UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT:
JABATAN IMIGRESEN MALAYSIA NEGERI KELANTAN PUSAT TRANSFORMASI BANDAR (UTC), JALAN HAMZAH, BANDAR KOTA BHARU, 15050 KOTA BHARU, KELANTAN

SPECIAL PROJECT : CORPORATE VIDEO

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

01 FEBRUARY 2019 – 30 JUNE 2019

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

01 FEBRUARY 2019 – 30 JUNE 2019

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Nur AliahSafiyah Atikah Binti Mat Noor
2016718821

Date of submission: 03 July 2019

ABSTRACT

According to the circular issued by UiTM based on the period from 03 February 2019 to 30 June 2019 at the Jabatan Imigresen Malaysia Negeri Kelantan on Bahagian Teknologi Maklumat dan Rekod as a department for fully follow the requirement. The industrial training report consists of 4 chapters. It is all about the introduction, organization of information, industrial activities and also conclusion. For the chapter 1, it is consist of background of the organization, chapter 2 that consist of department structure and also about the function. Meanwhile, for chapter 3 consist of training activities and the special project. For the last is a conclusion of the report. In order to complete the study, trainee needs to undergo for 5 months of industrial training in industry starting from 3 February 2019 until 30 June 2019. The government sector organization that has been selected by the trainee is Jabatan Imigresen Malaysia Negeri Kelantan. There are 11 branches for this organization which are Main Branch at Wisma Persekutuan Kota Bharu, Bahagian Penguatkuasaan Kota Bharu, UPP Kota Bharu, Pusat Transformasi (UTC), Unit Pendakwaan Jalan Telipot, Rantau Panjang, Pengkalan Kubor, Tok Bali, Tanah Merah, Bukit Bunga and Gua Musang. Furthermore, every branch of organization has their specialty, with interesting task and function. However, during the five months of training, trainee got opportunity to learn more details about the information system management at their information technology (IT) department which is called Bahagian Teknologi Maklumat dan Rekod. Therefore, training task fully prepared by the head of department for the trainee to learn important task at organization. Besides, trainee also learn to improve communication skills, learn to be more discipline and also punctual. Last but not least, the knowledge, skills and experience gain during the industrial training is the best method in order to prepare student for expose to the real working environment to be a good and better in the future.

Keywords: *public sector, government sector, organization, industrial training, information technology department*

ACKNOWLEDGEMENT

First of all, I feel thankful to the Almighty for the blessings given to me for complete this industrial training report. Next, in performing my task I had to take the help and guideline of some respect persons, who deserve my greatest gratitude. The completion of this report gives me much pleasure. I would like to show my gratitude Madam NurulAnnisa Binti Abdullah for giving me a good guideline for this report throughout numerous consultations. Then, I am thankfully to my faculty supervisor Sir Abdul Rashid Zakaria who had helped me a lot in completing this report. The understanding, encouragement and continuous support from her throughout the duration of fulfilling this assignment are most appreciated. After that, I am also wish to thank all Jabatan Imigresen Malaysia Negeri Kelantan's staffs my organization supervisor Madam Nazirah Bt Mat Rawi, who have directly or indirectly taught and give opinion for me to conduct special project at the organization. Therefore, I also would like wish thank to Sir Wan Mohd Rosdan Bin Wan Seman and Madam NoorFarahida Binti Che Noh for giving me a clear explanation of what I did and learned. They are also helpful in providing more knowledge and new things for me. I am feeling lucky to get their guidance, knowledge sharing and encouragement throughout these five months. It is most precious experience in my life. Besides, I would thank especially for my friend at the organization that have little to teach me. Last but not least, I would like to thankful to my beloved parents thought me far apart but they have contributed financially, support, encouragement and prayer. Without their support I can't finish my task completely. Sincerely, a big thanks to of all and I really appreciate it.

Thank you.

Sincerely,

....
(Nur AliahSafiyah Atikah Binti Mat Noor)

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ABBREVIATION

Full Form	Abbreviation
Jabatan Imigresen Malaysia	JIM
Bahagian Teknologi Maklumat dan Rekod	BTMR
Urban Transformation Center	UTC
Information Technology	IT
Information and Communication Technologies	ICT
Very Important Person	VIP
Passport Personalization Coordinator	PPC
Personal Computer	PC
Uninterruptible Power Supply	UPS
Headquarters	HQ
Central Processing Unit	CPU
Queue Management System	QMS
Internet Protocol Address	IP Address
Snappy Driver Installer	SDI
Universal Serial Bus	USB
Local Area Network	LAN
Wide Area Network	WAN

Table 1 ; The abbreviation

CHAPTER 1 : INTRODUCTION

1.1 BACKGROUND OF THE ORGANIZATION

UiTM's student named, Nur AliahSafiyah Atikah Bt Mat Noor have choose the Malaysia's government sector that are located at city of Kota Bharu as the place of industrial training. The student prefers to gain working experience at the government sector because to know more about how the government's job is done on a daily routine. The organization also as a main organization under the Malaysian organization that definitely has many things can be learnt. The organization that has been described earlier is Jabatan Imigresen Malaysia Negeri Kelantan or commonly known as JIM.

The history of Jabatan Imigresen Malaysia began in the early days of World War II, the "Jabatan Imigresen" carried out immigration control and immigration duties. This task involves physical examination and travel documents at the entrances. Immigration Management is administered by a senior Malaysian Civil Service official with the title of "Immigration Officer, Stearits Settlement and Federated Malay States". A Deputy Immigration Officer, a police officer on loan, is located in Penang, which is the gateway to Malaya. Other entrances are Changloon, Padang Besar, Kroh and Port Swettenham. Its administrative center is located in Singapore. After World War II, the Immigration Department is known as the Refugees and Displaced Persons Bureau based in Kuala Lumpur and headed by the British Military Administration official. Its main task is to bring back stranded people abroad after the Second World War.

The first immigration law is the "Passenger Restriction Ordinance 1922" effective 21 July 1922, which is to implement control of entry into the country. In 1930 "The Aliens Immigration Restrictions Ordinance" was drafted to control the arrival and control of labourers in particular from China where quota systems were used. Review has been made for the purpose of tighter control measures by the formulation of "The Aliens Ordinance 1932" effective from April 1, 1933. The agreement of the establishment of the Federation of Malaya and the declaration of emergency in 1948 has led to a more complete formulation of Immigration laws and passports as follows :

1.1.1   The Emergency (Travel Restriction) Regulation 1948

1.1.2   The Passport Ordinance 1949

1.1.3   The Passport Regulations 1949

1.1.4   The Emergency (Entry By Land From Thailand) Regulations 1949

Immigration Ordinance 1952, the main immigration law replaces the law enacted in an emergency. The purpose of this law is to control the entry of all British Citizens, citizens under the auspices of the British and "Alien" to the Federation of Malaya and also in force in Singapore. At that time the "Jabatan Imigresen" was placed under the administration of the "Kementerian Luar Negeri". In addition to managing arrival control, the Immigration Department is also responsible for issue a passport where its production office is located in Singapore, Penang, offices of Residents and English Advisors. The management of visa issues and citizenship application of Commonwealth countries on behalf of the United Kingdom.

After independence, The Immigration Ordinance 1959, The Immigration Regulations 1959 and The Passport Ordinance 1960 have been drafted to replace The Immigration Ordinance 1952, The Passport Ordinance 1949 and The Passport Regulations 1949. This law provides for more control over the influx of foreigners and visitors to the Federation of Malaya. The formation of Malaysia in 1963 extended the need for immigration to Sabah and Sarawak. The Immigration (Transitional Provisions) Act 1963 was drafted to safeguard the interests of the states. Apart from implementing non-citizen immigration controls, immigration authorities in Sabah and Sarawak also control the entry of citizens from the peninsula.

In 1964, the management of immigration matters was transferred from the Ministry of Foreign Affairs to the Ministry of Home Affairs and the immigration administration was first held by a local child by the appointment of Encik Ibrahim Bin Ali as the first National Immigration Controller on 1 January, 1967 with headquarters headquartered at Jalan Tugu Kuala Mud on April 13, 1965. On 1 December 1971, the Immigration Administration of Malaya states were consolidated under the Malaysian Immigration Headquarters. The law on immigration in force at that time was revised and consolidated in 1974 to include specific provisions for Sabah and Sarawak. The Immigration Act 1959/63 (Act No. 155) and The Passport Act 1966 (Act No. 150) are extended throughout the country. This Act has been updated and amended from time to time in line with current developments. The title of Immigration Guard was changed to the Director General of Immigration in 1969.

The establishment of the Malaysian Immigration Department Headquarters was in Penang in 1947. On 13 April 1965, the Immigration Headquarters was transferred to Jalan Tugu Kuala Lumpur. The second transfer in January 1981 to the Bukota Building, Jalan Pantai Baru Kuala Lumpur. In 1988, the Immigration Headquarters once again changed where the office was moved to Pusat Bandar Damansara Kuala Lumpur. Starting in September 2004, the Immigration Headquarters was transferred to the Federal Territory of Putrajaya. This move is done in stages as a step to ensure that the work process can be carried out perfectly.

1.2 Logo of the organization

Figure 1 ; Logo of Jabatan Imigresen Malaysia

1.3 Vision of the organization

"Pengurusan Perkhidmatan Imigresen Bertaraf Dunia Menjelang 2020"

1.4 Mission of the organization

"Meningkatkan Kualiti Sistem Penyampaian Perkhidmatan dan Komited Dalam Menguatkuasakan Undang-Undang Imigresen Demi Memelihara Keselamatan Negara dan Kesejahteraan Rakyat"

1.5 Motto of the organization

"Kedaulatan Dan Keselamatan Negara Tanggungjawab Bersama"

1.6 Slogan of the organization

Integriti, Profesional, Mesra

1.7 Map of the organization

The map below shown that is a organization was located. It shown here that the main office of the Jabatan Imigresen Malaysia Negeri Kelantan was located at the city of Kota Bharu, while the trainee were placed at the branch office in Urban Transformation Center (UTC) Kelantan as their part of the IT department was placed there.
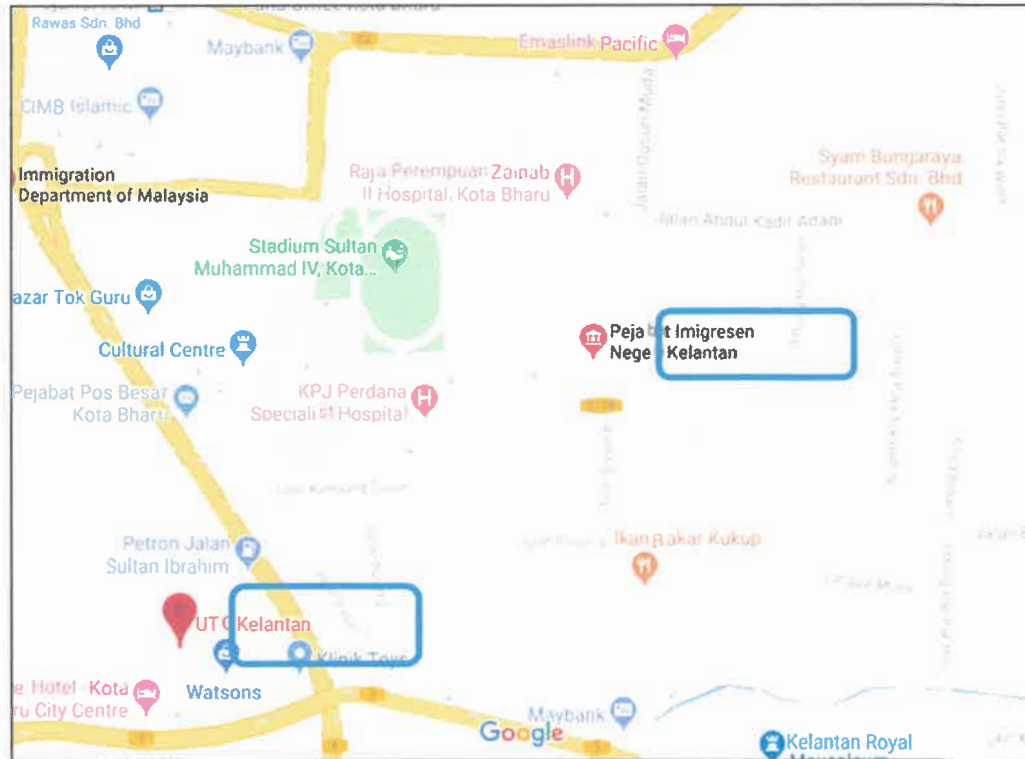
Figure 2 ; Map of JabatanImigresenMalaysia Negeri Kelantan

1.8 ORGANIZATIONAL STRUCTURE

1.81.1 Main branch organizational chart

JABATAN IMIGRESEN MALAYSIA

Figure 3 ; Organizational chart of Top Management at Jabatan Imigresen Malaysia

CHAPTER 2 : ORGANIZATION INFORMATION

Nur AliahSafiyah Atikah Bt Mat Noor as an industrial training student (after this it will be refer as the "trainee") at Jabatan Imigresen Malaysia Negeri Kelantan has been assigned to do the industrial at Bahagian Teknologi Maklumat dan Rekod also refer as Information Technology (IT) Department starting February 2019 until June 2019.

2.1 DEPARTMENT STRUCTURE

BAHAGIAN TEKNOLOGI MAKLUMAT DAN REKOD
JABATAN IMIGRESEN NEGERI KELANTAN
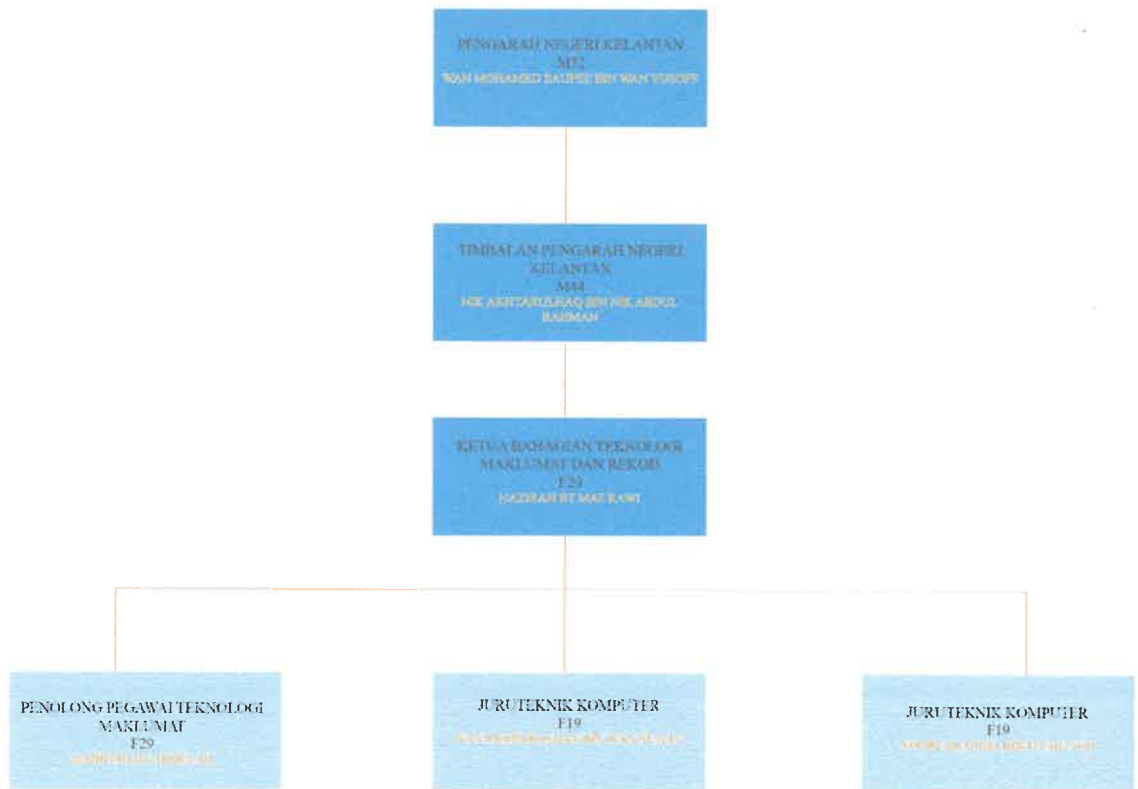
Figure 4 ; Organizational chart of IT Department at Jabatan Imigresen Malaysia Negeri Kelantan

2.2 DEPARTMENT FUNCTION

Figure 5 ; IT Department of Jabatan Imigresen Malaysia

Bahagian Teknologi Maklumat dan Rekod also known as BTMR is a division of department that responsible for providing information and communication technologies (ICT) requirements for the entire Jabatan Imigresen Malaysia (JIM) includes overseas Atase to the extent of the use of information technology instruments that can be achieved optimally. This section consists of nine components namely :

2.1.1   Administration and Finance Unit

2.1.2   Visa, Permit Pass, Foreign Worker, ESD & Stock Unit

2.1.3   Data Center and Network Management

2.1.4   Asset Management, Technical Management and ICT Security Unit

2.1.5   Policy Management, Project & Quality Management Unit

2.1.6   Travel Document & Control Unit

2.1.7   Record and Archiving Management Unit

2.1.8   Support Application Unit

2.1.9   eReporting & Statistics Unit

BTMR plays an important role in the Jabatan Imigresen Malaysia (JIM) accordingly such as help achieve the objectives and functions of the department through technology services information and communication quality and meet the requirements. The department also plays a role in plans the information technology and communications department of the department planning. Hence, implementing and maintaining computer systems in the department to ensure service computing at its best computing at its best is very important. Here shown that this department is more on technical and repaired of hardware. Therefore, BTMR can also help the department improve the quality of service to the organization.

