



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

**PRACTICAL TRAINING REPORT**

**LAND AND SURVEY HEADQUARTERS**

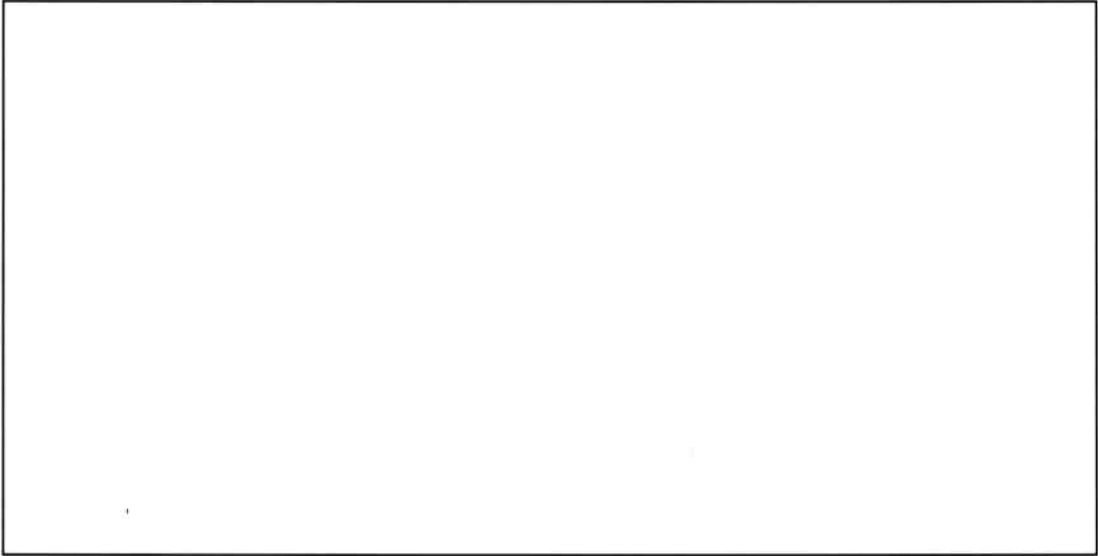
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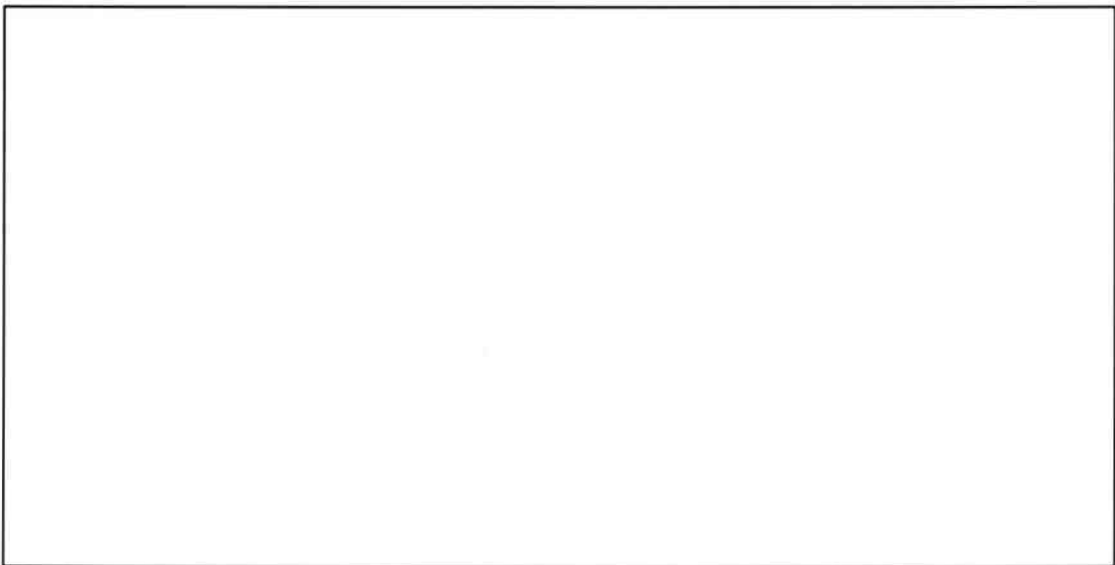
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**Supervisor's Comments**

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**Moderator's Comments**

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**CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE  
SUPERVISOR**

Name of Supervisor : Ms. Noni Harianti Binti Junaidi  
Place : Land and Survey Headquarters  
Name of Student : Maizura Binti Mohd Tuah

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

-----  
(MISS NONI HARIANTI BINTI JUNAIDI)

## THE DECLARATION

I hereby declare that the work contained in this practical report is original and out of own expect for those duties identified and recognized. If I later found to have committed plagiarism of acts of academy dishonesty, action can be taken in accordance with UiTM's ruled and academic regulation.

Signed,

Maizura

(MAIZURA BINTI MOHD. TUAH)

## ACKNOWLEDGEMENT

I am grateful to Allah S.W.T for the opportunity and strength that are given to me to get to this point of my study, which is being accepted at Land and Survey Headquarters for 2 months on-job training/practical. Right from the beginning of the writing of this report, I cannot deny the continuous and tremendous support from my supervisor, Halizamina binti Haji Morshidi, and also my colleague, Rozeyani binti Ismuni, Norliza binti Ottot, Mohamad Noor bin Buang, Masita binti Abdul Wahab and Mohamed Aizam bin Ahmad.

I am also offering my deepest gratitude to industrial training coordinator, Mr. Fairuz Hidayat Merican bin Wan Merican in assisting me for practical placement at Land and Survey Headquarters. Also, for providing required guidelines in writing this report with his patience, knowledge and incessant advice. I appreciate the time and suggestions to improve the performance and outcome of this report. I attribute the level of my degree to his effort and without him this report too, would not have been completed or written.

Also, many thanks to everyone who helped and involved directly or indirectly during the course of completing this practical. To the supervisor, Ms. Noni Harianti who are going to evaluate on this report, thank you for your time and fair judgement.

## **CHAPTER 1**

### **INTRODUCTION TO THE ORGANIZATION**

#### **1.1 Introduction**

This chapter focuses on the background of the Land and Survey Department and the establishment of the organization. It also states on the vision, mission, and the client charter of the organization. On the other hand, it also includes the organization structure and the functions and roles carry out by Land and Survey Department.

#### **1.2 Organization Background**

On 26th August 1870, Sarawak Gazette began to be produced and distributed. It is the official publication of the Sarawak Government from then until now. All written law and the date of enforcement is to be issued by the Sarawak Gazette. It was then improved by serial publication in the same format as it is now since 16th June 1908. The first Land Ordinance Publication was on 1st December 1882, which was under the Resident and District Office. Grant production was under Department of Agriculture while land ownership matter was under Civil Court, and land surveying was under supervision of Public Works Department. The administration at that time was very complex because several of land laws was introduced, rearranged and enforced during the era of Rajah Charles Brooke's Vyner.

Establishment of Land and Survey Department was in 1918. The processing of land application was in Resident and District Office, the registration and transfer of ownership in the Civil Court as well as land surveying in the Department of Public Works has been combined under the Department of Land and Survey. This department was then split into two, which all matter related to land administration is under Land

Department while all matter related to land measuring/survey is under Survey Department. However, these two department is the recombined I in 1933 to the Department of Land and Survey, accompanied by the establishment of a Planning Department. These three departments are the oldest branch that still existed until now. In 1970s, Assessment Department established to evaluate land, which before is carried out by Land Department. On 1st January 1958, the enforcement of The Land Code (Chapter 81), which removes all land laws enacted before 1957. The Land Code (Chapter 81) becomes the major state land code to this day. This shown that the written law of the land affairs has been in place since 1863, which is about 150 years ago. This series of laws had underlain the work process and the land administration system in Sarawak until present day.

