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**LAND AND SURVEY BETONG**

**DECLARATION FORM**

CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR

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## **CHAPTER 1**

### **INTRODUCTION TO ORGANIZATION**

#### **1.1 Introduction**

Chapter 1 will describe briefly on the background and history of the organization. In this chapter, I will discuss on the background of the organization that I have choose for my practical training. The objectives and the organization policy also will be discussed in this chapter. Apart from that, this chapter also will highlight on the vision and mission of the organization, and the organization structure of the Land and Survey Betong. Last part of this chapter will discuss on the core business of the organization, in which I will discuss on the activities of the organization that I choose for my practical training.

#### **1.2 Background of the Organization**

Land and Survey Betong was early formed in year 2004, in which Betong was announced as one of the division in the State of Sarawak in 2002, before the administration was separate with Sri Aman Division. First office quarters of Land and Survey Betong was located at Jalan Lee Kai Teng, 95700, Betong. It was back in March 2002, with the first Superintendents in charge, Mr. Endella Ahin (2004-2007). In 2007, the new state office complex was build, Land and Survey was one of few departments that allocate in the new township. Mdm. Peggy Ronin Edin (2007-2011) was the former superintendent during the transition of building made by Sarawak Government.

Until now, Land and Survey was located at Blok A, Kompleks Pejabat Kerajaan Negeri, 95700, Betong as the fixed address. The department was expanding up to nine departments in one organization with Mr. Anthony Aboi as superintendent from 2011 until now. Each nine branches were divided and lead by the head of each departments. Nine branches were divided to

Administration, Land & Settlement, Planning, Information System, Revenue, Registry, Survey, Enforcement and Valuation.

### **1.3 Objectives**

The slogan "*An Agency to Facilitate Development*", it has clearly defines the objective that runs by Land and Survey in every divisions in Sarawak. This organization plays important roles in developing and administering Sarawak, instead of protecting the rights of native customary rights and settlement operation. It is one of the agencies that assist and monitored the development that occurs around Sarawak. Any proposed project that decided by government or private institution must go and referred to Land and Survey before the building or the site was approved.

Land and Survey also plays an important role in protecting the rights of the native in terms of land and property. For the native that owned land and property must be registered and renewed under the Sarawak Land Code 1958. They are responsible in protecting the rights of the Sarawakian to their properties.

### **1.4 Organization Policy**

#### **1.4.1 Value**

First values that have been highlighted in this organization are *INTEGRITY*. In which every staffs is motivated to subscribe to the highest moral principles in discharging their duties to public and to serve the state.

Second values that highlighted in organization are *PROFESSIONALISM*. In order to maintain the value of professionalism, staffs must be knowledgeable and competent in doing their tasks.

*PROACTIVE* come on the third value, in which they must be innovative and very responsive to the situation that occurs in the surrounding. They must come with proper and good solution for every situation.

The fourth value is *COMMITMENT*. Each of the staff must enthusiastic and passionate in delivering their promises to serves public and work for state agency.

Next is *RESULT-ORIENTED*, in which staff must focused and driven to achieve desired outcomes. They are motivated and focused on the task that had given to them, and focus to the result.

*TRUSTWORTHINESS* also becomes one of the values in this organization. The staffs must emphasis to reliable in delivering their pledges to stakeholder, in which to the public and to serves the state.

Last value is *WORK-LIFE BALANCE*. Apart from work, staff also must focus on their life balance in order to maintain their motivation. Efficient time management to ensure productivity and quality of life.

#### **1.4.2 Quality Principles.**

There are five quality principles that enhance by the staff in service delivery. First is to do things right at first time, second is focus on proactive leadership at all levels. Third is become effective in communication, and fourth is to become knowledge and competent. Last but not least is, make a continuous improvement in delivering their services. Those five are the quality principles that have been emphasis in this organization.

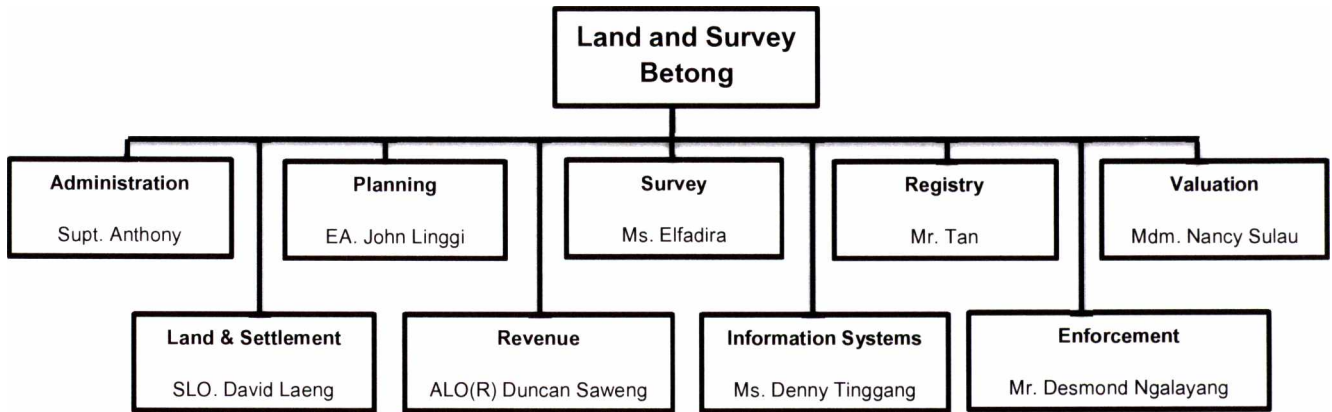


### **1.5 Vision and Mission.**

Vision for this organization is to "*Achieving excellence in the administration and manage of land*". This vision was adopted in all Land and Survey in all division in Sarawak. State government has adopted this vision to all part of Land and Survey in Sarawak; this is to make sure that this agency has same goals to be achieved under state government.

Meanwhile, the mission for this particular organization is "*To administer and manage land for the benefits of the people and state*". The mission also has been set by state government and it also the same with other division. Land and Survey in Sarawak has share the same mission and desired the same goals.

