



**UNIVERSITI TEKNOLOGI MARA**

**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES**

**BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)**

**LAND AND SURVEY DEPARTMENT, KOTA SAMARAHAN**

**PRACTICAL TRAINING REPORT**

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR

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I have received the final and complete practical training report and approve the submreport for  
Evaluation.

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DATE

## **THE DECLARATION**

### **Declaration**

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

Signed,

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(Nurkastina binti Ramzi)

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## **CHAPTER 1**

### **ORGANIZATIONAL BACKGROUND**

#### **1.0 Introduction**

This chapter will explain about the background of the organizations of Land and Survey Department which include the organization's structure, objective, mission vision, core business of the organization, client charter and other relevant information pertaining to the organization.

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

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, , Public Relations Unit, Human Resource Management, Finance, Human Resource Development and Information System. The Department is headquartered in Kuching and has offices in all the 12 divisions State-wide. 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 Core Branches of Land and Survey Department

The Land Branch is one of the main Branches of the Land and Survey, Department. It is under the charge of the Assistant Director (Land). The objectives is to provide professional advice and services on land administration to internal and external clients to administer and manage land effectively and efficiently; to administer land in accordance with government aspirations and policies; to manage the alienation of state land so that maximum benefits can be accrued to the community at large; to regulate the registration dealing and other transactions on land; and to generate and collect revenue. While the function of Land Branch are as follows:

#### 1) Land Administration Section

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).

#### 2) Revenue Section

The Revenue Section is responsible for collecting land premium, land rent or any other miscellaneous fees and land charges.

#### 3) Land Registry Section

The Section is responsible for registering land instruments presented for registration such as Memorandum of Transfer, Memorandum of Charge, Memorandum of Sublease, Memorandum of Surrender and Alienation, Memorandum of Surrender and Re-Alienation, new land titles, replacement of lost title, and etcetera.

#### 4) Adjudication Section

The Adjudication Section is responsible for adjudicating the ownership of land systematically under the provision of Part V of the Land Code (Cap 81).



## 5) NCR New Initiative

What is NCR (Native Customary Rights) New Initiative?

The State and Federal Governments, under the Government Transformation Program have agreed to resolve the issue of land ownership. The initiative commenced in October 2010 and continues under the Malaysia Plan (Tenth and Eleventh). Perimeter surveys are being carried out across all divisions. To ensure continuous support and better understanding with the various communities under this initiative, briefings and dialogues at divisional and villages level are held. A two implementation stages:

(i) First stage: perimeter survey to delineate NCR from state land. The NCR land will be gazetted as a Native Communal Reserve under Section 6 of the State Land Code for the exclusive use of the community concerned. Gazettement provides security of ownership for the landowners.

(ii) NCR landowners then must determine the boundaries of their land within the gazetted Native Communal Reserve to enable the Department of Land and Survey to carry out individual survey for issuance of land title under Section 18 of the State Land Code.

Responsibilities:

(i) to carry out survey on all land in Sarawak and to bring them onto the Land Register;

(ii) to confirm the boundaries of rights of natives to land and to bring such land onto the register for security of tenure;

(iii) to identify the boundaries of state land not subject to claims for the purpose of planning and development; and

(iv) to replace Pre Land Code titles such as various types of Occupation Tickets, Rubber Garden Certificates and Squatter's License.

Secondly, the core branches of Land and Survey Department is Survey Branch. The Survey Branch of the Land and Survey Department, Headquarters under the charge of the Assistant Director (Survey), is responsible for processing, managing, storing and maintaining spatial data acquired and survey related activities carried out in the state. The objective is to

maintain and manage reliable geospatial data to support efficient land administration. While its functions are;

1. Providing geodetic controls in the State.
2. Carrying out aerial photography survey.
3. Compiling and producing topographic, thematic and town maps of Sarawak.
4. Sale of restricted and unrestricted maps of Sarawak, survey plans, aerial photographs and orthophotos.
5. Overseeing cadastral survey works carried out by both Government Surveyors and Licensed Land Surveyors in the state and ensuring the standard of survey work is maintained and that survey practices are in accordance with the Survey Branch technical requirements and the Land Surveyors Ordinance, 2001.
6. Storing and maintaining spatial data acquired by the Department.

#### Sections under Survey Branch

The Survey Branch consists of five (5) sections.

##### 1) Geodetic Survey Section

The Geodetic Survey Section is responsible for the densification of geodetic control network and maintenance of existing Tellurometer Traverse Station (TT) & Standard Traverse Geodimeter (STG) traverse stations in Sarawak. The Geodetic Survey Section is entrusted to ensure that sufficient higher order control stations are available for cadastral survey to be carried out by the respective Divisional offices. Apart from establishing TT & STG control stations, Geodetic Survey Section also carried out pre-marking & post-marking survey required by Photogrammetry Section for topographic mapping purposes. Prior to 1993, all Geodetic surveys were executed using conventional theodolites and long range electronic distance measuring (EDM) equipment. However, with the acquisition of Global Positioning System (GPS) in 1992, the Department has since carried out geodetic, pre marking and post marking

surveys using GPS survey equipment. The use of GPS survey equipment has indeed facilitated in the survey of densely forested and low lying areas. GPS survey equipment has since be extensively used in providing pre-marking and post marking of control points required for mapping blocks, as well as for densification of existing geodetic control network in the state..

## 2) Project Survey Section

The Project Survey Section at Land and Survey Headquarters is responsible for the monitoring of surveys for all Government development projects and to ensure that the surveys are completed on schedule and as budgeted. Besides that, Project Survey Section is also responsible for the monitoring on the performance of Licensed Land Surveyors in the state, and to plan and prepare the privatization of cadastral controls and cadastral survey in the state. The Section is entrusted to plan, prepare, issue, check, and approve cadastral controls, land acquisition surveys, or perimeter surveys under contract survey jobs financed either by the Land and Survey Department Development Fund or by statutory bodies / other government agencies.

To qualify for award of Contract Survey jobs, all Licensed Land Surveyors must be the current registered members of the Land Surveyors Board, Sarawak and that all their surveying assistants must also be currently registered with the Land Surveyors Board, Sarawak. Additionally, the land surveyor firm must be registered with the Unit Pendaftaran Kontraktor (UPK) in the State.

## 3) Cartography Section

The Cartography Section is entrusted with the responsibility of producing and maintaining topographic, thematic and town maps of Sarawak. These maps are classified into Restricted and Unrestricted maps and are available for general information and usage of Government agencies, statutory bodies and the general public, upon application. Maps, aerial photographs / orthophoto are classified as restricted items. Requests for supply of these restricted maps and aerial photographs are subjected to the prior security clearance granted by the Royal Malaysia Police. However, requests for the supply of other unrestricted maps are not subjected to security clearance and may be purchased directly at the Sale Counter at all Land and

Survey Department Divisional Offices and Cartography Section at Land and Survey Headquarters, Kuching.

