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MARA

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BACHELOR IN ADMINISTRATIVE SCIENCE (HONS) AM228

ADS 668

INDUSTRIAL REPORT

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Declaration

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

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Thank you.

**CLEARANCE FOR SUBMISION OF THE INDUSTRIAL REPORT BY
THE SUPERVISOR**

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

Date:

TABLE OF CONTENT

PAGE NO.

1. CHAPTER 1 – INTRODUCTION OF ORGANIZATION	1
2. CHAPTER 2 – CURRENT JOB DESCRIPTIONS	8
3. CHAPTER 3 – ANALYSIS OF TASKS	15
4. CHAPTER 4 – RECOMMENDATION	20
5. CONCLUSION	24
6. APPENDIXES	26
7. REFERENCE	27

Chapter 1

Introduction of Organization

Chapter 1 – Introduction of Organization

1.1 Introduction To Land and Survey Department Sarawak

Land and Survey Department Sarawak is an organization that handles and manage Sarawak land as a whole. Land and Survey Department Sarawak, whether formal or informal, comprises an extensive range of systems and processes to administer.

The main processes of Land and Survey Department Sarawak include the transfer of rights in land from one party to another through sale, lease, loan, gift and inheritance; the regulating of land and property development and the use and conservation of the land.

Furthermore, this organization is gathering of revenues from the land through sales, leasing, and taxation; and the resolving of conflicts concerning the ownership and the use of land.

Basically, Land and Survey Department Sarawak functions may be divided into four components: juridical, regulatory, fiscal, and information management.

These functions of land administration may be organized in terms of agencies responsible for surveying and mapping, land registration, and land valuation. Essentially, the functions of Land And Survey Department Sarawak is subject to the direction of the Yang Di-Pertua Negeri .

Land in Sarawak is administered in accordance with the provisions of the mining ordinance and the subdivision of land is administered in accordance with the land (control of subdivision) ordinance, the public parks and greens ordinance, 1993 and the strata titles ordinance. On the other hand, under the terms of the inter-governmental committee report and the constitution of Malaysia, land and cadastral surveys are state subjects which come under the portfolio of the minister of resource and planning management.

Here are the main responsibilities for Land and Survey Department Sarawak:

1. Topographical surveys;
2. Cadastral surveys;
3. Mining surveys;
4. Aerial photography and mapping;
5. Urban and regional planning and design;
6. Control of development;
7. Control of subdivision of land;
8. Implementation of urban development projects, including the development of urban centres, urban roads and resettlement schemes;
9. Alienation of state land;
10. Administration of alienated land, including enforcement;
11. Investigation and registration of rights to land;
12. Registration of dealings affecting land;
13. Issue of prospecting licenses and mining leases;
14. Valuation of land;
15. Acquisition of land for development purposes;
16. Revision of land rent;
17. The computerization of land information and
18. In-house manpower training

1.2 Organization Structure

This is the main organization structure for Land and Survey Department Sarawak as a whole. This department is managed under the Minister of Resource Planning and Environment Malaysia while the headquarters are under the Director of Land & Survey. The details of the department are stated as below.