CHAPTER 3 : INDUSTRIAL TRAINING ACTIVITIES

3.1 TRAINING ACTIVITIES

On 3rd 2019, the trainee has went to Jabatan Imigresen Malaysia Negeri Kelantan to report on duty. Madam NazirahBt Mat Rawi was in charge to give short briefing to the trainee. Moreover, after the trainee was transferred to the target department which is IT Department for the organization tour conducted by Sir Wan Mohd Rosdan and Madam NoorFarahida Binti Che Noh. During the 5 months period of the industrial training, there are several activities that have been done by the trainee at the organization for learn more about the organization management. The details activities that trainee had done for over 5 months period of industrial training is discuss below.

3.1.1 As an operator and pick up the call

On the first day of industrial training, before the trainee transferred to the IT Department on next day, trainee was place at the main department which is Human Resources Department. The trainee been trained for pick up the call during the time that staff not available. This becomes a practice on how to speak properly and formally with the public. Hence, this also makes the trainee have a better communication with others. This task is for one day only when the trainee was placed at the human resource department before she was transferred to the IT department.

3.1.2 Identifying the types of passport and border pass

The trainee had been informed more details about the types of passports first. The passport is travel document issued by the state government to verify the identity and citizenship of the holder primarily for international travel purposes. In this case, it is also biometric information in the microchip embedded in the passport, making it easy to read the machine and hard to forge. Therefore, on the first day after being set up at the IT department that the trainee is explained with the types of passports and border pass. There are several types of passport issued by the state government;

Figure 6 ; The sample different types of passport

3.1.2.1 Passport

The passport is a travel document issued by all citizens who will be issued according to the stipulated conditions. Moreover, passport is also as a regular passport for Malaysian citizens owning.

3.1.2.2 Official passport

The official passport is issued specially for the royal family and minister only. This passport is specially issued for them and it shows that difference between people with high positions in a country.

3.1.2.3 Diplomatic passport

The diplomatic passport is granted to diplomats who are travelling for official business and representing their home country abroad. Therefore, diplomats are delegated by the government to direct official business abroad and maintain political, economic and social relations with other countries. Their international IDs regularly give them certain privileges and immunities such as exception from indictment and taxes in the host country.

3.1.2.4 Border pass

The border pass is issued to Malaysian Citizens and Permanent Residents of Malaysia (Thai origin) that residing in the State of Kelantan, Perlis, Kedah or Perak for more than three years.

3.1.3 Know more details on how to manage passport

The trainee knows more about how to manage and process a passport. Through what have been learned, all of the very important person (VIP) registry information will be kept in a special room. This VIP registrar is comprised of top level person such as the royal, the minister and the same level of them. Therefore, as a VIP registrar will also be placed in a special room if they come to the office. While for regular registrars, they only need to make passports at the counter and need to follow all the prescribed procedures. To continue the passport process, the passport issuing permit is by the immigration officer with position of "Pangkat 22" and above. Other than that, the others employee is not allowed. Moreover, for the process of controlling the application is through the immigration officer with position of "Pangkat 19". Moreover, at the organization there are four counter available for public to make an application of passport. Then, the available counter for processing passport and border pass is only two that controlled by supervisors. Furthermore, for all payment processes that have been made by customer will make through the cashier counter and there is only one counter available. For the payment process it will be done through the payment system provided. So, for the document submission it is available for two counters only.

3.1.4 Learning on how the process to make a passport

The trainee also involved in learning on how to make a passport. There are several processes that need to be followed in implementing this process. Therefore, this process is confidential and it is only permissible for the trainee to do so only on several times. Therefore, through this leaning the trainee can find out more details about on how theprocess of passport was done. In addition, the process for "Jabatan Imigresen Malaysia" issued the passport is fully created by the system even though the output for this passport is just a red book.This process is also carried out at the special room that

have been provided as called "Bilik Proses". Hence, here is the details process of processing the passport.
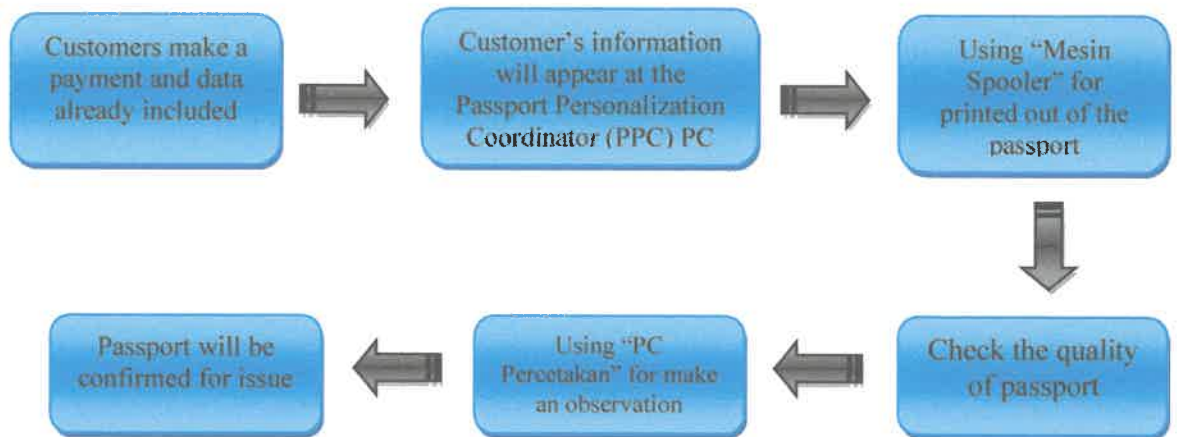
Figure 7 ; The process of making passport

The first process for making passport is customer or public people will fill in the application in make an application to get the passport. Then, all of the information and data will be collected. After that, customer needs to make a payment first before it will be proceed to create a passport into the red book. For the second process is customer's information will appear at the Passport Personalization Coordinator (PPC) PC. For this process it is allowed for the machine to read of customer's information directly. After that, the machine called "Mesin Spooler" will produced and printed out of the passport. The machine is using the laser to engrave the customer's information on the card that available inside the passport book. When it already out, the immigration officer will check the quality of the passport. For the fourth process is the immigration officer will scan that passport on their own machine to make sure that all of the data is accepted and kept in for it can be scanned when it is use by the customer. Lastly, that passport one more time will be scanned and immigration officer will confirm it by kept in the data at the "PC Sah keluar" before it is issued.

Figure 8 ; The machine use for process of passport

3.1.5 Server room tour

Figure 9 ; The server of the organization

The trainee have been given the chance for look at the server room environment and learn more about server room equipment's such as cabling system, firewall, uninterruptible power supply (UPS) and their operations. It can be seen and learned that the space being considered must accommodate all equipment that has enough space to allow the cable and access for maintenance to the side and back of the server shelf also other installed equipment. During the learning, the staffs also provide information on the networking of systems that has been conducted here.

3.1.6 Learn more about the server room

The trainee has been given the chance for learning a lot about how the data processing of the server happened. Therefore, based on what has been learned, the trainee knows that the data entered by this organization through the server will be sent directly to the headquarters. Then, the trainee can also get to know some of the available cables and where it will be connected. The cable shows that it will connect directly to the available PC. Next, the port is the address on a single machine that can be tied to a particular piece of software. It's not a physical interface or location, but it allows the server to communicate with more than one application. Furthermore, a firewall is a program that decides whether incoming or outgoing traffic or outgoing should be allowed. It usually works by creating rules for acceptable traffic types where the ports are. In turn, the firewall blocks ports that are not used by certain applications on the server.

Moreover, the staffs have provided a clear explanation to the trainee about everything. As the staff describes on how fibre optics from meteor E (technology name) will go to the router. After that, it will filter on the GITN Router section with the BMT GITN Router. Then, in the firewall section located at the bottom of it will be blocked into the system. For example, if the organization wants to block of YouTube from being accessed, the responsible staff will set it so that YouTube can't be accessed by any PC at the organization. In addition, it also has shown that the red cable is WAN and which is at the top of it is LAN as shown in the figure 10.

Figure 10 ; The part of server

3.1.7 Clean up hardware and stored it at the server room

Figure 11 ; The hardware that have been clean up at the server room

The trainee was assigned to clean up the hardware that on table and assemble all hardware such as central processing unit (CPU) and cable into the server room. All these equipment are stored in the server room as there is no more empty space elsewhere. Therefore, the server room is the only room that has space for the storage. Moreover, trainee is also instructed to isolate the type of cable into the box provided as the monitor cable needs to be in its own box and for the printer cable also needed to be place in the box that specially provided.

Figure 12 ; The type of cable that have been kept it in the label box

3.1.8 Know more details about the organization's system

The trainee has been introduced more about the system in this organization. Almost all of their task and routine in this organization are using all of the system. Everything is perfect and systematic. Therefore, trainee is exposed to these systems. However, there is also a system that can be viewed by the interface only because the deeper database is confidential because it is related to personal data and cannot be seen by the trainee.

3.1.8.1 myIMMs e-Services

Figure 13 ;MyImms e-services system

This is one of the systems used by this organization that enable officer or staff to access of the system. Through this system, it also can detect which officer or staff is using this system at any time. Through this system's capability, staff also needs to include user id, identity number, password and scan their fingerprint. Therefore, it is the system that is somewhat difficult and inaccessible to any intruder. In this system there are some user data that is confidential and can only be seen by the trainee. MyImms e-services is also one of the systems in which it is a system that provides information such as user passport applications and so on. Sometimes this system is also a problem as it is not accessible to the staff themselves. So, as notified by the staff who tell more about this system, if this happens then the officer or staff in the organization only needs to logout from this system and need to re-login.
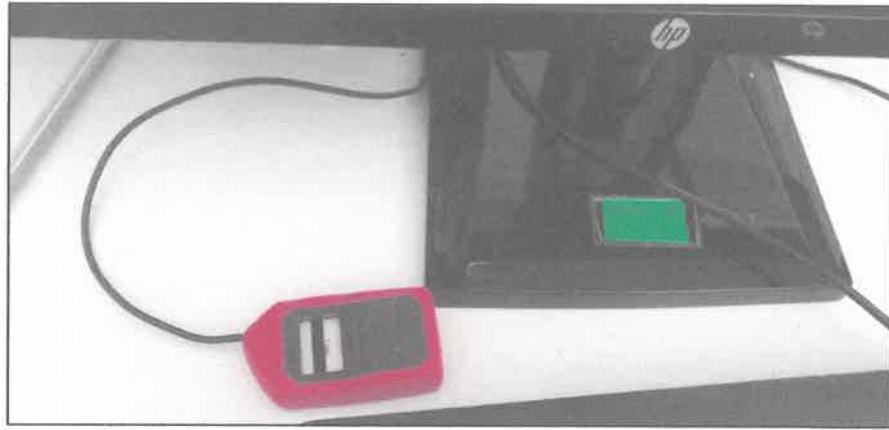
Figure 14 ; The fingerprint machine that need to be used by the staff before access to the system

3.1.8.2 LU2 System
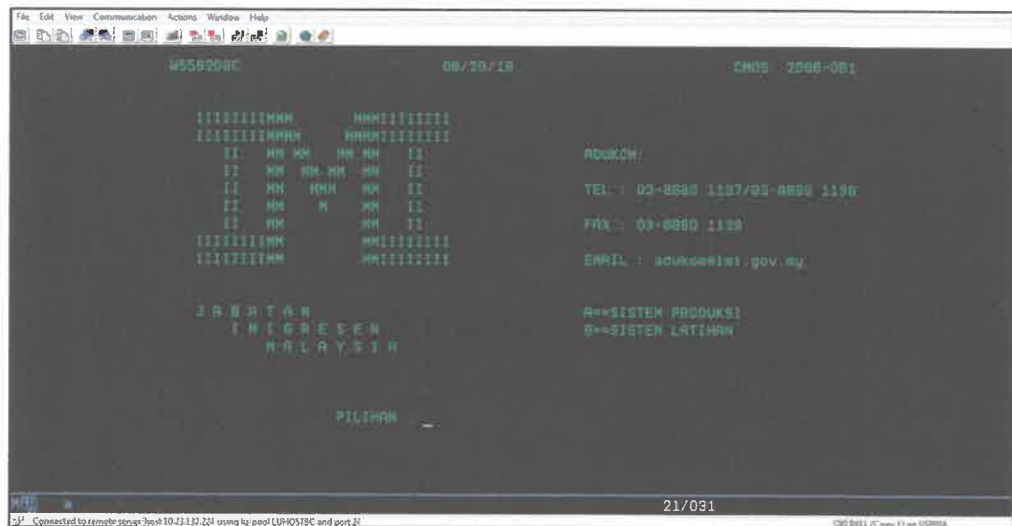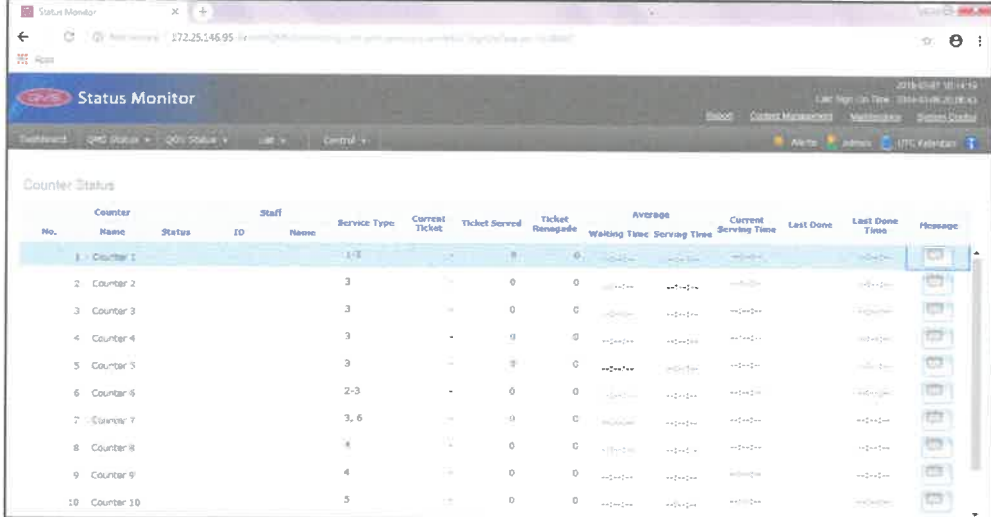
Figure 15 ;Interface of LU2 System

LU2 system is one of the organisation systems that enable their staff to obtain further user personal data such as blacklisted or not. This system only can be access by their top management officer only. This is because all user information and personal data are contained in this system. Moreover, the trainee also can't be exposed with the details information and the staff only shown on how they will access this system, which is the immigration officer need to insert their ID too. This system is totally use C++ language in the systematic way of the system.

3.1.8.3 Queue Management System

Figure 16 ;Interface of Queue Management System

Queue management system is the system that provides total customer service capabilities. The system also helps organization to manage customer in efficient way. The system can ease the customer flow management which is useful for organization to collect the data directly. Moreover, this system is also as the system for organizing queuing system that can analyse the queue status and take decision which customer to be served first. It also focuses more on the passport and border pass issues which are used in organization to serve customer and the average waiting time.

