UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT
SOFTWARE WIZARDS (M) SDN BHD

SPECIAL PROJECT: RESEARCH (THE IMPACTS OF SAGA COMPLIANCE ON EFFECTIVENESS OF ERP PRACTICES AMONG MALAYSIAN GOVERNMENT AGENCIES)

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

01 FEBRUARY 2017 – 30 JUNE 2017

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FACULTY SUPERVISOR
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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 2017 – 30 JUNE 2017

DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declare that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

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Siti ~~NurNadia~~ Bt Musa
2013992877

Date of submission: 12 July 2017

ABSTRACT

The Industrial Training Report is based on the period from 1st February 2017 until 30th June 2017. The Industrial Training has taken place at Software Wizards (M) Sdn Bhd at Bayan Lepas, Penang branch office. In this report, it was highlighted about the training activities, experience, skills and challenges that trainee has been encountered. All training activities and special project are recorded in this industrial training report. The trainee has been assigned to carried out a research about The Impacts of SAGA Compliance on Effectiveness of ERP practices among Malaysian government agencies.

***Keywords**: Research, SAGA Compliance, ERP, training activities, special project*

ACKNOWLEDGEMENT

I would like to thank to Allah S.W.T to give an opportunity and His blessing in order to help me to complete this industrial training report. Without His blessings I cannot get good health in order to finish my industrial training report.

I take this opportunity to express my appreciation to my faculty supervisor, DrKhalid Bin Abdul Wahid and my organization supervisor, En Haadii Rahman Bin Safian which is Project Manager of Software Wizards (M) Sdn Bhd for their guidance and advice throughout this industrial training report carried out. The blessing, the guidance and advices they gave from time to time, I have successfully completed this industrial training report.

I also take this opportunity to express a deep sense of gratitude to thank the authority of Software Wizards (M) Sdn Bhd for giving me the opportunity to do my internship for these five months and also have provided complete facilities and learning environment that is effective and comfortable for me to complete this industrial training report.

Lastly, I also would like to thank to all staff for having helped and motived me to perform this this industrial training report successfully. In addition, thanks to my parents for their support in helping me in this industrial training report. Thank you very much to everyone that lends their hand to me in accomplishing this industrial training report.

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Chapter 1: Introduction

1.1 Background of the Organization

Figure 1.1: Company's Logo

Software Wizards (M) Sdn. Bhd. Is a 100% Malaysian company of dedicated young and dynamic individuals looking into improving the ICT industries by providing cutting edge in the information system. The main focus has always be in the mainstream of software technology due to the vast amount of expertise that our team possess. Software Wizards was established in 2002 and registered with MOF in 2002 with registration number 276916-V. Software Wizards (M) Sdn. Bhd. located at Prima Sri Gombak Selangor which is headquarters office and Ideal CEO Bayan Lepas, Pulau Pinang which is branch office.

Since 2002, Software Wizards has been a software development innovator providing full-cycle high quality services to its customers. Software Wizards is expert in development, customization and integration of complex enterprise-level solutions offering a well-balanced blend of technology skills, domain knowledge, hands-on experience, effective methodology and passion for IT. The business focuses of Software Wizards are ERP solution based software provider, eBusiness & software development services and SAGA (Standard Accounting Systems for Government Agencies) consultation services.

Software Wizards provides the resources to implement and customize ERP effecting functional analysis and technical solutions for clients business needs. Prepackaged ERP applications are now the primary driver of transactional information in many business environments and Software Wizards is leveraging their business intelligence expertise

to help clients leverage large volumes of data driven by these systems. Software Wizard's mission is to be instrumental in making their customer's businesses stronger by providing rich technology competencies and passion for quality of our software professionals.

Products of Software Wizards such as myProcurement, myFinancial, myAsset, myInventory, myPayroll, myWorkspace, myHRMS and many more products that related to the ERP systems solution. myProcurement is a procurement management system designed for internal use within a company and it is suitable for private, government or local authorities while myFinancial is designed specifically for accounting management which currently used by several Malaysian Government department, statutory bodies and other agencies which includes modules of general ledger, account payable, account receivable, electronic fund transfer (EFT) and many more. myAsset covers all modules of assets management practice such as asset registration, inspection, maintenance, depreciation and write-off and myInventory is specially design to provide a complete management mechanism over the store and inventory activity such reordering, purchasing, managing multiple store and many more. myPayroll provides quick access to the data needed to ensure payroll is processed accurately and efficiently which includes modules of income tax, employee self-service portal, payroll process, income and deductions and many more while myWorkspace is a web-based application system used as an intranet portal for a company or organization to manage and monitor office operation activities.

1.2 Organizational Structure

Figure 1.2: Software Wizards Organization Structure

Chapter 2: Organization Information

2.1 Departmental Structure

Software Wizards (M) Sdn Bhd does not have departmental structure. This is because Software Wizards (M) Sdn Bhd is actually a software house that offers the ERP solutions to their customers and the main focus is providing the resources to implement and customize ERP effecting functional analysis and technical solutions for clients business needs. So, Software Wizards does not have specific departmental in their company because they just focus on the development and implementation of their software technology. According to the above structure, each staff have their important roles and task in the company which they are more focus on their software technology of Enterprise Resource Planning (ERP) solutions. For an example, each staff needs to be responsible on the scope such as the staff need to handle the custom apps task scope and the other staff need to handle the scope about SAGA consultation with their clients.

2.2 Department Function

Software Wizards (M) Sdn. Bhd. Services cover the full development and implementation cycle making it a one-stop software services company which are business process analysis and consulting, software customization, development and deployment, application integration & legacy system redesign and maintenance & support. This is because Software Wizards is a software house then they do not have department in their organization. They work as a team to accomplished the system development project and to ensure the project is successful according to their clients' business needs.

The mission is to be instrumental in making the customers' business stronger by providing rich technology competencies and passion for quality of their software professionals. Furthermore, their corporate vision is to be one-stop software partner for their clients while maintaining an open-minded, dynamic and customer-centric approach to delivering cutting-edge solutions. With the strong technology skills and business

knowledge IT professionals enable them to effectively handle software projects of any scale and complexity and also with their mature methodologies and cost efficient delivery model.

They will custom design the business logic of the software and database based on the clients' business then their clients won't have to adjust their business's process to the software. This is because they will custom code the software to fit their clients' business. Plus, they will provide their clients the best possible development solutions according to their clients' business operations.

They also provide standard maintenance and support services because this is also part of the customer relationship and they will try to provide their customer with the very best support as they can and as reliable as possible. Support and maintenance are carried out on a yearly basis through a maintenance contract. They will provide the manpower for the support tasks such as maintenance of the software, routine visit to customers and preventive maintenance for the software. They provide 24 hours support via the medium of phone support, email support, web support, routine customer visit and online real time support.

Chapter 3: Industrial Training Activities

3.1 Training Activities

3.1.1 System Flowchart Translating

Table 3.1: Task Profile for System Flowchart Translating

Task	Translating system flowchart (Payroll system, leave system, recruitment system and performance system)
Scope	System documentation
Duration	6 – 7 February 2017
Task supervisor	En Haadii Rahman Bin Safian
Hardware/Software/Device	Microsoft Word & Microsoft Visio

The tasks of translating system flowchart is about translating the system process flowchart from English language to Malay language and draw back the system flowchart from Microsoft Word format to Microsoft Visio format. The system flowcharts that need to be translaed are flowchart about payroll system, leave system which consists of annual leave system module and medical leave system module. Other than that, recruitment system which consists of job positions allocation system module, job hiring system module, job vacancy system module, job screening system module and job interview system module and performance system which include SPT evaluation process and LNPT evaluation process system module. All of these flowcharts need to be translated from English language to Malay language because it is a request from the client of the company which is the government agency.

3.1.2 Bootstrap Learning

Table 3.2: Task Profile for Website Creation Learning using Bootstrap

Task	Learning creating website using Bootstrap template and HTML 5
Scope	Website development
Duration	18 - 20 February 2017
Task supervisor	En Haadii Rahman Bin Safian
Hardware/Software/Device	Bootstrap Templates and Themes & HTML 5

First, trainee need to study about the Bootstrap templates and themes which is bootstrap is a free and open source front end web applications. Its contains HTML and CSS based design templates for typography, navigation, forms, buttons and other interface components as well as optional JavaScript extension. Bootstrap web templates are ready to use and it is a responsive website templates yet they are usually well designed and easy to customize. Bootstrap themes are package of HTML, CSS and JavaScript code that provide styling user interface components and page layout for the user to use in a web project. In essence, Bootstrap is pre-built website templates for the user to adapt and build upon. Trainee has been given a task to learn how to use this website template in order to get a new knowledge and be exposed to an existing application that can be used in the website development project. Then trainee need to practice making website using this template.

3.1.3 System Flowchart Drawing

Table 3.3: Task Profile for System Flowchart Drawing

Task	Drawing system flowchart (Application of work demands system and KEW8 system)
Scope	System documentation
Duration	22 February 2017
Task supervisor	En Haadii Rahman Bin Safian
Hardware/Software/Device	Microsoft Word & Microsoft Visio

Trainee is required to draw system flowchart in Microsoft Visio format because the existing system flowchart was made in Microsoft Word format. This is to ensure that the entire system flowchart is drawn in the correct and appropriate format to look more neat and easy to understand by the user. The system flowchart that need to be drawn in the Microsoft Visio format are an application of overtime work demands system which consists of OT & part-time activity process system module and OT & PT claims system module. The other system flowchart is KEW8.

3.1.4 System Documentation Translating

Table 3.4: Task Profile for System Documentation Translating

Task	Translate system documentation (URS 3 Version 1.0)
Scope	System documentation
Duration	23 - 28 February 2017
Task supervisor	En Haadii Rahman Bin Safian
Hardware/Software/Device	Microsoft Word

First, trainee need to read all the system documentation that will be translated in Malay language. This is because all the system documentation is in English language and need to be translated into Malay language as requested by the client of the company for easy understanding. The system documentation that needs to be translated from English language to Malay language is Sistem Pengurusan Sumber Manusia BERNAMA for User Requirement Specifications (URS) Version 1.0 that includes modules of competency development, exam, performance, discipline and counselling.

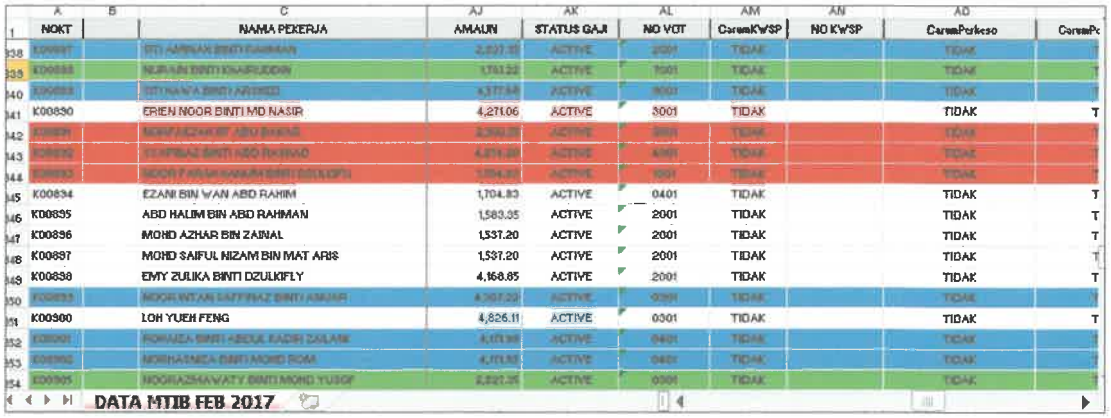
Figure 3.1: URS 3 Version 1.0 System Documentation

3.1.5 MTIB Payroll Data Entry

Table 3.5: Task Profile for Updating MTIB Payroll Data

Task	Update and key in MTIB payroll data into system
Scope	Data entry
Duration	1 – 10 March 2017
Task supervisor	En Azrul Achmar Bin Shaari
Hardware/Software/Device	Microsoft Excel & MTIB Payroll System

Trainee is required to update and key in new data of payroll for MTIB staff into the payroll system. First, trainee needs to check the information of the payroll data in the MTIB payroll system according to the newest payroll data that have been provided. Then, trainee needs to update and key in those payroll data according to the newest data that have been provided in the Microsoft Excel format. The payroll data that needs to be updated and key in into the MTIB payroll system such as staff name, staff id, service class, salary grade, status of salary grade, salary amount, salary status and many more important data related to the payroll information.



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848	K00837		MOHD SAIFUL NIZAM BIN MAT ARIS	1,537.20	ACTIVE	2001	TIDAK		TIDAK	T
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854	[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	

DATA MTIB FEB 2017

Figure 3.2: MTIB Payroll Raw Data

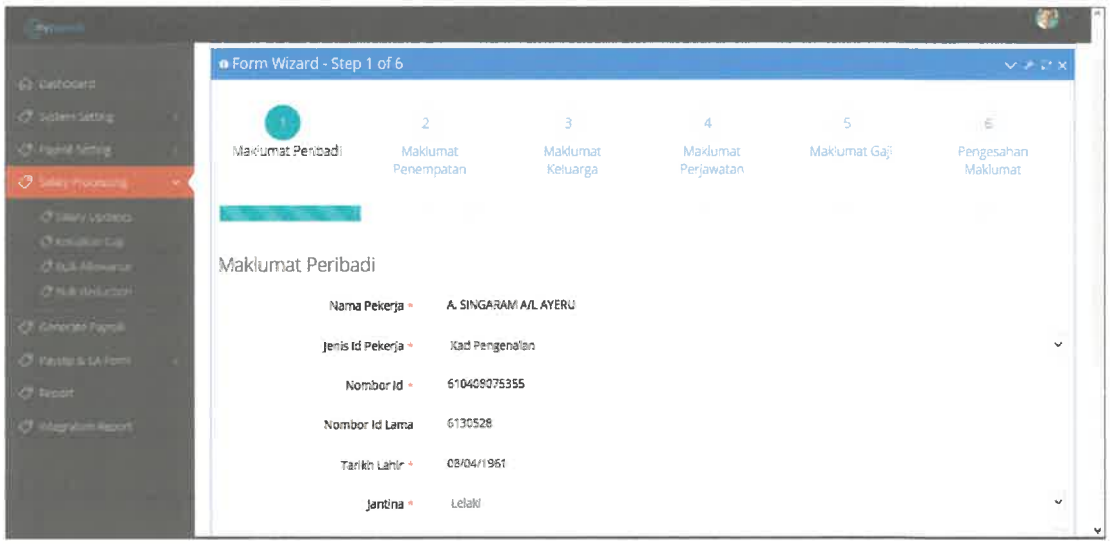


Figure 3.3: MTIB Payroll System

3.1.6 System Documentation Translating

Table 3.6: Task Profile for SDP and URS 2 System Documentation Translating

Task	Translate system documentation (SDP Version 1.0, URS 2 Version 1.0)
Scope	System documentation
Duration	13 – 16 March 2017
Task supervisor	En Haadii Rahman Bin Safian
Hardware/Software/Device	Microsoft Word

First, trainee need to read all the system documentation that will be translated in Malay language. This is because all the system documentation is in English language and need to be translated into Malay language as requested by the client of the company for easy understanding. The system documentation that needs to be translated from English language to Malay language is Sistem Pengurusan Sumber Manusia BERNAMA for Software Development Plan (SDP) Version 1.0. The other system documentation is Sistem Pengurusan Sumber Manusia BERNAMA for User Requirement Specifications (URS) Version 1.0 (URS 2 Version 1.0) that includes modules of medical and insurance. This document is about system of medical and insurance claim.

