

**INDUSTRIAL TRAINING REPORT:  
PEJABAT TANAH PENDANG (KEDAH)**

**SPECIAL PROJECT :  
SISTEM PERTUKARAN ALAMAT HAKMILIK**

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

**01 FEBRUARY 2015 – 30 JUNE 2015**

## **DECLARATION**

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*Date of submission: 7 JULY 2015*

The internship opportunity I had with Pendang Land Officer was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

I would like to express a very special thanks to my industrial training faculty supervisor, Madam Salliza Binti Md Radzri for giving me guidance and advice in completing this project and giving me a chance to gain as much knowledge and experience while I am under his supervision.

Bearing in mind previous I am using this opportunity to express my deepest gratitude and special thanks to my Officer Supervisor Puan Siti Fatimah Binti Mohd Pilus who in spite of being extraordinarily busy with her duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my project at their esteemed organization and extending during the training.

Finally, I would like to express my deepest my sincere and special appreciation to my family and of course for my mother Siti Aishah Binti Abd Rahman for their never ending support, love and encouragement throughout my study. Thanks also to all lecturers and friends that have given their best in helping me in finishing this project. I really appreciate it. May Allah bless all of you and thanks again for everything.

(SYAFIQAH YUSOFF)

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## **List of Abbreviation**

UiTM

Universiti Technology Mara

PTP

Pejabat Tanah Pendang

SSR

Sistem Star Rating

## **Chapter 1: Introduction**

### **1.1 Background of the Organization**

Pejabat Tanah Pendang (PTP) district in Kedah, Malaysia was gazette in the state government on February 1, 1975. The area under the jurisdiction of the Pejabat Tanah Pendang is 63,540.4 hectares and consists of 16 districts which are Ayer Puteh, Bukit Raya, Guar Kepayang, Padang Kerbau, Padang Peliang, Padang Pusing, Rambai, Tobiar and so on. All core business was operated by the PTP is under the supervision and approval of the Director of Lands and Mines Kedah Darul Aman. PTP chaired by the District Officer who is also the Land Administrator and the President of District Council.

State Secretary of Kedah Darul Aman has appointed an Assistant District Officer (Land) for help Pendang District Officer to administer the Pendang Estate Office. Pendang District was located in the middle of Kedah. PTP consist 65 employees that can be divided into several departments which are included Administration, Legislation, Information Technology, Development and Land Disposal, Enforcement and Technical, Registration and Taksforce and so on.





**Figure 1. 1: Maps of Kedah**

## **1.2 Objectives, Mission and Vision of Pejabat Tanah Pendang**

### **1.1.1.1 Objectives**

PTP plans, coordinates and implements land development in the area up to the maximum level in achieving the goals of the New Economic Policy. Next, PTP wants to intensify activities of land revenue collection as a source of revenue to the state government. They want to ensure efficient and effective services can be realized for the benefit of the citizens with goodwill and friendliness. PTP also would create law enforcement land efficiently and effectively.

PTP also ensures that the maximum level of land use and regular, consistent with the government's desire to enhance economic activity more productive and higher income levels.

#### **1.1.1.2 Mission**

**Managing and administering the development of land and enhance optimal results based on good governance, an efficient delivery system based on integrity and accountability, for the welfare of the people.**

#### **1.1.1.3 Vision**

**Towards a modern public organization, leading and competitive in Kedah by 2015.**

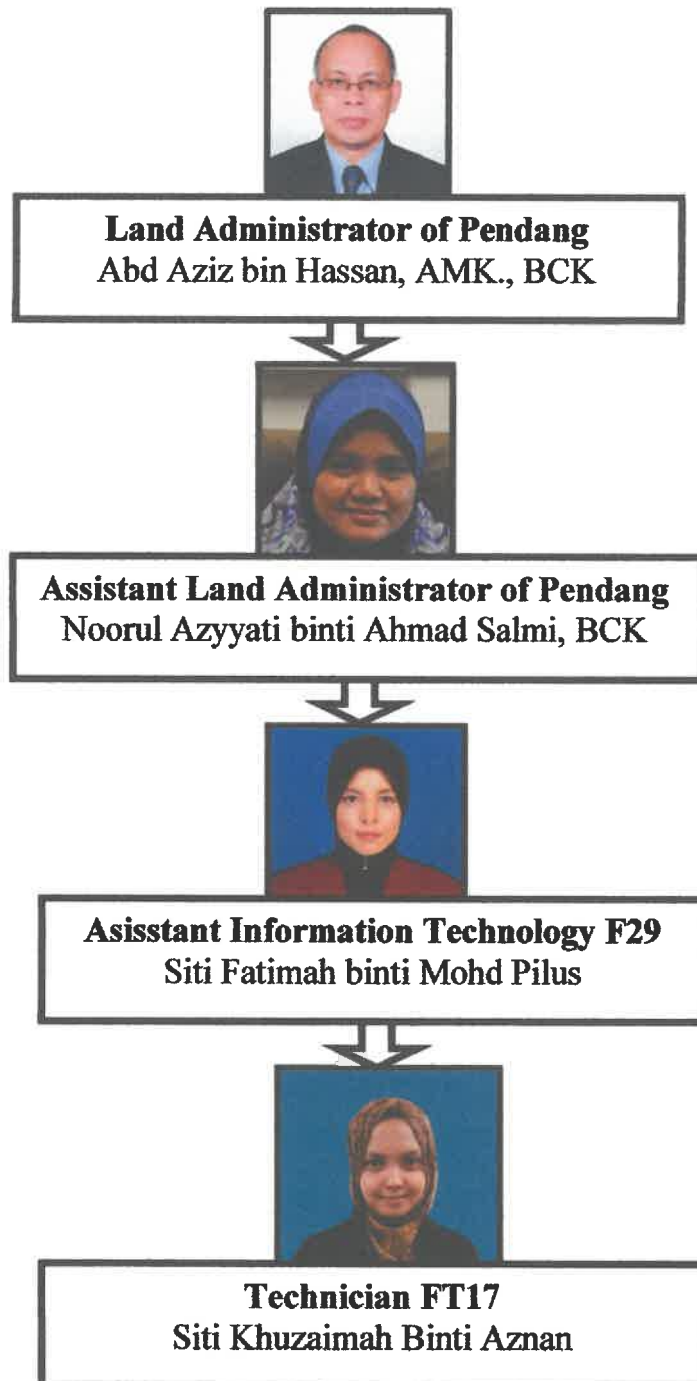
#### **1.1.1.4 Motto**

**TRANSFORMING INTO EXCELLENT**



## Chapter 2: Organization Information

### 2.1 Departmental Structure



## **2.2 Department Function**

According to Assistant of IT department, this department has develops and maintains an internal network of desktop workstations, digital office equipment and the networking equipment, operating systems and servers to tie them together. Oversight of all equipment would include configuring network access, setting up and making changes to existing workstations, and assigning access rights at various levels to key personnel within the company. The competent IT tech would also ensure there is a workable disaster recovery backup in the event that some section of the network should happen to fail.

Basically, there are three broad functions that such a unit would cater for:

**Perform computer maintenance (hardware and software)**

- **Computer hardware maintenance**
- **Maintain and update computer software**
- **Scanning and removes virus**

**Perform troubleshooting computer problems (hardware and software)**

- **Identify components which are crack or could occur problem**
- **Make sure that there are no problem identified in the operating system and software**
- **Make sure there are no viruses in the computer.**

**Repair and fix computer (hardware and software)**

- **Replace or repair the computer**
- **Re – install if software have problem**
- **Update operating system and software**

## Chapter 3: Industrial Training Activities

### 3.1 Training Activities

#### 3.1.1 Activities that involves in all unit

##### 3.1.1.a Installation



**Figure 3: 1:**  
**Install Window 7**

##### 3.1.1.b Install Window 7

The trainee had given a task to install Window 7 at several PC of staff at PTP. Any PC that was crack or problem will be installed with a new window.

### 3.1.1.c Install antivirus (SmadAV2013)

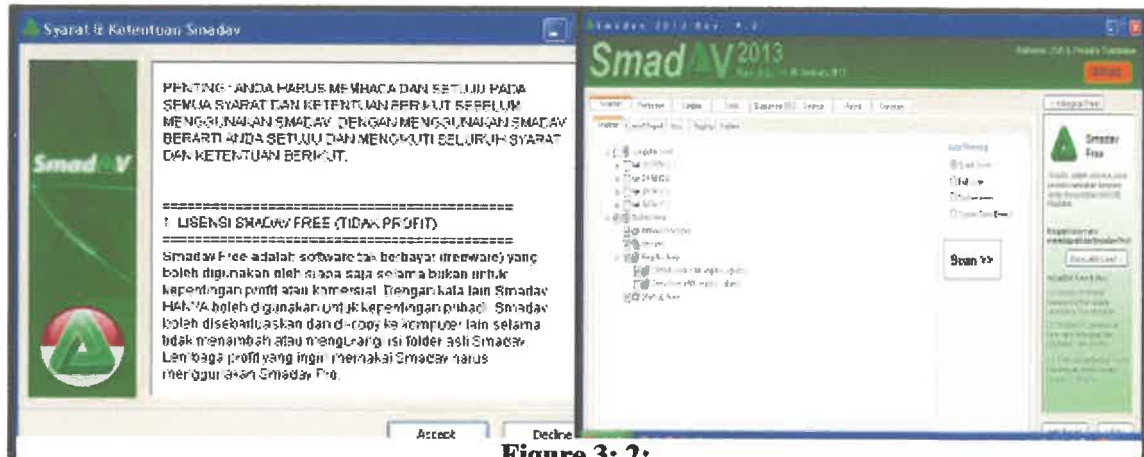


Figure 3: 2:

### SmadAV 2013 Antiviruses

Before this, PC at PTP was not secure from viruses. Sometimes, several document will harmed by those viruses. So, Assistant Information Technology was provided this antivirus installation for staff at PTP. Then, the trainee had to install antivirus at those PC which are attacked by viruses.

### 3.1.1.d Install Adobe Reader



Figure 3: 3:

### Install Adope Reader

The trainee also had to install Adobe Reader at several PC because staff had problem with their Adobe Reader due to the previous version. Staff asked to update their Adobe Reader because they can read any document files that related with Adobe Reader.

#### 3.1.1.e Install Microsoft Office 2007



**Figure 3: 4:**

#### **Install Microsoft Office 2007**

The trainee had also to install Microsoft Office because there are several PC which had a cracked Microsoft. So, Assistant IT was asked the trainee to check and uninstall those cracks Microsoft. Then, the trainee had to install Microsoft Office 2007 to solve the problem.

#### 3.1.2 Customer services and operators

In PTP, the trainee was trained to entertain customers at helpdesk. The trainee had to respond with any questions from customers but if the trainee can't answer the questions then other staff will entertain them. Other than that, the trainee had to answer phone call from public. Same situation with customer services task which need to response for any questions that have been asked. The trainee had to know information that related with PTP and several business activities that involved in PTP. For examples, applied land



form, receipt for any grand and so on. However, not all information is necessary for the trainee to be acquainted with.



**Figure 3: 5:**  
**Office telephone**

### 3.1.3 Record Filing



**Figure 3: 6:**  
**Rack in a File Room**



**Figure 3: 7:**  
**Arrange files in File Room**

The trainee was given a responsibility to arrange files in a File Room. Every week or two week, the trainee will arrange files. The trainee had to arrange files according to their specific arrangement. The arrangements of files are included files number, years, district and category of applied. In a rack, there must have same category and districts files. In a folder files, there must have same years. Usually, staffs will take several files in a folder. Due to that action, the trainee was given a responsibility to rearrange the arrangement of document in a files folder when it was retrieved.



**Figure 3: 8:**  
**Arrangement of document in file folder**

#### 3.1.4 System Star Rating

The trainee had involved in a System Star Rating that involved in PTP. System Star Rating was operated about two months starting from March until April and the Evaluation of System Star Rating were held on 11 until 13 May 2015. According to trainee's supervisor, the trainee had to complete several task based on System Star Rating. The trainee was given a task to complete the mission according to the request from the staff in all units. Staffs at PTP have to provide files of job specification. Each staffs must have that file during the Evaluation Day. SSR have several panel to evaluate

**See Appendix 1 : All Document during System Star Rating**

The trainee had given a task to help staffs in PTP. There are several tasks that the trainee had to complete which are include cover files, organizational chart of PTP, procedure or workflow of staff's profession, job specification and so on.

The trainee also was given a task to update and modernize applied leave form, organization flowchart and so on. Other than that, the trainee also had to update information in a files and book.

The purposed of System Star Rating was to evaluate the efficiency and effectiveness in managing their organization. All the procedure and module in order to enhance the management of organization had been given and all staffs must follow those guidelines.



**Figure 3: 9:**  
**File's Unit Information Technology**



**Figure 3: 10:**  
**A rack of files about System Star Rating**

Star Rating was implemented to evaluate and grade the level of performance of the agencies in Public Sector. There have several objectives of System Star Rating which are included:

- a) Evaluate and measure performance Government agencies are at a level of excellence
- b) To give formal recognition to excellent agencies
- c) To give publicity to the policies, strategies and best practices implemented
- d) To encourage healthy competition among Public Sector agencies

## Preparation strategies Star Rating

- a) Set up a taskforce to confront Rating Star Rating.
- b) Star Rating Assessment reports provide a reference for the assessment panel.
- c) Benchmarking visits to benchmark good practices in the management and delivery of public sector services
- d) Monitor inventory status Rating Star Rating in management meetings.
- e) Providing a slide presentation to the Star Rating Assessment report Assessment Panel.



**Figure 3: 11:**  
**SSR Model**

### Criterion 1: Organizational management

- a) A1.1 strategic management
- b) A1.2 work process re-engineering program
- c) A1.3 efforts towards a culture of quality
- d) 1.4 efforts to establish harmonious relationship between employers and member organizations
- e) A1.5 learning organization

- f) 1.6 risk management
- g) 1.7 monitoring management decisions

#### Report of System Star Rating

- a) Make sure the answer provided is fulfilling the criteria.
- b) Gather information and supporting documents in accordance with the evaluation criteria.
- c) Ensuring explanation for each criterion is consistent with the documents collected.
- d) Each statement can be proved by supporting documents such as minutes of meetings, reports print screen, pictures or leaflets related.
- e) Provides folders according to the criteria of evaluation.
- f) Provides Assessment Star Rating
- g) Reference to the assessment panel.
- h) Star Rating Evaluation report presented to Senior Management for approval.
- i) Providing a slide presentation to the Star Rating Assessment and reported to Assessment Panel.

There are three main components that are measured are:

- a) Management:
- b) management Organization
- c) Financial management
- d) Human Resource Management
- e) Development Project Management
- f) ICT management
- g) Core Services
- h) Customer Management

### 3.1.5 Program Mesra Rakyat

The trainee had involved in a Program Mesra Rakyat that was held on 1 March 2015 and was attended by Dato' Seri Mukhriz Mahathir. The trainee was given a responsibility as a technical helper. Before the events held the trainee was given a task to decorate and arrange the equipment before the event was held. See Appendix 2 Program Mesra Rakyat Form



**Figure 3: 12:**

**During the Day of Program Mesra Rakyat**



### 3.1.6 Seminar Record Management and Disposal of Records

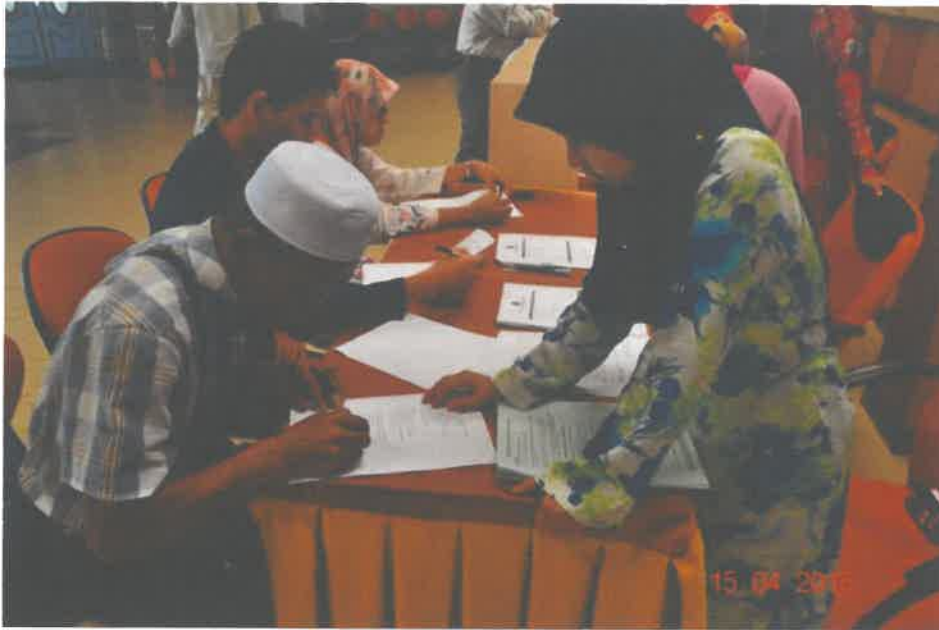
The trainee was involved in a seminar which had been given a speech about record management and how to dispose the records. The seminar was held at Dewan Cenderawasih Pendang on 6 and 7 April 2015. The purpose of the seminar was to improve and enhance the knowledge of staffs at PTP. Due to that statement, this seminar was help staffs in preparing the documents or files during the System Star Rating phase. See Appendix 3 Seminar Form



**Figure 3: 13:**  
**Photography session after seminar**

### 3.1.7 Customer's Day

The trainee was given a task to serve customers during the Customer's Day.



**Figure 3: 14:**  
**During the session**

### 3.1.8 Talk of Ramadhan's Month

Before Ramadhan's Month, PTP was invited speakers to talk about rules and regulation during a Ramadhan. All staffs and the trainee was joined this talks.



**Figure 3: 15:**  
**During the session of Talks of Ramadhan's Month**

#### 3.1.9 Contributory Ceremony

The trainee had given a responsibility at registration counters to register all petitioners that have come to the ceremony. Before the ceremony, the trainee was asked to help the staff's of Pejabat Daerah Pendang to prepared and setup the place of ceremony. After petitioners were register, they will sit at a place that has been prepared. Then, the head office from several associations will award a contribution for the petitioners.

