

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES**



AM228

BACHELOR OF ADMINISTRATIVE SCIENCE (Hons)

**PRACTICAL TRAINING REPORT
BESUT LAND OFFICE**

**MUHAMAD ZAHIN AKID BIN MAKHIZU
2014225732**

20 JANUARY- 16 MARCH 2016

THE DECLARATION

Declaration

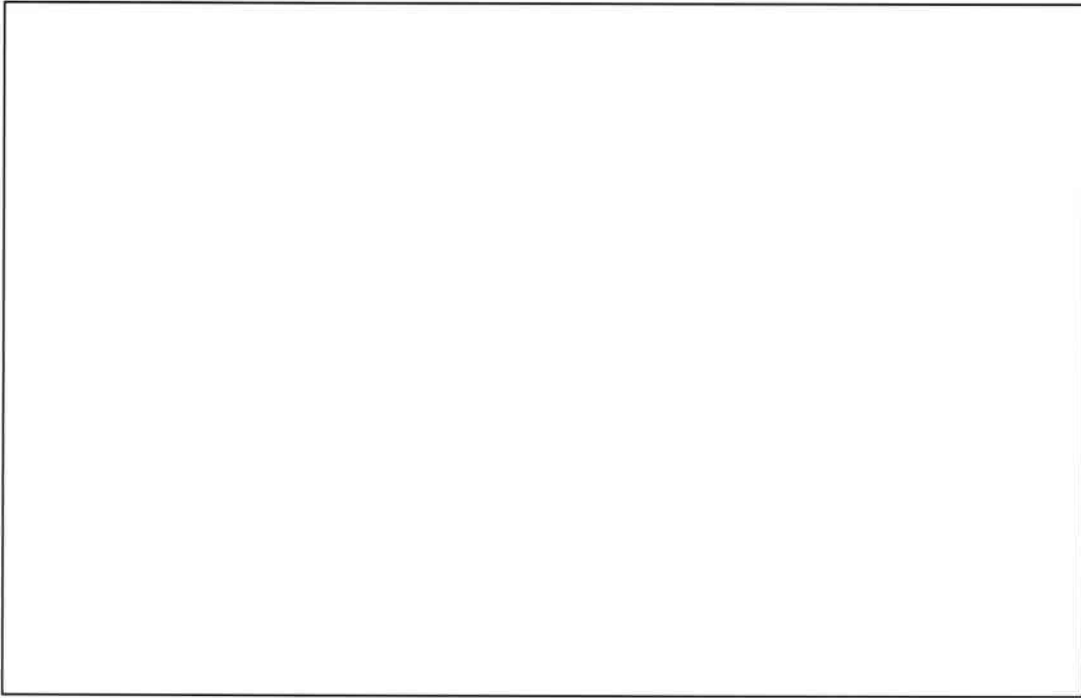
I hereby declare that the work contained in this report is original and my own except those duly identified and recognized. If I am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed.

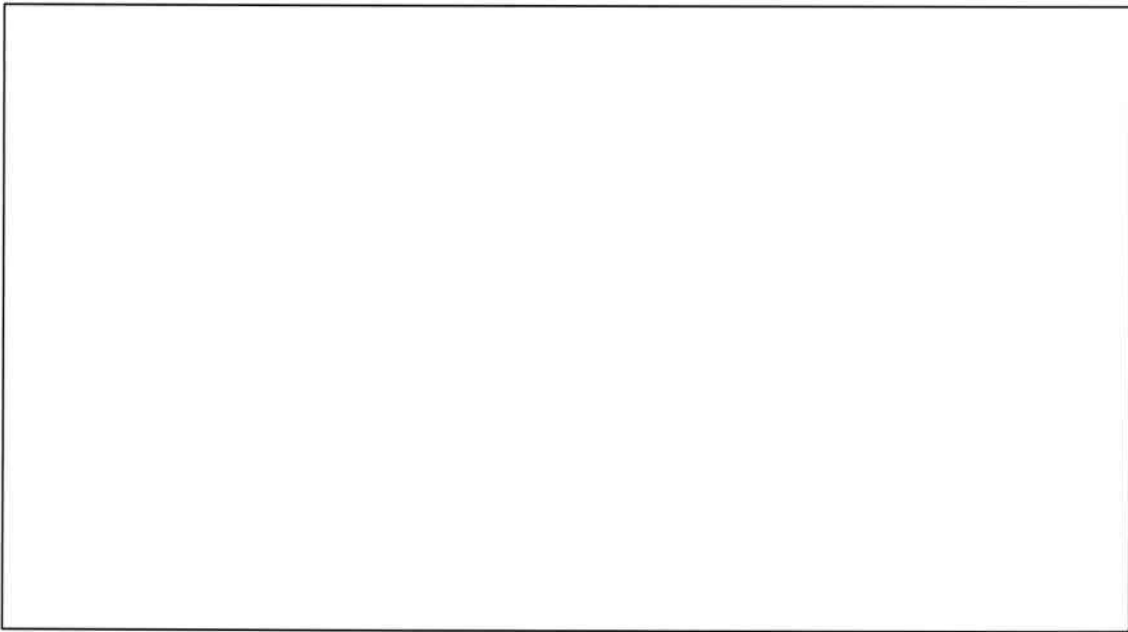


MUHAMMAD ZAHIN AKID BIN MAKHIZU

Supervisor's Comments

A large, empty rectangular box with a thin black border, intended for the supervisor's comments. It occupies the upper half of the page.

Moderator's Comments

A large, empty rectangular box with a thin black border, intended for the moderator's comments. It occupies the lower half of the page.

CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR


Name of Supervisor : MADAM SHARON PEARL ANAK HENRY SERUB

Name of Organization : BESUT LAND OFFICE

Name of Student : MUHAMAD ZAHIN AKID BIN MAKHIZU (2014225732)

I have reviewed the final and complete practical report and approve the submission of the practical report for evaluation.

Signed.



MADAM SHARON PEARL ANAK HENRY SERUB

DATE:

ACKNOWLEDGEMENT

In the name of Allah, the most Gracious and the Most Merciful, Alhamdulillah, all praises to Allah for the strengths and His blessing in completing this practical training report. Special appreciation goes to my supervisor, Madam Sharon Pearl Anak Henry Serub, for her supervision and constant support. Her invaluable help of constructive comments and suggestions throughout the experimental and draft works have contributed to the success of this report.

Not forget, my appreciation to my coordinating lecturer for ADS 666 Practical Training, Fairuz Hidayat Merican Bin Wan Merican for his support, knowledge and effort. I would like to express my appreciation to Besut Land Office for accepting me to undergo practical training there. Undoubtedly, the stay was great. It had taken my thoughts to a great level far beyond my perceptions.

Sincere thanks to my deepest gratitude goes to my beloved parents for their endless love, prayers and encouragement. Last but not least, to all my friends and others for their kindness and moral support during our time conducting this study.

To those who indirectly contributed in this practical report, your kindness means a lot to me. Thank you very much.

MUHAMAD ZAHIN AKID BIN MAKHIZU

Bachelor of Administrative Science and Policy Studies (Honours)

Faculty of Administrative Science and Policy Studies

Universiti Teknologi MARA, Kota Samarahan

TABLE OF CONTENTS

Acknowledgement	i
Chapter 1: Introduction of The Organization	1
Chapter 2: Schedule of Practical Training	15
Chapter 3: Analysis	23
Chapter 4: Recommendations	30
Chapter 5: Conclusion	34
REFERENCES	37
APPENDIX	

CHAPTER 1

INTRODUCTION

1.1 Chapter Review

This introductory chapter consists of several sections. To begin with, Section 1.2 is on the background of Besut, followed by History of Besut District in Section 1.3. In Section 1.4 and Section 1.5 as well as Section 1.6 will be organization background and vision and mission of the organization. Section 1.7 is highlighting on organization charts followed by organization objectives in Section 1.8. Besides, in Section 1.9 will be explaining about Organization Function of Besut Land Office followed by Section 1.10 that is quality policy of Besut Land Office. Section 1.11 will be focusing on Service available at Besut Land Office . Then, under Section 1.12 is organization logo and followed by Section 1.13 will be client charter. Lastly, the final Section 1.14 will be chapter summary.