Figure 3.4: SDP System Documentation

Figure 4: URS 2 System Documentation

3.1.7 MTIB MyClaim Data Entry

Table 3.7: Task Profile for Updating Data MyClaim MTIB

Task	Update data in MTIB system (MyClaim MTIB)
Scope	Data entry
Duration	21 - 27 March 2017
Task supervisor	En Zainal
Hardware/Software/Device	MyClaim MTIB System

Trainee is required to update and key in new data of payroll for MTIB staff into the payroll system. First, trainee needs to check the information of the payroll data in the MTIB payroll system according to the newest payroll data that have been provided. Then, trainee needs to update and key in those payroll data according to the newest data that have been provided in the Microsoft Excel format. The payroll data that needs to be updated and key in into the MTIB payroll system such as staff name, staff id, service class, salary grade, status of salary grade, payroll amount, salary status and many more important data related to the payroll information.

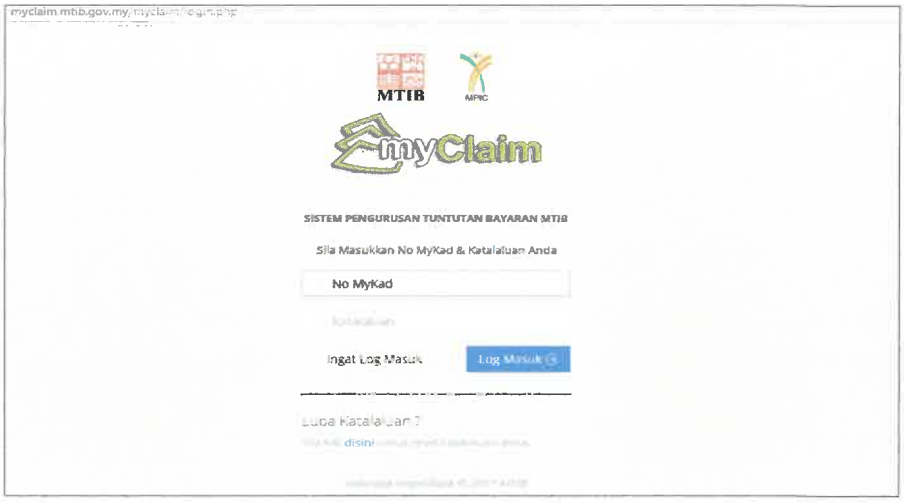


Figure 3.6: MTIB MyClaim System

3.1.8 Camtasia 9 Learning

Table 3.8: Task Profile for Camtasia 9 Learning

Task	Study video editing software (Camtasia 9)
Scope	Multimedia
Duration	28 - 30 2017
Task supervisor	En Haadii Rahman Bin Safian
Hardware/Software/Device	Camtasia Version 9.0

Trainee has been given task by the organization supervisor to study about the video editing software which is Camtasia version 9.0. Camtasia is a video editing software with the function of recording audio, screen capture . This is to give the new knowledge to the trainee about the software that can be used to make a project such as the tutorial or user guide on how to use a new system that have been developed using this Camtasia Version 9.0 video editing software.

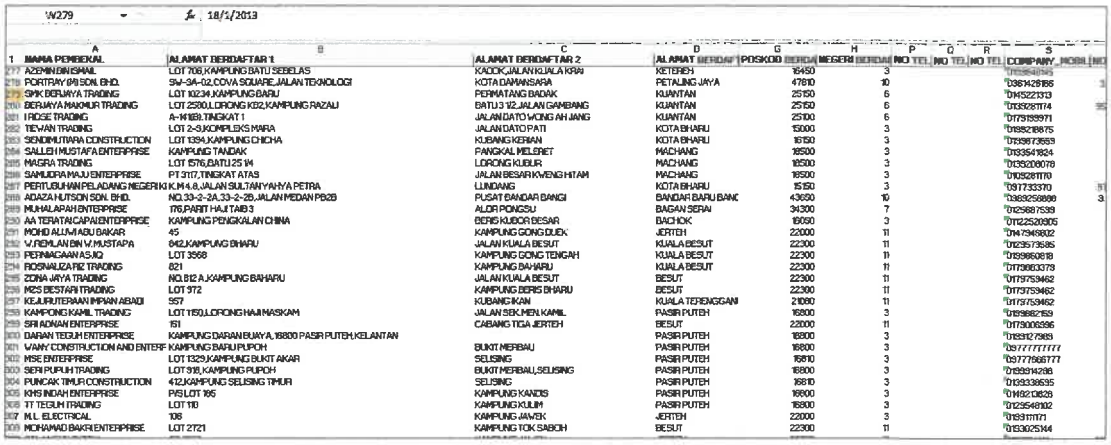
Figure 3.7: Camtasia Version 9.0

3.1.9 LKTN Data Entry

Table 3.9: Task Profile for Updating New Data of Pembekal LKTN

Task	Manage and update new data of LKTN (Pembekal LKTN) in Microsoft Excel
Scope	Data entry
Duration	3 – 4 April 2017
Task supervisor	Puan Rohaiza Bt Abu Seman
Hardware/Software/Device	Microsoft Excel

Trainee is required to manage and update new data of Pembekal LKTN (Lembaga Kenaf Tembakau Negara) in Microsoft Excel. The data need to be managed according to their columns and types such as suppliers' name, registered address, registered state, company's mobile number, company's registered number, type of business and so on. The data that need to be update was about 541 data.



	A	B	C	D	G	H	P	Q	R	S
1	NAMA PEMBEKAL	ALAMAT BERDAFTAR 1	ALAMAT BERDAFTAR 2	ALAMAT BERDAF	POSKOD	BERDA	NO TEL	NO TEL	NO TEL	COMPANY
277	AZEMIN BIN ISMAIL	LOT 708,KAMPUNG BATU SEBELAS	KADOK,JALAN KUALA KRAI	KETEREH	16450	3				0199648945
278	PORTRAY (M) SDN. BHD.	SW-3A-02,COVA SQUARE,JALAN TEKNOLOGI	KOTA DAMANSARA	PETALING JAYA	47810	10				0361428186
279	SMK BERJAYA TRADING	LOT 10234,KAMPUNG BARU	PERMATANG BADAK	KUANTAN	25150	6				0145221313
280	BERJAYA MAKMUR TRADING	LOT 2580,LORONG KD2,KAMPUNG RAZALI	BATU 3 1/2,JALAN GAMBANG	KUANTAN	25150	6				0139281174
281	I ROSE TRADING	A-M169,TINGKAT 1	JALAN DATO WONG AH JANG	KUANTAN	25100	6				0179188971
282	TEWAN TRADING	LOT 2-3,KOMPLEKS MARA	JALAN DATO PATI	KOTA BHARU	15000	3				0138218975
283	SENDIMUTIARA CONSTRUCTION	LOT 1394,KAMPUNG CHICHA	KUBANG KERIAN	KOTA BHARU	16150	3				0139873553
284	SALLEH MUSTAFA ENTERPRISE	KAMPUNG TANDAK	PANGKAL MELERET	MACHANG	18500	3				0139341824
285	MAGRA TRADING	LOT 5176,BATU 25 1/4	LORONG KUBUR	MACHANG	18500	3				0139208078
286	SAMUDRA MAJU ENTERPRISE	PT 317,TINGKAT ATAS	JALAN BESAR KWENG HITAM	MACHANG	18500	3				0108281170
287	PERTUBUHAN PELADANG NEGERI	K.M.4.6,JALAN SULTANIYAH PETRA	LUNDANG	KOTA BHARU	15150	3				0197333370
288	ADAZA HUTSON SDN. BHD.	NO.33-2-2A,33-2-2B,JALAN MEDAN PB2B	PUSAT BANDAR BANGI	BANDAR BARU BANG	43650	10				0389259899
289	MUHALARAH ENTERPRISE	176,PARIT HAJI TAIB 3	ALOR PONGSU	BAGAN SERAI	34300	7				0125687339
290	AA TERATAI CAPAI ENTERPRISE	KAMPUNG PENGKALAN CHINA	BERIS KUBOR BESAR	BACHOK	16050	3				0122520905
291	MOHD ALIMI ABU BAKAR	45	KAMPUNG GONG DUEK	JERTEH	22000	11				0147348802
292	W.REMLAN BIN W.MUSTAPA	642,KAMPUNG BHARU	JALAN KUALA BESUT	KUALA BESUT	22300	11				0123573585
293	PERNIAGAAN A.S.HQ	LOT 3568	KAMPUNG DONG TENGAH	KUALA BESUT	22300	11				0139852618
294	ROSNAILIZA RIZ TRADING	821	KAMPUNG BAHARU	KUALA BESUT	22300	11				0179863378
295	ZONA JAYA TRADING	NO.812 A,KAMPUNG BAHARU	JALAN KUALA BESUT	BESUT	22300	11				0179753462
296	MZS BESTARI TRADING	LOT 972	KAMPUNG BERIS BHARU	BESUT	22300	11				0179753462
297	KEJURUTERAAN IMPIAN ABADI	557	KUBANG IKAN	KUALA TERENGGANI	21080	11				0179753462
298	KAMPONG KAMIL TRADING	LOT 1150,LORONG HAJI MASKAM	JALAN SEKPEN KAMIL	PASIR PUTEH	16800	3				0199882159
299	SRI ADNAN ENTERPRISE	151	CABANG TIGA JERTEH	BESUT	22000	11				0179006596
300	DARAN TEGUH ENTERPRISE	KAMPUNG DARAN BUAYA,16800 PASIR PUTEH,KELANTAN		PASIR PUTEH	16800	3				0199127989
301	WANY CONSTRUCTION AND ENTERP	KAMPUNG BARU PUPOH	BUKIT MERBAU	PASIR PUTEH	16800	3				0977777777
302	MSE ENTERPRISE	LOT 1329,KAMPUNG BUKIT AKAR	SELISING	PASIR PUTEH	16810	3				0177766777
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304	PUNCAK TIMUR CONSTRUCTION	412,KAMPUNG SELISING TIMUR	SELISING	PASIR PUTEH	16810	3				0199336635
305	KHS INDAH ENTERPRISE	PKS LOT 166	KAMPUNG KANDIS	PASIR PUTEH	16800	3				0149210629
306	TT TEGUH TRADING	LOT 110	KAMPUNG KULIM	PASIR PUTEH	16800	3				0129548102
307	M.L. ELECTRICAL	106	KAMPUNG JAWEK	JERTEH	22000	3				0193111171
308	MOHAMAD BAKRI ENTERPRISE	LOT 2721	KAMPUNG TOK SABOH	BESUT	22300	11				0193925144

Figure 3.8: Updated Data of Pembekal LKTN

3.1.10 KPI and KPT Data Entry

Table 3.10: Task Profile for Updating Data of KPI and KPT

Task	Update and manage data of KPI and KPT in the JKP KPI System
Scope	Data entry
Duration	10 – 14 April 2017
Task supervisor	En Zainal
Hardware/Software/Device	JKP Sdn Bhd KPI System

Trainee is required to update and manage data of KPI (Key Performance Indicator) and KPT (Key Performance Targets) in the JKP Sdn Bhd KPI System. The data that need to be manage and update is about KPI and KPT of the JKP Sdn Bhd.

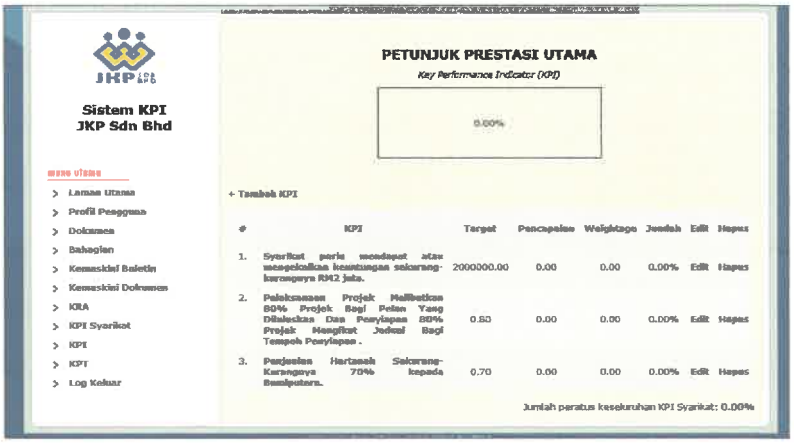


Figure 3.9: JKP Sdn Bhd KPI System for KPI

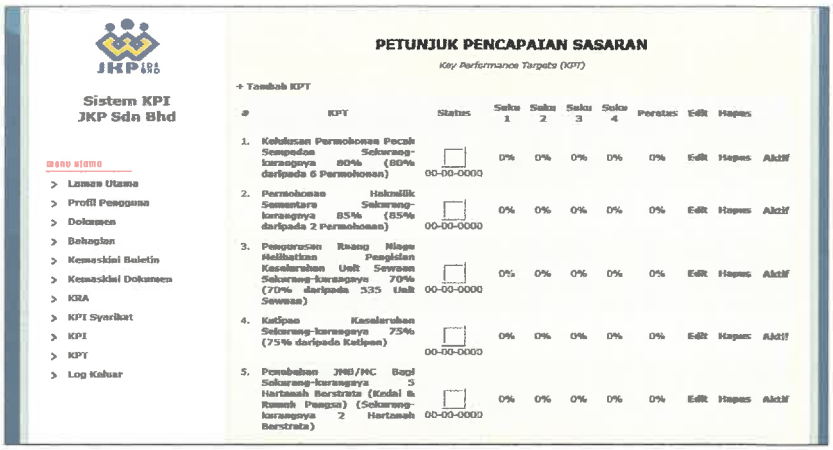


Figure 3.10: JKP Sdn Bhd KPI System for KPT

3.1.11 Username and Password Creation

Table 3.11: Task Profile for Username and Password Creation

Task	Create username and password for JKP staff
Scope	None
Duration	17 - 20 April 2017
Task supervisor	En Zainal
Hardware/Software/Device	JKP Sdn Bhd KPI System

Trainee is required to create username and password temporarily for the JKP staff in order to manage and key in data in the system before the system can be fully used by the JKP staff. After the system is fully completed and can be used by the JKP staff, then JKP staff will change their username and password for their own use.