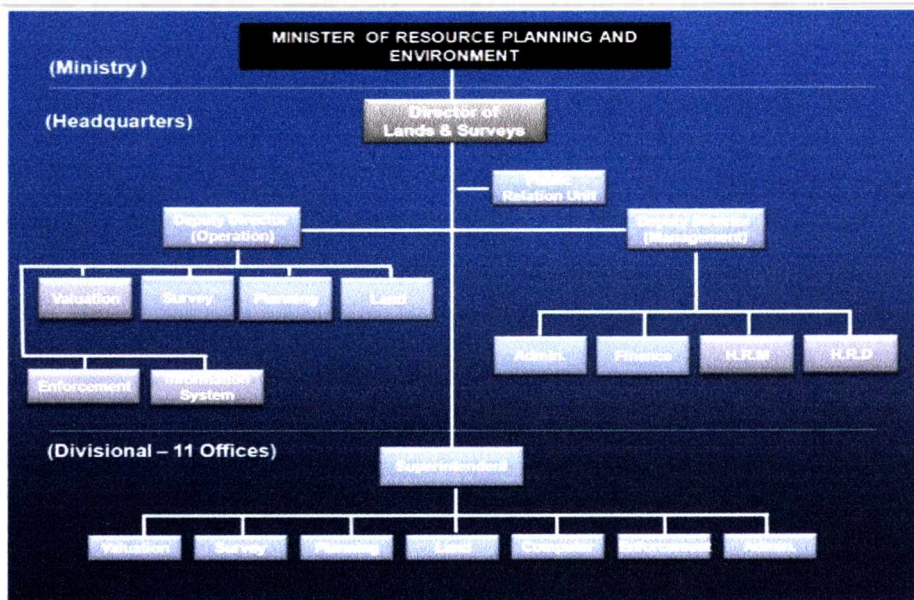


Fig 1.1 Main Organization Structure .

Source: <http://www.landsurvey.sarawak.gov.my/about-us/organization-structure>

CAWANGAN PENTADBIRAN AM DAN KEWANGAN

UNUS BIN TAMBI

PENGUASA BAHAGIAN /

[PEGAWAI TADBIR/N52] / [Butiran 0315/2012]

MAHARI BIN KIPLI

PEMANDU KENDERAAN BERMOTOR
(R3) [Butiran 0359/2012]

HELEN AK DAUD

PEMBANTU TADBIR (KESETIAUSAHAAN) /
(N27) [Butiran 0348/2012]

SEKSYEN PENTADBIRAN AM DAN KEWANGAN

CONNIE RAYMOND

PENOLONG PEGAWAI TADBIR (N27)

[Butiran 0333/2012]

WEE POH CHENG

PEMBANTU TADBIR (KEWANGAN) (W22)

[Butiran 0338/2012]

UNIT PERJAWATAN

MARATI BT JUHAR / N22
[KUP]

NUR ALMAS BT AHMAD SAMSUDIN
PEMBANTU TADBIR (P/O) / (N17) / [JBC]
[Butiran 0347/2012]

JAHIRAH BT DAUD
PEGAWAI KHIDMAT PELANGGAN /
(N17)/ [KUP] [Butiran 0350/2012]

UNIT FAIL DAN PERSURATAN

1. **SABARIAH BT ABDUL RAZAK**
2. **NORSIAH BT AWANG KEDERI**
PEMBANTU TADBIR (P/O) (N.17)/ [KUP]
[Butiran 0356/2012]

1. **BOLHASSAN BIN BAKAR**
[Butiran 0361/2012-Miri]

2. **APANDI BIN BUJANG**
[Butiran 0301/2012-Sibu]

PEMBANTU AM RENDAH / (N1)

UNIT KEWANGAN / AKAUN

MAYANA BT KAMIL
PEMBANTU TADBIR (KEWANGAN) / (W17)
[Butiran 0351/2012]

UNIT STOR UMUM

1. **EFFENDI BIN ALI YAKUB**
PEMBANTU TADBIR (P/O) (N17)
[Butiran 0347/2012]

1. **MICHEAL AK DOLLAH**
2. **NYANAU AK TABOH**
PEKERJA AWAM / (R1)
[Butiran 0360/2012]

UNIT AM

1. **HAMRAN B. SAJI**
JAGA / (R1)
[Butiran 0362/2012]

2. **JEFFRYDIN BIN ISMAIL**

PEKERJA AWAM / (R1)
[Butiran 0360/2012] - *Dipinjam*
dari Cawangan Survei-
Lapangan

1. **VERONICA AK ULEK**
2. **GRACE AK LAGA**
3. **ARWANDY BIN WASLI**
PEKERJA AWAM / (R1)
[Butiran 0360/2012]

ASIAH BT MAJID
PEKERJA AWAM (R1) / JBC
[Butiran 0374/2012]