#### 4) Photogrammetry Section

The Photogrammetry Section was established in 1963 under the charge of the Assistant Director of Survey. The main function of the Photogrammetry Section is to produce topographical maps in the form of machine plots throughout the State required for development project such as land development schemes, plantation schemes, drainage and irrigation schemes, urban and rural planning, and other feasibility studies for development programs. Since 2001, these Photogrammetric workstations were replaced by seven (7) units of DATEM Digital Photogrammetry softplotters and two (2) units of MATCH-AT / ORTHOMASTER workstation and two (2) units of ERMAPPER / ARCGIS workstations. The Photogrammetry Section produces Digital Topographical Data, Digital Terrain Model, Digital Urban Map, and Orthophoto Maps for State Development projects and Geographical Information System (GIS). In 2015, Department acquired Unmanned Aerial Vehicle (UAV) completed with system to support the existing airborne aerial survey. In 2016, Department utilized mobile LIDAR to acquire data needed for 3D city modeling.

#### 5) Photolitho Section

The Photolitho Section was established in 1962 as part of the Survey Branch in Headquarters and was first known as the Reproduction Section. The functions of the Section then were to carry out aerial survey and printing of aerial photographs for mapping and to reproduce aerial photographs, maps, survey plans and other important documents for the Department, other Government agencies and statutory bodies. The Section was renamed the Photolitho Section in 1980. Its current main activities include binding of printed documents and reports for Departmental use, producing of land rent payment booklets, and making of special folders for Land Registers, Land Titles Instruments and other legal documents.

Nest is The Planning Branch was a small section in 1960. By 1964, it had become a full functional Branch. In 1969 it had its own Planning Officer. At present, there is a Planning Branch in every Divisional Office except in Bintulu Division. The word "planning" clearly

explains the role of this Branch. All developments start from the Planning Branch. The applicant is required to submit an application for planning permission to this Branch which is responsible for planning and controlling development in accordance with the principles of town and country planning. It also manages and monitors the implementation of Land and Survey Department development projects and give planning advice to the Government and the private sector. The main objective of the Planning Branch is to control and regulate the land usage to ensure physical development plans are implemented in accordance with a predetermined procedure and in line with the objectives of the government's development plan. The functions are:

- To monitor and process development applications that involve land conversion, amalgamation and land subdivision (AVTC) / subdivision / amalgamation of land);
- Processing applications by government agencies;
- Processing applications for construction of telecommunication towers;
- Application for Wayleave ;
- Designing layout plans for land development plans such as the Greater Plan, Master Plan, Structure Plan, Local Plan, Kampung Extension Scheme, Resettlement Scheme, service centers, land use plans and roading plans.
- Processing applications for temporary land use such as kindergartens, nursery child care centres and etc;
- Processing Subdivision Plan / Amalgamation and Subdivision Plan, Engineering Plan, Building Plan and deposit the Survey Plan; and
- To assess the reports relating to feasibility studies, regional center studies, EIA and others either by government agencies or the private sector.

## Core Business

Planning Branch consists of five (5) main sub-section:-

### 1. Development Control Section

The responsibility of the Development Control Section is to process applications for planning approval and development of lands or buildings.

The main functions of the Branch are to process applications for:-

- subdivision of land;
- variation of title conditions (AVTC) without subdivision;
- AVTC / amalgamations / subdivision / development of land(s) or buildings;
- reclassification of lands involving development on the affected land(s);
- building plans in compliance with the Sarawak Buildings Ordinance;
- depositing of survey plans;
- siting and construction of telecommunication towers;
- temporary use of lands and / or buildings such as childcare, nursery, kindergarten and tuition centres.

### 2. Siting Section

Siting is the process by which Government agencies obtain sites or land for the development of Government institutions and establishments. Sites are identified jointly with applicants (client agencies) and recommended for the decision of the State Planning Authority. Siting include application for sites by Non-Governmental Organisations (NGO's) including religious bodies, for religious and charitable purposes. Siting also covers legalization (Pemutihan) of existing establishments such as cemetery or government buildings.

### 3. Urban Planning, Design and 3D Section

#### Plan for Rural Service Center 3D Modelling

Urban Planning, Design and 3D Section's role is to provide and produce various types of plans such as structure plans, local plan, service centre, kampung extension scheme, resettlement scheme, landscape plan and roading plans while the 3D Unit is responsible for transforming 2D proposed plan into a 3D virtual reality presentation for the State Planning Authority meeting.

### 4. Regional Planning and Research Section

The Research and Regional Study Section is responsible to do assessment on research relating to feasibility studies, regional centre studies, Environmental Impact Assessment and others either by government agencies or private parties such as plantation or large scale mixed-use development, study on establishment of Rural Growth Centre (RGC), Transport Planning Study and Social Impact Assessment.

Lastly, Valuation Branch is responsible for managing land acquisition in accordance with the Government Development Programs. Besides that, it is responsible for assessing promptly all fees due to the Government as well as to provide professional advice to Government agencies. Its objective is to ensure land required for implementation of government development projects are made available timely.

#### Function

1. To carry out compulsory Land Acquisition

2. Providing Assessment of Premium and Annual Rent for

- Application for Variation of Title Condition (AVTC)
- Direct Alienation
- Renewal of Land Leases (RLL)
- Annual Rent

### 3. Miscellaneous Valuation Services such as

- Rental Assessment
- Assessment for Student Loan Purposes
- Assessment of Fee Payable for Temporary Occupation Licence (TOL)
- Auction by the High Court

#### 1.1.2 Supporting Branches

First is Enforcement. Prior to the establishment of the Enforcement Division at Headquarters in 1997, there were only Enforcement Units within the Land Branches at the divisional offices of the Land and Survey Department. The Enforcement Branch of the Department was established in response to the government policy which emphasizes on importance of the enforcement of the laws, in taking firm measures and actions in:-

- the prevention and eradication of squatters problems
- dealing with breach of title conditions; and
- illegal removals of rock materials

#### Objectives;

- To enforce the law under the provisions of the Land Code and the Minerals Ordinance 2004;
- To ensure prompt and effective action against squatters, illegal removals of minerals and rock materials and breach of title conditions;
- To ensure compliance with conditions of licenses issued under the Land Code and Minerals Tenements under the Minerals Ordinance, 2004;
- To enforce the Land Use (Control of Prescribed Trading Activities) Ordinance, 1997; and



- To ensure royalties in respect of minerals and rock materials due to the Government are collected promptly

#### Functions

- Enforcement of the law under the provisions of the Land Code and Minerals Ordinance, 2
  - Issuance of minerals tenements and licenses to remove earth, sand and gravel, wharf and collection of royalty therefrom
  - Prevention, demolition and eviction of squatters on State Land;
  - Prosecution of squatters and other offenders under Section 209 of the Land Code and under Part XI of the Minerals Ordinance, 2004
  - Enforcement of the provision of Section 33 of the Land Code in respect of Breach of Title Conditions
  - Enforcement of the Land Use (Control of Prescribed Trading Activities) Ordinance, 1997
  - Maintenance of statistics on squatters, royalty collection and breach of title conditions
  - Planning and monitoring enforcement programme in all Divisions
- Offences Under the Land Code (Cap.81) and Minerals Ordinance, 2004 (Cap.56)
- Illegal Occupation Of State Land (S.209);
  - Breach Of Title Condition (S.33);
  - Illegal Removal Of Rock Materials (S.32A);
  - Under Part XI, Minerals Ordinance, 2004; and
  - Other offences under the provisions of the Land Code (Cap.81).

