

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



**ADS667: PRACTICAL TRAINING REPORT**  
**“LAND AND SURVEY DEPARTMENT SAMARAHAN”**

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**SEPTEMBER – DECEMBER 2018**

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

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Title of Practical Training : **LAND AND SURVEY DEPARTMENT**  
Report : **SAMARAHAN PRACTICAL TRAINING**  
**REPORT**  
Name of Student : **NUR HIDAYAH BINTI JAMAIL**

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

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(MADAM SAREHAN BINTI SADIKIN)

Date:

## **THE DECLARATION**

### **Declaration**

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

Signed.

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Nur Hidayah Binti Jamail

## ACKNOWLEDGEMENT

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Nur Hidayah Binti Jamail

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## **CHAPTER ONE**

### **INTRODUCTION OF THE ORGANIZATION**

#### **1.0 CHAPTER REVIEW**

This chapter consists of five sections. The first sections (section 1.1) discuss about the background of the Land and Survey Department Samarahan. On the other hand, second section (section 1.2) is mainly discussing on the objectives of Land and Survey Department Samarahan and the third section (section 1.3) discuss on the organizational policy of the organization. While, the fourth section (section 1.4) explain on mission, vision and slogan whereas the fifth section (section 1.5) provides the view on the organizational chart of Land and Survey Department Samarahan.

## **1.1 BACKGROUND OF LAND AND SURVEY SARAWAK**

The Department of Lands and Surveys Sarawak was set up in 1918 and entrusted with the role to administer land and carry out cadastral surveys. It was a daunting task then, primarily due to the shortage of trained staff and the availability of proper survey equipment.

The Department was subsequently split into two, namely Survey and Land Department in 1925. The Survey Department was responsible for laying the foundation of an accurate cadastral survey system. In 1931, the Department's strength was boosted with the arrival of surveyors from United Kingdom and New Zealand. The Land Department, meanwhile, concentrated largely on land registration, guided by the Land Ordinance that was introduced in 1932.

In 1933, the two Departments were again merged into a single entity and has since been known as the Department of Lands and Surveys Sarawak. During the Japanese occupation in Sarawak between 1941 and 1945, the Department continued to carry out land administration and transactions albeit on a reduced scale under a Japanese civil affairs officer.

At present, the Department of Lands and Surveys Sarawak has four core branches, namely Land, Survey, Planning and Valuation and six supporting branches: Enforcement, Information System, Public Relations Unit, Human Resource Management, Finance and Human Resource Development.

The Department is headquartered in Kuching and has offices in all the 12 divisions Statewide. The Director of Lands and Surveys is based at the Headquarters while the divisional office is headed by a Superintendent. Core functions of the Department are Land Administration, Land Surveying, Town and Country Planning as well as Property Valuation.



### **1.1.1 ADMINISTRATION DEPARTMENT**

As per this practical training, it has been done specifically in Land and Survey Department Samarahan under Administration Department. This department is operating particularly under Management Service Branch which is responsible for providing supporting services to the Department such as human resource management, general administration and office management.

Under this department, we are responsible for General Administration and Office Management actions which are:

- (i) Store and asset management
- (ii) Application for all types of leave and permission to leave the state.
- (iii) Application for all types of Government loan and personal loan.
- (iv) Application for GCR (Gantian Cuti Rehat)
- (v) Application for all types of allowances and privileges.
- (vi) Application for medical treatment allowances and reimbursement for the purchase of supporting equipment and medicines.
- (vii) Office management and general Administration
- (viii) Filing and records management (CACTUS)

## **1.2 OBJECTIVES**

Under the terms of the Inter-Governmental Committee Report and the Constitution of Malaysia, land and cadastral surveys are State subjects which come under the portfolio of the Ministry of Urban Development and Natural Resources.

Subject to the direction of the Yang di-Pertua Negeri in council, land in Sarawak is administered in accordance with the provisions of the Mining Ordinance and the subdivision of land is administered in accordance with the Land (Control of Subdivision) Ordinance, the Public Parks and Greens Ordinance, 1993 and the Strata Titles Ordinance.

### **GOALS AND OBJECTIVES**

- (i) To provide professional advice and services on land administration, valuation, planning and survey matters to internal and external clients;
- (ii) To provide efficient and effective service delivery;
- (iii) To promote public awareness on Government policies relating to land; and
- (iv) To regulate and enforce the provisions of the Land Code and other laws relating to land.

### **1.3 ORGANIZATION POLICY**

Organization Policy is a set of policies are principles, rules, and guidelines formulated or adopted by an organization to reach its long-term goals. It is developed to determine present and future decisions and positions on matters of public interest or social concern of the organization.

#### **1.3.1 Quality Statement**

We are committed to provide quality services to facilitate development of land through proactive leadership at all levels supported by competent workforce, efficient work processes and relevant technologies.

#### **1.3.2 Principles Statement**

We enhance our service - delivery by practicing the following principles: -

- (i) Do things right the first time
- (ii) Proactive leadership at all levels
- (iii) Effective communication
- (iv) Be knowledgeable and competent
- (v) Continuous improvement

#### **1.3.3 Client Charter**

##### **(i) Print-Out of Title**

A Print-out of title will be issued within 15 minutes after the receipt of payment has been presented.

##### **(ii) Checking of Statutory Notices Under Section 47 / 48 Of The Land Code**

The information will be supplied within 15 minutes after a complete description of the land to be searched is presented by the applicant.

**(iii) Search for Sales Comparable by Licensed Private Valuers**

Sales plans will be made available within 15 minutes after a request is made at the counter.

**(iv) Application for Survey Data**

Survey data (survey plan, field books, description of field stations, copies of cadastral plans) will be supplied after the receipt for payment is presented at the counter during a visit.

**(v) Sale of Non-Restricted and Restricted Maps**

Non-restricted maps will be supplied to an applicant after presenting the receipt of payment at the counter during a visit while restricted maps will be supplied within 2 days' subject to the approval of the State Commissioner of Police.

**(vi) Registration of Instruments**

Registration of instruments will be effected within 1 day from the date the instruments are presented for registration.

**(vii) Application for Survey Jobs**

Application for survey jobs by Licensed Private Land Surveyors will be processed within 1 week from the date of receipt of such applications.

**(viii) Building Plans**

The decision on building plans will be conveyed to the Local Authority within 1 week for small scale development and 2 weeks for large scale developments.

**(ix) Renewal of Land Lease**

**(iii) Search for Sales Comparable by Licensed Private Valuers**

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**(ix) Renewal of Land Lease**

Approval in principle will be conveyed within 2 weeks of the receipt of the application. For applications that require the approval of the Director, the approval will be conveyed within 4 weeks of receipt of such applications. A Memorial to effect the renewal of lease will be indorsed within 2 weeks after the payment of the premium is made by the applicants.

**(x) Permission to Deal**

A decision on the application will be conveyed to the applicant within 2 weeks from the date the application is received. For applications that require the approval of the Director, the decision will be conveyed within 4 weeks from the date of receipt of such applications.

## **1.4 MISSION, VISION AND SLOGAN**

### **1.4.1 Vision**

Achieving excellence in the administration and management of land.

### **1.4.2 Mission**

To administer and manage land for the benefits of the people and state.

### **1.4.3 Slogan**

An Agency to Facilitate Development.