1.3 Admin and Human Resource Department

The admin and human resource department is responsible for providing supporting services to the department such as human resource management, general administration and office management. The objective of this department anyway is to provide a smooth, efficient and effective supporting service, human resource management, general administration and office management to ensure the department's vision and mission can be achieved. The main functions of this department after observation will be;

i) Human resource management:-

1. Recruitment
2. Confirmation and emplacement into pensionable terms
3. Retirement, resignation and relinquishment of post with consent
4. Career development and promotion
5. Handling disciplinary cases
6. Appraisal assessment and recognition
7. Transfer within the department
8. Acting and covering of duties

ii) General administration and office management:-

1. Store and asset management
2. Application for all types of leave and permission to leave the state.
3. Application for all types of government loan and personal loan.
4. Application for all types of allowances and privileges.
5. Application for medical treatment allowances and reimbursement for the purchase of supporting equipment and medicines.
6. Office management and general administration
7. Filing and records management

Beside function of servicing internal customers (staff) this department also has responsibilities to the outside customers. Here are the client charters for this department;

i) Human resource management:-

1. To put up recommendations for confirmation in the service within 14 working days from the date received.
2. To process pension matters 6 months before the pension date.
3. To process matters concerning acting or covering of duties 4 months before the acting appointment or covering of duties cases.

ii) General administration and office management:-

1. Application for all types of government loans will be processed within 7 working days from the date received.
2. Application for treatment facilities, medicines and equipment support will be processed within 7 working days from the date received.
3. Application for all types of leave will be processed within 7 working days from the date received.
4. Application for all types of allowances and privileges will be processed within 7 days from the date received.

1.4 Vision and Mission

 Vision

Achieving excellence in the administration and management of land.

 Mission

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

1.5 Goals and Objectives

Here are the goal and objectives for various understanding and scopes.

1. General

- To provide professional advice and services on land administration, valuation, planning and survey matters to internal and external clients and the government.
- To provide efficient and effective service delivery.
- To promote public awareness on government policies relating to land.
- To regulate and enforce the provisions of the land code and other laws related to land.

2. Land

- To administer and manage land efficiently and effectively.

3. Valuation

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

4. Planning

- To plan and regulate the use of land in accordance with town and country planning principles.

5. Survey

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

6. Human Resource

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

7. Information System

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

8. Finance

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

Chapter 2

Current Job Descriptions

Chapter 2 – Current Job Descriptions

After undergo practical training in this department, I have discover few job specification. As a practical student, I was responsible for performing clerical duties and operations in the support group which includes clerical and operational aspects (including, but not limited to, general administrative duties, personnel management, counter service and processing, data collection and information, communication equipment operation / communication).

Besides that, my main task will be office administration which includes filing management, grievances and any other task that has been ordered by the superior.

On the other hand, I also practice and involve in personnel administration task such as employment, organization development, human resources planning, services, courses and training, salary, allowances and facilities and last but not least pension.

Below is what has been done in this organization for 3 months.

Week 1 (1st October – 4th October 2013)

During my first week of my practical, my supervisor brought me over to all sections and introduced me to all the staffs at the company. I have been familiarizing with job specifications and job tasks. I look into the file systems and standard of procedure of working in the department. I have been given the internet I.D for my internet access.

My first task is to write memos for staff on informing them of the upcoming event. Business memos has been practice here as internal method of communication within one company. Memos can also be an external method if the correspondence is between my department and other. Memos are used to communicate information, such as upcoming tasks within a department or general news that needs to reach a wide audience.

Other than that, I prepared office minutes with regard on the event of collecting grievance to one staff. Back on the file room, I've checked the file arrangement and resorting it based on date, urgency and alphabets. I have managed to do clear 10 files this week. I also do photocopy agreements for upper staff, printing and distributes to staff and get to know more staff in other department.

Week 2 (7th October – 11th October 2013)

On the second week of my practical, I've checked the filing and resorting it based on date, urgency and alphabets. I also prepared documents for acting and covering job. I have write official letters and managed to complete it the time frame given. I have collected donations for one of our staff whom his mother has just passed away.

