UNIVERSITI TEKNOLOGI MARA

FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
DEPARTMENT OF TEKNOLOGI MAKLUMAT
UNIT GOVERNANCE LEMBAGA TABUNG HAJI TUN
RAZAK

SPECIAL PROJECT:
(INFOGRAPHIC FOR DASAR ICT TABUNG HAJI)

BY
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IM245 – BACHELOR OF SCIENCE (HONS)
INFORMATION SYSTEM MANAGEMENT
FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA KELANTAN

1ST AUGUST 2017 – 31 DECEMBER 2017

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FACULTY SUPERVISOR
MADAM IZZATIL HUSNA BT ARSHAD

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

01 AUGUST 2017 – 31 DECEMBER 2017

INDUSTRIAL TRAINING REPORT 01 AUGUST 2017 – 31 DECEMBER 2017

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NORERRYANIE MOKHTAR

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Date of submission: 9 January 2018

ABSTRACT

This report describes the activities of the trainee during industrial training for a period of five(5) months. Based on the period from 1 August until 31 December 2017 at Lembaga Tabung Haji headquarters (Jalan Tun Razak, Kuala Lumpur), the trainee has been exposed with the real working environment and it is totally different with study environment at the campus. It has given the trainee to feel the experience in a working environment at the campus. Throughout the training period, the trainee had gathered many experience such as handling administrative task, managing records and involving in preparing the documentation of policies and procedures. The trainee has completed a project, which is a compilation of 'Dasar ICT Tabung Haji' through infographic form. It was a valuable opportunity for the trainee to get familiar with real working environment.

Keyword: environment, trainee, experience, infographic, dasar ICT, TH.

ACKNOWLEDGEMENT

Firstly, Alhamdulillah and gratitude to the Almighty for giving me strength and patience to complete this Industrial Training final project on time . I would also want to express my deepest appreciation to all those who provided me with the possibility to complete this final project. I would like to thank to my industrial supervisor in Lembaga Tabung Haji Tun Razak , Hajah Suzaini Wahab who has given me a chance to do my internship in this company for five(5) month. Not forget to Hajah Noor Bani Haizam for guiding me on creating the documentation for managing policies and procedures. And no forget, also to Hajah Isma Suhaili Ismail as officer financial guide me about Human Resource and financial.

A special gratitude i give to my advisor Madam Izzatil Husna Arshad, for guiding me throughout my industrial training and in the preparation of this report. I had some difficulties in doing this task but with her guidance, I managed to overcome the difficulties and finish the industrial training final project on time. Besides that, I would like to give a million thanks to all lecturers that give commitment during and after internship.

Apart from that, I would like to thank to my family members and friends who also help me with this final project by sharing their ideas and gave permission to use all required equipments and necessary materials to complete the report. Lastly, i also hope my final project is completed according to progress, and I would like thanks again for the support and cooperation from all of you.

Thank you.

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INTRODUCTION

1.0 BACKGROUND OF THE ORGANIZATION

Lembaga Tabung Haji (TH) is a leading Islamic financial institutions in Malaysia. Lembaga Tabung Haji founded in 30 September 1963 (as Lembaga Urusan dan Tabung Haji) (as 28 August 1997 as Tabung Haji). As a fund manager largest Muslim country with funds in excess of RM58 billion, TH seeks to empower Muslims in Malaysia's economy by leveraging existing funds and resources.TH focus on service excellence and rewarding pilgrimage to all Malaysian pilgrims. TH consistent achievements have gained worldwide recognition and become an example of haj management and innovative Islamic financial services by the majority of Islamic countries in the world.

TH continues to strengthen its position in the market, both domestically and in the international arena to venture into investment in some sectors such as plantations, property development and construction, Islamic finance, information technology, oil and gas and hospitality, TH able to provide competitive returns to its stakeholders every year.

Figure 1:Lembaga Tabung Haji Tun Razak

1.1. Mission and vision

The Mision of Tabung Haji to achieving TH, we pledge:-

➤ To strengthen the ummah's economy

➤ To remain active in seeking strategic investments locally and globally to ensure sustainable growth

➤ To manage and enrich depositors' funds

➤ To continuously provide excellent services

➤ To facilitate and assist pilgrims in achieving mabrur hajj

➤ To provide competitive, halal and toyyiban returns

Also the vision of Tabung Haji the pillar of the UMMAH'S exconomic success , excellence in hajj management.

The Core Values that Tabung Haji practices :-

> Committed

> Professional

> Teamwork

> Embracing Change

> Loving and Caring

1.2. Location
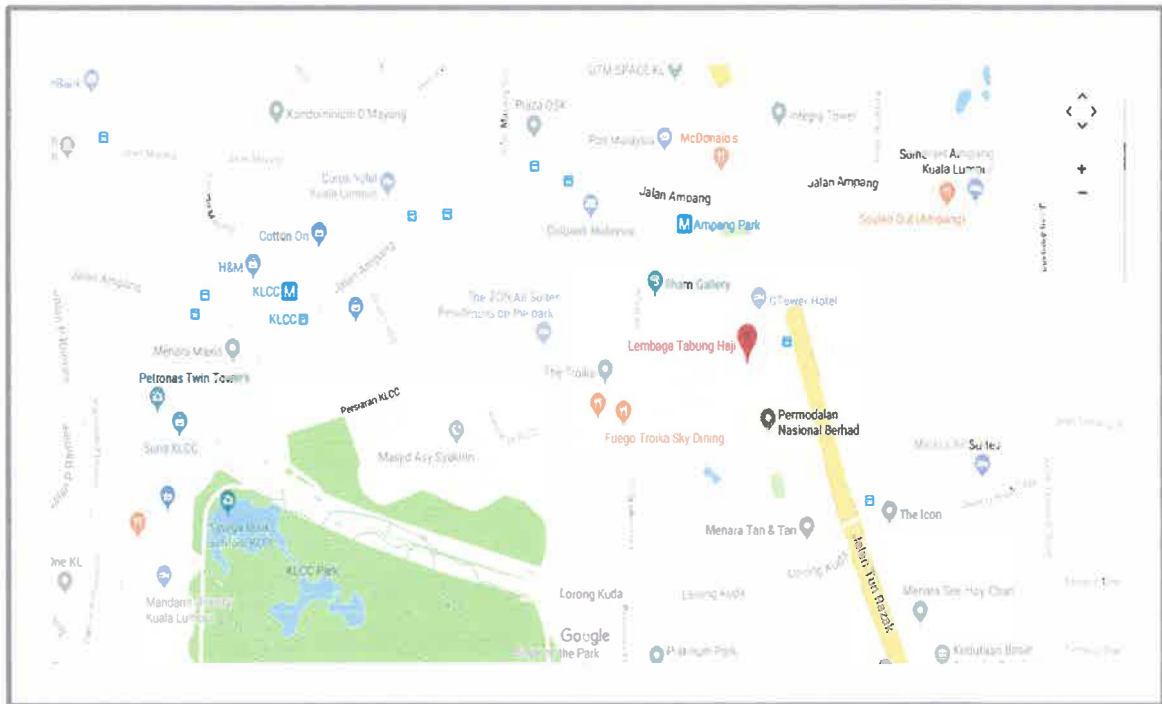
Figure 2 : Lembaga Tabung Haji Tun Razak Maps

Address: : Jalan Tun Razak, Kuala Lumpur, 50450 Kuala Lumpur, Wilayah

Persekutuan Kuala Lumpur.

Telephone

Email   : tabunghaji.gov.my

1.3. ORGANIZATIONAL STRUCTURE

Figure 3 : Organization Chart of Lembaga Tabung Haji Tun Razak

CHAPTER 2
ORGANIZATION INFORMATION

2.0 INTRODUCTION

Lembaga Tabung Haji Tun Razak (Information Technology Department) led by six departments, each of which has its own function, which is arranged in a systematic and orderly manner to ensure effective and efficient service for each party, whether customers or members. The department established are "Pengurusan Strategik dan Projek", "Aplikasi", "Penyampaian Perkhidmatan dan Pusat Bantuan Komputer", "Keselamatan dan Pengurusan Rangkaian", "Urustadbir" and "Pusat Data dan Pengurusan Operasi". This six (6) units of departments that have different tasks to archive company goals. The trainee was assign under the "Urustadbir" unit under supervision, Hajah Suzaini Binti Wahab.