Second is The State Government of Sarawak places great emphasis on the importance of public relations and in disseminating precisely its policy governing land and up-to-date information affecting interested groups and the general public. Thus, to realise this goal the Department of Lands and Surveys, Sarawak had on 21 February 2000, set up its Public Relations Unit to act as an agent of communication on matters pertaining to land administration and management.

#### Objectives

- To build and sustain the Department's reputation as a leading organization in the management and administration of land;
- To disseminate precise information on services, conducted professionally, in the administration and management of land;
- To forge a close and proactive relationship with interested parties, concerned and sensitive to feedbacks and constructive criticisms.

#### Functions

- To manage relationships with interested parties (government, political parties, non-governmental organizations, private sectors, land owners and others), the media and the general public in disseminating the latest and accurate information pertaining to the Department, up-to-date activities, current policies governing land, administrative issues and management of land;
- To plan, coordinate and prepare suitable materials for the Department's promotional activities and publicity;
- To act as a bridge between the Department and its clients in managing complaints and inquiries by members of the public;
- To coordinate visits by local and foreign dignitaries, Departments, agencies, non-governmental organizations and students to the Department;
- To assist and coordinate official and unofficial programs held by the Department and the government;

- To construct and oversee the Departmental Documentation Centre (books, compiling photos, newspaper cuttings, videos, examination papers, Innovative and Creative Group projects, and others)
- To update the Department web portal;
- To coordinate activities under to the One-Stop-Counter;
- To superintend and to ensure that telephone, counter and website services provided are at their best;
- To ensure that the latest version of the Client's Charter is displayed, disseminated and understood;
- To carry out customer's satisfaction survey; and
- To plan and implement strategies in enhancing the Department's corporate image.

Thirdly, The Management Services Branch is responsible for providing supporting services to the Department such as human resource management, general administration and office management.

### Objective

To provide a smooth, efficient and effective supporting services, human resource management, general administration and office management to ensure the Department's vision and mission can be achieved.

### Functions

#### i) Human Resource Management:-

- Recruitment (vacancies for department technical post)
- Confirmation and emplacement into pensionable terms
- Retirement, resignation and relinquishment of post with consent
- Career development and promotion

- Handling disciplinary cases
- Appraisal assessment and recognition
- Transfer (inter-department & intra-department)
- Acting and covering of duties

ii) General Administration and Office Management:-

- Store and asset management
- Application for all types of leave and permission to leave the state.
- Application for all types of Government loan and personal loan.
- Application for GCR (Gantian Cuti Rehat)
- Application for all types of allowances and privileges.
- Application for medical treatment allowances and reimbursement for the purchase of supporting equipment and medicines.

iii) Office management and general Administration

- Filing and records management(CACTUS)

Next is Finance Section. The Finance Section at Land and Survey Department, Headquarters under the charge of the Deputy Director (Operation), is responsible to ensure that financial and accounting activities in the Department adhere to rules and procedures as laid out in Financial Procedure 1957 (Act 61), Treasury Instructions, Treasury Circulars, Service Circulars, General Orders and Supplementary Regulations. The objective is to have a realistic operating expenditure estimates and manage them with prudence, integrity and accountability.

Functions;

1. Prepare Yearly Expenditure Estimates, Periodic Budget Analysis and Budgetary Controls.
2. Supervise, manage and control daily financial and accounting activities and to maintain proper accounting records for all transactions.

3. Provide advice on financial and accounting matters to management and staff of the Department.
4. Maintain record for all expenditure made by the department and to ensure expenditures do not exceed approved allocation.
5. Record and prepare payment voucher for:-
  1. Staff Claims
  2. Contract Claims and Consultancy Fee
  3. Land Compensation
  4. Payment Of Bills for Goods and Services
  5. Other payments
  6. Issue Purchase Orders for procurement of goods and services.
  7. Prepare Salary Advice, Salary Adjustments and Salary Deduction for staffs.
  8. Reconciliation Of Expenditures.
  9. Management procurement of goods and services.

While for Human Resources Development, this Branch was established in line with the policy of the State Government to set up the Human Resources Development Branch in every Department to handle relevant courses and events pertaining to human resources. Its objective are;

1. To manage and develop human resources efficiently to achieve the vision, mission and objectives of the Department of Public Service.
2. To be competitive, of high calibre attained through learning and to cultivate interest in self-learning at all levels of human resources.

Functions

1. Responsible for coordinating, collecting and organizing internal courses for all staff.
2. Conduct technical courses related to the functions and roles of the various Branches of the Department.
3. Conduct external courses throughout the year as deemed necessary by the Department and are required to upgrade the skills and enhance knowledge of staff of the Department.
4. Conducting events, workshops, conferences, exhibitions, etc.
5. Compile a list of trainers / lecturers among experienced officers in the Department.
6. Soliciting trainers / speakers from related consultants if needed.

Lastly, Land and Survey Information System (LASIS). The challenges is to develop a land information system to support land administration for sustainable development which integrates land tenure, land value, land use and land development. These challenges need to be supported by land information infrastructure of cadastral and topographic data. Leveraging on ICT, Land and Survey Department Sarawak developed Land and Survey Information System (LASIS). LASIS is an enterprise-wide land information system involves the automation of much of the major work processes of the Land and Survey Department and aims to improve the efficiency of the Department in delivering its services, both within itself and more importantly, to the general public that it serves. The successful implementation of LASIS marks a great milestone for the Land and Survey Department and the State of Sarawak.

LASIS consists of two (2) main components. The first component is its production systems catering for core businesses of the Land and survey Department such as land surveying, maintenance of cadastral maps, maintenance of aerial photographs and orthophotos, registration of titles and land instruments and collection of state revenues related to land. The application systems are:

- Survey Computation System (SCS) and Electronic Field Book (eBook)
- Cadastral Mapping System (CMS)

- Aerial Photograph Information System (APIS)
- Title Registration System (TRS)
- Revenue System (RVS)

The second component is its land administration and management systems which aimed to enhance the efficiency in land administration and land management to improve the service delivery of the Department. The processing of land applications are now expedited through breaking down physical barriers via on-line digital transmission. Land applications can now be processed and decisions conveyed online without physical documents as comprehensive information is now available anytime for fast decision making. The application systems are:

- Land Administration & Adjudication System (LAAS)
- Valuation Information System (VIS)
- Planning Information System (PLIS)
- Enforcement Information System (EIS)

In summary, the capabilities of LASIS are as follows:

- Maintains the core cadastral layers and automatic updates it with digital survey data vide the merging process. It serves as the base map for the Sarawak Land Information System including application systems in land administration and development planning. Graphical analysis and presentation capabilities to facilitate decision making;
- Speedy processing and registration of land titles, strata titles and land transactions; – Facilitates Revenue collection;
- Facilitate land acquisition for Public development, landed property valuations and maintains a database of property market transactions;

- Facilitates development planning activities such as land development applications, land identification for public development, urban design master plans and regional planning;
- Processes alienation of land and provides information for land parcel checking, textually and spatially;
- Maintenance and retrieval of aerial photographs and orthophotographs, allowing superimposition of physical site orthophotos with cadastral parcel layers and other land related spatial layers for verification and decision making.