Having my practical here has improved my communication skills and also my social networks. I've helped the cleaners to empty the admin's office basket and also help to decorate the office to make it more fresh and welcoming. I have been asked to get hotel quotations for dinner banquet for the company. I've called the hotels and receive their faxes later that day.

I was asked to update on the staff's training record. I was so excited because from here I can arrange staffs name according to their section. From here, I can see and know which staff is in which section. I've made a database using excel to make my job more easier and traceable.

Week 3 (14th October 2013- 18th October 2013)

I have been given the task to prepare documentations for promotion (Kenaikan Pangkat Khas untuk Penyandang). These promotions are only eligible for staffs who have served the government for 15 years. Staffs that are eligible will give me their important documents such

as latest pay slip, SKT and many more. Other than that, I am still doing my previous job task like previous day.

I also write memos and prepare forms for the staffs who wish to apply government quarters. The department is holding an event at the conference level. So, I've come to help to rearrange seat and prepare PA system for the event. In this week, I have updated the service book for all staffs but have not been settled because the volumes of staffs are too many.

Week 4 (21st October - 25th October 2013)

This week, my job is to continue updating staff service book, handle the staff promotions and writing memos. For promotion matters, I have to photostate certain documents to back-up the application. Other than that, I am preparing documents for new staff who wish to apply for confirmation courses (Kursus Induksi Umum and Kursus Induksi Khusus). All new staffs need to be monitor as they need to seat for confirmation exam within 3 years starting on the day they report their duty. So far the department has 5 new staffs.

One of my superior asked me to order food for meeting, so I called one of the regular caterer and ordered food and drinks for the purpose of the meeting. Back to the file room, I've select unused closed files that are more than 5 years and seek help from the office boy to send it to the Record Unit and Storage room. I am also preparing meeting minutes, meeting notes and internal support materials. I also helped one of the account staff on checking and managing inventory of assets and supplies for HR department.

I have helped to receive and answering phone calls, attend visitors and also helped the front office counter to receive mails n plans. I've done photocopy tasks a lot this week and re-check last week tasks completion.

Week 5 (28th October – 1st November 2013)

In this week, my job is to receive and answer phone calls for requirements for other department. I also managed the file systems, photostate documents for myself and other staff. As usual, I will re-check my last week tasks and progress on promotion applications. I also write business letters, reports and office memoranda using open office programme.

Other than that, I have re-checked on training function and informing staffs who are selected for the upcoming course. I will passed them a photocopy of the invitation letter and update the course database. I also sort and distribute incoming mail to areas and staff within the organization.

I also was asked to list out staff names for office parking quota. I've listed down their names and select those who are eligible based on their rank and years of service. The department's parking quota is only for 50 pax.

Week 6 (4th November - 8th November 2013)

I've started my week by re-checking the feedback for courses application. I also do some filings and taking notes from my boss for upcoming job and event. After that, I've received certificates for those who completed their courses. I've photocopy and keep in the course file and also in staff's personal file while the original cert will be passed to the staff itself.

I've checked my email and see if there is urgent task to be done. From the email, I noticed that there will be an interview session will be held at my office. So my task was to prepare room that is well arranged according the demand of my boss.

Week 7 (11th November - 15th November 2013)

Since the interview session is just around the corner, I've called the caterer to provide foods and drinks for the event. Back to my regular routine, writing memos, minutes, photocopying documents are done successfully.

I've offered my help to help one of account staff to do salary calculation, sorting claims and check on staff allowances. Other than that, I prepared office minutes with regard on the event of collecting grievance to one staff. Back on the file room, I've checked the file arrangement and resorting it based on date, urgency and alphabets. I have managed to do clear 20 files this week. I also do photocopy agreements for upper staff, printing and distributes to staff and get to know more staff in other department.

Week 8 (18th November – 22nd November 2013)

I've helped officer in charge to check staff's leaves. The officer has instructed me to update the leave records. I also do receive calls and make calls to staff to inform them in sending their leave application by online especially for emergency leave.