In addition, the Queue Management System is design to manage certain customers with single department and multiple counters. There several counter operations, which customers can choose for any organization services such as "Runding Cara", "Priority" "Pasport", "Pas Sempadan", "Serahan" and "Lain-Lain Dokumen". For the queue number of customer also will be displayed on their organization media television where customer can directly track their queue number. Hence, the system also directly keeps track and forecast the flow of their customers. Therefore, by providing this system in organization it will be constant monitoring the staff's performance and directly known which staff is manage for those services. Then, it also allowed in producing the statistical report directly and automated to the organization.

3.1.8.4 Sistem Pemantauan Server
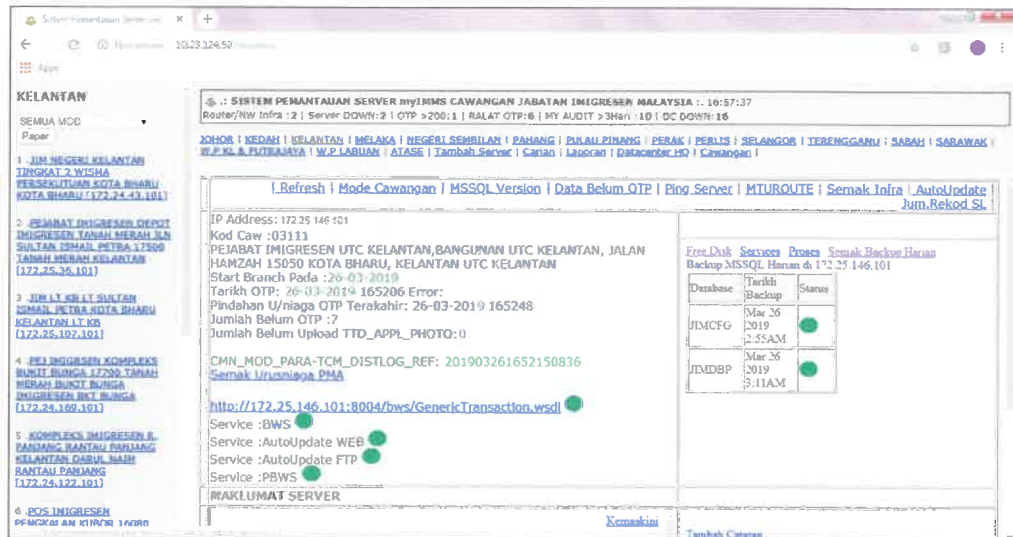
Figure 17 ; The system shows that there no problem for the server

This "Sistem Pemantauan Server" is one of the system that provided at the Jabatan Imigresen Malaysia to enable the relevant party in monitor the existing server. Therefore, this system is also closely monitored by the headquarters of the Jabatan Imigresen Malaysia and also the BTMR department throughout every branch. Through this system, it also lets the staff at the department find out whether the server is in good condition or not.

However, in the problem of a server it will continue to be displayed through this system such as showing colored round symbols. The symbol show either green or red. Thus, if the server does not have any problem and in good condition it will be green example in Figure 16 above. Meanwhile, if the server problem such as server down it will turn red and the example is in Figure 17 below.

In addition, at each server in every branch, it has its own IP address. So it's easier to know more about the problem that goes where. Then, this system will do the backup automatically and it also will be known further. This is because when every time it updated, date and time also been appeared in the system. Furthermore, if any system that has a problem occur the staffs plays a role to check the server and it will be restarted again.
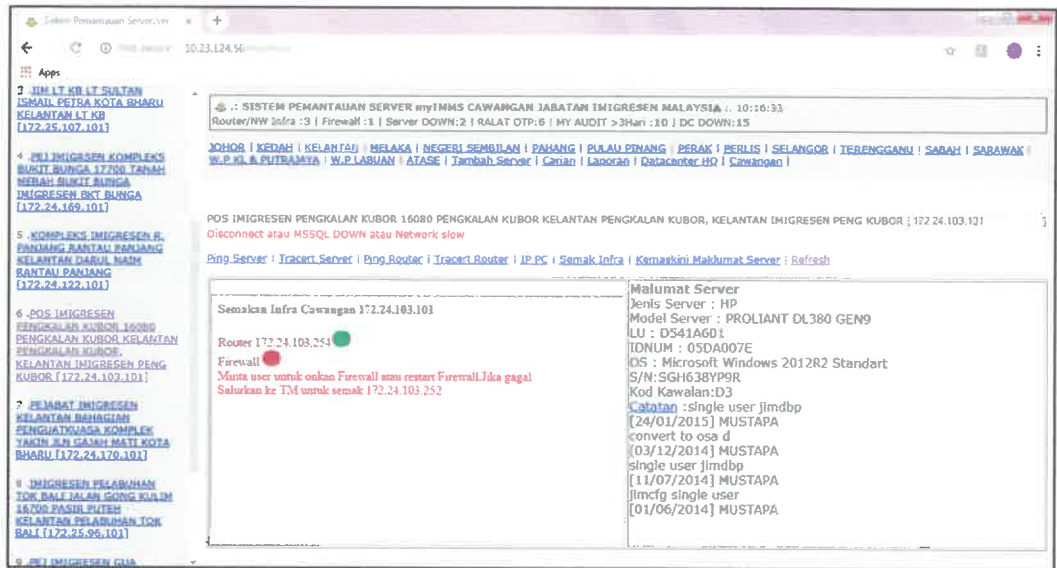
Figure 18 ; The system shows that there is a problem for the server

3.1.8.5 ADUKOM
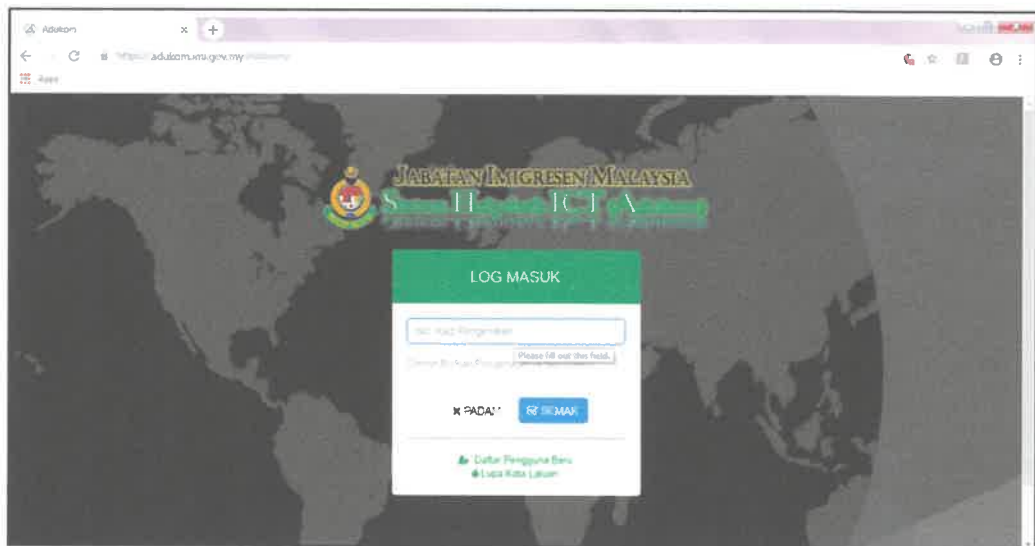
Figure 19 ; ADUKOM System

ADUKOM is one of the systems that used by the Jabatan Imigresen Malaysia to report any problem that happened at the organization. Therefore, any complaints or report about the problem made by the staff will directly report to the headquarters. ADUKOM also summary names of the "Sistem Aduan Komputer Imigresen" and it also a system that related to IT infrastructure, equipment and systems throughout all immigration's locally branches.

3.1.8.6 Human Resources Management Information Systems
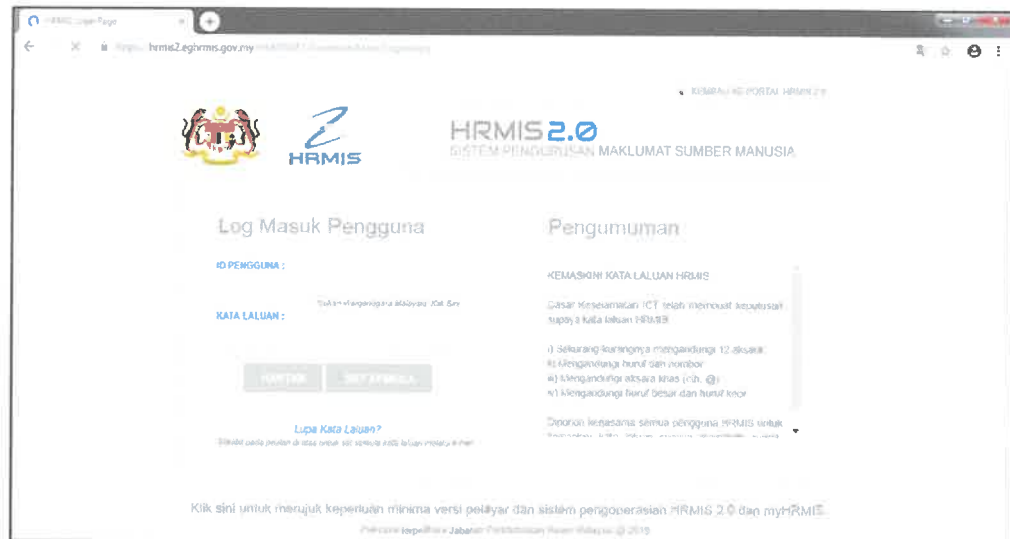
Figure 20 ; Human Resources Management Information System

Here's Human Resources Management Information System also known as HRMIS is a system for the staff at the organization in process of leave management. Through this system it is also possible to evaluate the performance of the application for leave based on the record of the employee's leave application transaction. Furthermore, with this system it is also able to find out the factors that influence the quality of the information from the leave management module. Hence, it can also assess the effectiveness of leave applications in human resource management. Based on the research, it has been shown that before the government arrived at the decision to develop HRMIS, many studies were conducted to identify best practices and the use of ICT as a variable to enhance public sector human resource management.

Therefore, the implementation of HRMIS takes into the following factors which are optimal use technology through the development of HRMIS, governments can optimize existing ICT infrastructure by automating human resource management in a standard and comprehensive manner, without limitation to any particular function. Later, HRMIS has combined the entire human resource management process from strategic planning, recruitment, placement, promotion and segregation. After that, continuous monitoring of the human resource management policy of using standard systems at all public sector agencies will facilitate the monitoring of ongoing implementation of the human resource management policy.

Now, accurate and reliable data that can be obtained quickly online will help a lot of decision making and policy making. As a result, the process of improving human resource base can be implemented effectively and continuously. Furthermore, the sharing of information within the Malaysian public sector human resource management agencies has varying degrees in its organizational structure, with many agencies and various jurisdictions in the agency. In this context, human resource processes usually involve power networks at various levels and agencies. Examples are interchange of intergovernmental officers, involving placement and salary management. Sharing information through this system will help prevent repeating the recording process and this will make the management of human resources more efficient and effective.

Moreover, HRMIS allows sharing of online human resources management information among federal agencies and other agencies. Its use also facilitates the process of analyzing information and ensuring that the distribution of work among civil servants in terms of planning, strategy and operation is consistent. It also shown that the products developed in HRMIS application are based on the Public Sector Human Resource Management To-Be Model formulated for use by all agencies. There are ten key functions of public sector human resource management. Each function is implemented based on the set philosophy which will ensure that human resource management is more efficient, relevant and responsive to current challenges.

3.1.9 Explore further the organization's official website

Figure 21 ; The official website of Jabatan Imigresen Malaysia

This is an official website to the organization where it is accessible to the public for them to obtain any information about the organization. This is also very details because the information is completely provided. Therefore, any official announcements will also be announced directly through this portal. For example, recent changes have been made to the operating hours of the organization and it has also been made clear herein. Then, change rates for having a passport are also notified and information is directly channelled to the public through this portal or website.

Figure 22 ; The Sistem Semakan Perjalanan Imigresen

Therefore, another one official website that provided by the immigration is "Sistem Semakan Perjalanan Imigresen" (SSPI). This is also such the official system that provided by the organization to the public user. By getting through this website or system it also allowed their user to check their travel status. This is more convenient and user friendly to the user.

3.1.10 Creating and provide the PowerPoint template
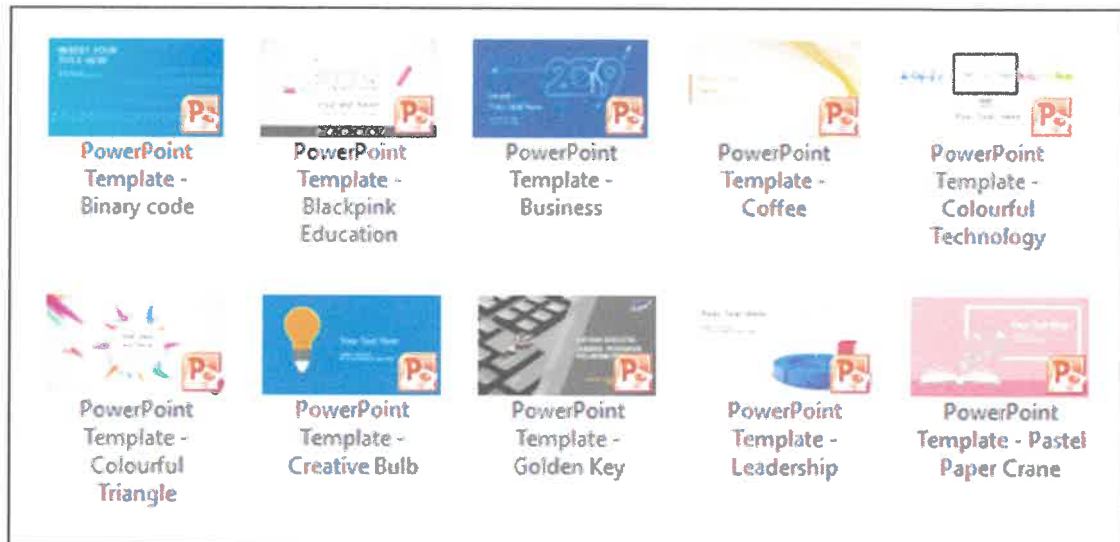
Figure 23 ; The Powepoint Template provided to the organization

During the industrial training, the trainee has been given the task of creating and preparing PowerPoint templates for the use of the organization. Therefore, the trainee was assigned to create just for 10 templates only. However, the trainee has made over 10 templates to make it easier for the organization to make a choice to use it.

3.1.11 Interviewing the customer

Actually for the first planning of the special project, the trainee decides to do some research and interview the random customer for the research purpose. So by doing this task the trainee have been interviewing the customer during the organization working hours. Furthermore, the trainee has been do her task by randomly ask the about the organization services. Based on the research also shown those customers are satisfied with the organization services. But the trainee also provides customer satisfaction for them to fill in if they have any comment or rate to the organization.

3.1.12 Formatting of the computer

The trainee was assigned to do the formatting towards several computers that have been provided. This is a practicing and task to the trainee in getting familiar to do this task. Therefore, this is because every computer's problem that happens need to format as a basic thing to do. Formatting computer means all of the data on the disk will be removed so that it can set up new partitions and file system for the working system of PC. Hence, here is a step of formatting that has been learned by the trainee.
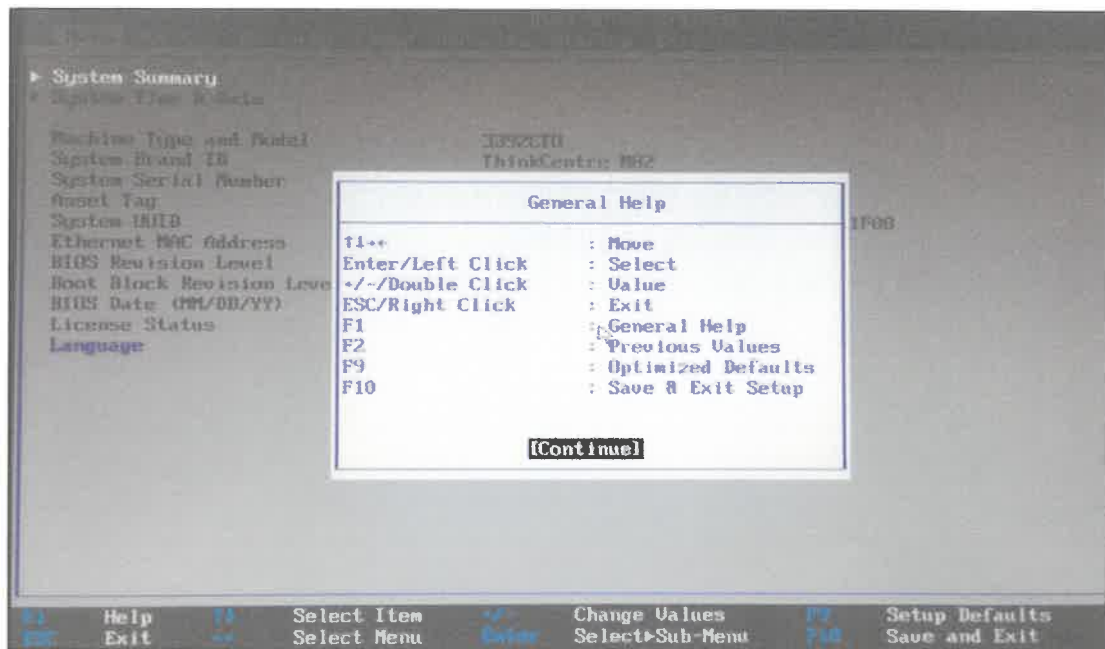
Figure 24 ; The step for formatting of computer

The trainee needs to turn on the PC first and then insert the CD. The trainee needs to make sure that **BIOS** will be appeared on the screen first. After that, the trainee need to press the **F12** key quickly because it's to avoid from the unsuccessful for format happened. (The key is based on the model of the hardware, for the first time trainee doing the formatting, she used Lenovo model so need to press key **F12**. After that, during the second time doing the formatting, the trainee will be given the HP model. So, for this model the trainee needs to press F9). Then, the trainee needs to choose either to click CD drive or DVD as a main boot.