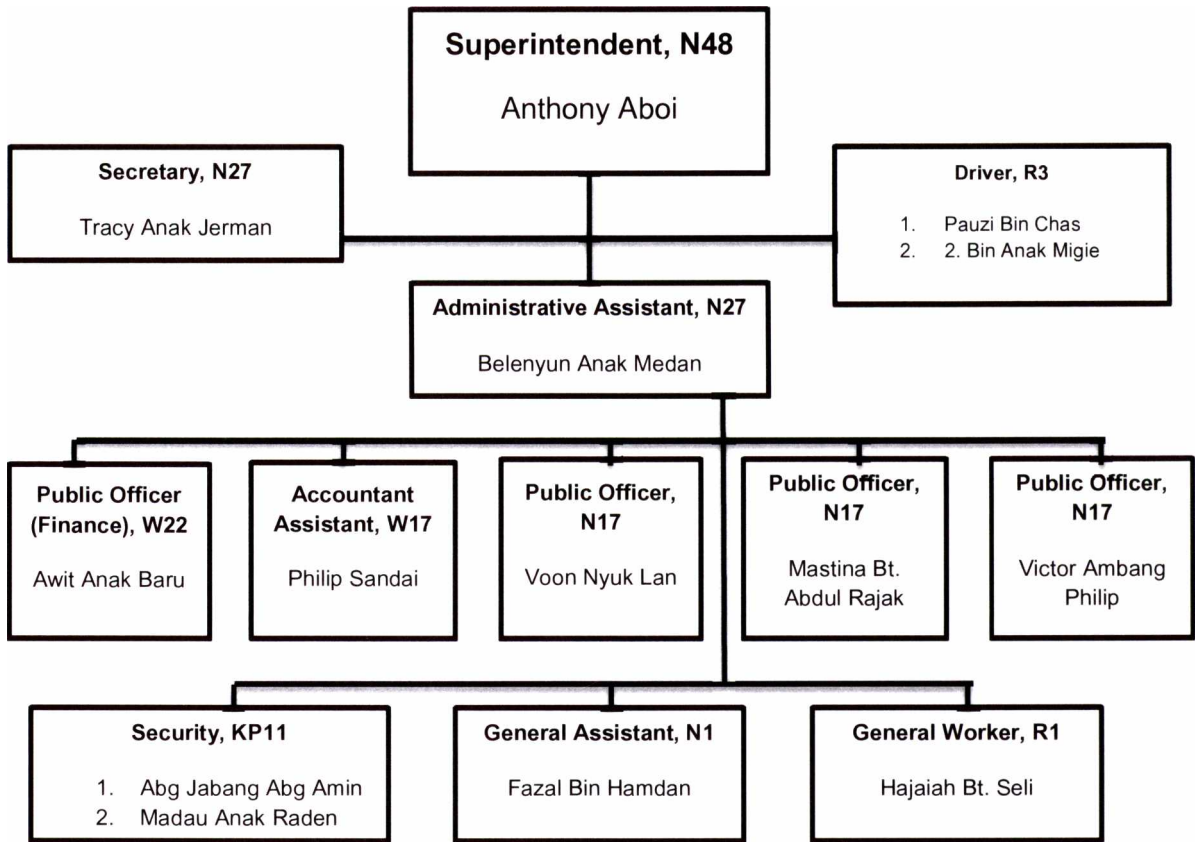
### 1.6 Organization Structure



**Figure 1.6.1:** Organization structure of nine branches and head of department in Land and Survey Betong

Source, Land & Survey Betong (2016)

Since the divisional organization was divided into nine divisions, each division was lead by one head units. For administration unit, Superintendent Anthony Aboi was the officer in charge. For land and settlement, Senior Land Officer, (SLO) David Laeng and for planning unit was Engineer Assistant, (EA) Mr. John Linggi. In revenue unit, Assistant Land Officer (Revenue), (ALO/R) Duncan Saweng, in Survey unit was Miss Elfadira and for information system was Miss Denny Tinggang. Meanwhile, in Registry was Mr. Tan and in enforcement unit was Mr. Desmond Ngalayang. Last but not least was in the valuation unit, and Madam Nancy Sulau was the officer in charge.



**Figure 1.6.2:** Organization structure of Administration Unit in Land and Survey Betong Sources, Land and Survey Betong, (2016).

Since I was only attached at the Administration unit, so the organization at the administration units was only as above. The head unit was Superintendent Anthony Aboi, and his secretary was Madam Tracy Jerman. The administration assistant officer was Madam Belenyun Medan, and followed by two drivers in this unit, Mr. Pauzi bin Chaz and Mr. Bin anak Migie. There are five public officers in charge in administration units. In account section, Puan Awit anak Baru and Mr. Philip Sandai. The officer in charge for the store, MMAS and Correspondence was Miss Voon Nyuk lan and officer in

charge for training, leave and pension was Madam Mastina Binti Abdul Rajak. For the post of the staff in the organization, it was managed by Mr. Victor Ambang Philip.

There are also few staffs in support of this organization such as security, general assistant and general worker. Mr. Abang Jabang Bin Abang Amin and Mr. Madau anak Raden was the security in the organization and Mr. Fazal Bin Hamdan was General assistant. Last but not least, Madam Hajaiah Binti Seli, the general worker in the organization.

## **1.7 Core Business**

### **1.7.1 To Administer and Developing**

Land and Survey Betong were operating to administer the land and property in Betong division for development. Since Betong was one of the new divisions in Sarawak, rapid development of town, districts, and other aspects such as road, agricultural and economic purposes.

### **1.7.2 To Manage the Land and Property**

Land and Survey Betong also an agency that can help to manage the development that widen in Betong area. With the few projects from state and federal government, Land and Survey will facilitate the development according to the projects and policy. Not only government, few NGOs also involved in the development of the area such as SALCRA, RISDA, and MPOB. Those major companies were corporate with Land and Survey Betong for development purpose.

### **1.7.3 To Protect the Land and Property of the Sarawak Native.**

Land and Survey also an agency that appointed and responsible to protect the property and land of the Sarawak native, NCR. Under the Sarawak Land Code 1958, it has been stated that the rights of the native to owned perspective land and registered it with the government. Land and Survey has become the medium for the native to protect their rights and link of native with government.