I am still in on-going process to submit documents for promotion matters. Plus, I'm also preparing forms and proposal as being ordered by the upper subordinates. Overall this week, I am still doing last week's task.

Week 9 (25th November – 29th November 2013)

I've been asked to circulate speech copy from our director to all section heads. I've made it into a minute's attention to all section head. Other than that, writing memos and preparing student application for industrial training at our company.

The application is then sent to our HQ by using official memo and seeks for approval. Student's application is only approved by the HQ and once I get the approval from them, then I will write a reply letter to the respective college and students.

Back to the filing room, I've cleaned the filing room and rearrange back the file to its original location. Changing the old file cover to new cover and closed files which have no longer being used. Cleaned my work station and rearrange my stationery drawer following the 5s rules.

Week 10 (2nd December – 6th December 2013)

I have received approval for promotion staff. I have make a copy and pass it to the account section for the next action. I informed the successful staff and updating their service book for department's record.

As usual writing memo and replying letter from customer who wish to book our conference room for meeting. Aside from that, I received a letter telling that our new staffs need to undergo training for KIU and KIK in Kuching, so I called them up to the admin office and informed them that they need to prepare for this course. I've relayed the message to the account section and they will prepare flight tickets and accommodation as requested.

Since Christmas is just around the corner, I've offer my help to decorate the Christmas tree and also decorate the office with decorative and Christmas cards. After that, I am back to update the staff course database and leave database.

Chapter 3

Analysis of Tasks

Chapter 3

Analysis of Tasks

3.1 Human Resource Task

From the observation of 3 months industrial training, the administrative and human resource department of Land and Survey Department Sarawak (Miri Branch) is same like other Human Resource Unit. This is the human resource task in Land and Survey Department Sarawak (Miri Branch) as a whole;

3.1.1 Recruitment and Training

From the observation, Human Resource Department in Land and Survey Department Sarawak (Miri Branch) do perform this task. From what I've learned in campus Samarahan; subject code ADM511 Human Resources Management, recruiting and training new employees are primary responsibilities of the human resources team. This part of the job often entails advertising open positions, interviewing and hiring candidates and setting aside hours devoted to training the new recruits. The human resources department often publishes training materials including handbooks detailing all aspects of the job. Which is I was involved in the making of it.

3.1.2 Ensure Compliance with Labor Laws

Learning ADM 511 Human Resources Management has been useful to me because I know what are the Labor laws and the use of these laws. One of the task in the human resources office of Land and Survey Department Sarawak (Miri Branch) is to ensure the business operates in compliance with all labor laws. The department has to know and comply with that state's particular set of rules employment regulations.

3.1.3 Record Keeping

During this 3 month, I used to handle the record keeping especially in managing the files, sorted it and so on. Basically, the HR office is in charge of record keeping for the business. Human resource department of Land and Survey Department Sarawak (Miri Branch) task is to keep records regarding income, expenses, purchases and a summary of business transactions. The human resources department also maintains

employees' records including their individual tax forms. The company's business license, inventory statistics, insurance records and all other pertinent business information should also be on file. I was able to cope with this work process because I have learnt how to keep a record by learning subject ADS460 Principles of Management at UiTM Samarahan Campus Sarawak.

3.1.4 Payroll and Benefits

Even not so much involved, it is clearly that human resources office of Land and Survey Department Sarawak (Miri Branch) do responsible in The dispensation of payroll comet. The human resource department also handles health care benefits. It is clear when I've been assigned to ask the staff for clearing their claims, leaves and allowance to smooth the payment at the paycheck day. By learning subject code ACC114 (Introduction to Accounting), some of the exercises from here I can apply and imply it to my daily work routine.

3.1.5 Employee Performance Improvement Plans

Another task in the human resources department in Land and Survey Department Sarawak (Miri Branch) often instrumental in setting up performance improvement plan or Struktur Kerja Tahunan (SKT) as in works as index for measuring the promotion , increment and so on. Do involve in this task as helping the seniors to updating the form, circulate memos on this and help in calculating the increment for selected staff. By learning ADM511 (Human Resource Management) , I can relate what I learned back in campus with the real working life on how to monitor staff's work performance.

