the system for easy them to manage and give the best service to their customers. The system name is	

DATE: 3/8/2017 (Khamis)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1. Use the miscrosoft excel for key in the service request devided by name of person in charge to manage and setite the selvico request.	
2. Learn how to manage the	

DATE : 6/8/2017 (AHAD)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- Continue my pasks yesterday and follow ordered from En Ali	

DATE : 7 / 8 / 2017 (Isnin)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- Doing the photocopy for new customer	
2- take a phone call from customer	

DATE : 8/8/2017 (selasa)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- En. Ali ask me to do the private file for worker in this organization. so. I use the miscrosoft word to create all the name. I print and stamp their name on each file	

DATE : 13/8/2017 (Ahad)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1 - Use the Water Billing system to replace the cashier when he go out for lunch.	

DATE : 14/8/2017 (Isnin)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1. visit the logi water at jalan pintu Genp	

DATE: 15/8/2017 (selasa)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- Continue the work that ordered by my supervisor.	

DATE: 16 / 8 / 2017 (Rabu)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- Listing the equipment that to replace in the office.	
2. Doing some cleaning service in the office.	

PRACTICAL TRAINING
LOG BOOK   UNIVERSITI TEKNOLOGI MARA

DATE : 17/8/2017 (khamis)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- Replace the staff at the counter service when she go to the seminar.	

PRACTICAL TRAINING LOG BOOK

UNIVERSITI TEKNOLOGI MARA

DATE : 27/8/17 (AHAD)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1-Start to learn how to install the printer.	

DATE : 3/9/17

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1. Redo the meeting minute recording that had been asked by Mr Ak.	

DATE : 20/9/17 (RABU)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- Prepare the checklist for Celebration of month gt legs (for their staff only)	

DATE: 14/9/17 (khamis)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- learn on how to use the SISPAU system	

PRACTICAL TRAINING LOG BOOK

UNIVERSITI TEKNOLOGI MARA

DATE: 10/10/17 (Tuesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- Plan for my special project	
2- Make the printing for document and give to the Mr Ali	

DATE : 16/10/17 (Monday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- Go the the Main Office of lebs which is HQ AIR KELANTAN that near at kota Bharu - attend seminar for replace the staff here.	

PRACTICAL TRAINING
LOG BOOK

UNIVERSITI
TEKNOLOGI
MARA

DATE: 7/11/2017 (Tuesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- use the miscrosoft excel to key in the mileage claim from staff here.	

PRACTICAL TRAINING
LOG BOOK   UNIVERSITI TEKNOLOGI MARA

DATE : 16/11/17

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- Arrange all file in the serve shelve	
2- Clean the shewe for look tidy and maintain the office quality.	

DATE : 28/11/17 (Tuesday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1. Join the Islamic program like "ceramah bersama ustaz" in the evening	

DATE : 4/12/17 (ISNIN)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1- Follow Mr Ali go to Admin Account meeting and know about their duty.	

DATE: 10/12/17 (Sunday)

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1. Do the administrative tasks like update the services request from the customer.	
2. ~~face~~ greating the customer and hear about their complain-issues.	

DATE : 19/12/17

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1. Send the letter of Symmon to the problem's staff	
2. typing the letter of project to staff	

DATE: 27/12/17

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1. update the records of in and out of services request that had been asked by Mr. Ali.	