## **CHAPTER 2**

### **SCHEDULE OF PRACTICAL TRAINING**

#### **2.1 Introduction.**

In this chapter, focused are on the training schedule of practical training in Land and Survey Betong. Total duration of practical training in Land and Survey Betong is about 8 weeks. I was assigned into Administration unit. In this department, I was supervised by Puan Belenyun Medan (Assistant Administrative Officer N27). Puan Belenyun has made a list of guideline, rules, regulations and also specific tasks that will be carried out by me during this practical training for eight weeks and I also has been ask to read and adapt the rules in General Orders. She also has prepared for me the weekly task for the eight weeks. According to the task, I will carry out tasks involving work related to administrative and financial. In each tasks, I was assigned less than one of the staff to help me during in any relevant and required task. There are a few major task that have been highlighted by Puan Belenyun which are understanding the norm and the activities of working that had been carried out by the staff in Land and Survey Betong.

## **2.2 Schedule of Practical Training**

### **2.2.1 Week 1 (25<sup>th</sup> July – 29<sup>th</sup> July)**

On the first day, Administration Section in Land and Survey had welcoming me and I was given a briefed on the rules and regulation in the organization. Supt. Anthony has explained further on the organization details, Public Officer, (P/O) Voon and Encik Jasmadi from Public Relation Unit also were there and welcoming me. In the afternoon, Public Officer, (P/O) Voon brings me to visit to other eight branches or units that exist in the organization, such as Planning Unit, Settlement Unit and Land Unit.

On second day of the week, I was assist with preparing the mail that going to be posted. It includes folding and put inside envelop with the correspondent address. Mail that already prepared will be dispatch to post office for postage. Besides that, I was explained on the job description of each of the staff in this unit. For further information, one of the staff lends me the General Order to be read, and the organization structure of the unit was attached together in the report.

On the third day of the week, I was exposed to the nature of conducting a meeting in the organization. The procedure was followed the General Order and I learned on the procedures that taken before meeting, during meeting and after the meeting was conducted.

On Thursday, I was briefed on the responsibilities of each public officer inside the administration unit. Each of the officers has different tasks and responsibilities inside the organization. I was

explained briefly on their duty and generally how they do their work. I also read further on table files, and relate it to the daily routine of the staff.

On Friday, Public Officer, (P/O) Awit discussed with me on the flow of the work in account section. There are five flows that can be found in accounting, includes preparing of payment voucher, preparing of journal voucher, preparing of government order, preparation of received warrant and the salary input of the employees in the organization includes their claims and other reparation.

### **2.2.2 Week 2 (1st August - 5<sup>th</sup> August)**

First day of the week, I manage to meet my supervisor since she was on leave last week. She has explained several tasks that I need to know in her position; in which including manage the movement of drivers and vehicles, approval of employees leave and so on. After that, I continue my readings on circulars that used in the organization include managing the official files and other orders that related.

On Tuesday, I was trained in using Franking Machine by Public Officer, (P/O) Voon. She explained that this machine is used for mailing process. This machine is used to weigh and correctly frank outgoing mails. This machine is allowing staff to run the mailing activities and it has managed time efficiently in department. Franking machine also can help in manage the budget as well, and the report need to be kept for audit purposed.

On Wednesday, I was exposed on the process of doing claim for staff who involved in outside job. Some of the claims paid are based in kilometers they have travel or the payment that they made in advance. Few examples of claim that can be made are travel claim, advance payment claim and house moving allowance.



On the fourth day, I help with the mailing process regarding on the event that going to be conducted in Betong area. The event was conducted by Land and Survey Betong and the participation was opened up to other organization in Betong area such as, Sk. St. Augustine, Jabatan Kerja Raya Betong and Pejabat Daerah Betong.

Friday, I continue with the process of stamping the claim that has been processed by the divisional treasury. The claims need to be stamp before it proceeds to the payment process.

### **2.2.3 Week 3 (8<sup>th</sup> August – 12<sup>th</sup> August)**

On Monday, I take a leave since I have to accompany my mother on her appointment in Sarawak General Hospital. I have written a letter and my mother copy of appointment card and sent it to my supervisor as prove on my leave.

I was come back to office on Tuesday, and I was assist by Public Officer, (P/O) Awit to write the cheque number on staff's claim for the bank and prove purposed. The number of cheque will be quires on the claim payment ledger, and it also will be check when it comes to auditing.

On Wednesday, I was trained by Public Officer, (P/O) Voon in registering the recording the incoming mails and outgoing mails in the organization. She has introduced to me the Corresponding and Case Tracking Unified System (CACTUS). This system is used to record the incoming mails and outgoing mails before it dispatch to each unit or action taken to be done.

On fourth day of the week, I was attending the seminar that organized by Jabatan Kemajuan Wanita Sarawak (JKWS), "*Seminar Wanita dan Undang – Undang*". This seminar was launched by YB Hajah Sharifah Hasidah, Young Minister in Women and Family Development. This seminar has focused on the right of women in community especially in context of working environment. These kinds of seminar are essential in any departments because it can help in

maintaining the employee's motivation in working. Apart from that, employees also can feel that they are treated well by their employer by focus on their needs and rights.

On Friday, I was exposed to State Integrated Financing, Budgeting, and Accounting System (SIFBAS) by Public Officer, (P/O) Philip regarding the payments of Pan-Borneo Development Project. This system is used to key-in the data and payment that need to be done to the public who are their land and properties are affected due to the development. I used to key-in the data before the data printed to the payment voucher, and the affected area was in the Ulu Rimbas, Sg. Awik, Ulu Krian and Skrang Bridge.

#### **2.2.4 Week 4 (15<sup>th</sup> August – 19<sup>th</sup> August)**

On Monday and Tuesday I was assist by Public Officer, (P/O) Philip to enter the payment of voucher into the ledger. The payment is the Land Compensation for Pan Borneo Highway Project in Betong area. The payments are recorded manually in ledger in order to make sure the data keep was saved and clear for auditing purpose later.