### **System Integration**

As mentioned earlier, the department's setup plays an important role in LASIS system. The basis of LASIS is the Cadastral Mapping System (CMS) which contains among others the land parcel polygons, survey pegs and lot numbers. This information is shared widely among other systems such as the Valuation Information System (VIS), Land Administration and Adjudication System (LAAS), Planning Information System (PLIS) and the latest addition to the family, the Enforcement Information System (EIS).

Certain information within these sub-systems such as VIS (land to be acquired, land imposed under section 48 of the Land Code, etc) and LAAS (title details, land applications) are also shared across the system based on the permissions granted by the data stakeholders. Easy access across the system allows system users to make a more precise and effective decisions. The processes of granting permission to access this information are also less bureaucratic and straight-forward.

The advantages of LASIS in the department are that the system is tightly knitted at the most basic level, which allows easy access to all the relevant officers in the department. Control of access is configured by way of defining the user role and username. This way, restricted information is only allowed to certain officers within the department while the common layers, such as the cadastre information are available system wide to all the users.



The advantages of LASIS on the issue of the integration are as follows:-

- i. All information are stored in a single server in each of the administration divisions;
- ii. During the initial stage of the planning of LASIS, all sub-systems available are required to obey the data standards. These data standards are implemented system wide, therefore, allows the each of the sub-system to communicate with each other with ease;
- iii. Textual information are stored separately in an Oracle database, therefore, allows flexible analysis to be carried out using other market solutions available (if such analysis are not available in LASIS's ArcGIS customization);
- iv. Access to various layers are governed by the user roles set by the System Administration, which again are controlled by the existing available internal documentations and government circulars;
- v. Separate sub-systems are governed and maintained by the respective stakeholders such as Valuation, Survey, Land, Planning and Enforcement Branch. End users are only allowed to view (Read Only) and manipulate this information without the ability to edit (Write). Therefore, data integrity in this case are strong and the issue of data being edited without the knowledge of the respective stakeholders does not arise;
- vi. As the maintenance of these information are done by the respective stakeholders based on their respective functions in the department and does not allow the duplication of data in the system, data manipulation can be done effective and efficiently.
- vii. Intelligent field. Besides the data standards being enforced across the system, each field is designed in such a way that the data contained could be automatically re-categorized according to the needs of the user. For instance, the field TRN\_Type in the Title Registration System (TRS) allows the user to check whether the title is issued under section 13 or section 18 of the Land Code which then could explain whether the title are issued with a leasehold term or perpetuity.

## **Existing Practice in Land Rent Revision**

Land rent is one of the important sources of income for the State Government of Sarawak. Here, a nominal value is attached to landed properties which were issued with land titles based on the area of the land. These rents are payable yearly as not to burden the proprietors, but at the same time, safeguarding the government's interest to the land. This is clearly stated in Section 13(1)(b) of Sarawak Land Code (Cap.81). Land rents must be revised every 10 years as stated in Section 30 (5) (b) of Sarawak Land Code.

Previously, the process to determine the land rent is a huge affair in the department. This is caused by the fact that land titles at that time are kept in huge volumes of paper folios. The count can be high, depending on the size of the administrative divisions.

These duplicate titles (original kept by the landowners themselves) contains information such as lot number, land area, land classification, land category, land usage, annual rent, premium, caveats, locality etc. This information is painfully extracted manually tabulated and marked on a working plan. Anomalies are then verified by way of site inspections.

Once verified, the new boundaries are then formed based on the land use and type of properties or common usage of properties. The boundaries are then verified against the structure plan and local plans obtainable from the local governments. Once completed, the head-crunching process of determining the fair rate of annual rent will commence. The whole process could take up time for about 1-2 years and involves a huge number of personnel and other valuable resources.

## **Land Rent Revision Based on LASIS**

Since the inception of LASIS Phase 2 in 2007, works have greatly improved in terms of quantity and quality. LASIS overall have made the decision making and application processing much easier and faster.

In ESRI's ArcGIS software version 9 onwards, the model builder can be utilized in order to assist this process. Model builder is a tool available in ArcGIS which allows user to create processes which are repetitive and where variables can be introduced at various points in those processes. Simple repetitive processes such as those contained in the manufacturing, application processing, etc.

Model builder is used in this exercise as we have identified the following characteristics:-

- i. the process of the annual rent revision is an exercise whereby various situations and variables could be introduced at a fixed points in the exercise;
- ii. the completed model could generate various results depending on the situations (approved rate of land rent, adjustments to the land boundary and income desired from this exercise);
- iii. the completed model could be used in future annual rent revision exercise as this exercise is destined to be carried out every ten (10) years as governed by the Sarawak Land Code (Cap.81).
- iv. data provided came from the cadastre and land register which are precise and automatically retrieved from the system. This allows accurate information to be analyzed and minimized the human error factor which could arise during data entry. This in return minimizes the wastage of human resources required to verify the information entered.
- v. the use of this model will educate the existing workforce the use of the available analytic features in the software and indirectly would increase the possibility of revisions of existing procedures for the better. This would later result in the increase of the precision and quality of the output of work.

Based on the above argument, it is clear that the introduction of this model in this exercise will allow the department to avoid wastage in terms of human resources, funds and would allow the department to concentrate in the daily core functions of the department.

## **1.2 Objectives of the Organization**

The objective of the Land and Survey Department is to provide professional advice and services on land administration, valuation, planning and survey matters to internal and external clients, to provide efficient and effective service delivery, to promote public awareness on Government policies relating to land and to regulate and enforce the provisions of the Land Code and other laws relating to land.

### **1.3 Company/Organization Policy**

- **PRINT-OUT OF TITLE**

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

- **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.

- **SEARCH FOR SALES COMPARABLES BY LICENSED PRIVATE VALUERS**

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

- **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.

- **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.

- **REGISTRATION OF INSTRUMENTS**

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

- **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.

- 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.

- 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.

- 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**

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



## CHAPTER 2

### SCHEDULE OF PRACTICAL TRAINING

#### 2.0 Introduction

In this practical training report, it will summarize the daily activities and tasks in the Land and Survey Samarahan which is being recorded in the daily log book given to the student. Here, the descriptions of job and task executed throughout the practical training will be explained in this chapter.