## 1.5 ORGANIZATIONAL CHARTS

### Organisation Chart

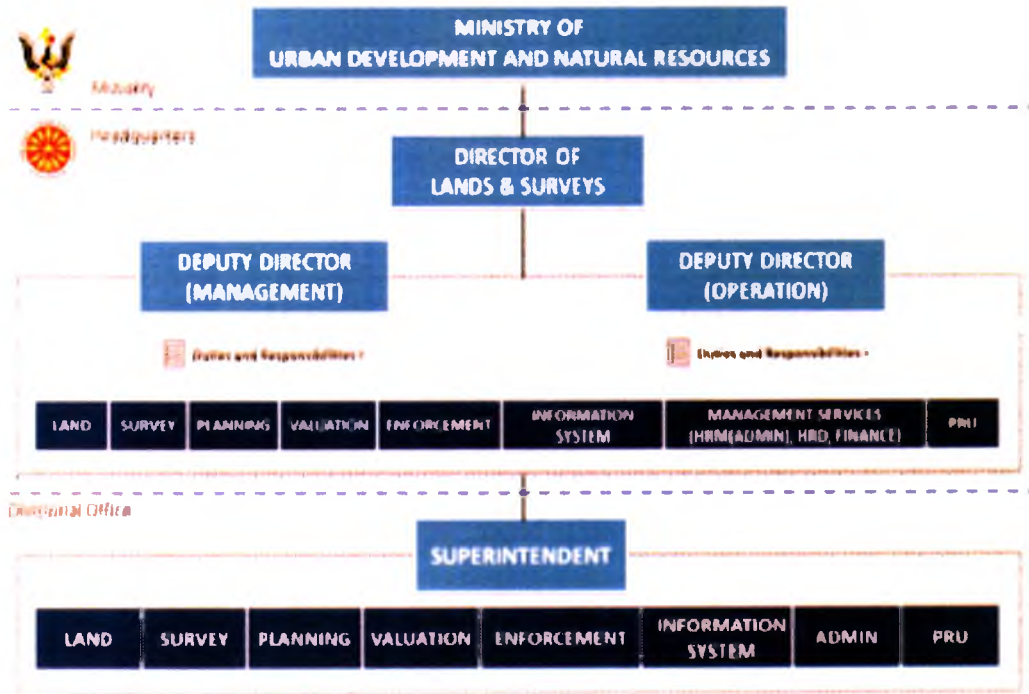


Figure 1: Organizational Chart of Land and Survey Department Sarawak



## **CHAPTER TWO**

### **SCHEDULE OF PRACTICAL TRAINING**

#### **2.0 CHAPTER REVIEW**

This chapter will highlight on the practical training that was done in a span of eight weeks (2 months) which started in 23<sup>rd</sup> July until 14<sup>th</sup> September of 2018. This chapter consists of five sections in which section 2.1 until 2.4 will describe on the main tasks that have been given to the student. Whereas, section 2.5 will summarize all of the activities that had been done by the student according to the weekly activities.

## **2.1 ADMINISTRATIVE ASSISTANT DUTIES**

Being an Administrative Assistant is very crucial in Land and Survey Department Samarahan to make sure that day-to-day office tasks are done and running smoothly. They are responsible to keep things in order by undertaking clerical and secretarial duties for them to be able to provide administrative support to the other office members. Some of the tasks that I have experienced are maintaining computer and manual filing system, writing emails and letters on behalf of other staff, maintaining employee service record, answering telephone calls and passing them on, greeting and assisting visitors to the office, photocopying and printing out documents on behalf of the staff.

### **2.1.1 File Management (computer and manual) – “Closing the File”**

File managements is very important to management of records of the whole organization to ensure a systematic control to recorded data as well as practical approach to the creation, maintenance, use and disposition of records. One of the duties of the Administrative Assistant officer in managing the files is to close the files once they are hefty in order to prevent overspill.

In closing the files, all of the thick files from the cabinets in the store are collected in order to prepare them for new files. Then, retrieve new files from the store to make new volumes and name them according to the previous volume (E.g.: 7-5/11/1234 Vol. 1 to 7-5/11/1234 Vol. 2). Before the documents inside the file can be declared as a “closed file”, the amounts of the documents must be numbered accordingly and will be wrote on a piece of paper to indicate the total number of documents inside the closed file.

The new files will be labeled according to divisions’ own colour. As the Administrative Department holds two consecutive divisions which are Samarahan and Serian, each files will also be labeled according the divisions in order to distinguish them (Samarahan – Red, Serian – Yellow). They are to be kept in different cabinets too to prevent misplaced and jumbled of files.

After the files have been closed manually, the files in the computer system should also be closed to ensure a cohesive recording of files between the manual and system

records. The system that is used to compute this is Correspondence and Case Tracking Unified System (CACTUS). In the CACTUS, the current files of the employees need to be closed by deactivating them, then open new files to replace them. If Volume 1 is closed, a new file for Volume 2 will be opened for the current user, as well as Volume 2 and the rest. After the data for all the closed files had been keyed in, the old files are ready to be saved in boxes for archiving purpose.

Preparing the boxes to save all the closed files is also a meticulous job. Firstly, labels are created to put on the boxes according to the title of the files (E.g.: Closed File: 7-5/11/1234 KAMARUL Vol.1). As the labels are printed manually, the size of the label must be according to the size of the box. Thus ones must have their own initiative to estimate the size of the label and trials are done on a piece of white paper to test the compatibility. If compatible, it will be printed and cut accordingly. Finally, stick the labels on the boxes and they are ready to be archived.

### **2.1.2 Employee Service Record**

The Administrative Department is also responsible to manage the employee service record as they need the access to employee information for the many purposes such as to manage employees' leave, salaries, loans, allowances, retirement, promotion and et cetera. The employees' service records are kept both manually and in the system.

In the manual method, it is simply done by re-writing all of the information of the employees in the State Civil Service Government Employees Management System (SCS GEMS) into the service books. Firstly, the employees' names are keyed in, then their information such as leave and payment of the salaries will be updated. After the service books have been updated, they must be stamped by the supervisor for approval.

### **2.1.3 Employee Salary Movement “Kaedah Pemindahan Gaji”**

Employees are eligible to receive salary movement at a fixed-rate of 3% are as prescribed by Item 5 in the Service Circular No.2, Year 2015 (PP2/2015) and is given at

every annual increment to eligible employees. However due to double increment done in 2016, some employees have encountered a few inconsistencies in what they should receive and what they have received. Therefore, it is a responsibility of the administrative assistant to do a rechecking on their salary payment to verify their claim.

Firstly, documents of the employees who request for a rechecking will be retrieved to check their personal data. Then, all of the amount of payment that the employees had received will be checked in Standard Integrated Financial, Budgetary and Accounting Solution's (SIFBAS) for their incremental month, amount that they should receive and also the amount that they had received. Lots of rechecking need to be done as mistakes can cause a dent in the employees' salaries as well as repayment of salaries of the organization.

Inspection can be done both manually and through the system for higher assurance as long as the end amounts are balanced. The amount will either be in negative or positive. If negative, the employees are underpaid and vice versa. Finally, the data that has been checked will be sent to the supervisor for a double-check. After several trial and errors and once it has been approved, data will be updated in the SIFBAS.

#### **2.1.4 Photocopying, Printing and Faxing**

An Administrative Assistant is also responsible for the management of the printing photocopying and faxing machines. Some of their task are to supervise the prints and copies done by the staff, solve problems in the production, for instance, when there are problems or issues with the machines during the process, they need to report the issues immediately, if unable to solve on their own.