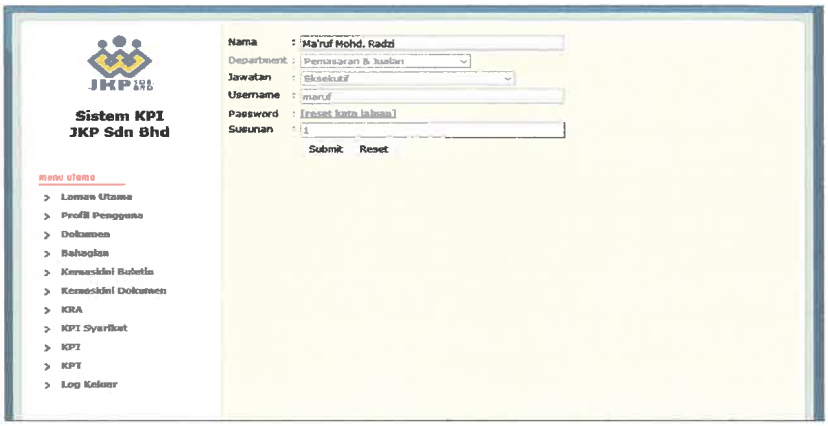


Figure 3.11: Username and Password Creation in JKP KPI System

3.1.12 URS 4 and URS 5 System Documentation Translating

Table 3.12: Task Profile for URS 4 and URS 5 System Documentation Converting

Task	Translate system documentation (URS 4 Version 1.0 & URS 5 Version 1.0)
Scope	System documentation
Duration	21 – 28 April 2017
Task supervisor	En Haadii Rahman Bin Safian
Hardware/Software/Device	Microsoft Word

First, trainee need to read all the system documentation that will be translated in Malay language. This is because all the system documentation is in English language and need to be translated into Malay language as requested by the client of the company for easy understanding. The system documentation that needs to be translated from English language to Malay language is Sistem Pengurusan Sumber Manusia BERNAMA for User Requirement Specifications (URS) that includes modules of leave management and attendance. This document is about system of leave management and attendance for BERNAMA. The other system documentation is Sistem Pengurusan Sumber Manusia BERNAMA for User Requirement Specifications (URS) that includes modules payroll. This document is about payroll system for BERNAMA.

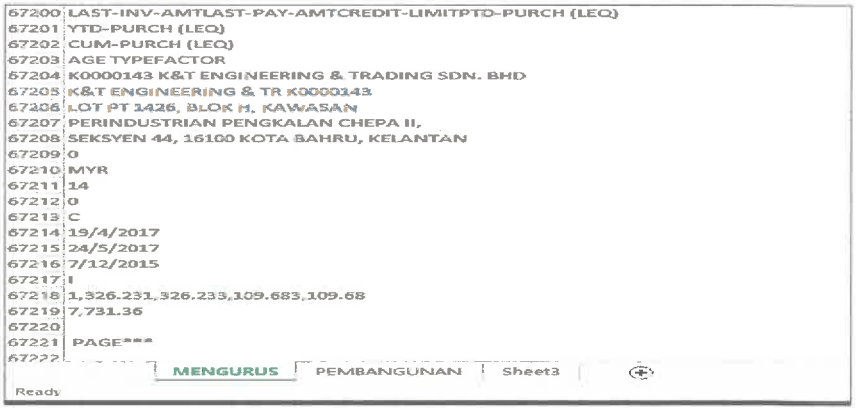
3.1.13 Data Entry of Data Pemiutang Mengurus LKTN

Table 13: Task Profile for Updating Data of LKTN

Task	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus)
Scope	Data entry
Duration	1 – 31 May 2017
Task supervisor	En Helmi
Hardware/Software/Device	Microsoft Excel

Trainee is required to manage, update and key in new data of LKTN (Lembaga Kenaf Tembakau Negara) which is Data Pemiutang Mengurus. This data need to be managed

and key in according to their columns and types such as suppliers' credit ID, suppliers' address, payment date and payment amount. The total of Data Pemiutang Mengurus LKTN is about 2500 data that must be key in the Microsoft Excel.

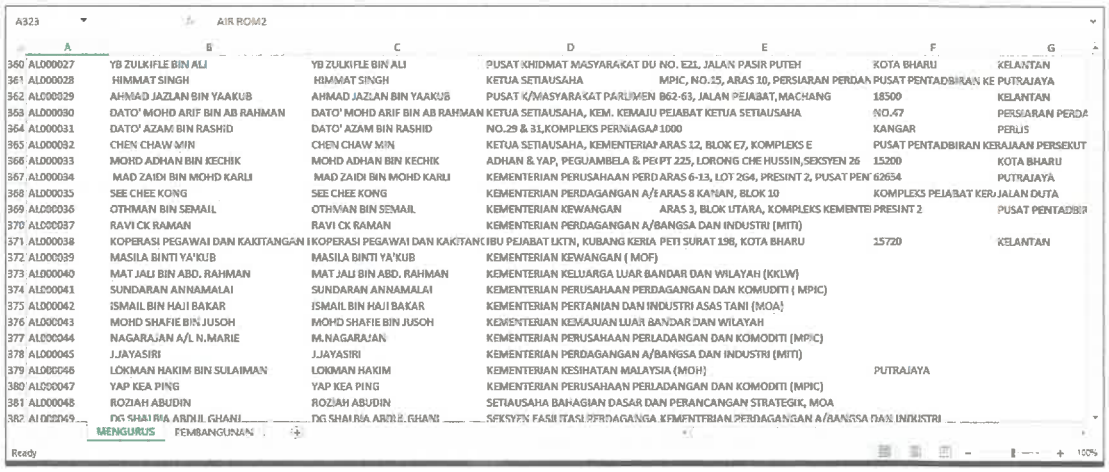


67200	LAST-INV-AMT\LAST-PAY-AMT\CREDIT-LIMIT\PTD-PURCH (LEQ)
67201	YTD-PURCH (LEQ)
67202	CUM-PURCH (LEQ)
67203	AGE TYPE\FACTOR
67204	K0000143 K&T ENGINEERING & TRADING SDN. BHD
67205	K&T ENGINEERING & TR K0000143
67206	LOT PT 1426, BLOK H, KAWASAN
67207	PERINDUSTRIAN PENGKALAN CHEPA II,
67208	SEKSYEN 44, 16100 KOTA BAHRU, KELANTAN
67209	0
67210	MYR
67211	14
67212	0
67213	C
67214	19/4/2017
67215	24/5/2017
67216	7/12/2015
67217	I
67218	1,326.231,326.233,109.683,109.68
67219	7,731.36
67220	
67221	PAGE***
67222	

MENGURUS | PEMBANGUNAN | Sheet3

Ready

Figure 3.12: Raw Data of LKTN (Data Pemiutang Mengurus)



	A	B	C	D	E	F	G
360	AL000027	YB ZULKIFLE BIN ALI	YB ZULKIFLE BIN ALI	PUSAT KHIDMAT MASYARAKAT DU	NO. E21, JALAN PASIR PUTEH	KOTA BHARU	KELANTAN
361	AL000028	HIMMAT SINGH	HIMMAT SINGH	KETUA SETIAUSAHA	MPIC, NO.15, ARAS 10, PERSIARAN PERDAN	PUSAT PENTADBIRAN KE	PUTRAJAYA
362	AL000029	AHMAD JAZLAN BIN YAAKUB	AHMAD JAZLAN BIN YAAKUB	PUSAT K/MASYARAKAT PARLIMEN	B62-63, JALAN PEJABAT, MACHANG	18500	KELANTAN
363	AL000030	DATO' MOHD ARIF BIN AB RAHMAN	DATO' MOHD ARIF BIN AB RAHMAN	KETUA SETIAUSAHA, KEM. KEMAJU	PEJABAT KETUA SETIAUSAHA	NO.47	PERSIARAN PERDA
364	AL000031	DATO' AZAM BIN RASHID	DATO' AZAM BIN RASHID	NO.29 & 31,KOMPLEKS PERNIAGAA	1000	KANGAR	PERLIS
365	AL000032	CHEN CHAW MIN	CHEN CHAW MIN	KETUA SETIAUSAHA, KEMENTERIAN	ARAS 12, BLOK E7, KOMPLEKS E	PUSAT PENTADBIRAN KERAJAAN PERSEKUT	
366	AL000033	MOHD ADHAN BIN KECHIK	MOHD ADHAN BIN KECHIK	ADHAN & YAP, PEGUAMBELA & PE	KPT 225, LORONG CHE HUSSIN,SEKSYEN 26	15200	KOTA BHARU
367	AL000034	MAD ZAIDI BIN MOHD KARLI	MAD ZAIDI BIN MOHD KARLI	KEMENTERIAN PERUSAHAAN PERD	ARAS 6-13, LOT 2G4, PRESINT 2, PUSAT PEN	62654	PUTRAJAYA
368	AL000035	SEE CHEE KONG	SEE CHEE KONG	KEMENTERIAN PERDAGANGAN A/E	ARAS 8 KANAN, BLOK 10	KOMPLEKS PEJABAT KER	JALAN DUTA
369	AL000036	OTHMAN BIN SEMAIL	OTHMAN BIN SEMAIL	KEMENTERIAN KEWANGAN	ARAS 3, BLOK UTARA, KOMPLEKS KEMENTE	PRESINT 2	PUSAT PENTADBIR
370	AL000037	RAVI CK RAMAN	RAVI CK RAMAN	KEMENTERIAN PERDAGANGAN A/BANGSA DAN INDUSTRI (MITI)			
371	AL000038	KOPERASI PEGAWAI DAN KAKITANGAN I	KOPERASI PEGAWAI DAN KAKITANG	IBU PEJABAT LKTN, KUBANG KERIA	PETI SURAT 198, KOTA BHARU	15720	KELANTAN
372	AL000039	MASILA BINTI YA'KUB	MASILA BINTI YA'KUB	KEMENTERIAN KEWANGAN (MOF)			
373	AL000040	MAT JALI BIN ABD. RAHMAN	MAT JALI BIN ABD. RAHMAN	KEMENTERIAN KELUARGA LUAR BANDAR DAN WILAYAH (KKLW)			
374	AL000041	SUNDARAN ANNAMALAI	SUNDARAN ANNAMALAI	KEMENTERIAN PERUSAHAAN PERDAGANGAN DAN KOMUDITI (MPIC)			
375	AL000042	ISMAIL BIN HAJI BAKAR	ISMAIL BIN HAJI BAKAR	KEMENTERIAN PERTANIAN DAN INDUSTRI ASAS TANI (MOA)			
376	AL000043	MOHD SHAFIE BIN JUSOH	MOHD SHAFIE BIN JUSOH	KEMENTERIAN KEMAJUAN LUAR BANDAR DAN WILAYAH			
377	AL000044	NAGARAJAN A/L N.MARIE	M.NAGARAJAN	KEMENTERIAN PERUSAHAAN PERLADANGAN DAN KOMODITI (MPIC)			
378	AL000045	J.JAYASIRI	J.JAYASIRI	KEMENTERIAN PERDAGANGAN A/BANGSA DAN INDUSTRI (MITI)			
379	AL000046	LOKMAN HAKIM BIN SULAIMAN	LOKMAN HAKIM	KEMENTERIAN KESIHATAN MALAYSIA (MOH)		PUTRAJAYA	
380	AL000047	YAP KEA PING	YAP KEA PING	KEMENTERIAN PERUSAHAAN PERLADANGAN DAN KOMODITI (MPIC)			
381	AL000048	ROZIAH ABUDIN	ROZIAH ABUDIN	SETIAUSAHA BAHAGIAN DASAR DAN PERANCANGAN STRATEGIK, MOA			
382	AL000049	DG SHAI RA ABDUL GHANI	DG SHAI RA ABDUL GHANI	SEKSYEN FASILITASI PERDAGANGA	KEMENTERIAN PERDAGANGAN A/BANGSA DAN INDUSTRI		

MENGURUS | PEMBANGUNAN

Ready

Figure 3.13: Updated Data of Data Pemiutang Mengurus LKTN

3.1.14 Data Entry of Data Pemiutang Pembangunan LKTN

Table 3.14: Task Profile for Updating Data of LKTN

Task	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan)
Scope	System documentation
Duration	1 – 30 June 2017
Task supervisor	En Helmi
Hardware/Software/Device	Microsoft Excel

Trainee is required to manage, update and key in new data of LKTN (Lembaga Kenaf Tembakau Negara) which is Data Pemiutang Pembangunan. This data need to be managed and key in according to their columns and types such as suppliers' credit ID, suppliers' address, payment date and payment amount. The total of Data Pemiutang Pembangunan LKTN is also about 2500 data that must be key in the Microsoft Excel.

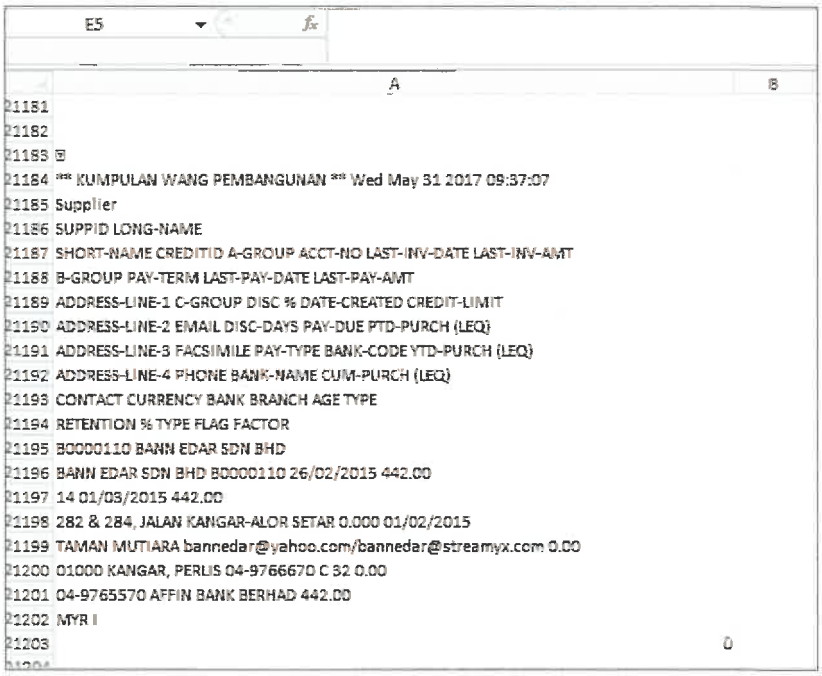
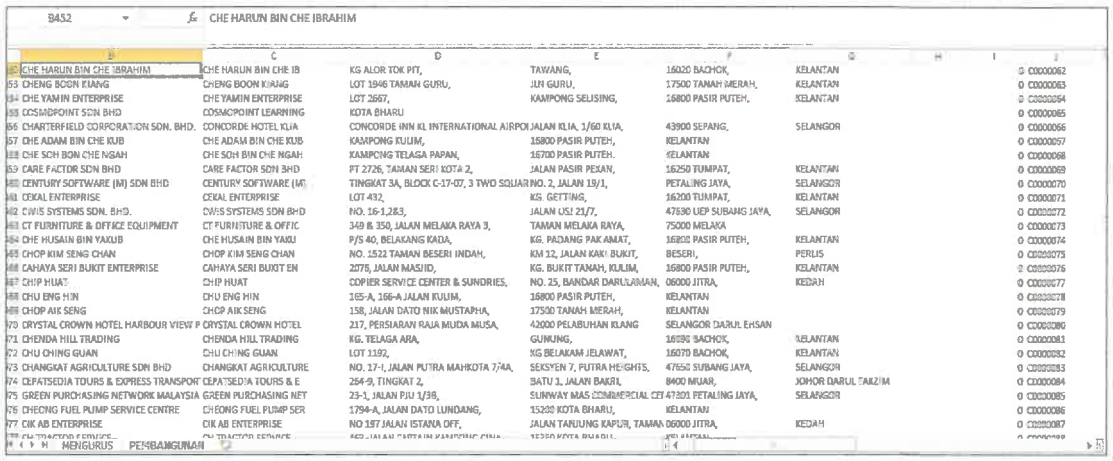


Figure 3.14: Raw Data of LKTN (Data Pemiutang Pembangunan)