On Wednesday and Thursday, once again I recorded the incoming mails with the CACTUS software and system. The mails are categorized according to the units before it recorded and dispatch.

And on Friday, I was revising back my daily report and updating on the task that I have done before I pass up my report to my supervisor upon checking. After the check up process, I start to plan on my writing on practical report.

### **2.2.5 Week 5 (22<sup>nd</sup> August – 26<sup>th</sup> August)**

On 22<sup>nd</sup> and 23<sup>rd</sup>, I was on leave since I have to accompany my mother on her appointment with specialist at Sarawak General Hospital (SGH). The letter on leave was submitted to my supervisor as prove of my leave.

I come back to work on Wednesday, and I helped with the recording of the incoming mails in the morning. The mails are categorize and recorded before it dispatched to other units in the organization. Some of the letter will dispatch to Land Unit, Settlement Unit and Enforcement Unit. These units will take actions to the letter that dispatched to their units.

On Thursday, I used to revised back on my report and gather data on my first chapter. I interviewed some of the senior staff that works in Land and Survey Betong on the background history and some of their core business. I was noticed that Land and Survey Betong had achieved few of achievements in past few years in terms of sports and workplace achievements.

On Friday, I help the staff in Administration Unit with the preparation of Mini Regatta Betong. Mini Regatta was organized in Medan, Betong in accordance with the Mini Showcase ACSJ and Entrepreneurs Week in Betong. This event was made up from few departments in Betong area includes, Jabatan Kerja Raya, Majlis Daerah Betong and few departments from Federal Complex such as, Jabatan Penerangan Malaysia.

### **2.2.6 Week 6 (29<sup>th</sup> August – 3<sup>rd</sup> September)**

First and second day of the week I was attached with Public Officer, (P/O) Mastina. She is the staff that responsible on the retirements, leave and salary of the staff. She had exposed to me on how the process of entering and counting the leave of staff in the whole departments of Land and Survey Betong. She had taught me on the LOTUS software that used to key in the leave of the staff that soon will be processed for retirement purposed.

She also said that the leave should be counted and make sure that they are not exceeding the exact days that have been given by the government. Any extra days on leave without reason or prove, their salary will be deducted. In other side, staffs who have remaining days on leave can sell of their leave or their leave will be burnt and no claim can be made for the leave.

On Wednesday, since it was 31<sup>st</sup> of August, it is the public holiday of the National Day.

On the fourth day of the week, I have been explained by Public Officer, (P/O) Mastina on the compensation and remuneration of the staffs. The salary that they received based on their scale, term of service and the achievement that they received. She also said that they are most paid based on the scale or their position and term of service. If they are longer in the service, they will be paid more compared to the staff that newly and have the same position as the senior ones.

On Friday, I continue with the process of updating the leave of the staff that going to retire in the end of this year. The updated leave will be signed by the Superintendent upon the certification.

### **2.2.7 Week 7 (5<sup>th</sup> September – 9<sup>th</sup> September)**

On Monday, I helped with stamping on staff's claim on August. The claim that has made by them was passed to account section to be checked. The claim that has been checked will be key-in into SIFBAS and printed out and stamped. After being stamped, the claim was approved by the Surveyor Officers and passed up to Superintendent for approval purposed. Some of the claim that has been made by staffs is travelling claims and millage claim for the staff that travels using their owned vehicles for office purposed.

On Tuesday, I help with the mailing process in the morning. By key-in the incoming mails and dispatch it to the other units, and have the sign of the officer in charge as the recipient of the incoming mails. In the evening, the outgoing mails that have been recorded were printed and franking for the mails that need stamping. The mails were folded and sealed and ready for mailing purpose.

On Wednesday and Thursday, I used to be monitored by Public Officer, (P/O) Philip on the key-in process of Pan-Borneo Development project. The data of the public was involved on few properties and land includes agriculture and housing area. The area that affected was from Batang Skrang Bridge to Awik-Krian Bridge. The total of data entered in that two days was 148. In which, 148 of land and property was affected in this development project.

On Friday, in the morning I helped with the process of entering the incoming mails. After entering the data, I helped with dispatch the mails to the other units. In the evening, I help with entering the data on the Pan-Borneo Development project. The data that submitted from the valuation unit was checked and entered to the SIFBAS and it will be printed, attached and stamped. After the process was completed, the voucher was passed to Superintendent upon approvals.

### **2.2.8 Week 8 (12<sup>th</sup> September – 16<sup>th</sup> September)**

On Monday, it was public holiday on Hari Raya Qurban.

On Tuesday, I still help on entering the data on Pan-Borneo Development project. The process continues until evening. Meanwhile, on the evening, I was briefly explained on the task of the secretary. Madam Tracy, the respective Secretary of Land and Survey Betong, has explained on her job description. She also had exposed to me on how to handle the government secret documents. She also explained on how the file of organization was manage and keep in the safety, the keys of the safety was on the responsibility of the secretary and other respective staff only. Apart from that, she also teaches me on how to use the fax machine. How the fax was sent and received by the organization. And lastly, she explained on the usage of the letterhead either for mailing purposed or for meeting purposed.

On Wednesday, I was asked to double check the data entered to SIFBAS on Tuesday. After I do the checking, I proceed to the printing and attached the printed data with the original issued warrant. The data will be submitted upon approvals and will be entered to ledger for audit purposed.

On Thursday, since this is the last day of the practical training, I was surprised by the party that organized by the staff in administration unit. They have conducted the surprised farewell party for me in appreciating my eight weeks of internship. My host supervisor in the organization, Puan Belenyun has given me a gift and she thanks me for choosing their organization for internship. The photograph session was taken with the staff in administration unit in Land and Survey Betong.

On Friday, it was public holiday on the Malaysian Day.

### **2.3 Conclusion**

During this practical training for eight weeks, I have been exposed to many different tasks and jobs descriptions for multi-tasking experiences. I was assigned into different types of jobs such as storekeeping, finance and accounting, Management of Moveable Assets Systems (MMAS) and correspondence, training, leaves and secretarial duties. I have been exposed and taught to different services and tasks for past eight weeks. This practical training was helping students in gaining experiences and exposes them to real work life experiences. Furthermore, during this practical training I can relate what I have learned in the class with the real work situation in this organization. I can see clearly and experienced it myself every theories that been taught by lecturers. Meaning to say, practical training gives benefits and good experiences to me.