**See Appendix 4 Form of committee member**



**Figure 3: 16:**

**Assistant Land Administrator gives contribution for petitioners**

### 3.1.10 Unit 'J' (Administration)

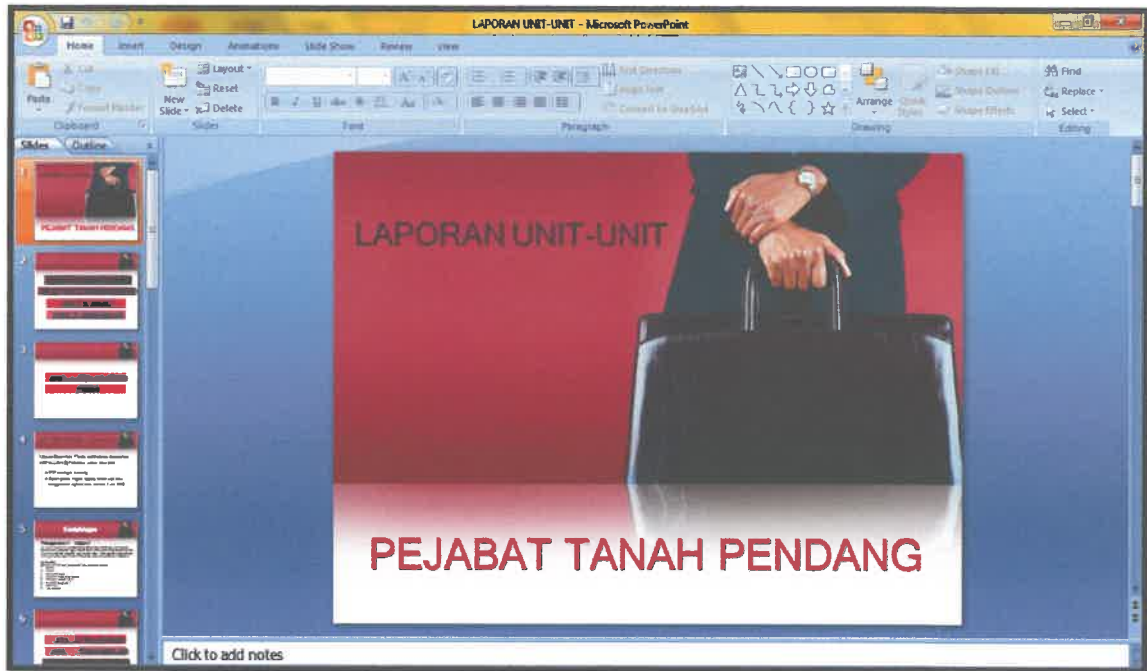
#### 3.1.10.a Provide Letters for staff to attend meeting

The trainee had given a task to provide a letter for staff in order to inform them to attend a meeting. However, not all meeting need to provide a letters, if there are a meeting once a month, then the trainee will prepare letters for staffs. **See Appendix 5 Letter for attend meeting**

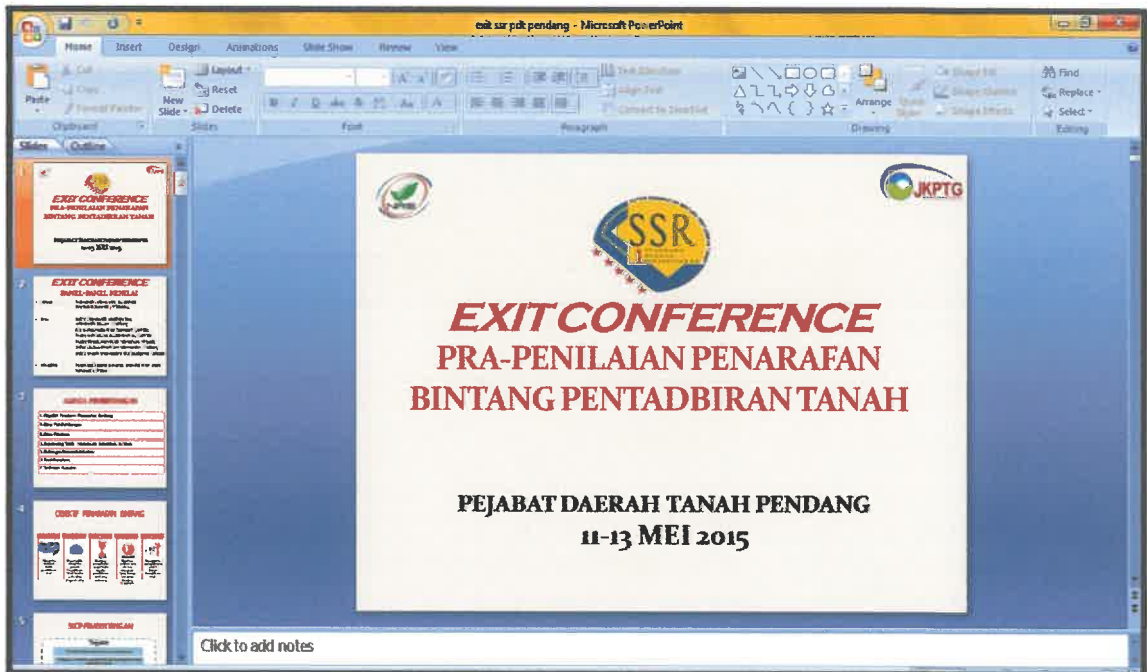
### 3.1.11 Electronic Publishing / Design

#### 3.1.11.a Prepared slides for a meeting

The trainee had given a task to design slide presentation for a meeting. Since System Star Rating was implement in PTP, Land Administrator of Pendang Abd Aziz bin Hassan was recommend presenting a meeting with slide presentation. Every unit need to prepared information to present but then, the trainee was asked to combine in one slide and control the slide during meeting.



**Figure 3: 17:**  
**Examples of one of the slide presentation**



**Figure 3: 18:**  
**Slide Presentation for System Star Rating**

### 3.1.12.a Brochure Design for Seminar Record Management and Disposal of Records

The trainee had given a task to design brochure for a seminar. The trainee was collecting the information about tentative program to include in a brochure.

See Appendix 6 Brochure

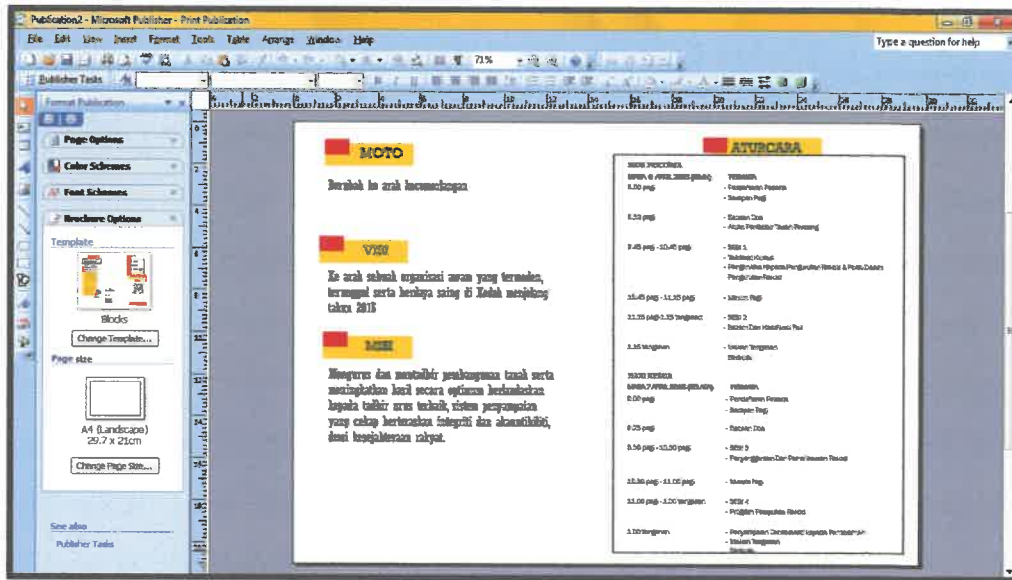


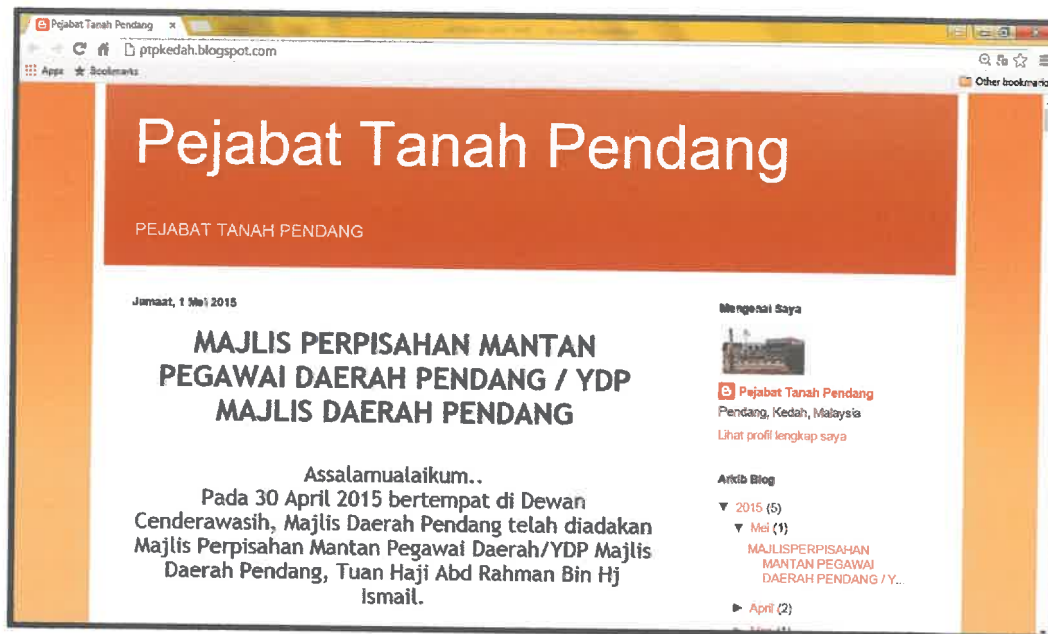
Figure 3: 19:

### Brochure Design for Seminar Record Management and Disposal of Records

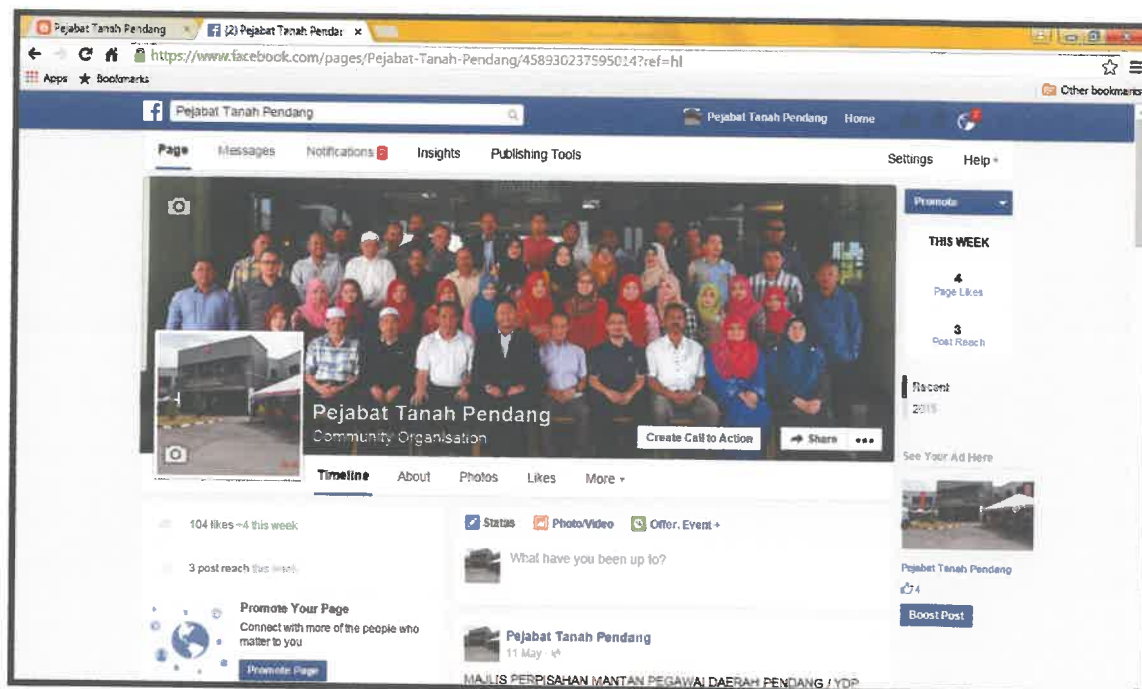
### 3.1.13 Unit Information Technology

#### 3.1.13.a Create and Update Blog, Facebook and Twitter of Pendang Land Office

The trainee was given a responsibility to create the social network which included blog, Facebook and Twitter. The trainee had to update information when there are activities held in a PTP or related with PTP.



**Figure 3: 20:**  
**Blog of PTP**



**Figure 3: 21:**  
**Facebook Page for PTP**



**Figure 3: 22:**  
**Facebook Page for PTP**

#### 3.1.14 Technical work (Setup equipment for a meeting)

The trainee had responsibility to setup laptop and projector in Meeting Room for every meeting session or events that occur.

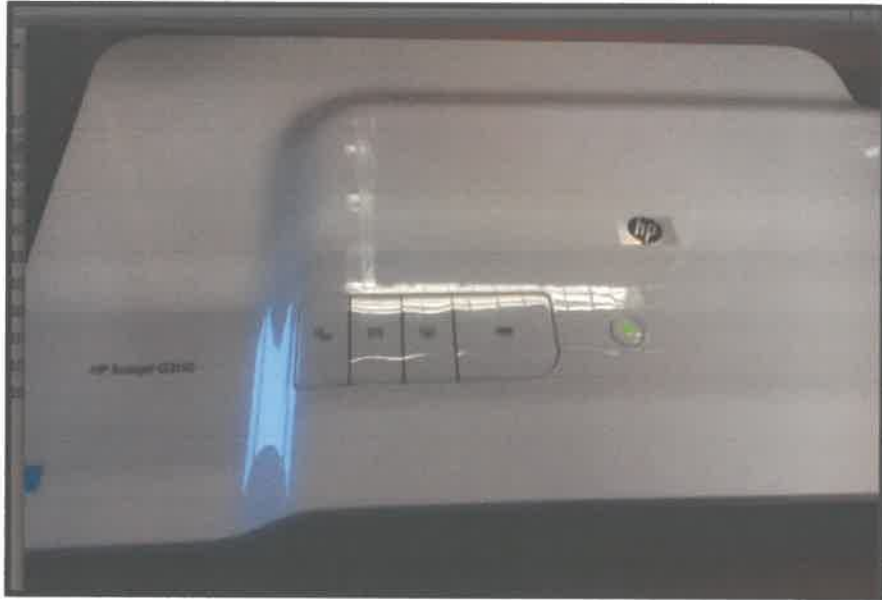
#### 3.1.15 PC and System Maintenance in PTP

The trainee was given a task by supervisor to check hardware and software for each PC, printer, scanner or other IT facilities. Sometimes, the trainee will repair those technologies if there have a problem.

#### 3.1.16 Set up new HP Scanjet and install driver

PTP has bought new HP Scanjet for their staff. So, the trainee need to setup to connect with PC install the driver.



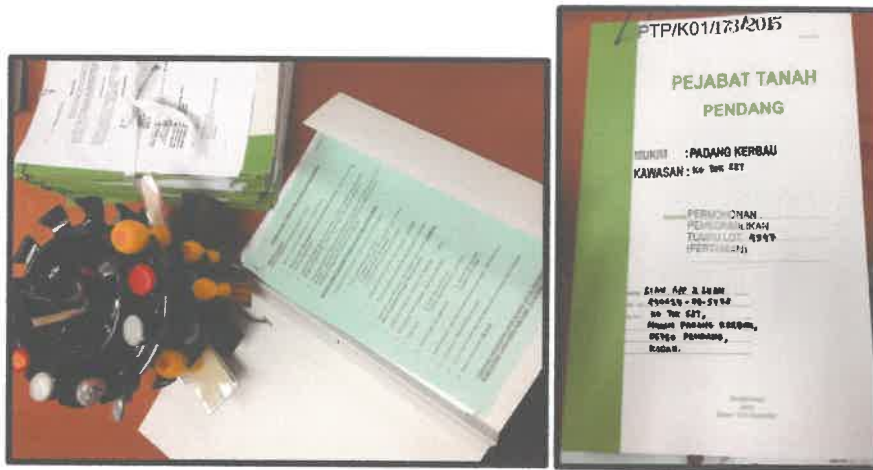


**Figure 3: 23:**  
**New HP Scanjet**

### 3.1.17 Unit 'K' (Disposal)

#### 3.1.17.a Record management of State Land Application

The trainee was given a task to manage filing inward of State Land Application. A file is opened when application for a state land is made by public. There are two conditions which land cultivated by applicant (at least 5 years) and if the land is cultivated for 10 years and more, the applicant is eligible to apply for permanent ownership. Files will be record in the Register File and Land Code Record Book of Government and is registered with the title PTP / K01 / (number of files) / (year) Example: PTP / K01 / 100/2014.



**Figure 3: 24:**

**Process of Record Management Filing**

**3.1.18 Unit 'L' (Intake)**

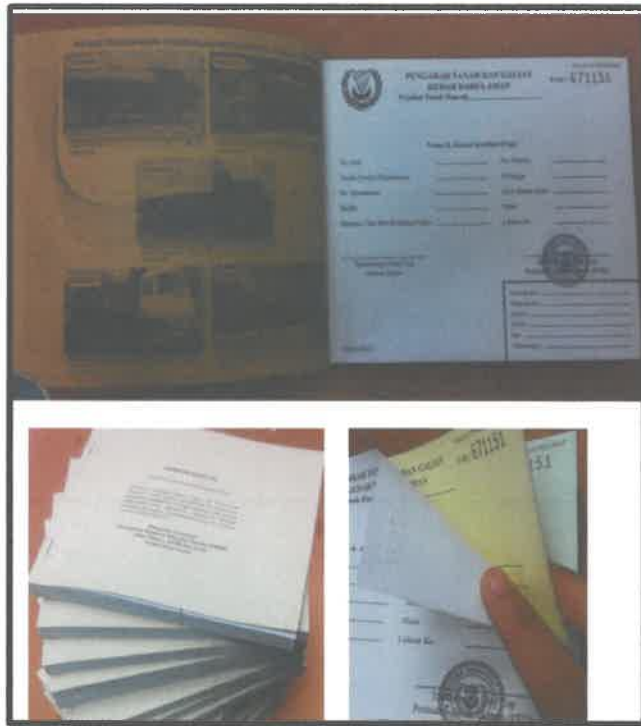
**3.1.18.a Help staff to serve customers for a meeting of and record the name of landlord**

The trainee was helped a staff to serve customers before and during the meeting session occur. Before meeting, the trainee will asked personal details for each member's meeting. During meeting, the trainee was helped staffs to provide document for each member's.

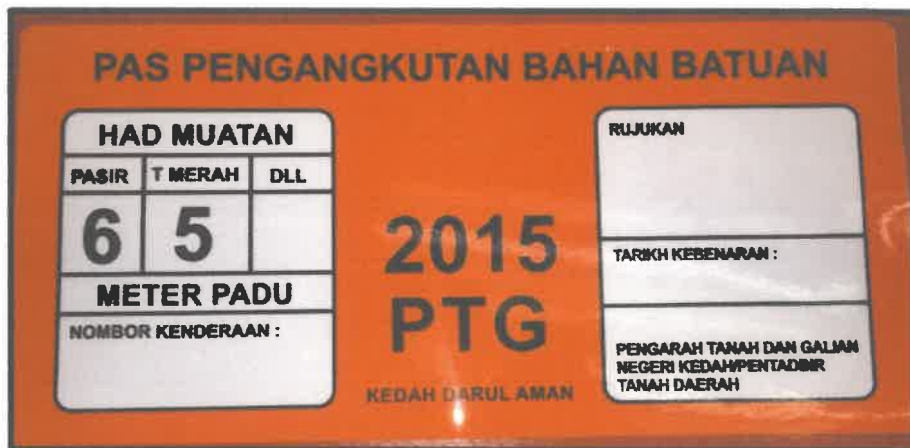
**3.1.19 Unit 'N' ("Bahan Batuan")**

**3.1.19.a Provide receipts for lorry sticker**

Lorry sticker was provided for lorry trip on a road at anytime and anywhere. Basically, lorry driver or owner of the lorry will come to PTP to buy lorry sticker if they need to drive on the road.