After that, CD will be process very fast. So after all of this happened, it will be appeared the language that need to be choose. After that, trainee chooses English language for this computer. Next, the text **Press any key to boot from CD/DVD Drive** will appear and the trainee just needs to click any key. So, the trainee just clicks **Enter**. After that,

loading is in progress. The trainee needs to make sure that do not click nothing until it notified. After the loading finish, the notice for install will appeared with **Install Now** on the computer screen. The trainee just clicks it there. Then, the notice **Please read license terms** page, the trainee need to click **I accept the license terms** and then click **Next**. Then, **Which type of installation do you want?** notification will appear and the trainee needs to click **Custom**.

After make an installation, the trainee needs to do the partition. Hence, trainee click the partition that trainee want to format and just click **Format**. For the partition, there are three partitions that available in the computer. Based on what have been learned, in order to perform a clean install, the trainee need to delete the old partition and start with a clean slate. By click this options of format, it will give the ability to delete and create partitions. Then, select the partition of the existing operating system and click the **Delete** button. So, the staff who guide trainee for this process told that if the hard drive has multiple partitions, be sure to delete the correct one. Any data on a deleted partition is lost for good.

Next, trainee need to confirm the deletion process and finished formatting just click button **Next**. After the process, it will restart by automatically. The trainee doesn't need to do anything. Next, the window will open letting know that Windows is completing the installation. The computer will restart again when this is complete. When everything is done, there will be several instructions must be completed. The trainee needs to insert the username and computer name. The username will be used to log in to the computer and personalize of account. The computer name is the name that computer will display on the network.

Then, Windows also will ask for a password. This is optional but highly recommended, especially if the computer will be accessible by users other than authorized person. If for this computer did rather not have a password, then just leave the fields blank and click **Next**. After that, the trainee needs to enter the product key that has been provided. This is the 25-character key that came with copy of Windows. Check the **Automatically activate Windows when I'm online** to have Windows automatically for verify the key that next time is connected to the internet.

Then, the trainee must select Windows update option as was guide by the staff. This is to make sure that copy of Windows runs securely and stably, it is highly recommended

that you choose one of the first two options. The first option will install all updates automatically and the second option will prompt you when important updates are available. After setup that requirement, it also must select the date and time. These should be correct already as they are linked to the BIOS, but it also can be changing them now if they are not.

Then, the trainee needs to select the network preferences. If the computer is connected to a network, it will be given an option to identify that network. So, for this computer it just needs to select **Work Network**. The Windows will now attempt to connect of computer to the network. This process is completely automated. Lastly, after one final loading screen, the new Windows 7 desktop will appear and the installation is now complete.

3.1.13 Setup the computer

3.1.13.1 Setting Device Manager

After complete the formatting process, the trainee need to setting up the device manager that used to manage the hardware devices installed. Then, for continue this process the trainee need to click on the **Start Menu** then right-click on **Computer** and select **Manage**. After that, the **Computer Management** box will appear and then need to click **Device Manager** (refer to the figure below). So here it shown that all of the hardware's are ready installed.
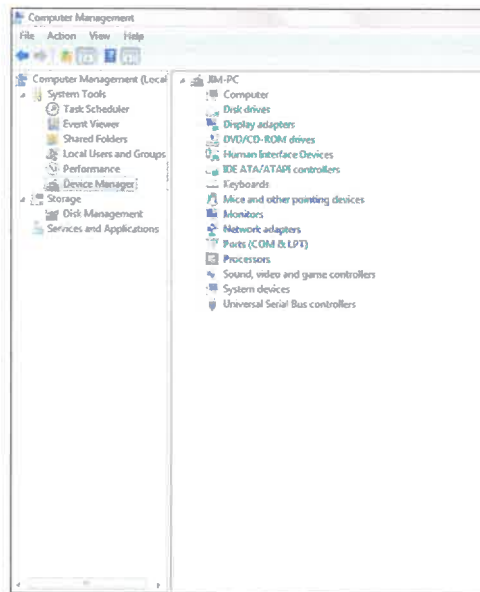
Figure 25 ; The step for setting of device manager

3.1.13.2 Check the driver of software installation

After that, the trainee needs to use **Snappy Driver Installer (SDI)** software. This software allows installing and updating drivers on our Windows PC. This is a very handy tool for managing the PC's driver. This can be used it easily to install drivers on the newly updated or assembled the computer.
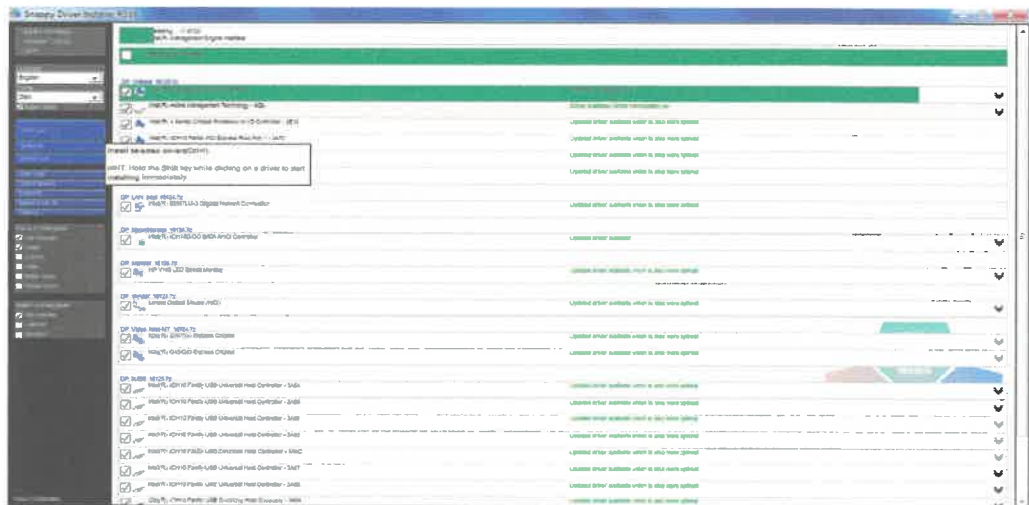
Figure 26 ; The step for check the driver of software installation

just click **install**. Then the process of installing will be run. So, here shown that when the processing already completed the colour on the box will be changed such as green for already installed and orange colour for already install but it is required to restart.

3.1.13.3 Setting computer IP address network

Moreover, the trainee also needs to setting up the IP address network on that computer after the formatting process. For the internet connection, the organization was not providing any Wi-Fi access so it will be setup by own IP address. Therefore, for their IP address will be stated that different IP address for every computer.
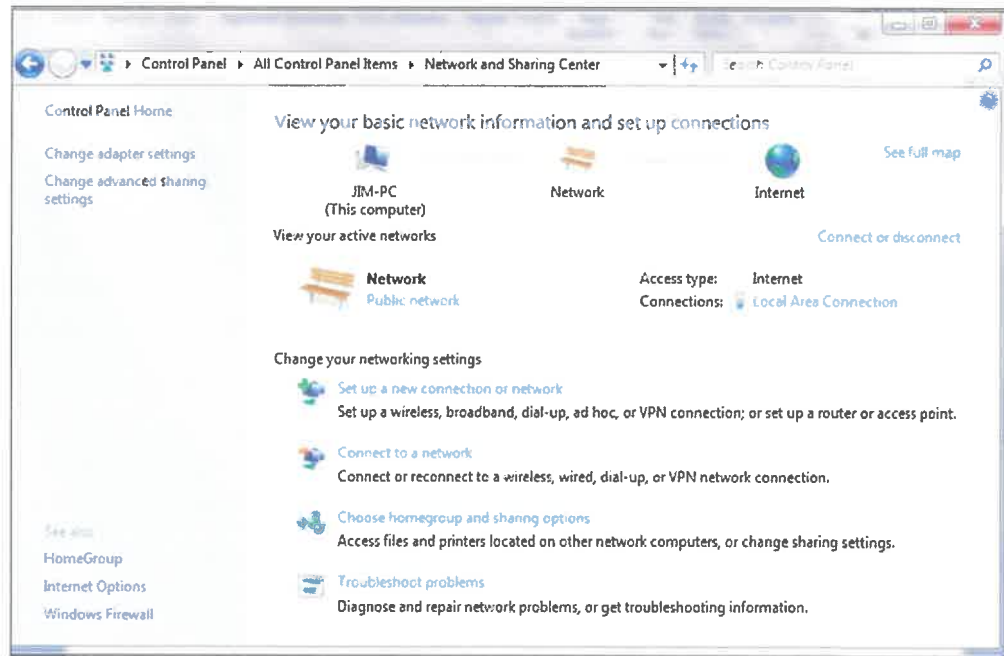
Figure 27 ; The step for setting of computer IP address network

This is based on the learning and guide by the staff at the department. Firstly, the trainee needs to click **Start Menu** and click the **Control Panel.** Then, the trainee need to choose **Network and Internet** and click **Network and Sharing Center**. After click all of this, the trainee needs to click **Change adapter settings** for more details to setting up the computer network.
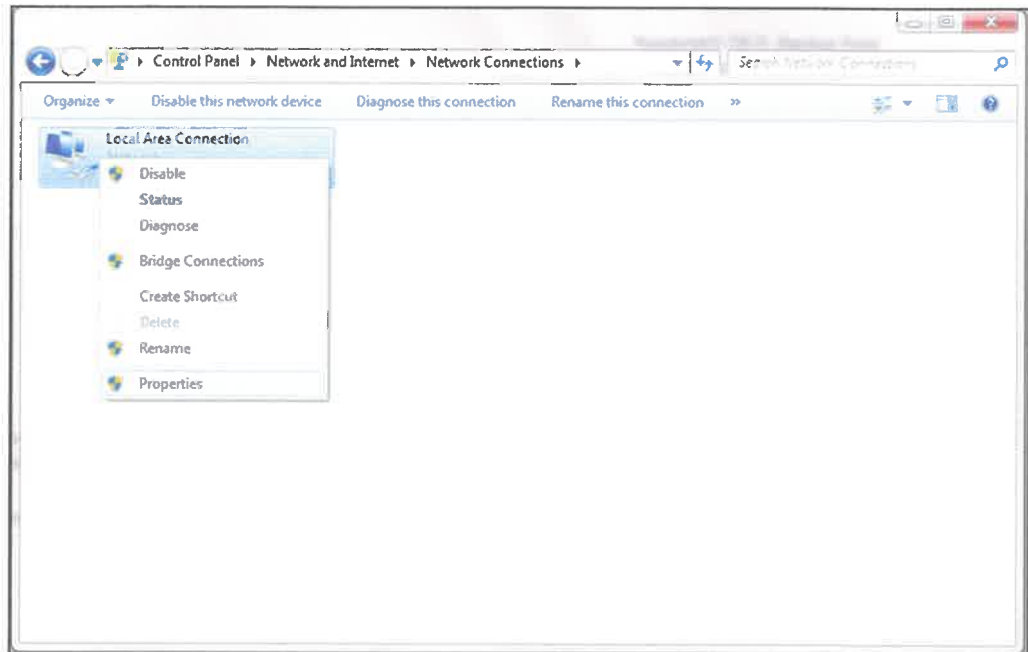
Figure 28 ; The step for setting of local area connection

So, after click the **Change adapter settings** the **Local Area Connection** box will be appear. Then the trainee needs to right-click on and click on **Properties**.
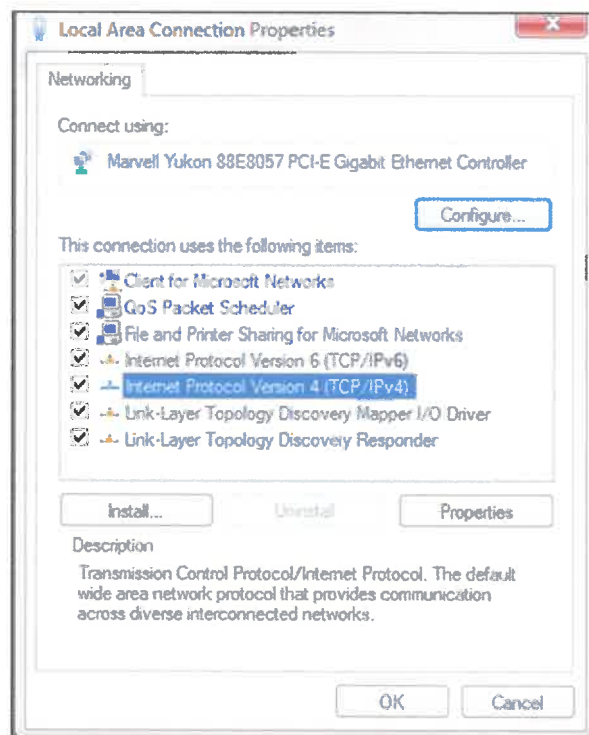
Figure 29 ; The step for setting of local area connection properties

After that, the trainee needs to select **Internet Protocol Version 4 (TCP/IPv4)** and click on **Properties.**
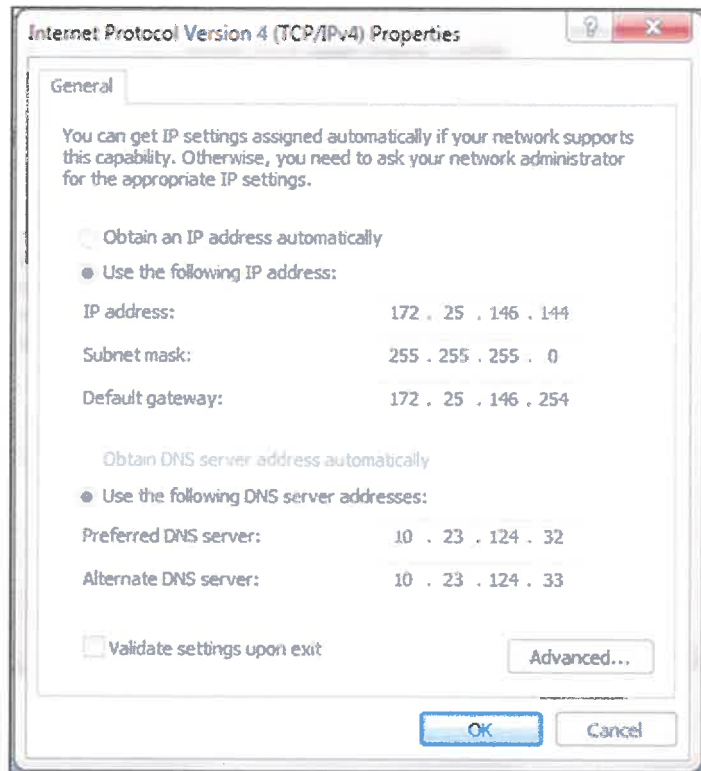
Figure 30 ; The step for setting up of Internet Protocol properties

Finally, select the **Use the following IP address** and enter the IP address, Subnet Mask, Default Gateway and DNS server based on the organization. Click **OK** and close the **Local Area Connection** properties window.