As a practical student, printing and photocopying and faxing documents for other staff of the department is a normal everyday occurrence. The ethics of using these machines are to follow the steps that have been stated in the manual, use them in proper care, prevent wastage of papers and to list down the amount of papers used in the record books that have been prepared.

### **2.1.5 Writing Memo, Letters, Emails and other documents**

Similar to the previous task, writing memo, letters, emails and other documents if required is also a part of daily work tasks. Some of them are written on behalf of other staff, some are on behalf of other departments, and some are to inform every part of the organization about new information such as policy changes, notice on meetings or status update in the changes in events or programs conducted and also making enquiries.

In addition to this, writing memo, letters, emails and any other documents as required must be done promptly in order to convey message quickly and avoid delay in doing tasks. Otherwise, it will lead to other problems or issues such as delay and unpunctual task completion and may affect other tasks as well as other departments.

During practical training, some of the tasks that I have encountered in this area is to make a memorandum for a pregnant officer, resume for a staff who wanted an early retirement, filling out job descriptions documents for the Land and Survey Department Samarahan and Serian, making Job Travels Form as well as an attendance book for the staff of Serian. All of these tasks must be done in accordance to certain format, requirements and standards as required by the headquarters.

### **2.1.6 Dispatch letters and documents, answering calls**

These tasks are also a daily event in the Administration Department. In dispatching letters or documents, it is important to dispatch or send them to the required destination as soon as possible. This is because, some of the documents need immediate or prompt approval from the top level management. During the practical training, I have sent numerous documents to the other internal departments such as the Land Department, Survey Department, Revenue Department and et cetera.

Apart from that, answering call is one of the vital task in the Administrative Department. This is because this department is considered as the “mother” of all the departments in the Land and Survey. Thus, answering calls either from public or the internal departments must be done in correct manner and etiquettes to prevent possible wrong delivery of information that may tarnish the image of the organization because we

are representing them. Failing to leave a positive impression could have long-term effects on our own personal and organizations collective performance. However, dealing with different customers can become an arduous task because determining and fulfilling their requirements is not always as easy.

First of all, it is important to pick up the calls that we received instantly. Taking too long to answer them will leave a bad impression to the organization. It may as well results in frustration in the customers that we are serving. It is also important to keep in mind that with their queries, advice or feedback in mind, customers tend to hang up the phone out of frustration when they do not get a timely response.

Other than that, using the correct tonality when answering the phone is also important. As they cannot see our expression, the tone of our voice becomes more evident to them. Therefore, we must try to be as friendly and approachable as possible. On the other hand, the wrong tone could lead callers to believe that we do not intend to support them and wish to get them off our shoulders as soon as possible. As a result, the reputation of the organization is at stake.

In addition, while attending to queries from customers, we need to make sure that they are appropriately catered to and are resolved completely. So, the customer should be connected with a staff who is qualified to attend to their query or they should be connected to the right staff immediately after recognizing their need. During the practical training, I had learned to answer the calls promptly and transferring the calls immediately to the desired parties.

## **2.2 CUSTOMER SERVICE OFFICER**

A customer service officer interacts with the organization's customers to provide them with information to address inquiries regarding products and services. In here, a customer service officer must handle the services in accordance with the company's guidelines and policies. As well as attempting to solve the problems or at least propose some solutions to the customers if required.

In Land and Survey Department Sarawak, some of the duties of the officer at the counter is to serve the public or the customers by answering their questions regarding the service, opens customer accounts by recording account information, maintains customer records by updating their account information, receiving calls from the public or higher management and directing them to the specified department, making external and trunk calls as required by organization and recording them as well as receiving letters and parcels from the public or the internal department.

I was given an opportunity to sit in for a staff when she was on leave for a day. Before that, I was briefed on the counter service etiquettes and know-hows. Firstly, a customer service officer must be quick to respond to enquiries, calls and other requests by the customers. If unable to grant or fulfill their requests, promise to make a quick follow up with them. Other than that, I help directing the public customers to their designated counters as different counters hold different functions.

Apart from attending to the customer enquiries, I was also responsible to stamp any letters and parcels that were sent by the public or the internal departments (other Land and Survey Departments) for approval. Then, these parcels, especially letters, will be segregated into Samarahan and Serian Department. After they have been properly segregated, they will be numbered accordingly. Then, they will be stamped and labeled, E.g. "LAS/SMRH/20180815/01". These letters will then be scanned as a purpose for system recording (CACTUS). Finally, they will be put in a box, Samarahan and Serian respectively, and be sent to each divisions' secretaries.

### **2.3 FINANCE ADMINISTRATIVE ASSISTANT**

Financial Administrative Assistants work alongside Financial Executives and perform a variety of administrative, clerical and basic finance tasks such as updating records, preparing documents, basic financial analysis, and implementing policies. More specifically, some of the duties of the Financial Administrative Assistants in Land and Survey Department Samarahan are basic accounting, such as preparing vouchers, processing and making payments, updating the vote ledgers on SIFBAS as well as other tasks if required.

During the practical training, I was given first-hand experience on how to update the journal vouchers on the SIFBAS system. Updating the Journal Voucher is very important as it keeps a systematic record of financial transactions of government offices as well as provides information of debit and credit aspects of each financial transactions. Besides, it shows the flow of money transaction made by the public. For instance, the public who wanted to make payments must do it in the Revenue Section, then it is the role of the Finance Administrative Assistant to record the transaction made by the public into the system for the internal recording.

Aside from that, I also helped in updating vote ledger which is a collection of an entire group of similar accounts in double-entry bookkeeping. It is also called book of final entry in which it records classified and summarized financial information from journals (the 'books of first entry') as debits and credits, and shows their current balances.



## **2.4 LAND ADMINISTRATION ASSISTANT**

The main function of this Section is to process any application for land for development such as for commercial, industrial, residential, agricultural, recreational, office, institutional or any other purposes. Other than that, it is also responsible for processing applications for Permission to Deal (Transfer / Charge / Sublease), application for variation of title condition (AVTC) and subdivision, and application for renewal of land leases (RLL). I was given an opportunity to help a Land Administration Assistant in processing some applications for State Land, which are made by group or individuals for agricultural purposes as well as application for alienation of land.

Compared to other tasks that I have been given, this is the most tenuous and arduous job that I have encountered. It uses a system called LASIS which stands for Land and Survey Information System. This application process requires a thorough checking in order to ensure the most reasonable candidates are granted. For instance, priorities are given to people who do not own their own land in comparison to those who already have land. Thus, we must be very careful in rejecting as well as accepting any applications given as it will give effects to other people's lives.