**Figure 3: 25:**  
**Receipt Book**



**Figure 3: 26:**  
**Lorry Sticker**

### 3.1.19.b Update information of receipts in a Book of Transportation

After the process of acquiring lorry sticker, the trainee needs to update data in Book of Transportation. The information that must include in that book is name of company, plat number of lorry, type of lorry, number receipts and so on.

### 3.1.20 Unit 'Q' (Auction)

#### 3.1.20.a Update information of Auction

The trainee was asked to update information in Auction Form. See Appendix 7 Form Auction

Borang 6 Artikb 608

**BORANG PERMOHONAN PELUPUSAN FAIL**  
(YANG TIDAK DINYATAKAN DALAM JADUAL PELUPUSAN REKOD)

BUTIR-BUTIR JABATAN		Untuk kegunaan Arkib Negara				
(1) Kementerian/Jabatan/Agenasi PEJ.TANAH DAERAH PENDANG	(2) Bahagian/Cawangan/Unit LELONG	Tarikh Terima : Jumlah Fail : No. Penerimaan :				
(3) Penukad Rekod [Jika tidak sama dengan (1)]:						
MAKLUMAT MENGENAI REKOD						
(4) Kategori Rekod: <input type="checkbox"/> Fungsi <input type="checkbox"/> Am		(5) Peningkat Keselamatan : TERBUKA				
(6) Tarikh Dijual:		(7) Ukuran Rekod (meter persegi)				
Bil. (8)	No. Busukan Fail (9)	Taux Fail (10)	Tarikh (11)	Bil. Lampiran (12)	Cadangan Pakususan (13)	Cetakan (14)

**Figure 3: 27:**  
**Example of Auction Form**

### **3.1.8 Technical Unit**

#### **3.1.20 Check and update information of Warta districts and lots**

The trainee was asked to check the accuracy number of Warta districts and number lots.

If there happened some error, then the trainee needs to update and change to accurate number especially number lots and number grant

#### **3.1.21 Plan Unit**

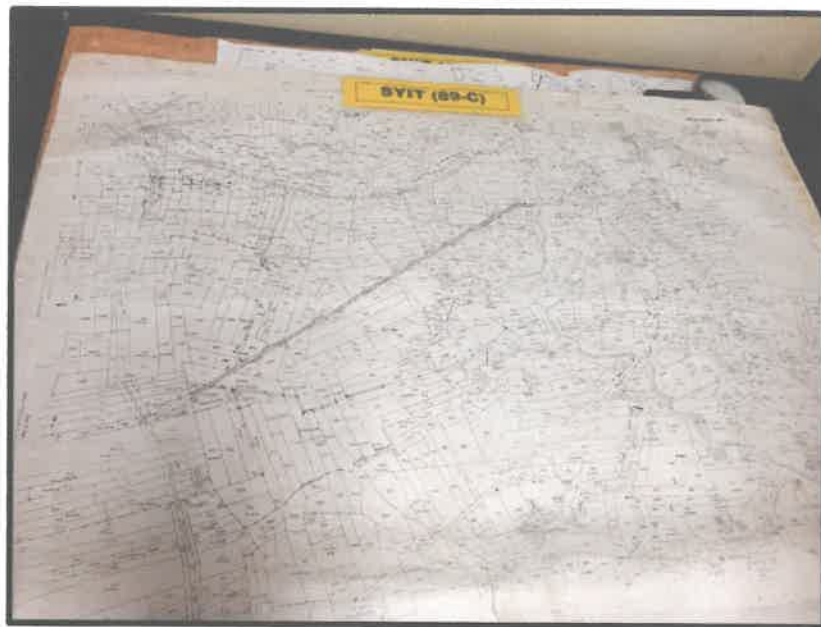
##### **3.1.21.a Conservation of sheet plan**

During the System Star Rating period, the trainee was helped staff in Unit Plan to conserve a sheet of plan.



**Figure 3: 28:**

**Rack of Sheet**



**Figure 3: 29:**  
**Example of sheet plan**

## **3.2 Special project**

### **3.2.1 Planning Phases**

The planning phase involves establishing a high-level plan of the intended project and determining project goals. Planning is the first and most critical phase of any systems development effort an organization undertakes, regardless of whether the effort is to develop a system that allows customers to order products over the Internet, determine the best logistical structure for warehouses around the world, or develop a strategic information alliance with another organization. Other than that, planning phase define the project objectives and the plan to meet those objectives. Reappraise the project's intended functionality and the risks associated with achieving that functionality. As the capabilities and risks are better understood, the requirements should be updated. Other aspects to consider in this group are time/cost estimates and resource allocation (Baker and Powell, 2009).

### 3.2.1.a Problem Statement

The organization always fails in delivery letters to the customer due to the outdated information. According to the interviewers, they mentioned that organization always gets a return letters probably because they have move to others place, not accurate address and many more reason. Other than that, staffs had mentioned about time consuming. Staffs at customer services counter had mentioned that, if there are systems which can make user become easier to change address then it can reduce time taken. The customers does not need to line up at counter just because they want to change their address.

### 3.2.1.b Project Objective

1. To make user become more easy to change their address
2. To promote to public about the system in order to make them come to change their address
3. To show the uniqueness of PTP among the other organization because the other brunch of Land Office does not have this stand alone system especially to change address
4. To reduce time management of customer and staff

### 3.2.1.c Project Overview

The trainee was develop Sistem Pertukaran Alamat Hakmilik Tanah because the Assistant Land Administration and the trainee supervisor was mentioned that, organization always fail to deliver the letters. Due to that statement, organization had a lot of letters which are return to organization. They suggest for the trainee to provide stand alone system to put in PTP. Actually, customers can change their address by using form given and at be change at customer services counter. However, staff at customer services was mentioned that, the customers had to line up just because they want to change the address. Sometimes, customers have disturbed the other business procedure.

Technical feasibility refers to the technical resources needed to develop, purchase, install or operate the system. In addition, assessing technical feasibility is to evaluate whether the new system will perform adequately and whether an organization has ability to construct a proposed system or not. The technical assessment help answer the question such as whether the technology needed for the system exists, how difficult it will be to build, and whether the firm has enough experience using that technology (Cohan, 2011). The administrator already has the necessary resources to develop this system. This system is easy to use, so the administrator needs not to hire any outsider technical expertise to handle this system.

This system is developing using myphpAdmin platform and this platform have sufficient capacity for the future needs.

Language: - HTML, PHP and mySQL

Form Design: - Adobe Dreameaver CS6

Picture Edit: - Adobe Photoshop CS4

Database: - XAMPP

#### 3.2.1.4.3 Economic Feasibility

Economic feasibility is projected benefit of the system. To assess economic feasibility, management has to analyze costs and benefits associated with the proposed project. The capital cost of a project affects the economic evaluation. Cost estimating is essentially an intuitive process that attempts to predict the final outcome of a future capital expenditure (Chen, 2009). When talking about the cost of Information Technology or Information System project, one would first think of the tangible costs that are easily to determine and estimate, such as hardware and software cost, or labour cost (Chen, 2009). However, in addition to these tangible costs, there are also some intangible costs,



such as loss of goodwill, or operational inefficiency. There are two types of economic feasibility.

Tangible benefits are benefit that can be measured in dollars such as web base system that improve service and decrease the need of multiple systems.

Intangible benefit difficult to be measured in dollar but it is important to the company such as user-friendly that improves staff job satisfaction and a new website that enhance company image.

Tangible costs are referring to the items that can be easily measure in ringgit. It includes;

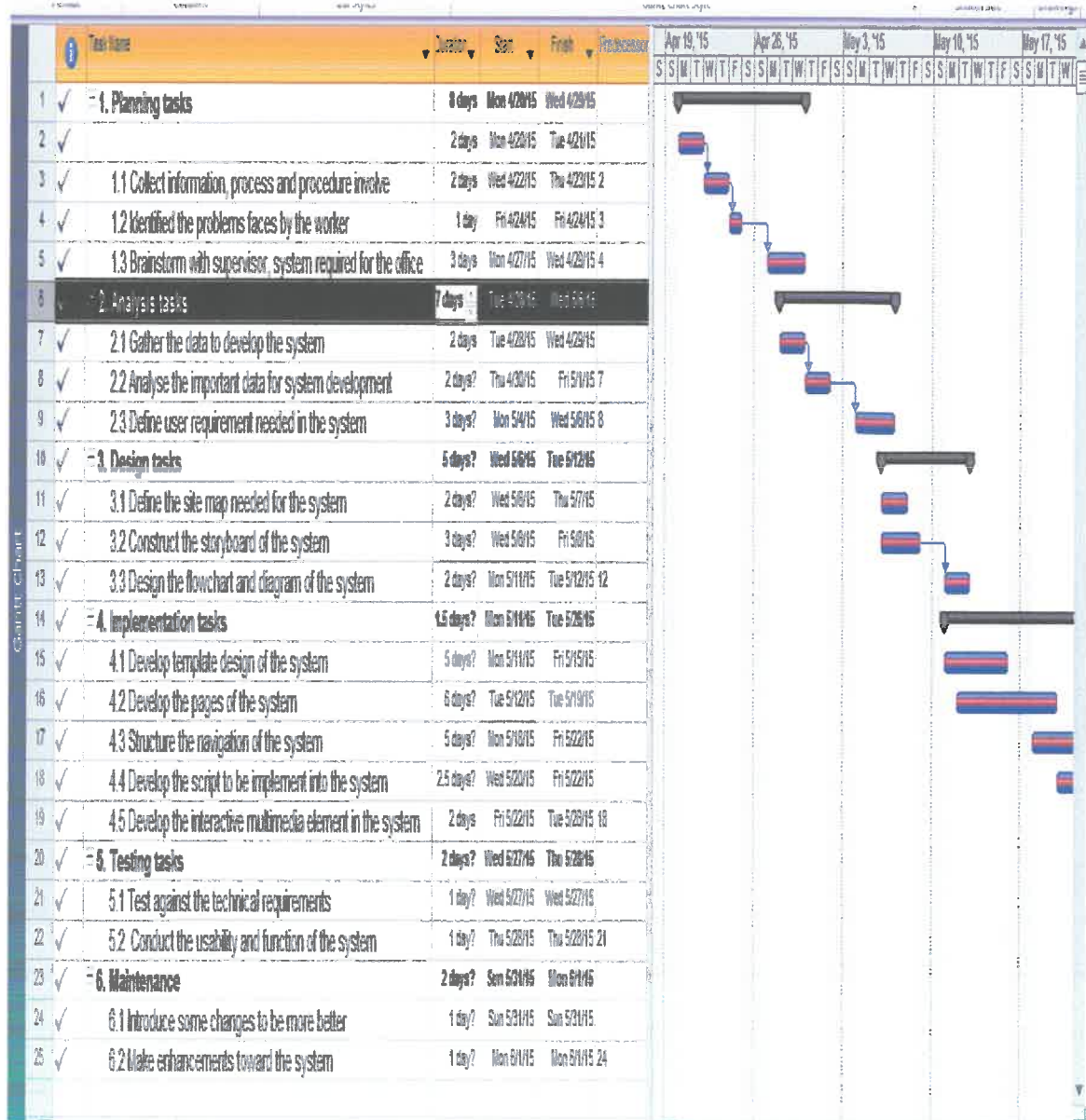
a) One-time costs

One-time costs refer to those associated with project initiation and development and the start-up of the system.

b) Recurring costs

The recurring costs refer to those costs resulting from the ongoing evolution and use of the system

### 3.2.1.5 Gantt chart



### 3.2.2 Analysis Phases

Systems analysis is a process of collecting factual data, understand the processes involved, identifying problems and recommending feasible suggestions for improving the system functioning. This involves studying the business processes, gathering operational data, understand the information flow, finding out bottlenecks and evolving solutions for overcoming the weaknesses of the system so as to achieve the organizational goals. System Analysis also includes subdividing of complex process involving the entire system, identification of data store and manual processes. The analysis phase defines the requirements of the system, independent of how these requirements will be accomplished.

This phase defines the problem that the customer is trying to solve. The deliverable result at the end of this phase is a requirement document. Ideally, this document states in a clear and precise fashion what is to be built. The requirement document tries to capture the requirements from the customer's perspective by defining goals and interactions at a level removed from the implementation details. In the analysis phase, objective is to Determine and document how the current system works

- Determine how the system could work better
- Develop a logical or business model of the new system
- *Make recommendations to management*

#### 3.2.2.1 Observation

Observation involves may take place in natural settings and involve the researcher taking lengthy and descriptive notes of what is happening.

It is argued that there are limits to the situations that can be observed in their 'natural' settings and that the presence of the research may lead to problems with validity.

Sometimes, the researcher becomes or needs to become a participant observer, where they are taking part in the situation in order to be accepted and further understand the workings of the social phenomenon.

Observation can sometimes obtain more reliable information about certain things for example, how people actually behave, although it may not find out the reasons for why they behave in a particular way.

Observation can also serve as a technique for verifying or nullifying information provided in face to face encounters. People or environment can be observed.

When environment is researched, it can provide valuable background information that may inform other aspects of the research.

Techniques for collecting data through observation

1. Written descriptions
  - The researcher makes written descriptions of the people, situations or environment
  - Limitations include
2. Researcher might miss out on an observation as they are taking notes
  - The researcher may be focussed on a particular event or situation
  - There is room for subjective interpretation of what is happening

3.2.2.3 Interviews

1. Interviews can be

## Unstructured

- Can be referred to as 'depth' or 'in depth' interviews
- They have very little structure at all
- The interviewer may just go with the aim of discussing a limited number of topics, sometimes as few as just one or two
- The interviewer may frame the interview questions based on the interviewee and his or her previous response
- This allows the discussion to cover areas in great detail
- They involve the researcher wanting to know or find out more about a specific topic without there being a structure or a preconceived plan or expectation as to how they will deal with the topic

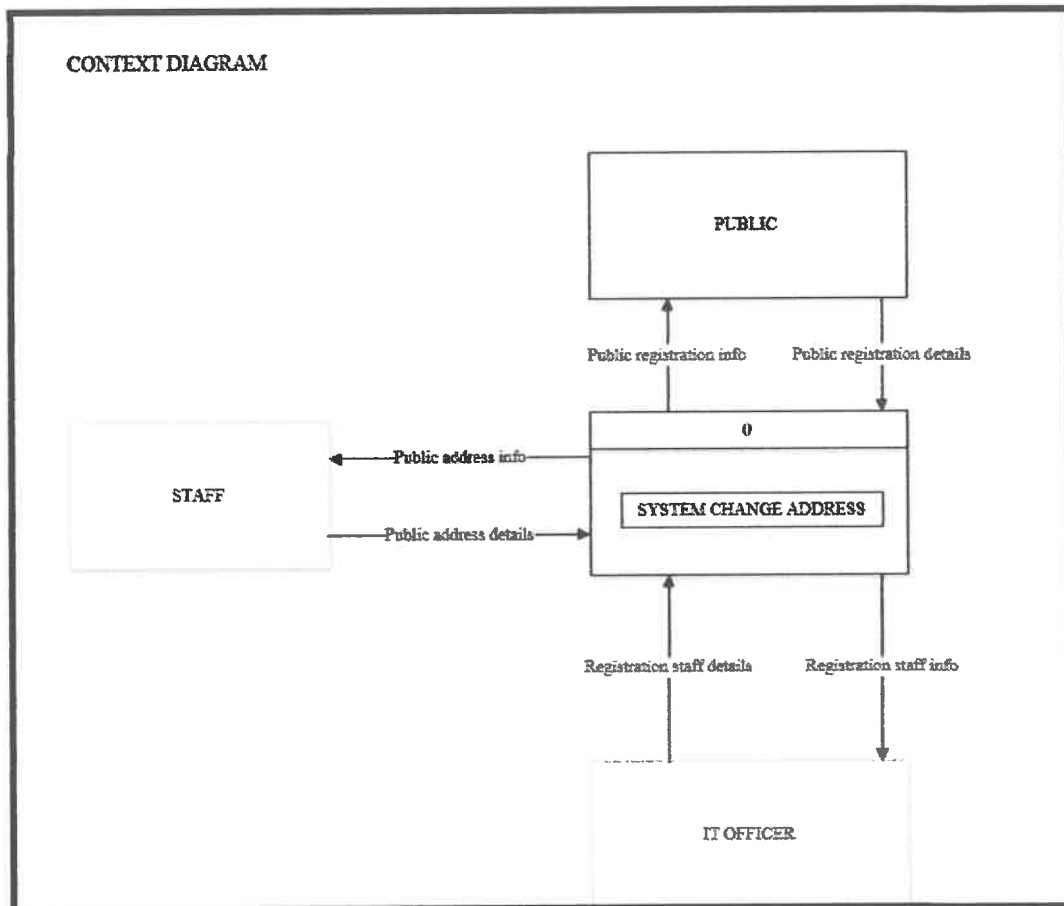
### 3.2.3 System Requirement

To determine system requirements, the analyst sought information of the current system and the opportunities for improvements in the following areas:

- a. System Objectives:
  - Identify the objectives of the current system
  - Evaluate these objectives
- b. System Inputs and Outputs:
  - Identify the inputs and outputs of the current system
  - The origin of the inputs and the destinations of the outputs
- c. System Functions:
  - Define the functions of the current system
  - Identify the components of the systems: manual procedures, user interfaces, computer programs, files and databases

- Identify timings of input, output and processing
- Identify controls on data entry, security, and processing