## **CHAPTER 3**

### **MANAGEMENT OF INFORMATION SYSTEMS**

#### **3.1 Introduction**

Basically, in this chapter it defines the concept, theory and circular in job description. In this report, as a trainee, I should analyze and focuses on the task that I had done. Besides, I need to states on the definition of concept where theoretical aspects and demonstration of training on how the student relates all concepts learned in classroom at working place. In addition, to see how the students transform knowledge gained to enhance understanding on the concept learned in classroom. Therefore, as a trainee, I should relate the task that I had done and theory learned during in classroom. During my practical training at Land and Survey Betong, I got to do many tasks given by my supervisor and the staff there and I prefer the correspondence task with Public Officer, (P/O) Voon on the fourth and fifth to be discussed. Above all, those tasks are referring to the management of information systems inside the organization

#### **3.2 Task Analysis**

Eight weeks with Administration Unit in Land and Survey Betong, I have learned a lot on the administration of office, staff and properties in the organization. Apart from that, I also have learnt to use software that had been used by the organization to manage the employees in their organization. For example, systems such as Correspondence and Case Tracking Unified Systems (CACTUS), State Integrated Financial, Budgeting, Accounting System (SIFBAS) and LOTUS software. On the fourth week and fifth week of practical training, I was attached with the correspondence staff, Public Officer, (P/O) Voon. She has taught me on the mailing inside and outside of the organization, Management of Moveable Assets System (MMAS), store keeping and she also had introduce to me Corresponding and Case Tracking Unified Systems (CACTUS). CACTUS is the software that been used by the organization to record the incoming



mails and outgoing mails that going through the organization. She even teaches me on how to use the systems inside the organization. This has summarized the management of information in Land and Survey Betong. Information in terms of mails will be manage and recorded in the organization for further action. With the technologies that intervene in nowadays management, proper record keeping of information can be achieved.

### **3.2 Definition of information systems**

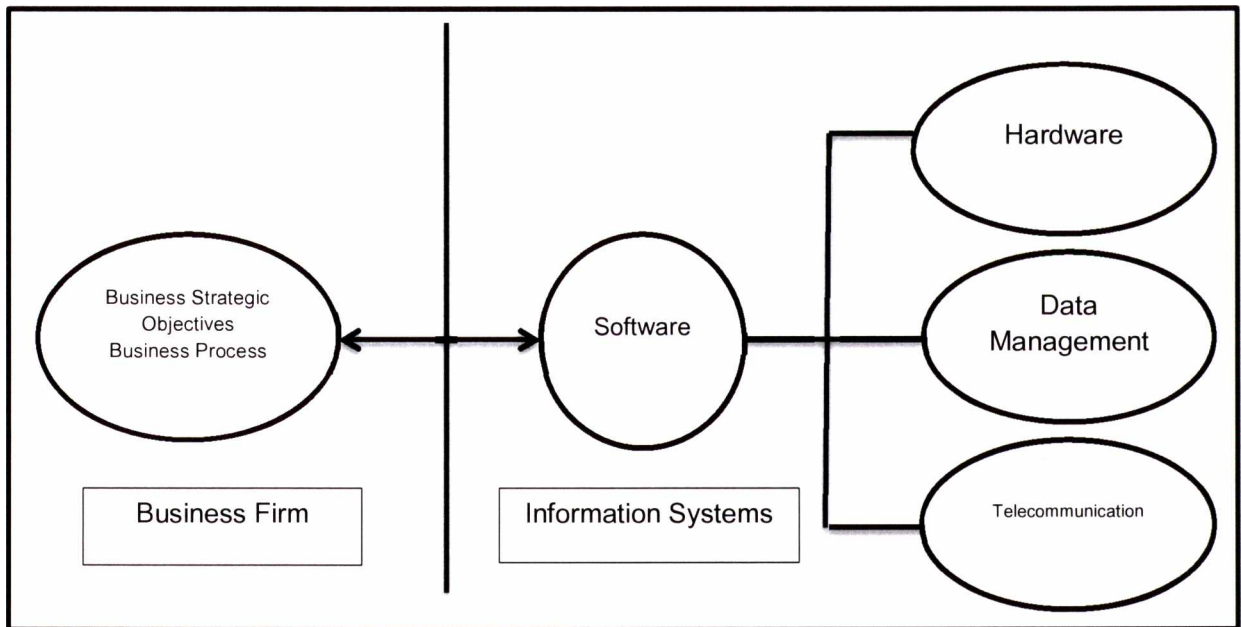
Information system can be defined as software that helps to recognize and analyze data. This makes it possible to answer question, solved problems or recoding data that are relevant to the mission of an organization. Information systems also can be defined as any organized systems for the collection, organization, storage and communication of information (Dulrich, 2009). In which it is the study of complementary works.

Any specific information systems aim to support operation, management and decision making. An information system is the information and communication technology (ICT) that an organization uses, and also the way in which people interact with this technology in support business processes (Silver, 1995). As such, information systems inter-relate with data systems on the one hand and activity systems on the other. The data represented was processed as a form of social memory.

There are various types of information systems. For example, transaction processing systems, decision support systems, knowledge management systems, database management systems, learning management systems and office management systems (Zheng, 2007). Critical to most information systems are information technologies, which are typically designed to enable human to perform tasks for which the human brain is not well suited. For instance, handling large amount of information, performing complex calculations and controlling many simultaneous

processes. Diagram below shows the interdependence between organization and information systems.

Figure 3.1: Interdependence between organization and information systems.



Source: *Management Information System ( Loudon, 2013).*

### 3.3 Job Description on information management systems

Due to the different types of information systems management, there are also few different types of task and responsibilities of the correspondence staffs. Computer and information systems managers implement and oversee computer related activity within a company or organization. Working with top executives, they help determine the computing system need for a company and then produce a plan to meet those needs (Kendall, 2013).