#### 2.1 Schedule

##### Week One (24/12/2018-31/12/2018)

| Date       | Description of Work Done  |
|------------|---|
| 24/12/2018 | <p>Report Duty (First day of internship)</p> <ul style="list-style-type: none"><li>✓ At first, being place at Administration Section of Land and Survey Department Samarahan. Then, after several discussion with Land Section of Land and Survey Department Samarahan, Land Section needed one more practical student to cover their tasks. One week after, I moved to Land Section.</li></ul>   |
| 26/12/2018 | <p>Kampung Extension Scheme and Resettlement Scheme (Tanjung Bundong Phase 4 &amp; 5 (KESRS))</p> <ul style="list-style-type: none"><li>✓ Application from Kampung Baru, Kota Samarahan. There are more than 2000 application form that need to be key-in all the data information provided in LAAS System which online database for Land and Survey Department of Sarawak. Therefore, about more than 300 application will be accepted based on several condition and requirement and for the rest application will be rejected. For your information, it took two years to key-in all the data and I continued to finish up the rest that have not yet key-in</li></ul> |

|            |   |
|------------|---|
|            | in LAAS System ( <b>Appendix A</b> )  |
| 27/12/2018 | KESRS<br><br>✓ I continued to key-in data in online system (LAAS)   |
| 28/12/2018 | KESRS<br><br>✓ I continued to key-in data in online system (LAAS)   |
| 31/12/2018 | Filing (at least do filing one drawer per day)<br><br>✓ Usually do filing on Friday and during free time. Filing is change new file ( <b>Appendix B</b> ) |

**Week Two (02/01/2019-04/01/2019)**

| <b>Date</b> | <b>Description of Work Done</b>  |
|-------------|--|
| 02/01/2019  | KESRS<br><br>✓ I continued to key-in data in online system (LAAS)  |
| 03/01/2019  | KESRS<br><br>✓ I continued to key-in data in online system (LAAS).   |
| 04/01/2019  | Filing (at least do filing one drawer per day)<br><br>✓ Usually do filing on Friday and during free time. Filing is change new file. |



**Week Three (07/01/2019-11/01/2019)**

| <b>Date</b> | <b>Description of Work Done</b>  |
|-------------|--|
| 07/01/2019  | KESRS<br><br>✓ I continued to key-in data in online system (LAAS) and has done key-in all the data.  |
| 08/01/2019  | Filing (at least do filing one drawer per day)<br><br>✓ Usually do filing on Friday and during free time. Filing is change new file.   |
| 09/01/2019  | KESRS<br><br>✓ Sorting out the application form according merit point which consists of three categories (First, Second and Third).<br><br>✓ Also sorting out that application form that are rejected. The factors that the form are being rejected are;<br><ol style="list-style-type: none"><li>1. The applicants has his/her own house.</li><li>2. The total number of their dependants.</li><li>3. Whether they are still single.</li><li>4. Their data provided is not completed and does not clear enough.</li><li>5. The others factor.</li></ol><br>✓ After sorting out the forms, do double checking if the form does not yet being key-in in the LAAS system and starting key-in those data that may missing out in the system ( <b>Appendix C</b> ) |
| 10/01/2019  | Filing (at least do filing one drawer per day)<br><br>✓ Usually do filing on Friday and during free time. Filing is change new file.   |
| 11/01/2019  | KESRS<br><br>✓ Continue sorting out the application form and double checking.  |

**Week Four (14/01/2019-18/01/2019)**

| <b>Date</b> | <b>Description of Work Done</b>  |
|-------------|--|
| 14/01/2019  | KESRS<br>✓ Key-in missing data on online system after double checking.   |
| 15/01/2019  | Holiday<br>✓ Reason: Family matters.   |
| 16/01/2019  | Filing (at least do filing one drawer per day)<br>✓ Usually do filing on Friday and during free time. Filing is change new file. |
| 17/01/2019  | KESRS<br>✓ Continue key-in missing data.<br>✓ Then, do filing.   |
| 18/01/2019  | KESRS<br>✓ Continue key-in missing data.   |

**Week Five (21/01/2019-25/01/2019)**

| <b>Date</b> | <b>Description of Work Done</b>  |
|-------------|--|
| 21/01/2019  | ✓ Filing (at least do filing one drawer per day)<br>✓ Scan case in file.   |
| 22/01/2019  | KESRS<br>✓ Continue key-in missing data and done with key-in missing data.   |
| 23/01/2019  | KESRS<br>✓ Key-in the data in Microsoft EXCEL for those application that has been declined and rejected.<br>✓ As a reference for rejected application and explained how it was rejected. |
| 24/01/2019  | Filing (at least do filing one drawer per day)<br>✓ Usually do filing on Friday and during free time. Filing is change new file.   |
| 25/01/2019  | ✓ Key-in the data of List of "Permohonan Tapak Baru Bina Masjid in   |

|  |   |
|--|---|
|  | <p>Kota Samarahan” in EXCEL.</p> <ul style="list-style-type: none"> <li>✓ Key-in the List of “Permohonan Tapak Perkuburan in Kota Samarahan.</li> </ul> |
|--|---|

**Week Six (28/01/2019-01/02/2019)**

| <b>Date</b> | <b>Description of Work Done</b>  |
|-------------|--|
| 28/01/2019  | <ul style="list-style-type: none"> <li>✓ Do official letter (Surat Pengeluaran Hakmilik Tanah)</li> <li>✓ Key-in data (Maklumat dan Senarai Nama Pemohon Tanah Bagi Kumpulan Encik Dahan bin Sebli di Kawasan Sungai Mata)</li> </ul>  |
| 29/01/2019  | <ul style="list-style-type: none"> <li>✓ Continue key-in data (Maklumat dan Senarai Nama Pemohon Tanah Bagi Kumpulan Encik Dahan bin Sebli di Kawasan Sungai Mata)</li> </ul> <p>Filing (at least do filing one drawer per day)</p> <ul style="list-style-type: none"> <li>✓ Usually do filing on Friday and during free time. Filing is change new file.</li> </ul> |
| 30/01/2019  | <p>KESRS</p> <ul style="list-style-type: none"> <li>✓ Continue key-in data in Microsoft EXCEL for those application that has been declined and rejected. It is officially done with key-in all information of application for KESRS after two years. Next step is to choose the suitable and qualified to be chosen for the application.</li> </ul>                  |
| 31/01/2019  | <p>NCR (Native Customary Rights) in Gedong</p> <ul style="list-style-type: none"> <li>✓ Dialogue session with villagers (<b>Appendix D</b>)</li> </ul>   |
| 01/02/2019  | <ul style="list-style-type: none"> <li>✓ Key-in name of applicant for those application that has been approved from 1 January 1999 until 31 December 1999.</li> <li>✓ Filing</li> <li>✓ During afternoon session, all the staffs are invited to celebrate close ceremony of 100 years Anniversary of Land Survei (<b>Appendix E</b>)</li> </ul>                      |

**Week Seven (04/02/2019-08/02/2019)**

| <b>Date</b> | <b>Description of Work Done</b>   |
|-------------|---|
| 04/02/2019  | Find index number for application that has been approved from 1 January 1999 until 31 December 1999.<br><ul style="list-style-type: none"><li>✓ Find using dossier number in the Land Database and LAAS system for those application received under case of “4-18/100”. The application will be closed case in LAAS system. All the file will be disposed after the case has closed in LAAS system.</li></ul> |
| 05/02/2019  | Chinese New Year (Public Holiday)   |
| 06/02/2019  | Chinese New Year (Public Holiday)   |
| 07/02/2019  | <ul style="list-style-type: none"><li>✓ Filing (at least do filing one drawer per day)</li><li>✓ Continue find index number for application that has been received or approved from 1 January 1999 – 31 December 1999.</li></ul>  |
| 08/02/2019  | <ul style="list-style-type: none"><li>✓ Continue find index number for application that has been received or approved from 1 January 1999 – 31 December 1999.</li></ul>   |