B452	CHE HARUN BIN CHE IBRAHIM							
	B	C	D	E	F	G	H	I
52	CHE HARUN BIN CHE IBRAHIM	CHE HARUN BIN CHE IB	KG ALOR TOK PIT,	TAWANG,	16020 BACHOK,	KELANTAN		0 C0000062
53	CHENG BOON KIANG	CHENG BOON KIANG	LOT 1946 TAMAN GURU,	JLN GURU,	17500 TANAH MERAH,	KELANTAN		0 C0000063
54	CHE YAMIN ENTERPRISE	CHE YAMIN ENTERPRISE	LOT 2667,	KAMPONG SELISING,	16800 PASIR PUTEH,	KELANTAN		0 C0000064
55	COSMOPOINT SDN BHD	COSMOPOINT LEARNING	KOTA BHARU					0 C0000065
56	CHARTERFIELD CORPORATION SDN. BHD.	CONCORDE HOTEL KLIA	CONCORDE INN KL INTERNATIONAL AIRPOI	JALAN KLIA, 1/60 KLIA,	43900 SEPANG,	SELANGOR		0 C0000066
57	CHE ADAM BIN CHE KUB	CHE ADAM BIN CHE KUB	KAMPONG KULIM,	16800 PASIR PUTEH,	KELANTAN			0 C0000067
58	CHE SOH BON CHE NGAH	CHE SOH BIN CHE NGAH	KAMPONG TELAGA PAPAN,	16700 PASIR PUTEH.	KELANTAN			0 C0000068
59	CARE FACTOR SDN BHD	CARE FACTOR SDN BHD	PT 2726, TAMAN SERI KOTA 2,	JALAN PASIR PEKAN,	16250 TUMPAT,	KELANTAN		0 C0000069
60	CENTURY SOFTWARE (M) SDN BHD	CENTURY SOFTWARE (M	TINGKAT 3A, BLOCK C-17-07, 3 TWO SQUAR	NO. 2, JALAN 19/1,	PETALING JAYA,	SELANGOR		0 C0000070
61	CEKAL ENTERPRISE	CEKAL ENTERPRISE	LOT 432,	KG. GETTING,	16200 TUMPAT,	KELANTAN		0 C0000071
62	CWIS SYSTEMS SDN. BHD.	CWIS SYSTEMS SDN BHD	NO. 16-1,2&3,	JALAN USJ 21/7,	47630 UEP SUBANG JAYA,	SELANGOR		0 C0000072
63	CT FURNITURE & OFFICE EQUIPMENT	CT FURNITURE & OFFIC	349 & 350, JALAN MELAKA RAYA 3,	TAMAN MELAKA RAYA,	75000 MELAKA			0 C0000073
64	CHE HUSAIN BIN YAKUB	CHE HUSAIN BIN YAKU	P/S 40, BELAKANG KADA,	KG. PADANG PAK AMAT,	16800 PASIR PUTEH,	KELANTAN		0 C0000074
65	CHOP KIM SENG CHAN	CHOP KIM SENG CHAN	NO. 1522 TAMAN BESERI INDAH,	KM 12, JALAN KAKI BUKIT,	BESERI,	PERLIS		0 C0000075
66	CAHAYA SERI BUKIT ENTERPRISE	CAHAYA SERI BUKIT EN	2078, JALAN MASJID,	KG. BUKIT TANAH, KULIM,	16800 PASIR PUTEH,	KELANTAN		0 C0000076
67	CHIP HUAT	CHIP HUAT	COPIER SERVICE CENTER & SUNDRIES,	NO. 25, BANDAR DARULAMAN,	06000 JITRA,	KEDAH		0 C0000077
68	CHU ENG HIN	CHU ENG HIN	165-A, 166-A JALAN KULIM,	16800 PASIR PUTEH,	KELANTAN			0 C0000078
69	CHOP AIK SENG	CHOP AIK SENG	158, JALAN DATO NIK MUSTAPHA,	17500 TANAH MERAH,	KELANTAN			0 C0000079
70	CRYSTAL CROWN HOTEL HARBOUR VIEW P	CRYSTAL CROWN HOTEL	217, PERSIARAN RAJA MUDA MUSA,	42000 PELABUHAN KLANG	SELANGOR DARUL EHSAN			0 C0000080
71	CHENDA HILL TRADING	CHENDA HILL TRADING	KG. TELAGA ARA,	GUNUNG,	16030 BACHOK,	KELANTAN		0 C0000081
72	CHU CHING GUAN	CHU CHING GUAN	LOT 1192,	KG BELAKAM JELAWAT,	16070 BACHOK,	KELANTAN		0 C0000082
73	CHANGKAT AGRICULTURE SDN BHD	CHANGKAT AGRICULTURE	NO. 17-1, JALAN PUTRA MAHKOTA 7/4A,	SEKSYEN 7, PUTRA HEIGHTS,	47650 SUBANG JAYA,	SELANGOR		0 C0000083
74	CEPATSEDIA TOURS & EXPRESS TRANSPOR	CEPATSEDIA TOURS & E	264-9, TINGKAT 2,	BATU 3, JALAN BAKRI,	84900 MUAR,	JOHOR DARUL TAKZIM		0 C0000084
75	GREEN PURCHASING NETWORK MALAYSIA	GREEN PURCHASING NET	23-1, JALAN PJU 1/38,	SUNWAY MAS COMMERCIAL CEI	47301 PETALING JAYA,	SELANGOR		0 C0000085
76	CHEONG FUEL PUMP SERVICE CENTRE	CHEONG FUEL PUMP SER	1794-A, JALAN DATO LUNDANG,	15200 KOTA BHARU,	KELANTAN			0 C0000086
77	CIK AB ENTERPRISE	CIK AB ENTERPRISE	NO 197 JALAN ISTANA OFF,	JALAN TANJUNG KAPUR, TAMAN	06000 JITRA,	KEDAH		0 C0000087
78	CK TRACTOR SERVICE	CK TRACTOR SERVICE	467, JALAN SULTAN YAHYA PETRA,		15200 KOTA BHARU,	KELANTAN		0 C0000088

MENGURUS PEMBANGUNAN

Figure 3.15: Updated Data of Data Pemiutang Pembangunan LKTN

3.2 Special Project

The Impacts of SAGA compliance on Effectiveness of ERP practices among Malaysian Government Agencies

CHAPTER 1: INTRODUCTION

1.0 Introduction

SAGA is stand for Standard Accounting System for Government Agencies is the accounting standard for government agencies of Malaysia. SAGA means a computerized system of accounting and finance whether developed or accounting packaged on the market that modified to government agencies that comply with all the requirements of Accounting Principles Generally Accepted and SAGA Compliance criteria established by Jabatan Akauntan Negara Malaysia. Basically, it is a framework for agencies to implement their accounting system. The government agencies must comply with the SAGA functional and technical standards and requirements. According to Surat Pekeliling Akauntan Negara Malaysia Bilangan 6 Tahun 2014, Pelaksanaan, Pemantauan dan Pematuhan Kriteria Sistem Perakaunan Standard bagi Agensi Kerajaan "Standard Accounting System for Government Agencies" (SAGA), the government agencies that involved in this SAGA compliance are Federal Statutory Body, State Statutory Body, Local Authority and Islamic Religious Council.

Enterprise Resource Planning (ERP) is a software-driven business management system that integrates all facets of the business and is a complex system (Helo et al., 2008; Bansal and Nagi, 2008) that have been cited by Veena Bansal and Ankit Agarwal (2015). ERP systems can cope with different functional area such as sales, accounts receivable, accounts payable, engineering, inventory management, production, purchase, quality management, human resources, production and distribution planning stated by Shankarnarayanan (1998), Zheng et al., (2000) in the article written by Ahmad Salleh Shatat and Zulkifli Mohamed Udin (2012).

Government agencies or public agencies are state-controlled organizations and they implement the policies, laws and programmes of the government and advise Ministers. A government agency is established by legislation or by executive powers or executive/administrative order. In Malaysian Government Agencies consist of Ministers, Departments and Statutory Bodies and they play an important role in ensuring the effective implementation of executive functions and to improve efficiency in public services. A government agency may be established by either a national government or a state government within a federal system.

The benefits of SAGA compliance are the government agencies will strengthen the system of financial management and public sector accounting and to enhance the efficiency of financial management and accounting in the government agencies. Lastly, SAGA can meet all the needs of accounting and auditing that have been set by the government.

1.1 Background to the Problem

Government agencies or public agencies are state-controlled organizations and they implement the policies, laws and programmes of the government and advise Ministers. A government agency is established by legislation or by executive powers or executive/administrative order. In Malaysia Government Agencies consist of Ministers, Departments and Statutory bodies and they play an important role in ensuring the effective implementation of executive functions and to improve efficiency in public services. However, the government agencies that involved in SAGA are Federal Statutory Bodies, State Statutory Bodies, Local Authorities and Islamic Religious Council.

1.2 Statement of Problem

The focus of this study is about the impact of SAGA compliance on the effectiveness of ERP practices among Malaysian government agencies which are federal statutory body, state statutory body, local authorities and Islamic religious council. So,the statements of problem in this study are those government agencies that should comply with SAGA in their computerized accounting system not really understand about the function and the

importance of the compliance that can contribute to the effectiveness of ERP practices. Thus, they did not know about the right ways of the implementation of SAGA in the ERP application or modules practices that they used in their agency. For an example, Kumpulan Wang Simpanan Pekerja (KWSP), Pertubuhan Keselamatan Sosial Negeri Selangor (PERKSEO), Lembaga Kenaf dan Tembakau Negara (LKTN) and Institut Sukan Negara (ISN) which comply with SAGA is not aware about the importance of this compliance to the ERP application practices such as accounting system module in their agency. This is because they are not sure about the benefits and advantages their agency can get when complying with SAGA such as increase the flexibility in the information generation, increase the integration of application or module they used and improved the quality of financial report statement. However, these agency give their full commitment in the efforts to ensure that their accounting and finance system meets all the SAGA compliance criteria.

1.3 Purpose of the Study

The purposes of this study are:

- To examine the impacts of SAGA compliance on effectiveness of ERP practises among Malaysian government agencies
- To investigate the importance of SAGA compliance towards ERP practices among Malaysian government agencies
- To examine the impact of system effectiveness dimensions (reliability, availability and productivity) on effectiveness of ERP

1.4 Conceptual Framework

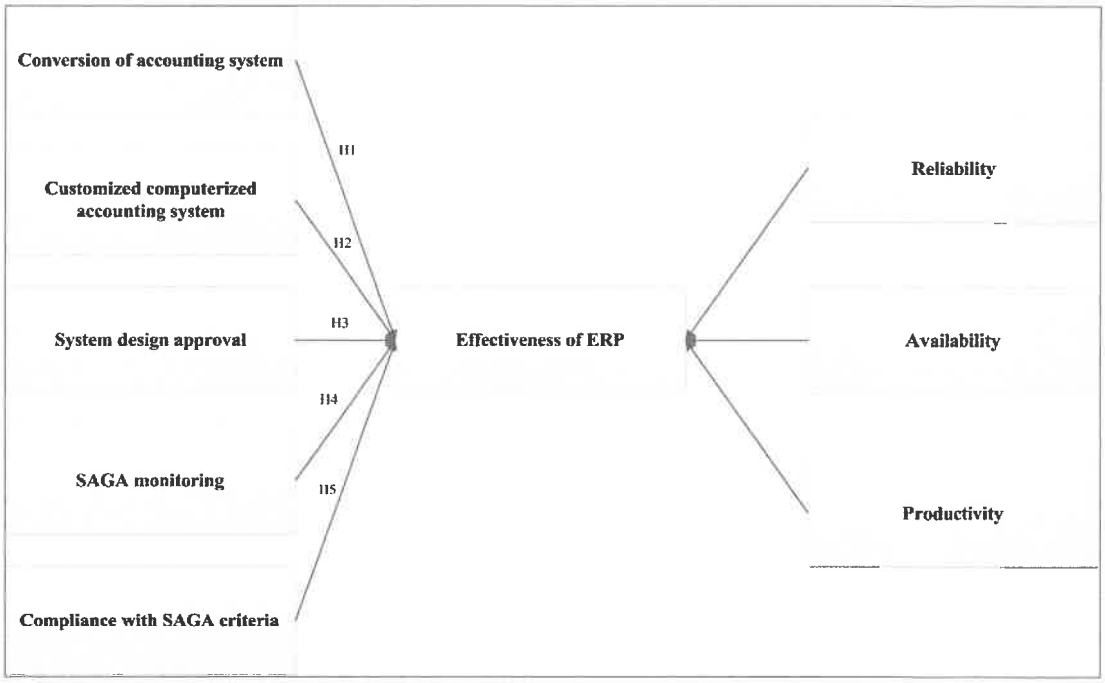


Figure 1: Conceptual Framework of SAGA Compliance

The above framework has five independent variables which is SAGA compliance procedure and one dependent variable that is effectiveness of ERP and also three indicators or dimensions to measure the effectiveness of ERP system. The indicators are reliability, availability and productivity which can be relating to the SAGA compliance to measure the effectiveness of ERP practices among government agencies. The five independent variables and three indicators of ERP system measurement effectiveness will be discuss in the literature review.

1.5 Research Questions

RQ 1: What are the impacts of SAGA compliance on effectiveness of ERP practices among Malaysian government agencies?

RQ 2: What is the importance of SAGA compliance towards ERP practices among Malaysian government agencies?

RQ 3: Do reliability, availability and productivity impact effectiveness of ERP?

1.6 Research Hypotheses

The research questions were answered when the hypotheses below were analysed using multiple regression. The hypotheses are shown below:

H1: Conversion of accounting system influence the effectiveness of ERP practices among Malaysian government agencies

H2: Customized computerized accounting system influence the effectiveness of ERP practices among Malaysian government agencies

H3: System design approval influence the effectiveness of ERP practices among Malaysian government agencies

H4: SAGA monitoring influence the effectiveness of ERP practices among Malaysian government agencies

H5: Compliance with SAGA criteria influence the effectiveness of ERP practices among Malaysian government agencies

1.7 Significance of the Study

This study will be carrying out to see the impacts of SAGA compliance on effectiveness of ERP practising among Malaysian government agencies. This is because ERP is an integrated enterprise-wide computing system and it encompasses a set of business application modules to carry common business functions such as accounting and etc. Furthermore, the essence of a complete ERP system is to automate business processes, share common data across organization but most important to produce real-time data. The utilization of SAGA compliance among Malaysian government agencies is to ensure that the application or module of computerized accounting system effective and successful.

1.8 Operational Definitions

SAGA (Standard Accounting System for Government Agencies) - An accounting standard for government agencies of Malaysia.

Enterprise Resource Planning (ERP) system - It refers to software-driven business management systems that integrates all facets of the business and can cope with different functional area such as sales, accounts receivable, accounts payable, engineering and inventory management while ERP in accounting could be described as a database software package that supports all of a business's processes and operations including manufacturing, marketing, financial, human resources.

1.9 Summary

Most of the organization or companies implement ERP practises in their business operation and management especially in the current e-business era nowadays. This is because ERP system offer an attractive solution since they enable attainment of competitive advantage since they enable organizations to streamline business processes and integrates data from multiple and often disparate systems and sources. Furthermore, ERP systems can cope with different functional area such as accounts receivable, accounts payable, inventory management, purchase, human resources and etc. However, the government agencies that implement ERP practices must comply with SAGA that has been set by the government through the circulars in force.