### 1.2.1 Official Logo

Figure 1.1 Land And Survey Logo



Sources: [www.landsurvey.sarawak.gov.my](http://www.landsurvey.sarawak.gov.my)



### **1.3 Organizational Objectives**

Land and Survey objective is generally to provide the professional advice and services on land administration, valuation, planning and survey matters to internal and external clients and the Government. Besides that, it also provides efficient and effective service delivery. To promote public awareness on Government policies relating to land. Lastly is to regulate and enforce the provisions of the Land Code and other laws related to land. Moreover, land is to administer and manage land efficiently and effectively. For the valuation is to manage land acquisition in accordance with the Government development programs.

Next, the objective of planning is to plan and regulate the use of land in accordance with Town and Country Planning Principles. In the survey, it is to maintain and manage reliable geospatial data to support efficient land administration. Human Resources are to plan, develop and manage the human resources to achieve the vision and mission of the Department. Information system is to maintain and continuously develop towards a comprehensive, reliable and integrated land information system. Last section is Finance which is the aim is to have a realistic operating expenditure estimates and manage them with prudence, integrity and accountability. It also to assess accurately and collect promptly all land based revenue due to the Government.

### **1.4 Vision, Mission and Slogan**

The vision of this organization is to achieving excellence in the administration and management of land. Mission is to administer and manage land for the benefits of people and state. For the slogan of this department is an agency to facilitate development.

### **1.5 Quality Statement**

The quality statement that has been stated for the department is to provide a quality service to facilitate development of land through proactive leadership from the top management to the lower management support by competent workforce, efficient work process and relevant technologies.

### **1.6 Quality Principles**

Land and Survey Department is improving their service by practicing the following principles which are do things right the first time, proactive leadership at all levels effective communication be knowledgeable and competent and continuous improvement.

### **1.7 Values**

A value for Land and Survey Department is integrity which is subscribed to the highest moral principles in discharging their duties. Professionalism the knowledgeable and competent in their work. Proactive, depend on the innovative and responsive to situation. Commitment, enthusiastic and passionate in delivering their promises. Result-oriented it is focused and driven to achieve desired outcome. Trustworthiness is can always be relied upon to deliver their pledges to their customers and stakeholders. Work-life balance, the efficient time management to ensure productivity at work and quality of life.

## **1.8 Function**

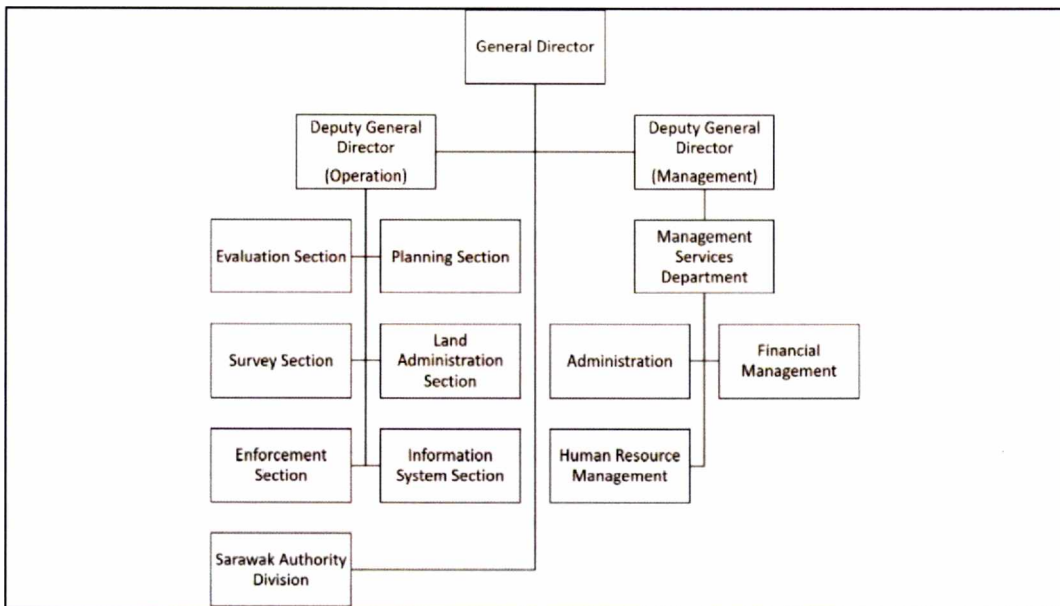
The function of Land and Survey is under the terms of the Inter-Governmental Committee Report and the Constitution of Malaysia, land and cadastral survey are State subjects which come under the portfolio of the Minister of Resource and Planning Management. Another function is, subject to the direction of the Yang di-Pertua Negeri, land in Sarawak is administered in accordance with the provision of the Mining Ordinance and the subdivision of land is administered in accordance with the Land (Control of Subdivision) Ordinance, the Public Parks and Greens Ordinance, 1993 and the Strata Titles Ordinance.

## **1.9 Main Responsibilities**

The main responsibilities of Land and Survey department is to topographical survey, cadastral survey, mining survey, aerial photographing and mapping, urban and regional planning and design, control of development, control of subdivision of land, implementation of urban development projects, including the development of urban centers, urban roads and Resettlement Scheme, alienation of State Land, administration of alienated land, including enforcement, investigation and registration of rights to land, registration of dealing affecting land issue of prospecting licenses and mining leases valuation of land acquisition of land for development purposes, revision of land rent the computerization of land information and in-house manpower training.

## 1.10 Organizational Chart

Figure 1.2 Organizational Structures



Sources: [www.landsurvey.sarawak.gov.my](http://www.landsurvey.sarawak.gov.my)

## 1.11 Conclusion

To conclude on Chapter 1, this chapter focused about the organization background such as organizational objective, policy, vision, mission, slogan and organizational chart. The main point in Chapter 1 is the vision of Land and Survey Department in achieving excellence in the administration and management of land. The mission is to administer and manage land for the benefits of people and state. For the slogan of this department is an agency to facilitate development.

## **CHAPTER 2**

### **DUTIES AND RESPONSIBILITIES**

#### **2.1 Introduction**

During my industrial training, I have been allocated in Administrative Section in Headquarters Land and Survey to suit my field of study. In administrative department, Madam Rozeyani Haji Ismuni and Mr. Mohd Aizam acted as my supervisor and advisor respectively. Total period for my industrial training, as required by Universiti Malaysia Sarawak is eight weeks, which was started on 25<sup>th</sup> July until 16<sup>th</sup> September 2016. The summary of eight weeks industrial training is reported in following section of this chapter which have been extracted from and liaise with industrial training log book. The following section in this chapter will explain my job description and task executed throughout the training.

#### **2.2 Week One**

The first week at the Headquarters of Land and Survey started off with a briefing from Madam Halizamina which is an Administrative Officer, N48. She introduced me to the whole department and explained all the outline of my task throughout the period of my industrial training. Later, Madam Zahimah binti Bujang gave me my first task of the week, which is to record incoming mail for the land and the section planning. The mail is from each division and from outside the organization. This mail tracking is important as to record the letters received, to avoid any data loss if the mail went missing, and data can be retrieved anytime. After that, I was asked by Mr. Mohd Aizam to assist him to update the list of job posts and permanent job appointment for Samarahan, Betong and Kuching area. A total of 521 items to be updated in terms of

details number, coordinator, grade and section to be updated for every staff by using Microsoft Office Excel followed by revision of data entered into the Government Employment System (G.E.M.S) software. G.E.M.S is a software in which all staff's personal information stored in the system. This week has given me a new experience in Human Resource Management (HRM) skills.