To do the job effectively, computers and information systems managers must stay up-to-date on the latest advances and trends in computing systems, including cybersecurity, an issue that continues to gain importance for organizations as cyber attacks become more frequent and sophisticated (Murcovic,2002). Computer and information systems managers usually have at

least basic business knowledge as they are often called upon to assess the costs and benefits of new computer systems or upgrade.

Once in the workforce, computer and information systems employees often get the on-the-job training specific to their chosen field, in which in my case was with state agency, Land and Survey. In review of my practical situation, the staffs are often sent to training program that organized by the state government in order to maintain and enhance their knowledge in managing the information in the organization. Apart from training, the staff also sent to attend the course on the security of keeping the organization data *under Kawalan Rahsia Kerajaan Sarawak*, due to *Akta Rahsia Rasmi 1972*.

### **3.4 Application**

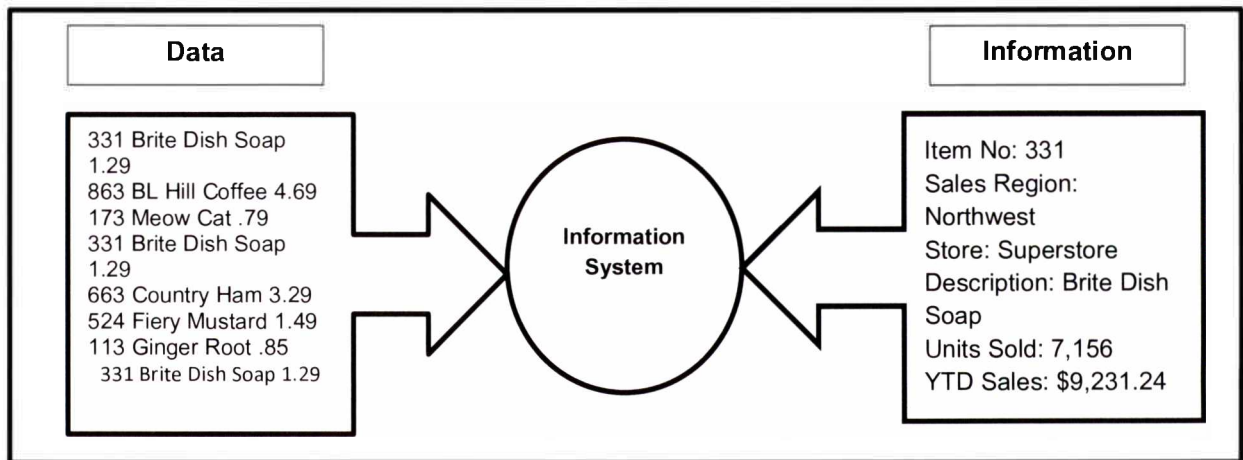
In Land and Survey Betong, the management of information in administration unit was using the correspondence staff. In which all the information must be recorded before it delegates to other units in the organization. The incoming mails and outgoing mails that want to be sent or action taken by organization, it must be recorded in the mailing systems of the organization for security and future needs. In term of security, when the mails was recorded and keep on the database, any accidents happens to the assets in the organization that might harm the data in hard copy, the systems can secure the information or the lost of the hard copy can be used to track the information.

My supervisor for correspondence, Public Officer, (P/O) Voon also has exposed to me on how to handle the software that are used to record the information especially on the incoming mails and outgoing mails. The software used was Correspondence and Case Tracking Unified Systems (CACTUS). CACTUS was used by the organization since Land and Survey Betong was moved to the State Complex in Jalan Setia Raja in 2007.

For the flow of work, when the letter received in the organization, one officer must stamp the letter upon the receiving before the letter was put inside the incoming mails box. After the receiving, the letters will be classified to which art of unit it will be dispatch soon. The officer in charge for each unit was writing as the remarks on each letter for consent and action. During this part, I was told to keep any data key-in into systems as confidential. No data should be exposed out from the organization, especially when involved public identity and personal data. Any negligence conduct by the staff on the responsibility of public identity will be found guilty under the law. The serial number of the letter that has been entered is written.

Next, after the remarks have been done, the letter will be scanned and upload to the systems. During this time, the letters that upload will be saved via online and can be shared by the whole organization on working purpose only. Remarks online also being set to make sure the officer in charge notice the letter was receive and hardcopy of the letter will be dispatch soon. After being remark on line and upload, the table of record information was printed out and put inside the file of each branch upon dispatch. The general worker will dispatch the letter to each unit and get the sign upon the delivery of the letter as a record. This record was annually based record in which the record of incoming and outgoing mails for the whole year. Each unit in the organization has one respective file for the record of mails. Diagram below shows the example of data that had been transferred into information by using the systems in the organization.

Figure 3.2: Data and Information



Source: *Management Information System, (Loudon 2013).*

### 3.5 Conclusion

As a conclusion, I have explained the most tasks done during practical training related to the concepts that I learned in classroom at the workplace and how to transform knowledge gained at workplace to reinforce understanding on the concepts learned in the classroom. It specifically focuses on one area of task as covered in the practical training handbook. It also should reflect definition of concept, demonstration of practical and theoretical aspects. This practical training for eight weeks absolutely taught and gave me real situation experiences on how to work in real workplace. This will help me in the future.

## **CHAPTER 4**

### **RECOMMENDATION**

#### **4.1 Introduction**

Every organization has its own strengths and also weaknesses while getting done with their job. During my practical training, I have identified several strengths and weaknesses on the correspondence section in administration unit. This chapter will highlight the strength and weakness of the organization. In this chapter also, I will provide recommendation to the weakness that I have been identified through eight week of practical training.

#### **4.2 Strengths of the Information Management System**

##### **4.2.1 Proper Keeping Record**

During eight weeks of practical training, I have found few of the strength of the management of information systems in administration unit in Land and Survey Betong. One of the strength of management of information systems in this organization is the proper keeping of record on the dispatch letters to other units. The usage of file as a record was the strength of this management of information systems because any letters that overlook by the staff can be found by using this proper filing system.