**Week Eight (11/02/2019-15/02/2019)**

| <b>Date</b> | <b>Description of Work Done</b>   |
|-------------|---|
| 11/02/2019  | <ul style="list-style-type: none"><li>✓ Find the file in the cabinet based on index number that need to be closed case.</li><li>✓ The closed file will be disposed.</li></ul> |
| 12/02/2019  | <ul style="list-style-type: none"><li>✓ Key-in the index number that has been found in EXCEL.</li></ul>   |
| 13/02/2019  | <ul style="list-style-type: none"><li>✓ Continue key-in the index number that has been found in EXCEL.</li></ul>  |
| 14/02/2019  | Close the case in LAAS system (4-8/100)<br><ul style="list-style-type: none"><li>✓ Remarks with “Title Land-(its date)”</li></ul>   |
| 15/02/2019  | Emergency case<br><ul style="list-style-type: none"><li>✓ Family matter</li></ul>   |

**Week Nine (18/02/2019-22/02/2019)**

| <b>Date</b> | <b>Description of Work Done</b>   |
|-------------|---|
| 18/02/2019  | On leave<br>✓ Family matter   |
| 19/02/2019  | ✓ Double check list name of applicant of application for land by villages for commercialization purpose (kayu jati) |
| 20/02/2019  | ✓ Sorting file to be close based on the memorial letter or minit.<br>✓ Separate the closed file in boxes.           |
| 21/02/2019  | ✓ Continue sorting file to be close case.   |
| 22/02/2019  | ✓ Organize the boxes of the closed file. Then, labelling the boxes based on dossier number.<br>✓ Filing             |

**Week Ten (25/02/2019-01/03/2019)**

| <b>Date</b> | <b>Description of Work Done</b>   |
|-------------|---|
| 25/02/2019  | ✓ Filing  |
| 26/02/2019  | ✓ Double check list name of applicant and identification card (Schedule of Native Customary Rights Land under Part III of the Land Code in Kpg Endap, Tanah Putih, Kpg Pinang in Kota Samarahan)\<br>✓ Continue closed case (4-18/100) in LAAS. |
| 27/02/2019  | On leave<br>✓ Sending off family to airport.  |
| 28/02/2019  | ✓ Remarks folio in file for the year 2019.  |
| 01/03/2019  | ✓ Numbering those who does not have house (Surat Hakmilik Tanah)<br>✓ Print the number for three copies and cut it for;<br>1. TITLE<br>2. CHAIR<br>3. ORGANIZATION  |

**Week Eleven (04/03/2019-08/03/2019)**

| Date       | Description of Work Done   |
|------------|--|
| 04/03/2019 | <p>Native Customary Right (NCR) – Tanah Hak Adat Bumiputera</p> <ul style="list-style-type: none"> <li>✓ Having dialogue session for second time with public in Pantu, Samarahan/Sri Aman. During first dialogue session in 2017, the land officer and survey officer failed to convinced the public in that area to get the approval to survey their land. But, during the second session of the dialogue with them, the land officer and survey officer managed to get approval by the public even though there are some conflicts and misunderstanding happened. The process of “penyukatan tanah” before “Surat Hakmilik Tanah” to be issued is fall under Section 6 of Sarawak Land Code (do parameter survey). While under Section 18 of Sarawak Land Code, once the title can be issued out, it is Native Customary Right which amount to ownership. The landowner can apply from the Land and Survey Department fot that land be given title either for residential purpose or agriculture purpose, free of quit-rent and in perpetuity. In short, “Grant to Natives” (<b>Appendix F</b>)</li> </ul> |
| 05/03/2019 | <p>On leave</p> <ul style="list-style-type: none"> <li>✓ Accompany sister to make appointment with the doctor.</li> </ul>  |
| 06/03/2019 | <ul style="list-style-type: none"> <li>✓ Data entry for information of applicants in LAAS System for Application of Land in Kpg Sungai Mata, Kota Samarahan (under Dahan bin Sebli).</li> </ul>  |
| 07/03/2019 | <ul style="list-style-type: none"> <li>✓ Typing for letter of Industrial Case (companies).</li> <li>✓ Scan folio/case.</li> </ul>  |
| 08/03/2019 | <ul style="list-style-type: none"> <li>✓ Find the file in drawer that has been rejected or to be close case.</li> <li>✓ Listing those close file or rejected file by its;               <ol style="list-style-type: none"> <li>1. No. Dossier</li> <li>2. No. Index</li> </ol> </li> </ul>   |

## Week Twelve (11/03/2019-15/03/2019)

| Date       | Description of Work Done   |
|------------|--|
| 11/03/2019 | <ul style="list-style-type: none"><li>✓ Continue listing those close file or rejected file by its;<ul style="list-style-type: none"><li>1. No. Dossier</li><li>2. No. Index</li></ul></li><li>✓ Scan Folio/ Case.</li><li>✓ Doing report of practical training.</li></ul>        |
| 12/03/2019 | <ul style="list-style-type: none"><li>✓ Scan Folio/Case (include maps).</li><li>✓ Photocopies a copy of document.</li><li>✓ Doing report of practical training and update log book.</li></ul>  |
| 13/03/2019 | <ul style="list-style-type: none"><li>✓ Scan Folio/ case.</li><li>✓ Print the folio.</li><li>✓ Doing report for practical training.</li><li>✓ FAREWELL PARTY WITH ALL THE STAFF FROM LAND SECTION AND REVENUE SECTION (<b>Appendix G</b>)</li></ul>                              |
| 14/03/2019 | <ul style="list-style-type: none"><li>✓ Double check name and IC of applicants (Schedule of Native Customary Rights Land under Part III of the Land Code Kpg Endap, Tanah Putih, Pinang in Kota Smarahan) –NCR.</li><li>✓ Continue doing report of practical training.</li></ul> |
| 15/03/2019 | Last day of practical training <ul style="list-style-type: none"><li>✓ Preparing report.</li></ul>   |

## **CHAPTER 3**

### **ANALYSIS**

#### **3.0 Introduction**

This chapter will explain the analysis of the training specifically focuses on one are of task as covered in practical training throughout the twelve weeks which in Land and Survey Department Samarahan, Sarawak. This chapter also reflects the definition and concept and theoretical aspects, demonstration of practical aspects at the workplace and how the trainee transformed knowledge gained in the workplace to reinforce understanding of the concepts learned in class. It also includes the trainee personal experience during practical training.

#### **3.1 Native Customary Right (NCR) New Initiative**

The State and Federal Governments, under the Government Transformation Program have agreed to resolve the issue of land ownership. The initiative commenced in October 2010 and continues under the Malaysia Plan (Tenth and Eleventh). Perimeter surveys are being carried out across all divisions. To ensure continuous support and better understanding with the various communities under this initiative, briefings and dialogues at divisional and villages level are held. A two implementation stages:

(i) First stage: perimeter survey to delineate NCR from state land. The NCR land will be gazetted as a Native Communal Reserve under Section 6 of the State Land Code for the exclusive use of the community concerned. Gazettement provides security of ownership for the landowners.

(ii) NCR landowners then must determine the boundaries of their land within the gazetted Native Communal Reserve to enable the Department of Land and Survey to carry out individual survey for issuance of land title under Section 18 of the State Land Code.

Responsibilities:

(i) to carry out survey on all land in Sarawak and to bring them onto the Land Register;

(ii) to confirm the boundaries of rights of natives to land and to bring such land onto the register for security of tenure;



(iii) to identify the boundaries of state land not subject to claims for the purpose of planning and development; and

(iv) to replace Pre Land Code titles such as various types of Occupation Tickets, Rubber Garden Certificates and Squatter's License.