### **2.3 Week Two**

In week two, I was assigned to fill in new information in G.E.M.S software for prospective employees who got promoted in Land & Survey for Kuching, Sibul, Miri and Bintulu. The information updated in the system is designation, new department in which the individual is transferred to, and job grade. Any information employee-related that was required by Department of the Ministry, as for the purpose of examination, it must be confirmed and made no mistake. In conclusion, this week offer me a new knowledge, which is using G.E.M.S software which is very useful for storing employee data and status.

### **2.4 Week Three**

This week started off as I continue to finish my task in week 2, and the addition of the part of this task was to do review and update employee division for Miri area. Later that week I was assigned to change staffing data for the entire division Sarawak Land and Survey Department. Grade power conversion (W / N / JA / H) are based on a new grade for the year 2016. This is the part where I need to be extra careful as it involved with people's salary. Each employee who passed the grade will be referred to Annex as to decide the eligibility of every employee. After that, I was assigned to update the list of appointments and staffing into permanent positions. Later, I was in charged in

physical test for Penolong Pegawai Peguatu Grade N27. The interview was held in the Department of Land and Survey Samarahan. I was assisting in candidate registration, attendance checking, prepare form in which the candidates have to fill in, call out on the absentees, help in eye test check, and calculate the Body Mass Index (BMI). Lastly, I helped to announce the suitable candidates who fit with all criteria outlined. In conclusion of this week, I learned the promotion processes for Land & Survey and employee data entry. I am also learned the process of how the interview are made. This gave me the idea and tips for my job interview later.

#### **2.5 Week Four**

During week four, I was responsible to update the grade and check the status of employee staffing vacancies per grade in the year of 2016 for Kuching and Bintulu area to manage. The purpose of the update is to find vacancies in the Department in order to be advertised in E-Recruitment. After that, I am updating the salary for Sarawak Land and Survey employees and converts it into a new payroll grade, as required by the government. Overall, I learned that this data updating and revising is important as not to leave any job position unattained, and created job vacancy.

#### **2.6 Week Five**

Throughout the week, I was assigned to change the name of the position held by the employee to a new job title. This conversion is based on (SKP Bil. N78 / 2015) for which former name for each post has been removed. I am covering this data for the entire division Sarawak Land and Survey Department. In conclusion, I have learned how the conversion process requires precision in data entry and checking. Any mistake made can be fatal to other employee's salary. Therefore, I need to check the

data very precisely before it is submitted to the Chief Minister's Department for verification and final revision.

## **2.7 Week Six**

During week six, I was given the task to include new information staffing vacancy for the post of General Assistant. I have entered data such as the ID number of the new posts and job grades. Each vacancy has been discussed and approved by the higher authorities which will create new id numbers for eligible employees to fill the vacancies. It is greatly simplifies the work if the employee enrolled in the new employee information system. Later that week I have assigned to manage and check the certificate for grade promotion for grade N22 as attached in Appendix A, Performance Evaluation Report for three years (Appendix B), A copy of the Decision of the Competency Level Assessment (Appendix C), Form of Declaration (Appendix D), Filter Discipline (Appendix E), Filter Anti-Corruption Commission Malaysia (Appendix F), Letter of Credit Hardcore (Appendix G), and Letter in the Post (Appendix H). In conclusion, the task given to me was a very important and should be done with more careful as in the event of a surplus position has been registered compared to existing posts, it will pose a serious problem when creating a new job vacancy. As a result, the department will be forced to lay off workers that exceed the quotas.

## **2.8 Week Seven**

My task in this week is to check for vacancies that I have entered in week six whether there is a contradicts in terms ID created for new positions or the lack of ID positions that have been made against the total number of vacancies that supposed to be. For the



rest of the week, I checked all the office information that I have made and make corrections in case of any mistake before submitted to Chief Minister's Department for review and confirmation, which later to be updated in G.E.M.S software. In mean time, Madam Masitah has assigned me to prepare Surat Pengesahan Dalam Jawatan. This form is to ensure the staff are qualified for promotion, or otherwise. The form is later to be sent to qualified candidates. For conclusion, I have better understanding and become more skilled in managing the employee's position and handling problems arise at the same time.

## **2.9 Week Eight**

In this week, I have assigned to learn the process of employee's leave been made. Previously, employee's leave process is manually filled in Holiday Form. However, the process has been improved by using information technology. The tools created for that function is called Impiana System. Impiana system is the staff portal for applying employee's leave, which comprises of rest leave, sick leave, maternity leave, unpaid leave and half-paid salary. During this week, I have been guided by Mr. Mohd Noor about the position unfilled by the employees on leave. The position can be applied by qualified staff. The process is begun by sending out memorandum for candidates who are able to fill in the position. Secondly, the headquarters must examine the application in respect to the promotion and seek for department head approval. Thirdly, the candidate approved by department head will later to be sent for Jabatan Ketua Menteri acknowledgment.

The last process notify Accountant Department for payment register. The total of payment for covering the position is 1/4 from the vacant posts. Later that week, I am updating the list of appointments and staffing to permanent positions. The update

were including employee's status checking whether they are in permanent or contract term status, and number of pension in year 2016. Besides that, I was preparing the CMO form. This form is a Document the Appointment of Miri Division. My task is to prepare the personal data for employees, which include position changed, effective date, date of salary movement, previous salary and latest salary. As a conclusion, I learned on how to key in data for employee's leave which has been certified by the Head of Branch.

## **2.10 Conclusion**

As a conclusion, this chapter focused on the discussion about my activities, task and job done in the organization. This summary of my daily job is illustrated in a table form which is reflected from my practical log book. It also summarize my daily activities that show my usual and task that are assigned to me during the internship. Chapter two also gives me the opportunity to organized and records the task that I have done and show what I have learned during the period.

## **CHAPTER 3**

### **ANALYSIS**

#### **3.1 Introduction**

From the analysis in this chapter, it is specifically focuses on the one of area and scope that mostly related and in charged by me at Land and Survey Headquarters office. Therefore, I will relate most of the works done during the internship with the subject that I have been studied, which is on the human resources management and ethics and law. Through this experience, the level of the basic skills as a preparation for me to face the real workplace world late can be expanded and improved. During the internship, I have been attached at administrative section which I was given various tasks. However, in this report I will only focus on one area which is on file management whereby most of my task given was from this scope. Besides that, this internship allows me to apply the theories and concepts learned at the university to the workplace.

#### **3.2 File management**

The employee personnel file is the major employee file that contains the records concerning the job relationship from employment application through external interview and job closing documentation (Susan M. Heathfield). It may only managed by means of Human Resources staff and the employee's immediately supervisor then supervisor that have access to the facts in regard to the personnel file yet it never leaves the Human Resources office. This file is normally saved in a locked, fire-proof file cabinet within a locked place that is reachable to Human Resources staff.

The confidentiality on the employee facts of the personnel file is the most important. This personnel file also can be accessed period to period for facts through the employer, supervisor or Human Resources staff. There are the contents of an employee personnel file such as the job records that consists of work application, resume, cover letter, learning verification, job verification, rejection letter, position, job description, work evaluation records, job offer letter and employment contract, service employer or temporary agency agreement, fortuitousness contact information, signed employee guide acknowledgment form showing procurement on employee handbook and guidelines from recent employee orientation.