3.1.6 Employee Relations

Another key function of the HR department in Land and Survey Department Sarawak (Miri Branch) is the managing of employee relations. Employees are encouraged to bring relational problems to the attention of the human resources staff for resolution. I was glad that I've took paper code PRO458 (Public Relations) because I can handle my communications very well during my practical period.

3.2 Task of Admin Assistant in Human Resource Department

In my opinion, being administrative assistant is something that I can handle. In my opinion, as become UiTM students for all this years has equipped me so much to survive in this area even not much what has been learned in University being applied here.

Furthermore for me, administrative assistant has to perform a range of administrative tasks in this organization. Here are what have I've done in this task.

- Write business letters, reports or office memoranda using word processing programs.
- Sort and distribute incoming mail to areas and staff within the organization.
- Answer telephone enquiries from customers, attend to visitors and assist other staff in the organization with their enquiries.
- Operate a range of office machines such as photocopiers, computers and faxes.
- File papers and documents.
- Undertake other duties such as banking, credit control or payroll functions.

On the other hand, administrative assistants may be required to carry out numerous tasks in this human resource department. For me, Administrative assistants usually work indoors, and may work alone or in a team with other administrative assistants, professional and technical staff and trades people. Some part of that, experienced administrative assistants may take on more complex tasks and responsibilities. With experience and sometimes further study, it is possible to move forward to higher positions, such as office administrator, record keeper, front line manager or legal administrator.

Beside the above detail, become administrative assistant I also need to perform this;

- Assisting with all aspects of administrative management, equipment inventory and storage
- Managing inventory of assets and supplies, sourcing for suppliers and submitting invoices
- Scheduling and coordinating meetings, interviews, events and other similar activities

- coordinating between departments and operating units in resolving day-to-day administrative and operational problems
- Sending out and receiving mail and packages
- Preparing business correspondence (often using word processing, spreadsheet, and presentation computer software)
- Sending faxes
- Managing Files
- Research and the identification of key data sources
- Ordering and receiving food deliveries
- Performing multifaceted general office support
- Preparing meeting minutes, meeting notes and internal support materials.
- Sending and receiving forms for the company

Even it seem repeated tasks for the whole 3 months, I believe that the task given has polish me to be a better executive in future as I already understand the basic simple process in real working life. Overall, subjects that I've took in UiTM Samarahan Campus really prepared me with confidence and brave to face challenges. I am grateful to learn ADM511 Human Resources Management, PRO 458 Public Relation, ACC114 Introduction to Accounting, ADS553 Strategic Management and to be honest I would say that my Degree programme have really equiped me with all the knowledge that I could never imagined off that can be imply in my daily work routine.

Chapter 4

Recommendation

Chapter 4

Recommendation

4.1 Recommendation

Not much to recommend here as the system is seems good. But the shortage of worker needs to improvise from time to time. Besides that , the payment and payroll need to be more effective. I believe that every organization is powered by its people. Therefore, effective HR strategies are serious to ensure productivity and maximum success. The upper senior officer should play an important role in terms of coming up with the right strategies to support organizational direction but must have the ability to think beyond tactics to identify the high-level areas of focus that will drive success for this Human Resource Department in Land and Survey Department Sarawak (Miri Branch).

4.1.1 Transfer of Knowledge

I would like to suggest that HR department must make sure the transfer of knowledge between department workers -- due to retirement or other reasons or whether they are departing voluntarily or involuntarily, -- is necessary to ensure continuity and minimal impact on productivity and effectiveness. A strategy for transferring knowledge is critical. Without proper backup and improvise tacit knowledge between staff, it is would be much difficult when the experienced staff quit and need to be replace with other.