### 3.2.3.1 Structuring system requirement



### 3.2.4 Design Phases

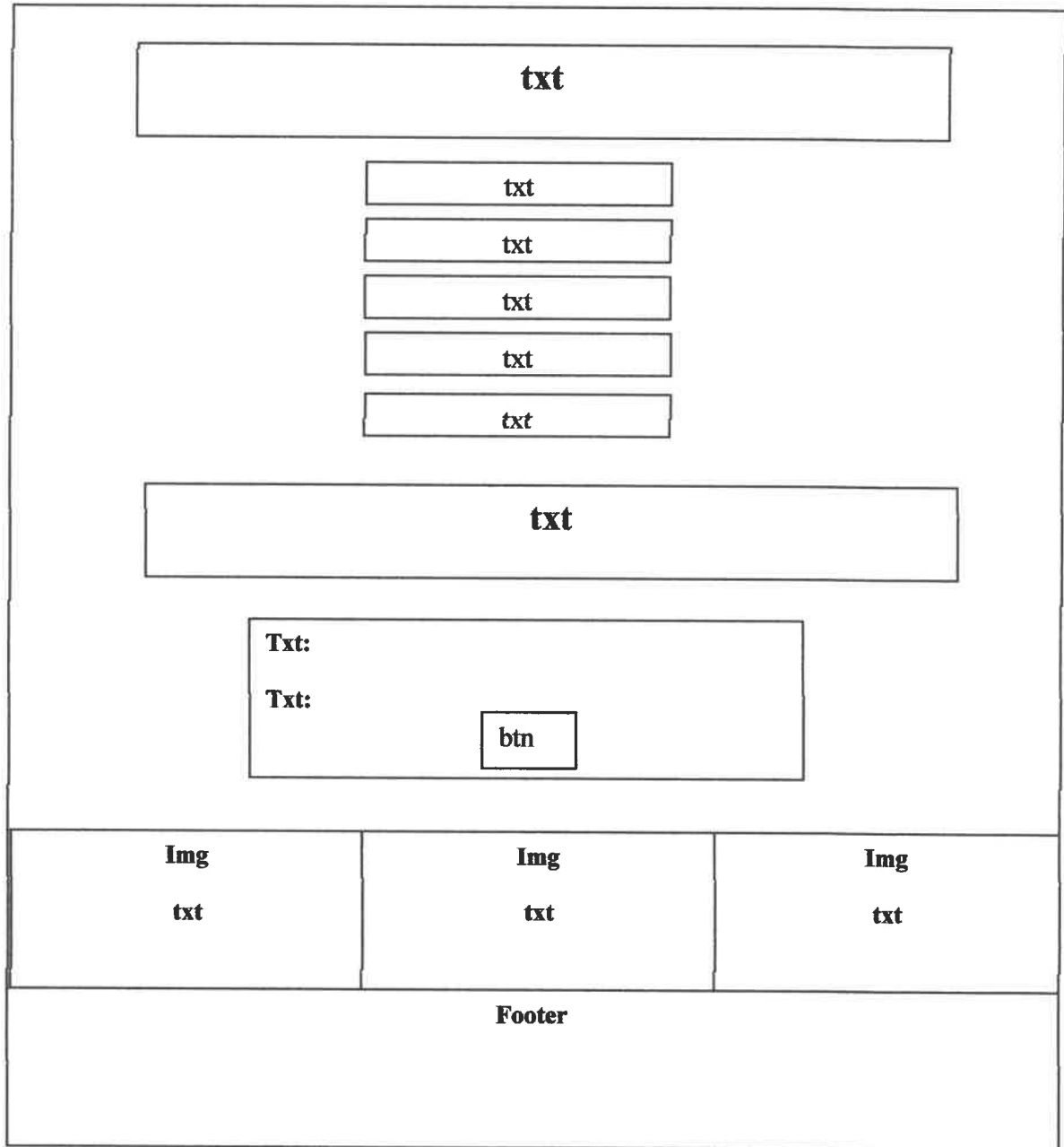


Figure 31index

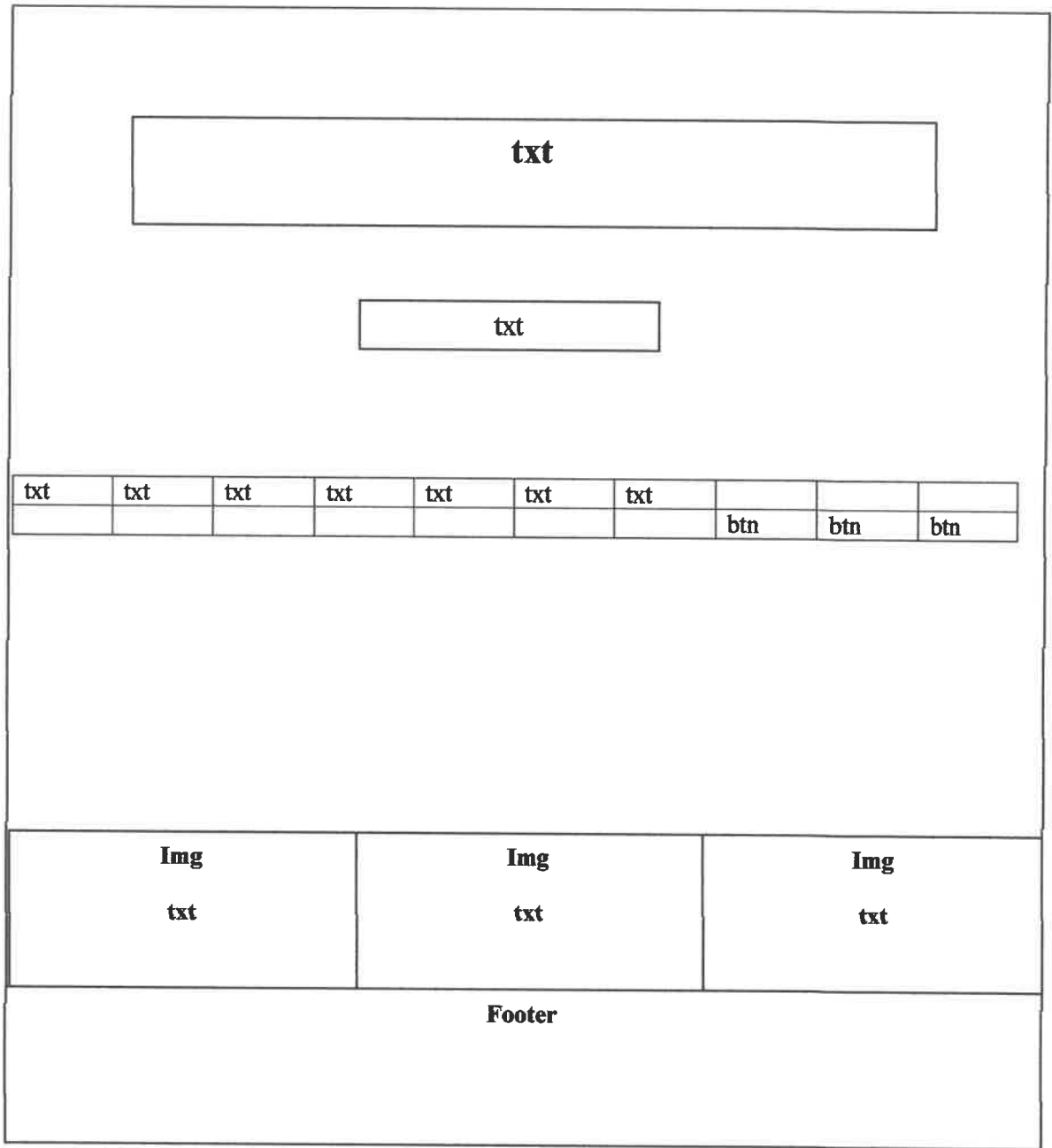


Figure 32: index 2



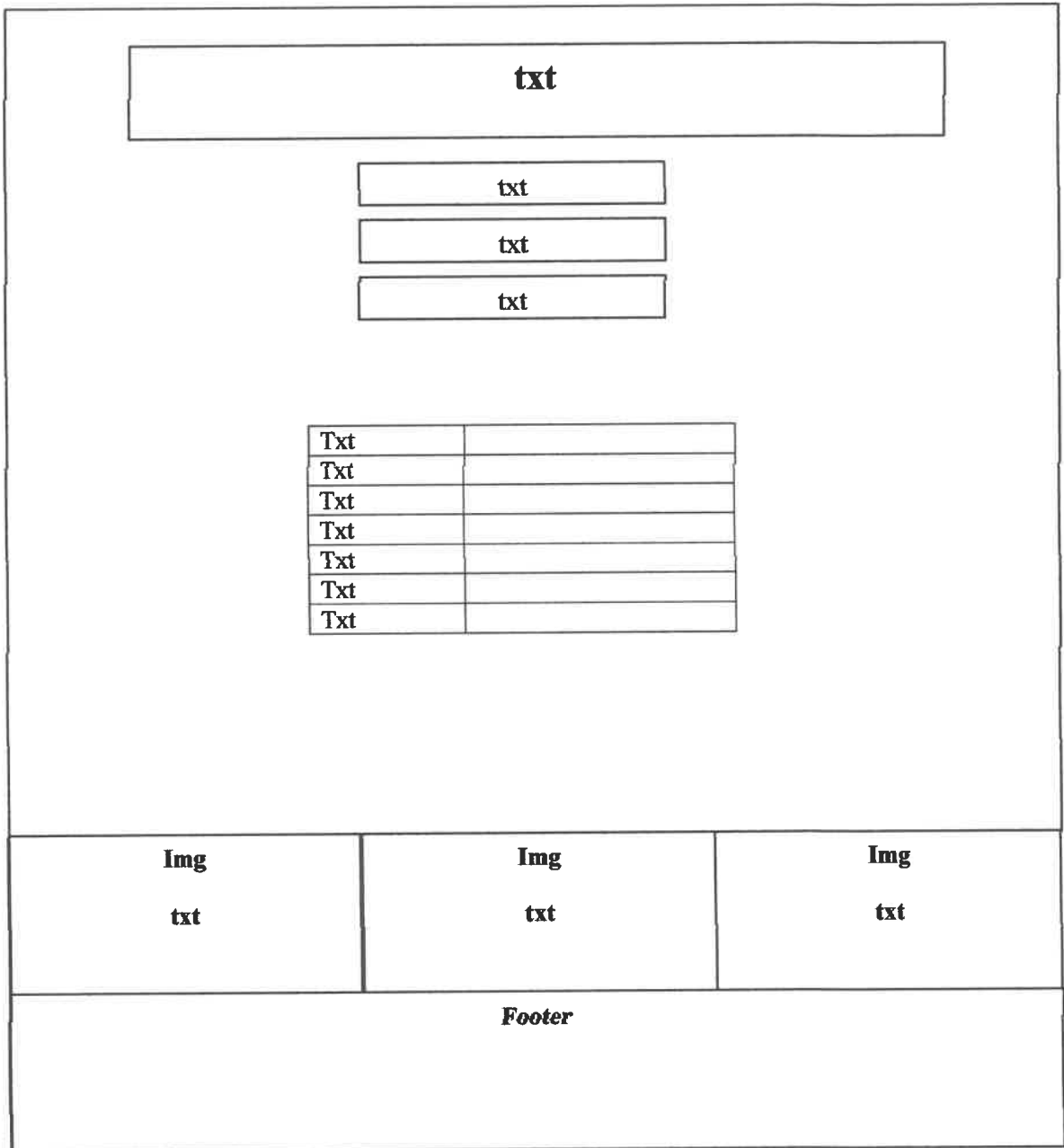


Figure 33Admin Register Staff

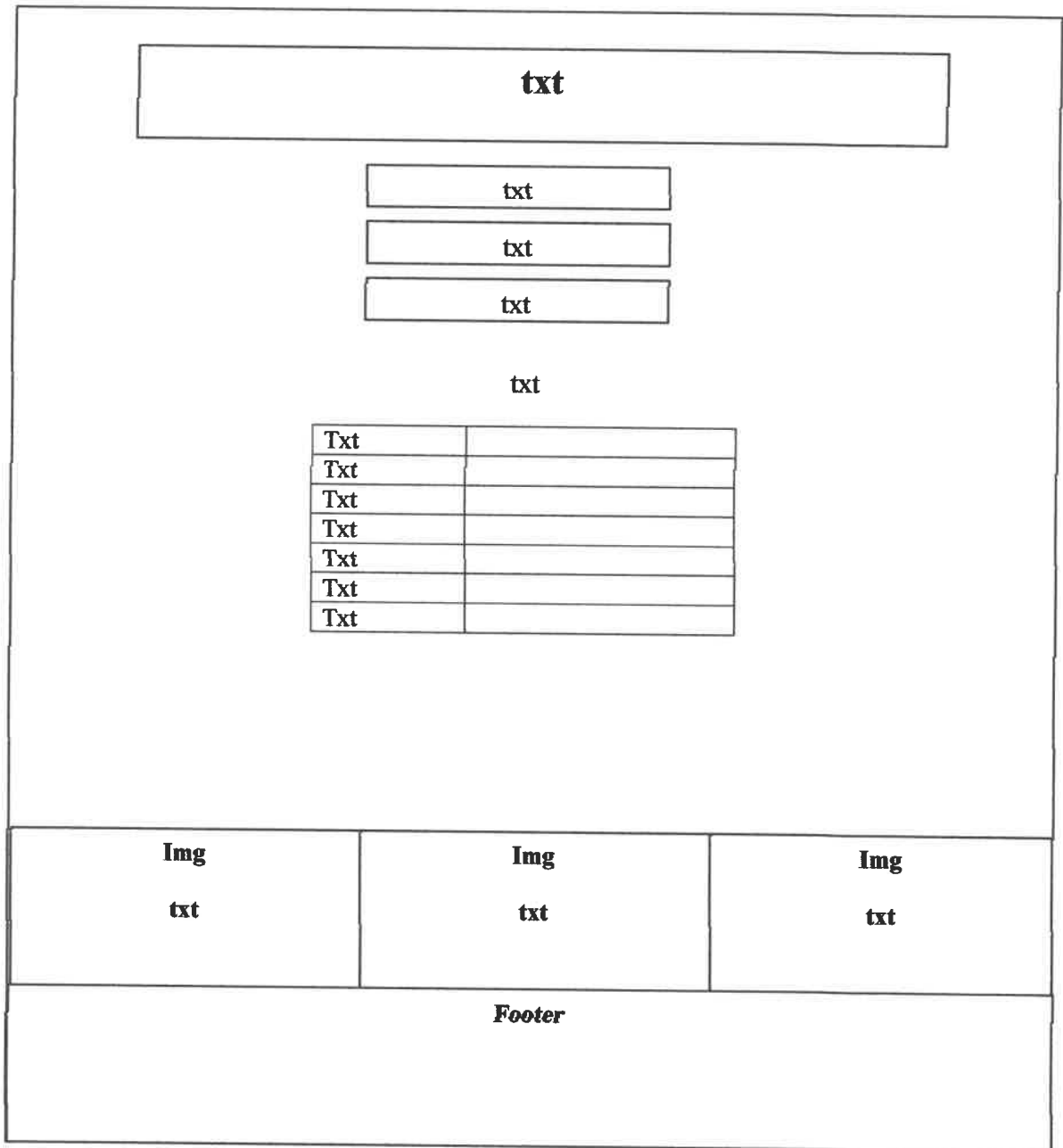


Figure 34 Admin register staff 2

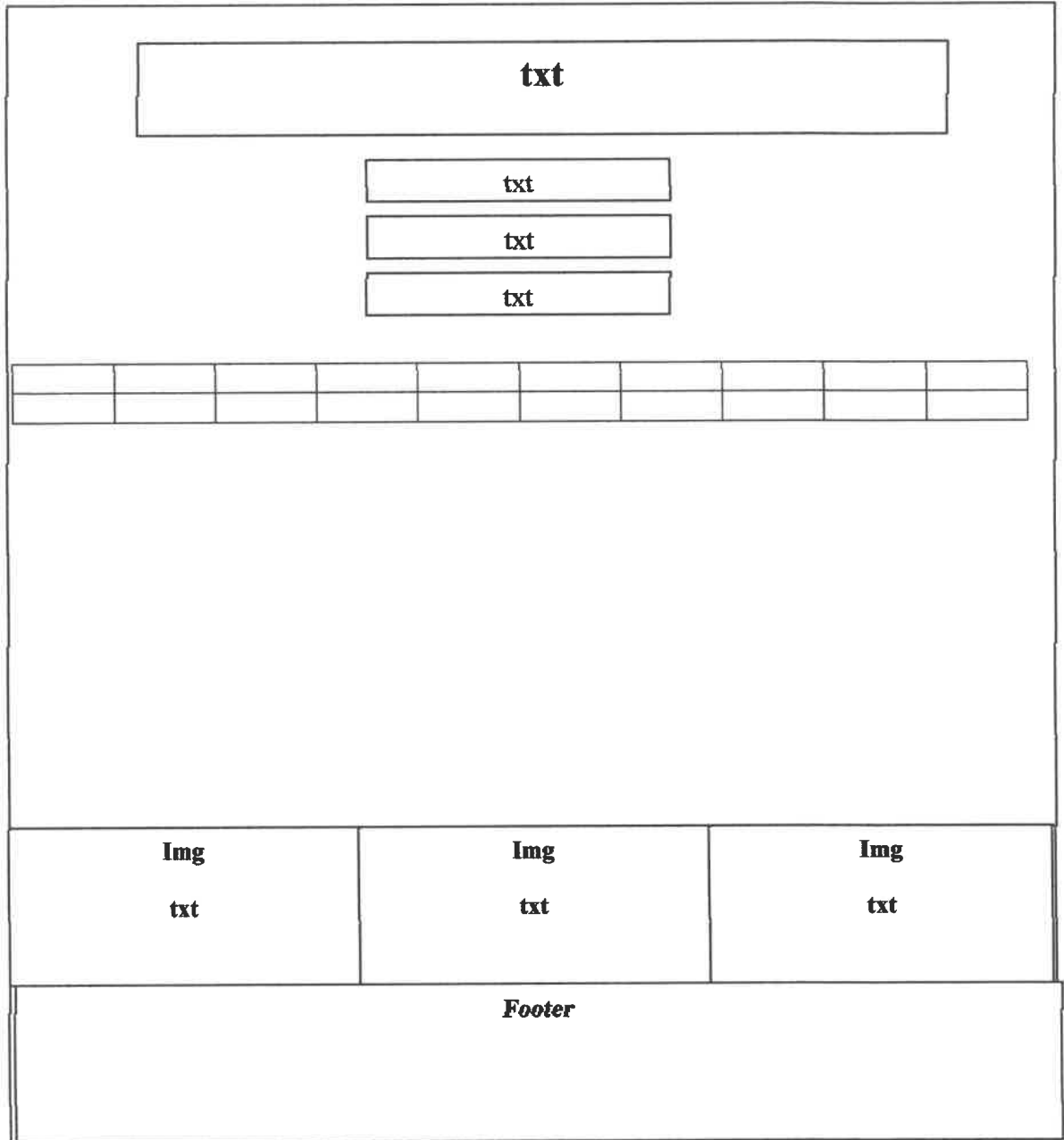


Figure 35 Admin Monitor Staff

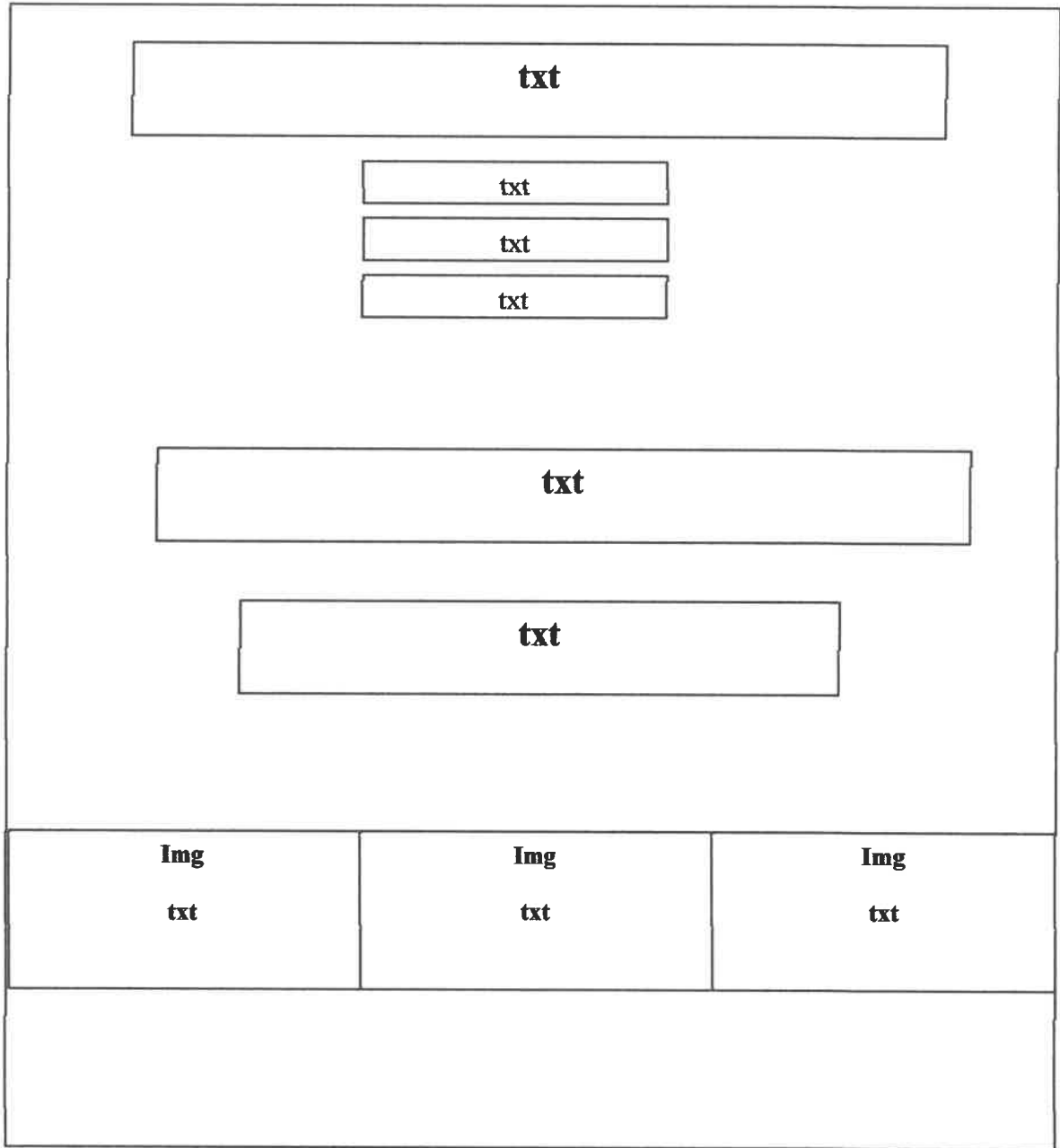


Figure 36 Online Payment

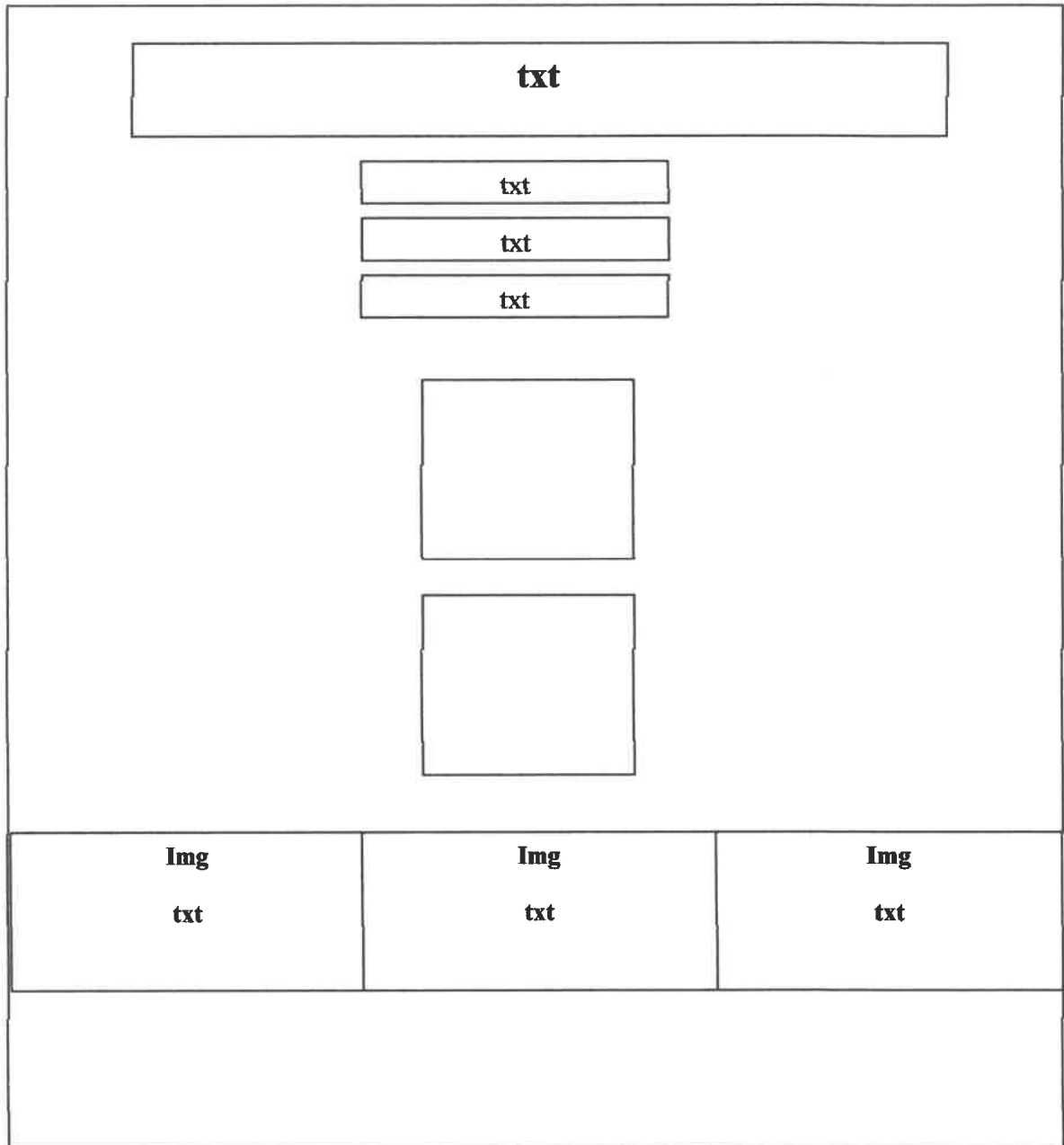


Figure 37 Calculator

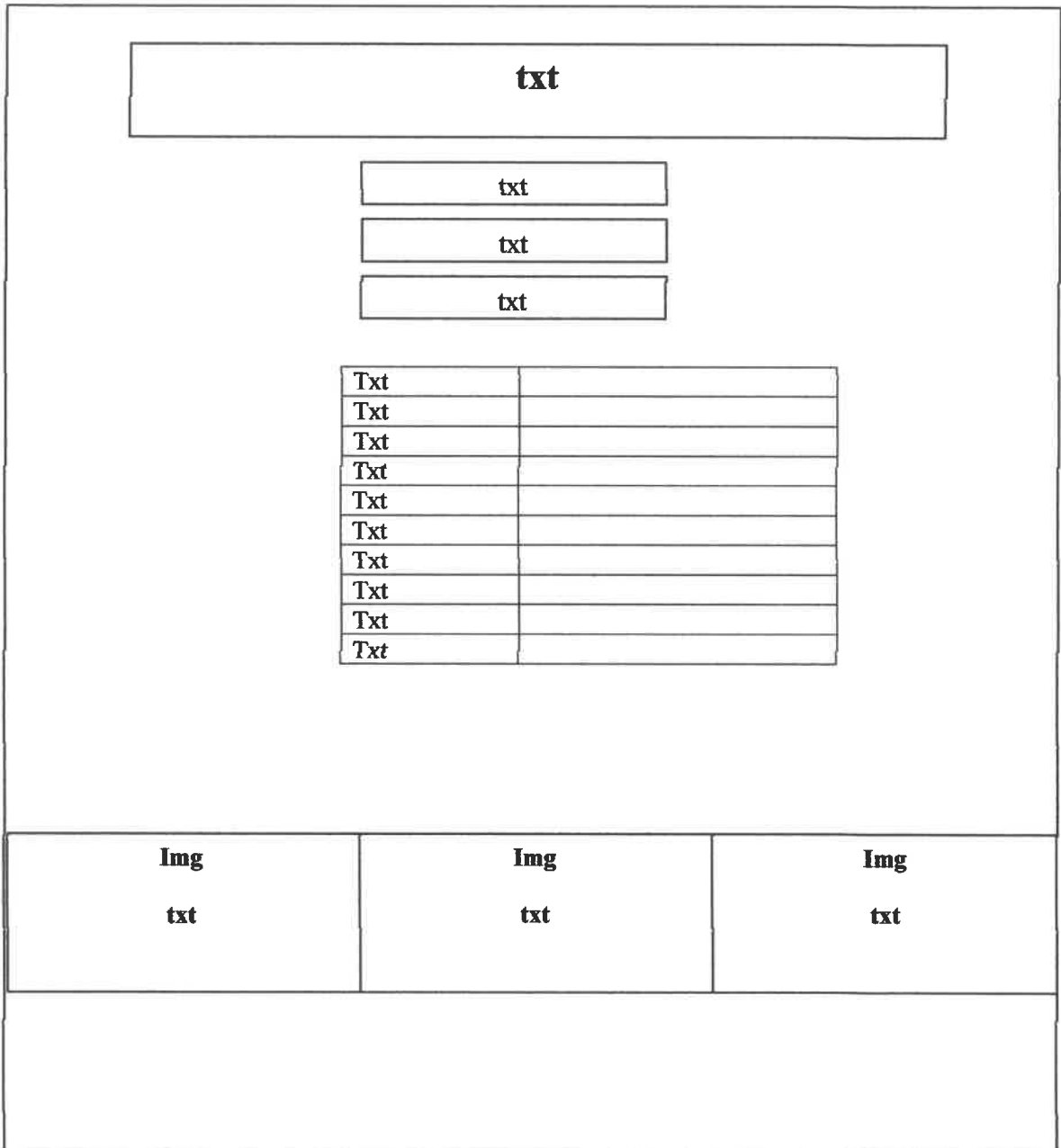


Figure 38 Change Address

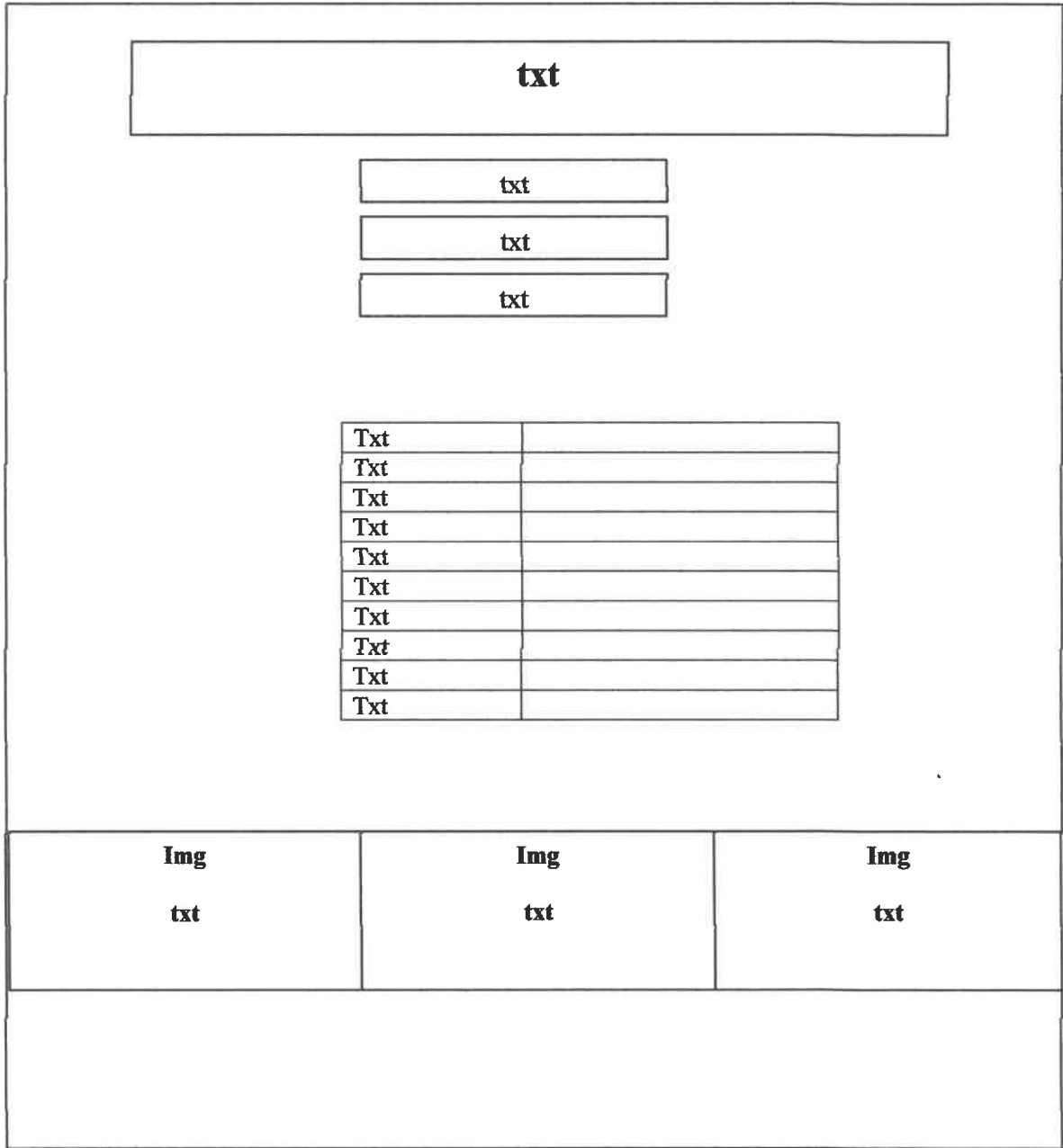


Figure 39 Change Address 2

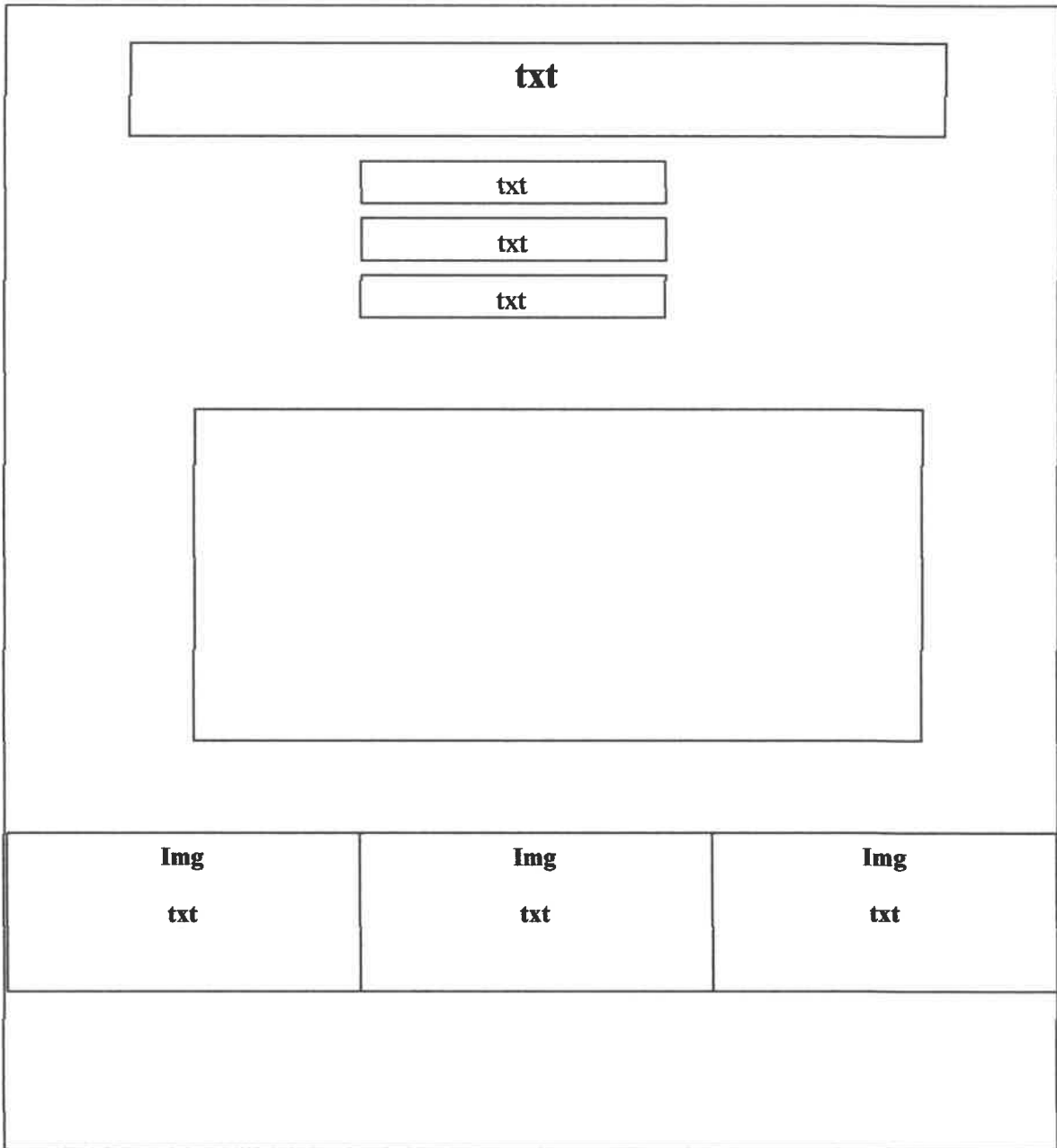


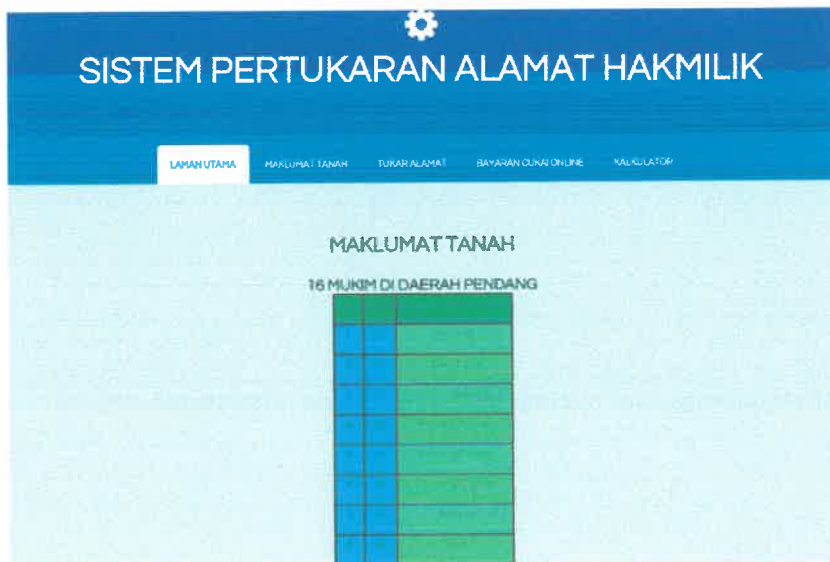
Figure 40 Land info



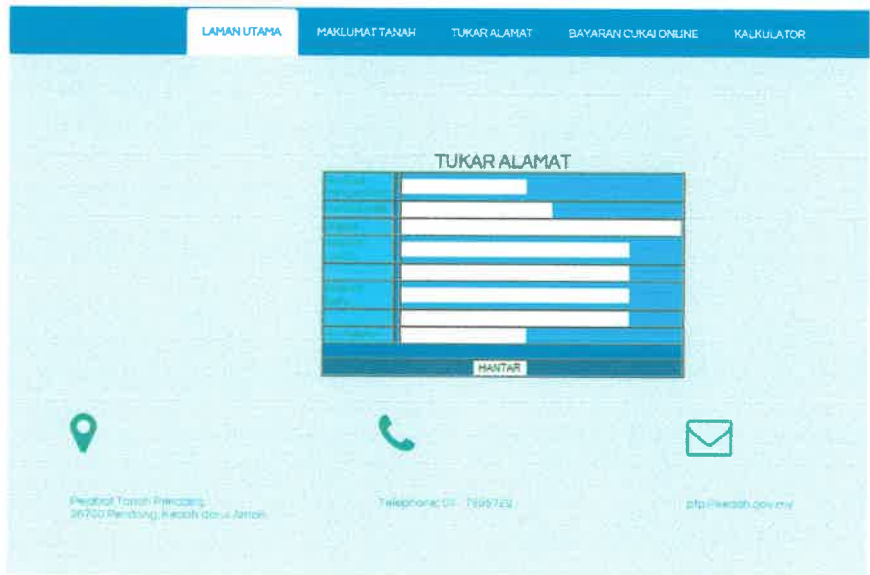
### 3.2.3.2 Form Design



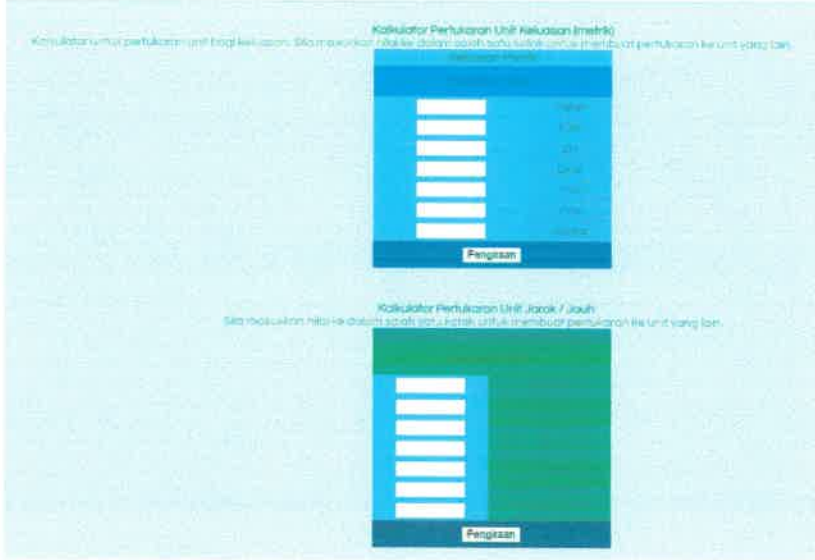
**Figure 41: home page**



**Figure 42: Land Information**



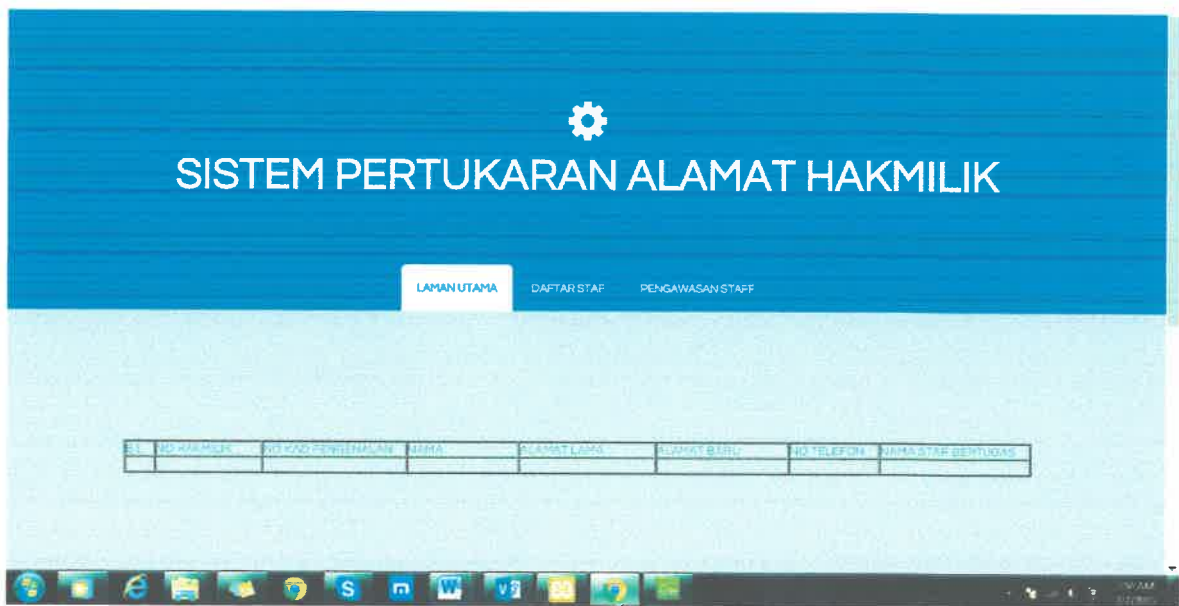
**Figure 43: Change Address**



**Figure 44: Calculator Menu**



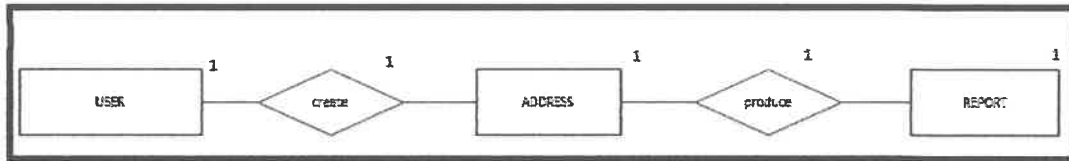
**Figure 45: IT Officer menu**



**Figure 46: IT Officer monitor staff menu**

### 3.2.3.3 Database Design

#### 3.2.3.3.1 Relational Database Model



#### 3.2.3.3.2 Entity Relational Diagram (ERD)

### 3.2.4 Implementation Phases

#### 3.2.4.1 Testing Phases

##### Unit Testing

Unit tests are automated procedures that verify whether an isolated piece of code behaves as expected in response to a specific input. Unit tests are usually created by developers and are typically written against public methods and interfaces. Each unit test should focus on testing a single aspect of the code under test; therefore, it should generally not contain any branching logic. In test-driven development scenarios, developers create unit tests before they code a particular method. The developer can run the unit tests repeatedly as they add code to the method. The developer's task is complete when their code passes all of its unit tests. A unit test isolates the code under test from all external dependencies, such as external APIs, systems, and services.

Unit tests should verify that the code under test responds as expected to both normal and exceptional conditions. Unit tests can also provide a way to test responses to error conditions that are hard to generate on demand in real systems, such as hardware failures and out-of-memory exceptions. The speed of execution is critical when you are

using an iterative approach to development, because the developer should run the test suite on a regular basis during the development process.

Unit tests make it easier to exercise all code paths in branching logic. They do this by simulating conditions that are difficult to produce on real systems in order to drive all paths through the code. This leads to fewer production bugs, which are often costly to the business in terms of the resulting downtime, instability, and the effort required to create, test, and apply production patches.

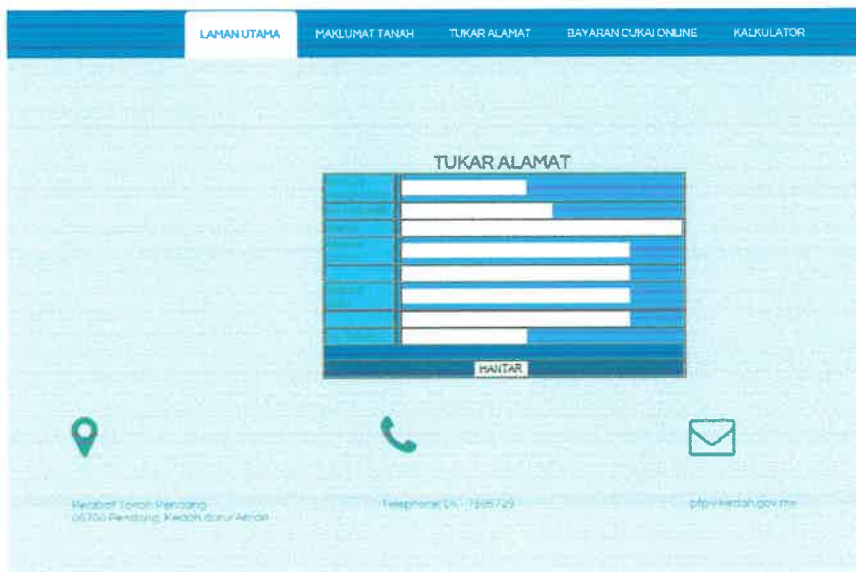
#### 3.2.4.2 User Manual



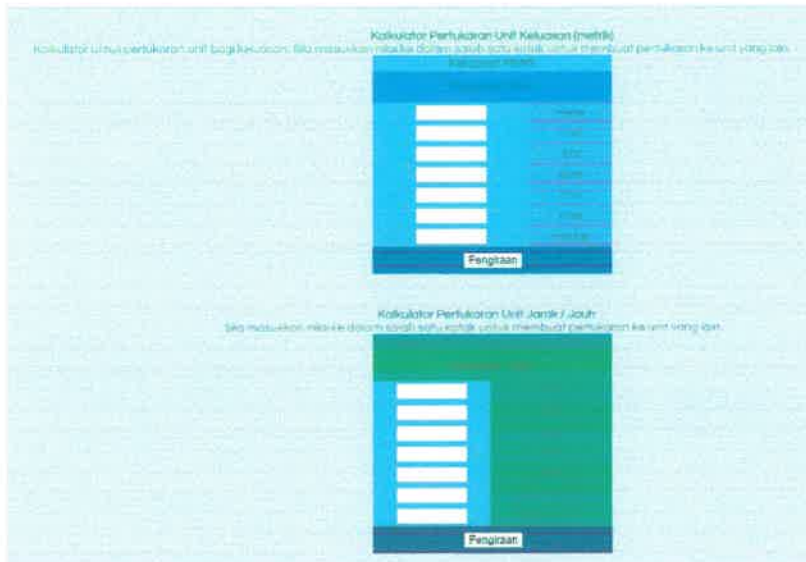
1. Staff or IT Officer login into main menu. Public can access without login



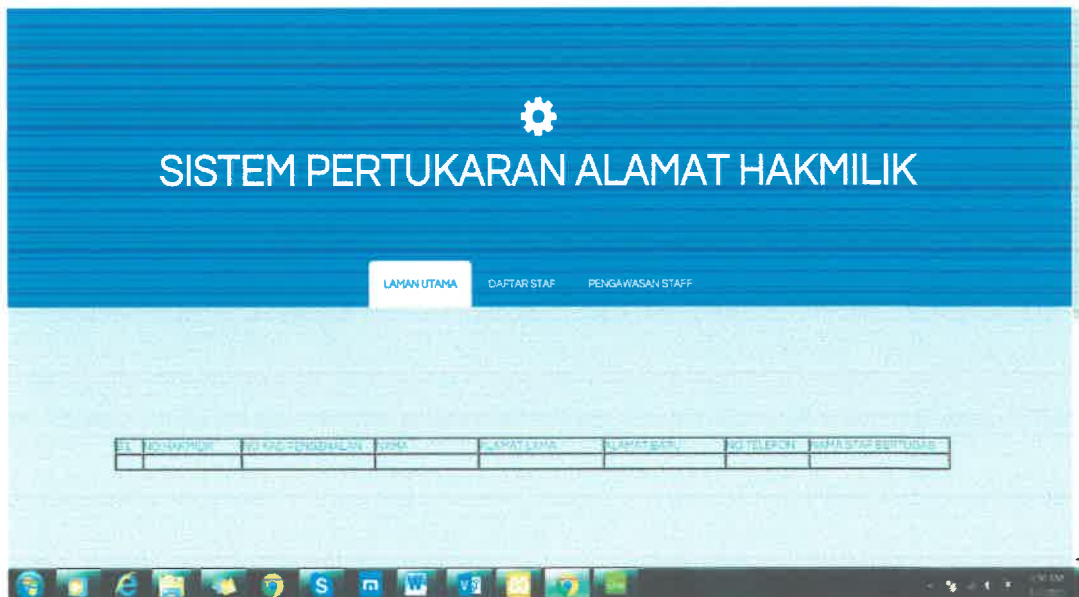