CHAPTER 2: LITERATURE REVIEW

2.1 ERP system

ERP can be defined as a packaged business software system that lets an organization automate and integrate the majority of its business processes, share common data and practices across the enterprise and produce and access information in a real-time environment. The ultimate goal of an ERP system is that information must only be entered once (Carl Marnewick, Lessing Labuschagne, 2005). The software component of the ERP model is the component that is most visible to the users and is therefore seen as the ERP product. It consists of several generic modules such as finance which is usually the backbone of the ERP system. It includes concepts such as the general ledger, accounts payable, accounts receivable, fixed assets and inventory control. Human resources (HR) forms an integral part of an ERP system which HR administration automates personnel management processes including payroll, recruitment, business travel and vacation allotments. However, the payroll is usually integrated with the finance module and handles all the accounting issues and preparation of cheques related to employee salaries, wages and bonuses. The focus of the administration function is to empower employees to manage their own employment terms and conditions. The other software component of ERP system is supply chain management (SCM) which SCM flows can be divided into three main flows that is the product flow, the information flow and the finance flow. Customer relationship management (CRM) is a term for methodologies, software and usually internet capabilities that help an enterprise manage customer relationships in an organized and efficient manner. The different software components of an ERP system illustrate clearly that an ERP system is more than just the financial side but includes components such as CRM and SCM.

An enterprise resource planning (ER) system is an attempt to create an integrated product that manages the majority of operations in a company. ERP software is the backbone of many big enterprises in the world today. The purpose of ERP is to provide organizations with a single-point solution thus integrating all the core back office business activities such as inventory, logistics, finance and human resources (HR) into one system. Having a single integrated system increase the organization's efficiency by eliminating many redundant activities that might be required to keep different system

synchronized and this leads to great reductions in the operating costs (Sarmad Alshawi, Marinos Themistocleous, Rashid Almadani, 2004).

Enterprise Resource Planning (ERP) is a software-driven business management system that integrates all facets of the business and is a complex system (Helo et al., 2008; Bansal and Nagi, 2008) that have been cited by Veena Bansal and Ankit Agarwal (2015). ERP systems can cope with different functional area such as sales, accounts receivable, accounts payable, engineering, inventory management, production, purchase, quality management, human resources, production and distribution planning stated by Shankarnarayanan (1998), Zheng et al., (2000)as cited in the article written by Ahmad Salleh Shatat and Zulkifli Mohamed Udin (2012).

According to Ahmad Saleh and Zulkifli (2012) as cited by Noor' Aini Ismail, Shazana Mustafa, Saiful Farik Mat Yatin and Razilan Abdul Kadir, Enterprise Resource Planning (ERP) system has become one of the main pre-requisites for many companies enabling them to compete in the local and global market, a price of entry to gain a competitive advantage in the global economy and a backbone for e-business as well as for the whole supply chain. ERP systems are growing progressively in Malaysia and the implementation of the system is increasing rapidly among many Malaysian business sectors particularly in manufacturing sector.

The benefits of implementing a good ERP application in the organization are ERP can integrate all business processes and function. Other than that, ERP can be one central database with no duplication of data because integrating ERP, accounting for drastically reducing duplications of records and reports and a single view of the truth because ERP can integrate all the information within the organization. Furthermore, ERP is easy to use and can be powerful reporting across the whole suite or the whole organization while can less the human error in managing business process and functions. ERP is defined as a suite of integrated organization-wide software applications that support core business operations such as finance and accounting, human resources, procurement and supply chain and operations. Thus, ERP projects should not only be based on return investments, it should also bring strategic benefits by offering simplifies decision making, improved processes as well as faster and more reliable data access (Peter Ekman, Peter Thilenius, Torbjorn Windahl, 2014).

According to Davenport, 1998; Scapens and Jazayeri, 2003; Kumar et al., 2002; Equery et al., 2006; Botta-Genoulaz and Millet, 2006; El Sayed, 2006, as cited by Catherine

Equey Balzli, Bernard Morard (2012), the main advantage of ERP system is clearly the improved organization-wide information which should enhance management decision-making and performance plus it is difficult to imagine how the financial and management accounting of large private or public companies would function without the finance modules of an enterprise resource planning (ERP). These tools are software integrated systems that are used to manage all or an important part of the resources of a company with only one database. Many advantages of using ERP such as opportunity to monitor business functions through access to data generated in real time, greater knowledge of best practices within the firm's industry and integration of different business processes (2017).

2.2 SAGA Compliance

SAGA is stand for Standard Accounting System for Government Agencies is the accounting standard for government agencies of Malaysia. SAGA means a computerized system of accounting and finance whether developed or accounting packaged on the market that modified to government agencies that comply with all the requirements of Accounting Principles Generally Accepted and SAGA Compliance criteria established by Jabatan Akauntan Negara Malaysia. Basically, it is a framework for agencies to implement their accounting system. According to Surat Pekeliling Akauntan Negara Malaysia Bilangan 6 Tahun 2014, Pelaksanaan, Pemantauan dan Pematuhan Kriteria Sistem Perakaunan Standard bagi Agensi Kerajaan "Standard Accounting System for Government Agencies" (SAGA), the government agencies that involved in this SAGA compliance are Federal Statutory Body, State Statutory Body, Local Authority and Islamic Religious Council. SAGA should consists the basic modules such as general ledger, accounts receivable, accounts payable, procurement, inventory, assets management, wages, cost control and budgeting, information management system and subsidiaries account.

There are two types of SAGA compliance criteria which are functional criteria and technical criteria and those government agencies must comply with the SAGA functional and technical criteria and standards. Criteria for SAGA compliance is divided to 12 functional criteria and 7 technical criteria. The functional criteria of SAGA is account can be closed every day to generate financial statement and system must according to accrual basic accounting and can generate report in the format of basic

accrual and basic cash. Other than that, modules in the system must integrates and characterized by single-point data entry which means user just need to lock in financial data once and the system will update the information automatically in all relevant modules. The system must be able to generate and print reports required by the government and agency management. The system must have electronic banking facility for payment and receipts arrangements. The system should be flexible and allow the creation of new modules or reduction of modules according to the needs of the agency in the future. Furthermore, the system needs to comply with established standards by Malaysian Accounting Standards Board (MASB) and also best practices adopted.

For the technical criteria, the system is able to isolate the task and responsibility to reduce the possibility of abuse or unauthorized modification and the system should have an audit trail to record activity that occurs in the system chronologically and allow inspection to be made for the arrangement and change in a matter. The audit trail must be protected against unauthorized damages, losses, deletions, falsifications and modifications. The system supports the transfer of data electronically to or from third party systems for electronic payments and receipt, distribution of information to deduction agencies and others. The system should have backup and restore data periodically to ensure it can be rebuilt after the disaster and the system should be tested to ensure that it works perfectly, reliably and effectively. The system also must have log to record all access activities.

The agency that has successfully implemented the SAGA and meets the criteria of SAGA compliance should apply for SAGA compliance certificate from the SAGA steering committee. Agencies that are still maintaining accounts manually must use SAGA. The agency shall obtain approval of the design of the system before submitting an application for technical approval. The agency shall obtain approval for SAGA acquisition from the special procument board except for self-financed profits. The duration for the agency to get the approval of SAGA system design from Jabatan Akauntan Negara Malaysia (JANM) is about two months if the application is completed.

The objectives of SAGA are to ensure that financial statements can be provided with faster, accurate, updated and integrity. Other than that, to ensure financial reporting standards with the use of accounting prescribed code and strengthen financial

management and accounting system of the agency in order to improve the public delivery system.

The other circulars that can be the reference for SAGA are Pekeliling Kemajuan Pentadbiran Awam Bilangan 1 Tahun 2011 – Pelaksanaan SAGA and Surat Pekeliling Akauntan Negara Malaysia Bilangan 2 Tahun 2015 – Pelaksanaan, Pemantauan dan Pematuhan Sistem Perakaunan Standard bagi Agensi Kerajaan Standard Accounting System for Government Agencies (SAGA).

The SAGA implementation procedure consists of conversion of accounting system, customized computerized accounting system, system design approval, SAGA monitoring and compliance with SAGA criteria are discussed as below:

i. Conversion of accounting system

Accounting has important implications for the methods of studying an accounting change. This is because the accounting module is the heart of an ERP system, typically incorporating applications such as general ledger, accounts receivable and payable, fixed assets, cash management, cost control and budgeting. In the public sector, the traditional accounting practices were to give reports on historical data which have been considered to fail to produce relevant information to the principal in controlling the total consequences of today's action. Yet, accounting system employed in the public sector may be directed towards far more narrowly defined goals. In practice, ERP systems supports companies in their daily dealings but their focus is mainly internal and ERP systems are designed to support the core processes of the organization such as finance and human resources (Peter Ekman, Peter Thilenius, Torbjorn Windahl, 2014).

According to the SAGA compliance, agencies that are still maintaining account manually needs to use SAGA which is computerized accounting system. This is because to ensure an account can be closed every day to generate financial statement and the modules in the system must integrates and characterized by a single-point data entry which means user just need to lock in financial data once and the system will update the information automatically in all relevant modules. Other than that, the system is able to isolate the task and responsibility to reduce the possibility of abuse or unauthorized modification.

ii. Customization of accounting system

Customization of the system is changing the existing code of the system to alter its operation or developing a new code to extend or change the functionality of the system (Przemylaw Lech, 2016). In the ERP system, the primary goal of system customization is to achieve a fit between an ERP system and the business processes of the organization and to fill the potential gap between ERP functionality and organizational requirements. By selecting appropriate system components and setting parameters, an organization may configure a system to its needs thus ERP system code may be modified to fit the business needs. For an instance, companies can use several extended ERP system functionalities simultaneously which they can be used and exist in parallel depending on what business the company runs, what suppliers and what customers the company has (Peter Ekman, Peter Thilenius, Torbjorn Windahl, 2014). According to Sarmad Alshawi, Marinos Themistocleous and Rashid Almadani (2004), while ERP software was designed to standardise a range of business process, each installation typically required extensive customization to reflect a company's unique procedures and situation. So, customization and adding bolt-on applications to an ERP is a very widespread practice.

In the SAGA compliance, agencies that already have a computerized accounting and financial system should ensure that the system used is in compliance with the SAGA criteria. Otherwise, agencies need to upgrade or customized the system according to the SAGA criteria. This is because some agency needs to modify or customize their systems according to their agency requirements and business needs but it must not affect the prescribed SAGA criteria.

iii. System design approval

The agency shall obtain approval of the design of the system from the SAGA steering committee of JANM before submitting an application for technical approval at the ministry or ICT technical committee of MAMPU. Then agency should obtain approval for the SAGA acquisition from the Lembaga Perolehan Khas SAGA (LPKS) except for the agency that self-funded revenue.

iv. SAGA monitoring

In the SAGA monitoring, there are two phases which are SAGA development phase and SAGA implementation phase. SAGA development phase is about team of SAGA officer shall submit post implementation review (Laporan Penilaian Pelaksanaan SAGA) to Jawantakuasa Pelaksana SAGA Agensi within 3 to 6 months after final acceptance test. After that, Jawantakuasa Pelaksana SAGA Agensi shall take a re-assessment of the implementation of SAGA within 6 to 9 months after the final acceptance test and submit report to Jawatankuasa Pemantau SAGA. For the SAGA implementation phase, team of SAGA officer shall submit post implementation review (Laporan Penilaian Pelaksanaan SAGA) to Jawatankuasa Pelaksana SAGA Agensi at least once a year and Jawatankuasa Pelaksana SAGA Agensi shall take a re-assessment of the implementation of SAGA from time to time according to the policies, rules and regulations in force.

v. Compliance with SAGA criteria

According to Rahman (1998) as cited by Azhar Abdul Rahman and Mohd Diah Hamdan (2017), in the Malaysian context, found that compliance with the required accounting and reporting standard was mixed, suggesting the absence of appropriate enforcement efforts. Instead of that, since January 2004, the Malaysian Accounting Standards Board (MASB) has required all listed companies to comply with FRS 101 that is Financial Reporting Standards. However, this standard was revised in 2006 and the introduction of new FRS 101 which demanded compliance for all Malaysian public listed companies starting form 1 January 2010. This is because the quality of financial reporting of a company is influenced to a large extent by the financial reporting regulations of the country to which the company belongs. Furthermore, financial reporting regulation is necessary to achieve quality financial reporting. Amongst the requirements set out in FRS 101 are compliance with FRS should be disclosed, all relevant FRSs must be followed if compliance with FRSs is disclosed and use an inappropriate accounting treatment cannot be rectified either by disclosure of accounting policies or notes/explanatory material.

In the context of SAGA compliance, the agency that has successfully implemented the SAGA and meets the criteria of SAGA compliance should apply for SAGA compliance certificate from the SAGA steering committee of Jabatan Akauntan Negara Malaysia (JANM). However, SAGA compliance certificate will be cancelled when there is a change in the design of the accounting and financial system that has been given the recognition of the SAGA compliance. SAGA compliance criteria are divided to 12 functional criteria and 7 technical criteria such as the system needs to comply with established standards by Malaysian Accounting Standards Board (MASB) and also best practices adopted also the system should be flexible and allow the creation of new modules or reduction of modules according to the needs of the agency in the future.

2.3 Measures of system effectiveness

Smith and Clark (2004) define it as a measure of the ability of a system to meet its specified needs or requirements from a particular viewpoint. However, according to Scott Hamilton and Norman L. Chervany, there are two general views can be taken concerning what system effectiveness means and how it should be measured that is the goal-centered view and the systems-resource view. In the goal-centered view, the way to assess system effectiveness is first to determine the task objectives of the system or of the organizational units utilizing the system and then to develop criterion measures to assess how well the objectives are being achieved yet effectiveness is determined by comparing performance to objectives. In the system-resource view, system effectiveness is determined by attainment of a normative state like standards for goods practices. Plus, effectiveness is conceptualized in terms of resource viability rather than in terms of specific task objectives. A measure of effectiveness concerns how well a system tracks against its purpose or normative behaviour or in other words a measurement of effectiveness determine if the right things are being done. Furthermore, the key to successful measurement is ensuring the right measures are being used to gauge the system purpose or normative behaviour.

i. Reliability of ERP system effectiveness

Heavy reliance of today's business on the use of information technology makes the reliability of information systems very critical. However, reliability of a system is difficult to assess yet it is critical to understand whether potential users perceive a

reliable system to be the one that meets the principles of security, availability and processing integrity as intended. According to the SysTrust principles and criteria, there are five key components of the system that need to be tested to measure the reliability of the system which are infrastructure, software, people, procedure and data as well as their relationships. Then, if the system satisfactorily meets all the principles and the related criteria, it achieves the reliability defined by SysTrust (Robert Greenberg, Wei Li, Bernad Wong-On-Wing, 2012). On the other hand, according to R. Chinnaiyan and S. Somasundaram (2010), software reliability is defined as the probability that the system will perform its intended functionality under specified design limits.

ii. Availability of system effectiveness

According to H. Paul Barringer, P.E., availability deals with the duration of up-time for operations and is measure of how often the system is alive and well. It is often expressed as up-time and up-time + downtime with many different variants. Up-time and downtime refer to dichotomized conditions. Up-time refers to a capability to perform the task and downtime refers to not being able to perform the task. Furthermore, availability also may be the product of many different terms such as availability of hardware, software, humans, interface, process and similar configurations. On the other hand, the availability issues deal with at least three main factors which are increasing time to failure, decreasing downtime due to repairs or scheduled maintenance and accomplishing items.

iii. Productivity of system effectiveness

Productivity is another approach to measuring information system effectiveness. Sink defines productivity as the relationship between quantities of output from a system and quantities of inputs into that system. Systems which produce information as an output include accounting, data processing not only produce information as an output but also consume resources in the process. When an information system is performing well, so the system is doing what it is supposed to do and it can positively impact the productivity of the persons using the system as well of the environment in which the system operates.