1.2 Background of Besut

Besut District is one of the seven districts in Terengganu. It is the entrance to the State border with the state of Kelantan Darul Naim. The district has an area of 123,367.8 hectares. State Legislative Assembly (DUN) is divided into five areas according to the electoral boundaries. Kampung Raja is the district capital, though Jerteh is more developed. Another major town is the fishing port of Kuala Besut. There are other small towns and villages such as Jabi, Apal, Pasir Akar and Tembila.

There are approximately 150,000 people in Besut, of various ethnicity, with the Malays being the majority. Other ethnics include Chinese and Siamese. The main economic activities are agriculture and fishing.

1.3 History of Besut District

There is little written evidence on this area. In shipping records Munshi Abdullah to Kelantan and the writing of the book Tuffatul Nafis Raja Ali Haji. Because there is no written evidence about the early history of Besut, then there are all sorts of stories that explain the origins of Besut. One of the stories about the origin of the name of Besut supposedly stems from the olden days where it says this area is an area under the jurisdiction of the Kingdom of Siam. According to one story, Besut name arises from the word BE are in Siamese means REGIONAL while SUT describe a place or the most end area. This may be true based on how far away is the center of Bangkok Siam with the district administration.

Terengganu Darul Iman which located on the East Coast of Peninsular Malaysia is rich in natural treasures and sea as well as advanced developing in various sectors of the field. The state is located at the longitude of 102.25 with 103.50 and latitude lines 4 to 5:50 on the world map. Bordered by Kelantan in the north and northwest and Pahang in the southern and western, Terengganu has an area of approximately 1,295,638.3 hectares or 1,295, 512.1 hectares in the administration. There are seven districts in the state administration which is Besut, Dungun, Hulu Terengganu, Kemaman, Kuala Terengganu, Marang and Setiu.

Besut is a district located in the northern state of Terengganu and Kelantan state bordering on the north and west. The area is surrounded by the South China Sea along the east coast and anchored naval Titiwangsa Mountains in the west. There

are 15 *mukim* or subdistrict in the administration of Besut that is Kuala Besut, Bukit Puteri, Pengkalan Nangka, Hulu Besut, Jabi, Kerandang, Pelagat, Lubuk Kawah, Pasir Akar, Tembila, Kampung Raja, Tenang, Bukit Kenak, Kubang Bemban and Keluang.



Picture 1.1: Besut Land District Office from sources of Besut District and Land Office website

1.4 Organizational Background

The early history of the development of the Land Offices in Terengganu starting with the establishment of the State Land Office in Kemaman. Kemaman Land Office was the first to be established in the state in 1888 by the appointment of the District Officer cum Kemaman District Collector of Land Revenue. This was followed by the Marang Land Office in 1920, Hulu Terengganu Land Office in 1922, Kuala Terengganu Land Office in 1923, the Besut Land Office in 1927 and Dungun Land Office in 1929. Setiu Land Office is the latest to be established on January 1, 1985 as a result of the alteration of the border areas between Besut and Kuala Terengganu.

In 1984, the position of the District Collector of Land Revenue was changed to the District Land Administrator which was later amended to be in line with the position of Land Administrator as in National Land Code amendments. All of the Land Office had already moved to the new District and Land Office Complex, that is more spacious and comfortable starting with Kemaman Land Office on 14 June 1982. The move was followed by Besut Land Office on 25 March 1989, the Setiu Land Office in 1990, Dungun Land Office in 1994, the Marang Land Office on 1 September 1996, Hulu Terengganu Land Office on June 1, 1997 and Kuala Terengganu Land Office on August 1, 1998.

1.5 Vision

The main vision of Besut land Office is to being an outstanding organization in the District Administration and Land Management at the National level by 2016. This vision is to ensure that the organization can make a smooth operation to their customer. Besides, it is also to increase the competitive advantage among the agency in Terengganu.

1.6 Mission

The mission of Besut Land Office is to provide efficient and effective Human Resources Transformation through sustainable and effective application delivery system based on Government's Policies

1.8 Organization Objectives

- To provide and presents the best service and able to fulfil clients' specifications in all Land Survey disciplines.
- Open the job and training opportunities to qualified individuals in their respective fields.
- Provide support to the development of the Land surveying profession in particular and other professions as well.
- Provide a meaningful contribution to national development.

1.9 Organization Function of Besut Land Office

The main function of Besut Land Office is processing the application in terms of disposal, registration, administrative and financial development, ICT, legal, enforcement and land revenue.

1.10 Quality Policy of Besut Land Office

To provide efficient and effective services through land administrative and management system continuously through the effective delivery application system to fulfill customer needs.

1.11 Service available of Besut Land Office

1.11.1 Administration and Finance

- Manage the administrative and financial affairs effectively and efficiently in order to improve the quality of district-level administrative management
- Oversee discipline and disciplinary action process
- To manage all the holidays, prepare and process retirement documents
- Coordinate courses, seminars and workshops to enhance understanding of the current policies and regulations
- Implement and oversee procurement management office needs
- Managing government assets management procedures in the department including capital assets and inventory as well as reception, registration, storage, use and maintenance, disposal, loss and write-off.
- Coordinate the annual performance evaluation and human resource management panel (HRDC)

1.11.2 Registration

- Receiving instrument of business / non-business
- Check the documents to determine eligibility for registration in accordance with laws and regulations
- Make memorial registration notes into the documents of title to the

computer list

- Register title to land
- Prepare and register temporary and permanent ownership title
- Check and bind the document of title, an instrument transactions & non-trading.

1.11.3 Enforcement

- Investigate and prepare a report on public complaints
- Make a report on the application of rock material production permit, the application of land and temporary occupation license
- Enforcing the production of stone materials without permit
- Carry out enforcement against encroachment of government land
- Submit the investigation report before the prosecution process is executed.

1.11.4 Land Development

- Application for submission and repossession of land.
- Simultaneous application of subdivision and conversion of land
- Application to change conditions, subdivision / land division
- Application consolidation of land

- Processing applications for conversion of land use from agriculture to industry
- Granting ownership of land under the land act
- Processing applications for subdivision / division, grant ownership of land and resubmission for the purpose of developing land on land owned

1.11.4 Revenue

- Undertake payment of land tax on the counter, drive-thru and external revenue collections.
- Undertake others payment on the counter, drive-thru and external revenue collection
- Customers can pay of land tax on online services
- Updating land tax payments, arrears and penalties every customer registered.
- Make of land tax report daily, monthly and annually.