## 2. Menu for land information



3. Public can change their address into this menu. After fulfill all the requirement, public need to click button send.



4. Calculation page. Public can calculate their land length into this calculator



5. IT Officer can monitor staff

## **Chapter 4: Conclusions**

### **4.1 Application of knowledge, skills and experience in undertaking the task (Knowledge gained)**

The trainee had studied in Diploma in Information Management and Degree in Information System. Due to that statement, the trainee was learning a lot of knowledge. The trainee had a lot of opportunities because both field have subject that can be practice during the training industrial. The trainee was teaching Information Skills subject, IT in Information Management, Human Communication in Information Agencies and so on. The trainee had been teaching on how to deal with customers in Human Communication subject. So, the trainee knows procedure and ways on how to treat customers well. Other than that, the trainee was learning Introduction to Multimedia, Electronic Publishing, and HTML and so on. So, the trainee is able to develop the system because the trainee had been learning all the process in developing system, editing picture, and so on.

Besides that, the trainee was given a task to conserve sheet plan. The trainee had learn a theory on Preservation of informational Materials. In PTP, the trainee had opportunities to conserve sheet plan. The trainee also learns about Foundation records management. So, the trainee had knowledge in managing records, document, filing and so on.

### **4.2 Personal thoughts and opinion**

Personally, the trainee think that practical training can be a benchmark for students to prepared themselves before they involve in a world of working situation. The trainee can have experience and knowledge when they faced with working environment. Moreover, the trainee also think that organization provide a lot of opportunities and supportive environment. The supervisor, the staff and even the top management are



friendly and easy to collaborate. All of them treated the trainee nicely and make the trainee feels like one of their staff. That can be a good opportunity for trainee because it was showed that the presence of trainee was welcomed. Other than that, the trainee can prove the ability of working when there are some critical or technical problem occurs. Due to that statement, the trainee can evaluate the strength and weaknesses itself when faced with those problem.

In addition, being involve with working environment the trainee can gain a lot off skill, knowledge and ability which cannot get in a classroom. The trainee can practice to work and to handle customer at the same time. All information and knowledge that trainee gain in a class can be practice in working environment.

Other than that, the trainee has opportunities to increase high level of self-confidence when dealing with staff and customers. In PTP, the trainee was communicate with all level of staff which includes cleaner, clerk, staff, assistant chief and even top management itself. Even it seems like a simple accomplishment but the trainee has built strong relationship with others. Due to that statement, the trainee not even get some knowledge but capable to deal with others and respect each other. So, when the trainee involve in real situation of working, the trainee know how to treat others.