**2.5 SUMMARY OF WEEKLY SCHEDULE IN LAND AND SURVEY DEPARTMENT SAMARAHAN**

<b>Week (2018)</b>	<b>List of Activities</b>
<p style="text-align: center;"><b>Week 1</b> <b>(24<sup>th</sup> – 27<sup>th</sup> July 2018)</b></p>	<ul style="list-style-type: none"> <li>• Report duty to Mr. Jim Carrey, the Administrative Assistant (AA), as well as the Head of Department of Administrative Department of Land and Survey Department Samarahan.</li> <li>• A simple briefing done by AA regarding the nature and the scope of work done in this administrative department.</li> <li>• He explained on the organization’s structure and their functions.</li> <li>• Next, a simple introduction done by AA to introduce new trainees to other employees.</li> <li>• We were introduced to our supervisor, Madam Salamiah (Pembantu Tadbir, N19) and she lead us to our temporary desks.</li> <li>• Madam Salamiah explained on her roles and responsibilities in the administrative system.</li> </ul>

	<ul style="list-style-type: none"> <li>• First task on filing was given by Madam Christine (Pembantu Tadbir, N19).</li> <li>• Learnt to pick up calls.</li> <li>• Send files to other departments such as Drawing Department, Land Department, Revenue Department.</li> <li>• Updating on Employee Service Record books.</li> <li>• Learnt on how to update Employee Service Record online.</li> <li>• Photocopying, printing and faxing documents to other organizations.</li> </ul>
<p style="text-align: center;"><b>Week 2</b> <b>(30<sup>th</sup> July – 3<sup>rd</sup> August 2018)</b></p>	<ul style="list-style-type: none"> <li>• Continued on updating the Employee Service Record books.</li> <li>• Photocopying and printing documents on behalf of other staffs of administrative department.</li> <li>• Sending out documents to other departments – Revenue Department, Land Department and Survey Department – for their immediate approval.</li> </ul>

- 
- Learnt on how to write memo on behalf of a pregnant staff – she requested for an early
  - The memo must be done according to standard requirements needed.
  - Learnt on how to do the Employee Salary Movement (Kaedah Pemindahan Gaji).
  - Inspection can be done manually and through the system.
  - First stage is to check the employees' personal data through Government Employees Management System (SCS GEMS) – to check whether the amount received in payment check were equivalent to the amount that they were supposedly received.
  - If there are any inconsistencies, jot down notes immediately.
  - Lots of rechecking needs to be done.
  - Final inspection of data needs to be sent to supervisor for the final inspection.
  - Once approved, data will be updated to SIFBAS.
  - Sending out emails on behalf of other staffs.
-

<p style="text-align: center;"><b>Week 3</b> <b>(6<sup>th</sup> – 10<sup>th</sup> August 2018)</b></p>	<ul style="list-style-type: none"> <li>• Another report of employee's payment issue received by the Pembantu Tadbir in the administrative department.</li> <li>• Employee Salary Movement (Kaedah Pemindahan Gaji" needs to be done again.</li> <li>• Helped the administrative assistant to do a rechecking on their salary payment to verify their claim.</li> <li>• The amount will be either in negative or positive. If positive – the employee is overpaid and vice versa.</li> <li>• In this case, the employee was proved to be underpaid.</li> <li>• Report was sent to the treasury department for further action (salary recovery).</li> <li>• Send put documents to the Secretariat for prompt approval by the Superintendent of Land and Survey Department Samarahan – the one with highest position in this department.</li> <li>• Faxed a document to an organization (Angkasa) on behalf of Pembantu Tadbir (Kewangan) W19 of administrative department.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Printed out documents for a staff who requested for an early retirement. (Resume, support documents)</li> <li>• Helped in making an attendance book for Land and Survey Department Serian</li> <li>• Answered calls from other organizations – redirecting them to the individuals wanted. Otherwise, just jotted down important notes and memo to inform them later.</li> <li>• Pick up parcels and letters from the counter service that were given by the internal department – the Headquarters of Land and Survey Department Sarawak.</li> <li>• Sent them out to the appropriate departments – Administrative Department and Secretariat for bookkeeping and safekeeping.</li> </ul>
<p style="text-align: center;"><b>Week 4</b> <b>(13<sup>th</sup> – 17<sup>th</sup> August 2018)</b></p>	<ul style="list-style-type: none"> <li>• Was transferred to counter service for a week in order to gain new experience.</li> <li>• Was briefed on customer service etiquettes, know-hows and ethics by Madam Noraini (Pegawai Khidmat Pelanggan N19).</li> </ul>

- 
- Deal with many kinds of public customers with many different kind of attitudes.
  - Directing them to the appropriate departments – E.g. Revenue Department – if they wish to do any payments regarding their lands or grants or etc.
  - In charged on receiving and signing the parcels and letters which then will be distributed to the appropriate departments.
  - Answered calls from the public, and jotted down any important notes to inform the staffs later.
  - Make phone calls to other departments (E.g. Administrative Department) in order to inform them their letters and parcels received.
  - Stamping and labeling the parcels and letters received.
  - Letters were scanned to be saved as softcopy and to be uploaded in the CACTUS system.
  - Putting all the letters and parcels in a box to be sent to each divisions' secretaries (Samarahan and Serian).
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	<ul style="list-style-type: none"> <li>• Responded to enquiries, questions, calls and other requests by public.</li> <li>• For instance, enquiries regarding grants, purchase of land, title of land, change of title and et cetera.</li> </ul>
<p style="text-align: center;"><b>Week 5</b> <b>(20<sup>th</sup> – 24<sup>th</sup> August 2018)</b></p>	<ul style="list-style-type: none"> <li>• Transferred to Land Department</li> <li>• Introduced to Miss Shima, a Land Department Assistant T19.</li> <li>• For a start, she taught us on how to update any application forms for land development purposes such as commercial, industrial, residential, agricultural, institutional and many other purposes.</li> <li>• Introduced to the Land and Survey Information System (LASIS)</li> <li>• A system to generate application for any land development purposes.</li> <li>• First stage of tasks is to segregate the manual application forms from the qualified to non-qualified.</li> <li>• Qualifications are done according to the standard given by the authority.</li> </ul>



	<ul style="list-style-type: none"> <li>• For instance, priorities are given to reasonable candidates who have yet to own a land.</li> <li>• Any rejecting and accepting of applications need to be done properly as it will give impact to other people's lives.</li> </ul>
<p style="text-align: center;"><b>Week 6</b> <b>(27<sup>th</sup> – 31<sup>st</sup> August 2018)</b></p>	<ul style="list-style-type: none"> <li>• Was transferred again to the Administrative Department</li> <li>• This time under the responsibilities of Finance Administrative Assistant (Pembantu Tadbir Kewangan W19)</li> <li>• Help them in updating journal vouchers on the SIFBAS system in order to keep a systematic record of financial transactions of government offices.</li> <li>• Updating vote ledger, which is a collection of an entire group of similar accounts in double-entry bookkeeping.</li> <li>• Updating vote ledger and journal vouchers need to be done based on the previous or the past month.</li> <li>• Answering calls on behalf of administrative department.</li> </ul>

	<ul style="list-style-type: none"> <li>• Sending out emails for other departments (internal) through the supervision of the supervisor.</li> <li>• Help in updating the employees job duties.</li> <li>• Made and printed out a few sets of “Borang Perjalanan” for other departments (Revenue Department and Land department).</li> <li>• Faxed a couple of documents to an organization for their approval (Angkasa).</li> </ul>
<p style="text-align: center;"><b>Week 7</b> <b>(3<sup>rd</sup> – 7<sup>th</sup> September 2018)</b></p>	<ul style="list-style-type: none"> <li>• Went to a Health Talk conducted by Kota Samarahan Health Clinic.</li> <li>• Printed out and photocopying documents for other staffs.</li> <li>• Answer calls on behalf of the staffs.</li> <li>• Sit in for a sick staff at the counter service for two days.</li> <li>• Sending out parcels and letters to the other departments.</li> <li>• Printed out vote ledgers for Samarahan and Serian Department.</li> </ul>

	<ul style="list-style-type: none"> <li>• Printed journal vouchers for Samarahan and Serian Department for the month of August and July.</li> <li>• Sending out emails to other departments.</li> <li>• Continued updating the Employee Service Books for those who are still not updated.</li> <li>• Helped in organizing files in the stores.</li> <li>• Helped in retrieving files for a staff in Land department through the supervision of the store assistant.</li> <li>• Joined an informal monthly meeting to address any issues that happened in the organization for the past month.</li> <li>• Jotted down notes.</li> </ul>
<p style="text-align: center;"><b>Week 8</b> <b>(10<sup>th</sup> – 14<sup>th</sup> September 2018)</b></p>	<ul style="list-style-type: none"> <li>• Sending out files and documents to Secretariat for approval of the Superintendent.</li> <li>• Faxed documents to other organizations.</li> <li>• Updating Journal Vouchers of Samarahan Department.</li> <li>• Sent a document to Revenue Department for a correction (there was</li> </ul>

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a mistake in the applicant's name after went through checking).