My task in file management section is to save any letters received by Land and Survey Division office into the related file such as employee personnel file, administration file and also development file. Firstly, the information in the letter will be key in and the letter will be scan into the file management system by Encik Mohd Aizam. The letter will be classified into the employee personnel file, administration file and development file by Encik Opek Sangoi. I will save the letters based on the file classification and record it into the letter record book. The file will be closed annually and put into the file room based on the box number.

During the practical period, I have been assigned for maintaining files for each employee in this department. It involves maintaining existing employee files, creating employee files for new hires and retaining all former employees' files for appropriate retention period. The staffs that are responsible in file management also informed me that the closed file needs to be diminished after authorized by upper management based on the period after ten years for general file while twenty five years for staff's personal file.

### **3.3 Human Resources Management**

Human Resource Management (HRM) is the feature within an organization as focuses about the recruitment, management, and providing course because of the humans whosoever job within an organization. The HRM department members supply the knowledge, essential tools, training, administrative services, coaching, legal and administration discipline and talent management error as the rest on the company wants for profitable operation.

HRM services are additionally performed by the line managers who are immediately responsible because of the engagement, contribution and productivity of their reporting staff members. In a completely built-in talent administration system, the managers play an extensive function and take possession responsibility for the recruitment process.

HRM is also a strategically and comprehensive strategy in accordance with manage people yet the workplace tradition and environment. Effective HRM allows employees to contribute efficiently and productively to the general organization direction and the authorization of the organization's goals and objectives.

HRM is remodeling from usual personnel, administration, and transactional roles as are increasingly outsourced. The characteristic about HRM is currently expected according to add value after the strategic utilization about employees and to ensure that employee programs endorsed and implemented impact the business in superb ways.

The new function on human resource administration includes strategic course and human resource management measurements after exhibit their value. The employees below human resource administration must show theirs value by keeping theirs employer or company protected from the lawsuits or resulting workplace chaos.

They must perform a balancing act in conformity with serve entire of the organization's stakeholders such as customers, executives, owners, managers, employees then stockholders. It is hard to underestimate the importance about an effective, modern-day human resource management characteristic within an organization.

### **3.3.1 Application of Human Resources Management in File Management**

From the definition regarding human resource management, it is the procedure that focuses on the recruitment, management, providing direction for the people whosoever work within an organization. It includes the administration regarding human beings in and out of the organization. For the current hires, it is known as the recruitment on recent members among the organization while the humans that reached the retirement age, they will quit theirs services within the organization. In the file management, when the current employees have been recruited, there will be opening new file for the employee. All the letters and files as associated to them will remain put into the file such the accepting letter because of the position and employment, the things to do that they involved the claims and much more. The current data of file will stay up to date beside period in conformity with time. The label concerning the file have to be changed based on the folio number on the aspect of file and the data about the current file will be key in into the database system of this organization.

While for the retirement employee, there will have the closing file for them. The file will be send to the file store then it will be diminished after approved via top administration based on the duration after ten years because of common file while twenty five years for staff's non-public file. The label of the file needs to be changed based concerning the folio quantity on the aspect of file and the facts about the historical file will be key in into the database system of this organization. The file will

be put into the box based on the sequence number then put between the rack file in the file store while waiting for the cut down duration of the file.

### **3.4 Ethics and Laws**

Ethics is an area of concern on people relations for four reasons. First, practitioners are conscious that, to some, public relations have a recognition because of unethical behavior. Second, community association is often the source of moral statements from an agency yet the repository of moral or social policies for that organization. Third, practitioners have struggled in accordance with create appropriate codes concerning ethics for themselves and fourth, practitioners ought to act on behalf of their organizations as the moral Ombudsman because the public those served.

Kant (1785) defined ethics as “an erudition that teaches, not how we are to acquire happiness, but how we are to become useful regarding happiness”. What is legal is not always ethical, then what is ethical is not always legal. Laws cover only so much conditions among community relations. In many situations, public relations professionals have to make judgments about “the appropriate thing to do” to construct relationships between the organization and its public. If your administrative center lacks ethical standards, your employer gambles losing valuable employees and customers and perhaps even more. Federal laws allow heavier penalties of employers convicted of criminal misbehavior if they cannot show that they’ve made efforts to implement moral measures to prevent and deter unlawful conduct. Some of the primary forms of employee misconduct or unethical behavior include the following:

1. Misrepresenting time or hours worked;
2. Lying to supervisors;
3. Lying to co-workers, customers, vendors, or the public;

4. Misuse of your employer's assets; and
5. Lying on reports or falsifying records.

As you can see, there is a widespread need for ethics in your workplace. A code of ethics can provide guidelines for your conduct and help improve the overall atmosphere of your workplace. Your employer's workplace ethics policy deters employee misconduct, avoids conflicts of interest, helps keep you and your co-workers honest, provides you with guidelines for resolving sensitive issues, and helps make clear that all employees are responsible for their unethical behavior.

#### **3.4.1 Application of ethics in file management**

Each file contained the letter should be keep as confidential. Only the employee itself, the staff that is responsible to manage the file and the employer can get access to the file. The file should be return back after being used and put back into the cabinet. It should be saving in the locked cabinet in the file room and cannot leave the file room. The file should be saving based on the name of the file and label of the locked cabinet. For example, the employee personnel file will be put into the employee personnel cabinet while for the administration and development, they have their own cabinet. As the employee that in charged in the file management, he or she should not disclose any information that included in the file to the other people. He or she should maintain the confidential of the information that they know during record it into the record book.



### **3.5 Conclusion**

As a conclusion, this chapter focused on the analysis of my task done in the organization. During my internship, I have analyses on the task given to me and compare it with theoretical part of my study. Thus, I need to identify the theory that I have learned to be used in the workplace accordingly.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.1 Introduction**

This chapter explain about the recommendations for the organization. It is focus on the strength and the weaknesses of the task conducted during practical training in the organization. Besides that, this chapter also highlight recommendation from my point of view and based on my experience during completing my practical training.

#### **4.2 The Strengths Throughout the Practical Training**

##### **4.2.1 File Management**

Each file such as the employee personnel file, administration file and development file needs to be put into the cabinet based on the name of the file. Each cabinet have been label alphabetically by the name of the file and the series number of the organization under Land and Survey department. The file management in this organization is important because it will be easier if the employers, the staff itself or other employees want to use it and it needs to be update from time to time. The other strength of file management section is the information of each employee keep confidential in the locked cabinet. The staff in charged will make sure to lock up all the cabinet every day, so that it can keep the confidential of the file. This organization also has the database to save the entire received letter into the system. All the letter will be record into the database based on the series number of the letter, so that it will be easier to find it if it is needed. The information of the letter such as the title of letter, the sender, the date received, reference number of the letter needs to be recorded.

#### **4.2.2 Staff**

In the administration section, they have many staff around 20 persons. So, the larger number of staff will help reducing the task burden among them. Therefore, it is also can help them to perform on their task more effective and less time taken. Besides that, this section can improve their teamwork skills due to work together in order to complete their task. Furthermore, communication skills also can be enhanced because each of staff need to communicate among them before make decision especially on completing the task. Moreover, most of them are friendly with practical training student by showing their positive attitudes such as respect.