CHAPTER 3: METHODOLOGY

3.0 Introduction

This study is designed to examine the impact of SAGA compliance on effectiveness of ERP practices among Malaysian government agencies. This chapter describes the population, research instrument, data collection, data analysis and statistics used for data analysis in examining the impact of SAGA compliance on effectiveness of ERP practices.

3.1 Research Population and Sample

The population of this research was Malaysian government agencies which are Federal Statutory Body, State Statutory Body, Local Authority and Islamic Religious Council. All four of these agency types have been set in the SAGA compliance circulars. This is because according to Surat Pekeliling Akauntan Negara Malaysia Bilangan 6 Tahun 2014, Pelaksanaan, Pemantauan dan Pematuhan Kriteria Sistem Perakaunan Standard bagi Agensi Kerajaan "Standard Accounting System for Government Agencies" (SAGA), the government agencies that involved in this SAGA compliance are Federal Statutory Body, State Statutory Body, Local Authority and Islamic Religious Council. Unit of analysis in this study is individual which is the respondent is the staff and employee in those government agencies which they are the user of the SAGA compliance in their agency and the total of the respondent in this research is about 134 user of this SAGA compliance. So, the sampling in this study is a convenience sampling which the respondent for this study have been identified first.

3.2 Research Variables

This study provides five independent variables (IV) which is the implementation procedure of SAGA and one dependent variable (DV) and also there dimensions or indicators of system effectiveness measurements. The indicators are reliability, availability and productivity which can be relating to the SAGA compliance to measure the effectiveness of ERP practices among Malaysian government agencies.

3.2.1 Conversion of accounting system

According to the SAGA compliance, agencies that are still maintaining account manually needs to use SAGA which is computerized accounting system. This is because to ensure an account can be closed every day to generate financial statement and the modules in the system must integrates and characterized by a single-point data entry which means user just need to lock in financial data once and the system will update the information automatically in all relevant modules. Other than that, the system is able to isolate the task and responsibility to reduce the possibility of abuse or unauthorized modification.

3.2.2 Customized computerized accounting system

In the SAGA compliance, agencies that already have a computerized accounting and financial system should ensure that the system used is in compliance with the SAGA criteria. Otherwise, agencies need to upgrade or customized the system according to the SAGA criteria. This is because some agency needs to modify or customize their systems according to their agency requirements and business needs but it must not affect the prescribed SAGA criteria.

3.2.3 System design approval

The agency shall obtain approval of the design of the system from the SAGA steering committee of JANM before submitting an application for technical approval at the ministry or ICT technical committee of MAMPU. Then agency should obtain approval for the SAGA acquisition from the Lembaga Perolehan Khas SAGA (LPKS) except for the agency that self-funded revenue.

3.2.4 SAGA monitoring

In the SAGA monitoring, there are two phases which are SAGA development phase and SAGA implementation phase. SAGA development phase is about team of SAGA officer shall submit post implementation review (Laporan Penilaian Pelaksanaan SAGA) to Jawantakuasa Pelaksana SAGA Agensi within 3 to 6 months after final

acceptance test. After that, Jawantakuasa Pelaksana SAGA Agensi shall take a re-assessment of the implementation of SAGA within 6 to 9 months after the final acceptance test and submit report to Jawatankuasa Pemantau SAGA. For the SAGA implementation phase, team of SAGA officer shall submit post implementation review (Laporan Penilaian Pelaksanaan SAGA) to Jawatankuasa Pelaksana SAGA Agensi at least once a year and Jawatankuasa Pelaksana SAGA Agensi shall take a re-assessment of the implementation of SAGA from time to time according to the policies, rules and regulations in force.

3.2.5 Compliance with related criteria

In the context of SAGA compliance, the agency that has successfully implemented the SAGA and meets the criteria of SAGA compliance should apply for SAGA compliance certificate from the SAGA steering committee of Jabatan Akauntan Negara Malaysia (JANM). However, SAGA compliance certificate will be cancelled when there is a change in the design of the accounting and financial system that has been given the recognition of the SAGA compliance. SAGA compliance criteria are divided to 12 functional criteria and 7 technical criteria such as the system needs to comply with established standards by Malaysian Accounting Standards Board (MASB) and also best practices adopted also the system should be flexible and allow the creation of new modules or reduction of modules according to the needs of the agency in the future.

3.2.6 Effectiveness of ERP

ERP system in organizations would help organizations to have the timely and integrated information regarding all the relevant processes and hence maximize the organizational performance and enhance the competitive advantages over competitors. For this purpose, the ERP system should be applied excellently in both internal and external processes. According to Moghadami (2005) as cited by Hassan Saleh Al-Dhaafri, Abdullah Kaid Al-Swidi, Rushami Zien Bin Yusoff (2016), believes that an organization could do exceptionality well if it has special practices and policies with regards to customers, suppliers, learning, upcoming generation, globalization, change or transformation. Such features make a great deal of difference in achieving excellence and subsequent enhanced performance.

3.3 Research Design

This study is a correlational study which is the study intended to investigate the relationship between independent variables and dependent variable. The independent variables in this study are the implementation procedure of SAGA and dependent variable is effectiveness of ERP. This study intended to investigate the impact of SAGA compliance on effectiveness of ERP practices among Malaysian government agencies.

3.4 Data Collection Method

As previously mentioned, the target groups of this research is the user of SAGA compliance in the Malaysian government agencies which are Federal Statutory Body, State Statutory Body, Local Authority and Islamic Religious Council as stated in the SAGA compliance circulars. This study using questionnaire as the instrument to collect the data and the questionnaire distributed to the user of SAGA in all four of these agency types that comply with SAGA. In the survey questionnaire, multiple scale measurement were used which is Likert scale type which ranging from 1 (strongly disagree) to 5 (strongly agree).

3.5 Instruments

This study using questionnaire as the instrument to collect the data and the questionnaire distributed to the user of SAGA in all four of these agency types that comply with SAGA. In the survey questionnaire, multiple scale measurement were used which is Likert scale type which ranging from 1 (strongly disagree) to 5 (strongly agree). The questionnaire consists of several sections which includes the demographic information, SAGA compliance procedure which is conversion of accounting system, customized computerized accounting system, system design approval, SAGA monitoring and compliance with SAGA criteria as an independent variables and effectiveness of ERP as dependent variable. The total of this questionnaire are 53 questions which are 5 questions for demographic information, 45 questions for SAGA compliance procedure and 3 questions for dependent variable that is effectiveness of ERP.

3.6 Research Procedures

This study is a correlational study which is the study intended to investigate the impact of SAGA compliance on effectiveness of ERP practices among Malaysian government agencies. So, this study using questionnaire as the method in collecting data and in order to collect data, the questionnaire were distributed to the respective respondent which is the user of SAGA compliance by mail and online survey (Google docs). This is because respondents of this study located in different geographical area within Malaysia which means different agencies in Malaysia. Those respondents were informed by phone in advance through their top officer of their agency in asking their consents to participate in this study.

Table 15: Demographic Information

Variables	Values
Agency's name	MPSP ISN MBPJ LKTN MTIB MyCC EAIC FAMA
Agency's type	Federal Statutory Body State Statutory Body Local Authority Islamic Religious Council
Department	Finance IT Procurement Human Resources (HR)
Service class	Top officer Admistrative & Management Support staff
Gender	Male Female

3.7 Data Analysis Procedures and Methods

Table 16: Data Analysis

No	Hypotheses test between the impacts of SAGA compliance on effectiveness of ERP practices among Malaysian government agencies		Statistical Test
1	H_1	Conversion of accounting system influence the effectiveness of ERP practices among Malaysian government agencies	Regression
2	H_2	Customized computerized accounting system influence the effectiveness of ERP practices among Malaysian government agencies	Regression
3	H_3	System design approval influence the effectiveness of ERP practices among Malaysian government agencies	Regression
4	H_4	SAGA monitoring influence the effectiveness of ERP practices among Malaysian government agencies	Regression
5	H_5	Compliance with SAGA criteria influence the effectiveness of ERP practices among Malaysian government agencies successful.	Regression

For the data analysis, descriptive statistic, scale reliability, correlation and regression were used using SPSS in order to get the results on the collected data.

3.8 Summary

In this chapter, all relevant methodologies have been discussed which are research population and sample, research procedure, research design, research variables, instruments, data collection method and also data analysis.

CHAPTER 4: RESULTS AND DISCUSSION

4.0 Introduction

The purpose of this quantitative study is to examine the impact of SAGA compliance on the effectiveness of ERP practices among Malaysian government agencies which SAGA procedure that is conversion of accounting system, customized computerized accounting system, system design approval, SAGA monitoring and compliance with SAGA criteria as the independent variables and effectiveness of ERP as dependent variable using multiple regression technique. Data obtained then were analysed using SPSS software.

4.1 Descriptive Statistic Results

The descriptive statistics are discusses the results of the analysis on the demographic information of the respondent. The details of the respondents are as follow. Section A of the questionnaire consists of demographic information of the respondents. This section demonstrates the background information of the respondents such as agency's name, agency's type, department, service class and gender of the respondents. The questionnaire was distributed to 134 user of the SAGA compliance among Malaysian government agencies which are Federal Statutory Body, State Statutory Body, Local Authority and Islamic Religious Council. The total of 134 responses was received which generated 100% response rates.

i. Demographic Profile of Respondent

Table 17: Agency's Name of Government Agencies

Agency's Name

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MPSP	13	9.4	9.7	9.7
	MTIB	18	12.9	13.4	23.1
	LKTN	29	20.9	21.6	44.8
	ISN	24	17.3	17.9	62.7
	MBPJ	13	9.4	9.7	72.4
	MyCC	10	7.2	7.5	79.9
	EAIC	13	9.4	9.7	89.6
	FAMA	14	10.1	10.4	100.0
	Total	134	96.4	100.0	
Missing	System	5	3.6		
Total		139	100.0		

Table 3 shows the agency's name of Malaysian government agencies that involved in SAGA compliance. The total of these agencies that involved in SAGA compliance is 8 agencies and has being used in this study. The highest frequency of the agency which the employee being the respondent in this study is LKTN with the rate of 29 with the percentage 2.9%.

Table 18: Agency's Type of Government Agencies

Agency's Type

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Federal Statutory Body	84	60.4	62.7	62.7
	State Statutory Body	24	17.3	17.9	80.6
	Local Authority	26	18.7	19.4	100.0
	Total	134	96.4	100.0	
Missing	System	5	3.6		
Total		139	100.0		

Table 4 shows the type of government agencies involved in this study which are Federal Statutory Body, State Statutory Body and Local Authority. Federal Statutory Body rates the highest frequency which is 84 with the percentage 60.4 compared to the other agencies involved in this study.

Table 19: Department of the respondent

Department in the agency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Finance	71	51.1	53.0	53.0
	IT	60	43.2	44.8	97.8
	Human Resources (HR)	3	2.2	2.2	100.0
	Total	134	96.4	100.0	
Missing	System	5	3.6		
Total		139	100.0		

Table 5 shows the department of the respondent in this study which department of finance rates the highest frequency compared to the other departments. It shows that most of the respondent that used the SAGA is from department of finance with the frequency 71 and the percentage 51.1%.

Table 20: Service class of the respondent

Service Class

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Top Officer	6	4.3	4.5	4.5
	Administrative & Management	127	91.4	94.8	99.3
	Support Staff	1	.7	.7	100.0
	Total	134	96.4	100.0	
Missing	System	5	3.6		
Total		139	100.0		

Table 6 shows the service class of the respondents which are from top officer, administrative & management and support staff. Based on the table above, it can be concluded that most of the respondents was from administrative & management service class. It shows that respondent from administrative & management service class is higher than top officer and support staff service class which is the frequency is 127 with the percentage 91.4% meanwhile the frequency for top officer service class is 6 with the percentage 4.3%.

Table 21: Gender of the respondent

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	60	43.2	44.8	44.8
	Female	74	53.2	55.2	100.0
	Total	134	96.4	100.0	
Missing	System	5	3.6		
Total		139	100.0		

Table 7 shows the total of the respondent that based on the gender which are male and female. Based on the table above, it can be concluded that female respondents is higher than male respondents which is the frequency for female respondents is 74 with the percentage 53.2 meanwhile the frequency for male respondents is 60 with the percentage 43.2%.

4.2 Reliability Analysis

The reliability analysis in this study cannot be measured because the alpha values not indicate an acceptable and preferable reliability because the values below 0.6 which are considered as not reliable. This may due to the pilot test study not be undertaken in this research before the actual data collection. The other reason may due to the respondent not really understand the questionnaire that has been distributed to them because the questionnaire is in English language. This is because the questionnaire was distributed to the employee of Malaysian government agencies.

4.3 Multiple Regression & Normality Test

Table 22: Multiple Regression

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.216[a]	.047	.009	.32962	.047	1.251	5	128	.289	.887

The table above shows that the value for Adjusted R Qquare is .009 and its means the value for effectiveness of ERP using SAGA compliance is only 9%.