Apart from that, this filing system also makes the other staff from other units easier to receive the mails that have been recorded from administration units. They can revise back on the date, time or the data of the senders by only referring to the file. The data that complies in the file will be keep annually and every year; these files will be updated and revised to make sure the mails that going in and out of the organization was monitored.

The research on IT and business performance has found that the are successfully a firm can align information technology with its business goals, the more profitable it will be, and only one

quarter of firms achieve alignment of IT with the business. About half of a business firm's profits can be explained by alignment of IT with business (Lufman, 2003). This has shows that the performance of the organization also depends on how they manage their information inside their organization.

#### **4.2.2 Good Condition of Technology Used**

Apart from the filing system, the technology used in recording the information was in good condition. The quality of the technology used was in satisfactory level and can be used in long term condition. The computer used was supervised by one of the staff from IT unit and keep on under maintenance every month.

Staff in IT unit in Land and Survey Betong was assist and trained on how to keep the technologies in the office systems in good condition. All the computers and other hardware that used by the organization to manage the information are under the surveillance of the staff. Once in every three months, the panels from SAiNS Sarawak send their employees to check and inspect upon the computers and hardware that are used in this organization.

In my period of practical training, I was once experienced on the inspection made by SAiNS Sarawak. In which all computers, scanners photocopy machines, franking machine and fax machine was inspect by the panels from SAiNS Sarawak. All nine units in the organization were under inspection; all their hardware is being inspected. Any problems that occur to the hardware, action will be taken by the panels.

#### **4.2.3 Audit**

Apart from that, strength of the management of information systems in Land and Survey Betong is the auditing section. Every units need to be audit either internal or external auditing process. This is to make sure the organization running their activities in accordance with their mission

and vision. Every job done by each unit must be monitored and any negligence should be raised up to make sure the action was taken, especially when it involve the monetary part.

Auditing also need to be done because to check and balance the operation of their activities. Any job that are done, reports and records must be monitored to make sure that those important things are taken in action, such as, the collection of land revenue, renewal of land and settlement.

For example, during my practical training, the auditors from Land and Survey Headquarters have come twice to Betong division. For the first time, they come and inspect on the planning units. They audit all the records, plans, and mailing in the units. There are five of the members; the auditing was two days in action. For the second time, only one auditor was attached for one and half days in accounting section. She has audit the monetary and compensation that allocate by the state government to Betong division for development. Most of the auditing was involve the Pan-Borneo Development Projects and the claims of the staffs.

### **4.3 Weaknesses of the Information Management System**

#### **4.3.1 Outdated Server and Applications**

Despite of strength, I also have found few weaknesses in managing the information. One of the weaknesses is the server used by the organization was outdated and not compliance with server that we have nowadays. I have found out that the organization still used Windows XP and Mozilla Firefox as their searching engines. This will result to poor connection of line and slow data processing. As a result, the mails only dispatch to other units after two or three days upon receiving in administration units.



On the other perspective, this also results to the delays and slow processing of information especially when the letters that needs to be taken immediately. Some of the situation such as the renewal of land, letter of payments Pan Borneo Highways and letters that involve court action. There is one of situation that I have experience in which lawyer from one of the firm in Kuching was called and ask for the approval on his client renewal of land. The letter was issued two weeks before and it still not processed and key-in into the systems since the organization was experiencing on the poor connection of line for one week.

#### **4.3.2 Inadequate Funding to Manage Information Systems**

Apart from that, another weakness that I can highlight in managing the information systems is the inadequate funding that revered for managing the information. Since Land and Survey was one of the agencies under state government, lack funding to manage the information systems also can lead to the poor management. In this organization, they are facing lack of materials to complete the management of mailing in the organization. For example, government should provide funding for good filing systems in order to manage the mails that going in and out of organization.

This is due to some cases that causes by the negligence in keeping the mails record, in which the staffs cannot find the past 2 or 3 year of mails record that might be used in the future. One of my situations during my practical is, the mails record of the register of land was unable to be found because the records cannot track the mails that going in in the year 2013. As a result, state government should think of to improve on the management of information in organization especially on mailing systems.

## **4.4 Recommendations**

### **4.4.1 Reformation/Update the Software**

Due to the weaknesses that I have highlighted above, I have come out with recommendation to solve on the problems that arise in the organization. First was on the outdated server that used by the organization that leads to the poor management of information. In this case, I would suggest that this organization should undergo the reformation of the server that they have used for this pass few days. In which Land and Survey upgrading their server and used the updated search engines such as Google, Opera or Internet Explorer. This updated search engines are compatible with nowadays systems that requires good server and search engines. For examples, instead of using Mozilla Firefox, the organization can use Google to login into CACTUS. This could result to fast and reliable connection among the organization and other divisions.

Apart from upgrading the server and search engines, Land and Survey also can spend sum amount of money to upgrade their Microsoft Windows. Currently, they are using Windows XP in which this outdated Windows are no longer can equip the mailing job that being key-in inside the organization. The organization can use the latest version of Microsoft, such as Microsoft 2010, Microsoft 2013 and Windows 8. As a result, this organization can improve their efficiency in managing the information that going in, and they can achieve their mission and vision as they desired too.

### **4.4.2 Arrangement of the Furniture for Placing the Records**

Secondly, was on the lack of funding of the state government to the agencies to manage the mailing in the organization. Instead of waiting for the money to be funded by the government, the other way is the organization can used the other initiatives to keep the records of mailing systems. They can use one of the sections inside the units and used cabinets to keep on the

records. Those records should be kept in nice and proper place or room to make sure the records does not rotten or affected by harmful insect and room temperature.

Apart from that, Land and survey Betong also can use another alternative off keeping those records in safe and nice place. By provide training to the staff that is responsible in keeping the records, this can help the management of those files become more efficient. By classified those records in months, units and dates will helps to manage the files and any situation in the future that requires the files to be opened up, it will make the staffs more easier to find the records and time saving.

#### **4.4.3 Use Technology for Auditing Purpose**

During the auditing for the Account Section in Administration Units, there are too many files need to be recorded and it takes almost two days to complete the audit in account section. All the monetary transaction in the organization are key-in into SIFBAS systems, but this organization still emphasis the Ledger Book systems in which all the transaction still need to be recorded manually in ledger.