4.1.2 Consider Strategic Vision

Human Resource Department in Land and Survey Department Sarawak (Miri Branch) need to be effective and in line with the vision and mission of Land and Survey Department Sarawak (Miri Branch)

To do so, they must be aligned with the organization's strategic vision. The vision will give an indication of where the company is heading and the people resources needed to help it get there. HR head of department should review the company's current vision to determine ways in which HR activities can support that vision. In concert with other organizational leaders, HR staff must consider whether the vision

is applicable based on external and internal factors and whether changes in the marketplace may be suggesting a new vision.

4.1.3 Record Keeping Improvement

As being in that department I notice that the record keeping need to be move to the next level. Instead of using manual hard copy , I would like to suggest for using more paperless and go online for all records. They need to hired someone to re-record the document in PDF format for all 7 years back document for easy in installing data and refer it in future rather than keep it in Unit Record or store. It is practical as they can save more space, energy, quick and easy.

4.1.4 Better Compensation Plan And Rewards

Compensation is linked to the competencies of individuals and teams and how well they contribute to the Human Resource Department in Land and Survey Department Sarawak (Miri Branch) success. The compensation system must be clear, equitable, and well-communicated. The compensation system is flexible enough to support changing work assignments, team-based pay, superior performance, and market forces. Therefore, I would like to suggest that in compensation plan, the Human Resource Department in Land and Survey Department Sarawak (Miri Branch) need to evaluate the current compensation systems at this organization. After that, they should develop a process to measure the contributions of managers, individual contributors, and teams. HR office also needs to conduct an quarterly audit to ensure equity in base salaries across roles. Last but not least, this department needs to investigate and recommend new options for compensating employees, (e.g., project or period specific one-time cash bonuses).

Besides, Human resource department could evaluate current reward programs and their measures by developing well-defined options and guidelines for recognizing and rewarding individuals and teams. On top of that, the documentation must be improved so that best practice worker could be identified and rewarded.

4.1.5 Effective Performance Evaluation

Build on the existing performance planning and monitoring process for individuals and implement a similar process for this organization. Therefore, I would like to suggest that to get an effective performance evaluation in this organization, every employee participates in a performance appraisal discussion at least once a year. What can HR office do is they need to change the review cycle for individuals so appraisals are conducted at a minimum on the anniversary of initial hire and are separate from the salary review process. Besides that, HR can expand training in performance planning and monitoring and develop pilot team planning for appraisal processes which seem more fair and square. Furthermore, applying peer evaluation form could help Human Resource department to best evaluating the staff.

Chapter 5

Conclusion

Chapter 5

Conclusion

To conclude chapters that I've covered in this report, Chapter 1 is more on explaining the background of the place that I work. Its mission, vision and objectives of the organisation. There is also the organisation chart showing who's who and their job title. For the Chapter 2, I have explained my job descriptions and duties covering from Day 1 until my final day of practical. The tasks that has been given to me and has been completely going smoothly. From this chapter, you can find out the job tasks that I have done. In Chapter 3, it is about task analysis. In here, I am taking out few job task from what I do and relate it to the subject that I've studied in my Degree programme. Chapter 4 is about recommendations that I can suggest to the organisation that may help to improve their service quality.

Land and Survey Department Sarawak (Miri) is an organization that handles and manage Sarawak land as a whole. Land and Survey Department Sarawak, whether formal or informal, comprises an extensive range of systems and processes to administer. Land and Survey Department Sarawak functions may be divided into four components: juridical, regulatory, fiscal, and information management.

These functions of land administration may be organized in terms of agencies responsible for surveying and mapping, land registration, and land valuation. Essentially, the functions of Land And Survey Department Sarawak is subject to the direction of the Yang Di-Pertua Negeri .

As being attached to Human Resource Department with the position in Administrative Assistant in this organization, it really help me in applying what have been experienced in UiTM to the real life. It is a remarkable experience to being here and learns a lot of thing during the whole process.

This practical industry is good for student as to equip them with shield in order to survive in

the real working life outside. Moreover, this practical industry do helps so much in transforming the students from being a typical student who learned theory to practice it outside.