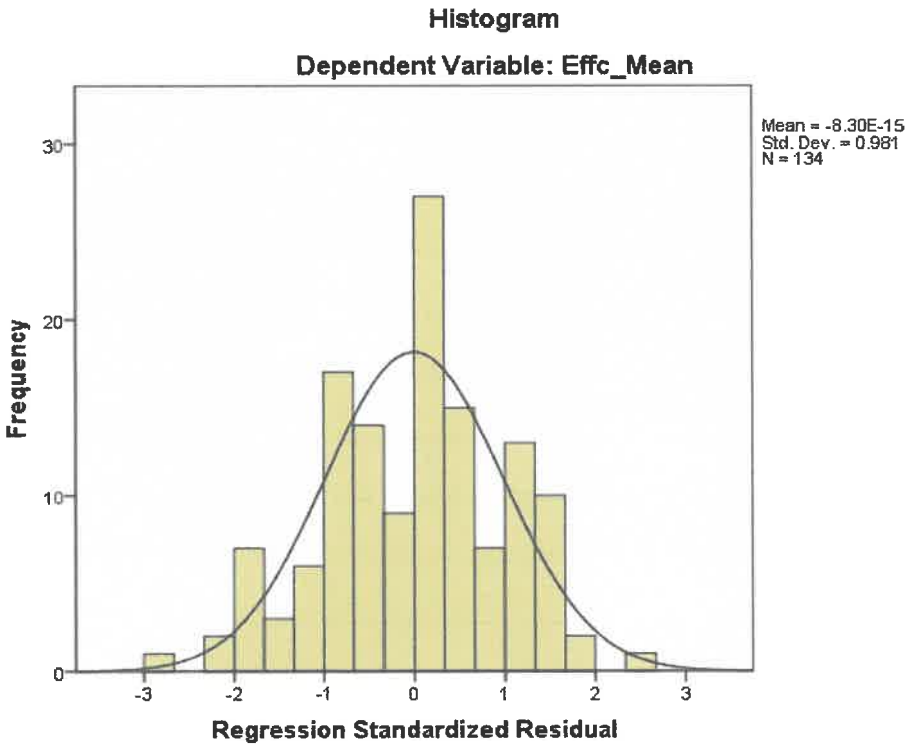


Figure 5: Histogram of Regression

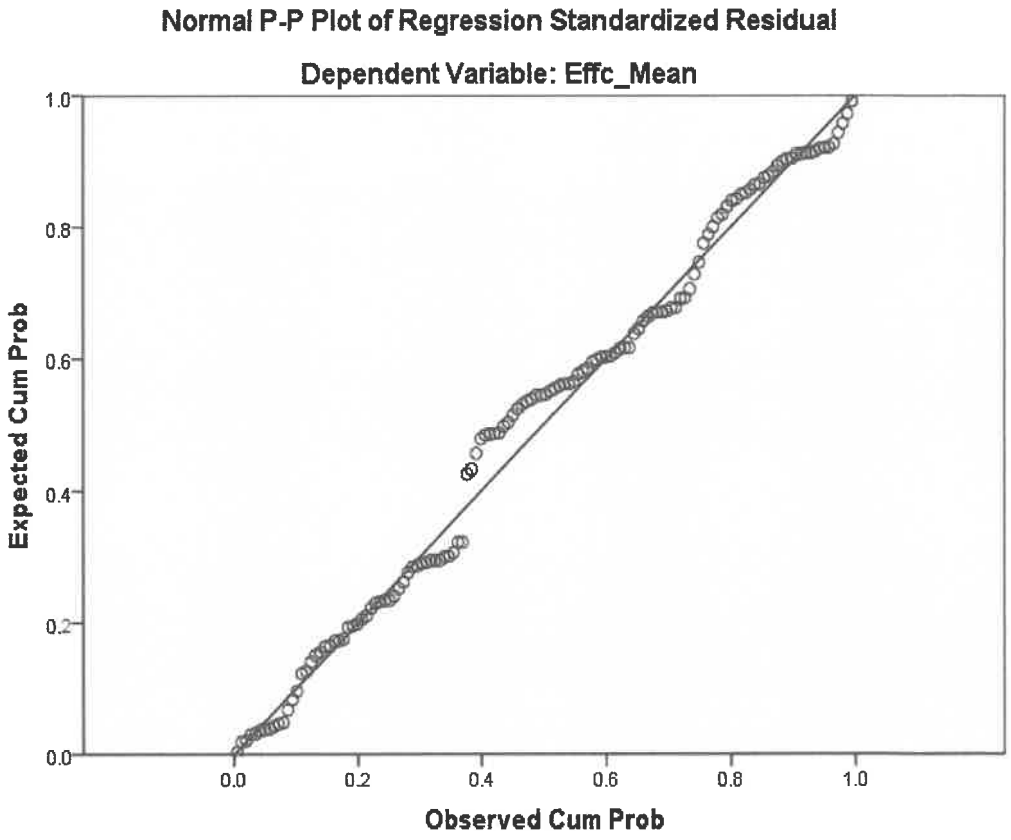


Figure 6: Normal P-Plot Regression

CHAPTER 5: CONCLUSION & RECOMMENDATIONS

5.1 Conclusions

This study was carried out with the intended to examine the impact of SAGA compliance on effectiveness of ERP among Malaysian government agencies. This is because SAGA is a computerized system of accounting and finance whether developed or accounting packaged on the market that modified to government agencies that comply with all the requirements of Accounting Principles Generally Accepted and SAGA Compliance criteria while the accounting module is the heart of an ERP system, typically incorporating applications such as general ledger, accounts receivable and payable, fixed assets, cash management, cost control and budgeting. In practice, ERP systems supports companies in their daily dealings but their focus is mainly internal and ERP systems are designed to support the core processes of the organization such as finance and human resources (Peter Ekman, Peter Thilenius, Torbjorn Windahl, 2014).

The study was intended to answer the research questions 1) What are the impacts of SAGA compliance on effectiveness of ERP among Malaysian government agencies? 2) What is the importance of SAGA compliance towards ERP practices among Malaysian government agencies? 3)Do reliability, availability and productivity impact effectiveness of ERP? A model and hypotheses based on these questions were determined and tested.

5.2 Recommendations

The study has been carried out to examine the impact of SAGA compliance on effectiveness of ERP practices among Malaysian government agencies. However, the result for this study is not satisfying due to the several circumstances and obstacles. So, the further study needs to be taken to examine the impact of this SAGA compliance on effectiveness of ERP practices among Malaysian government agencies to get the satisfying and reliable result. This is because this topic is a current issue in Malaysian government agencies that comply with SAGA in their agency.

Chapter 4: Conclusions

4.1 Applications of Knowledge, Skills & Experience

Table 4.1: Application, Knowledge, Skills & Experience

No.	Tasks	Knowledge	Skills	Experience	Related Course
1.	Data entry in MTIB MyPayroll System and MyClaim System, JKP KPI System	- Know how to key in the correct data into the system that being develop for the clients	-Computer skills	Trainee need to key in data into the system in the correct way	- None
2.	Translating the system flowchart and drawn it back in the Microsoft Visio format	- Use Microsoft Visio in a more efficient way	-Computer skills (Microsoft Visio) -Language skills	Trainee need to translate the system flowchart and drawn it back	-None
3.	Translating system documentation from English language to Malay language	-Know how to translate the system documentation in two different language with the terms of system and also business terms	- Language skills	Trainee can practices both languages	-None
4.	Learning video editing	-Learn on how to use the	-Multimedia skills	-Self-learning	-None

	software Camtasia 9 and Bootstrap templates for website creation	software in creating the project such video tutorials or user guide and using templates in website creation		-Trainee have the new knowledge in learning and exploring the software that have never been used	
5.	Data entry of LKTN in the Microsoft Excel	-Know how to manage and key in data according to its right columns and type	-Computer skills (Microsoft Excel)	Trainee can be more alert in entering the data according to their columns and types to avoid mistakes and duplication of data at the same columns	-None

4.2 Personal thoughts and Opinion

My personal thoughts and opinion during my industrial training attachment at Software Wizads (M) Sdn Bhd is I can learn a new things such as learn the new software and applications such as using Bootstrap template for website creation and Camtasia version 9.0 for video editing software. They exposed the trainee with the new things that trainee may not get during their study in the university. They also give the task to the trainee to be accomplished within the time given and the punctuality is derived from the task. The punctuality to accomplish the task given is important because to meets the client's requirement and business processes. They want to ensure that trainee can practice to be punctual and can accomplish the task given within the timeframe provided. The staff in the company also will give the explanation and guidance on the task that will be given to the trainee to avoid miscommunnation and understanding about the task that need to be completed.

4.3 Lesson Learnt

The lesson that trainee have learnt during the industrial training attachment at Software Wizards (M) Sdn Bhd is punctuality. The punctuality is very important to be practices in the organization. This is because Software Wizards provide services of development and implementation of software technology such as Enterprise Resource Planning System (ERP) and also as the SAGA consultant to their customers. The punctuality in completed the task, punctuality in meeting the customers, punctuality in developing and implementing the software for their customers to ensure the good relationship with their customers in this business. Other than that, the punctuality is important to ensure their customers' business process is not interrupt by the delay of the services by Software Wizards.

Furthermore, trainee also learnt about how to work as team and have a good communication with each other. This is important to ensure the workflow process is going smoothly and effective. Trainee also gains the knowledge about the new things such as the rules and regulation that Software Wizards practice in providing their services according to their customers' business needs and requirements which is SAGA Compliance.

4.4 Limitations and Recommendations

The limitations that trainee faced during the industrial training attachment at Software Wizards is the loaded of works such as the data entry that consists almost 5000 data that need to be key in into the system. This make the trainee do not have enough time to do the special project for the requirement of university in completing the industrial training. Trainee also did not receive a proper guidance on the research topic of the special project that has been given by the organization supervisor yet trainee has no information and knowledge about the topic given. This is because the topic given is about the regulations of the government agencies used in the development and implementation of computerized accounting system in their agency. So, Software Wizards as the software service provider also practice this compliance to meets their customers' business needs and requirements. This compliance is current and ongoing issue in Software Wizards because they practice the compliance. The other limitation is the facility for the staff such as the staff and trainee need to bring their own laptop because the organization do not provide computer for their staff.

The recommendations is Software Wizards need to allocate time for their trainee to accomplish what their trainee need to do regarding to the special project during the industrial training duration also give the proper guidance and explanation on the topic given. This is because trainee is not in the working environment yet plus trainee do not know about the practices such as the business procedure, rules and regulations that has been used in the organization. Other than that, the organization should provide computer for the staff as the tool to complete the work and task given by the organization.

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APPENDIXES

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name : SITI NURNADIA BT MUSA

Student's Id : 2013992877

Unit / Department : .....

Organization : SOFTWARE WIZARDS (M) SDN BHD

Semester : **Mac - July 2017**

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (√)	DATE
1.	Receive, read and understand the documents; 1. Industrial Training Handbook		✓	28/12/16
	2. IMC690 Assessment		✓	10-14/7/2017
	3. Definition of Special Project (IM225/245 Only)		✓	
	4. Insurance Letter (UiTM)		✓	
	5. Industrial Training Report Overall Contents		✓	
	6. Cover & Title Page Guideline		✓	
	7. Declaration Guideline		✓	
	8. Abstract Guideline		✓	
2.	Receive, read and understand the rubrics; 1. Rubric – Industrial Evaluation		✓	
	2. Rubric - Individual Presentation		✓	
	3. Rubric - Industrial Training Report (Overall)		✓	
	4. Rubric - Industrial Training Report (Reflection Assessment)		✓	
3.	Receive, read and understand all the forms		✓	
4.	Report duty to organization and submit report duty form to the Industrial Training Coordinator ("Borang Report Duty") within the first week of internship Email : nurul1217@kelantan.uitm.edu.my **OR** Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Nurulannisa Binti Abdullah")		✓	1–10/2/2017
5.	Understand that students are **NOT ALLOWED** to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically **FAIL**. Get the permission from Organizational Supervisor before taking any leave. **Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**	**YES (MC / Letter)**		
6.	Understand that **NO** semester break during internship.		✓	

7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		✓	
8.	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	**YES (Copy of attendance)**	✓	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily **OR** weekly **OR** monthly basis.	**YES (Copy of logbook entries)**	✓	
10.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my		✓	**28/2/2017**
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM **OR** IM related tasks).		✓	
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') **OR** make your own custom planner using MS Office / MS Project **OR** use the planner provided by the organization (if any).	**YES**	✓	
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least **3 TIMES**, via face-to-face **OR** email **OR** phone calls **OR** any types of communication medium, which necessary.		✓	
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		✓	
15.	**PAY** your fees (semester Mac – July 2017) Refer Academic Calendar for the date.		✓	**BEFORE 26/3/2017**
16.	**REGISTER** for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		✓	**27/2– 12/3/2017**
17.	**VALIDATE** for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.		✓	**13–26/3/2017 GUGUR TARAF 30/3/ 2017**
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		✓	
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('Borang Penilaian		✓	

	Visiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.		✓	
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator **OR** Faculty Supervisor within the last week of internship		✓	**BEFORE / ON 30/6/2017**
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.		✓	**10-14/7/2017**
22.	Submit the Industrial Training Report (hard cover bind, dark blue)		✓	**10-14/7/2017**
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	**YES**	✓	
24.	Attach this checklist in **Appendices** section.	**YES**	✓	
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	**YES**	✓	

NOTES :

1. Organizational Supervisor – supervisor assigned by the industry / organization.
2. Faculty Supervisor – supervisor (lecturer) assigned by the faculty / campus, of which students come from. (i.e.: A faculty supervisor from Kelantan campus will be assigned for students from Kelantan campus).
3. Visiting Supervisor – supervisor (lecturer / staff) assigned by the faculty / campus, from the nearest campus/state to the organization. (i.e.: A visiting supervisor from Shah Alam will be assigned for students who undergo the internship in Selangor / Kuala Lumpur).

FAKULTI PENGURUSAN MAKLUMAT
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Kelantan Darul Naim
Tel: 09-9762000
Fax: 09-9762156 (HEA)

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : Siti NurNadia Bt Musa No. Matrik : 2013992877

No. I/C : 930822075038 No. Telefon : 0124876659

Nama / Alamat Organisasi : Software Wizards (M) Sdn Bhd

Nama Penyelia : En. Haadii Rahman Bin Safian

Bulan /Tahun : 2 / 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/2/2017	10.00 pagi	6.00 petang	
6/2/2017	9.00 pagi	6.00 petang	
7/2/2017	9.00 pagi	6.00 petang	
8/2/2017	9.00 pagi	6.00 petang	
10/2/2017	9.00 pagi	6.00 petang	
13/2/2017	9.00 pagi	6.00 petang	
14/2/2017	9.00 pagi	6.00 petang	
15/2/2017	9.00 pagi	6.00 petang	
16/2/2017	9.00 pagi	6.00 petang	
17/2/2017	9.00 pagi	6.00 petang	
20/2/2017	9.00 pagi	6.00 petang	
22/2/2017	9.00 pagi	6.00 petang	
23/2/2017	9.00 pagi	6.00 petang	
24/2/2017	9.00 pagi	6.00 petang	
27/2/2017	9.00 pagi	6.00 petang	
28/2/2017	9.00 pagi	6.00 petang	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 28/2/2017

Tandatangan Penyelia : _____ Tarikh : 28/2/2017

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No. I/C : 930822075038 No. Telefon : 0124876659

Nama / Alamat Organisasi : Software Wizards (M) Sdn Bhd

Nama Penyelia : En. Haadii Rahman Bin Safian

Bulan /Tahun : 3 / 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/3/2017	9.00 pagi	6.00 petang	
2/3/2017	9.00 pagi	6.00 petang	
3/3/2017	9.00 pagi	6.00 petang	
6/3/2017	9.00 pagi	6.00 petang	
7/3/2017	9.00 pagi	6.00 petang	
8/3/2017	9.00 pagi	6.00 petang	
9/3/2017	9.00 pagi	6.00 petang	
10/3/2017	9.00 pagi	6.00 petang	
13/3/2017	9.00 pagi	6.00 petang	
14/3/2017	9.00 pagi	6.00 petang	
15/3/2017	9.00 pagi	6.00 petang	
16/3/2017	9.00 pagi	6.00 petang	
21/3/2017	9.00 pagi	6.00 petang	
22/3/2017	9.00 pagi	6.00 petang	
23/3/2017	9.00 pagi	6.00 petang	
24/3/2017	9.00 pagi	6.00 petang	
27/3/2017	9.00 pagi	6.00 petang	
28/3/2017	9.00 pagi	6.00 petang	
29/3/2017	9.00 pagi	6.00 petang	
30/3/2017	9.00 pagi	6.00 petang	
31/3/2017	9.00 pagi	6.00 petang	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 31/3/2017

Tandatangan Penyelia : _____ Tarikh : 31/3/2017

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REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : Siti NurNadia Bt Musa No. Matrik : 2013992877