For this task, I have been attend two dialogue session with the public regarding Native Customary Right (NCR), First dialogue session is held in Gedong, Simunjan/Samarahan. While, for second dialogue session it being held in Pantu, Samarahan/Sri Aman. The objective of the dialogue session with the public is to make the public more understanding regarding the Native Customary Rights matter and at the same time to convince the public in that particular area for perimeter survey to delineate NCR from state land. The NCR land will be gazetted as a Native Communal Reserve under Section 6 of the State Land Code for the exclusive use of the community concerned. Gazettement provides security of ownership for the landowners.



*Figure 1: Dialogue Session in Gedong, Simunjan/Samarahan*



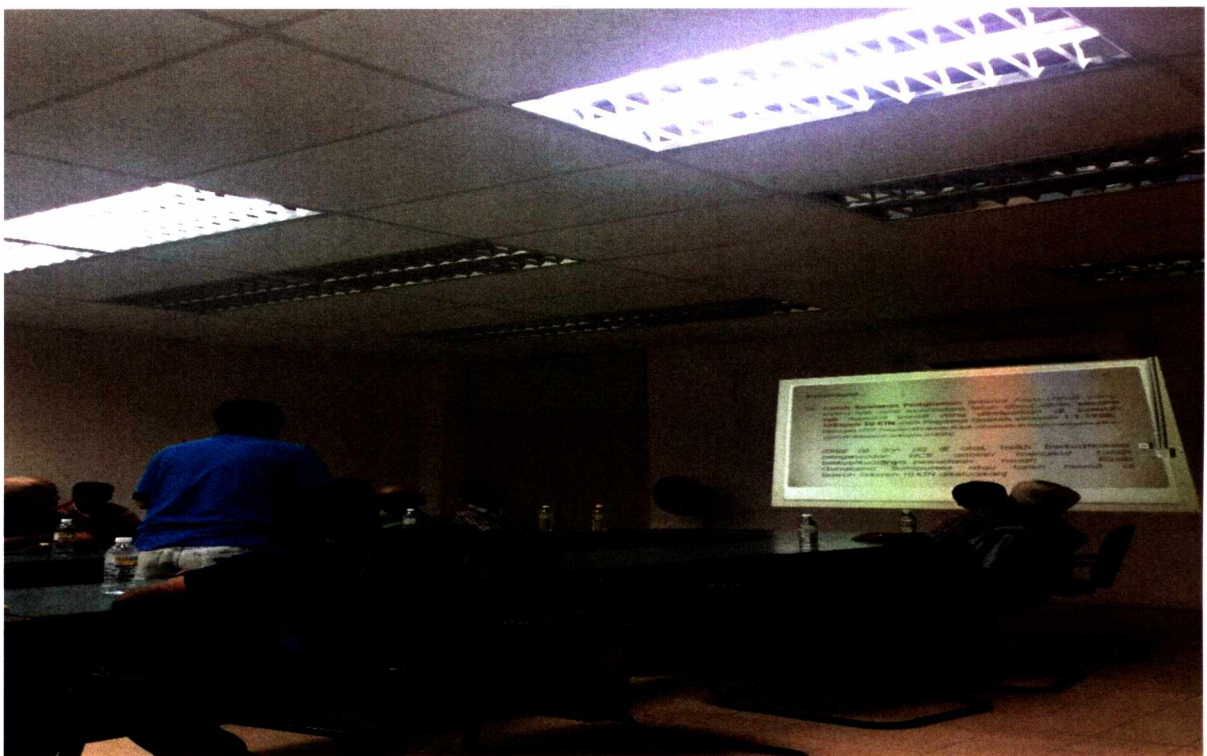
*Figure 2: Dialogue Session in Gedong, Simunjan/Samarahan*



*Figure 3: Dialogue Session in Gedong, Simunjan/Samarahan*



*Figure 4: Dialogue Session in Pantu, Sri Aman/Samarahan*



*Figure 5: Dialogue Session in Pantu, Sri Aman/Samarahan*



*Figure 6: Dialogue Session in Pantu, Sri Aman/Samarahan*

### **3.2 Task relates with courses**

Native Customary Right (NCR) task (dialogue sessions) actually related to some of the courses that I have studied since Semester 3 until Semester 6. For example, I can relate my tasks at counter service with Ethics in Administration (ADS452), Management Information System (CSC 408) and Organizational Behaviour (ADM 501). I will explain briefly on the meaning for each of the subjects. Ethics in Administration (ADS452) is a subject where the students learn about different theories in terms of religions, cultures and others. Secondly, subject is Organizational Behaviour (ADM 501) where the students learn different of management principles.

First, I will discuss on the tasks regarding Native Customary Right which is the dialogue session that related with ethics theory. Ethics here refers to the moral principle code that is setting a standard on certain situation whether it is good or bad and right or wrong. It guides behaviours of a person or in a group of people. It is accepted as good or bad and right or wrong in government moral code. For example, during the dialogue session there are some

misunderstanding happened between the public and the officers of Land and Survey Department, Kota Samarahan. But, the officers can managed to handling the disputes by talk to the politely and explain in details about the matters that has arised by the public.

Moreover, in aspect of ethics, respect can be related in terms of the religious morality. Respect is one of the moralities in ethics of conduct that should be practice by all employees and trainees at workplace, where as a person is working based on the fact of God's existence. On top of that, respect is also referring to an act of professionalism and an employee or trainee should have this value in order to create a great relationship with other employees and customers too.

In addition to the concept of ethics, during my practical training, from my observation on what is the right thing to do is when the organization listen and understand what customers ask. I will relate this task in aspect of listening to customers with one of Kant's Moral Theory which is humanity value. For example, listening to customers means that the organization have to understand what exactly they ask before I answer their questions. I should not give the negative or rude behaviours toward employees as under Kant's Theory, a person should treat others like how they want to be treated. As a result, the organization should listen to understand instead of listening to reply customers' questions without giving an excellent response to them. Different customers might perceive different expectations. This can be best described as the value of humanity in Kant's Moral Theory. Therefore, there would probably always good and bad complaints from customers. The organization should take these complaints as a gift or in other meaning take it as a motivation to be better and improve myself during my practical training. Besides, doing the right thing like completing my task accordingly based on the steps that had been taught to me is one of the manners relate to morality in ethics. This can be seen when

In contrast to communication skills, an effective communication skill occurred when employees are able to adapt a healthy communication system in order to deliver response on the questions that may the public has misunderstand on that particular matters. Therefore, as a trainee I have learnt to adapt a healthy communication system whenever I deliver information like answering the customers questions guide them too when they seek for an assistance regarding the matters on Native Customary Right.

Lastly, motivation aspect is under ADM 501 too. It is also related to the task that I mentioned earlier. Motivation as described by Liew (2011) is important as to steer and boost employees' interests in order to complete their jobs and helps to achieve the organization goals. For example, the officers of Land and Survey Department has motivate themselves to do their task properly especially during the dialogue session of Native Customary Right (NCR) at two different locations. As a result, progress of tasks can be improved as there were efforts in making the public to approve any progress or process that need to be done in NCR. Motivation helps the employee and trainee to complete their task honestly and responsibly for their task. For example, I understand the purpose of my task given is to complete all with honesty and to gain the experience.