- Had a farewell party in the Administrative Department
  - Received certificate internship and the acknowledgement for the training done for the past two months.
  - Photography sessions with all of the staffs of Administrative Department as well as other trainees.
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## **CHAPTER THREE**

### **ANALYSIS**

#### **3.0 CHAPTER REVIEW**

This section will focus on one area of task that I have encountered during the 2-months practical training which is the Administration Section. The analysis will be done specifically to show how I dealt with the situations that had been experienced in the Land and Survey Department Samarahan by applying all of the lessons that have been learned in the classroom in the organization as well as the knowledge gained in the workplace.

### **3.1 ORGANIZATIONAL SKILLS**

Establishing organizational skills help individuals perform their work according to their job duties and responsibilities. Therefore, maintaining organization in the workplace not only helps individuals work efficiently, but also helps to promote the overall objectives of an individual's job or profession. Maintaining organization enables individuals to be productive while performing their job duties. Having organizational skills help to balance many tasks efficiently and effectively and if an organization's systems are not properly organized, tasks pile up, paperwork gets lost and valuable time is spent on finding information that should be readily available. In short, having good organizational skills are very important to employees as it can save one's own time as well as reduce stress and job workload. Some of the organizational skills that have been learned during the industrial training are (3.1.1) technical skills and (3.1.2) interpersonal skills.

#### **3.1.1 Technical Skill (CSC408)**

Albeit spending most of my time in the Administration Department during the practical training, I still get to apply some minor technical skills especially in information system aspects. Technical skills can refer to the ability to perform tasks that require the use of certain tools, whether tangible or intangible, and technology to complete them. In this regard, the knowledge in a technical skills area is seen as practical in nature as it allows a person to complete a designated task in a real, not theoretical way. In other words, it is also known as the knowledge and abilities needed to accomplish STEM or computer-related complexities, as well as other tasks relating to technology. Given the growth of technology in the world, the need for technical skills is likely to continue to grow.

Given that Administrative Science syllabus includes Management Information Systems (CSC408) as one of the requirements, it helps a lot in attending to the tasks in the workplace. This is because information system aims to support operations, management and decision-making. Some of the computer programs that I used a lot during the practical are Microsoft Office programs such as Words, PowerPoint and Excel. Besides, by having basic computer skills, it is able to help organize our thoughts, and thus help in performing

tasks more efficiently. Most importantly, it is one of the most crucial skills to be possessed by employees especially the administrative system which deals with a lot of work in front of the computers.

### **3.1.2 Interpersonal Skills (MANAGEMENT PRINCIPLES AND PRACTICES – ADS460)**

Interpersonal skills can be defined as people skills such as soft skills or emotional intelligence skills which are closely related to the way we communicate and interact with others. In today's workplace, interpersonal skills are one of the most essential skills. This is because we need to be able to work in a team and working in a team requires good interpersonal skills such as verbal communication, good listening skills, assertiveness, negotiation skills and decision making skills. Otherwise, we will not be able to work well with others and will affect the effectiveness and efficiencies of our work performance.

However, our personality may affect the state of our interpersonal skills. This is actually one of the factors that hinders me from having a smooth work process. Being an **introvert** that I am, I had trouble to adjust to the new environment in the workplace as well as to develop relationship with the staff during the early stage of this industrial training. In college life, we have plenty of personal time that we can use to have some time apart from other people but in work life, we are bound to stick to the same people from eight to five, Monday to Friday. Regardless of whether we like it or not, we need to develop good relationship with these people in order to be able to have good performance, management of duties and completion of assignments from the superiors.

In spite of that, as I had trouble in adjusting to the new environment, I was not able to develop a close relationship with the employees during the early stage. I realized the root of this problem was due to my close-off personality in which I was not being approachable to others as well as my lack of interaction and communication with them. As a result, there were limited tasks that I can do as I was only waiting for tasks instead of asking for one.

### 3.2 ORGANIZATIONAL CULTURE (ORGANIZATIONAL BEHAVIOUR – ADM501)

Organizational culture is defined as the underlying beliefs, assumptions, values and ways of interacting that contribute to the unique social and psychological environment of an organization. It includes an organization's expectations, experiences, philosophy, as well as the values that guide member behavior, and is expressed in member self-image, inner workings, interactions with the outside world, and future expectations. Culture is based on shared attitudes, beliefs, customs, and written and unwritten rules that have been developed over time and are considered valid (The Business Dictionary). In short, culture is the character and personality of your organization. It's what makes your business unique and is the sum of its values, traditions, beliefs, interactions, behaviors, and attitudes.

Since employees spend 40 or more hours at their workplace, the organization's culture obviously affects both their work lives as well as their personal lives. The purpose of organizational culture is to improve solidarity and cohesion, and to stimulate employees' enthusiasm and creativity to improve the organization's economic efficiency, or in this case to improve productivity and the work performance in the public sector. Hence, in order to improve management and let an organizational culture have the right effect on employees, it is important to understand how organizational cultures affect employee behavior.

Organizational culture greatly influences employee behavior. For an organization, employee is its basic constituent units, and culture is the common value and code of conduct shared by the employees. It could give can provide employees with a relaxed working environment with harmonious interpersonal relationships in order to give full play to their ability. A corporate culture allows employees to have a sense of mission and feel responsibility, and work towards the overall goal of the organization. However, if the organization instill a bad culture inside the organization, it will affect the behaviour of the employees negatively.

One of the thing that I had noticed in Land and Survey Samarahan is the **tardiness** of the workers. In here, unpunctuality is the norm among the staff. This is due to the fact that this organization is still using **manual attendance** book in taking the work attendance



whereas other organizations had moved to punch card or thumb-print attendance system that will improve the punctuality of the workers. However, as Land and Survey Samarahan is still using a traditional attendance system, the employees are free to come in whenever they want as long as they manipulate the attendance log. This shows the dishonesty of employees in the working hour that they truly worked. This is why the use of attendance book is no longer relevant in instilling a good governance culture especially if we want to improve the work performance in public sector. With this kind of manual reporting, the organization is basically relying on the honor system. However, this system is highly vulnerable as it can be abused, which can lead to time theft.

In UiTM, we are also still using the manual attendance system in some of the campuses. However, some have moved to Quick Response (QR) Code attendance system in order to avoid any forged attendance and insure punctuality among the students. Not only that, UiTM will issue a warning letter to those who are absent without valid reasons for three days. In contrast, in the workplace, where an officer is absent from duty, the Head of Department shall, within five days of such absence, report the fact to the State Secretary together with the dates and circumstances of the absence and any further information which may be required concerning the officer. The State Secretary shall, in cases where it is considered justifiable, submit the case in respect of the officer to the Commission. However, as told by a head of department in my own experience, it is actually difficult take action against the case of absence in the public sector. The most a head of department would do if an employee was absent within 5 days is to issue a verbal warning to the employee. This is due to them being wary of employees' reaction and do not to be resented by them. As a consequence, this **lenient culture** becomes a norm in public government agency and is destructive to the productivity, work performance and behaviour of employees.