### **4.3 Lesson learnt**

During the industrial training, the trainee was learning to be a discipline person. This is because, Administrator Land of Pendang always monitor the trainee in industrial training. The Administrator Land of Pendang very user friendly and have good communication with users. So, the trainee must punctual and show goods performance.

### **4.4 Limitations and Recommendations**

The trainee was founded that, the administration in PTP are not followed the exact procedure in managing their organization. This is because, the trainee was received a complaints from customers about their process of Applied Land. During the session of the trainee with customers especially on Customer's Day, the trainee will received same issues about the timing of approval applied land procedures. According to the conversation among staffs, they were told that, procedure of approval was taking a long period especially in the phases of technical job. Unit Technical has to visit site in order to estimate and determine the length of applied land.

However, that problem was decrease since System Star Rating because panel of Star Rating had opponent and critic the management of PTP itself.

While this practical training, some of the challenges that must be faced are where all the work that was given to me until in one day there are three tasks that must be completed as here no officers or employees who have skills in it. In addition, another challenge is to try to work in a group where all colleagues are just, known, and still less compatible with them. However, over the time, the relationship between colleagues become better and can work together in a group.

The other limitation is there are lacks of facilities in PTP. This is because, there are several staff that does not have table works and PC. Sometimes, staff that does not have a workplace, then they will join practical students in a meeting room. The practical training also does not have a workplace then they will sit on a meeting room.

The recommendation was the organization should add more table for staff and practical student. However, the number of practical training in PTP was too much which have 13 training students.

#### **4.5 Conclusion**

In conclusion, practical training is a compulsory module for all students and should be continued in the future because they will obtain many benefits to improve themselves with the fast pace information technology era. Besides that, the trainee also recommend the intake of new students for industrial training in this department. Specifically, students from the field office management and Information Technology will gain a lot because they will be able to learn and carried out several of things related to them writing official letter, making minutes of meetings, making flyers, be network technian, calculaing the financial, for organization and so on.

## PERATURAN-PERATURAN PENTADBIRAN

### 1. KAD PERAKAM WAKTU

Semua kakitangan perlu menggunakan Kad Perakam Waktu untuk merekodkan waktu masuk dan keluar dari pejabat. Waktu kerja adalah bermula pukul 8.00 pagi hingga 5.00 petang untuk hari Ahad hingga Rabu. Hari Khamis bermula pukul 8.00 pagi hingga 3.30 petang.

### 2. PAKAIAN BATIK

Semua kakitangan perlu memakai pakaian batik pada setiap hari Khamis.