As for myself, this internship program does help me to figure out how to communicate well with other, develop better networking with subordinates and it really transforms me to be a better person. I become a confidence person to speak and manage to handle relationship with my superior very well.

On top of that, working at the Human Resource in Department Land and Survey Department Sarawak (Miri) gave me a good insight and exposure to the corporate world. Working alone and with others to meet targeted deadlines and performing in such a professional manner gave me deeper understanding and appreciation of the human resource system in our country.

It has opened my eyes to the physical needs as well as the changes which must be done to improve the standards and meet the requirement. Interning at Human Resource in Department Land and Survey Department Sarawak (Miri) has motivated me to continue working diligently as well as to further my studies in order to contribute greatly to the development of myself, UiTM and Malaysia as a whole.

Finally yet importantly, I hope this internship program in UiTM will be prolonging to my juniors so that they can experience the transformation like I did. It really works for those who want to develop confidence and in the same time learning to be responsible for what they assigned to. Thank you.

CAWANGAN PENTADBIRAN AM DAN KEWANGAN

UNUS BIN TAMBI
PENGUASA BAHAGIAN /
[PEGAWAI TADBIR/N52] / [Butiran 0315/2012]

MAHARI BIN KIPLI
PEMANDU KENDERAAN BERMOTOR
(R3) [Butiran 0359/2012]

HELEN AK DAUD
PEMBANTU TADBIR (KESETIAUSAHAAN) /
(N27) [Butiran 0348/2012]

SEKSYEN PENTADBIRAN AM DAN KEWANGAN

CONNIE RAYMOND
PENOLONG PEGAWAI TADBIR (N27)
[Butiran 0333/2012]

WEE POH CHENG
PEMBANTU TADBIR (KEWANGAN) (W22)
[Butiran 0338/2012]

UNIT PERJAWATAN

MARATI BT JUHAR / N22
[KUP]

NUR ALMAS BT AHMAD SAMSUDIN
PEMBANTU TADBIR (P/O) / (N17) / [JBC]
[Butiran 0347/2012]

JAHIRAH BT DAUD
PEGAWAI KHIDMAT PELANGGAN /
(N17) / [KUP] [Butiran 0350/2012]

UNIT FAIL DAN PERSURATAN

1. **SABARIAH BT ABDUL RAZAK**
2. **NORSIAH BT AWANG KEDERI**
PEMBANTU TADBIR (P/O) (N.17) / [KUP]
[Butiran 0356/2012]

1. **BOLHASSAN BIN BAKAR**
[Butiran 0361/2012-Miri]
2. **APANDI BIN BUJANG**
[Butiran 0301/2012-Sibu]

PEMBANTU AM RENDAH / (N1)

UNIT KEWANGAN / AKAUN

MAYANA BT KAMIL
PEMBANTU TADBIR (KEWANGAN) / (W17)
[Butiran 0351/2012]

UNIT STOR UMUM

1. **EFFENDI BIN ALI YAKUB**
PEMBANTU TADBIR (P/O) (N17)
[Butiran 0347/2012]

1. **MICHEAL AK DOLLAH**
2. **NYANAU AK TABOH**
PEKERJA AWAM / (R1)
[Butiran 0360/2012]

UNIT AM

1. **HAMRAN B. SAJI**
JAGA / (R1)
[Butiran 0362/2012]
2. **JEFFRYDIN BIN ISMAIL**
PEKERJA AWAM / (R1)
[Butiran 0360/2012] - *Dipinjam*
dari Cawangan Survei-
Lapangan

1. **VERONICA AK ULEK**
2. **GRACE AK LAGA**
3. **ARWANDY BIN WASLI**
PEKERJA AWAM / (R1)
[Butiran 0360/2012]

ASIAH BT MAJID
PEKERJA AWAM (R1) / JBC
[Butiran 0374/2012]

REFERENCE:

1. Jabatan Tanah Survei Sarawak website (www.landandsurveysarawak.gov.my)
2. Jabatan Tanah dan Survei, Bahagian Miri (www.lnsmiri.gov.my)