3.1.13.4 Data Recovery (Acronis True Image)
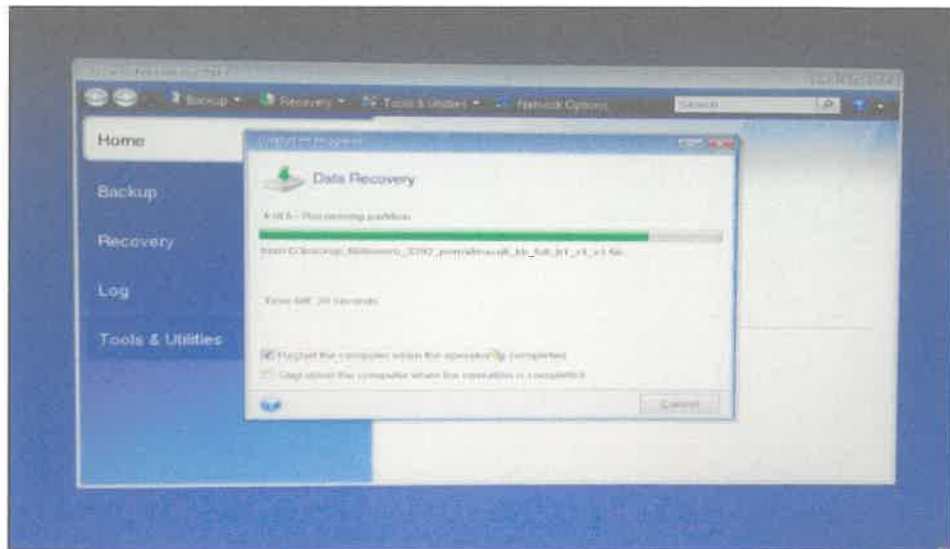
Figure 31 ; The step for formatting of the computer

The trainee was also assigned to do formatting and make a backup of the data to the computer by using the software provide which is Acronis True Image. The Acronis True Image is an integrated software that ensures the security of all of the information and data on PC that used by the organization. It also can back up the documents and selected partitions even the entire disk drive, including operating system, applications, settings, and all of the data. This backup allow to recover the computer system should a disaster occur, such as losing data, accidentally deleting critical files or folders, or suffering a complete hard disk crash.

Here are the steps that have been done by the trainee for install Acronis True Image. Firstly, the trainee needs to run the setup file. Before starting the setup process, Acronis True Image will check for a newer build on the website. If there is one, the newer version will be offered for installation. Then click **Install**. After done that step, Acronis True Image will be installed on your system partition (usually C:). When the installation is complete, click **Start application**.So, the trainee needs to read and accept the terms of the license agreements for Acronis True Image first. In the opened window, enter the serial number, and then click **Activate**.

3.1.13.5 Basic software installation

Type of software	
Adobe Reader (PDF) 	The Adobe Reader that has been installed on computer with the format of not-so latest version which is 2015 version.
Microsoft Office 	Most of all the computers at the organization are used the Microsoft Office 2007, but there also several computers are used Microsoft Office 2016 version.
Google Chrome 	For the Google Chrome, basically it must be installed it by the organization since this is such a web based plat form is easier to the organization.
myImms System 	myImms System also been installed because majority the entire computer at the organization are used for the staff to do their job. So, this is such a basic organization system that must be installed.

Table 2 ; The type of basic software that installed by organization

3.1.14 Take a look and learn on how staff monitored the system

During the training, the trainee also has been exposed by the IT staff on how they control and monitored the system that used by the organization every day. Through this monitoring, the trainee also learned a little bit about on how they solve the problem itself when the organization's system is breakdown. Then, here also can be said that this learning shows that the skill and competence of an IT staff is very important to solve the problem at the immediate situation. Meanwhile, if anything problems that happened it must be report and recorded by the BTMR staff on the "Kerosakan Harian BTMR Kelantan" book.

3.1.15 Daily routine

Since 5 months at the organization, the trainee was assigned to turn on all of the computer that available at the counter and "Bilik Proses" as a daily task. Moreover, the trainee also was assigned to do pc maintenance for a simple problem that happen towards the hardware. Then, trainee was in charged to setup the hardware and solve the problem regarding the error on finger-print machine. For this problem, if the light on the machine was red or didn't work, the trainee needs to pull and re-insert the Universal Serial Bus (USB) cable so that the lamp is flashing and green. Thus, it indicates that it has been successfully repaired and totally can be used by the staff. This is also as a hardware maintenance that must been done by the trainee during the daily task.Then, the trainee was assigned to turn on the QMS server and make sure that it is available to be used and stay connected. For the QMS, it must be turning on 2 hours before the working routine started. Then, the trainee also must switch on television too. In addition, the trainee also needs to make sure that all of the hardware and software are able to use when the staff come in.

Type of the hardware use by the organization :

Thumbprint machine	Scanner
"Mesin Percetakan"	Printer
Passport Scanner	Camera
"Spooler Machine"	Staff fingerprint machine

Table 3 ; The type of hardware at the organization

3.1.16 Setup for video conference

Figure 32 ; The trainee is setup off for video conference

The trainee was given the task to setup for the video conferencing. This is as an official video conference because some of the immigration officers based on Kelantan branch are involved in this event. The trainee needs to setup the room and also related hardware for the video conference process by the director that state at the Headquarters, Putrajaya. So, the trainee is able to setup earlier than that time like a day before or a few hours before. Trainee needs to setup all of the hardware such cable, camera, laptop, projector and others. The entire tasks that have been done was guided by the IT staff. Therefore, here also can give the trainee's experience in knowing on how that immigration department are stay connected all over the world with the immigration who are at the overseas such as at Singapore, Indonesia, Saudi Arabia and others. Meanwhile, for this connection, they just stay connected by using the Skype Business applications. This has been experienced by the trainee almost 3 times.
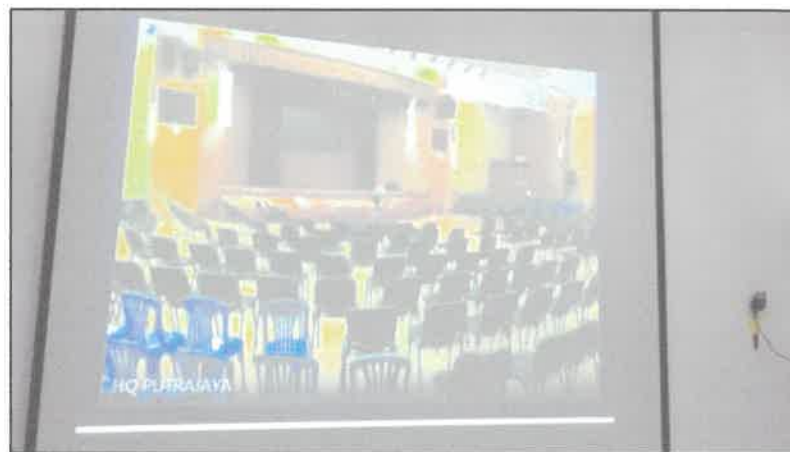
Figure 33 ; The camera testing for video conferencing

3.1.17 Installation of new Queue Management System (QMS)

Figure 34 ; The display of the QMS information at the organization

Since the problem that happened towards organization's QMS, so the organization has decide to make an installation of new system. This system has been installed by their vendor directly to the organization. So, on that day, the trainee got the opportunity to look at on how this system will be installed and setup. Then, the trainee also able to look on how they setting up all of this system such as on how the queue number is connected and can be called by the counter automatically.
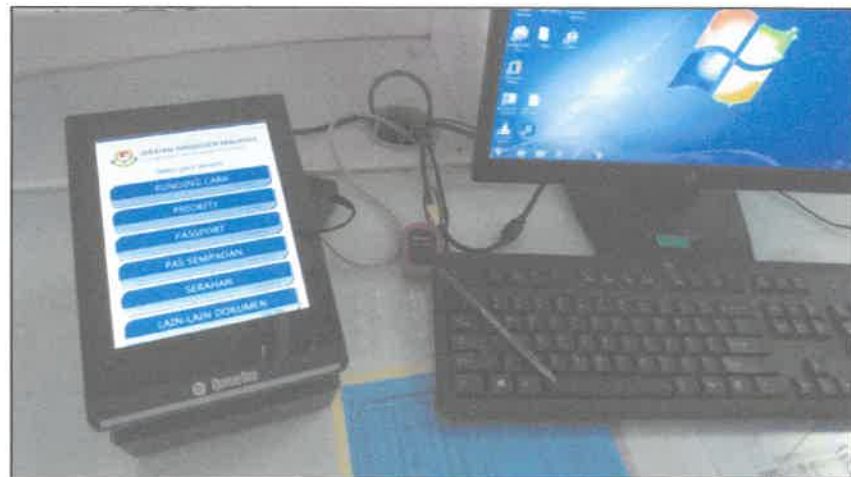
Figure 35 ; The new QMS machine

3.1.18 Family Day

Figure 36 ; Family day celebration

On 1st May, the organization has organized a family day at Tok Bali. During the family day it also involved all of the immigration staff's family members UTC Kota Bharu branch. Moreover, the trainee also was invited to join this event on that day. Next, this is such a grateful event because this was held during on our weekend but we still can enjoy our weekend with this kind of activity. There are a lot of activities that have been done and their environment is so peaceful.

3.1.19 Hardware disposal process

Figure 37 ; The collection of hardware that need to be disposed

The trainee also has been involved and followed the staff for experiencing in doing the disposal process of hardware that are not be used anymore. So, by this task given, the trainee is able to look on how they manage with their hardware that also already been used to keep all of the data. Moreover, this disposal area was located at the Jalan Kuala Krai, Kota Bharu.

3.1.20 'Eid Ul Fitr Celebration

Figure 38 ; The Eid Ul Fitr Celebration

On 16th June, the organization has organized an Eid Ul Fitr celebration at the office. So, all of the staff from another branch also was invited by the organization. Here the trainee can see that on how the staffs all over the branch strengthen their relationship towards each other's. Furthermore, through this event the trainee may also know another staff from the other branches.

3.1.21 Video Editing

The trainee was given the task to do the video editing for farewell ceremony where the organization director will be retired soon. This video is just a simple video with pictures, animation and background music only. Then, this video also has been developing for just only one day. As usual, the trainee used Filmora software for this video editing and the duration time for this video is 02.05 minutes.

Figure 39 ; Video for director farewell ceremony

3.1.22 Banner Design

Next, the trainee was given the task to do the banner design for upcoming program which is about the advertisement of "Hari Raya Aidiladha" celebration. This banner is just a simple banner with details information provided. After that, this banner also has been design for just three days. As usual for designing process, the trainee used Adobe Photoshop for this designing because this is such a great software with the high quality output.

Figure 40 ; The banner design for upcoming event

3.2 SPECIAL PROJECT

The special project is an initiative idea from the trainee to be implemented at the organization. Usually, the idea comes from problem or situation happen in the organization itself. Otherwise, the idea can be based from theories learnt by lecturers at the faculty. Therefore, the special project also can be one of token appreciation for accepting the trainee to do industrial training at the organization.

Actually for the special project, the trainee had been deciding to develop the system for the organization which is "Sistem Aduan Khidmat Pelanggan". Therefore, this system that has been disrupted in the process of developing because organization supervisor has informed after a few weeks later that the headquarters of the Jabatan Imigresen Malaysia has develop of the system and it will be used throughout at all branches. However, in the process of developing this system the trainee has provided Gantt chart and it has also been reviewed by the organization supervisor. Once the trainee sets up the Gantt chart, the trainee has also created several interfaces for the system and not entirely.

Then, then the trainee stops in the process of developing the system. The organization supervisor has also recommended to the trainee for develop Queue Management System as a backup because the system in this organization is often problematic. After that, the trainee has tried their best and have also set up the Gantt chart and explored more deeply about the system. However, the ability of the trainee is incapable of developing it because the system is very complicated. So, the trainee had been discuss with the organization supervisor and decide to create a corporate video for the organization.

Here's the proposal about the system that have been done by the trainee. Then this project need to be cancelled due to headquarters already develop this system and will be published soon.

SISTEM ADUAN KHIDMAT PELANGGAN (SAKP)

ABSTRACT

"Sistem Aduan Khidmat Pelanggan" is a customer service complaint system that will help users to complain about the services that provided by the public sector which is JabatanImigresen Malaysia Negeri Kelantan. Thus, the customer satisfaction has been regarded as one of the most important sources for the well-being of an organization. In this case, it has been found there is problem that makes researcher decide to develop this system. The problem shows that there are also people who are sometimes dissatisfied and want to make complaints against services provided by the immigration but they do not know which platform to be used. Hence, some of them also have decided to make their feedback and satisfy them through their social media sites. However, this is one of the problems for the organization as it may not be directly recognized by the organization. This also indicates that users do not fill in and lodge complaints directly through the feedback form provided. By developing this system, developer will ensure that all complaints and levels of customer satisfaction can be overcome immediately. This can also prevent this problem from becoming more common. For the solution it may be better as it can also help users save users time and make complaints directly to the organization by using this system.

Keywords: customer service, complaint, customer satisfaction, public sector, feedback

1.0 Problem Statement

Studies have found that on customer unsatisfactory services are often brought to the attention of the general public. Furthermore, with today's sophisticated and modern technology make the world free of boundary. This causes all the information to be dispersed so easily and quickly. It is even worse that some cases have become viral in today's social media.

Hence, the process of acceptance and execution of actions for customer complaints reported by the customer is a must for the public sector that responsible in conducting and monitoring of any issues arising. Here are some of the problems that have been identified ;

- Overall, there is still no computerized system that capable of implementing the received and handling of customer complaints in an integrated manner. Currently, all of the complaints that have been received was managed by using the manual form that provided by Jabatan Imigresen.

- Normally, individuals or customers who wish to make a complaint need to fill out the complaint form that the management has prepared manually. The complaint form provided is rarely used by the customer's side as a result of several factors.

- There is also a complaint form that has been filled out by the customer, and then will be collected for certain periods before it is given to the party responsible for the follow-up action. This collection process can sometimes take a long time to cause immediate action for complaints.

- The use of the complaint form also sometimes causes the data to be inconsistent. There is a possibility of incomplete critical report details, misleading complaint data and so on. This will complicate access to complaints for reference, update, action and subsequent execution.

- There are also complaints that are reported manually cannot be implemented as there are some weaknesses in management. For example, the loss of complaint

forms during the delivery process, damage to the complaint form due to natural disaster, safety, environment and others.

2.0 Objective

Generally, the main objective of the project is to facilitate the relevant parties in expediting the complaints process, feedback and complaints received on-line.

Specifically, the objectives of the project development are ;

- To conduct a study on any problems faced by the customer in order to further improve the level of service provided.
- To ensure the process of complaints and distribution of complaints report can be implemented systematically, easily, quickly, accurately and effectively.
- To produce a prototype system that capable of maintaining the distribution process, search and access of customers' complaints through the web and generate feedback reports for each complaint received.
- To make sure that can conduct an analysis of the requirements and testing of the system in resolving any problems with the assessment and implementation of the complaints submitted.

The system objectives are as follows ;

- To facilitate matters in making complaints by customers.
- To enables the complaints and feedback data from customers to be accepted directly.
- To create an online computer based systems that facilitate effective and systematic processing of data complaints.
- To ensure the maintenance of the complaint process, complaints and feedback on the progress of the complaints is done quickly and accurately.
- To allows the access and storage of complaint data to be performed quickly, securely and systematically with the availability of server database applications.

3.0 Goals

By developing a web-based and data-based application that enables users, especially customers to refer or make complaints to the management concerned. With this, it will be able to improve the quality and effectiveness of the task in terms of management, maintenance of complaints and time and energy savings either to the reporting party or to maintaining a complaint report.

4.0 Target user

"Sistem Aduan Khidmat Pelanggan" is specially designed for the JabatanImigresen Malaysia Negeri Kelantan in managing complaints that made by the customers. This system is developed and used in the Immigration Department for staff who manages the complaints process that has been complained by the customer.

- **Customer**

  "Sistem Aduan Khidmat Pelanggan" will be developed at JabatanImigresen Malaysia Negeri Kelantan focused for the customers. This is to facilitate customers for make a complaints directly to the organization through online. In addition,with this system it also can save the customers time to fill out complaint forms. In addition, all information about complaints will also be recorded automatically in this system, thus allowing for complaints made by the customer to be received directly by the management. Then, the management of customer complaints information data records is also easy to manage from using manual method.