2.1 DEPARTMENT STRUCTURE
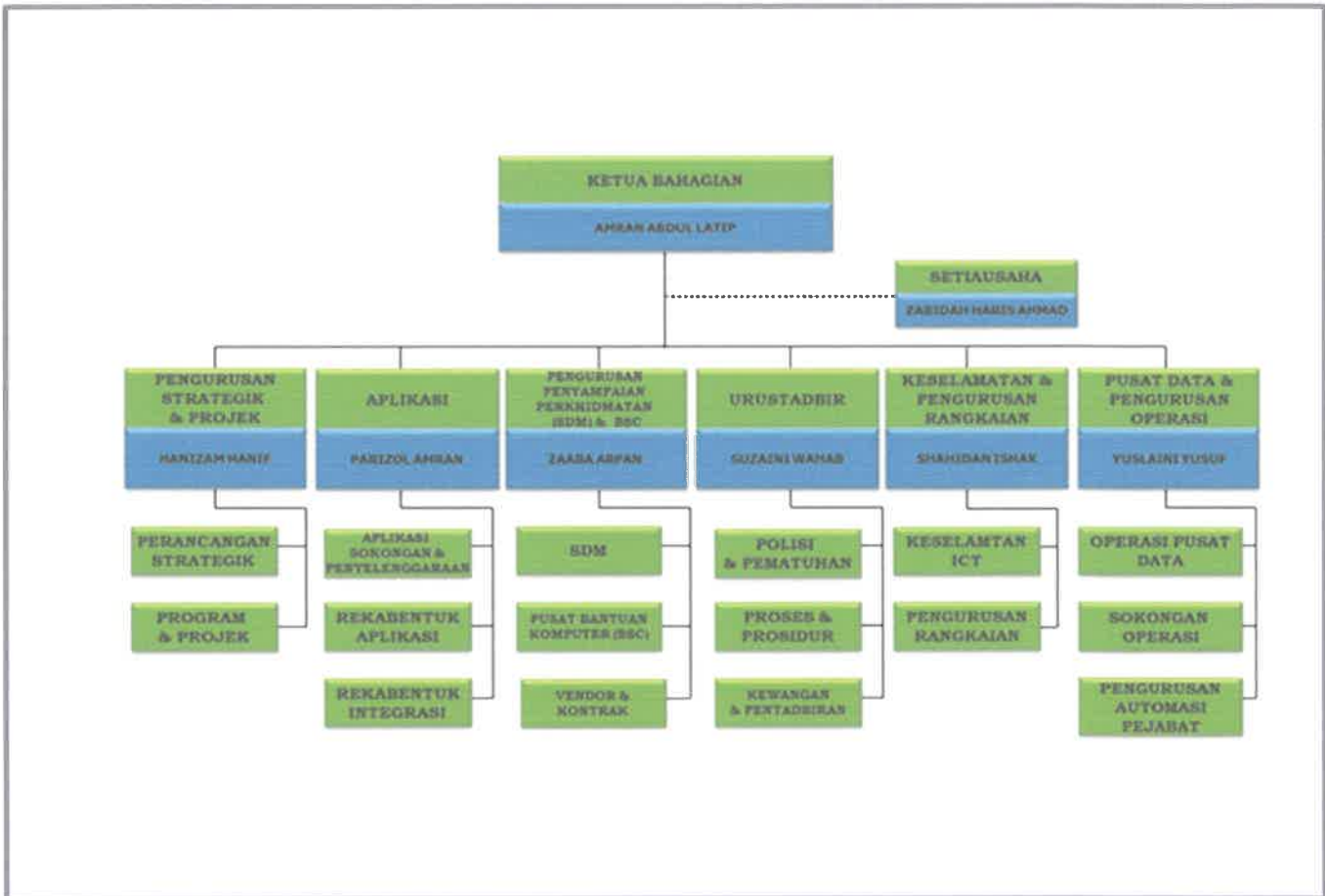
Figure 4 : Department Structure Chart of IT Department Lembaga Tabung Haji Tun Razak

2.2 DEPARTMENT FUNCTION

2.2.1 Information Technology Department

In Lembaga Tabung Haji Tun Razak (IT Department) they have six (6) department on handling the IT part to make sure TH have provide a good service to customer.

Table 1:Department IT function

DEPARTMENT	FUNCTION
"Pengurusan Strategik dan Projek"	They responsible in the scoring of projects using predefined criteria, in the strategic selection of potential projects and their planning according to the business goals of the TH organization. This department is divided into two units which are : i) "Program dan Projek" ii) "Perancangan Strategik"

"Aplikasi"	Application department was responsible in building the system or application that requested by TH user in all the department of TH. They are also responsible for controlling the system and ensuring that the system is in good condition. They are three division under this department which are : i) Sokongan dan Penyelenggaraan ii) Rekabentuk Aplikasi iii) Rekabentuk Integrasi
"Penyampaian Perkhidmatan dan Pusat Bantuan Komputer"	This department was responsible to provide a set of computer to all the department in TH if requested. They was divided into three(3) units which are : i) Pusat Bantuan Komputer ii) Vendor dan Kontrak iii) Penyampaian Perkhidmatan

"Keselamatan dan Pengurusan Rangkaian"	This department must ensuring that all internet networks throughout the branch function and if there are any network-related issues such as non-accessible email, they should report to this unit for further action. There are two(2) units under this department : i) Keselamatan ii) Pengurusan Rangkaian
"Urustadbir"	The main job responsibility of an administrator is to ensure the efficient performance of all departments in IT department. They act as a connecting link between the Human Resource department and the employees at the IT department. They provide motivation to the work force and make them realize the goals of the organization. Administrative department is divided into three(3) units includes: i) Polisi dan Pematuhan ii) Proses dan Prosedur

	iii) Kewangan dan Pentadbiran
"Pusat Data dan Pengurusan Operasi"	Responsible for overseeing a team in charge of large amounts of computer information via servers and networking appliances. This units also responsible to supervise teams of employees in facilities that contaion large amounts of computer hardware, including servers and networking. There are divides into three units which are: i) Pengurusan Automasi Pejabat ii) Sokongan Operasi Pusat Data

The trainee was assign under the Governance units supervised by Hajah Suzaini Wahab (Pengurus Kanan Unit Urustadbir Bahagian Teknologi Maklumat).

CHAPTER 3
INDUSTRIAL TRAINING ACTIVITIES

3.1 TRAINING ACTIVITIES

3.1.1 Records Management Tasks

i.   Asisst in clearing up space in record room

On second day of training, trainee was given task to clear storage room or record room. The trainee was assigned to handle record room, manage the file and form on the right shelf.

ii.   Control and update filing systems

   a) provide a logbook for files taken out by the staff

   b) manage inward correspondence (letters) for filing

   c) ensure that the file has been completely closed is replaced with a new file

3.1.2 Administrative Tasks

i. Perform tasks of typing letters, reports, minutes of meetings, papers and other documents related to command of the unit head;

   a) brief letter of arrival report every month

   b) letter of allowance

   c) outgoing mail

ii. Manage office stationaries inventory

iii. Provide complete logistics requirements for presentations, courses, demo and briefing sessions organized by this section and make food orders for a meeting.

iii. Contact repairing companies identified for repairing damaged machines (eg: photocopy machines)

iv. Provides the need for photocopy machine.

    a) A3 and A4 paper

    b) Toner

v. Analyze and submit monthly attendance reports of IT Department staff to the Human Resources Department.

vi. provide office requirements forms

    a) MC letter

    b) Book Off letter

    c) Borang Keluar Pejabat

    d) Borang Pinjaman Kenderaan

    e) Borang Aduan Kerja

vii. Submit leave application form and medical certificate (MC) letters to Human Resource Department.

viii. Modify / Improve form design

ix. Handling Majlis Bacaan Yassin on Friday

During Friday ,as trainee the organization give task to handling Majlis Bacaan Yassin at Meeting Room Level 12.

Refer appendix 4.

x.   Data entry

The trainee also have been assign to assist the "Pengurusan Strategik dan Projek" Department to make about seven hundreds (700) data entry to key in into the "Jabatan Kewangan" which is Document Management System (DMS) and it takes about one 2-3 month to completing this task.

Refer appendix 2.

xi.   Arrange the documentation of tender by the Pusat Data dan Pengurusan Operasi.

Refer appendix 3.

xii.   Attend the meeting with "Jabatan Kewangan" in setting up of new members in TH organization charts and "Bahagian Teknologi Maklumat (BTM)" latest organization charts.

a)the trainee was assign to create Terms of Reference (TOR) for future used.

Refer appendix 1.

3.1.3 Infographic of 'Dasar ICT Lembaga Tabung Haji'

Trainee also has given the responsibility to creating an "Infographic for Dasar ICT TH" The details of this tasks are highlighted in section 3.2 (Special Project)

3.2 SPECIAL PROJECT

3.2.1 Creating Infographic for 'Dasar ICT Lembaga Tabung Haji'

The trainee has proposed to create an infographic information pertaining 'Dasar ICT Lembaga Tabung Haji'. This project can be viewed in video form as well as in slides, which is used for the Department of Information Technology. The project duration about 5 month from August 2017 until December 2017.

Figure 5: Front page Video Dasar ICT TH

3.2.1.1PLANNING

3.2.1.1.1 Problem Statement

Lembaga Tabung Haji did not have a proper slide presentation or any kind of material that they can present to user about their Dasar ICT TH. So, they ask the trainee to build and creating an idea to expose their Dasar ICT TH that everyone can read and understand. At our first discussion with Head of Department Governance, she ask the trainee to creating just a common slide presentation by using Powerpoint, but the trainee give a suggestion why not we creating an Infoghraphic Video for Dasar ICT TH that can be used in two forms. The trainee willing to create this to solving the problems which are:

    i.   **The admin officer need to explain verbally**

    Before this does not have any kind of material that can expose their Dasar ICT TH. So, when a new staff was join the organization, they need to explain one by one to the new staff.

    ii.   **Using hard copy of documentation**

    Lembaga Tabung Haji is used the printed documentation that kept in a file to make the others understand about their Dasar ICT. So, as the trainee i give my suggestion why not we creating a video so it is more interesting for others to watching.

3.2.1.1.2 Multimedia Utilization

For methodology the trainee used Multimedia Development Life Cycle is a conceptual model used in multimedia development that describes the stages involved in an information system development project, from an initial feasibility study through maintenance of the completed a multimedia material.