A positive organizational culture can promote healthy development of an enterprise, and actively mobilize the performance of employees, and make them work with more enthusiasm and improve their competitiveness to do better in their work life. However, a bad organizational culture may lead to office politics. Workplace politics is the process and behavior in human interactions involving power and authority. It is also known

as office politics and organizational politics. It is the use of power and social networking within an organization to achieve changes that benefit the organization or individuals within it.

Like most organizations, the nature of office politics cannot be avoided. Even in college life, this issue is unavoidable. This is because people are built around structure and with structure comes power and control. Whether we like it or not, the nature of office politics is inevitable in our everyday life. It is our responsibility to use it to our gain by using it positively rather than taking it negatively. As said by a careers author Erin Burt, “avoiding office politics altogether can be deadly for your career. Every workplace has an intricate system of power, and you can—and should—work it ethically to your best advantage”

During the industrial training, it can be seen that those of higher position are treated differently than those from lower position. For instance, a group of employees will not talk badly to staff with higher rank but would not mind much about a staff with same rank or lower or those who are not compatible with them. This shows that different ranks will experience different treatment from the employees. Besides, other employees will harbor negative feelings towards those who are being talked about. Hence, not only that it disturbs the spirit of teamwork in the organization but employees are unable to work together effectively. This is how much an office politics will affect the state of employees work performance negatively.

### 3.3 ORGANIZATIONAL STRUCTURE (SEMINAR IN PUBLIC MANAGEMENT – ADS656)

Organizational structure is a system used to define a hierarchy within an organization. It identifies each job, its function and where it reports to within the organization. The existence of structure in organization is very important as it can help to outline how certain activities are directed in order to achieve the goals of an organization. These activities can include rules, roles and responsibilities. Not only that, the organizational structure also determines how information flows from level to level within the company as well as the chain of command in the organization. Consequently, an organization with a strong organizational structure benefits from improved communication, a well-defined hierarchy and the ability to create a unified organizational message.

However, as efficient as organizational structure can be, it can also create problems that can lead to loss of productivity and internal conflict. This is because, if an organization is way too strict in the way of reporting from whom to whom can cause **rigidity and red tapes** in the organization. Red tape is an idiom that refers to excessive regulation or rigid conformity to formal rules that is considered redundant or bureaucratic and hinders or prevents action or decision-making. For instance, in Land and Survey Department Samarahan, public customers need to go several departments in order to complete one task. To illustrate this situation, if a public customer wants to make a payment regarding his or her land or any properties, he or she needs to go through Registration Department to make registration, and only then he or she can make payment by going to the Revenue Department. This shows that public need to go several departments in order to complete one task. As a result, the decision making process is slow and the responsiveness towards public is low which in returns cause to the low satisfaction in the customers.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.0 CHAPTER REVIEW**

This chapter will focus the strengths and weaknesses as well as the opportunities and threats that can be found during the practical training for the past two months. This section will also highlight on the solutions and recommendations to the problems that have been encountered during the practical training in Land and Survey Department Samarahan. This is not to condemn the organization but to suggest few ways that can help to improve the current situation of the organization so that it can improve the effectiveness and efficiencies in service delivery for the purpose of customer satisfaction.

#### **4.1 SWOT ANALYSIS**

SWOT analysis an examination of an organization's internal strengths and weaknesses, its opportunities for growth and improvement, and the threats the external environment presents to its survival. In SWOT analysis, it views strengths as current factors that have prompted outstanding organizational performance whereas weaknesses as any organizational factors that will increase costs or reduce quality of the organization. Meanwhile, opportunities are any significant new business initiatives available to an organization and threats are the factors that could negatively affect organizational performance. In this chapter, a SWOT analysis and recommendations will be done based on Land and Survey Department Samarahan according to the experience that has been gained during the past two months of practical training.

## **4.2 STRENGTHS**

### **a. Harmonious Environment**

One of the strength of Land and Survey Department Samarahan is the work culture environment. In this workplace, the workers always strive to keep a positive environment by keeping a close relationship with each other. This is because, a happy environment will lead to a harmonious environment in which there will be less stress and stronger teamwork between the workers which then will contribute to lesser conflict in the organization. In fact, according to research by Deloitte, 94% of executives and 88% of employees believe a distinct corporate culture is important to a business' success. In their survey, Deloitte also found that there is a strong correlation between employees who claim to feel happy and valued at work and those who say their company has a strong culture. This shows that a happy environment is indeed very important for an organization and thus, is one of the strength point for the Land and Survey.

### **Recommendations on how to increase the harmonious environment**

However, a harmonious and happy environment needs to always being maintained. This is to ensure that strong relationship and culture inside that organization will last for a long time and not diminish. One of the way to keep a positive environment is to hold a gratitude events for employees in order to appreciate them. For instance, events and programs like team building, "Family Day", Sports Day and dinners need to be conducted more often so that employees can have a platform to connect with other employees in a more casual manner. As a result, these kind of programs can lead to an environment which is family-friendly and a workplace that employees want to remain a part of.

### **b. Good Relationship with Leader**

#### **Recommendations on how to improve relationship between leaders and subordinates**

First of all, leaders today need essential characteristics in order to build, guide, and maintain their organizations and communities. Some of these qualities include thinking for

the future and developing a vision. It is important to set goals and to realize that change can happen along the way. Leaders must recognize their own initiative, want to lead, and be willing to assume responsibility. Motivation can take on many meanings—from creating the incentive for good project outcomes to guiding a vision that gives your followers energy and direction. Therefore, it is the role of Head of Department to take initiative on improving the leadership skills so that it can help in shaping the organization as well as to develop good relationship and teamwork with his or her subordinates. As a result, a better relationship with workers will help leaders to instruct their subordinates better.

## 4.3 WEAKNESSES

### a. Out-of-date System

The process in doing the tasks will not be easy if the computer system is **not up-to-date**. And this is actually one of the weaknesses of the computer system that is possessed by the Administration Department of Land and Survey Department Samarahan. The computer system is extremely out-of-date in which it uses the old Windows system back in 2003. Not only the old computer system makes the process slower due to the lagged system, but there are also many features that are not available in the old system. For instance, there are many features that are lacking in Microsoft Word 2003 as compared to the newer version. As a university student, we are taught to update our computer system as much as possible. As a result, adapting to the old system really takes some time and a lot of patience to get used to it.

### Out-of-date system recommendation

In order to solve the issue of out-of-date system in public organizations, one of the things that they can do is to **update the software system**. Even if not to the latest system, the least they can do is to update to newer Windows system rather than using the system that is already obsolete in the current generation. This is because when the system is no longer compatible to the current technology, all the processes will become slow and inefficient. In fact, this version 2003 that is used by the Land and Survey Department Sarawak is already way too old to be used in the current system in which we prioritize the importance of knowledge of using the latest technology. Otherwise, our country will be left behind by other countries.

Updating the software is very important to the organizational performance because it often include critical patches to security holes. In fact, many of the more harmful malware attacks we see take advantage of software vulnerabilities in common applications, like operating systems and browsers. Hence, the security system in public agencies will become

vulnerable if they are not updating to the latest system as our system may be exploited by malware or hackers.