- **Staff**

  "Sistem Aduan Khidmat Pelanggan" will be developed at JabatanImigresen Malaysia Negeri Kelantancan assist staff involved in the management of the complaint process to manage any complaints received. In addition, staffs can also access data quickly and accurately instead of using the manual method. With this system, it can also reduce the cost of purchasing a cabinet to compile the complaint form. All complaint information will be stored in the system and

safe without being invaded by intruders. Additionally, through this system it will make it easier for staff to retrieve records of complaint records that made by the customers. This system is very important for staff to manage the systematic complaints process. Therefore, records will also be managed efficiently. Then, using this system staff can offer higher speeds than files. Instead of having to compile documents to find the complaint information, staff can often find what is needed with just a few clicks of the keys or mouse clicks. Furthermore, higher speeds and efficiencies result in greater productivity and waste of time, which that can help the raise center of the organization's at the immigration department.

5.0 Gantt Chart

In any project, the most important thing that needs to be considered is time. Therefore, the developer has used timeline based on the concept of Planning, Analysis, Design, Implementation and Maintenance (PADIM) to facilitate visualization over the time periods to be taken for complete this project. Developer also manages about the time to avoid project delays. Here is the timeline of planning that will be implemented in this project.

SISTEM ADUAN KHIDMAT PEL...	start	end
Planning	**10/02/19**	**21/02/19**
Brainstorming	10/02	13/02
Gather information & identifying problem	10/02	18/02
Schedule milestones and reviews	10/02	19/02
Defines how the needed resources will be obtain...	10/02	21/02
Analysis	**24/02/19**	**14/03/19**
Analyze user requirement / needs	24/02	28/02
Conduct feasibility study	24/02	05/03
Logical system design	24/02	07/03
Context diagram and data flow diagram	24/02	14/03
Design	**10/03/19**	**11/04/19**
Entity relationship diagram	10/03	19/03
Design storyboard	20/03	11/04
Implementation	**14/04/19**	**06/06/19**
Coding, texting and debugging	14/04	16/05
Installation	19/05	23/05
Fine tuning	26/05	06/06
Maintenance	**09/06/19**	**30/06/19**
Perform system testing	09/06	20/06
Evaluation	16/06	25/06
Maintenance	23/06	30/06
Enhancement	23/06	30/06

3.2.1 Corporate Video

The trainee already decides to create a corporate video for the organization. By doing the discussion with organization supervisor, Madam Nazirah suggest to the trainee for develop a video that based on the existing organization slide. Here's the information about the corporate video.

3.2.1.1 Video Title

Corporate Video ; Slide Presentation

3.2.1.2 Theme of the Video

This video is for organization used for their presentation session with formal and attractive slide.

3.2.1.3 Problem Statement

The problem statement for develop the video to the organization.

3.2.1.3.1 Not provide the details information about the organization

3.2.1.3.2 Not showing the informative of the information about the organization

3.2.1.3.3 No visual details of organization

3.2.1.4 Objectives

The objectives of this video project are to create a professional quality video that will be used by organization. The final video will also be submitted to the organization.

3.2.1.4.1 To provide full details of the corporate organization

3.2.1.4.2 To show the whole organization in informative way

3.2.1.4.3 To visualize the organization background

3.2.1.5 Length of Video

12 : 54 minutes

3.2.1.6 Editing Software

3.2.1.6.1 Adobe Photoshop CS6 Version

3.2.1.6.2 Wondershare Filmora 2018 Version

3.2.1.7 Estimated Schedule

Corporate Video	start	end
Planning	24/02/19	07/03/19
Brainstorming	21/02	28/02
Gather information & identifying problem	24/02	28/02
Schedule milestones and review,	28/02	06/03
Defines how the needed resources will be obtai...	03/03	07/03
Analysis	10/03/19	28/03/19
Analyze the information requirements	10/03	19/03
Conduct feasibility study	10/03	28/03
Design	31/03/19	12/05/19
Create and design template	31/03	28/04
Editing process	04/04	05/05
Consultation	06/05	12/05
Finishing Up	13/05/19	21/05/19
Editing for minor error	13/05	20/05
Converting to video	20/05	21/05

3.2.1.8 Future Planning

The trainee will has been decided to make a proposal for the organization, for them to provide the Smart Kiosk. This also can be used by the public for them to get the information. Therefore, the trainee also will make an improvement towards the corporate video that have been develop.

CHAPTER 4 : CONCLUSIONS

4.1 KNOWLEDGE GAINED
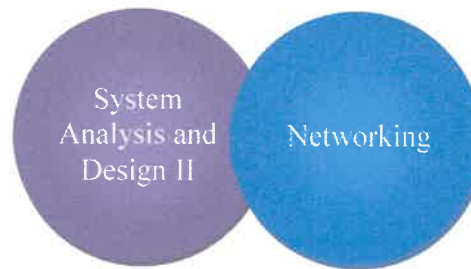
Through five months industrial training at Jabatan Imigresen Malaysia, the trainee has gained a lot of knowledge about the technology management. Aligned with the objective of industrial training which is students are able to apply the knowledge gained in the class to the working environment. Therefore, Faculty of Information Management has come out with good course outline that is really useful for working environment. However, there also some of the subjects that help trainee to apply during the industrial training. This is also as an advantage that helps students in continuing to improve during the industrial training.

In addition, the trainee had applied the knowledge and skills learnt from System Analysis and Design II in order to develop the system and for the organization. It shown that the subject of **System Analysis and Design II** deal with planning the development of information system through understanding and specifying in detail what a system should do and how the components of the system should be implemented and work together. This subject deals with information system development planning through understanding and determining in detail what the system should do and how the components of the system need to be implemented and collaborated.

Therefore, the subject is object-oriented and uses a case driven, which requires the trainee to go through a System Analysis and Design II step to solve the problem. After successfully completing this industrial training, trainee was gained comprehensive theoretical knowledge as well as practical skills related to the information system development process. In this case, trainee who has successfully completed industrial training has been able to collect data to analyze and determine system requirements.

In the knowledge acquired is through approach to system development and project management. The trainee can learn in explaining and applying methodologies, models, tools and systems development techniques to develop quality software. In addition, in this knowledge the trainee will also learn about project management in the context of system development. Additionally, the trainee also learns how system analysis activities determine, prioritize, evaluate information system requirements and build a general and detailed model that defines system requirements.

Furthermore, trainee can also learn about the system design requirements more thoroughly in ways to explain, organize and structure system components, including decisions about hardware, software and system network environments. Later, the trainee has learned about designing a user interface and an effective system to consider the principles of human and computer interaction. The trainee have been able to learn in advanced system design concepts using object oriented designs to build a detailed model that helps programmer in implementing the system. Furthermore, the trainee has also learned how to store data in the system by considering database management and security issues, and creating a database model and control.

Moreover, the trainee as well had explored furthermore on **networking** by guiding by the staff. Learning about the network is an essential skill and can be taught but rarely. This is a very useful experience and knowledge had been learned by trainee in this organization. Hence, the activity in this section focuses on networking processes and their relevance and importance in career development. The trainee have learned about taking initiatives and addressing fears, knowing information clearly, as well as potential guidelines to consider when using social networks, texts and email for network purposes.

Next, the network is everywhere or as if it is visible. We cannot do anything with data that does not involve the network. Like the human network that we are all part of, the computer network allows us to share information and resources. In organization, reliance on networks is broader than at home. In the network, the connection refers to the relevant information sheet transferred through the network. Through this learning, the trainee knows that the network is generally permitted that the connection is built before the data transfer follows the procedure specified in the protocol and then rebuilt at the end of the data transfer. Like what that have been learn, Local Area Network (LAN) refers to a network or part of a network that is not accessible to the public on the larger internet as it is only allocated within the organization.

Then, the Wide Area Network (WAN) network used is wider than the LAN. Although WAN is a relevant term to be used to describe large circuits scattered in general and overall. If the interface is said to be connected to a WAN, it is usually assumed that it can be accessed via the internet. Meanwhile, what is learned is also related to the protocol. The protocol is a set of rules and standards that basically specify the language that devices can use to communicate. There are a large number of protocols that are widely used in networks, and they are often implemented in different layers.

4.2 PERSONAL THOUGHTS AND OPINION

The trainee felt times fly so fast since five months of training and end quickly. The trainee felt sad to end the precious moment of learning at Jabatan Imigresen Malaysia Negeri Kelantan. There is a lot of knowledge, skills and experience gained as been mentioned in earlier point. The trainee feels that the organization provides a lot of opportunities and supportive environment. Therefore, for the supervisor, staff, and even the top management are really friendly and easy to deal with them. All of them are very helpful in teaching and giving new knowledge to the trainee. In trainee opinion, Jabatan Imigresen Malaysia Negeri Kelantan is one of the best organization at Kelantan which is their services provided to the trainee are very satisfying.

Other than that, the trainee felt so lucky because the organization gave opportunity for trainee to learn and know more about organization's activities at the organization area and also at confidential area as well. Furthermore, it is more experiences when the staffs guide the trainee really well and manage to give a new knowledge. This also give the opportunity to the trainee for apply the knowledge gained in the university through formal in-class learning into the real working situation as well. Besides, although all what being learned was not applicable while doing industrial training at the organization, but trainee also can conclude that 2 years experiences in the university do prepare the trainee with very basic knowledge for the organization. Therefore, the trainee kept in mind to gain learned and gain as much knowledge that could to catch up with the ever growing industry and working environment.

In the nutshell, industrial training has make the trainee being exposed to the real nature of public sector's world. The five months of industrial training is just a nice time frame for the trainee to learn various aspects at the organization. In addition, the trainee also gains various skills that would help in future carrier such as communication skill, public relations and management through the task given. Lastly, this industrial training has achieved its objectives. So, through this industrial training, the trainee also can implement all of their knowledge in the future work environment gratefully.

4.3 LESSON LEARNT

The industrial training is a medium for trainee being exposed to real nature of work. However, this is important for a student who has none working experience for them to learn about working environment. There also varieties of lesson learnt by the trainee during the industrial training.

During the industrial training, the trainee be more **professionalism**. This is because at the government sector it's common with professionalism based on attire and attitude. The trainee already be trained and has learn a lot about the professionalism at the organization especially attire. When at university the trainee sometimes just wear casual and only wear formal attire during formal day, during presentation or on special occasion. However, during training the trainee needs to looks professionalism everyday by wearing formal or proper clothes to the organization. Furthermore, the trainee also put in mind that to get professionalism skills and need to treat others nicely. The trainee should also respect others to become more professionalism especially when communicating with seniors in the department.

Then during the training, trainee has also gained **self-esteem** skills at the organization. For instance, by creating the special project for the organization that has built up trainee's self-esteem. Madam Nazirah (head of department) has given a trust to the trainee for implement the suggested project at the organization. Meanwhile, the trainee

agreed on the point wrote by Bowes (n.d), that the biggest challenge for inspire and maintain high levels of self-esteem among the staff is an ability of an organization to create of staff self-responsibility. Therefore, the staff must feel a sense of personal control over their work and their activities within the work environment. In addition, they also can suggest for improvement or giving opinion regarding their work. This also shown that it is relate to self-confident. Once the trainee has confident in conducting something, trainee also able to gain self-esteem that will make the life become easier.

After that, since the training is during office hours so trainee must be more **punctual** rather than daily life style. This is because the trainee feels more responsibility towards the working. Additionally, the trainee brings the image of university, thus trainee should show positive attitude during training. The trainee always arrived at least 30 minutes earlier, so that the trainee has time to prepare mind and also physical before start working. This is such a lesson learnt that has been learnt by the trainee during training. Therefore, the punctuality makes trainee be more dependable and confident. This also shown that by showing up on time teaches that a person can depend on them self. The more positive attitude, the more self-confidence will grow.

Besides, trainee also has learnt about the **time management** between tasks given and completing thetraining report. In a day, trainee needs to do and complete the task given and make notes regarding the tasks. So, at the evening or on free time, the training wrote the report on training log book. The trainee also must to divide the time strategically in order to avoid from stressful with task. By doing the list making, it is one of the strategies for trainee to manage the time properly.

In addition,the trainee can also learn the attitude that is responsible because the trainer needs to carry out the task given and can complete the task at the targeted time. This is such a big **responsibility** because the trainee needs to make wise decisions and not. Therefore, when a trainee has begun such an attitude it is a very meaningful and knowledgeable value to be acquired by the trainer for five months of industrial training.

Last but not least, the trainee learnt on how to make a better **communication** and interact with others. Moreover, it also has improved the trainee in some of the weaknesses by communicating with others. By make a communication with others also can give more knowledge to trainee as well as trainee can also find out the latest issues or something directly.

4.4 LIMITATIONS AND RECOMMENDATIONS

Based on the trainee opinion, this organization is systematic and well managed. The department also have been divided into certain department for more flexible but there also some limitations which it can't be avoided from this organization. Therefore, the trainee has come up with several recommendations to the organization in order to improve the personnel daily operation to be more efficiently, effectively and systematically. Below are the limitations and recommendations of trainee for future improvement:

- **Confidential of data**

  For five months the trainee conducting this industrial training has shown that not all information can be accessed and seen by the trainee. So, all of the organization's system are quite confidential. Only some information can be seen by the trainee as an example of the system available here only for the interface of the system. It is inaccessible because the trainee has been told by the supervisor that this system has a lot of public user information and data. Therefore, the staffs only show off just like interface and a little bit of the system.

  The trainee would like to recommend that organization may prepare a sample or anything related as a dummy for student learning so that the future students who will undergo practical training will be provided the details information even it is confidential. The organization also may to provide the schedules and restriction access even where the place to learn is confidential as it is a well-equipped practical hands-on skill rather than just the theory learned in the classes.

- **Inadequate office's space that combine with another department**

  Space can be defined as any part of the entire facility. The proper planning, design and management of the space designated to carry out at the work of organization is one of the main tasks by facility manager who must ensure that it must be responsible for coordinating all efforts related to planning, design and management of buildings as well as systems, equipment and furniture they are to enhance the organization's ability to compete successfully in a fast-changing

world. For the space that provided at the organization is quite limited. This shown that IT department mixed with others department which is "Bahagian Kawalan" and also "Bahagian Pentabiran". This is also aren't effective management that can be seen for this sector.

The trainee would also like to suggest that the director of organization need to set up or provide another adequate space for the IT Department for more systematic way in manage the great task.

CONCLUSION

As a conclusion, the industrial training is essential student to gain practical knowledge and applied all of the knowledge and skills that gained at the university. The time frame of this training is appropriate for trainee to gain skills, learn more and also adapt to working environment. Therefore, industrial training is one of the effective medium for students to prepare themselves mentally and physically before entering into the real working environment that full of challenges. The trainee also gained a lot of experiences and new knowledge from what have been learned. At the same time, the trainee also can make observation on how the system was managed, how the document that related to the personal information was handled and how passport was issued to the customer.

Moreover, information technology (IT) department is the best placed for trainee to learn about the technology management and also about the system that manage by the organization. Here has proven that the trainee has gained a lot of knowledge and clearly evolves the management of the system studied in this department. Hence, there is much new knowledge that gained through this industrial training

Nevertheless, the training activities and special project conducted by the trainee have given valuable lessons such as professionalism, self-esteem, punctuality, time management, responsibility and communication. These six lessons that have given the added value to trainee for compete to get the job in future. Furthermore, the trainee got to sharpen on communication and also public relation skills during this training. This also such an easy for the trainee to communicate with top management since it was approachable. Other than that, the industrial training has given the ideas to the trainee about real working environment. Based on trainee's opinion, this industrial training has met its objectives.

Last but not least, this industrial training enables trainee to contribute and apply all the theories they learned at the university to the company. Besides, the industrial training also is to help trainee for improving their capability in handling the tasks given as well as the problems occur within the company which can build the critical thinking of trainee in making a wise decision to solve problems. Other than that, trainee also can enhance their communication skills and build their self-confidence to interact and confront with the people around.

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    doi:10.1088/1742-6596/1019/1/012077

APPENDIXES

MEMO

Daripada	:	Timbalan Pengarah Imigresen Negeri Kelantan
Kepada	:	Ketua Bahagian Teknologi Maklumat Dan Rekod
Salinan	:	Timbalan Pengarah Imigresen (Kawalan) Ketua Imigresen UTC Kota Bharu Cik Nur Aliahsafiyah Atikah Binti Mat Noor
No. Rujukan	:	IM.101/D-A/584/3/1 Jld 12 (**57**)
Tarikh	:	<u>02 Rabiul Akhir 1440H</u> 10 Disember 2018
Perkara	:	**PENEMPATAN PELAJAR LATIHAN PRAKTIKAL DI JABATAN IMIGRESEN NEGERI KELANTAN TAHUN 2019**

Adalah dengan hormatnya saya merujuk kepada perkara di atas.