1.11.5 Information Technology

- Technical support in information and communication technologies to civil servants and the community towards the realization of electronic government program at the district level
- Coordinate and oversee the use of systems, equipment, and other server-related

- Develop and update the department's website
- Provide training to all officers and personnel, including user training
- Maintenance requirements Computerised Land Registration System (PTB), e-Solar, e-forum, e-Consent, e-Convert and other system applications developed from time to time
- Developing applications related to administrative affairs according to agency requirements such as i-PTM, i-ABT, i-COMPLAINTS

1.11.6 Legislation

- Make a preliminary investigation into complaints of government land encroachment and violation of the law of the land.
- Advisory services relating to all the land.
- Changes in laws related.
- Gazetting
- Review / amend the procedures procedure

1.12 Organization Logo



Picture 1.2: Logo of Land District Office

1.13 Client Charter

BIL	PIAGAM PELANGGAN	TEMPOH/SASARAN
1	PENDAFTARAN URUSNIAGA DAN BUKAN URUSNIAGA Pendaftaran pindahmilik oleh penerima @ penolak dengan dokumen yang lengkap	1 hari bekerja
2	PENDAFTARAN HAKMILIK SEMENTARA MUKIM AKAN DIDAFTARKAN SELEPAS PEMBAYARAN NOTIS BAHAWA HASIL TANAH HARUS DIBAYAR (BORANG 5A KANUN TANAH NEGARA	5 hari bekerja
3	KEBENARAN URUSNIAGA Kelulusan Pentadbir Tanah Kelulusan daripada PTG Kelulusan daripada Menteri Besar Kelulusan daripada Exco	5 hari bekerja 10 hari bekerja 30 hari bekerja 60 hari bekerja
4	PERMOHONAN TANAH (INDIVIDU) Siasatan SO Penyediaan Borang 5A setelah mendapat kelulusan MMKN	4 bulan 5 hari bekerja
5	PECAH SEMPADAN/PECAH BAHAGIAN Keputusan OSC hingga kepada kelulusan Pentadbir Tanah TUKAR SYARAT DAN PECAH SEMPADAN SERENTAK PENYERAHAN BALIK DAN PEMBERIMILIKAN SEMULA Permohonan daripada juruukur berlesen (JUB) kepada MMKN Penyediaan Borang 5A selepas perselujuan bertulis diterima daripada tuan tanah	7 hari bekerja 7 hari bekerja 5 hari bekerja
6	PENYATUAN TANAH Siasatan SO	21 hari bekerja
7	TUKAR SYARAT TANAH Siasatan SO hingga kepada PTG Borang 7G dikeluarkan setelah keputusan MMKN diterima Keseluruhan proses tukar syarat tanah	38 hari bekerja 5 hari bekerja 4 bulan
8	LESEN MENDUDUKI SEMENTARA (LMS) Siasatan ke atas tanah melalui Notis 29 A	1 bulan
9	PENGAMBILAN TANAH Mengeluarkan surat panggilan bicara selepas penerimaan warta Pengeluaran Borang H(dikeluarkan selepas perbincaraan) Bayaran Pampasan selepas terima waran 'bayaran melalui EFT(Electronic_Fund Transfer)-masuk akaun_bank_penerima pampasan	7 hari bekerja 5 hari bekerja 14 hari bekerja

10	PERMIT PENGALIHAN Surat kelulusan permit baru pengalihan Surat kelulusan permit sambungan pengalihan	7 hari bekerja 1 hari bekerja
11	PENERIMAAN HASIL TANAH	10 minit
12	BAUCER BAYARAN AKAN DISEDIAKAN SETELAH PENERIMAAN INVOIS melalui SPEKS	14 hari bekerja
13	GUAMAN GADAIAN Tarikh siasatan ditetapkan setelah penerimaan permohonan Penetapan tarikh lelongan Borang 16 I dikeluarkan setelah selesai meneriam bayaran	7 hari bekerja Tarikh perbincaraan 7 hari bekerja
14	ADUAN PELANGGAN Mengambil tindakan ke atas aduan yang diterima	30 hari bekerja
15	KEPUTUSAN MMKN HENDAKLAH DISAMPAIKAN KEPADA PEMOHON MELALUI PESANAN RINGKAS SMS/TELEFON	1 hari bekerja

Picture 1.3: Client Charter from sources of Besut Land Office website

1.14 Chapter Summary

As a conclusion, I was able to get the information and knowledge about background of Besut Land Office (PTB). I was able to identifies and understands the vision, mission and client charter as well as philosophy of Besut Land Office. To sum up, I gained knowledges regarding Besut Land Office and well informed the division of each department

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

In this second chapter, the schedule of practical training will be discussed. The scope for this chapter is covered the jobs and task during practical. This chapter explains the jobs and task executed by the trainee throughout the training week. The explanation will focus on different task assigned to the trainee. I had gone through practical training from 20th January 2016 until 16th March 2016 which is 8 weeks at Pejabat Tanah Besut (PTB) or Besut Land Office.

2.2 Summary Schedule of Practical Training

2.2.1 Week 1 (20/1/16 - 28/1/16)

On the first day of internship at PTB I have reported myself at 8.00 am. Since the first day I have undergoes my practical training the person in charge for managing and decide the department for practical students Mrs Remelah Sulong and the majority of the staff went to Putrajaya to attend Majlis Penyampaian Sijil Penarafan Bintang Sistem Star Rating Pentadbiran Tanah (SSRPT) or Certificate Presentation Ceremony Star Rating System for Land Administration (SSRPT) with a 5-Star delivered by YB Dato Sri Dr. Haji Wan Junaidi Tuanku Jaafar, Minister of Natural Resources and Environment in Putrajaya, then the other practical students and I was greeted by Haji Che Long Ismail (senior assistant land officer). He then showed us around his department which is Technical Unit. We then are being

brought to report ourself to Haji Abdul Mutalib Abd Rahman (senior assistant administrative officer). After a little briefing and introductory session, we being given a punch card and fill our details on the punch card. I was assigned to the customer service counter under the registry and revenue unit. I prepared log books for the ownership transfer, mortgage and release the mortgage affairs as well as preparing receipt of various land revenue to staff at front desk. I was also being assigned to serve customers and make the receipt for their intended business. The other log book such as sub district lease production also being prepared by me.

The next day I was transferred to disposal and enforcement unit and reported myself to Mr Wan Zulkifli Wan Awang. I was assigned by Mr Ismail Ali to prepare statistic of industrialized mineral commodities production in 2015 to be sent to the Ministry of Minerals and Geosciences. I also being instructed to prepare and fill the details of controlled land plan files or Rancangan Tanah Berkelompok (RTB) of the whole district. The report for RTB for Dendong area also being prepared by me and being supervised by Mr Ismail Ali during the whole process. At the end of the week, I prepared letter of submission of the statistic to be submit to the director of Ministry of minerals and geosciences at Kuala Terengganu. I was instructed to get approval and signature of Mr Azrul Affandy Jusoh (senior assistant of land administrator).

During the first week, I was busy calculating and rechecking the statistic to ensure there is right amount of money the organization get as equal as the amount of minerals taken by customers. I managed to make a table template to being use for future by the staff responsible to prepare statistical table regarding industrialized mineral commodities production. I learned a lot regarding minerals price tax calculation and how to prepare a statistical report. Since I have learned Statistics

during the third semester thus, I was able to apply the knowledge in conducting the task given.

2.2.2 Week 2 (31/1/2016 – 4/2/2016)

In the second week, my first task is marking the LOT involved in the plan list of RTB. These plans will be use by the staff to refer the highlighted LOT to take further action before being sent to Pejabat Tanah & Galian (PTG). I also had prepared an official letter to the license receiver to consume river sand in Besut. The other task done by first week also being continued such as marking the involved I in RTB. I had prepared and mark the LOT involved in land application plan for the whole district. I was being taught about the forms available to the customers to apply the disposable government land.

Based on the task done in the second week, I learned how to deal with customers and prepare the official letters to the customers. I was also being taught to cautiously mark the LOT involved in certain plan to avoid misleading information in future. I can apply what I have learned in Project Management during my fifth semester, which I know how to mark all the sketches.

2.2.3 Week 3 (7/2/16 – 11/2/16)

I have prepared the monthly/annual production statements of transferring of rock material for Besut district in 2015. I also had been assigned at the front desk at the disposal and enforcement unit to deal with the customers. My task is to help them fill the form and answering the basic question regarding the conditions needed

to apply for land that government want to dispose. Besides that, I also print and prepared the documents needed from the e-mohon website.

In this week, I had to examine the annual production of rock material carefully so that there is no production from the customers is miscalculated or overlook. There is also some errors in the monthly report that contradicts the annual production report that must be corrected. I was taught by the senior staff in the department to ensure all the error being corrected by using systematic filing report. In my third semester, I have taught Accounting subject which directly give me guidance on how to re-calculate all the figure sums up.