Figure 6: The phases of Multimedia Development Life Cycle (MDLC):
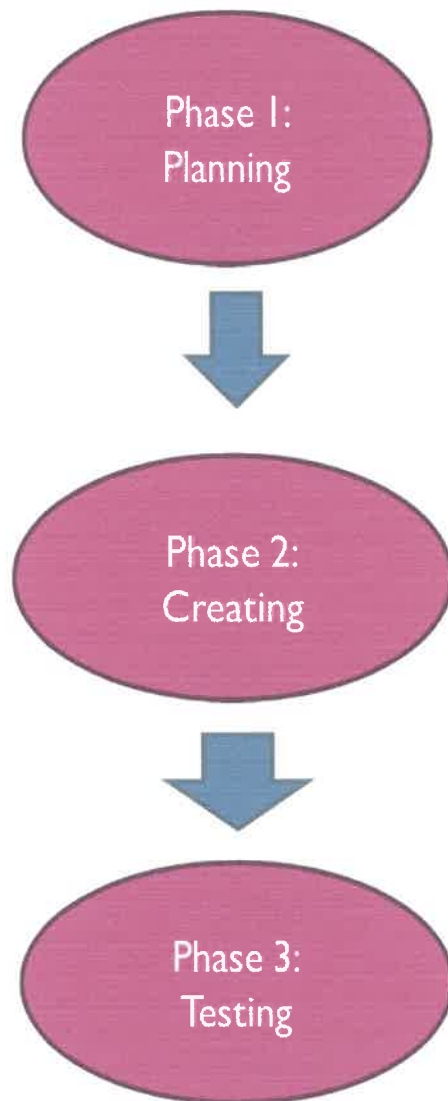
3.2.1.1.2.1 Phase 1: Planning

The Planning phase is the most crucial step in creating a successful project, during this phase the trainee decided to develop and creating an infographic video for Dasar ICT TH in order to solve their problems that have stated above. So, at this stages the trainee start to:

i)   Identify contents

    The trainee have make a time to time discussion with the Head department of Governance Units as well as her supervisor in identifying what is the contents that they want to includes in the Infographic Video Dasar ICT Tabung Haji because we want to make sure the contents in this video is up to date. This part take about three to four weeks because their ICT policies did not update and we need to verify which is the content that reliable at this time, and which is the content that did not relevant anymore.

ii)   Verify format of presentation

    The trainee also have been make a discussion with the head of department, what is the format of presentation that they want either a linear video or navigation video. After a discussion, the head of department was agreed that they only want a linear video that they can play through untill the video stop itself because she said this is an informative video, not a promotion or marketing video. This video only to deliver their ICT policies.

iii) Project Planning/Duration

A Gantt chart is constructed with a horizontal axis representing the total time span of the project, broken down into increments (for example, days, weeks, or months) and a vertical axis representing the tasks that make up the project For this project the trainee use the Gantt chart to represent task durations for her project.

Figure 7: Project Planning Timeline

	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
PLANNING					
Identify Content	████				
Verify format of presentation	████				
Design Storyboard		████			
CREATING					
Developing the Content			████	████	
Authoring the Title				████	
TESTING					
Testing the Title					████

The trainee takes about five month in completing this project.

iv)   Design/Storyboard

The design phase comes after a good understanding of customers requirements; this phase defines the elements of a video, the components, the security level, modules, and the different interfaces and type of data that goes through the video. The design phase involves describing how the proposed video which is Video Dasar ICT TH is to be developed. In this phase, the process that will be involved design for the interface of the system. The trainee had proposed the design for interface of the video with a good interface so that the or users more easy to use the video that have been developed. What is important, everything in this video; logo, pictures, the color used have been approved by the Head of Department (Governance) as well as the trainee supervisor that follows the TH identity.

Figure 8: Storyboard of homepage "Infographic Dasar ICT TH"

a)   Homepage
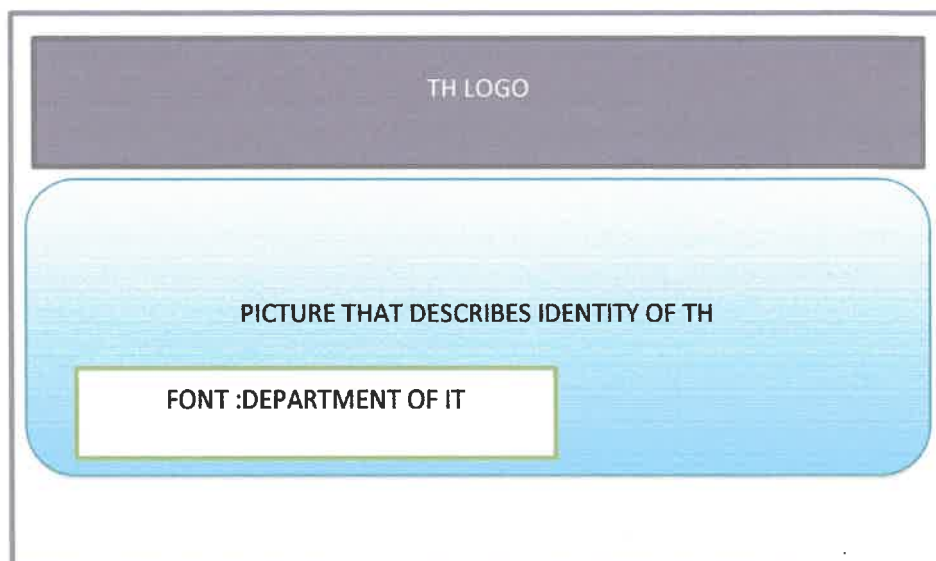
PICTURE THAT GIVE A
MEANINGS OF
"POLICIES"

FONT: DASAR TEKNOLOGI MAKLUMAT DAN
KOMUNIKASI TH

FONT: OBJEKTIF TH ICT POLICY AWARENESS

Figure 9: Storyboard of Video Content "Infographic Dasar ICT TH"

b) Video Content

| TITLE : PENGWUJUDAN DASAR |
| EXPLAINATION WITH THE EFFECT |

The trainee was used the same design for every part of video content as permission by the Head of Department.

3.2.1.1.2.2 Phases 2: Creating / Implementation

Implementation will take part when all preparation are been prepared. In implementation phase, the trainee will develop a video according to what they are planning with the Head of Department. In this phases, it is involving two stages which are :

i) Developing the content

The trainee manage to develope the content into a video forms. At this stages, the trainee keep asking and discuss with the Head of Department if there any modification of contents. Then, the trainee also manage to sit together with the supervisor to ask her comment and recommendation to the video. If there any issues or problems like the supervisor did not agree with the design, color of font, the picture used and etc, the trainee will improve and asking her for any suggestion in order to fulfill the user requirements.

ii) Authoring the title

The trainee seek an advice from Head of Department (Governance) to give the best title for the video. At the last, we agreed to used the title as "Video Dasar ICT Tabung Haji"

3.2.1.1.2.3 Phases 3: Testing

For the testing phases involves activities such as monitoring and updating the video, testing and repair and upgrade based on the feedback from the users. Besides that, in this phase, periodic maintenance for the video will be carried out to make sure that the video won't become obsolete.

3.2.1.1.3 Objectives of the Project

The objective of Video Dasar ICT TH is to make a new idea on the presenting this to customers. Furthormore, it is can make the users feel enjoy to watching from start until the end, so they can understand what we try to deliver. Besides that, this video will make easy to staff to expose the information. It is formed by a few phases which are planning, creating and testing. Admin is responsible to manage all the content that includes it the video.

There are few goals that will achieve in this project:

i. **To change the manual way to interactive / electronic materials**

   Before this, the staff at governance department, just used the manual way which is they give talk verbally about the Dasar ICT TH. So, the trainee decided to creating a video in order to make the staff can present this "Dasar ICT TH" to the user in a an electronic materials.

ii. To ensure the information is accessible

By creating this Infographic for Dasar ICT TH, automatically Tabung Haji can deliver an information in a very accessible way. It is because this video can be watch at anytime at anyplace if there was access to the internet connection. The trainee try to develop a new multimedia material to the organization because they did not have any kind of material before this.

iii. To provide a user friendly material

Other than that, the trainee also wants to highlighted a user friendly material. This infographic video is very easy to used, because it is just a linear video without any navigation button, except the user click the slideshow button (slide presentation form), then they have "next" and "previous button". For the others information, the trainee was a create this video in two forms which is in video form as well as slide presentation.

iv. To prepare backup and recovery video

As compared to the manual method that use before, this video can be recovered and modify automatically when any circumstances happen because it is store in online. So, the issued of damaged or loss will not happen at all.

3.2.1.1.4 Techonology Used Related To The Project

Video ICT Dasar Tabung Haji will be developed online, the technology will base on using web based tool such as:

Table 2: Hardware used

Hardware Used	
Computers	To process the input
System Devices	To process the input and output.
Memory and Storages Devices	To store the information.
Communication Devices	To communicate with the clients by email and telephone.

Table 3: Software used

Software Used	
Multimedia Design Software	To design the video. The trainee was used Powtoon application.
Painting and Drawing Tools	To editing the pictures.
Image Editing Tools	To resize the pictures and logos. Adobe Photoshope.
Animation, Video and Digital Movies Editing Tools	To editing the videos, to trim the videos.

3.2.2.1.1.5 Benefits of the Video Dasar ICT TH

Actually, this Infographic Video for Dasar ICT TH gives a many benefits to the Tabung Haji Organization. The trainee have been done some interviews with the Head of Department (Governance Units) which is Hajah Suzaini Wahab after this video was submitted to get some comments. Luckily she give a great comment and expression after the trainee submit this video to her and she also ask the trainee to guide her a basic steps how to used the Powtoon application. Other than that, during the testing stage, the trainee also get a good comment by Haji Zaaba Arpan (Pengurus Kanan Penyampaian Perkhidmatan Pusat Bantuan Komputer). He said this video is quite interesting and will help the admin staff in delivering the information about "Dasar ICT Tabung Haji". He also ask the trainee to make a simple tutorial on how to used the Powtoon application. He said this is the new things and knowledge for them as the senior staff. Like have been mention, before this the IT department of TH did not have any material presentation to present their "Dasar ICT". The trainee have been inform by the Head of Department (Governance Units) that they only have a printed document about the "Dasar ICT" and it is kept in a file. So, when the new staff was join the organization or department, they just deliver the information verbally and of course they cannot give all the information because poilicies is too many things to explained. When it is happen, all the information can not be deliver in proper ways. So, with this Infographic Dasar ICT TH, it will help the staff at governance units in delivering the info in effective ways.