2.	Sukacita dimaklumkan Jabatan ini bersetuju meluluskan dan memilih Bahagian puan untuk ditempatkan pelajar bagi menjalani latihan praktikal selama **Lima (5) bulan** dari **01.02.2019** hingga **30.06.2019.**

3.	Sehubungan dengan itu kerjasama pihak puan dalam perkara ini amatlah dihargai.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"
"INTEGRITI PROFESIONAL MESRA"

(NIK AKHTARULHAQ BIN NIK ABDUL RAHMAN)
Timbalan Pengarah Imigresen Negeri Kelantan
b.p. Pengarah Imigresen Negeri
Kelantan

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UNIVERSITI TEKNOLOGI MARA

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : Nur AliahSafiyah Atikah Binti Mat Noor	No. I/C : 961121-03-5078	No. Matrik : 2016718821
Organisasi : Jabatan Imigresen Malaysia Negeri Kelantan	Nama Penyelia : Puan Nazirah Bt Mat Rawi	Bulan /Tahun : Februari 2019

Nama / Alamat : Jabatan Imigresen Malaysia Negeri Kelantan, Pusat Transformasi Bandar (UTC), Jalan Hamzah, Bandar Kota Bharu, 15050 Kota Bharu, Kelantan

KERAJAAN MALAYSIA

A. NO:

KAD MENCATIT WAKTU BEKERJA

NAMA: NUR ALIAHSAFIYAH ATIKAH BT MAT NOOR

KEM/JAB: IMIGRESEN

BULAN: FEBRUARI

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1						
2						
3	07-01			17-00		
4	07-52			17-05		
5						
6						
7	07-43			15-32		
8						
9						
10	07-32			17-03		
11	07-34	17-01				
12	07-42			17-01		
13	07-40	17-01				
14	07-41			15-31		
15						

AMARAN
Sebarang pekerja yang menolong stemkan
kad seseorang pekerja lain akan dikenakan tindakan
tatatertib ke atasnya.

PUC-1015

KERAJAAN MALAYSIA

B. NO:

KAD MENCATIT WAKTU BEKERJA

NAMA: NUR ALIAHSAFIYAH ATIKAH BT MAT NOOR

KEM/JAB: IMIGRESEN

BULAN: FEBRUARI

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16						
17	07-50	17-02				
18	07-38	17-01				
19	07-37			17-03		
20	07-38			17-01		
21	07-39			15-31		
22						
23						
24	07-33			17-01		
25	07-39			17-01		
26	07-40			17-01		
27	07-33			17-01		
28	07-35			15-33		
29						
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31						

AMARAN
Sebarang pekerja yang menolong stemkan
kad seseorang pekerja lain akan dikenakan tindakan
tatatertib ke atasnya.

Dengan ini saya menges
Tandatangan Pelajar
Tandatangan Penyelia

Pei

Tarikh : 28 Februari 2019
Tarikh : 28 Februari 2019

: (FA29)

Ketua Bahagian
Bahagian BTMR
Jabatan Imigresen Malaysia
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REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : Nur AliahSafiyah Atikah Binti Mat Noor	No. I/C : 961121-03-5078	No. Matrik : 2016718821
Organisasi : Jabatan Imigresen Malaysia Negeri Kelantan	Nama Penyelia : Puan Nazirah Bt Mat Rawi	Bulan /Tahun : Mac 2019

Nama / Alamat : Jabatan Imigresen Malaysia Negeri Kelantan, Pusat Transformasi Bandar (UTC), Jalan Hamzah, Bandar Kota Bharu, 15050 Kota Bharu, Kelantan

KERAJAAN MALAYSIA — 1

NOMBOR:

NAMA : NUR ALIAHSAFIYAH ATIKAH BT MAT NOOR

KEM / JAB: KDN / IMIGRESEN UTC

KAD MENCATIT WAKTU
MAC 2019

BULAN

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1						
2						
3	07:38	17:02				
4	07:37	17:01				
5	07:46	17:02				
6	07:47			17:01		
7	07:39					
8						
9				15:32		
10	07:39			17:01		
11		17:02		17:02		
12	07:57		07:40	17:01		
13	07:41					
14	07:42			17:02		
15						

AMARAN

Pegawai / Kakitangan yang menolong mencatitkan
waktu kad seseorang Pegawai/Kakitangan lain
akan dikenakan tindakan tatatertib keatasnya

Dengan ini saya menge
Tandatangan Pelajar
Tandatangan Penyelia

KERAJAAN MALAYSIA — 2

NOMBOR:

NAMA : NUR ALIAHSAFIYAH ATIKAH BT MAT NOOR

KEM / JAB: KDN / IMIGRESEN UTC

KAD MENCATIT WAKTU
MAC 2019

BULAN

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
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17	07:35			17:01		
18	07:39			17:01		
19	07:34			17:01		
20	07:45			17:01		
21	07:40			15:32		
22						
23						
24	07:45	17:01				
25	07:48			17:01		
26	07:48		07:41	17:01		
27	07:43			17:01		
28	07:59			15:31		
29						
30						
31	07:40			17:02		

CATITAN

AWI
dumat (FA29)

Tarikh : 31 Mac 2019
Tarikh : 31 Mac 2019

Bahagian BTMR
Jabatan Imigresen Malaysia
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Kelantan Darul Naim
Tel: 09-9762000
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REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : Nur AliahSafiyah Atikah Binti Mat Noor	No. I/C : 961121-03-5078	No. Matrik : 2016718821
Organisasi : Jabatan Imigresen Malaysia Negeri Kelantan	Nama Penyelia : Puan Nazirah Bt Mat Rawi	Bulan /Tahun : April 2019

Nama / Alamat : Jabatan Imigresen Malaysia Negeri Kelantan, Pusat Transformasi Bandar (UTC), Jalan Hamzah, Bandar Kota Bharu, 15050 Kota Bharu, Kelantan

KERAJAAN MALAYSIA **1**

NOMBOR:

NAMA : NUR ALIAHSAFIYAH ATIKAH BT MAT NOOR

KEM / JAB: **KDN / IMIGRESEN UTC**

KAD MENCATIT WAKTU
APRIL 2019
BULAN

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1	07:43			17:02		
2	07:36			17:01		
3	07:44			17:01		
4	07:30			15:31		
5						
6						
7	07:41			17:00		
8	07:38			17:01		
9	07:33			17:01		
10	07:28			17:01		
11	07:38			13:00		
12						
13						
14					CUTI	
15					CUTI	

AMARAN

Pegawai / Kakitangan yang menolong mencatitkan waktu kad seseorang Pegawai/Kakitangan lain akan dikenakan tindakan tatatertib keatasnya.

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.
Tandatangan Pelajar : Beya
Tandatangan Penyelia :

KERAJAAN MALAYSIA **2**

NOMBOR:

NAMA : NUR ALIAHSAFIYAH ATIKAH BT MAT NOOR

KEM / JAB: **KDN / IMIGRESEN UTC**

KAD MENCATIT WAKTU
APRIL 2019
BULAN

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16	07:35			17:02		
17	07:45			17:01		
18	07:45			15:31		
19						
20						
21	07:48			17:02		
22	07:38			17:01		
23	07:35			17:01		
24	07:33			17:02		
25	07:57			15:31		
26						
27						
28						
29	07:36			17:01		
30	07:31			17:02		
31						

CATITAN

NAZIRAH **VI**
Penolong Pegawai ...maklumat (FA29
Ketua Bahagian
Bahagian BTMR
Tarikh : 30 April 2019 Jabatan Imigresen Malaysia
Tarikh : 30 April 2019 NEGERI KELANTAN

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REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : Nur AliahSafiyah Atikah Binti Mat Noor	No. I/C : 961121-03-5078	No. Matrik : 2016718821
Organisasi : Jabatan Imigresen Malaysia Negeri Kelantan	Nama Penyelia : Puan Nazirah Bt Mat Rawi	Bulan /Tahun : Mei 2019

Nama / Alamat : Jabatan Imigresen Malaysia Negeri Kelantan, Pusat Transformasi Bandar (UTC), Jalan Hamzah, Bandar Kota Bharu, 15050 Kota Bharu, Kelantan

KERAJAAN MALAYSIA 1

NOMBOR: A4

NAMA : NUR ALIAHSAFIYAH ATIKAH BT MAT NOOR

KEM / JAB : KDN / IMIGRESEN UTC

KAD MENCATIT WAKTU

BULAN MEI 2019

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1		HARI	BURUH			
2	07:30			15:32		
3						
4						
5	07:37	16:32				
6	07:28			16:30		
7	07:27			16:32		
8	07:30			16:32		
9	07:35			15:01		
10						
11						
12	07:37			16:32		
13	07:42			16:32		
14	07:34			16:32		
15	07:33			16:32		

AMARAN

Pegawai / Kakitangan yang menolong mencatitkan waktu kad seseorang Pegawai/Kakitangan lain akan dikenakan tindakan tatatertib keatasnya.

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.
Tandatangan Pelajar :
Tandatangan Penyelia :

KERAJAAN MALAYSIA 2

NOMBOR: A4

NAMA : NUR ALIAHSAFIYAH ATIKAH BT MAT NOOR

KEM / JAB : KDN / IMIGRESEN UTC

KAD MENCATIT WAKTU

BULAN MEI 2019

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
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17						
18						
19			HARI	WESAK		
20	07:32			16:33		
21	07:31			16:33		
22			NUZUL	AL-QURAN		
23	07:55			15:02		
24						
25						
26	08:08			16:32		
27	07:58	16:32				
28	07:52			16:30		
29	07:56	16:32				
30	07:53			15:00		
31						

CATITAN

107

NAZIRAH BINTI MAT RAWI
Penolong Pegawai Teknologi Maklumat (FA29)
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Tarikh : 30 Mei 2019 Bahagian BTMR
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FAKULTI PENGURUSAN MAKLUMAT
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Bukit Ilmu, 18500 Machang,
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UNIVERSITI
TEKNOLOGI
MARA

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : Nur AliahSafiyah Atikah Binti Mat Noor	No. I/C : 961121-03-5078	No. Matrik : 2016718821
Organisasi : Jabatan Imigresen Malaysia Negeri Kelantan	Nama Penyelia : Puan Nazirah Bt Mat Rawi	Bulan /Tahun : Jun 2019

Nama / Alamat : Jabatan Imigresen Malaysia Negeri Kelantan, Pusat Transformasi Bandar (UTC), Jalan Hamzah, Bandar Kota Bharu, 15050 Kota Bharu, Kelantan

KERAJAAN MALAYSIA — 1

NOMBOR:

NAMA : NUR ALIAHSAFIYAH ATIKAH BT MAT NOOR

KEM / JAB : KDN / IMIGRESEN UTC

KAD MENCATIT WAKTU

BULAN JUN 2019

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
1						
2	08:02	16:31				
3	07:51	16:31				
4	07:56	13:01				
5		HARI RAYA AIDILFITRI				
6		HARI RAYA AIDILFITRI				
7						
8						
9	08:03	16:31				
10	07:55	17:00				
11	07:58	17:01				
12	07:44	17:01				
13	07:43	15:30				
14						
15						

AMARAN

Pegawai / Kakitangan yang menolong mencatitkan waktu kad seseorang Pegawai/Kakitangan lain akan dikenakan tindakan tatatertib keatasnya.

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.
Tandatangan Pelajar   :
Tandatangan Penyelia   :

KERAJAAN MALAYSIA — 2

NOMBOR:

NAMA : NUR ALIAHSAFIYAH ATIKAH BT MAT NOOR

KEM / JAB : KDN / IMIGRESEN UTC

KAD MENCATIT WAKTU

BULAN JUN 2019

TAR.	MASUK	KELUAR	MASUK	KELUAR	KENYATAAN	T/T KETUA
16	07:33	17:00				
17	07:51	17:01				
18	07:40	17:01				
19	07:42	17:01				
20	07:39	15:30				
21						
22						
23	07:37	17:00				
24	07:37	17:01				
25	07:35	14:00				
26	07:34	17:01				
27	07:32	15:30				
28						
29						
30	CUTI					
31						

CATITAN

NAZIRAH BINTI MAT RAWI
Penolong Pegawai Teknologi Maklumat (FA29)
Ketua Bahagian
Bahagian BTMR
Jabatan Imigresen Malaysia
NEGERI KELANTAN

1007

Tarikh : 30 Jun 2019
Tarikh : 30 Jun 2019

Sijil Penghargaan

Jabatan Imigresen Malaysia Negeri Kelantan

Dengan ini mengesahkan

NUR ALIAHSAFIAH ATIKAH BINTI MAT NOOR
961121-03-5078

Telah Menjayakan Latihan Industri
Bermula 01.02.2019 Hingga 30.06.2019
Dengan Jayanya

(AZHAR BIN ABD HAMID)
Pengarah Imigresen Negeri
Kelantan

VISION & MISSION

Vision

Mission

CHAPTER 1 : INTRODUCTION

BACKGROUND OF ORGANIZATION

1946
On 13 April
The Immigration Headquarters was transferred to Jalan Tugu Kuala Lumpur

1947
The establishment of the Malaysian Immigration Department Headquarters was in Pahang

1955
The second transfer is January to the Bakola Building, Jalan Bunga Raya, Kuala Lumpur

1964

1998
The upgrade of Headquarters one again changed which the office was moved to Pusat Bandar Damansara Kuala Lumpur

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INDUSTRIAL TRAINING (IMC690)

JABATAN IMIGRESEN MALAYSIA NEGERI KELANTAN

NURALIMISAFIYAH ATIKAH BT MAT NOOR
2016788221

IMIGRESEN MALAYSIA

CHAPTER 3 : INDUSTRIAL TRAINING ACTIVITIES

TRAINING ACTIVITIES

Know more details about the organization's system

myIMMs e-Services
The system used by this organization that enable officer or staff to access of the system on daily work

LU2 System
The system enable the staff to obtain further user personal data such as blacklisted or not

Queue Management System
The system that provide information directly to the organization

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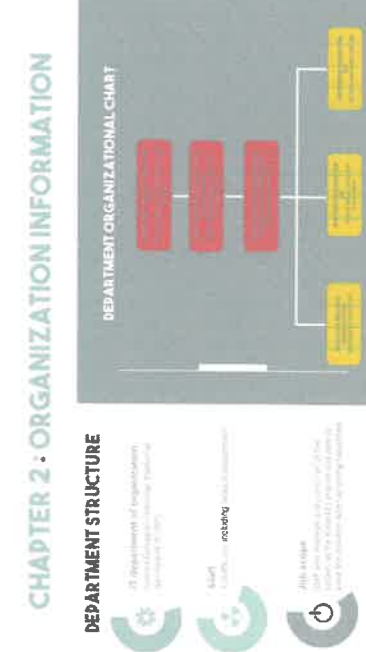
CHAPTER 2 : ORGANIZATION INFORMATION

DEPARTMENT FUNCTION

This section consists of nine components, namely:
- Administration and Finance Unit
- Visa, Permit Pass, Foreign Worker, ESD & Stock Unit
- Data Center and Network Management
- Asset Management
- Security Unit
- Policy Management
- Travel Document & Control Unit
- Record and Archiving Management Unit
- Support Operation Unit

CHAPTER 2 : ORGANIZATION INFORMATION

DEPARTMENT STRUCTURE

DEPARTMENT ORGANIZATIONAL CHART

Setup the computer

Check the driver of software installation

Data Recovery

Explore further the organization's official website

Formatting of the computer

Know more details about the organization's system (cont.)