2.2.4 Week 4 (14/2/2016 – 18/2/2016)

In week 4 I had review the previous calculation of rock material statistic. It is because there is so many production of rock material that must being count to equal the exact amount the organization being paid. I also attended the meeting of implementation of Ekosistem Kondusif Sektor Awam (EKSA) for the zone 1 that is disposal and enforcement unit. The meeting agenda is being started by the chairman speech and the confirmation of the meeting minutes of the previous meeting. It then being proceed by the appointment of the new zone chief the person in charge (PIC) for each zone in the department. The other agenda is regarding the audit comment to the department regarding EKSA.

Within the same week I was taught about the process of the approval for an applicant to apply the land from the government and I was able to differentiate the plans and forms needed for that purpose. This knowledge is something that I cannot

learn in the class and have opens my eyes to know how the public sector is functioning. However, there is connection between the task and subject taken which Local Government.

2.2.5 Week 5 (21/2/2016 – 25/2/2016)

I was involved in the EKSA 'gotong-royong' in the zone 1 which is my department zone. The task is painting the wall, cleaning the office aquarium, cleaning and tidy up my desk. This 'gotong-royong' is to ensure that all the allocation and the conditions of the office equipment is meeting the standards required by EKSA. In the same week I also prepared the meeting book for land committee of Besut district in 2016. On 23/2/2016 I had been transferred to the technical unit of Besut Land Office. I had reported myself to Mr Mat Beyi Husin that is my supervisor for the whole internship training. The next day I was taught about the function and process involved in this department which is mostly require to work outside the office. For example the task to visit the site or lot that being apply by the applicant. I had being placed under Mr Rozali Othman care during my internship in this department. I also had been given opportunity to follow the him and the other staff to monitor the land site involved and met the peoples and hear their problems regarding the application of the lands that does not resolved for years.

In this week, I had helped two different department and gain priceless experience at Besut Land Office. I had given my cooperation in the gotong-royong and helped them to achieve the EKSA requirement together. Besides that, I had the chance to see peoples at the village face to face with them and hearing all the stories and problems regarding the land application process. This outside of the office

experience have taught me a lot because to be a successful officer we must know the exact situation happen in the outside world.

2.2.6 Week 6 (28/2/2016 – 3/3/2016)

In the new department, I had learned the basic knowledge on how to operate the Auto CAD software. It is very important software to draw and mark the land plans and update each new lands that have been changed their ownership or the new lands given by the government to the person. This software requires good computer knowledge and I had being taught by Mr Rozali Othman how to use it. Other than that, I also being exposed to the processing system of government land application and helped my caretaker to make tasks regarding land application from the public. From this week, I will follow Mr Rozali Othman and the other staff under him that is Mr Abd Aziz Othman and Mr Arif to perform the task outside the office. I had learned how to use to use the compass to measures the position of the land bearing. I also had measure the land bearing by myself and also make the investigation to the land applied. The investigation is important to know the real situation and condition of the land applied by the people. In this week, the location of bearing measurement is in the paddy field at Kampung Gong Bayor. In the end of the week, I had joined the monthly religious lecture from the Pejabat Agama Daerah Besut.

Although the knowledge I gained is not related directly to my course in the university but such knowledge is very priceless and one cannot simply get it during the lecture hour.

2.2.7 Week 7 (6/3/2016 – 10/3/2016)

On this week, I learned the way to prepare and find the application files in the file room. There is also online finding using the e-mohon website. After the file is found, I needed to mark and make a note in the LOT/PT records book regarding it. I had also performed the outside of the office task by measure the bearing location at Kampung Gong Ubi Keling. Beside that there are some other locations that needs to be investigated and reported to the office at Pekan Jabi. After the measurement is done, the report must be submitted through e-mohon website. I had been assigned to do the task and had also update the LOT/PT records book after the completion of the report in the web.

Both outside and inside the office task had been done by me in this week. Those tasks have taught me to be a multi-tasking employee.

2.2.8 Week 8 (13/3/2016 – 16/3/2016)

In the last week, I continued to perform both outside and inside the office task. Before we are going to measure a certain LOT/PT of land, we must find the location in the plan sheet in the office first. It was a very challenging task as the sheet is quiet worn as it had been use for years and the process to find the exact location of the land take times. After that, we must send the notice to the people concern to inform them about the date that we want to measure their land in the future. I joined the process of the dispatching the notice to applicant in Kampung Bukit Kenak and Kampung Bukit Jeruk. The entire task previously done in the previous week was also being done by me such as repoting the lands that had been measured and update it

in e-mohon website. Besides that, I also prepared files for the land measurement and inspection task during March. On the final day of my practical, there is some farewell ceremony for the practical student with the staff at Gemilang Restaurant.

CHAPTER 3

ANALYSIS

3.0 Introduction

In this chapter, it is an analysis of training which specifically focuses on one area of specific task as covered in the practical handbook. This chapter also reflects the definition of concept and some theoretical aspects whereby all the students should relate the entire concept learnt in classroom to the workplace.

Regarding my Internship Training at Besut Land Office (PTB), I had applied and related the theory of counter services as well as the decision making theory in my daily tasks and some observations that I made. I had emphasized some related topics for each scope of theory that I had learnt during my second year Degree in Administrative Science (Hons.) at UiTM Samarahan, Sarawak.

3.1 Counter Services

Counter service has been the my tasks during practical training, as I have been placed at the customer service counter under the registry and revenue unit and also at disposal and enforcement unit at Besut Land Office (PTB) as well. I required greeting and serving people who had come into this organization or also who had called the organization in order to get the services. As I know that this task is regularly involved the people and when we had this kind of services it is not easy to handle since people has variety of behavior. Thus I need to apply everything that had learned and knew during studies. These are the theory and concept that I had applied during practical training related to this task:

3.1.1 The Servuction System

This system is combining the terms of service and production (Wirtz, Chew and Lovelock, 2012). This show all the interactions that might influence the experience of a customer during service encounter. Service encounter refer to a period of time where the customer interacts with a service (Shostack, 1985). This interaction can be either between customer and employee or also can be with inanimate or non-living things like machine, system and so on. This system consist a technical core or known as backstage and service delivery system or known as front stage. Normally, backstage involved the things that customer cannot see directly when gotten the services like procedure, rules and regulations. Meanwhile, the front stage is the things that visible to the customer like personnel, physical evidence and other customers. The collaboration between backstage and front stage are important when delivering the services. The failure at backstage might disturbed the progress at the front stage. This system can be illustrates into this diagram:

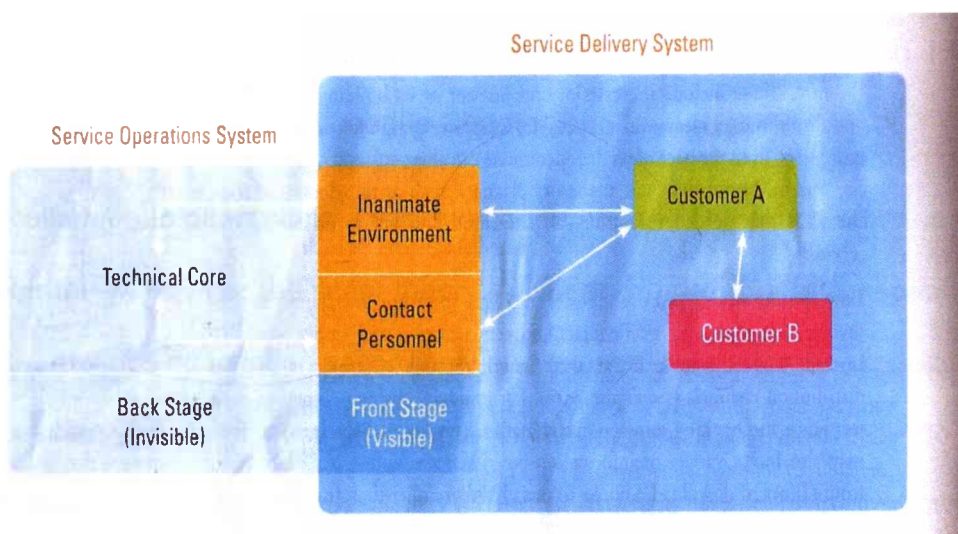


Figure 3.1: The Servuction System

This system also highlighted the role theory and the script theory where it based on the theatrical metaphor which makes a customer and service provider like an actors on stages reading their script. According to Stephen Grove and Ray Fisk (1992) the role theory refers to a set of behavior, patterns learned through experience and communication, to be performed by an individual in a certain social interaction in order to attain maximum effectiveness in goal accomplishment. This means that the service provider needs to play their part according to their role descriptions. Meanwhile for the script theory it is a sequences of behaviors' that employees and customers are expected to act during service delivery.