3.2.2.1.6 Weakness of the Infographic Dasar ICT TH

This Infographic Dasar ICT TH is a linear multimedia. Linear Multimedia is a type of a multimedia that is designed to be presented in a sequential manner. It has a distinct beginning and end. It goes on a logical flow from a starting point to a conclusion. It is usually intended for display purposes with not much interaction or distraction from the audience. Because of its nature where audience participation is not expected, Linear Multimedia may also be referred to as "Passive Multimedia." In this kind of presentation, the creator of the multimedia is in control. This kind of media is preferential if interaction is not necessary in the presentation. Main goals include: to entertain, to transmit knowledge, and to make people familiar on a certain topic without any form of diversion. So, it is have some advantages of this video which are:

i. **Minimal interactivity or none at all**

   The interactivity with the video and audiences was minimized because the video just play through till the end. There are no navigation button such as to jump to the next slides instead the user used the slide presentation forms (as have been informed, this video can be watch in two forms; video and slide presentation).

ii. **Audience has no say on the topic that they want to dwell into**

   During the video were play, the audiences did not have the choices except they must to watch from start till the end of video.

3.2.2.1.2.6 LIST OF APPENDICES

Appendix 1: Attend the meeting with Jabatan Kewangan

Appendix 2: Data entry

Appendix 3: Arrange the Documentation of Tender

Appendix 4: Handling Majlis Bacaan Yassin

Appendix 5: Internship Certificates

Appendix 6: Log Book Activities

Appendix 7: Photocopy of Attendance

Appendix 8: Slide Presentation

CHAPTER 4: CONCLUSIONS

In nutshell, for five month internship at Lembaga Tabung Haji I really learn many things. Internship is to overcome benefit to students by these coursework and to meet the requirements set by the faculty to complete the industrial training. For this course very excellent that make students grab a chance to involve in the real situation not just only under attend a class for the theory a long path of degree. As a trainee can get several knowledge and skill based on the gain knowledge during learning in campus. As a trainee have gain many experiences, knowledge and skill during the period of this industrial training

4.1 APPLICATION OF KNOWLEDGE, SKILL AND EXPERIENCE

For application of knowledge, skill and experince in undertaking the task, to know the trainee has applied several knowledge and skill based on the gain knowledge during in campus learning. The knowledge is very useful for the trainee intership in the organization.

In early internship students realized that the departments resposibiloties were not cleary delineated and no clearly written job descriptions existed for each staff. It may sound every simple , but clear to make precise job desciptions are essential to effective funtioning. Intership students give the task in admin department to hanlde all back oofice working. The trainee give a chance to control the file shelf of admin department. The trainee related the knowledge of organizing the record or files alphabelticlly with the real sitution.

The trainee aslo has been involve an program of hajj department to handling the course hajj every week. That programe can give many benefit to trainee in order to improve communication skill such as comunication with customer. The trainee also assigned to prepare the program such as prepare poster. Besides that, the trainee also that given a task to event management. Every event, trainee got chance to partipate and handle some task that assigned by supervisor. The trainee got many skills and has been pratice to be good management. For the event can give the trainee a good cooperation with supervisor in handling the task given by Lembaga Tabung Haji.

Table 4 : Knowledge and Skills

Knowledge/Skills	Task	
Multimedia for Information Presentation (IMD 205)	i.	Video of Dasar ICT Tabung Haji
	ii.	Slide presentation of Dasar ICT Tabung Haji
Management of Records Center (IMD 256)	i.	Control and update filing system
	ii.	Clearing up space in records room.
Instructional Media Application (IMD 206)	i.	Video of Dasar ICT Tabung Haji
Introduction to Information Skills (IMD 101) Microsoft Word, Microsoft Powerpoint, Microsoft Excell	i.	Typing the report, minutes of meeting
	ii.	Prepare a slide for the use of event management for "Tabung Haji Family Day"
	iii.	Updating data error rectification (Cellum)
Introduction to Information Management (IMD 102)	i.	Identify the content of Video Dasar ICT Tabung Haji
Information and Communication Technology Application	i.	Video of Dasar ICT Tabung Haji

(IMD 103)	
Communication skills for Information Professional (IMD 157)	i. Video of Dasar ICT Tabung Haji

4.2 PERSONAL THOUGHT AND OPINION

Lembaga Tabung Hajiu have give the chance to learn many things about work environment in industrial training or interhsip. That given a lot of experince for the trainee to apply in the future use. The trainee can feel the real situation and the organization that have given a good oppurtunity for the trainee to give any ideas or opinion for make improvement. The workflow when the trainee is in internship in this organization is given more benefits to trainee because trainee can feel like a real working environments. There are some thought and opinion from trainee observation:

i. **Job position**

For the job position, Lembaga Tabung Haji has given a chance for internship student to apply job position at this organization. However, it give the advantages for the organization where the organization can reduce cost for training and know well on how the inteship student's work performance. Therefore, the intership student also can easily to adapt the task that has been assigned for organization.

ii. **Work environment**

In work enviroment, the trainee can feel the organization have a good envirroment that always give a priority to their staff. This organization has good communication betweeen support staff and top management.

4.3 LESSON LEARNT

During industrial training in five month, the trainee has learnt many skill from this organization. This organization has given many benefits to trainee to get new knowledge and skill for working in future. Firstly, the trainee has learnt about teamwork skills. During the industrial training, the trainee given a task to attend the meeting that be held in this organization. It will teach the trainee about teamwork because trainee can practice to be a good teamwork for the future. Secondly, the trainee learnt about time management. During industrial training, the trainee must make sure at 8.00 am at office because at time they start morning briefing for 8.00 -8.30 am. In this situation the trainee got to discipline about time management very important to discipline self to punctual. Besides that, when the trainee got some task, the trainee must do the task without delay. With time management, it will teach the trainee become more punctual.

Thirdly, the trainee also gained the new knowledge and skill when the organization gives the task. Form that trainee can make observation to their improve self. The skill trainee learns form organization can be skill and will practice in future. Besides that, trainee learns also about communication skills about that trainee have to be good communication skill with customer. Communication skill important thing to organization. The trainee has be learnt about communication skill when the trainee has assigned to pick up the phone calls and make a call for clients.

4.4 LIMITATION AND RECOMENDATION

There are some limitation and recomendation for Lembaga Tabung Haji to become good organization which is:

i. **The organization need to develop a system for internship student (claim allowances, apply leave)**

    The trainee suggestion is why not Lembaga Tabung Haji develop a system for internship student to apply their allowances and apply an application leaves. As everybody know, Lembaga Tabung Haji is a big organization, so every end of month the internship student have to go to HR department to submit their allowances in manual forms. It is good for HR management also if they have a system for internship student, so everything can monitor in online because Tabung Haji also have many of internship student.

ii. **Insurance for trainee**

    In tabung haji there did not have any insurance for trainee. For the suggestion organization sholud have to give insurance for traine incase anything happern to trainee during industrail training.

REFERENCE

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Linear Multimedia Video. (n.d). Retrieved November 17 2017 from https://groupsevenmultimedia.wordpress.com/linear-and-non-linear-multimedia/

Multimedia Development Lifecycle. (n.d). Retrieved October 15 2017 from rqc.edu.my/images/elibrary/Multimedia/development.pp

Portal Tabung Haji. (n.d.). Retrieved October 20, 2017, from http://www.tabunghaji.gov.my/maklumat

Suzaini Wahab. (August 15, 2017). Personal Interview.