**PEMARKAHAN 'STAR RATING' DI PEJABAT TANAH PENDANG**

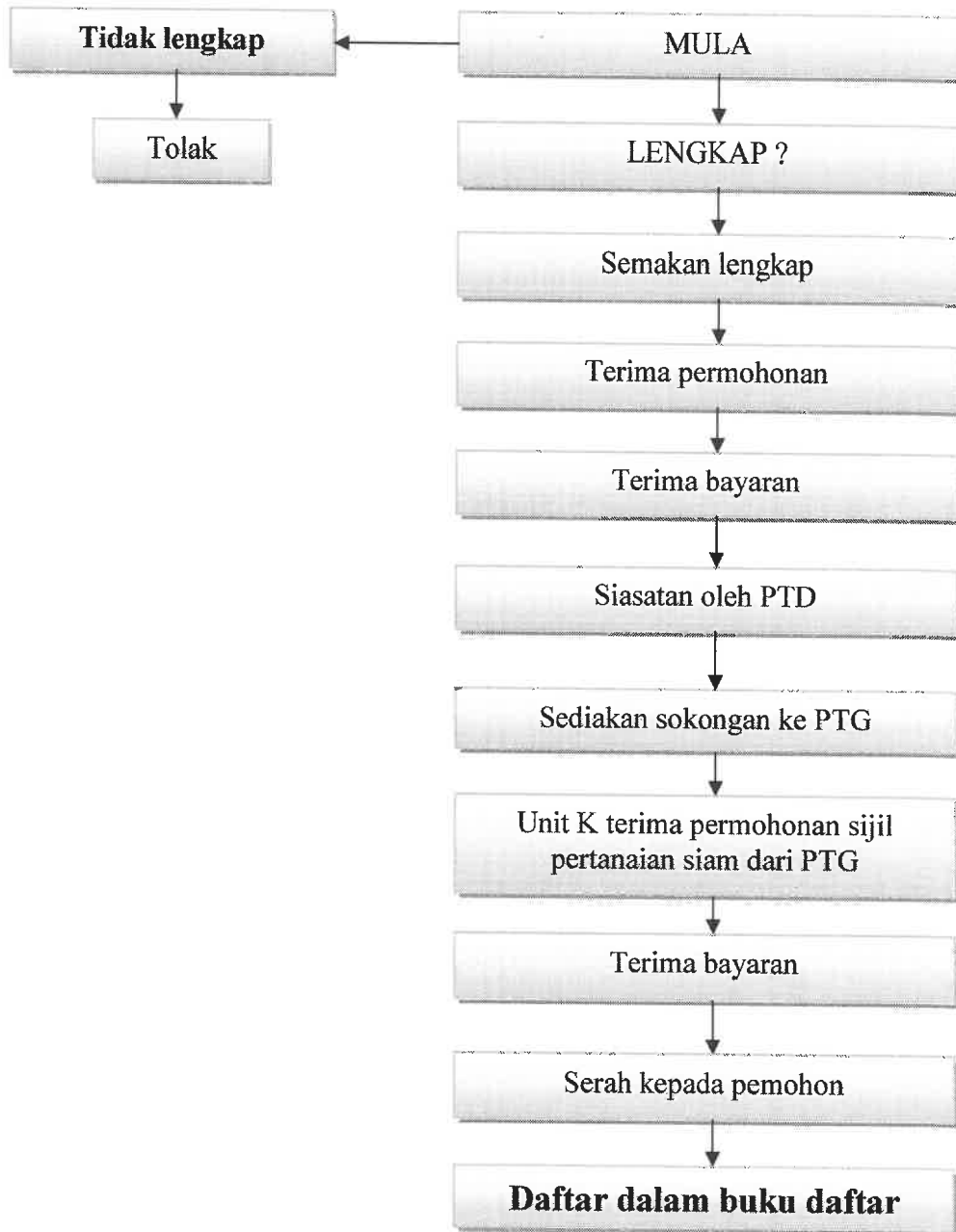
Lampiran 3

KOMPONEN	KRITERIA	MARKAH
<b>A</b>	<b>PENGURUSAN</b>	<b>20.00</b>
<b>A 1</b>	<b>Pengurusan Organisasi</b>	<b>6.00</b>
A1.1	Perekayasaan Proses dan Procedur Kerja (Pppk)	1.20
A1.2	Pembudayaan Organisasi Cemerlang	2.40
A1.3	Hubungan Harmoni Majikan dan Anggota Organisasi	1.20
A1.4	Organisasi Pembelajaran	0.60
A1.5	Pemantauan Keputusan Pengurusan	0.60
<b>A2</b>	<b>Pengurusan Kewangan</b>	<b>4.00</b>
A2.1	Tempoh Bayaran Bil	0.52
A2.2	Mesyuarat Jawatankuasa Pengurusan Kewangan dan Akaun (JPKA)	0.48
A2.3	Pengurusan Aset	0.48
A2.4	Tindakan Ke Atas Laporan Audit	0.52
A2.5	Pemeriksaan Mengejut	0.20
A2.6	Perolehan	1.40
A2.7	Perbelanjaan	0.28
A2.8	Inisiatif Mengurangkan Pembaziran	0.12
<b>A3</b>	<b>Pengurusan Sumber Manusia</b>	<b>6.00</b>
A3.1	Pengurusan Pembangunan Sumber Manusia	2.70
A3.2	Pengiktirafan/Penghargaan	0.90
A3.3	Pengurusan Nilai dan Etika	1.20
A3.4	Program Kaunseling	0.60
A3.5	Maklumat Sumber Manusia	0.60
<b>A4</b>	<b>Pengurusan ICT</b>	<b>2.00</b>
A4.1	Tadbir Urus ICT	0.20
A4.2	Pembangunan dan Pelaksanaan Sistem ICT	0.20
A4.3	Pengurusan dan Pentadbiran Info Struktur	1.00
<b>A5</b>	<b>Pengurusan Rekod</b>	<b>2.00</b>
A5.1	Komitmen Agensi	0.72
A5.2	Pelaksanaan Program dan Aktiviti Pengurusan Rekod	0.80
A5.3	Pelupusan Rekod	0.48
<b>B</b>	<b>Perkhidmatan Teras</b>	<b>60.00</b>
<b>B1</b>	<b>Pelupusan</b>	<b>14.00</b>
B1.1	Permohonan Pemberimilikan (Seksyen 76)	3.50
B1.2	Permohonan Lesen Pendudukan Sementara	2.52
B1.3	Permohonan Permit Bahan Batuan	2.80
B1.4	Permohonan Perizaban (Seksyen 62KTN)	2.10
B1.5	Pajakan Tanah Rizab (Seksyen 63KTN)	1.68
B1.6	Pengurusan Mesyuarat Wajib – JKTD	1.40

<b>B2</b>	<b>Pendaftaran</b>	<b>15.00</b>
B2.1	Pendaftaran Hakmilik Tanah (QT) di Pejabat Tanah	2.50
B2.2	Pendaftaran Penukaran Hakmilik Sementara	2.25
B2.3	Pendaftaran Urusniaga/Bukan Urusniaga	2.25
B2.4	Lelongan Awam	1.75
B2.5	Pengurusan Bilik Kabel	2.25
B2.6	Pengurusan Bilik Server SPTB/E-Tanah	1.75
B2.7	Pengurusan Keselamatan Pendaftaran	2.25
<b>B3</b>	<b>Pembangunan (A,L,K)</b>	<b>15.00</b>
B3.1	Permohonan Serah Balik dan Berimilik	2.25
B3.2	Permohonan Serentak Pecah Sempadan	2.25
B3.3	Permohonan Pecah Sempadan (Seksyen)	1.50
B3.4	Permohonan Serah Balik (Seksyen 197/200)	2.25
B3.5	Permohonan Pecah Bahagian	1.50
B3.6	Permohonan Penyatuan Tanah (Seksyen)	1.50
B3.7	Permohonan Tukar Syarat Tanah (Seksyen)	1.50
B3.8	Pengambilan Tanah di Bawah Seksyen	2.25
<b>B4</b>	<b>Hasil</b>	<b>8.00</b>
B4.1	Pentadbiran Urusan Cukai (A.P 69)	2.64
B4.2	Pengurusan Cukai Tahun Semasa (Seksyen 94 KTN)	2.96
B4.3	Pengurusan Tunggakan Cukai (Seksyen 97 KTN)	2.40
<b>B5</b>	<b>Teknikal</b>	<b>8.00</b>
B5.1	Penguatkuasaan di Bawah Seksyen 425	1.60
B5.2	Penguatkuasaan di Bawah Seksyen 426	1.60
B5.3	Pengurusan Pelanggaran Syarat di Bawah	0.80
B5.4	Penyediaan Laporan Tanah	2.30
B5.5	Penyediaan Rekod Berdasarkan Pekeliling	0.20
B5.6	Penyediaan Permintaan Ukur (PU)	1.50
<b>C</b>	<b>Pengurusan Pelanggan</b>	<b>20.00</b>
<b>C1</b>	<b>Perancangan Pengurusan Pelanggan</b>	<b>5.00</b>
C1.1	Strategi Tumpuan Pelanggan	1.50
C1.2	Piagam Pelanggan	3.50
<b>C2</b>	<b>Interaksi Dengan Pelanggan</b>	<b>3.00</b>
C2.1	Usaha-Usaha Delighting The Customers	3.00
<b>C3</b>	<b>Prestasi Pengurusan Pelanggan</b>	<b>11.00</b>
C3.1	Pengurusan Aduan	3.30
C3.2	Kepuasan Pelanggan	7.70
<b>C4</b>	<b>Promosi Perkhidmatan Pelanggan</b>	<b>1.00</b>

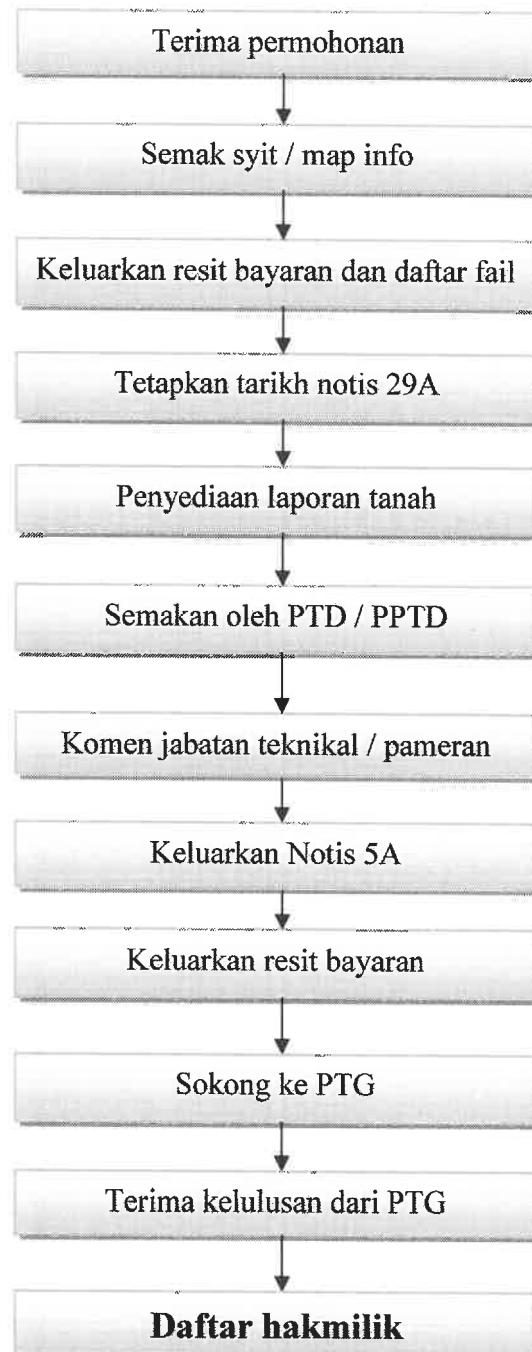


## CARTA ALIRAN PERMOHONAN SIJIL PERTANIAN SIAM





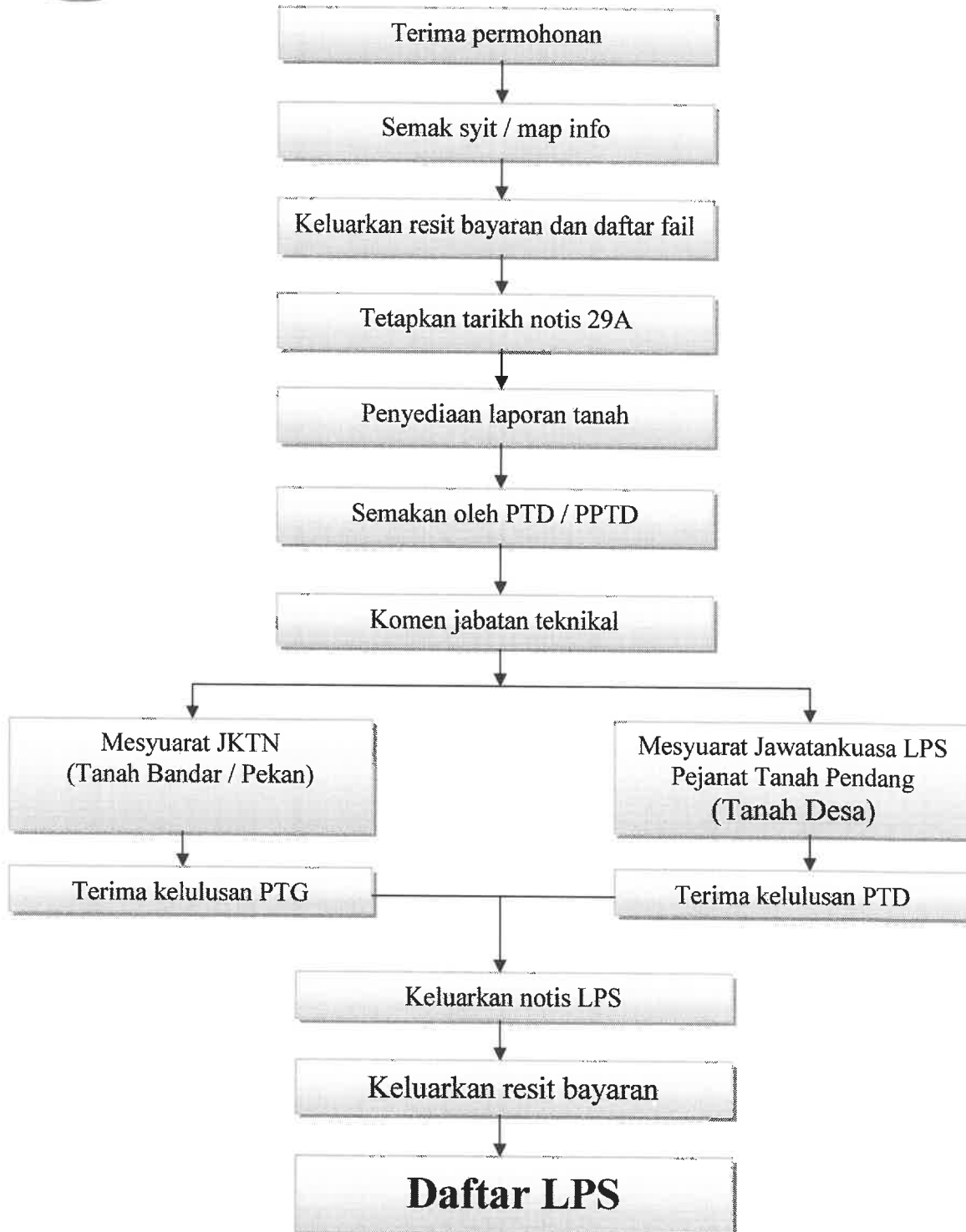
## CARTA ALIRAN PERMOHONAN PELUPUSAN TANAH







## CARTA ALIRAN PERMOHONAN LESEN PENDUDUKAN SEMENTARA (LPS)



## **2. PERMOHONAN LESEN MENDUDUKI SEMENTARA**

1. Menerima dan menyemak Borang Permohonan Tanah (Jadual 1 Aturan 2)
2. Menyediakan resit bayaran permohonan.
3. Merekod dalam buku daftar dan membuka fail.
4. Menyerah fail kepada Tuan PTD/PPTD untuk arahan selanjutnya.
5. Menyerah fail kepada Pelukis Pelan untuk semakan status tanah dan tanda atas syit.
6. Menyerah fail kepada Penolong Pegawai Tanah untuk penyediaan Laporan Tanah.
7. Terima fail dari Penolong Pegawai Tanah dan buat semakan.
8. Menyediakan surat kepada jabatan teknikal untuk pohon komen lot-lot yang terlibat dengan jalan, sungai, taliar dan lain-lain.
9. Menyediakan kertas kerja untuk pohon sokongan ke PTG.
10. Menerima kelulusan dari PTG.
11. Menyediakan surat kepada pemohon untuk bayaran Lesen Menduduki Sementara.
12. Menyediakan resit bayaran LMS.
13. Menyediakan Borang 4A LMS.
14. Menyerah Borang 4A LMS kepada tuan tanah dan rekod ke dalam buku penyerahan LMS.

## SENARAI TUGAS UNIT PELUPUSAN

### 1. PERMOHONAN PEMBERIMILIKAN TANAH KERAJAAN

1. Menerima dan menyemak Borang Permohonan Tanah (Jadual 1 Aturan 2)
2. Menyediakan resit bayaran permohonan.
3. Merekod dalam buku daftar dan membuka fail.
4. Menyerah fail kepada Tuan PTD/PPTD untuk arahan selanjutnya.
5. Menyerah fail kepada Pelukis Pelan untuk semakan status tanah dan tanda atas syit.
6. Menyerah fail kepada Penolong Pegawai Tanah untuk penyediaan Laporan Tanah.
7. Terima fail dari Penolong Pegawai tanah dan buat semakan.
8. Menyediakan surat kepada jabatan teknikal untuk pohon komen lot-lot yang terlibat dengan jalan, sungai, taliar dan lain-lain.
9. Menyediakan Notis Pameran.
10. Menyediakan kertas kerja untuk pohon sokongan ke PTG.
11. Menerima kelulusan dari PTG.
12. Menyediakan Borang 5A kepada pemohon untuk bayaran Premium tanah.
13. Menyediakan resit bayaran premium tanah
14. Menyerah fail kepada unit pendaftaran untuk pendaftaran hakmilik
15. Menyerah hakmilik kepada tuan tanah dan rekod ke dalam buku penyerahan hakmilik.
16. Menyerah fail kepada Pelukis pelan untuk penyediaan Pemintaan Ukur.

MAJLIS BANTUAN KPD GURU QURAN, BIDAN, MUDIM, PENGGALI KUBUR, ORG MANDI JENAZAH

PERINGKAT DAERAH PENDANG TAHUN 2015

STAF PEJABAT TANAH PENDANG:

TN.HJ.HASSAN BIN BAKAR, PCK	- Bhg Sambutan Tetamu VIP
MOHAMAD BIN JUSOF	sama
EN.MOHD.FAKHROL ROZI BIN ISMAIL @ ABD.HALIM	sama
EN.ALI BIN HANAPI , PCK	sama
EN.SYAHAR FAUZI BIN CHE PI	Stanby pengacara majlis
EN.MAT AKHIR BIN MAT ISA, PJK	penyambut tetamu
EN.AHMAD LOTFI BIN HAMID, PJK	penyambut tetamu
EN.MOHD.NOOR BIN ABAS, PCK	penyambut tetamu
TN HJ. KAMARUDIN BIN SALLEH, PJK	penyambut tetamu
EN.SHATHIR BIN AHMAD, PJK	penyambut tetamu
CIK NASWANTI ASMIDAR BT ABDULLAH )	Tugasan Bhg.Pendaftaran
CIK SYAMIN NOOR UMAIRA BT SHAMSULBAHARI )	Tugasan bhg.pendaftaran
CIK NOOR HASHIMA BT ABD.RAHMAN	Tugasan bhg pendaftaran
CIK KHUSNU NABILAH BINTI SAHIBULLAH	Tugasan bhg pendaftaran
CIK ERNIE SHAMIZA BINTI BAHANUDIN	Tugasan bhg pendaftaran
CIK SYAFIQAH BINTI YUSOFF	Tugasan bhg pendaftaran
EN.MOHAMAD FAIS BIN MOHSIN	Tugasan bhg pendaftaran
EN.AMINUL AMIR BIN ABDUL RAZAK	Tugasan bhg pendaftaran

**JAWATANKUASA PROGRAM MESRA RAKYAT (SIRI 5) DAERAH PENDANG  
PERINGKAT PENTADBIRAN TANAH PENDANG PADA 28/2/2015 – 1/3/2015  
(SABTU & AHAD)**

BIL.	JAWATANKUASA	NAMA AHLI JAWATANKUASA
1.	J/KUASA PENYAMPUT TETAMU	TN. HJ. MUHIDDIN BIN ABU HASSAN, PCK PUAN SITI FATIMAH BINTI MOHD PILUS EN. MEENATCHY SUNDARAM A/L SINNATHAMBY PN.NURUL SYAHNAZ BT MD NURUDDIN EN. ALI BIN HANAPI, PCK TN. HJ.HASSAN BIN BAKAR, PCK EN. MOHAMAD BIN JUSOF, PCK PUAN RADZIYAH BINTI AYOB, PCK PUAN NOOR AMIRDAH BINTI OTHMAN, PCK EN.MD. RODZI BIN ELIAS PUAN NIRMALASARI BINTI ISMAIL
2.	J/KUASA PENDAFTARAN	PUAN NOR HASYIMA BINTI MOHAMMAD CIK SURIYATI BINTI ABU BAKAR CIK NUR SYAFIEKAH BT ABDULLAH CIK NUR AWATIF BINTI ADNAN CIK SITI HAMNAH BINTI ALINOORDIN
3.	J/KUASA PERSIAPAN TEMPAT	EN. FADZIL BIN AHMAD, PCK EN. MOHD. NOOR BIN ABAS, PCK EN. NOOR KHAIRI BIN MOHD NOOR EN. AZIZON BIN OSMAN EN.NORAZAM BIN AWANG KECHIK EN. MOHD HAZRUL AKMAL BIN ZABANI EN.MOHAMAD AMAR HUSAINI B JAAFAR EN.MOHAMAD AMIN BIN BAHAROM EN.MUHAMMAD NABIL BIN YARDZA CIK NUR AWATIF BINTI ADNAN CIK KHUSNU NABILAH BINTI SAHIBULLAH CIK SYAFIKAH BINTI YUSOFF





كِرَاكِيَا نِجَرِي كِدَاكُ دَارُالْأَمَانِ

KERAJAAN NEGERI KEDAH DARUL AMAN  
PEJABAT TANAH PENDANG  
06700 PENDANG  
KEDAH DARUL AMAN

TELEFON : 04-7595729

FAX : 04-7592377  
E-MAIL : ptp@kedah.gov.my

KEDAH AMAN MAKMUR • BERSAMA MEMACU TRANSFORMASI

Ruj.Kami: Bil.( 45 )dlm.PTP/J/4/2008 Jld.8

Tarikh: 02 FEB 2015

SEPERTI SENARAI EDARAN

Tuan/Puan,

**MESYUARAT PROGRAM MESRA RAKYAT (SIRI 5) DAERAH PENDANG  
PERINGKAT PENTADBIRAN TANAH PENDANG**

Dengan segala hormatnya perkara tersebut di atas adalah dirujuk.