#### **4.2.3 Technology Skills**

The organization using Government Employee Management System (G.E.M.S) to record their employee data especially on their personal data which is including service period, pension and salary. The staff also using this online system to apply for holiday. Besides that, G.E.M.S also help the organization to record their property data. Most of the staff within the organization have good skills in G.E.M.S technology which is become one of main sources as references for them to check on recorded data.

### **4.3 The Weaknesses Throughout the Practical Training**

#### **4.3.1 File Management**

In this organization, the weakness of the file management is the lack of staff to do the filing. There is only one staff handling the file management. If he needs to do the outside activities, the letters that need to be filing will be because only he can classified the type of the letters such as employee personnel file, administration file and development file. Besides that, the quality of the file used is not in the good condition. The file is made up from the paper which is easier damaged if we need to update the new information for the new hires. The file also damaged because it is too old and there are too many letters inside the file.

The other weakness of this file management is the staffs that are using the file did not return the file after using it. There is the record book for using the file but the other staff did not write their name and the date they use the file. It will make the filing process slower and sometimes the letters are not filing appropriately based on the received date of the letter. Moreover, poor working culture among the staff is the one weaknesses of Land and Survey Department.

This is where the employees are practicing the poor work culture and doing the wrong ethical conduct. For examples, the employees tend to go out for a break but that time is not for the break time yet. After they signed the attendance in the morning, they came out from office for breakfast. Although there have the CCTV, they do not care with the present CCTV. Sometimes there is also some staff who does not enter office in the evening session. This is always happen on Friday, because of short time after the long lunch break.

### **4.3.2 Staff**

However, the larger number of staff will create weaknesses within the organization. Based on my observation during practical training regarding the staff. There are lot of weaknesses can be seen such as some of the staff have no punctuality coming to work on time. It is because the organization does not using thumb print or punch card to record their attendant. Some of reason provided by the troubled staff are not acceptable. This situation give bad reputation to the other staff. Therefore, it could affect their Key Performance Indicator (KPI) result. Other than no punctuality coming to work on time, the staff also will go out early than rest hour. For example, lunch hour should be 12 afternoon but they are leaving around 10.45 morning. This kind of attitude are practice by some of the staff. Even though it is only minority, this weaknesses can affect their efficiency.

### **4.3.3 Technology Skills**

However, even their staff are good in using G.E.M.S. there are also some weaknesses can be found in the organization such as they are lack with Microsoft Excel skills. This technology is better in term of recording their data virtually. The staff usually using manual method to record data which is not safe and not accurate because of human mistake. The handwriting also will affect the data because bad handwriting will delay their task to be done because they have to check properly. Besides that, manually recording using pen also show the organization weaknesses in provide staff with good skills in technology. For example, if they keyin data manually without computer, the ink will become faded. So, it will show no efficiency within the organization.

## **4.4 Recommendations**

### **4.4.1 File Management**

What I can suggest on the file management in this organization is the staff for the file management should be increased or can use the other existing staff to do the filing while the authorized staffs has the outside activities. This can avoid the filing process becomes slower and there is no delay in filing process. The good file management will update from time to time. Next, this organization should use the good quality of file, so that it will be long lasting to be use in keeping all the letters or any documents related to personnel file, administration file and also development file. If the file can be used in the long time, it will reduce the fund to buy the new file for the organization. They can use the file that made up of plastic and the label of the file can be changed without damaged the file. Lastly, the staffs that want to use the file should write the name and date when they want to use the file, o that if the file is missing they can find it based on the last person that using the file. They also have to send back the file after they have used it.

### **4.4.2 Staff**

My recommendation for Land and Survey Department is to provide the proper training module for the staff. The example of training module is the training on how to manage their responsibility on jobs. They should be given with proper training methods in order to enhance their skills to perform their task. Then, they should learn on how to take responsibility carry confidential task because it help them to minimize error during completing their task. Besides that, the organization also should install thumb print and punch card machine in order to overcome no punctuality coming to work. Proper training will help the staff create good behaviour towards the

organization. When there is proper training, it will enable the staff authorize to understand well and try to do continuously efficiently.

#### **4.4.3 Technology Skills**

The organization should start with using Microsoft Excel in key in data rather than manually key in in logbook. Then, they are also should focus on installing new technology which is latest machine in order to make their staff more knowledgeable and always ready to use new machines. Therefore, they can become flexible employee because they are able to use any new technology provided by the organization. So, it will help them enhance their new skills and become more versatile. The organization also can provide a talk about new technology can be used in office system among their staff because it can make them ready to receive any new skills regarding technology. It is because nowadays, technology keep changing from time to time. So, it is necessary for them to make sure their staff are able to use new technology.

#### **4.5 Conclusion**

To conclude, this chapter focused on the recommendation and suggestion toward the efficiency of work at the workplace. Firstly, the strength and weaknesses of the task at the office was identified and recorded for the purpose of SWOT analysis. Secondly, the opportunities to the organization are been analysed and identified the suggestion and recommendation that should be given to the department to overcome the problem. Finally several suggestion and recommendation are being made and stated in order to help in giving the ideas on how to improve the work system in the department.

## **CHAPTER 5**

### **CONCLUSION**

#### **5.1 Introduction**

This chapter will focus on the conclusion as well as the summary of all the task performance during the practical period. Practical training is the good exposure for student to gain more knowledge experience in real situation of workplace. This exposure can help the practical student to be prepared mentally and physically in facing challenges that usually arise in workplace after graduate from UiTM. Furthermore, by having practical training, it can help the student to determine their own strength and weaknesses in area workplace. Thus, I want to conclude the report based on chapter as following:

#### **5.2 Conclusion on Chapter One**

First chapter represents on the history and background of the organization. It also discussed about the vision and mission of the organization whereby their vision is to achieving excellence in the administration and management of land. Meanwhile, among their mission is to administer and manage land for the benefits of people and state. Apart from that, there are some functions and roles of Land and Survey Department such as administer in accordance with the provision of the Mining Ordinance and the subdivision of land is administered in accordance with the Land Ordinance, the Public Parks and Green Ordinance, 1993 and Strata Titles Ordinance. Towards the end of chapter is discussing about the core business and administration and also another services provided by the organization.



### **5.3 Conclusion on Chapter Two**

In chapter two, it includes the description of the tasks given to me on weekly basis. According to the schedule of practical training, the tasks given during my practical training can be observed. It can be seen that the organization is utilizing the services that I can provide to the organization while doing my practical training by giving me the tasks that is related to my course. Besides that, the employees in the organization also taught me on how to perform all the tasks given because many of the tasks is a new thing for me which some of it did not taught in theory that I have learn in class. All the knowledge that I have gained would give benefit to me and might be useful in my real working environment later.

### **5.4 Conclusion on Chapter Three**

In chapter three, it involves the analysis of the dominant task done during the internship. From the analysis of internship, it is specifically focuses on the one of area and scope that mostly related and in charged by me at Land and Survey Department which is on file management. Therefore, I found that most of the works done during the internship have relationship with the subject that I have been studied, which is on the Human Resource Management and Ethics and laws. Through this experience, the level of the basic skills as a preparation for me to face the real workplace world later can be expanded during my practical training. Besides that, this task also required me to be more ethical whereby I must not disclose the confidential information to public and able to practice the ethical conduct that was learn earlier at class and understand more about the theories and concepts. During the internship, I have been attached at various departments which I was given various tasks from each department.

## **5.5 Conclusion on Chapter Four**

Chapter four includes the strengths and weaknesses of the jobs or tasks assigned during practical training that is on file management. One of the strength of this task is that the using of system to enhance the file management, which is it will be easier for the staff to find the needed file, the use of database to save the letter meanwhile, for weakness, I only found several weaknesses of this task whereby there is insufficient officer in charge for this filing task, bad quality of file used and the staff do not send back the file after being used.