Thus, during my practical training, I applied this theory which I had played the role as an employee in this organization and also as service provider to the people in this organization and also the outsider. Besides, I also played a role as a colleague and friend with other practical students. As an employee, I need to follow the rule and regulation of this organization, focus on punctuality, being disciplined and others. However, as a service provider, I need to play as a receptionist to all people either in this organization or also the outsider. Hence, my role as a receptionist are to assist people who needed the help like answered their inquiries, give the direction if they insisted and others that I had mentioned in Chapter 2.

Then, as a colleague to other staffs, I need to cooperate and help each other so that it would faster the works. For the script theory, as a service provider or receptionist I need to follow the jobs description accordingly and exceed the customer expectation. This means when people or customer came to this organization and they do not know the location, they came to trainee and expected trainee would help or show the direction. Thus, my action would meet their expectation and made them satisfied with the services that they encounter to. However, for the customer they need to act

as a customer like asked the service provider if they do not know anything which this action is what was the service provider had expected. Thus, these actions show the interaction and sequences of behavior between customer and service provider which described in the script theory.

Besides this system also had mentioned about the failure at the backstage might disturbed the satisfaction and experiences of the customer. For example, during the procedure of payment of rock material took place, people usually need to wait the document for been endorsed from the officer. This endorsement was made at the backstage or in the office of the officer which people could not see. If the process took time, people would be dissatisfied and have negative perception towards services that they encounter. This would lead to customer complaint which supposedly as public services they need to reduce or eliminate this problem. This theory is important to be applied since it involves the customer which is the important element that significantly influences the services and without customer the services cannot operated successfully.

3.1.2 Quality telephone service

Administration quality means the capacity of the association to meet or surpass the client desires (Parasuraman et.al, 1988). Other than the administrations, phone benefits additionally one of the administrations offered by this organization. Quality phone administration is mandatory to make and keep up the organization with client in the telephone call. Since the client can't see our face response however it doesn't imply that we can be inconsiderate with them or disregard them. Accordingly, this idea gives a rule on the most proficient method to answer the

telephone bring in a decent way. There are three trademarks that portrayed the quality phone administration (www.sabah.gov.my). These are:

a) Phone system that facilitates customer

This characteristic means that the organization must provide the system that able to facilitate customer when dealing in the phone such as can arranged the calls accordingly when there are too many calls entered, can rewind or repeated the message, can provided the music background which may entertain customer during waiting and can function when there is no electricity supply. All these are the ways that might facilitate or assist customer when they need to wait in order to get the services.

b) Quality service

Quality service through phone call can be created when the service provider use a medium voice which not too loud or too slow. The message conveyed must be clear since it took place in the phone call thus some technical problems might disturb the communication. Besides, the service provider also need to be friendly even customer cannot see the face reaction but through voices they can know either the provider treat they well or not. Other than that, service provider needs to smile while speaking, willing to help without being asked and always apologize to customer for being waited.

c) Knowledgeable operator

An operator or service provider must have knowledge about everything related to the organization. This is because customers have built their expectation when they called the operator which they need operator answered all their inquiries.

Thus, what I can see during practical training, this organization had focused on the implemented of service quality and a knowledgeable operator. I has been placed at the *Unit Pendaftaran dan Hasil Pejabat Tanah Besut*. During my assignment on the counter service, I had answered few phone calls. When answering the phone calls, I need to use a proper language and words in addressing the customers or clients that is accordance to the client charter. In addition, this task has also taught me to be alert and to know how to obtain relevant information that is regarded to the matter that being discussed. On top of that, I also need to use a proper voice tone in order to make sure that the message that being conveyed is deliverable. Besides, during the counter service I need to know the basic knowledge, procedure and also the latest issue about the organization. This is to prepare myself with the questions that might be asked by the customer. For instance, there is some customers that came to the counter asking on directions on the matters regarding to the payment of the Inland Revenue and also the acquisition of the land. Thus I had given direction and assistance to the customer.

Thus, the diagram below explains what I had done when dealt with people in the phone call.

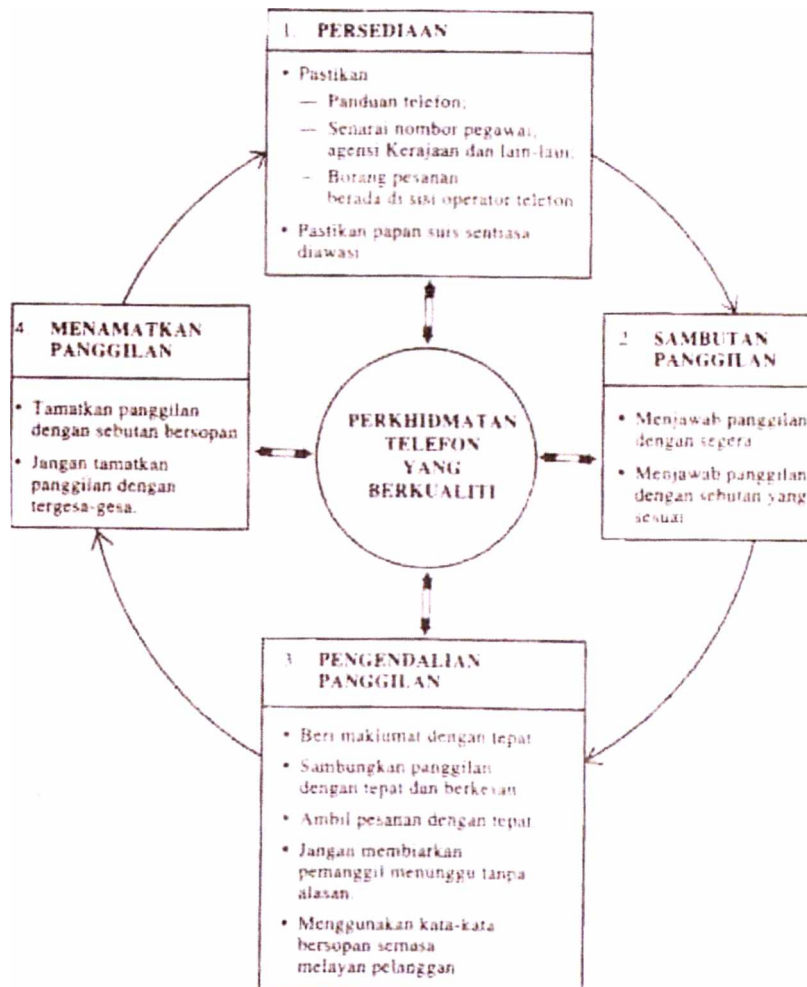


Figure 3.2: The Flow of Good Quality Telephone Service

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

This chapter will highlight and discuss the strengths and weakness of tasks that been given by the division. In this chapter also we would suggest some of solutions in order to making improvement and overcome the obstacle task. There are several strengths and weakness spotted during the program or project or task that being held by the organization during the trainee internship at Besut Land Office (PTB).