Appendices

APPENDIX 1:
MEETING WITH JABATAN KEWANGAN

Appendix 1: Attend the meeting with Jabatan Kewangan

Appendix 1: Attend the meeting with Jabatan Kewangan
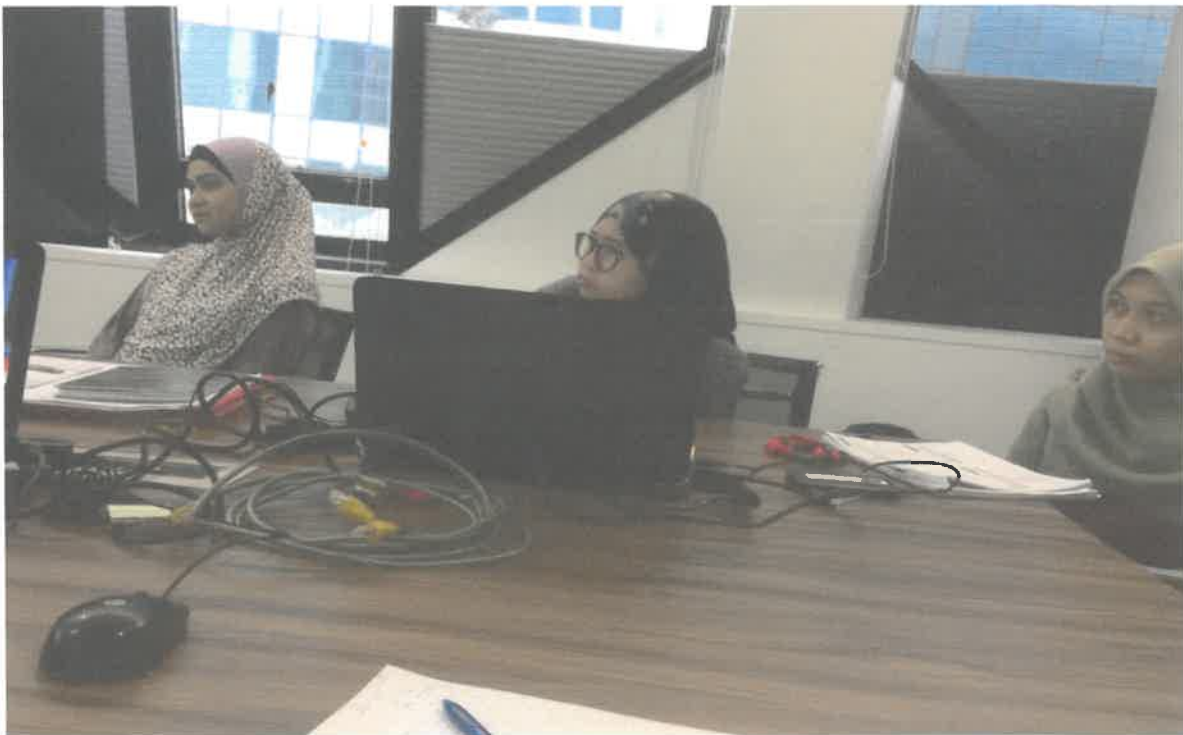
APPENDIX 2:
DATA ENTRY

Appendix 2: Data Entry

APPENDIX 3: DOCUMENTATION OF TENDER

Appendix 3: Arranging the Documentation of Tender
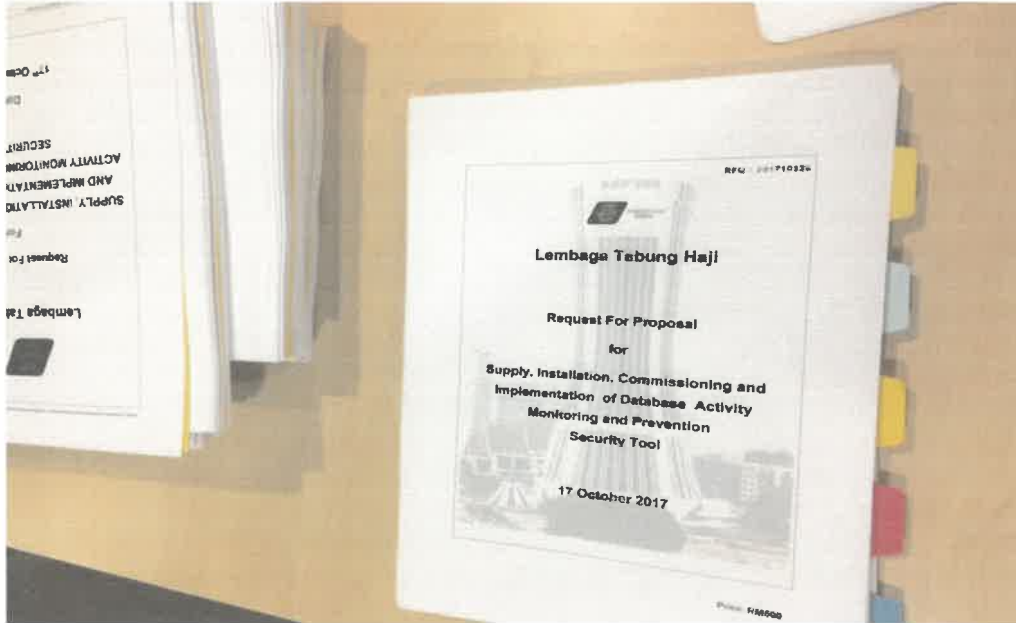
APPENDIX 4:
MAJLIS BACAAN YASSIN

Appendix 4: Handling Majlis Bacaan Yassin

APPENDIX 5: INTERNSHIP CERTIFICATES

Sijil Penghargaan

Adalah dengan ini disahkan bahawa

NORERRYANIE BINTI MOKHTAR
(940923-03-5616)

Telah menjalani Latihan Industri di
Lembaga Tabung Haji

Dari

01 Ogos 2017 sehingga 31 Disember 2017
dengan jayanya

Pelatih telah diberi On Job Training, Soft Skill dan Penghayatan Ilmu
Fardhu Ain / Fardhu Kifayah

MOHD NORBER BIN KASSIM
Pengurus Besar Pembangunan Sumber Manusia & Kualiti
Lembaga Tabung Haji

APPENDIX 6:
LOG BOOK ACTIVITIES

PERSONAL DETAIL

1. Name : NURERRYANIE MUCHTAR

2. Student ID : 2015038399

3. Programme : Im 245

4. Semester : 7

5. Home Address : _____

6. Tel No (HP) : ████████████

7. Email : _

ORGANISATION INFORMATION

1. Full Name & Address : LEMBAGA TABUNG HAJI.

BHHAGIAN TEKNOLOGI MAKLUMAT (LEVEL 12)

2. Department : IT DEPARTMENT (GOVERNANCE)

3. Supervisor : HAJAH SUZAINI WAHAB

4. Position : PENGURUS KANAN TEKNOLOGI URUSTADBIR

5. Tel : ████████████   ████████████

6. Email :

FOR OFFICE ONLY
Remarks :

_____

_____

_____

DATE: 1/8/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8. a.m Report my duty to Lembaga Tabung Haji Jalan Tun Razak. (HR Dept)	
HR Dept brief the rules and regulations of organization.	
8.30 a.m Report my duty to IT Dept.	
Meet with the Hajjah Suzaini Wahab (Pengurus Kanan Teknologi Urusetia).	
She welcoming us to the LTH organization.	
Discussing which unit suit well with us. Not decide yet, she need to had some discuss with the other of head department.	

DATE : 21/8/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
8.00 am Still waiting for the which department that I will be put.	
There are six depts under the IT.	

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DATE: 3/8/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
9.30 a.m - Hajah NurBani gave a me ~~a little brief~~ had brief a little bit the department in IT.	
- She brief the scope of work in six dept. in IT dept.	
-So, I had be assign under the administrative or governace dept.	

Friday

DATE: 4/8/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
10.a.m - Had some discussion with my sv (Hajah Suzaini)	
- She ask me to recommend her sop for IT dept. (update)	
Improve their "bahan taklimat" (slide presentation) → roles & responsabilities. O.G chart	
Very general discuss on my scope of work (governance) since I have nothing idea on what I need to do.	
- Hajah Suzaini ask me if I have any suggestion/best solution to reduce smoking habits this organization - because of HR Dept. had give a notice about "Penalitty Meronkon"	
- I had some info about that filing of records. They already had their own record mgt.	
12.00 am - End of discussion	

DATE: 7/8/2017 9/8/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
10 a.m Edit the Sop documentation	
(Hajah Noor Bani)	
- Senarai Sop Polisi dan	
Pematuhan Review 1 Jun 2017.	
- Polisi 4-2 Proses Pengurusan	
Laporan Teguran Audit v1 &	
pindaan 052017.	
- QAPC 4.6 proses Pengendalian	
Mesyuarat JKPrm.	
will be	
1 pm - Task done and check by	
Hajah Noor Bani.	

Friday Thursday

DATE: ~~11/5/2019~~ 10/8/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
2.00 p.m – Edit the documentantion of Documents and Records Control Procedure (Hajah Noor Bani) – edit the format and translate to Malay.	

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DATE : 11/8/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Still editing the documentation of Documents and Records Control procedure to make sure all the document follow the format.	
Submit the task and will be check by Hjah Noor Baini (Polis dan Pematuhan)	

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Wednesday

DATE : 16/8/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
There some changes to make Hajah Noor Bani ask me to check again the document of procedure document and records content because some of their format were missing and send back to her if everything was good.	

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DATE : 18/8/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Calculate the number of absence of BTM (Bahagian Teknologi Maklumat) staff and key in into excel.	
- This task had be done with SL1M student	

Monday

DATE : 21 / 8 / 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Continue calculate the number absence of BTm Staff and key in into an excel.	
- Task done.	

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DATE : 22/8/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
2 pm Hajah Noor Bani asked me to amend the minutes of meeting "Mesyuarat Jawatankuasa Pemandu Teknologi maklumat BIT. 06/2017" by inserting add this document into the minutes :	
. kertas kerja pindaan ahli JUPTM	
- kertas kerja pindaan ahli teknikal 2017	
- makluman pertukaran CEP	
- lantik MESINNIAGA	
- cadangan naiktaraf pakej CELCOM BROADBAND.	
- DB Monitoring.	

Wednesday

DATE: 23/8/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
10 am. Submit the minutes of Final check of minutes meeting "Mesyuarat Jawatankuasa Pemandu Teknolog Maklumat".	
10.50 am - Email to Hajah Noor Bani for second check.	

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DATE : 28/8/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- make a division of file Supplier Performance Evaluation	
- Submit the form.	
August Report Checked	
	30/8/2017.

HAJAH SUZAINI BINTI WAHAB
Pengurus Kanan Teknologi
Urustadbir
Bahagian Teknologi Maklumat
Lantai 12, Ibu Pejabat TH
201, Jalan Tun Razak
50400 Kuala Lumpur

Friday.

DATE: 8/9/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Make a slide presentation of Dasar Teknologi Maklumat dan Komunikasi TH (bahan taklimat)	

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DATE : 11/9/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- In progress in making a slide presentation of Dasar Teknologi maklumat dan komunikasi TH .	