Other than that, this chapter also provides the solutions for improvement in future and for the organization to deliver better services toward the public. There is a lot of new knowledge that I have gained throughout my practical training at Land and Survey Department. Some of the tasks given were new things for me that I have not learn at class. I was taught on how to perform the task according to the right ways and ethical conducts that must be adhere in performing the task and delivering the services to the public. Besides that, through this practical training I also have gained a lot of new experiences which are very useful for me and give me the full picture about how the real working life looks like.

Both knowledge and experiences that I have got will help me to be ready to face the real working life later. Apart from that, I would like to give a suggestion towards the faculty to extend the period of internship for at least three months to one semester because eight weeks for me is insufficient and the students cannot gain much when the period is short. When the period is longer than the students will able to learn more and therefore it would help them to be more ready to enter the working life after the graduation. This will help the university to produce a competence future employee that will contribute to the good performance of the organization.

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# APPENDIXES

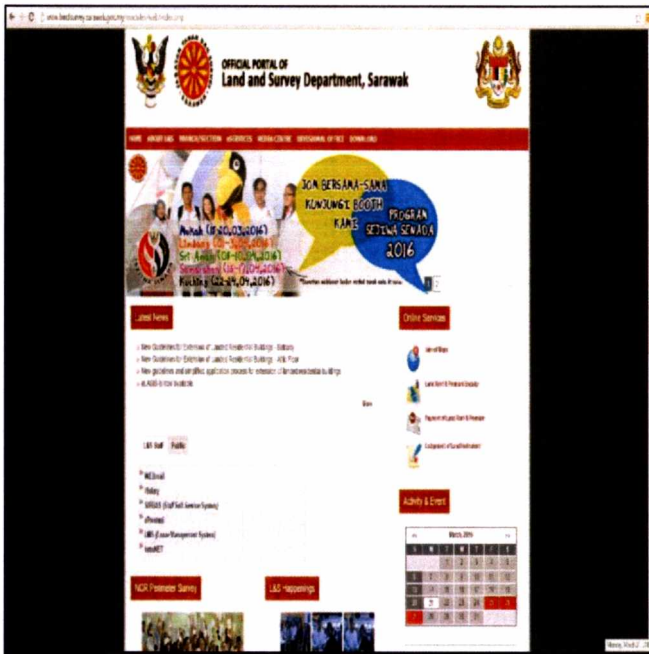


Photo 6.1: Website Land and Survey Department, Sarawak.



Photo 6.2: Certificate of Appreciation from Land and Survey

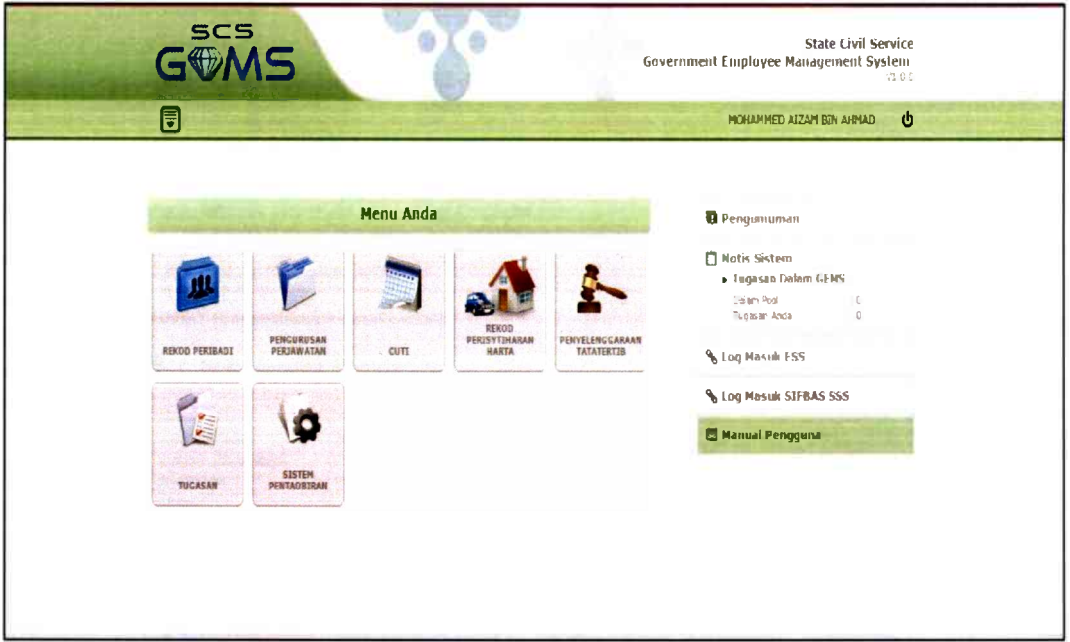


Photo 6.3: State Civil Service Government Employee Management (G.E.M.S) system

Organisasi Aktivi - Agensi	Organisasi Aktivi - Seksyen/Unit	Nama Jawatan	Nama Jawatan Selanjar	Nama Penyandang	No. Butiran Senara Penyandang	ID Jawatan	Sila / Grad Gaji	Status Perantikan	Status Keperluan	Status Pengerahan
B.36 - JABATAN TANAH DAN SURVEI SARAWAK	03.13 - PEJABAT BAHAGIAN BETONG	PEMBANTU AWAM	PEMBANTU AWAM / TBK 13 TAHUN		427	0003027546	H11.H14 (SEM)	Kasong	Tiada Perubahan	Bebas
B.36 - JABATAN TANAH DAN SURVEI SARAWAK	03.13 - PEJABAT BAHAGIAN BETONG	PEMBANTU AWAM	PEMBANTU AWAM / TBK 13 TAHUN		427	0003027547	H11.H14 (SEM)	Kasong	Tiada Perubahan	Bebas
B.36 - JABATAN TANAH DAN SURVEI SARAWAK	03.13 - PEJABAT BAHAGIAN BETONG	PEMBANTU AWAM	PEMBANTU AWAM / TBK 13 TAHUN		427	0003027548	H11.H14 (SEM)	Kasong	Tiada Perubahan	Bebas
B.36 - JABATAN TANAH DAN SURVEI SARAWAK	03.13 - PEJABAT BAHAGIAN BETONG	PEMBANTU AWAM	PEMBANTU AWAM / TBK 13 TAHUN		427	0003027549	H11.H14 (SEM)	Kasong	Tiada Perubahan	Bebas
B.36 - JABATAN TANAH DAN SURVEI SARAWAK	03.13 - PEJABAT BAHAGIAN BETONG	PEMBANTU AWAM	PEMBANTU AWAM / TBK 13 TAHUN		427	0003027550	H11.H14 (SEM)	Kasong	Tiada Perubahan	Bebas
B.36 - JABATAN TANAH DAN SURVEI SARAWAK	03.13 - PEJABAT BAHAGIAN BETONG	PEMBANTU AWAM	PEMBANTU AWAM / TBK 13 TAHUN		427	0003027551	H11.H14 (SEM)	Kasong	Tiada Perubahan	Bebas
B.36 - JABATAN TANAH DAN SURVEI SARAWAK	03.13 - PEJABAT BAHAGIAN BETONG	PEMBANTU AWAM	PEMBANTU AWAM / TBK 13 TAHUN		427	0003027552	H11.H14 (SEM)	Kasong	Tiada Perubahan	Bebas
B.36 - JABATAN TANAH DAN SURVEI SARAWAK	03.13 - PEJABAT BAHAGIAN BETONG	PEMBANTU AWAM	PEMBANTU AWAM / TBK 13 TAHUN		427	0003027553	H11.H14 (SEM)	Kasong	Tiada Perubahan	Bebas