No. I/C : 930822075038 No. Telefon : 0124876659

Nama / Alamat Organisasi : Software Wizards (M) Sdn Bhd

Nama Penyelia : En. Haadii Rahman Bin Safian

Bulan /Tahun : 4 / 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
3/4/017	9.00 pagi	6.00 petang	
4/4/2017	9.00 pagi	6.00 petang	
5/4/2017	9.00 pagi	6.00 petang	
6/4/2017	9.00 pagi	6.00 petang	
7/4/2017	9.00 pagi	6.00 petang	
10/4/2017	9.00 pagi	6.00 petang	
11/4/2017	9.00 pagi	6.00 petang	
12/4/2017	9.00 pagi	6.00 petang	
13/4/2017	9.00 pagi	6.00 petang	
14/4/2017	9.00 pagi	6.00 petang	
17/4/2017	9.00 pagi	6.00 petang	
18/4/2017	9.00 pagi	6.00 petang	
19/4/2017	9.00 pagi	6.00 petang	
20/4/2017	9.00 pagi	6.00 petang	
21/4/2017	9.00 pagi	6.00 petang	
25/4/2017	9.00 pagi	6.00 petang	
26/4/2017	9.00 pagi	6.00 petang	
27/4/2017	9.00 pagi	6.00 petang	
28/4/2017	9.00 pagi	6.00 petang	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 28/4/2017

Tandatangan Penyelia : _____ Tarikh : 28/4/2017

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No. I/C : 930822075038 No. Telefon : 0124876659

Nama / Alamat Organisasi : Software Wizards (M) Sdn Bhd

Nama Penyelia : En. Haadii Rahman Bin Safian

Bulan /Tahun : 5 / 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
2/5/2017	9.00 pagi	6.00 petang	
3/5/2017	9.00 pagi	6.00 petang	
4/5/2017	9.00 pagi	6.00 petang	
5/5/2017	9.00 pagi	6.00 petang	
8/5/2017	9.00 pagi	6.00 petang	
9/5/2017	9.00 pagi	6.00 petang	
10/5/2017	9.00 pagi	6.00 petang	
11/5/2017	9.00 pagi	6.00 petang	
12/5/2017	9.00 pagi	6.00 petang	
15/5/2017	9.00 pagi	6.00 petang	
16/5/2017	9.00 pagi	6.00 petang	
17/5/2017	9.00 pagi	6.00 petang	
18/5/2017	9.00 pagi	6.00 petang	
19/5/2017	9.00 pagi	6.00 petang	
22/5/2017	9.00 pagi	6.00 petang	
23/5/2017	9.00 pagi	6.00 petang	
24/5/2017	9.00 pagi	6.00 petang	
25/5/2017	9.00 pagi	6.00 petang	
26/5/2017	9.00 pagi	6.00 petang	
29/5/2017	9.00 pagi	5.00 petang	
30/5/2017	9.00 pagi	5.00 petang	
31/5/2017	9.00 pagi	5.00 petang	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 31/5/2017

Tandatangan Penyelia : _____ Tarikh : 31/5/2017

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Nama / Alamat Organisasi : Software Wizards (M) Sdn Bhd

Nama Penyelia : En. Haadii Rahman Bin Safian

Bulan /Tahun : 6 / 2017

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/6/2017	9.00 pagi	5.00 petang	
2/6/2017	9.00 pagi	5.00 petang	
5/6/2017	9.00 pagi	5.00 petang	
6/6/2017	9.00 pagi	5.00 petang	
7/6/2017	9.00 pagi	5.00 petang	
8/6/2017	9.00 pagi	5.00 petang	
9/6/2017	9.00 pagi	5.00 petang	
13/6/2017	9.00 pagi	5.00 petang	
14/6/2017	9.00 pagi	5.00 petang	
15/6/2017	9.00 pagi	5.00 petang	
16/6/2017	9.00 pagi	5.00 petang	
19/6/2017	9.00 pagi	5.00 petang	
20/6/2017	9.00 pagi	5.00 petang	
21/6/2017	9.00 pagi	5.00 petang	
22/6/2017	9.00 pagi	5.00 petang	
23/6/2017	9.00 pagi	5.00 petang	
29/6/2017	9.00 pagi	6.00 petang	
30/6/2017	9.00 pagi	6.00 petang	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____ Tarikh : 30/6/2017

Tandatangan Penyelia : _____ Tarikh : 30/6/2017

Dear Valued Respondent,

I am a student of Information System Management Bachelor Degree from Faculty Information Management at Universiti Teknologi MARA (UiTM) Kelantan. I'm in the process of conducting a survey on The Impact of SAGA Compliance on Effectiveness of ERP among Malaysian Government Agencies. Your cooperation is much appreciated

SECTION A: DEMOGRAPHIC INFORMATION

Please state your answer in the provided space.

1. Agency's Name	:	MTIB ( )	MPSP ( )
		LKTN ( )	MyCC ( )
		MBPJ ( )	EAIC ( )
		ISN ( )	FAMA ( )
2. Agency's Type	:	Federal Statutory Body ( )	
		State Statutory Body ( )	
		Local Authority ( )	
		Islamic Religious Council ( )	
3. Department	:	Finance ( )	
		IT ( )	
		Procurement ( )	
		Human Resources (	
4. Service Class	:	Top Officer ( )	
		Administrative & Management ( )	
		Support Staff ( )	
5. Gender	:	Male ( )	Female ( )

SECTION B : CONVERSION OF ACCOUNTING SYSTEM

Please state your answer according to the scale below.

1. Strongly Disagree 2. Disagree 3. Not Sure 4. Agree 5. Strongly Agree

	Questions	1	2	3	4	5
1	Conversion of manually accounting system to the new computerized accounting system influence reliability of the system					
2	Conversion of accounting system ensure the system perform its intended functionality based on SAGA criteria					
3	Conversion of accounting system should meets the criteria of SAGA to gain the reliability of the system used					
4	Conversion of accounting system influence the availability of the new computerized system					
5	Conversion of accounting system ensure the system availability is alive and well for its operation					
6	Conversion of accounting system ensure the system is capable to perform task					
7	Conversion of accounting system influence the productivity of new computerized accounting system					
8	Conversion of accounting system ensure the input and output of the information generation performs well					
9	Conversion of accounting system can positively impact the productivity of the system operations					

SECTION C : CUSTOMIZED COMPUTERIZED ACCOUNTING SYSTEM

Please state your answer according to the scale below.

1. Strongly Disagree 2. Disagree 3. Not Sure 4. Agree 5. Strongly Agree

	Questions	1	2	3	4	5
1	Customization of computerized accounting system influence the reliability of the system					
2	Customized computerized accounting system helps user perceived a reliable system as intended in the SAGA criteria					
3	Customization of accounting system helps system perform its intended functionality under specifies design limits					
4	Customization of computerized accounting system influence the availability of the system					
5	Customization of computerized accounting system helps the system deal with the duration of the system availability					
6	Customized computerized accounting system helps the system availability capable to perform task intended based on SAGA criteria					
7	Customization of computerized accounting system influence productivity of the system					
8	Customization of computerized accounting system increase productivity of information input and output generation					
9	Customization of computerized accounting system ensure the system performing well					

SECTION D : SYSTEM DESIGN APPROVAL

Please state your answer according to the scale below.

1. Strongly Disagree 2. Disagree 3. Not Sure 4. Agree 5. Strongly Agree

	Questions	1	2	3	4	5
1	System design approval influence the reliability of the system development or customization					
2	System design approval ensures the system meets principle of security and processing integrity intended					
3	System design approval ensures the system developed perform its functionality under its specified design					
4	System design approval influence the availability of the system development or customization					
5	System design approval ensures the system available to perform its task as intended in the SAGA criteria					
6	System design approval want to ensure the duration of up-time system operations is alive and well					
7	System design approval influence the productivity of information generation					
8	System design approval helps the system perform well					
9	System design approval can positively impact productivity of the system operation according to SAGA					

SECTION E : SAGA MONITORING

Please state your answer according to the scale below.

1. Strongly Disagree 2. Disagree 3. Not Sure 4. Agree 5. Strongly Agree

	Questions	1	2	3	4	5
1	SAGA monitoring influence the reliability of the computerized accounting system developed					
2	SAGA monitoring phases helps system to achieve its criteria and scope					
3	SAGA monitoring ensures the user perceive a reliable system based on its SAGA criteria					
4	SAGA monitoring influence the availability of the computerized system					
5	SAGA monitoring ensures system development is success and alive for operations					
6	SAGA monitoring ensures system is capable to perform task based on SAGA criteria					
7	SAGA monitoring influence the productivity of the computerized accounting system					
8	SAGA monitoring helps system to operates well					
9	SAGA monitoring ensures the information input and output can be perform well					

SECTION F : COMPLIANCE WITH SAGA CRITERIA

Please state your answer according to the scale below.

1. Strongly Disagree 2. Disagree 3. Not Sure 4. Agree 5. Strongly Agree

	Questions	1	2	3	4	5
1	SAGA compliance criteria influence the reliability of computerized system development					
2	SAGA compliance criteria ensures the system is reliable to perform its intended task					
3	SAGA compliance certificate influence reliability of the successful implementation of computerized accounting system in the agency					
4	SAGA compliance criteria influence the availability of the system developed in the agency					
5	SAGA compliance criteria ensures the availability of the system to perform its intended task in the uptime duration					
6	SAGA compliance criteria helps system to operates well and alive to the user					
7	SAGA compliance criteria positively impact the productivity of the system developed					
8	SAGA compliance criteria ensures the productivity of information generation is performed well					
9	SAGA compliance criteria helps system to operates well based on its scope					

SECTION H : EFFECTIVENESS OF ERP (Enterprise Resource Planning)

Please state your answer according to the scale below.

1. Strongly Disagree 2. Disagree 3. Not Sure 4. Agree 5. Strongly Agree

	Questions	1	2	3	4	5
1	Compliance to SAGA influence the effectiveness of ERP practices					
2	SAGA compliance criteria plays an important role in the development of computerized accounting system in ERP					
3	The implementation procedure of SAGA helps the agency to develop the computerized accounting system with effective and					

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/2	- Briefing by the project manager about the company background, company status, company delivery products to their clients and its mission and vision and also rules and regulation of their business and business scope. - Discuss about the task that need to be done during practical period and also discuss about the special project during internship with the project manager. - Read and go through all the proposal documentation which is write up products by the company that is their delivery products to its clients.	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/2	Converting which is draw back flowchart of system processes from Microsoft word format to Microsoft visio format.	
7/2	Continue converting which is draw back flowchart of system processes from Microsoft word format to Microsoft visio format.	
8/2	Review and study company's website which is Software Wizards website and make a suggestion ~~request~~ to change what is needed in the website.	
10/2	Review and study company's website	
13/2	Review and study company's website	
14/2	Review and study company's website	
15/2	Review and study company's website	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/2	Study and learn about creating website using Bootstrap template and HTML 5	
17/2	Study and learn about creating website using Bootstrap template and HTML 5	
20/2	Study and learn about creating website using Bootstrap template and HTML 5	
22/2	Draw system flowchart in Microsoft Visio format	
23/2	Convert system documentation from English language to Malay language (CURS 3 version 1.0)	
24/2	Convert system documentation from English language to Malay language CURS 3 version 1.0)	
27/2	- Draw system flowchart in Microsoft Visio - Translate system documentation from English language to Malay language CURS 3 version 1.0)	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/2	Translating and converting system documentation from English language to Malay language Email completed document to supervisor (CURS 3 version 1.0)	

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Software Wizards (M) Sdn. Bhd
(276916-V)
31-10-06 Ideal CEO, Lebuh Nipah 5,
11950 Bayan Lepas, Penang.
Tel : +604 - 611 7446

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/3	Update and key in MTIB payroll data into the system	
2/3	Update and key in MTIB payroll data into the system	
3/3	Update and key in MTIB payroll data into the system	
6/3	Update and key in MTIB payroll data into the system	
7/3	Update and key in MTIB payroll data into the system	
8/3	Update and key in MTIB payroll data into the system	
9/3	Update and key in MTIB payroll data into the system	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
10/3	Update and key in MTIB payroll data into the system	
13/3	Translating and converting system documentation from English language to Malay language (SDP version 1.1)	
14/3	Translating and converting system documentation from English language to Malay language (SDP version 1.1)	
15/3	Translating and converting system documentation from English language to Malay language (URS 2 version 1.0)	
16/3	Translating and converting system documentation from English language to Malay language (URS 2 version 1.0)	
17/3	Leave	
20/3	Leave	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/3	update data in the MTIB system (Myclaim MTIB)	
22/3	update data in the MTIB system (Myclaim MTIB)	
23/3	update data in the MTIB system (Myclaim MTIB)	
24/3	update data in the MTIB system (Myclaim MTIB)	
27/3	update data in the MTIB system (Myclaim MTIB)	
28/3	Given task by the supervisor to study video editing software Camtasia 9	
29/3	Given task by the supervisor to study video editing software Camtasia 9	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
30/3	Given task by the supervisor to study video editing software Camtasia 9	
31/3	Given task by the supervisor to study video editing software Camtasia 9	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/4	Manage and update new data of LKTN in the Microsoft Excel (Pembekal LKTN)	
4/4	Manage and update new data of LKTN in the Microsoft Excel (Pembekal LKTN)	
5/4	Manage and update new data of LKTN in the Microsoft Excel (Pembekal LKTN)	
6/4	Manage and update new data of LKTN in the Microsoft Excel (Pembekal LKTN)	
7/4	Manage and update new data of LKTN in the Microsoft Excel. (Pembekal LKTN)	
10/4	Update and manage data of KPI and KPT in the JKP Sdn Bhd KPI system	
11/4	Update and manage data of KPI and KPT in the JKP Sdn Bhd KPI System	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
12/4	Update and manage data of KPI and KPT in the JKP Sdn Bhd KPI System	
13/4	Update and manage data of KPI and KPT in the JKP Sdn Bhd KPI System	
14/4	Update and manage data of KPI and KPT in the JKP Sdn Bhd KPI System	
17/4	Create username and password for the JKP staff in the JKP Sdn Bhd KPI System	
18/4	Create username and password for the JKP staff in the JKP Sdn Bhd KPI System	
19/4	Create username and password for the JKP staff in the JKP Sdn Bhd KPI System	
20/4	Create username and password for the JKP staff in the JKP Sdn Bhd KPI System	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/4	Translating and converting system documentation (URS 4 version 1.0)	
24/4	Public Holiday Wrak dan Mikraj	
25/4	Translating and converting system documentation (URS 4 version 1.0)	
26/4	Translating and converting system documentation (URS version 4 1.0)	
27/4	Translating and converting system documentation (URS 5 version 1.0)	
28/4	Translating and converting system documentation (URS 5 version 1.0)	

DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/5	Public Holiday - Labour Day	
2/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
3/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
4/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
5/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
8/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
9/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
10/5	Public Holiday - Wesak Day	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
11/5	Manage, key in and update new data of LKTN (Data Pemiutang Mengurus LKTN)	
12/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
15/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
16/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
17/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
18/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
19/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
22/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
23/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
24/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
25/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
26/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
29/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	
30/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	

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DATE	EXTRACT NATURE OF WORK DONE	
31/5	Manage, update and key in new data of LKTN (Data Pemiutang Mengurus LKTN)	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
1/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
2/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
5/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
6/6	Manage, Update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
7/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
8/6	Manage, update and key in new data of LKTN (Data Pemiutang ~~Mengurus~~ Pembangunan LKTN)	
9/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/6	Public Holiday - Nuzul Al-Quran	
13/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
14/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
15/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
16/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
19/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
20/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	

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DATE	EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
21/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
22/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
23/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
26/6	Hari Raya Aidilfitri	
27/6	Hari Raya Aidilfitri	
28/6	Hari Raya Aidilfitri	
29/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	
30/6	Manage, update and key in new data of LKTN (Data Pemiutang Pembangunan LKTN)	

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