4.1 STRENGTHS

4.1.1 Good Communication Skills

Communication skills is very important for the counter service employees as it represent the image and reputation of the organization. The employees who work at the counter deals with customers directly to satisfy their expectations. The officers in charge of the counter is the one responsible in processing various applications from customers. The officers is actually managing different scope of task. It means that customers that come to receives services will have different needs and problems. So, it is very important for officers to have a good communication skills and interpersonal skills to deal with customers.

Most of the customers come to the office with the expectation that their problems or needs can be solved by the officers on that day. So the officers who in charge of the

counter must have a very good interpersonal skills as they need to deal with the problems. For instances, the ability to cope with pressure is one of the interpersonal skills. Despite front desk officers were busy with their other task, they were able to interact well with the customers and solve their problems. They keep their professional manner by treating customers in a friendly manner and listen to their problems attentively. Other than that, there is also clear communication between the officers and customers. For example, the officers were able to provide a clear and relevant information to customers.

4.1.2 Efficiency and Effectiveness in Deliver the Services

PTB was included as a good organization who always provide an efficient and effective service delivery to the public. The organization also good in protect and maintain their image as a good organization who are successful in providing the best services to the public. PTB has been rewarded a 5-Star rating at *Majlis Penyampaian Sijil Penarafan Bintang Sistem Star Rating Pentadbiran Tanah* (SSRPT) or Certificate Presentation Ceremony Star Rating System for Land Administration (SSRPT) delivered by YB Dato Sri Dr. Haji Wan Junaidi Tuanku Jaafar, Minister of Natural Resources and Environment in Putrajaya on 21 January 2016. They were being recognized as the second best district land administrator in the whole Malaysia for 2015 after achieved third best district land administrator in 2014. This recognition shows that PTB is a very effective and efficient land administrator.

Here in the organization, the employees do cooperate with each other in performing and completing their work so that will achieve the objective of the organization. The

way employees in land office performing their work is based on the rules in the organization and most of the employees do have a knowledge in all scope of work. Thus, job rotation also implemented in this organization where it enhance the performance of the employees.

4.2 WEAKNESSES

4.2.1 Insufficient Number of Personnel

To obtain a quality counter service, the customers must feel satisfied with the services delivered. It is very important for every service sector to deliver their services effectively and efficiently. There have been many complaints received by Besut Land Office regarding counter service at *Unit Pendaftaran dan Hasil*. Most of them are about the unavailability of the office to open all the counter especially during peak hours. Usually in *Unit Pendaftaran dan Hasil* there is always several counters closed due to the lack number of officers who can be assigned to the task.

There are many problems that can only be solved by the officers of *Unit Pendaftaran dan Hasil*. There are also problems of unable to attend the counter arise when some of the officers have another commitment like need to attend a meeting. Sometimes, the waiting time by the customer were longer because of insufficient number of personnel at the counter. This caused much dissatisfaction from customers who mostly took a leave from their work to come to the counter.

4.3 RECOMENDATIONS

4.3.1 Increase the Number of Personnel

A sufficient number of personnel can help to deliver a quality service to customers. The placement of officers at the counter is the responsibility of the Human Resource Unit in Besut Land Office. However, the top management of the Besut Land Office needs to take action first by submitting requests to the department to increase the number of personnel in the unit. The manpower management is important for one of the main components of counter service which is behind the counter. The appropriate amount of staffs at the counter will avoid any dissatisfaction from customers.

Besides, the lack of officers at the counter can be solved by getting help from the support staff. Other staff from other units should act as a support staff when the officer is unavailable to attend the counter. To ensure that all support staffs are suitable to attend the counter, the management should also improve their human resource. The human resource development in the organization can be achieved through training for the staff prior their placement at the counter, motivation program to improve communication between counter staffs with support staffs from other department and in-house training. A proper guidelines and work procedure should also be given to them to ensure that they are able to give clear and accurate information to customers. The knowledgeable support staffs can help to fill in the lack of officer to attend the customer and thus will increase customers' satisfaction.

CHAPTER 5

CONCLUSIONS

5.0 Introduction

This chapter will conclude about each of the chapter that I have been explained before this by highlighting the main points. Besides that, on the conclusion part, I will conclude what are the benefits that I have been gained from the practical training in Besut Land Office.

5.1 Summary of Chapter 1

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

5.2 Summary of Chapter 2

In Chapter Two, I had explained about the tasks and job that trainee did during the eight weeks of the internship programmed. The task given to me was consistent as the guidance provided by the faculty. The task mainly related to the scope of administration. I was able to apply what I learned in the classroom and to

relate the theory into practice. Therefore, it is valuable experience that I can get through an internship programmed.

5.3 Summary of Chapter 3

In chapter three, I had explained the most tasks done during practical training related to the concepts that trainee learned in classroom at the workplace and how to transform knowledge gained at workplace to reinforce understanding on the concepts learned in the classroom. It specifically focuses on one area of task as covered in the practical training handbook. It also should reflect definition of concept, demonstration of practical and theoretical aspects.

5.4 Summary of Chapter 4

In chapter four, I had state strength of organization. I also makes recommendation and suggestion based on weaknesses in the organization. The recommendation helps the improvements in activities after the process of identification of mistakes and corrective action that can be taken in order to be better in the future. Hence, I can enhance the knowledge on how to handle the task of counter service as the most tasks made by me during practical training.

5.5 Overall Summary

The practical training held by the Faculty of Administrative Science and Policy Studies for student of Bachelor of Administrative Science programs give a lot of benefits to me because, through this internship it gave me a new experience of working life and new knowledge regarding on the administration in the organization. To conclude, this practical training program should be continuously done by the Universiti Teknologi MARA (UiTM).

REFERENCES

Hazman Abdullah (2015). *Research Method Guide*. Malaysia: Universiti Teknologi MARA (UiTM).

(n.d.). Retrieved from pdtbesut.terengganu.gov.my/

Academia.edu (n.d). The impact of other customers on service experiences

: a critical incident examination of "getting along". Retrieved June 2, 2016 from [http://www.academia.edu/378467/The impact of other customers on service experiences a critical incident examination of getting along](http://www.academia.edu/378467/The_impact_of_other_customers_on_service_experiences_a_critical_incident_examination_of_getting_along)