Photo 6.4: Staff ID Details



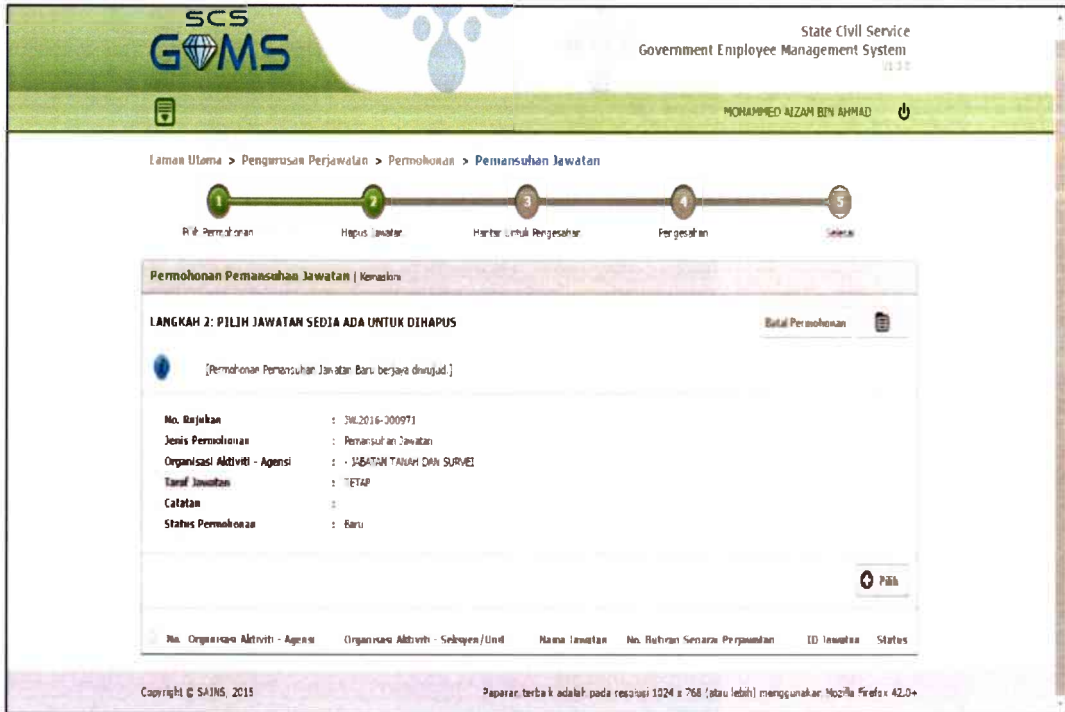


Photo 6.5: Abolition System

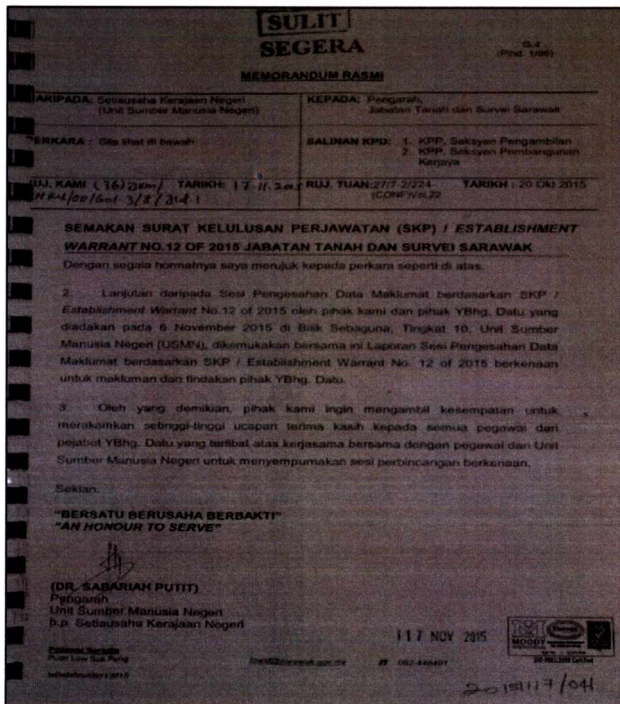


Photo 6.6: Establishment Warrant of Staff Land and Survey Department



Photo 6.7: My desk in Land and Survey Headquarters during practical training.



Photo 6.8: My task during practical training at Land and Survey Headquarters, Sarawak.



Fax Send Report

26-JUL-2016 08:16 AM TUE

Fax Number :  
Name :

Name/Number : 678091  
Page : 2  
Start Time : 26-JUL-2016 08:14AM TUE  
Elapsed Time : 00' 34"  
Mode : STD ECM  
Result : [O.K]

No Borang: LP/FSPPP-08

**BORANG PENGESAHAN  
KEHADIRAN PELAJAR LATIHAN PRAKTIKAL**

Kota Program AM228  
Fakulti Sains Pentadbiran dan Pengajian Polisi  
Universiti Teknologi MARA  
Jalan Alor  
41000 Kota Seremban  
SARAWAK  
n.p. Penyelenggaraan Latihan Praktikal AM228/AM225\*

Tuan

**PENGESAHAN KEHADIRAN PELAJAR PRAKTIKAL  
FAKULTI SAINS PENTADBIRAN DAN PENGAJARAN POLISI  
UNIVERSITI TEKNOLOGI MARA, SARAWAK - SEMESTER MAC 2016 - JULAI 2016**

Demikianlah saya perkaratersebut di atas adalah berkaitan dan dirujuk.

2. Setelah dimaklumkan bahawa organisasi kami dengan ini mengesahkan bahawa pelajar-pelajar berikut adalah program Ujiah Sarjana Muda Sains Pentadbiran (AM228) Ujiah Sarjana Muda Pentadbiran Korporat (AM225)\* telah hadir dalam laporan kehadiran ini untuk menjalankan Latihan Praktikal di organisasi kami. Hal ini adalah berdasarkan surat yang dinyatakan di dalam surat kami ini bertarikh 27/07/2016, bertarikh 21-08-2016 tempoh.

3. Sebagai pelajar ini bakal menjalankan latihan praktikal yang dinyatakan tempoh mulai dari 25 Julai 2016 sehingga 16 September 2016. Maklumat pelajar yang melaporkan untuk menjalankan latihan praktikal adalah seperti berikut:

Bil	Nama Pelajar	No Matrik	Tarikh Laporan
1	M A I S A B A S U P T I M O H Y U L A S	2016200404	26 Julai 2016
2			
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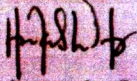


6			
7			
8			

4. Sehubungan dengan itu sebagaimana dikehendaki, makaberikutdikemukakan maklumat ini untuk simpanan pihak Fakulti.

Sekian, terimakasih.