2. Dimaklumkan pentadbiran ini terlibat dalam program tersebut yang dijadualkan pada **28 Februari 2015**. Bagi membincangkan agar program tersebut dijayakan dengan lancar satu mesyuarat akan diadakan pada ketetapan seperti berikut:-

**Tarikh : 4 Februari 2015 (Rabu)**  
**Masa : 9.30 pagi**  
**Tempat : Bilik Mesyuarat Zamrud, Pejabat Tanah Pendang.**

3. Agenda mesyuarat adalah seperti berikut:-

- 3.1 Aluan Pengerusi
- 3.2 Mengesahkan minit mesyuarat yang lalu - tiada
- 3.3 Perkara berbangkit - tiada
- 3.4 Membincangkan program yang akan diadakan
- 3.5 Hal-hal lain
- 3.6 Penutup

4. Tuan/puan dipinta hadir bagi membincangkan pelaksanaan tugas yang telah ditetapkan kepada pentadbiran ini. Kehadiran tuan/puan amatlah diharapkan dan didahului dengan ucapan ribuan terima kasih.

Sekian.

”TUNTUK NEGARA”

rintah,

(NOORUL AZYYATI BINTI AHMAD SALMI, BCK)

Penolong Pentadbir Tanah  
b/p Pentadbir Tanah Pendang  
Kedah Darul Aman



Ruj. Kami: JKPTG-970/100-6/2/26 Jld.2 (23)  
 Tarikh : 1 Jun 2015

**SENARAI EDARAN SEPERTI DI LAMPIRAN**

YBhg. Dato'/Datin/YBrs. Dr./Tuan/Puan,

**PROSEDUR PELAPORAN KES FRAUD DALAM URUSAN TANAH**

Dengan hormatnya saya merujuk kepada perkara di atas.

2. Bersama-sama ini disertakan **Prosedur Pelaporan Kes Fraud Dalam Urusan Tanah** untuk perhatian dan tindakan pihak YBhg. Dato'/Datin/YBrs. Dr./Tuan/Puan.

3. Untuk makluman, tujuan prosedur ini diterbitkan adalah untuk memberi panduan kepada Pentadbir Tanah sekiranya berlaku kes-kes yang disyaki terdapat penyelewengan dan pemalsuan dalam urusan tanah.

Sekian, terima kasih.

**"BERKHIDMAT UNTUK NEGARA"**

Saya y ut perintah,

**(DATO' SRI AZEMI BIN KASIM)**

Ketua Pengarah Tanah dan Galian Persekutuan  
 Jabatan Ketua Pengarah Tanah dan Galian Persekutuan

*Puan / Pohon kepada setiap unit : Pohon Pembentahan prosedur ini dalam perjumpaan bulanan dengan detak.*

*utala dijalan K/16*

PEJABAT TANAH PENANG	
TARIKH: 8-6-2015	
PEN. PENTADBIRAN TANAH	
PEN. PENTADBIR TANAH II	
PEN. PEG. TEKNOLOGI MAKLUMAT	
PEN. PEG. UNDANG-UNDANG	
PENOLONG AKAUNTAN	
KETUA UNIT PEMBANGUNAN	
(A) USAHSYARAT	
(K) PELUPUSAN	
(L) PENGAMBILAN	
(N) BAHAN BATUAN	
KETUA UNIT PENDAETARAN	
(P) PUSAKA	
(Q) LELONG	
KETUA UNIT HASIL	
KETUA UNIT PENTADBIRAN	
(F) KEWANGAN	
(J) PENTADBIRAN	
KETUA UNIT TEKNIKAL	
TEKNIKAL	
PELUMUS BELAN	
KETUA UNIT PENSIHATAN	
PERUMPAHAN	
UNIT TASK FORCE	
UNIT TAPAK	



## 1. TUJUAN

Cadangan Carta Alir Pelaporan Kes Fraud Dalam Urusan Tanah adalah bertujuan untuk memberi panduan kepada Pentadbir Tanah sekiranya berlaku kes-kes yang disyaki terdapat penyelewengan dan pemalsuan dalam urusan tanah.

## 2. SKOP

Prosedur ini digunakan di semua Pentadbiran Tanah Semenanjung Malaysia.

## 3. RUJUKAN

- a) Kanun Tanah Negara 1965
- b) Perintah Am dan apa-apa peraturan yang menggantikannya
- c) Kanun Acara Jenayah
- d) Pekeliling Ketua Pengarah Tanah dan Galian Persekutuan
- e) Business Area SPTB
- f) Business Area E-Tanah
- g) Kaedah-Kaedah Tanah Negeri
- h) Akta Keterangan 1950
- i) Akta Sumpah dan Ikrar 1949
- j) Akta Hakmilik Strata

## 4. DEFINISI

### 4.1 Pegawai Teknikal/Pengurusan Sistem Pentadbiran Tanah Eletronik

Pegawai yang dilantik oleh Ketua Pengarah Tanah dan Galian Persekutuan bagi urusan Sistem Pendaftaran Tanah Berkomputer atau Sistem Pentadbiran Tanah Elektronik (e Tanah) di negeri dan daerah.

### 4.2 Timbalan Pendaftar/ Penolong Pentadbir Tanah

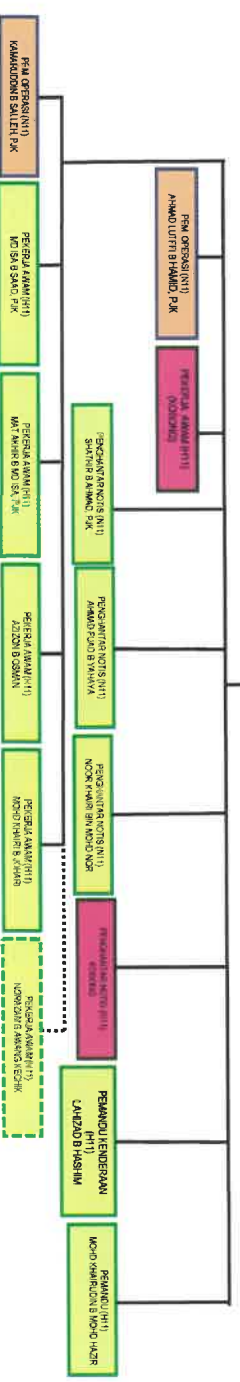
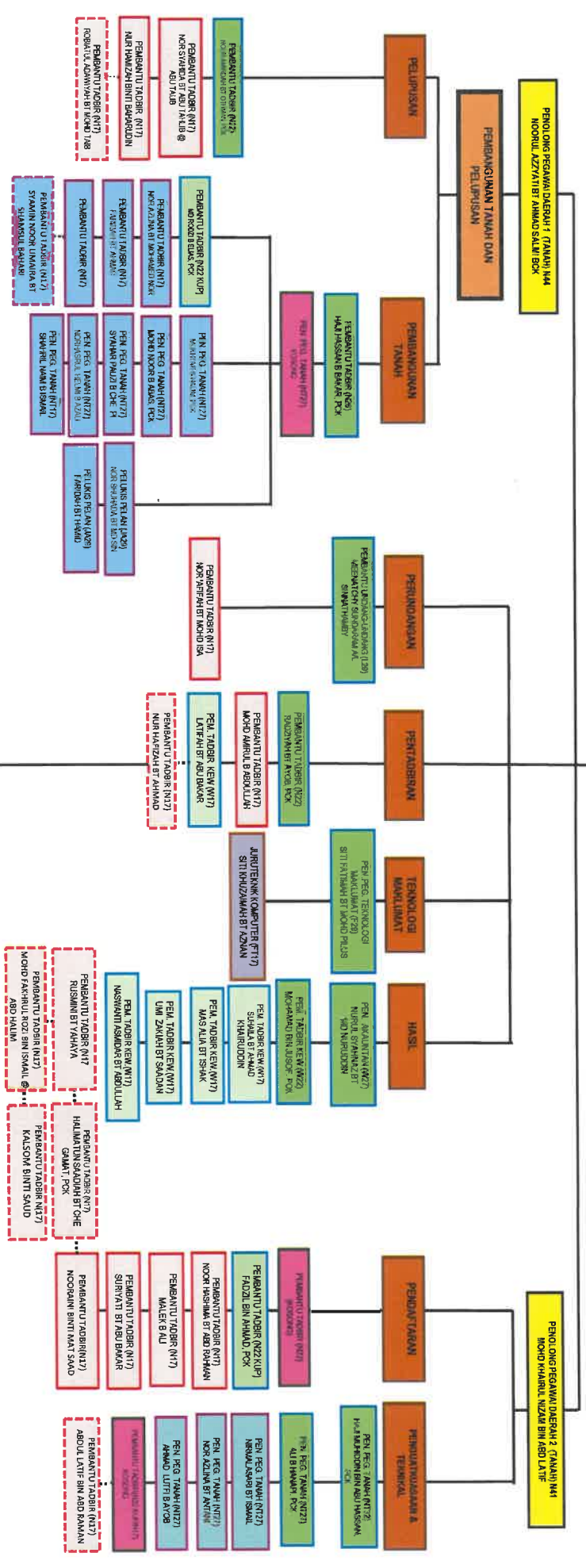
Pegawai yang dilantik di bawah Seksyen 12 Kanun Tanah Negara dan dipertanggungjawabkan di Unit Pendaftaran.

TANGGUNGJAWAB	TINDAKAN
	4. Membuat laporan kepada PDRM (dalam tempoh 24 jam) 5. Memasukkan Kaveat Pendaftar (sekiranya perlu) 6. Memaklumkan kepada Pegawai Undang-undang Negeri 7. Membuat laporan kepada Pasukan Petugas Pencegahan Fraud JKPTG
<b>D. POLIS DIRAJA MALAYSIA</b>	1. Menjalankan siasatan bagi kes-kes yang mempunyai elemen penipuan dan pemalsuan
<b>E. PASUKAN PETUGAS PENCEGAHAN FRAUD JKPTG</b>	1. Menjalankan siasatan bagi kes-kes yang berkaitan sistem dan prosedur

**CARTA ORGANISASI PELABAT TANAH PENDANG**

**PEGAWAI DAERAH N4**  
**NAMADZIR BINTI HAJI ABDUL GHANI, SKK, AMK, BCK**

**KETUA PENUNJONG PEGAWAI DAERAH (TAHAP) (REKANJURU R2)**  
**ABDUL AZIZ BIN HASSAN, AMK, BCK**



## MOTO

Berubah ke arah kecemerlangan

## VISI

Ke arah sebuah organisasi awam yang termoden,  
terunggul serta berdaya saing di Kedah menjelang  
tahun 2015

## MISI

Mengurus dan mentadbir pembangunan tanah serta  
meningkatkan hasil secara optimum berlandaskan  
kepada tadbir urus terbaik, sistem penyampaian  
yang cekap berteraskan integriti dan akauntibiliti,  
demi kesejahteraan rakyat.

## ATURCARA

### HARI PERTAMA

MASA 6 APRIL 2015 (ISNIN)

#### PERKARA

- 8.00 pagi - Pendaftaran Peserta
- Sarapan Pagi

8.30 pagi

- Bacaan Doa
- Aluan Pentadbir Tanah Pendang

8.45 pagi - 10.45 pagi

- SESI 1
- Taklimat Kursus
- Pengenalan Kepada Pengurusan Rekod & Polisi Dalam Pengurusan Rekod

10.45 pagi - 11.15 pagi

- Minum Pagi

11.15 pagi-1.15 tengahari

- SESI 2
- Sistem Dan Klasifikasi Fail

1.15 tengahari

- Makan Tengahari
- Bersurai

### HARI KEDUA

MASA 7 APRIL 2015 (SELASA)

#### PERKARA

- 8.00 pagi - Pendaftaran Peserta
- Sarapan Pagi

8.25 pagi

- Bacaan Doa

8.30 pagi - 10.30 pagi

- SESI 3
- Penyenggaraan Dan Pemeliharaan Rekod

10.30 pagi - 11.00 pagi

- Minum Pagi

11.00 pagi - 1.00 tengahari

- SESI 4
- Program Pelupusan Rekod

1.00 tengahari

- Penyampaian Cenderahati kepada Penceramah



PEJABAT TANAH PENDANG  
06700 PENDANG  
KEDAH DARUL AMAN

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MINIT MESYUARAT KETUA-KETUA UNIT

Tarikh : 03 November 2013 (Ahad)  
Masa : 10.00 pagi  
Tempat: Bilik Mesyuarat Zamrud, Pejabat Tanah Pendang

KEHADIRAN

- |  |            |
|--|------------|
| 1. Nor Azman bin Nordin, AMK.,BCK                | Pengerusi  |
| 2. Cik Amal binti Zubir, BCK                     |            |
| 3. Siti Fatimah binti Mohd Pilus                 |            |
| 4. Pn. Nurul Syahnaz binti Md. Nuruddin @ Nordin |            |
| 5. Tn. Hj. Muhiddin bin Abu Hassan, PCK          |            |
| 6. Pn. Radziah binti Ayob,PCK                    | Setiausaha |
| 7. Pn. Mohamad bin Jusof, PCK                    |            |
| 8. En. Ali bin Hanapi,PCK                        |            |
| 9. Pn. Norizan binti Said,PCK                    |            |
| 10. Pn. Noor Amirdah binti Othman,PCK            |            |
| 11. En. Fadzil bin Ahmad, PCK                    |            |
| 12. En. Md. Rodzi bin Elias                      |            |
| 13. Pn. Norazlina binti Mohamed Nor              |            |
| 14. En. Malek bin Ali                            |            |
| 15. Cik Suriyati binti Abu Bakar                 |            |
| 16. Pn. Nor Hasyima binti Mohammad               |            |
| 17. Pn. Latifah binti Abu Bakar                  |            |
| 18. Pn. Shuhada binti Md Sin                     |            |
| 19. En. Shathir bin Ahmad, PJK                   |            |

TIDAK HADIR

- |                                 |      |
|---------------------------------|------|
| 1. En. Mohd Amirul bin Abdullah | Cuti |
| 2. En.Mat Isa bin Saad,pJK      |      |

**BORANG PERMOHONAN PELUPUSAN FAIL  
(YANG TIDAK DINYATAKAN DALAM JADUAL PELUPUSAN REKOD)**

<b>BUTIR-BUTIR JABATAN</b>		Untuk kegunaan Arkib Negara
(1) Kementerian/Jabatan/Agensi: <b>PEJ.TANAH DAERAH PENDANG</b>	(2) Bahagian/Cawangan/Unit: <b>LELONG</b>	Tarikh Terima : Jumlah Fail : No. Penerimaan :

ewujud Rekod [Jika tidak sama dengan (1)]:

**MAKLUMAT MENGENAI REKOD**

Kategori Rekod : <input type="checkbox"/> Fungsi <input type="checkbox"/> Am	(5) Peringkat Keselamatan :  <b>TERBUKA</b>
--	---

Tarikh Diliputi :		(7) Ukuran Rekod: (meter pjg.)				
No. Rujukan Fail (9)	Tajuk Fail (10)	Tarikh (11)		Bil. Lampiran (12)	Cadangan Pelupusan (13)	Catatan (14)
		Drpd.	Kpd.			

Mengikut seksyen 25 dan 26, Akta Arkib Negara 2003 [Akta 629], saya mengemukakan permohonan ini bagi pusan rekod di atas :

Nama Pegawai :	Tandatangan dan Meterai/Cop Rasmi Jabatan :
Jawatan :	Tarikh :



SPEKS02

NAMA PEMBEKAL		KOD PEMBEKAL	
ALAMAT			
NO.TELEFON(P)	NO.TELEFON (H.P)	NO.FAKS	
EMAIL			
NO DAFTAR SYARIKAT	NO.DAFTAR KEWANGAN	NO.K.P	
NAMA & NO.AKAUN BANK 1			
NAMA & NO. AKAUN BANK 2			

NAMA PEMBEKAL		KOD PEMBEKAL	
ALAMAT			
NO.TELEFON(P)	NO.TELEFON (H.P)	NO.FAKS	
EMAIL			
NO DAFTAR SYARIKAT	NO.DAFTAR KEWANGAN	NO.K.P	
NAMA & NO.AKAUN BANK 1			
NAMA & NO. AKAUN BANK 2			

NAMA PEMOHON :

\*DIWUJUDKAN/ DIKEMASKINI OLEH :

TANDATANGAN :

TARIKH :

TARIKH :

TANDATANGAN :

TANDATANGAN & :  
COP KETUA JAB/PTG

\*untuk kegunaan PBNK





**BORANG PERMOHONAN PENGWUJUDAN/ PENGEMASKINAN REKOD PEMBEKAL  
DALAM SISTEM PERAKAUNAN BERKOMPUTER STANDARD KERAJAAN NEGERI (SPEKS) KEDAH DARUL AMAN.**

NAMA PEMBEKAL		KOD PEMBEKAL	
ALAMAT			
NO. TELEFON (P)	NO. TELEFON (H.P)	NO. FAKS	
EMAIL			
NO DAFTAR SYARIKAT	NO. DAFTAR KEWANGAN	NO. K.P	
NAMA & NO. AKAUN BANK 1			
NAMA & NO. AKAUN BANK 2			

NAMA PEMBEKAL		KOD PEMBEKAL	
ALAMAT			
NO. TELEFON (P)	NO. TELEFON (H.P)	NO. FAKS	
EMAIL			
NO DAFTAR SYARIKAT	NO. DAFTAR KEWANGAN	NO. K.P	
NAMA & NO. AKAUN BANK 1			
NAMA & NO. AKAUN BANK 2			

NAMA PEMBEKAL		KOD PEMBEKAL	
ALAMAT			
NO. TELEFON (P)	NO. TELEFON (H.P)	NO. FAKS	
EMAIL			
NO DAFTAR SYARIKAT	NO. DAFTAR KEWANGAN	NO. K.P	
NAMA & NO. AKAUN BANK 1			
NAMA & NO. AKAUN BANK 2			