Sistem Pemantauan Server

The system that allows organization to monitor the server from any problems that occur throughout entire branch

ADUKOM

This system to report any problem that happened at the organization

Any complaints or report about the problem made by the staff will directly report to the headquarters

Human Resources Management Information Systems

The system also known as HRMIS is a system for the staff at the organization in process of leave management

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Installation of new Queue Management System (QMS)

Setup for video conference

TRAINING ACTIVITIES

As an operator and pick up the call

maintaining the customer

Take a look on how staff monitored the system

Listen voice about the system

Clean up some hardware and install at the server room

Basic Software Installation

Adobe Reader (PDF)   Microsoft Office   Google Chrome   Implement System

Creating and prepare the PowerPoint template

TRAINING ACTIVITIES (CONT.)
- Learning on how the process to make a passport
- Know more details on how to manage passport
- Identifying the types of passport and border pass
  - Passport
  - Official Passport
  - Diplomatic Passport
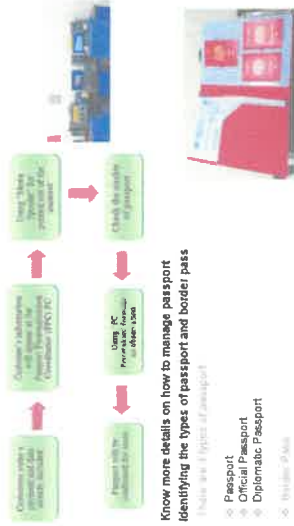
TRAINING ACTIVITIES (CONT.)
- Daily routine
  - 01
  - 02
  - 03
  - 04

TRAINING ACTIVITIES (CONT.)
- Banner Design
- Video Editing
- Editing
- NIK AKHTARULHAQ BIN NIK A BDUL RAHMAN

CHAPTER 4 : CONCLUSIONS
KNOWLEDGE GAINED
- System Analysis and Design
- Networking
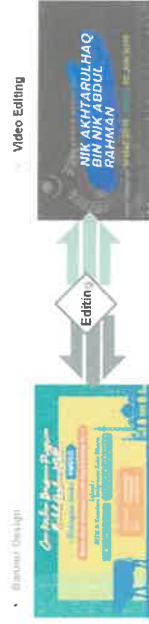
SPECIAL PROJECT
- Problem Statement
- Objectives

Software used :
- Filmora
- Adobe Photoshop

Duration of video :

Future planning

TRAINING ACTIVITIES (CONT.)
- Family Day
- Eid Ul Fitr Celebration
- Hardware maintenance

LIMITATIONS & RECOMMENDATIONS

Confidential of data

Inadequate office's space that combine with another department

LESSON LEARNT

PERSONAL THOUGHTS AND OPINION

This is a lot of knowledge, skills and experience gained under 3 months training

Being exposed to the real nature of public sector's world

Give opportunity to the trainee to apply the knowledge gained in the university through formal in-class learning into the real working situation as well.

Gains various skills that would help to nurture us and to succeed in an interpersonal skill, public relations and management through the hard work.

THANK YOU.

IMIGRESEN MALAYSIA

INSTRUCTIONS

1). This book is issued to you to record your assignments and activities during industrial training.

2) All entries must be regularly recorded by trainee and initialed by the Supervisor.

3) All entries are made in ink, except sketches.

4) The book must be handed to your Industrial Training Coordinator upon completion of attachment.

PERSONAL DETAIL

1. Name : NUR ALIAHSAFIYAH ATIKAH BT MAT NOOR

2. Student ID : 2016718821

3. Programme : INFORMATION SYSTEM MANAGEMENT

4. Semester : 07

5. Home Address

6. Tel No (HP)

7. Email

ORGANISATION INFORMATION

1. Full Name & Address : JABATAN IMIGRESEN MALAYSIA NEGERI KELANTAN

ARAS 2, WISMA PERSEKUTUAN, JALAN BAYAM, 15550, KOTA BHARU, KELANTAN.

2. Department : BAHAGIAN TEKNOLOGI MAKLUMAT & REKOD

3. Supervisor : PUAN NAZRAH BT MAT RAWI

4. Position : KETUA BAHAGIAN TEKNOLOGI MAKLUMAT & REKOD

5. Tel

6. Email

FOR OFFICE ONLY
Remarks :

DATE : _03 - FEBRUARY - 19_

EXTRACT NATURE OF WORK DONE	SUPER' REMA
Lapor diri bagi Latihan Industri	
Penerangan tentang Pertukaran tempat	
Menjawab panggilan telefon serta membuat	
Sambungan	

PRACTICAL TRAINING
LOG BOOK

UNIVERSITI TEKNOLOGI MARA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Visit around the department for look at how the process happened.	
Identifying the types of passport and border pass	
Know how to manage and process of the passport	
Visit server room and staff make a briefing on how the data shred.	
Clean up and stack CPU into the server room.	
Clean up and separate the type of cables into the box provided.	
Know more details about the system that available and used by the organization.	
Explore further the organization's official website.	
Look at how the passport have been process and created	
Doing the process of making the passport by myself and guide by the staff	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Meet with organisation's supervisor	
Discuss about the special project	
Do the task that has been given by doing the Powerpoint Template.	

DATE: 10. FEBRUARY. 19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Format the computer	
Setup the computer	
Pickup the hardware at the Jln Telipot Branch	
Then setup the computer / hardware at the	
organization main branch.	
Doing the process of making the passport	
Look at the environment on how the passport	
being process.	

DATE: 11. FEBRUARY. 19

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Complete the timeline for special project.	
Learn on how the staff monitored the system	
that daily use by the organization.	

DATE : 13 · FEBRUARY · 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Do the formating for the computer	
Make an installation of software	
Turn on the Queue Management system machine	
Turn on all of the PC at the counter and	
the operations hours started	
"Bilik Proses" before the operations hours started.	
Hardware maintenance	

DATE : 12· FEBRUARY · 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Know more details about the Queue Management	
system that use at the organization	
Turn on all of the PC at the counter before	
the operations hours started.	
Do the process of making the passport.	

DATE : 17. FEBRUARY. 19 _____

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Interviewing customers to find out about the satisfaction of the service provided by the organization.	

DATE : 14. FEBRUARY. 19 _____

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Take a look of LM2 system.	
Know more and gain knowledge about LM2 system.	

DATE: 19 FEBRUARY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
look at how staff are doing maintenance of computer that have a problem - at the counter.	

PRACTICAL TRAINING
LOG BOOK

DATE: 18 FEBRUARY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Doing the backup for the computer by Acronis True Image.	
Help the staff in doing the passport.	
Take a look on the process of making a passport.	

PRACTICAL TRAINING
LOG BOOK

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
See on how the staff solve the problem that is happening to the organization's website that the video can't be played.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on the computer and setup one of the problem computer at the "Bilik Proses".	

DATE: ____

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operations hour started.	
Setup the hardware for video conferencing on the evening.	

PRACTICAL TRAINING
LOG BOOK
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DATE : 24 FEBRUARY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operations hour started.	
Hardware maintenance	

PRACTICAL TRAINING
LOG BOOK
UNIVERSITI TEKNOLOGI MARA

DATE : 27 FEBRUARY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operations hours started.	
Replacing an ink cartridge on a Printer	

DATE : 26 FEBRUARY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter ande "Bilik Proses" before the operations hour started.	
Hardware maintenance.	

March

DATE: 03 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operations hours started.	

PRACTICAL TRAINING
LOG BOOK

DATE: 28 FEBRUARY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operations hours started.	
Setup the projector at the meeting room for rehearsing	

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28/2/19

PRACTICAL TRAINING
LOG BOOK

DATE : 05 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Go to the office branch at the Jalan Teapot for PC maintenance - following the staffs.	
The staff guide and ask to do a basic things such as insert the IP address and others.	
Back from the branch office.	
Do the formatting on the Problem computer at the "Bilik Proses"	

DATE : 04 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operations hour started.	
Meet with my organization supervisor to discuss about the system.	
Supervisor told to change my special project for develop the "Sistem Aduan Perkhidmatan Pelanggan" because headquarter already develop it.	

DATE: 07 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and " Bilik Proses" before the operation hour started.	

DATE: 06 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operations hour started.	
Look at on how the staff solve problems and repair the problem system.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and	
"Billit Poses" before the operation hours started	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and	
"Billit Poses" before the operation hour started.	
Learn more about the server by the staffs.	
Knowing and learn what kind of things that	
available in the server room.	
Staff teach and trainee learn on how that each	
cable is channeled.	

DATE : 13 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operation hours started. Discover and explore more about the Queue Management System.	

DATE : 12 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operation hours started.	

DATE: 17 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operation hours started.	
Replacing an ink cartridge on a printer.	
Hardware maintenance	

DATE: 14 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operation hours started.	
Hardware maintenance	

DATE: 18 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operation hours started.	
Hardware maintenance	

DATE: 19 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before the operation hours started	
Hardware maintenance	

DATE : 20 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Billik Proses" before the operation hours started.	
Hardware Maintenance	

DATE : 21 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Billik Proses" before the operations hours started.	
Hardware Maintenance	

DATE : 25 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on of all the computer at the counter and "Bilik Proses" before the operating hours started.	
Hardware maintenance	

DATE : 24 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on of all the computer at the counter and "Bilik Proses" before the operations hours started.	
Help the staff to pickup the staff / items outside of the office and bring it into the office.	

DATE: 27 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn off of the computer at the counter before the operation hours started.	
Learn and know more details about the "Sistem Pemantauan Server".	

DATE: 26 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on of all of the computer at the counter before the operation hours started.	
Hardware maintenance	

DATE: 31 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	

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Jabatan Imigresen Malaysia
NEGERI KELANTAN
31/3/19

DATE: 28 MARCH 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	
Refill the glue at the counter and public corner.	

DATE : 02 APRIL 2019

EXTRACT NATURE OF ...ONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	

DATE : 01 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operations started.	
Meet with supervisor to get the sign for trainee's attendance and remarks the log book.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Formatting the computer that will be given to officer of another branch.	
Take a look on how the staff from BTMR department solve / repair the errors of the computer.	
Help the staff in doing the Preparations of the stuffs for family day soon.	
Turn on all of the computer at the counter and "Bilik Poses" before operation hours started.	

PRACTICAL TRAINING
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EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Poses" before operation hours started.	
Do backup / imaging the computer that to be given for officer of another branch.	

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DATE: 07 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Go to the store for send out all of unused hardware for disposal purposes.	
Turn on all of the computer at the counter before operation hours started	

DATE: 08 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Go to the store for clean up all of the hardware there.	
All of the hardware will be dispose there.	

DATE: 10 April 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started	
Hardware maintenance	

DATE: 09 April 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	
Hardware maintenance	

DATE: 11 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	
Hardware maintenance	

DATE: 14 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Emergency leave	

DATE: 16 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik proses" before operation hours started.	
Look at on how the staff of the vendor come and install new QMS machine as the older one always having a problem.	

DATE: 15 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Emergency leave	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	

DATE : 22 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	

DATE : 21 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	

DATE: 24 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	
Organising and preparing the stuff for family day by doing the flag.	
Packing the product that have been sell by the organization into the shelves.	
Arrange and put it into the provided shelves.	

DATE: 23 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	

DATE: 25 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counters and "Bilik poses" before operation hours started.	
Help the staff for by doing the preparation for family day.	
• create a flag	
• Print and cut the tentative	
• downloading the music video for the game	

DATE: 26 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Emergency leave	

DATE: 29 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computers at the counter and "Bilik Proses" before operation hours started.	
Refill the product at the shelves.	

DATE: 30 APRIL 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computers at the counter and "Bilik Proses" before operation hours started.	
Take all of the necessary items for the family day and brought down to the preparation place.	

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DATE: 02 / May

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	
Help the staff to pickup the several office stuff at the downstair that pass by others staff.	

DATE: 01 MAY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Public Holiday	
Family Day	

DATE: 06 May 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	
Install software (Adobe Photoshop) into the staff computer.	
Teach the staff on how to use it.	

DATE: 05 May 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	
Minutes and records of services performed on hardware and software in the organization.	
Then arrange the document into a provided file in the order of the company name that do their services.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	
Hardware maintenance	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	
Hardware maintenance	

DATE: 09 MAY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	
Make a banner that been asked by the supervisor.	

DATE: 12 MAY 2019

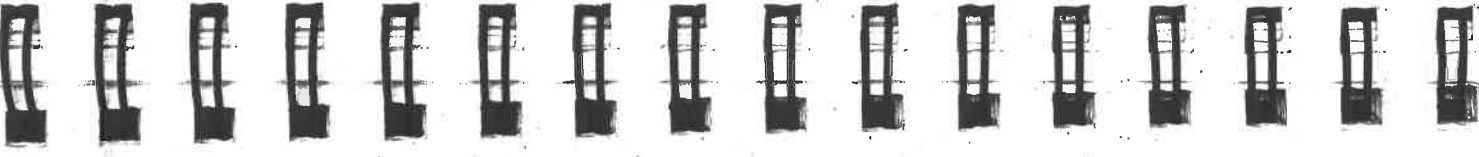| EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	
Change the drum roll of the printer.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	

DATE: 15 MAY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Poses" before operation hours started. Faculty supervisor come for evaluation	

DATE: 16 MAY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Poses" before operation hours started.	

DATE: 20 MAY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	

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DATE: 19 May 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Wesak Day.	

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DATE : 22 May 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Nuzul Al-Quran	

DATE : 21 May 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and	
"Bilik Proses" before operation hours started.	

DATE: 26 MAY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at counter and "Bilik Proses" before operation hours started	

DATE: 23 MAY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	

DATE : 26 May 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of computer at the counter and "Bilik Proses" before operation hours started.	

PRACTICAL TRAINING
LOG BOOK

UNIVERSITI TEKNOLOGI MARA

DATE : 27 MAY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at counter and "Bilik proses" before operation hours started.	

PRACTICAL TRAINING
LOG BOOK

UNIVERSITI TEKNOLOGI MARA

DATE : 2 JUNE 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of computers at the counter and "Bilik Proses" before operation hours started.	

DATE : 30 MAY 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of computers at the counter and "Bilik Proses" before operation hours started.	
	NAZIRAH BINTI MAT RAWI
	Penolong Pegawai Teknologi Maklumat (FA29)
	Ketua Bahagian
	Bahagian B TMR
	Jabatan Imigresen Malaysia
	NEGERI KELANTAN

DATE: 4 June 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of computer at the counter and "Bilik Proses" before operation hours started.	
Hardware maintenance	

DATE: 3 June 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of computer at the counter and "Bilik Proses" before operation hours started.	
Hardware maintenance	

DATE: 5 June 2019

EXTRACT NATURE OF WORK DONE

Hari Raya Aidilfitri

SUPERVISOR REMARKS

DATE: 6 June 2019

EXTRACT NATURE OF WORK DONE

Hari Raya Aidilfitri

SUPERVISOR REMARKS

DATE: 10 JUNE 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of computer at the counter and "Bilik Proses" before operation hours started. Hardware maintenance	

DATE: 9 JUNE 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of computer at the counter and "Bilik Proses" before operation hours started. Hardware maintenance	

DATE : 12 JUNE 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of computer at the counter and "Bilik Poses" before operation hours started.	

DATE : 11 JUNE 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of computer at the counter and "Bilik Poses" before operation hours started.	

DATE : 16 JUNE 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Making preparations for Eid Ul Fit Celebrations	
- including venue, food, essentials and others	
Eid Ul Fitr (Hari Raya) Celebration	
Turn on all of the computers at counter and	
"Balik Proses" before operation hours started.	

DATE : 13 JUNE 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computers at counter and "Bilik Proses" before operation hours started.	

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computers at counter and "Bilik Proses" before operation hours started.	

PRACTICAL TRAINING
LOG BOOK
UNIVERSITI TEKNOLOGI MARA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Doing the video editing for " Majlis Pepisahan Timbalan Pengarah JIM Kelantan"	
Turn on all of the computers at counter and "Bilik Proses" before operation hours started.	

PRACTICAL TRAINING
LOG BOOK
UNIVERSITI TEKNOLOGI MARA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computers at the counter and "Bilik Proses" before operation hours started.	
Faculty Supervisor come visit and make our discussion	

PRACTICAL TRAINING
LOG BOOK

UNIVERSITI TEKNOLOGI MARA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computers at the counter # and "Bilik Proses" before operation hours started.	
Hardware maintenance	

PRACTICAL TRAINING
LOG BOOK

UNIVERSITI TEKNOLOGI MARA

DATE: 23 JUNE 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computers at the counter and "Bilik Proses" before operation hours started.	
Hardware maintenance.	

PRACTICAL TRAINING
LOG BOOK

DATE: 24 JUNE 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computers at the counter and "Bilik Proses" before operation hours started.	
Hardware maintenance.	

PRACTICAL TRAINING
LOG BOOK

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computers at the counter and "Bilik Proses" before operation hours started.	
Hardware maintenance	

PRACTICAL TRAINING
LOG BOOK

UNIVERSITI TEKNOLOGI MARA

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computers at the counter and "Bilik Proses" before operation hours started.	
Hardware maintenance.	

PRACTICAL TRAINING
LOG BOOK

UNIVERSITI TEKNOLOGI MARA

DATE: 27 JUNE 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Turn on all of the computer at the counter and "Bilik Proses" before operation hours started.	
Hardware maintenance	

DATE: 30 JUNE 2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
Emergency leave.	
NAZIRAH BINTI MAT RAWI Penolong Pegawai Teknologi Maklumat (FA29) Ketua Bahagian Bahagian BTMR Jabatan Imigresen Malaysia NEGERI KELANTAN	