APPENDIX

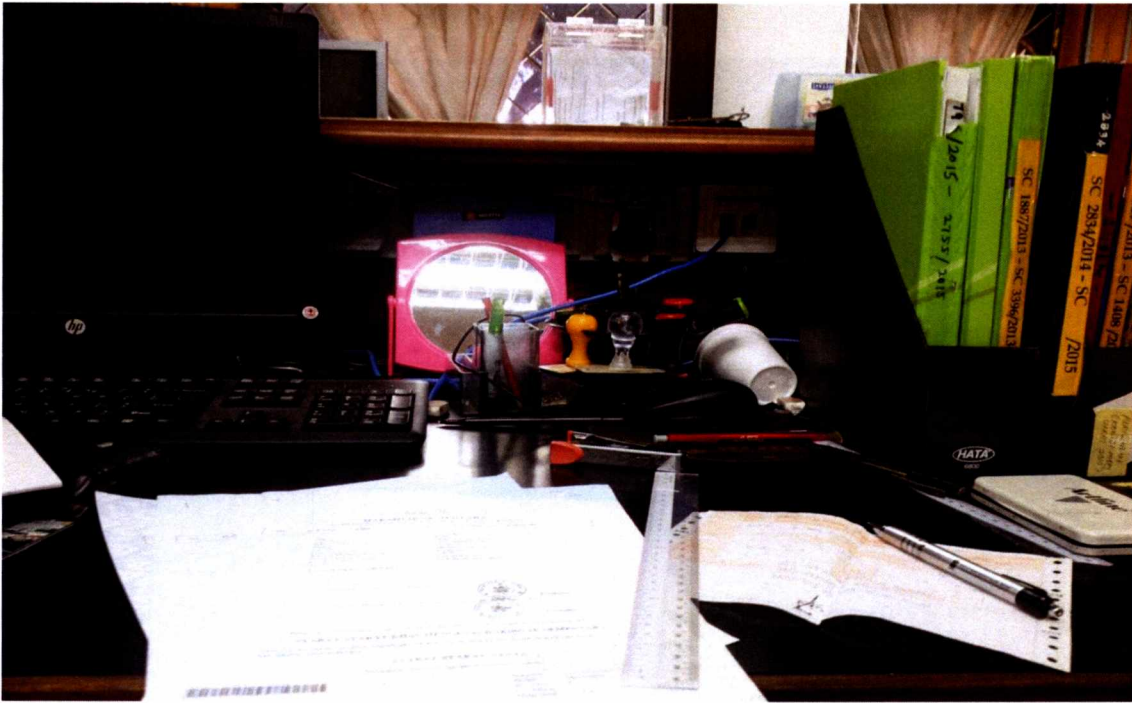


Figure 1: This diagram shows the condition at the customer service counter during serving customers



Figure 2 : This diagram shows the compass that had being used during process of measuring the position of land bearing



Figure 3 & 4: The staffs performing the task outside the office



Figure 5 & 6: Farewell ceremony for the practical students with the staff



Figure 7 : Recreational activity by Besut Land Office. I had joined the expedition to Mount Tebu



Figure 8: The diagram shows certification of appreciation during my practical training period



UNIVERSITI TEKNOLOGI MARA SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

Student's responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the details required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that;

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your Training Officer for retention on your return to UITM and this will later be handed to the Faculty for grading.

Recording

The log book should contain the following information:

1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being under taken.
4. Constructive comments on the work being undertaken and your considered opinion as to its value as training.

1. Student's name: MUHAMAD ZAHIN AKID BIN MAKHIZU
2. Date & Place of Birth: 14/11/1993
3. UiTM No.: 2014225732
4. Program: AM228
5. Year: 2 Part: 5
6. Home address: 2713, KG GONG KEPAS DALAM, 22200,
BESUT, TERENGGANU
7. Address during practical training: 2713, KG GONG KEPAS DALAM,
22200, BESUT, TERENGGANU
8. Place of training: PEJABAT TANAH DAERAH BESUT
TERENGGANU
9. Name of Supervisor in-charge: MAT BEYI BIN HUSIN
10. Duration of training : From : 20/11/2016 to 16/3/2016

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

.....

.....


.....


.....

.....

.....

.....


DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
20/11	MELAPOR DIRI DI PEJABAT TANAH DAERAH BESUT	
	MELAPOR DIRI DENG -DENGAN HJ. ABDUL MUTALIB BIN ABD RAHMAN (PENOLONG PEGAWAI TADRIA PENTAFETARAN)	
	DIBAWA MELAWAT ICE UNT UNIT TEKNIKAL OLEH HAJI CHE LONG BIN ISMAIL (PENOLONG PEGAWAI TANAH KANAN)	
	MENGISI MAKLUMAT DIRI PADA PUNGLARD	
	DITUGASKAN KE KAUNTER PERKHIDMATAN PELANGGAN DI BAWAH UNIT PENTAFD PENDAFTARAN DAW DAN HASIL	<p data-bbox="985 1321 1299 1441">Bagus.. fonghem ufaha.</p> <p data-bbox="999 1496 1256 1681">  MAT BEYI BIN HUSIN KP: 630801-11-5139 Penolong Pentadbir Tanah Besut </p>

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	MENYEDIAKAN BUKU LOG CATATAN URUSAN PINDAH MILIK, GADAIAN & PENYERAHAN PELANGGAN MELEPAS GADAI	
	MENYEDIAKAN BOT RESIT PELBAGAI HASIL TANAH KEPADA STAFF DI KAUNTER HADAPAN	
	MENGISI RESIT RESIT PEMBAYARAN OLEH PELANGGAN	
	MENGISI MENYEDIAKAN BUKU LOG PENGELUARAN PAJAKAN MUKIM (PM)	
	MENYEDIAKAN BUKU LOG PENGELUARAN KAWASAN TENANG	
21/1/2016	DITUGASKAN ^{KE} DI UNIT PELUPUSAN DAN KUATKUASA	Bayus.
	MENYIAPKAN STATISTIK PENGELUARAN HASIL KOMODITI MINERAL PERINDUSTRIAN TAHUN 2015 UNTUK DIHANTAR KE JABATAN MINERAL DAN GEDSAMS	 MAT BEYI BIN HUSIN KP: 630801-11-5139 Penolong Pentadbir Tanah Besut

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
24/1/16	MENYEDIAKAN FAIL RANCANGAN TANAH TERKAWAL /BERKELOMPOK	
	MENYIAPKAN STATISTIK PENGELUARAN HASIL KOMODITI MINERAL PERINDUSTRIAN 2015	
26/1/16	MENYAMBUNG PENGIRAAN PENGELUARAN HASIL KOMODITI MINERAL PERINDUSTRIAN 2015	
27/1/16	MENYEDIAKAN DAN MENMELENGKAPKAN MAKLUMAT FAIL PERMOHONAN CADANGAN RANCANGAN TANAH BERKELOMPOK	
28/1/16	MENYEDIAKAN LAPORAN PERMOHONAN RTB KAWASAN DEYDONG MENYEDIAKAN SURAT PENYERAHAN STATISTIK PENGELUARAN HASIL KOMODITI KEPADA PENGARAH JABATAN MINERAL DAN GEOSAINS	<p data-bbox="1028 1441 1156 1528"><i>Bayms</i></p> <p data-bbox="1128 1550 1185 1616">2.</p> <p data-bbox="1042 1616 1299 1736">MAT BEYI BIN HUSIN KP: 630801-11-5139 Penolong Pentadbir Tanah Besut</p>


DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1/2/2016	MENANDAKAN LOT TERBABIT DALAM SENARAI PELAN PANCANGAN TANAH BERKELOMPOK	
2/2/2016	MEMBUAT SURAT RASMI KEPADA PENERIMA LISEN MAH MENGELUARKAN PASIR SUNGAI	
3/2/2016	MENYEMAK DAN MENGHANTAR STATISTIK HASIL KOMODITI 2015	
	MENANDAKAN LOT TERBABIT DALAM SENARAI PANCANGAN TANAH BERKELOMPOK	
4/2/2016	MENYEDIAKAN DAN MENANDAKAN LOT DALAM PELAN PERMOHONAN TANAH SELURUH DAERAH	
10/2/2016	MENYEDIAKAN PENYATA PENGELUARAN BULANAN /TAHUNAN PENGALIHAN BAHAN BATUAN DAERAH TAHUN 2015	Bagus
		<p style="text-align: center;">21.</p> <p>MAT BEYI BIN HUSIN ! KP: 630801-11-5139 Penolong Pentadbir Tanah Besut</p>

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
14/2/2016	MENYEMAK KIRAAN STATISTIK	
	HASIL BAHAN TERDAHULU	
18/2/2016	MENGHADIRI MESYUARAT	
	PERLAKSANAAN EKOSISTEM	
	KONDISIF SEKTOR AWAM (EKSA)	
	BAGI UNIT PELUPUSAN	
	DAN KUATEKUSA (ZON 1)	
	AGENDA MESYUARAT	
	1.1 UCAPAN PENGEKUSI	
	1.2 PENGESAHAN MINIT MESYUARAT	
	KANG LEPAS	
	1.3 PERLANTIKAN KETUA ZON	
	DAN PK BARU	
	1.4 TEGURAN AUDIT	
	1.5 HAL-HAL LAIN	
21/2/2016	MENYEDIAKAN BUICU MESYUARAT	
	JAWATANKUASA TANAH	
	DAERAH BESUT 2016	Bagus
	TEKLIBAT DALAM GOTONG - ROYONG	21
	EKSA ZON 1	MAT BEYI BIN HUSIN
		KP: 630801 11-5139
		Penolong Pentadbir Tanah
		Besut