## **b. Redundant system**

Apart from that, I also found some difficulties in using the system that is used in the Land Department which is Land and Survey Information system (LASIS). This system is used to record and process the data of the public involving the Land and Survey. I was given an opportunity to use the system while helping the officer in attending to the land application made by the public. Not only the pre-approval of the application is tenuous, as there are many documents and information that needs to be inspected, but the process of recording the data is also very tedious. This is because of the Windows system as well as the design of the application that is very complicated. There are about 30 steps in completing one application, in which there are at least 5 steps need to be done in order to complete one section of the application. This is very back-breaking especially when you have more than 300 applications that need to be recorded. This happens due to the fact that there are many **redundant steps** in the system which cause to too many unnecessary procedures and steps that may also lead to red tapes.

## **Redundant system recommendations**

Redundancy of system is the duplication of critical components or functions of a system with the intention of increasing reliability of the system, usually to improve actual system performance, such as in the case of GNSS receivers, or multi-threaded computer processing. In this case, the redundancy of system can cause a delay in processes in an organization as there are too many steps that needs to be undertaken in order to complete a certain procedure. As a result, the responsiveness towards customer will be slow and the customer satisfaction will also not up to the standard.

In order to improve the redundancies and inefficiencies in the LASIS application used by the Land and Survey, they should try to **invest in expert in order** to improve such



system. This is due to the fact that expert will be able to design better application by re-engineering the current system. In here, this redundancy problem will probably will able to be solved by simplifying the system procedures so that faster completion of tasks can be done. As a result, accumulation of public application forms can be reduced and more customers can be served.

### **c. Interpersonal skill issue**

During the practical training, I had trouble in adjusting to the new environment in which I was not able to develop a close relationship with the employees during the early stage. I realized the root of this problem was due to my close-off personality in which I was not being approachable to others as well as my lack of interaction and communication with them. As a result, there were limited tasks that I can do as I was only waiting for tasks instead of asking for one.

### **Interpersonal skill issue recommendations**

One of the most effective ways to improve interpersonal skills is to imagine how we would like to be treated by others. This is because, if we want to be treated nicely by others, we should be nice to others in the first place. Besides, being nice is one of the skills under interpersonal skills. Not only interpersonal skills are important at the workplace, in school, but they are critical regardless of what level we are in the social or workplace hierarchy.

Being an introvert that I am, I may look close-off and non-sociable to other people because personally I do not pursue personal interactions with other people as my main priority. But in the workplace, we are bound to work with other people and cooperate with them either we like it or not. Being close-off and non-approachable in the organization will not help our cause. Thus, in order to improve the interpersonal skills especially the introverts, some of the things that we can do is to practice mingling with other colleagues, be more open and approachable, promote a positive work environment, smile and use positive body language.

For instance, during the practical training, I started to initiate minimal conversations with other coworkers by greeting them in order to instill a positive feeling and relationship with them. Although I did not communicate as much as other employees, minimal greetings like this can help to develop a positive work environment. Positive work environments are very crucial as they can lead to happy coworkers, reduces stress, promotes creativity and innovation, and helps keep employees productive. Not only that, it is easier to develop a learning environment when the employees have good relationship with each other. Therefore, even if we have difficulties in interacting with other people, we should start with minimal interactions in order to kick start a relationship with them.

#### **d. Unpunctuality issue**

One of the thing that I had noticed in Land and Survey Samarahan is the **tardiness** of the workers. In here, unpunctuality is the norm among the staff. This is due to the fact that this organization is still using **manual attendance** book in taking the work attendance whereas other organizations had moved to punch card or thumb-print attendance system that will improve the punctuality of the workers. However, as Land and Survey Samarahan is still using a traditional attendance system, the employees are free to come in whenever they want as long as they manipulate the attendance log. This shows the dishonesty of employees in the working hour that they truly worked. This is why the use of attendance book is no longer relevant in instilling a good governance culture especially if we want to improve the work performance in public sector. With this kind of manual reporting, the organization is basically relying on the honor system. However, this system is highly vulnerable as it can be abused, which can lead to time theft.

In UiTM, we are also still using the manual attendance system in some of the campuses. However, some have moved to Quick Response (QR) Code attendance system in order to avoid any forged attendance and insure punctuality among the students. Not only that, UiTM will issue a warning letter to those who are absent without valid reasons for three days. In contrast, in the workplace, where an officer is absent from duty, the Head of Department shall, within five days of such absence, report the fact to the State Secretary

together with the dates and circumstances of the absence and any further information which may be required concerning the officer. The State Secretary shall, in cases where it is considered justifiable, submit the case in respect of the officer to the Commission. However, as told by a head of department in my own experience, it is actually difficult take action against the case of absence in the public sector. The most a head of department would do if an employee was absent within 5 days is to issue a verbal warning to the employee. This is due to them being wary of employees' reaction and do not to be resented by them. As a consequence, this **lenient culture** becomes a norm in public government agency and is destructive to the productivity, work performance and behaviour of employees.

### **Unpunctuality issue recommendations**

Punctuality is a sign of professionalism and helps us stand out as reliable and trustworthy employees and morale in the workplace is higher when everyone is punctual. However, when someone is chronically late, the natural flow of work is disrupted as other team members adjust to cover for the delay. Meaning that, our actions also affect other people. For this reason, being punctual helps us establish our reputation as a dependable and consistent worker.

In contrast, unpunctuality is a sign of unprofessionalism and should not be a habit in employees' working nature. In Land and Survey Department Samarahan, the issue of unpunctuality happens mainly due to the manual attendance taking system. In fact, this organization should stop using traditional attendance system and **start using a more modernized attendance system** namely punch card or thumb print attendance systems in order to solve this issue. However, these two system are also not that efficient if they are used manually. Thus, an **automated attendance system** is highly recommended rather than letting employees manually record their attendance. This is because, an automated attendance system is more accurate and able to avoid misrepresentation of reporting hours by the employees as done in the traditional attendance system. In short, this will decrease the likelihood of inaccurate reporting.

Apart from that, this issue can also be resolved if the **Head of Department plays his or her role** efficiently. This is because a head of department is responsible to control, advise and guide the behaviour of the employees. Rather than being afraid of the repercussions from the subordinates, they should carry out their responsibilities aptly. For example, warnings should be given accordingly if the employees do not abide to the rules and regulations that have been stipulated. As a head of department or an organization manager, they should employ successful strategies to promote punctuality in order to improve punctuality among employees. This is why leadership skills are very important in a leader so that tardiness among employees can be eliminated.

#### **e. Office politics issue**

During the industrial training, it can be seen that those of higher position are treated differently than those from lower position. For instance, a group of employees will not talk badly to staff with higher rank but would not mind much about a staff with same rank or lower or those who are not compatible with them. This shows that different ranks will experience different treatment from the employees. Besides, other employees will harbour negative feelings towards those who are being talked about. Hence, not only that it disturbs the spirit of teamwork in the organization but employees are unable to work together effectively. This is how much an office politics will affect the state of employees work performance negatively.

#### **Office politics issue recommendations**

In any organizations, the symptom of office politics is hardly avoidable. Office politics can be defined as is the use of one's individual or assigned power within an employing organization for the purpose of obtaining advantages beyond one's legitimate authority. In it's simplest form, workplace politics is simply about the differences between people at work; differences in opinions, conflicts of interests are often manifested as office politics. This means, people who are engaged in office politics are aiming to reap financial,

emotional and even physical rewards. However, those who engage the most vigorously often have significant unmet needs, a specific agenda, a desire for power, and the ability to forgo ethics and integrity in order to get what they want. Nevertheless, there is no need to be afraid of office politics. These are some of the recommendations in handling the office politics in the workplace.