Tuesday

DATE : 12/9/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Slide presentation Dasar Teknologi Maklumat dan Komunikasi TH.	
- Edit the minutes of meeting and paste this paper work into the minutes of meeting	PROCES & PROCEDURE
- Cadangan perolehan kabel dan peralatan rangkaian secara runcit sehingga 31 December 2017.	
- Cadangan pemasangan talian IPVPN bas pejabat IFIC di SEPANG	
- Cadangan penyambungan kontrak perkhidmatan Strategic Service Outsourcing (SSO) bagi tempoh 20 bulan kepada syarikat THETA.	

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DATE: Wednesday
13/9/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Editing the minutes of meeting of JUPTM B11 05 2017 and add this document into the minutes :	
* paper work of SSO JUPTm (cadangan penyambungan kontrak perkhidmatan strategic service outsourcing)	
- Submit and email to Hajah Nror Bani.	

DATE : Thursday 14/9/2017

POLISI & PEMATUHAN

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- slide presentation Dasar Teknologi	
Maklumat dan Komunikasi TH.	

DATE : friday 15/9/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Slide presentation Dasar Teknologi Maklumat dan Komunikasi TH.	

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Monday

DATE : 18/9/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Slide persentation Dasar Teknologi Maklumat	
dan Komunikasi TH	

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DATE : 21/9/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Hajah Suzaini asked me about the progress of slide presentation Dasar Teknologi maklumat dan Komunikasi TH.	
- I recommend her to use prezi, but we at TH organization, we must seek the permission first to use prezi software.	
- Hjah Suzaini will check the task ^by next week.	

Wednesday

DATE : 27/9/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
9.30 a.m	
- Attend the a meeting with Hajah Suzaini	
about reshuffle the committee with Jabatan	
kewangan (setting up of new members due to	
changes in TH org. charts and BTM latest org. charts.	
12.10 a.m - End of meeting.	

Thursday

DATE : 28/9/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
4·30 pm - short discussion with Hajah Suzaini to issuing about the reshuffle the committee that have been discuss with Jabatan Kewangan last yesterday.	
Hajah Suzaini issued me to create a terms of reference (TOR) and will be discuss about this in the next day.	
Sept Report Checked.	

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Tuesday

DATE: 3/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Drafting the terms of reference (TOR) for JUPEM and Teunikal.	

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DATE : 4/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- TOR for JUPTM and Teknical.	

Friday

DATE : 6/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Submit TOR to the Hajah Suzaini for the first check.	

DATE : 9/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Short discussion with Hajah Suzaini about the TOR. and it need to update a little things.	
- update the TOR and Hajah Suzaini will check again.	
- TOR submitted at 4.10 p.m.	

Thursday

DATE : 12/10/17

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Hajah fuzaini assign me to re-check the document of IT change management procedure. if they were	

DATE: 13/10/17

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- IT change management procedure.	
- # Assist admin admin staff to rearrange the a proposal (Request for proposal for supply, installation, commissioning and implementation of database activity monitoring and prevention security tool).	

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Monday

DATE: 16/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
IT Change Management Procedure.	

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DATE: 17/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
IT change management Procedure.	

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friday

DATE : 20/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Attend the briefing about pusaka with the rest of my Pusaua. Info. at meeting room (9a.m -10.an)	

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DATE : 21/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Consult with my faculty supervisor for the second time - Puan Izzati Husna Arshad.	
She We had a short discussion about the progress of my special project. -	
She agree agreed with my suggestion which is I willing want to created a video of Dasar Teknologi Maklumat dan Komunikasi TH. (concept montey pendek)	
Then, another one is polices she said is good to me if I had give a chance by the organization to participate in updating the policies. (re-confirm with Hjh Suzaini)	
End of meeting.	
p/s A big thanks to my supervisor because she willing to come and meet us at UL. Thank you madam!	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- A short discussion with Hajah Suzaini Wahab	
* I give response to her ~~abouth~~ about the document of IT change management.	
* ~~She ask me to~~ Discussion of TOR (setting up of new member due to changes in TH organization charts ~~Manual~~ and BTM latest organization charts - Manual Kuasa TH review meeting)	
* update the TOR and email back to Hjh. Suzaini	
and confirm	
* I have been assign by Hajah Suzaini that I will be participate in process of setting up of new member in TH organizations. (meeting and preparing the documents)	

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DATE : 24/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- TOR updating.	
- Submit again to Hjh. Suzani.	

Wednesday

DATE : 25/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Top updating.	

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DATE: 26/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Hajah Hror Bani asked me to drafting BTm form and manual to in preparing the BTm form.	

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Friday

DATE : 27/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- BTm form.	
11.30 am - 12.30 p.m	

MAJLIS BACAAN YAASIN & PERPISAHAN HJH SUZANA

DATE : 30/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- BTm Form	

BTm POTLUCK

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Wednesday Tuesday

DATE : 31/10/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- BTM form and manual of BTM form.	
October Activities	
Checked.	
HAJAH SUZAINI BINTI WAHAB	
Pengurus Kanan Teknologi	
Urustadbir	
Bahagian Teknologi Maklumat	
Lantai 12, Ibu Pejabat TH	
201, Jalan Tun Razak	
50400 Kuala Lumpur	

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DATE: 2/11/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
10.9m - BTm form and manual of BTm form have been submit to Hyah Huri Bani.	

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Wednesday

DATE : 8 /11 /2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Haji Hanizam (Dept. Pengurusan Strategik dan Projek) ask for asking for help to in finishing their task before next month.	
- ~~Discuss~~ Meet with Hjh. Suzaini (my supervisor) either I after agree or not to joined them.	
- Attend the briefing tomorrow with Dept. Pengurusan Strategik dan Projek.	

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DATE: 9/11/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
① - Attend the briefing with Hajah Haszlini (Epmo-BTM) about the updating the data error rectification. at the digital asset mgt system and excel. ← customer IC number ⌐ acc	
- It is about 6k data that need to re-check and must be finished by the end of month.	
- Demonstration by the vendor.	
- End of meeting.	
② Updating BTM form (Hajah Noor Bani)	
③ Start updating the data error rectification. \ 600 ~~hundo~~	

Friday

DATE : 10/11/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- updating data error rectfication.	

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DATE: 15/11/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
4 p.m. Submission data error rectification (elum data error) ~~to that was done~~ to Hajah Hazrini.	

Wednesday

DATE : 22 / 11 / 2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Got a new set of data error rectification (cellum). It is about 500 data need to update. Was assign by Hjh. Haszlini.	
- Start updating in system and excell.	

DATE : 24/11/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Submission submission data error rectification (celum data error) to Hajah Haszlini. (final draft)	

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DATE: Tuesday 28/11/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Start editing the video Dasar ICT (special project)	
Nov 2017 Activities Reviewed	

SUZAINI binti WAHAB
Kanan Teknologi

Bahagian Teknologi Maklumat
Lantai 12, Ibu Pejabat TH
201, Jalan Tun Razak
50400 Kuala Lumpur

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DATE : Tuesday
5/12/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Hajah Suzaini (my supervisor) told me that my terms of reference (ToR) will be used on future.	✓
- But, for now the process of setting up of new members in TH organizations will be hold.	
- ~~Hajah Suzaini welcoming me because~~	

DATE : Wednesday 6/12/207

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- On progressing preparing the video baser' IС.	
- Documentation.	

DATE : 13/12/2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- 50% of video Dasar ICT have been done.	
- After the video is complete, I will present to my boss Itgah Suzaini for any suggestion and recommendation.	

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Tuesday

DATE : 19/12/2017
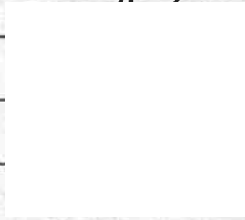
EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- The video was complete, and I have been present to my boss.	
- She asked me to improve the:	
i.) logo TH	
ii) wallpaper	
iii) color	
iv) picture of policy	
v) the objective	

DATE : 25 / 12 / 2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- Last touch up of video.	
. will be submit the link of video on 27 / 12 / 2017.	

DATE : Wednesday 27/12/2017

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- video submission done.	

Wednesday 27/12/2017

Friday

DATE : 29/12/2017.

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
- preparing all the document of internship.	
- majlis Bacaan Yasin and majlis perpisahan.	