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
22/2/2016	MEMBANTU KERJA-KERJA GOTONG ROYONG EESA	
23/2/2016	MELAPOR DIRI KE UNIT TEKNIKAL PEJABAT TANAH BESUT	
25/2/2016 24/2/2016	MENGIKUTI PEMANTAUAN PEJABAT TANAH BESUT	
25/2/2016	MEMPELAJARI ILMU DASAS PENGUNAAN AUTO CAD MEMPADI DEHAKAN DENGAN SISTEM PEMROSESAN PERMOHONAN TANAH KERAJAAN	
28/2/2016	MEMBANTU TUGAS-TUGAS BERKAITAN PERMOHONAN TANAH DARI ORANG AWAM	
28/2/2016	MEMBANTU BAHAGIAN ZON PELUPUSAN DAN KUATKUASA DALAM MELAYANI PELANGGAN	<p>Bagus.</p>  <p>MAT BEYI BIN HUSIN KP: 630801-11-5139 Penolong Pentadbir Tanah Besut</p>

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	<p>MENCETAK PAW MENYEDIAKAN DOKUMEN BERKAITAN PEMOHON PARI LAMAN E-MOHON</p>	
29/2/2016	<p>MENYEDIAKAN PAW MENCETAK DOKUMEN BERKAITAN PEMOHON PARI LAMAN E-MOHON</p>	
1/3/2016	<p>MELAKUKAN KERJA-KERJA LUAR MENGUKUR TANAH YANG DIPOHON</p> <p>MELAKUKAN SIASATAN TERHADAP KAWASAN BERKENAAN</p>	
2/3/2016	<p>MEMPELAJARI CARA-CARA PENGGUNAAN KOMPAS UNTUK MENGUKUR KEPUPUKAN BEARING TANAH</p>	<p>Bagus. Usaha yang baik.</p>
	<p>MENGIKOTI KERJA-KERJA LUAR MENGUKUR TANAH SAWAH PADI</p>	<p>MAT BEYLBIN HUSIN KP: 630801-11-5139 Penolong Pentadbir Tanah Besut</p>

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
3/3/2016	MENGIKUTI TAZKIRAH PARI PEJABAT AGAMA PAERAH BESUT	
	MEMPELAJARI CARA PENYEDIAAN FAE DAN PENCARIAN FAIL PERMOHONAN	
6/3/2016	MELAKUKAN KERJA-KERJA PENGUKURAN DI KAMPUNG GONG UBI KELING	
	MELAKUKAN PENCARIAN FAIL DI DALAM E-MOHON	
7/3/2016	MENCARI DAN MENJEMAK FAIL PERMOHONAN TANAH DAN MEMANDAKAN DI DALAM REKOD BUKU LOT IPT PEJABAT	
	MELAKUKAN KERJA UAR MEMERIKSA DAN MELAPORKAN KEADAPAN TANAH YANG DIPONON DI KG JABI	<p>Bate</p> <p>3/</p> <p>MAT BEYI BIN HUSIN KP: 630801-11-5139 Penciong Pentadbir Tanah Besut</p>

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
8/3/2016	MELAPORKAN TANAH YANG TELAH SELESAI DIUKUR UNTUK DIMASUKKAN KE DALAM SISTEM E-MOHON	
	MENGEMAS KINI BUKU LOT/PT PEJABAT UNTUK REKOD	
	MELAKUKAN KERJA-KERJA WAR MENGUKUR TANAH	
9/3/16	MENTAMBUNG LAPORAN TANAH YANG TELAH SELESAI DIUKUR KE UNTUK DIKEMASKINI DI DALAM E-MOHON	
	MELAKUKAN PENCARIAN LOT/PT DAN KAWASAN TANAH TERBABIT DI DALAM SYIT PEJABAT TANAH	Bate
	MENGHANTAR NOTIS KEPADA PEMOHON TANAH UNTUK KERJA-KERJA PENGUKURAN	 MAT REYT BIN HUSIN KP: 630801-11-5139 Penolong Pentadbir Tanah, Besut

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	TANAH PADA MASA AKAN DATANG DI KG BUKIT KENAIK DAN KG BUKIT JEROK	
10/3/2016	MELAKUKAN PENCARIAN LOT IPT TERBABIT DI DALAM SYIT PEJABAT TANAH DAERAH BESUT	
	MELAPORKAN TANAH YANG TELAH SELESAI DIUKUR DAN MENGENGEMASKINI REKOD DI DALAM E-MOHON	
	MENYEDIAKAN FAIL UNTUK KERJA-KERJA PENGUKURAN DAN PEMERIKSAAN TANAH YANG DIPOHON SEPANJANG SEPANJANG BULAN MAC	Bagus
		<p>31 MAT BEYBIN HUSIN KP: 630801-11-5139 Penolong Pentadbir Tanah Besut</p>

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
13/3/2016	<p>MELAKUKAN KERJA-KERJA PENGHANTARAN NOTIS KEPADA PEMOHON TANAH UNTUK PENETAPAN TARIKH PENGUKURAN TANAH DI KAMPUNG GAN ANAIK MUSANG DAN KAMPUNG TOK DOR</p>	<p><i>Beik</i></p>
14/3/2016	<p>MELAKUKAN PENCARIAN LOT/PT TERBABIT DI DALAM SYIT PEJABAT TANAH DAERAH BESUT</p> <ul style="list-style-type: none"> - SYIT DIBAT DISIMPAN DI DALAM BILIK FAIL DI RUANGAN SYIT DI DALAM UNIT TEENIKAL - SYIT PIBAHAGIKAN MENGIKUT KAWASAN /MUKIM - PENCARIAN LOT/PT MENGALAMI SEDIKIT RESULITAN KIBAT KONDISI SYIT YANG SUDAH LAMA DAN PECAH. 	<p>MAT BEA BIN HUSIN KP: 630801-11-5139 Penolong Pentadbir Tanah Besut</p>
	<p>MELAKUKAN PENCARIAN FAIL-FAIL BERKENAAN DI BILIK FAIL</p> <ul style="list-style-type: none"> - SEMUA REKOD FAIL DARI ZAMAN SEBELUM MERDEKA 	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	DISIMPAN RAPI	
	- FAIL-FAIL DIBAHAGIKAN	
	MENGIKUT KAWASAN DAN TARIKH	
15/3/2016	MELAKUKAN KERJA-KERJA LUAR MENYIASAT KEPADA TANAH YANG DIPONON OLEH PEMUHOH JIKA DI DA JENIS TANAMAN DI DALAM KAWASAN TANAH YANG DIPONON HENDAKLAH MENEPATI JENIS TANAMAN YANG TERDAPAT DI PALAM GERAN SEMENTARA	<i>Bukti. Cemerlang</i> MAT BEYDIN HUSIN KP: 630801-11-5139 Penolong Pentadbir Tanah Besut
16/3/2016	MELAKUKAN KERJA-KERJA MENGUKUR TANAH UNTUK DILUPUSKAN OLEH KERAJAAN DI KG BUKT JERUK - MENGEUNAKAN ALATAN KOMPAS, PITA PENGUKUR BAGI MENPAPATEKAN JARAK DAN BEARING YANG TEPAT	
	MENGHADIRI MAJLIS ME PERPISAHAN PELAJAR PRAKTIKAL DI RESTORAN GEMILANG ATURCARA = Ucapan Aluan Che LONG dan En Azrul Affandy = M MAKAN TENGAHARI	