Yang benar



Tandatangan Cop Organisasi  
Nama: RAJZAMINA BINTI HAJI MORSHIDI  
Pegawai Sumber Manusia  
Tarikh: Pegawai Tadbir Grad N48  
Jabatan Tanah dan Survei  
SARAWAK

26 JUL 2016  
\*Silapotong mana yang tidak berkenaan.  
Pohondifaksikan surat ini kenombor 082-677320/678091  
u.p: Penyelaras Latihan Praktikal AM228/AM225\*

Sebarang kemuskilansila berhubung dengan:

Encik Fairuz Hidayat Merican Wan Merican  
Penyelaras Latihan Praktikal AM228  
No Telefon: 013-8231312

Encik Fairuz Hidayat Merican Wan Merican  
Penyelaras Latihan Praktikal Program AM228  
Fakulti Sains Pentadbiran dan Pengajian Polisi  
Universiti Teknologi MARA Sarawak  
Kampus Samarahan 2  
94300 Kota Samarahan  
Sarawak

Tel: 082-678485/013-8231312  
Faks: 082-678091/678064

Tuan

**KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN  
PRAKTIKAL BAGI PELAJAR UITM DARI FAKULTI SAINS PENTADBIRAN DAN  
PENGAJIAN POLISI (FSPPP)**

NAMA PELAJAR: MAIJURA BINTI MOHD. TUAH.

NO KAD MATRIK: 2014700409

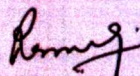
KOD PROGRAM: SARUADA MUDA SAINS PENTADBIRAN

Dengan hormatnya permohonan tuan menerusi surat bil 100-UITMKSCE/SP/14/12 bertarih  
11 MEI 2016 mengenai perkara tersebut di atas adalah dirujuk.

2. Adalah dimaklumkan bahawa setelah pertimbangan teliti diberikan terhadap permohonan tersebut maka pihak kami **BERSETUJU / TIDAK BERSETUJU\*** untuk menerima pelajar berkenaan dari Fakulti tuan bagi menjalani latihan praktikal di organisasi kami mulai 25 Julai 2016 hingga 16 September 2016 berdasarkan syarat-syarat yang akan ditentukan oleh kami.

Sekian, terima kasih.

Yang benar





Tandatangan Pegawai dan Cop Organisasi

\* Potong mana yang tidak berkenaan



**MEMORANDUM RASMI**

<b>DARIPADA</b> Setiausaha Kerajaan Sarawak	<b>KEPADA</b> Pengarah Tanah dan Survei, Sarawak
<b>PERKARA</b> PENGESAHAN DALAM JAWATAN	<b>SALINAN KPD.</b> Sila Lihat Di Bawah
<b>RUJ.KAMI</b> 18 /F/59236 <b>TARIKH</b> 21 JUN 2007	<b>RUJ.TUAN</b> 23/7-5/3260 <b>TARIKH</b> 2.4.2007

Menurut Perintah Am Negeri 27 (SWK.L.N.1/96) dan Peraturan-Peraturan Suruhanjaya Perkhidmatan Awam (SWK.L.N.14) adalah dimaklumkan bahawa pegawai yang tersebut di bawah telah disahkan dalam iawatannya:-

<b>NAMA</b>	- Mohamad Hisham bin Yusuf
<b>NO. KAD PENGENALAN</b>	- 770116-13-5267 (K0497097)
<b>JAWATAN</b>	- Penolong Pegawai Perancang Bandar dan Desa. Gred J29 (Jawatan Berasaskan Caruman)
<b>TARIKH PENGESAHAN DALAM JAWATAN</b>	- 2 April 2007
<b>CATATAN</b>	- Beliau adalah dikehendaki untuk terus mencarum kepada Kumpulan Wang Simpanan Pekerja.

**"BERSATU BERUSAHA BERBAKTI"**

(INDIT BANGAI)  
Unit Pengurusan Sumber Manusia  
b.p. Setiausaha Kerajaan,  
Sarawak.

s.k. Encik Mohamad Hisham bin Yusuf  
KK (Pengesahan)

25 JUN 2007

**APPENDIX "C"**  
to Secretariat Circular  
3/1955

## Official Memorandum

Ref : **/7-3/11/1036**  
From : **Pengarah Tanah Dan Survei, Sarawak** To: **Akauntan Negeri, Sarawak**  
Subject : **Appointment By Transfer**

Date :

=====

In accordance with P.S.C Rules, the appointment of the undermentioned officer is approved :-

Name : **Akau Anak Empelah**  
From : **Pekerja Awam, Grad R4 Jabatan Tanah Dan Survei (Tetap)**  
To : **Pembantu Awam, Grad H11 at RM 1,690.99 p.m (Basic Salary) Jabatan Tanah Dan Survei (Tetap)**

Date from which appointment to take effect : **01 November 2013**Incremental Date : **1 Januari**

Remarks : (I) **Pertukaran Pelantikan Berikutan Penggabungan Skim Perkhidmatan Penyelamat Grad N1, N12, Pekerja Awam Grad R1, R4 Dan Pekerja Awam Khas Grad R3, R6 ke Skim Perkhidmatan Pembantu Awam Grad H11, H14 melalui Pemberian Opsyen di bawah Pekeliling Perkhidmatan Bilangan 19 Tahun 2013**

(II) **Kepala: B.36/236 Pejabat Tanah dan Survei, Bahagian Miri (ID: 000011626) (Berdasarkan Senarai Perjawatan Versi 1/2016)**

**"BERSATU BERUSAHA BERBAKTI"**  
**"AN HONOUR TO SERVE"**

(HALIZAMINA HAJI MORSHIDI)

b.p Pengarah,  
Jabatan Tanah Dan Survei, Sarawak

S. It Setiausaha, Suruhmaja Perkhidmatan Awam Negeri, Sarawak  
Ketua Seksyen Pengambilan, Jabatan Ketua Menteri  
Ketua Seksyen Pengurusan Maklumat, Jabatan Ketua Menteri  
Penguasa Tanah Dan Survei, Bahagian Miri  
PK (E-Jawatan)  
Fail Peribadi

mem/opysan/CRD.13





## IBU PEJABAT TANAH DAN SURVEI

Menara Peirita, Jalan Tun Abdul Rahman Ya'akub, Petra Jaya,  
93050 Kuching, Sarawak, Malaysia  
Telefon: 082-4441111 Faks: 082-448611  
Laman Web: [www.landsurvey.sarawak.gov.my](http://www.landsurvey.sarawak.gov.my) E-mel: [lgdsurvey@sarawaknet.gov.my](mailto:lgdsurvey@sarawaknet.gov.my)



Ruj. Kami: AA/7-2/139(T) vol.7

Tarikh: 27.05.2016

Ruj. Tuan:

Tarikh:

Encik Fairuz Hidayat Merican bin Wan Merican  
Penyelaras LatihanPraktik ( Amali )  
Universiti Teknologi Mara (UITM )Sarawak  
Jalan Meranek. 94300 Kota Samarahan

Tuan,

### **LATIHAN PRAKTIKAL (AMALI) UNTUK SISWA/SISWI UITM**

Dengan segala hormatnya saya merujuk kepada perkara tersebut di atas.

2. Sukacita dimaklumkan bahawa permohonan tersebut adalah **DILULUSKAN** bagi pelajar, **MAIZURA BINTI MOHD TUAH (2014700409)** untuk menjalani Latihan Praktikal (Amali) di Pejabat ini mulai **25 Julai 2016** hingga **16 September 2016**.
3. Walau bagaimanapun, tuan perlu menasihati pelajar berkenaan supaya mematuhi arahan dan peraturan yang berkuatkuasa semasa dan menjaga imej jabatan ini sepanjang tempoh latihan praktikal tersebut.

**'BERSATU BERUSAHA BERBAKTI'**  
**'AN HONOUR TO SERVE'**

**[ ROSMAWATI MAJIDI ]**  
b.p Pengarah Tanah dan Survei  
Sarawak

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Practical  
BY MAZURA MOHD RUAH



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