END OF INTERNSHIP
GOODBYE LTH TUN RAZAK

Thank you Erryn for your
contribution to our te
Wishing you the best
in all your future ende
"YES, YOU CAN"

Pengurus Kanan Teknologi
Urustadbir   29/12/20
BAHAGIAN TEKNOLOGI MAKLUMAT
LEMBAGA TABUNG HAJI

APPENDIX 7: PHOTOCOPY OF ATTENDANCE

E-KEDATANGAN BAGI BULAN OGOS 2017

NAMA: NORERRYANIE MOKHTAR   PENYELIA:HAJAH SUZAINI
                                                                     WAHAB

JAWATAN: PELATIH PRAKTIKAL

TARIKH	HARI	WAKTU MASUK	WAKTU KELUAR	ALASAN MASUK LEWAT/KELUAR AWAL
1/8/2017	SELASA	7:55 AM	5:00 PM	
2/8/2017	RABU	7:45 AM	5:00 PM	
3/8/2017	KHAMIS	7:45 AM	5:00 PM	
4/8/2017	JUMAAT	7:55 AM	5:00 PM	
5/8/2017	SABTU			
6/8/2017	AHAD			
7/8/2017	ISNIN	7:45 AM	5:00 PM	
8/8/2017	SELASA	7:55 AM	5:10 PM	
9/8/2017	RABU	7:48 AM	5:00 PM	
10/8/2017	KHAMIS	7:50 AM	5:05 AM	
11/8/2017	JUMAAT	7:45 AM	5:05 PM	
12/8/2017	SABTU			
13/8/2017	AHAD			
14/8/2017	ISNIN	7:40 AM	5:00 PM	
15/8/2017	SELASA	7:55 AM	5:05 PM	
16/8/2017	RABU	7:50 AM	5:10 PM	
17/8/2017	KHAMIS	7:45 AM	5:00 PM	
18/8/2017	JUMAAT	7:45 AM	5:00 PM	
19/8/2017	SABTU			
20/8/2017	AHAD			
21/8/2017	ISNIN	8:00 AM	5:05 PM	
22/8/2017	SELASA	7:50 AM	5:10 PM	
23/8/2017	RABU	7:50 AM	5:05 PM	
24/8/2017	KHAMIS	7:40 AM	5:15 PM	
25/8/2017	JUMAAT	7:50 AM	5:10 PM	
26/8/2017	SABTU			
27/8/2017	AHAD			
28/8/2017	ISNIN	7:55 AM	5:05 PM	
29/8/2017	SELASA	7:45 AM	5:10 PM	
30/8/2017	RABU			CUTI REHAT
31/8/2017	KHAMIS			CUTI UMUM

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar

Tandatangan Pelatih

_____

Tarikh: 2| 9 / 17   Tarikh:

E-KEDATANGAN BAGI BULAN SEPTEMBER 2017

NAMA :   NORERRYANIE MOKHTAR   PENYELIA: SUZAINI WAHAB
JAWATAN : PELATIH PRAKTIKAL

TARIKH	HARI	WAKTU MASUK	WAKTU KELUAR	ALASAN MASUK LEWAT/KELUAR AWAL
1/9/2017	JUMAAT			CUTI UMUM
2/9/2017	SABTU			
3/9/2017	AHAD			
4/9/2017	ISNIN			CUTI UMUM
5/9/2017	SELASA	8:00 AM	5:00 PM	
6/9/2017	RABU	8:00 AM	5:05 PM	
7/9/2017	KHAMIS	8:00 AM	5:05 PM	
8/9/2017	JUMAAT	7:45 AM	5:07 PM	
9/9/2017	SABTU			
10/9/2017	AHAD			
11/9/2017	ISNIN	7:45 AM	5:05 PM	
12/9/2017	SELASA	7:40 AM	5:10 PM	
13/9/2017	RABU	7:50 AM	5:00 PM	
14/9/2017	KHAMIS	7:40 AM	5:00 PM	
15/9/2017	JUMAAT	7:50 A.M	5:10 PM	
16/9/2017	SABTU			
17/9/2017	AHAD			
18/9/2017	ISNIN	7:50 AM	5:05 PM	
19/9/2017	SELASA	7:50 AM	5:10 PM	
20/9/2017	RABU	7:55 AM	5:05 PM	
21/9/2017	KHAMIS	8:00 AM	5:05 PM	
22/9/2017	JUMAAT			CUTI AWAL MUHARRAM
23/9/2017	SABTU			
24/9/2017	AHAD			
25/9/2017	ISNIN	8:00 AM	5:00 PM	
26/9/2017	SELASA	7:50 AM	5:04 PM	
27/9/2017	RABU	8:00 AM	5:00 PM	
28/9/2017	KHAMIS	8:00 AM	5:10 PM	
29/9/2017	JUMAAT	7:55 AM	5:00 PM	
30/9/2017	SABTU			
31/9/2017	AHAD			

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar

Tandatangan Pelatih   Penyelia

Tarikh: 2/10/2017

E-KEDATANGAN BAGI BULAN OCTOBER 2017

NAMA :   NORERRYANIE MOKHTAR   PENYELIA: SUZAINI WAHAB

JAWATAN :   PELATIH PRAKTIKAL

TARIKH	HARI	WAKTU MASUK	WAKTU KELUAR	ALASAN MASUK LEWAT/KELUAR AWAL
1/10/2017	AHAD			
2/10/2017	ISNIN	7:55 AM	5:00 PM	
3/10/2017	SELASA	7:50 AM	5:05 PM	
4/10/2017	RABU	8:00 AM	2.30 PM	SAKIT
5/10/2017	KHAMIS			CUTI SAKIT
6/10/2017	JUMAAT	8:00 AM	5:05 PM	
7/10/2017	SABTU			
8/10/2017	AHAD			
9/10/2017	ISNIN	8:00 AM	5:00 PM	
10/10/2017	SELASA	8:00 AM	5:05 PM	
11/10/2017	RABU	8:00 AM	5:05 PM	
12/10/2017	KHAMIS	7:45 AM	5:10 PM	
13/10/2017	JUMAAT	7:50 AM	5:00 PM	
14/10/2017	SABTU			
15/10/2017	AHAD			
16/10/2017	ISNIN	8:00 AM	5:00 PM	
17/10/2017	SELASA	7:45 AM	5:00 PM	
18/10/2017	RABU	7:45 AM	5:05 PM	
19/10/2017	KHAMIS	7:50 AM	5:10 PM	
20/10/2017	JUMAAT	7:55 AM	5:20 PM	
21/10/2017	SABTU			
22/10/2017	AHAD			
23/10/2017	ISNIN	7:55 AM	5:05 PM	
24/10/2017	SELASA	8:00 AM	5:00 PM	
25/10/2017	RABU	8:00 AM	5:00 PM	
26/10/2017	KHAMIS	7:45 AM	5:04 PM	
27/10/2017	JUMAAT	7:40 AM	5:00 PM	
28/10/2017	SABTU			
29/10/2017	AHAD			
30/10/2017	ISNIN	7:30 AM	5:10 PM	
31/10/2017	SELASA	7:45 AM	5:10 PM	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar

Tandatangan Pelatih

_____   _____

                                          Tarikh:

HAJAH SUZAINI BINTI WAHAB
Pengurus Kanan Teknologi
Urustadbir
Bahagian Teknologi Maklumat
Lantai 12, Ibu Pejabat TH
201, Jalan Tun Razak
50400 Kuala Lumpur

Lampiran A

KEBENARAN UNTUK MENINGGALKAN PEJABAT
DALAM WAKTU BEKERJA DI BAWAH KAEDAH AM 3 BAB G

Borang Permohonan Kebenaran
Meninggalkan Pejabat Dalam Waktu Bekerja

Kepada : _HAJAH SUZAINI WAHAB_____ (Pegawai Penyelia)

Saya memohon kebenaran meninggalkan pejabat untuk tujuan:

_KE KLINIK. KERANA TIDAK SIHAT._____

_____

Tempoh yang diperlukan: __2:30 pm__ (jam) hingga __5 pm__ (jam)

Tandatangan Pemohon   :   _Erryan Mouhtar._

Nama Penuh   :   _NORERRYANIE MOUHTAR_

Jawatan   :   _PELATIH PRAKTIKAL_

Tarikh   :   _4 OCTOBER 2017_

Permohonan pelepasan waktu bekerja *diluluskan/~~tidak diluluskan~~

Tandatangan Pegawai   :
Penyelia

Nama Penuh   :   **HAJAH SUZAINI BINTI WAHAB**
                               Pengurus Kanan Teknologi
                               ~~Ilulisadisr.~~
Jawatan   :   Bahagian Teknologi Maklumat
                               Lantai 12, Ibu Pejabat TH
                               ~~291, Jalan Tun Razak~~
Tarikh   :   50400 Kuala Lumpur
                               _4 / 10 / 2017._

*potong mana yang tidak berkenaan

Catitan·;

1. Sekiranya tempoh anggota meninggalkan pejabat dalam waktu bekerja melebihi 4 jam atau separuh daripada waktu bekerja sehari yang ditetapkan pada hari tersebut (yang mana lebih rendah), maka pegawai dikehendaki mengambil Cuti Rehat atau cuti lain yang berkelayakan.

2. Anggota hendaklah sentiasa bersedia untuk menggantikan semula tempoh waktu bekerja yang telah digunakan untuk tujuan menyelesaikan tugas hakikinya supaya penyampaian perkhidmatan tidak terjejas sekiranya diarahkan oleh Pegawai Penyelia.

BCS1A

BORANG CUTI SAKIT
PELATIH AMALI
TH

Nama Pemohon Cuti   NORRERRYANIE MOKHTAR.

No. ID

* SILA LEKATKAN SIJIL SAKIT ASAL ANDA DI SINI

0397

SURAT PENGAKUAN SAKIT
SICK CERTIFICATE

POLIKLINIK CERIA
HEDGEFORD GALLERIA
No 13 G, Jalan Maju Ria 2, Wangsa Maju,
Section 10, 53300, Kuala Lumpur.
Tel : 03 - 4131 0871   Fax : 03 - 4141 5583

Saya telah memeriksa Tuan/ Puan/ Cik ....NORRERRYANIE BINTI MOKHTAR....
I have examine Mr/Mrs/Miss

dan pada pendapat saya Tuan/ Puan/ Cik ini tidak sihat untuk
and in my opinion he/she is not well enough to

berkerja/bersekolah selama ....satu.... hari mulai pada ....5/10/17.... sehingga ....—....
work/ school for a period of   ' days beginning from   to

Jenis penyakit ....Acute Gastritis........
Diagnosis (upon request of patient only)

TIDAK SAH UNTUK KEHADIRAN MAHKAMAH
Not valid for Court Cases

POLIKL   CERIA

Tarikh ....5/10/17....
Date

53300, KUA   LPUR.
POLIKLINIK CERIA

Saya sahkan butir-butir di atas adalah benar.