By only using the technologies, there is no need to doing auditing by referring to the transaction manually. All the recorded transaction can be found in SIFBAS systems since it was connected to the Treasury Department in the headquarters. This will save so much time of the employees, and can less the monetary burden by paying the auditor staffs travel claim.

#### **4.5 Conclusion**

As a conclusion, I have highlight on few strength of the management of information systems on how the organization handle their mailing systems. That strength can be used to improved and become better in management for the organization in the future. On the weaknesses part, I have come with the recommendation. Those recommendations can be used to make improvement in the organization in order to make a better service in the future as well as achieve the mission and vision of the organization.

## **CHAPTER 5**

### **CONCLUSION**

#### **5.1 Introduction**

This chapter will conclude about each of the chapter that I have explained before this. Besides that, on the conclusion part, I will conclude about what are the benefits that I have gained from the internship training in Administration Unit in Land and Survey Department.

#### **5.2 Conclusion for Chapter 1**

In chapter 1, I had explained about the organizational background of Land and Survey Betong. Besides, I also had identified their vision, mission and overall objective of the organization. I also got know about the organizational structure such as the hierarchy from lower until upper level of management. I am well informed about the background of this organization. So, it can enhance my knowledge after having a practical training in Land and Survey Betong.

#### **5.3 Conclusion for Chapter 2**

In chapter 2, I had explained about the tasks and job that I did during the eight weeks of my practical training programed. Every single details of the tasks been explained in this chapter to gives better understanding. The tasks given to me were consistent to the guidance provided by the faculty. The tasks mainly related to the scope of administration. I am able to apply what I have learned in the classroom and to relate the theory into practice. Therefore, it is a valuable experience that I can get through my practical training in Land and Survey Betong.

#### **5.4 Conclusion for Chapter 3**

In chapter 3, I explained about the most important task that I did during my practical training. I was instructed to do many tasks, but the main focus in chapter 3 is to analyze about the task that I had most involved and interested to, that is about management of information systems. It was such an interesting experience since I was exposed to do the task on managing the information in administration unit in Land and Survey Betong. Besides, I also learned so many things such as correspondence and accounting. I also have been introduced into several software such as CACTUS and SIFBAS. It was such a great and one life time opportunities for having practical training at Land and Survey Betong.

#### **5.5 Conclusion for Chapter 4**

In chapter 4, I have had make analyses about the strength and weaknesses of the task that I choose as the main subject. This is the continuation of the analysis in the previous chapter. There are some recommendations that I have suggested in chapter 4 regarding the weaknesses of the tasks. This is to identify the mistakes and some corrective actions that needed to be taken in order to improve in the near future. I can enhance my knowledge on how to evaluate a tasks or jobs that been given by my supervisor or other staff or handle by me.

#### **5.6 Summary Report**

During eight weeks of the practical training in Land and Survey Betong, I have experience a lot. There are four benefits that I gained through the practical training.

First benefit is I have enhanced my professional skill. I have been teaching to work in professional way, in which to be focus on the task given by the staff in Land and Survey Betong. Task given by the staff must be done in proper manner, and professionally. For example, by entering the data of public into SIFBAS, I have been teach to work professionally by key-in the

data accordingly and not to key it in with my interest. Even the public is one of the relative, any data regarding them must not be exposed and must keep private. It is because, I was told in my first day of practical training on the keeping the data secret in the organization. Apart from that, professional skill also being enhanced when I cooperate with other staff in the organization. Either from same unit or from the other part of the organization, professionalism is important. It is important to keep the professional in daily routine, because, by enhancing the professionalism, any work can be done in the mean time given. For example, task that involve due date such as correspondence, professionalism is very important to done the job with the ample time given.

Second benefit that I have gained from my practical training is good teamwork showed by Land and Survey team. This organization has show an excellent teamwork, it is when they work together to make something happen. This has show to me on how important teamwork to one group in order to make the big improvement to organization. For example, all staff are taking part during Ramah Tamah Aidilfitri that organized by the committee in the organization. All of them are working hard by arranging the props, setting up lights and canopy for the evening events. All the heavy works are been done in group, and the event is successfully done up until midnight. Apart from that, teamwork also has been shown by all of the staff when they work towards the same goals, mission and vision. This has been proving when Land and Survey Betong receive few awards from the State Government. Beside that, Land and Survey Betong have come out as the second best Land and Survey in Sarawak in general auditing in 2015. 84% points gained from the audit has showed them that they are good in management and allocation of money provided by the state government.

Next, I also have learned the culture of the workplace. This is when I adapt the theory in workplace into the real situation of the workplace. I have found that the real workplace needs to be in good condition and safe. Any harm in the office compound should be removed

immediately because it might affect the staff and public that went into the organization. Apart from that, culture such as friendly staff also was emphasized in the organization. All staff is very friendly with each other, and they have made the working place become relaxed and not very stressful. As one part of them for 8 weeks, I feel much closed to them. Any matters regarding work, I feel less shy or awkward to ask since they are very friendly and willing to help anytime I ask for. Beside that, I can see the sense of belonging among the workers is very strong. They are care about each other and make them as a family.

In addition, our Superintendent, Mr. Anthony Aboi has played a good role in leadership. He always encourages staff to work in good and excellent way. He always keeps in touch with the lower management staff and motivates them to do any given task. He always show a good role to employees such as, arrive early at office, always keep smile to any customers that come to office and very open minded during discussion and meeting. His charismatic has show that he is very dedicated and good leader in the organization.

And last but not least, the most important thing I have gained in eight weeks time is experiences. Experiences are the most valuable during my practical training. During my practical training, I make every day as an opportunity for me to learned new things. This is because it is a part of learning process. I have gained a lot of experiences on the tasks given whether from my supervisor or other staff in Land and Survey Betong. By given this opportunity, I gained a lot of experiences such as participate in divisional events, learning new software, and get to know with friendly staffs in the organization. I really appreciate the opportunity given by Land and Survey Betong. I am looking forward in the future to working in the organization, and all cooperation given; only God can repay all of it. As a conclusion, I get the experiences on the environment in workplace where I hope I can apply what I learn in my future career.