Firstly, is to adopt a certain habit in the workplace. First of all, we need to be aware that we have a choice. Although the nature of office politics is pretty much inevitable in any organizations, we still have a choice whether to engage in it or not to. The most common reactions to politics at work are either fight or flight. Instinctive fight reactions will only cause more resistance to whatever we are trying to achieve; while instinctive flight reactions only label us as a pushover that makes us easily being taken for granted. Neither options are appealing for healthy career growth. Therefore, one of the things that we can do in dealing with office politics is to be mature in the situations in which conflicts happen. Giving in does not mean losing. Instead, learning to disengage from petty differences and position ourselves as someone who are interested in getting things done will be more plausible.

Secondly, while office gossip and chatter can be titillating, it can also be cruel. Another thing that we should take note is to never pit rivals against one another. One situation that everybody dreads is getting caught between two warring parties. In a situation like that, it's easy to tell each of them what they want to hear, even if that's just nodding in agreement when they bad-mouth each other. But fake allegiances are always exposed in the long run, and then, neither of the people we were trying to impress will trust us again. In short, never take a habit of badmouthing other employees behind their back always be kind to everyone.

#### **f. Rigid structure**

A rigid structure is when an organization is way too strict in conforming to formal rules and regulations that may lead to redundancy and bureaucracy which will hinder or prevent actions or decision-making. One definition is the "collection or sequence of forms

and procedures required to gain bureaucratic approval for something, especially when oppressively complex and time-consuming. In the Land and Survey Department Samarahan, certain tasks or processes need to be completed by undergoing different levels of department which as a result leads to inefficiencies in delivery of service to the public.

### **Rigid structure recommendations**

In order to cut the red tape, the organization need to **reduce the bureaucratic obstacles** to an action or a process. For instance, organizations should eliminate some excessive bureaucracy by reducing the hierarchy of the organizational structure. An organization with a number of layers between top management and front-line employees can slow communications and the flow of information and increase the number of "hands" an issue must pass through before being resolved. For example, Land and Survey Samarahan should eliminate certain processes that are redundant if they do not need any specialized functions. Other than that, they should try to implement an **online system** application so that queueing time at the counter service can be reduced and a faster delivery can be done to satisfy the needs of the public.

## **4.4 OPPORTUNITIES**

### **a. Having a good leader**

One thing that is the most apparent to me during the practical training is the ability of the Head of Department to lead his subordinates. This shows that the Head of Department of the Administrative Department has some good leadership skills to lead his subordinates. Utilizing the existence of a good leader will help in contributing to a more productive and effective work environment. This is because a good leader can help in motivating and encouraging the employees to participate in their work more productively. Therefore, a good leader will be able to help in further enhancing the capabilities of the organization.

### **Recommendation on further improving the good leadership skills**

In order to keep on improving the leadership skills, it need to be continuously updated. Meaning that, although the employees are very comfortable with our current leadership pattern, a leader must always continue to educate and improve themselves. This is because great leaders demonstrate effective leadership skills, but most importantly, continue to improve themselves in every possible way. The person who thinks he is an expert, has a lot more to learn. Therefore, a leader should never stop learning. He or she should always be receptive to everyone's perceptions and information from around the world and beyond. Always grow and learn.



## **4.5 THREATS**

### **a. Threat of losing a good leader**

Although Land and Survey Department Samarahan currently have a good leader, but this will not ensure that they will forever have him as the leader. In fact, the leader may decide to change organization or to transfer to another department. This is because when a respected senior leader leaves a company, it is often a deep loss for the organization. As a result, this may affect the momentum of the work nature of the organization.

### **Recommendation**

If a leader plans to leave, it is best if he prepares his staff beforehand. This is to ensure that his staff will not be shocked about the news. Therefore, it is advisable of the leader to know where is his destination before he can map out a plan to get there. To do this, first set specific life goals with appropriate timelines must be done. Designing his or her goals then, formulate action plans that can be committed to so that it will help in preparing the staff better.



## **CHAPTER FIVE**

### **CONCLUSION**

#### **5.0 CHAPTER REVIEW**

This chapter will highlight all of the conclusions from the other chapters. Section 5.1 will conclude on chapter one while Section 5.2 will conclude on chapter 2. Next, Section 5.3 will conclude on chapter 3, whereas Section 5.4 will conclude on chapter 4, and next Section 5.5 will conclude on all of the chapters and the experiences during two-month practical training that has been done in Land and Survey Department Samarahan. Therefore, conclusion will be done based on each chapter.

#### **5.1 CHAPTER 1**

In chapter one, there are information on the place of the practical training which is Land and Survey Department Samarahan. In this chapter, all of the information regarding to the organization are described and explained. Next, this chapter also give information on how the organization operates in which the scope and nature of work of the organization are explained. According to the explanation and information that have been given in this chapter, it can be highlighted that the main scope of work that was done by student during this two months of practical training is administrative tasks.

#### **5.2 CHAPTER 2**

In this chapter, it has described the main tasks that have been done by students during the practical training as well as the nature of work schedule during the internship in Land and Survey Department Samarahan. All of the main tasks such as administrative tasks in administrative department are explained thoroughly as well as other tasks such as counter service assistant as well as land administrative assistant. The explanations of these tasks in a more elaborate manner will help in understanding the nature of work done during the practical training. Next, a schedule of work during the internship is also provided to

show a better representation of time taken to do the tasks in the Land and Survey Department Samarahan.

### **5.3 CHAPTER 3**

Next, Chapter 3 describes on the analysis of relations of what has been done during the practical training towards what have been learned as a student. In here, it relates the lessons learned during class towards the real nature of work that has been done during the practical training. Thus, this chapter shows on how the practical trainee applies their knowledge in class towards the internship. The purpose of this chapter is ensure the practical trainee is able to apply what they have learned as students in the real nature of work as well as what they may face in the future workplace. It can also be seen as preparation for the students to face the real working situation in the future.

### **5.4 CHAPTER 4**

Meanwhile, in chapter 4, in describes on the strengths, weaknesses, opportunities and threats of the place of internship, which is in this situation, the Land and Survey Department Samarahan. Next, recommendations and alternatives are suggested in order to help in improving the nature of work in the organization. Preparing the analysis of a workplace is very important as it can help in analyzing the position of the organization in the strategic market. This is because, being a public organization will not ensure the position of the organization in the market as the current government is very concern on the work performances of the public organizations. Therefore, SWOT analysis is very crucial to determine the strategic position of an organization inside a market to keep a competitive advantage in comparison to other competition that they have.

## 5.5 CHAPTER 5

As a conclusion, I would like to conclude that the existence of practical training in the syllabus of Bachelor in Administrative Science is very important. In fact, the two months' period need to be increased so that students can gain ampler experience. This is because, the period of two-month training is a little insufficient for students to develop their real capabilities. Apart from that, organizations also need to be prepared in preparing the training programs for the trainees because as far as it can be seen, the practical students are always doing tasks on behalf of other employees, for instance their own work that are due in time. Meaning that, these organizations only use the trainees for the purpose of lessening their own job burden but not to teach the trainees. As a result, trainees are not very exposed to the real nature of job that they have learned during their study.

## References

Land and Survey Department Sarawak. (n.d). Official Website of the Land and Survey Department Sarawak, Malaysia. Retrieved 10<sup>th</sup> November 2018 from <https://landsurvey.sarawak.gov.my/modules/web/index.php>

# **APPENDICES**