Nama Penyokong Cuti :   Nama Pelulus Cuti : **BAHAGIAN TEKNOLOGI MAKLUMAT**
Cop Jawatan: Cop Jawatan: **LEMBAGA TABUNG HAJI**

UNTUK KEGUNAAN JABATAN SUMBER MANUSIA

Saya sahkan permohonan Cuti Sakit ini telah direkodkan dalam Sistem Cuti.

Nama Pegawai Kerani (Cuti) :
Cop Bahagian dan Tarikh

Nota :   *Sila hantar Borang BCS1A ini ke Bahagian Pengurusan Sumber Manusia*
              untuk pengesahan.

E-KEDATANGAN BAGI BULAN NOVEMBER 2017

NAMA : NORERRYANIE MOKHTAR   PENYELIA: SUZAINI WAHAB
JAWATAN : PELATIH PRAKTIKAL

TARIKH	HARI	WAKTU MASUK	WAKTU KELUAR	ALASAN MASUK LEWAT/KELUAR AWAL
1/11/2017	RABU	7:50 AM	5:00 PM	
2/11/2017	KHAMIS	7:50 AM	5:00 PM	
3/11/2017	JUMAAT	7:50 AM	5:05 PM	
4/11/2017	SABTU			
5/11/2017	AHAD			
6/11/2017	ISNIN	8:00 AM	5:05 PM	
7/11/2017	SELASA	7:55 AM	5:05 PM	
8/11/2017	RABU	8:00 AM	5:00 AM	
9/11/2017	KHAMIS	8:00 AM	5:00 PM	
10/11/2017	JUMAAT	8:00 AM	5:05 PM	
11/11/2017	SABTU			
12/11/2017	AHAD			
13/11/2017	ISNIN	7:50 AM	5:00 PM	
14/11/2017	SELASA	8:00 AM	5:00 PM	
15/11/2017	RABU	8:00 AM	5:10 PM	
16/11/2017	KHAMIS	7:50 AM	5:00 PM	
17/11/2017	JUMAAT	7:45 AM	5:00 PM	
18/11/2017	SABTU			
19/11/2017	AHAD			
20/11/2017	ISNIN	7:55 AM	5:05 PM	
21/11/2017	SELASA	8:00 AM	5:10 PM	
22/11/2017	RABU	7:55 AM	5:05 PM	
23/11/2017	KHAMIS	7:55 AM	5:05 PM	
24/11/2017	JUMAAT	8:00 AM	5:00 PM	
25/11/2017	SABTU			
26/11/2017	AHAD			
27/11/2017	ISNIN	7:40 AM	5:00 PM	
28/11/2017	SELASA	7:50 AM	5:00 PM	
29/11/2017	RABU			CUTI REHAT (IV MASTER)
30/11/2017	KHAMIS			CUTI REHAT

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar

Tandatangan Pelatih   enyelia

Tarikh: 7/12/2017   Tarikh:

LEMBAGA TABUNG HAJI

BORANG PERMOHONAN CUTI

NAMA : NORERRYANIE MOKHTAR

JAWATAN : PELATIH PRAKTIKAL   NO KT : —

NO TELEFON : 019-9965134   TARIKH MULA BERTUGAS : _____

Saya ingin memohon cuti pada tarikh-tarikh berikut:-

Pada/Dari	Hingga	Jumlah hari	Jenis Cuti	No. Telefon/Alamat yang boleh dihubungi semasa bercuti
29/11/2017	30/11/2017	2	CUTI REHAT	0199965134

Nota   *Sila nyatakan jenis cuti yang dipohon. Cth:- Cuti Rehat/Cuti Sakit/Cuti Tanpa Rekod / Cuti Menduduki Peperiksaan/Cuti Menunaikan Haji.*
Sila sertakan dokumen-dokumen lain yang berkaitan dalam permohonan ini

KELAYAKAN CUTI	
Kelayakan cuti Rehat	: _____
Baki cuti tahun lepas	: _____
Cuti yang telah diambil	: _____
Baki cuti permohonan	: _____

Mokhta.

Diluluskan / ~~Tidak diluluskan~~ : ____

(Tandatangan Ketua Bahagian/ Jabatan & Tarikh)

CATATAN
29/11/2017 (INTERVIEW MASTER) @
UITM PUNCAK PERDANA.

UNTUK DIKEMBALIKAN KEPADA PEMOHON

NAMA : _____ BAHAGIAN: _____

Permohonan tuan/puan untuk mengambil cuti pada/daripada_____hingga/dan_____

telah direkodkan

KELAYAKAN CUTI	
Kelayakan cuti Rehat	: _____
Baki cuti tahun lepas	: _____
Cuti yang telah diambil	: _____
Baki cuti permohonan	: _____

TH COMPUTERS SDN. BHD.

E-KEDATANGAN BAGI BULAN DECEMBER 2017

NAMA : NORERRYANIE MOKHTAR PENYELIA: SUZAINI WAHAB
JAWATAN : PELATIH PRAKTIKAL

TARIKH	HARI	WAKTU MASUK	WAKTU KELUAR	ALASAN MASUK LEWAT/KELUAR AWAL
1/12/2017	JUMAAT			CUTI MAULIDUR RASUL
2/12/2017	SABTU			
3/12/2017	AHAD			
4/12/2017	ISNIN	8:00 AM	5:00 PM	
5/12/2017	SELASA	7:50 AM	5:00 PM	
6/12/2017	RABU	8:00 AM	5:05 PM	
7/12/2017	KHAMIS	7:55 AM	5:05 PM	
8/12/2017	JUMAAT	8:00 AM	5:00 AM	
9/12/2017	SABTU			
10/12/2017	AHAD			
11/12/2017	ISNIN	8:00 AM	5:00 PM	
12/12/2017	SELASA	7:55 AM	5:00 PM	
13/12/2017	RABU	7:50 AM	5:00 PM	
14/12/2017	KHAMIS	8:00 AM	5:00 PM	
15/12/2017	JUMAAT	7:50 AM	5:10 PM	
16/12/2017	SABTU			
17/12/2017	AHAD			
18/12/2017	ISNIN	7:45 AM	5:00 PM	
19/12/2017	SELASA	7:50 AM	5:00 PM	
20/12/2017	RABU	7:55 AM	5:05 PM	
21/12/2017	KHAMIS	8:00 AM	5:10 PM	
22/12/2017	JUMAAT	7:55 AM	5:05 PM	
23/12/2017	SABTU			
24/12/2017	AHAD			
25/12/2017	ISNIN			CUTI KRISMAS
26/12/2017	SELASA	7:55 AM	5:00 PM	
27/12/2017	RABU	7:40 AM	5:00 PM	
28/12/2017	KHAMIS	7:45 AM	5:00 PM	
29/12/2017	JUMAAT	7:45 AM	5:10 PM	
30/12/2017	SABTU			
31/12/2017	AHAD			

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar

Tandatangan Pelatih
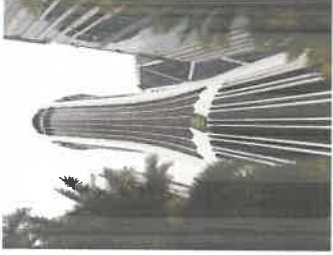
APPENDIX 8:
SLIDE
PRESENTATION

UNIVERSITI TEKNOLOGI MARA

TABUNG HAJI

Prepared by :
Norerryanie Mokhtar
(2015238322)

INTRODUCTION

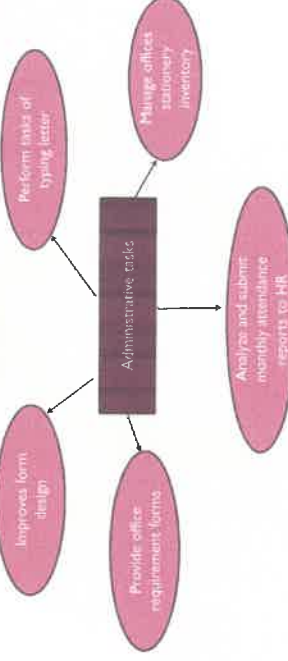Training Organization : Lembaga Tabung Haji, Jalan Tun Razak, Kuala Lumpur,
50450 Kuala Lumpur.

Supervisor :   Hajah Suzaini Binti Wahab

Department :   Bahagian Teknolog Maklumat (Governance)

CONT......

- Administrative tasks
  - Perform tasks of typing letter
  - Manage office stationery inventory
  - Analyse and submit monthly attendance reports to HR
  - Provide office requirement forms
  - Improves form design

TRAINING ACTIVITIES

- i. Assist in clearing up space in record room
- ii. Control and update filing systems

PROBLEM STATEMENT

- i. The admin officer need to explain the policies verbally
- ii. Using hard copy of documentation

STAGES OF PROJECT (MULTIMEDIA PROJECT LIFECYCLE)

Phase 1: Planning

Phase 2: Creating

Phase 3: Testing

SPECIAL PROJECT

Infographic for 'Dasar ICT Lembaga Tabung Haji'

OBJECTIVES OF THE PROJECT

- i. To change from manual way to interactive / electronic materials.
- ii. To ensure the Information is accessible.
- iii. To provide a user friendly material (available in two forms; video & electronic slides).
- iv. To prepare backup and recovery video.

CONCLUSIONS

PERSONAL THOUGHT AND OPINION → Job position

→ Work environment

RECOMMENDATION → Developed a system for trainee (for attendance, claim allowance)

CONCLUSIONS

APPLICATION OF KNOWLEDGE, SKILL AND EXPERIENCE

Thank you!

Sijil Penghargaan