## CHAPTER 4

### RECOMMENDATION AND SUGGESTION

#### 4.0 Introduction

This chapter will discuss about student view on the strength and weaknesses of the company during practical training. Students also required to giving recommendations on the solution to gain improvement in the company management when providing services to the client. It is focusing on the analysis of the internal assessment of the organization. An organization must have the ability to examine and make changes based on the internal strengths and weaknesses. Internal analysis involves a broader evaluation of all the organizations resources and capabilities, strength, weaknesses and opportunities for the competitive advantages and to identify organizational vulnerabilities that should be corrected. The use of tools as the SWOT analysis is the key to a successful organization to identify its strengths and weaknesses. By using SWOT analysis, it can help a business to determine advantages or disadvantages of the changes they want to make based on internal and external factors. In this chapter, I will focus on identifying the strengths and weaknesses of Land and Survey Department, Kota Samarahan.

#### 4.1 The Strength of Land and Survey Department, Kota Samarahan

Strength is a quality that possessed by an organization while performing their function where they will be seen as a good service provider. An organization must be able to know what are their strength so that it can be enhance or to be improved. Under this section, I will discuss the strength of Land and Survey Department, Kota Samarahan based on my observation during practical training there. During the practical training, I have been assigned to do practical in land branch or section in which overall there are nine section in Land and Survey Department. Those strengths are:

##### 4.1.1 Responsiveness to Customers or Public

Responsiveness to customer or public refers to the organization can give response immediately or react quickly towards their customers or the public that asking for services in Land and Survey Department, Kota Samarahan. This also means the organization will

quickly give a help once they received any request, complaining, problems from the public regarding land matter. As mentioned earlier, 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). For renewal of land leases, it can be done in once the public request for it in which they will pay for the renewal land in revenue section in Land branch. Besides that, the staffs will solves the problems of the public regarding the application for land , application for permission deal and application for variation of title condition. This shown that, Land and Survey Department, Kota Samarahan is very committed and effective in serving the services to the public. They will also take action towards the problems of the public as soon as possible and it shows a good reputation as an organization in Malaysia.

#### 4.1.2 Good Relationship between the Top Management and Lower Management.

From my observation during my practical training at Land and Survey Department, Kota Samarahan, the top management has a good relationship with their lower management, staff and even the customer. The relationship that is built among them can be called as ‘a family relationship’ of each members in the organization. Even though they are working in different section or branch, they still communicate with other if there are any problem. It is because Land branch is one of the main branches of Land and Survey Department. Anything happens, the other branches will referring to Land branch. For example, survey branch with land branch will came together during the dialogue session of Native Customary Right in Gedung, Samarahan/Simunjan. Besides, each of the staff is treated as a family and from that situation, any information that provided by the top management is received by the lower management in an effective way. For example, as a leader in the Land and Survey Department, which called as superintendent, he or she will give the instruction to their staff to finish up their task given on the period given. Due to that, the organization is able to deliver best quality services toward their costumers or public in Kota Samarahan. The public also does not have the difficulties in dealing with this organization since the information that are needed by them are provided wisely and it can be trusted.



### 4.1.3 Good Services Scape

Service scape consists of all non-living features that exists during the service process happen. The priority is to get the actual service delivery counters so that the members of the public can be provided with good quality of services.

In Land and Survey, Kota Samarahan each of the branches or sections are well provided by the organization such as physical appearances of the office, the notice board regarding the organizational chat, reading corner, waiting seats and well flooring that covered with carpet as well as the landscape. Thus, this inanimate environment was helping the Land and Survey Department, Kota Samarahan, in increasing their customers' satisfaction towards the service provided by them.

## **4.2 Weaknesses of Land and Survey Department, Kota Samarahan**

Weaknesses here refer to the internal problem occurs within an organization that place the business. This weaknesses may look the organization does not perform their activities in effective and efficient way.

### 4.2.1 Working Hours does not Record Properly

Every organization has been provided rules and regulations on the working hours for their staff in which to start and end their working session. This is the most important part of an organization in order to make sure the money for the benefits of an organization. Working hours is a time when the staffs start their work and end their work. This period should be recorded and be measured as to the benefits both for staff and for the organization.

Therefore, what can I see during my internship in Land and Survey Department, Kota Samarahan, the organization especially in Land branch does not provide proper punch card or thumb finger print machine to record and measure the working hours of the staffs. This can affect the behaviour of the staff and their discipline towards on what time they need to attend for works. This is because there is rule on the working hours that have been formulated and practiced by the organization, but since there is no measured on this matter, the staffs has not strictly followed the rules. They can come and back at any time as they wish and this lead to unproductive works and the teamwork in the organization in which it does not reflect with the fixed salary that been received for every month even though they have not completed their working hours in certain days.

## 4.2.2 Improper of Filing Management

The weaknesses that will be discussed here is in term of filing management. Filing management is fundamental methods of naming, sharing and handling files. Filing management is very important because a good filing management indicates a good management of an organization. From my experienced, I will do failing or change the old file case into new file usually every Friday or during free time. I was found that, there are file does not disposed yet since the files has closed its case and the rejected file in which some of it had happen for a long time ago. It supposed to be dispose earlier so that all the files that are being keep in the different rack are the cases that are still in the progress or not yet close case in which they are being separated earlier. This also can avoid the staffs from confusing on which file is need to be stored as future references.

## 4.3 Recommendations

The recommendation is a section where the suggestion on how to solve and deal with weaknesses of the Land and Survey Department, Kota Samarahan. It is very important for the organization to know how to deal with those weaknesses, so that it will not become a barrier for the organization to achieve the mission, vision and objective. Other than that, the publics also does not questioned on their credibility while carrying their tasks and in managing the organization. Here are some recommendations that will discuss as follow:

### 4.3.1 Providing Thumb Finger Print or Punch Card Machine

Working hours are the working time for an employee to do their tasks that have been assigned to them. For the private sector organization, they measure the working time of the employee for the employee's salary. For the public sector organization, employee's salary is fixed for each month but their working time is measured to make sure the employess is doing their duty to achieve organization target to serve the public.

In order to measure the working hours of an employee, an organization uses thumb finger print or punch card machine. This machine is used at the beginning when the employees has arrived at the organization and used it again when they are going out of the organization. The employee should achieve the working hours for each month in order to achieve the requirement working hours for an organization. Land and Survey Department, Kota Samarahan should implement and introduced this machine in the organization to

measure the working hours of their employees. This is because, by having it, the organization can increase the discipline among the individual and increase their willingness to come to the office on time besides measuring the employees working hours.

#### 4.3.2 Disposed Earlier those Closed Files and the Rejected Files

The organization should manage their filing properly so that all the data that they keep on the file is preserved and can be use in future references. Each of the files also must be manage in a good way so that it will give easiness to the staffs who handling with it. At the same time, it is easier for them to detect earlier which files need to be disposed. Hence, a good management of files can create effectiveness and efficiency for the organization when they need the data that contain in it because they can directly of what they want to refer in short period of time.

## **CHAPTER 5**

### **CONCLUSION**

#### **5.0 Chapter Summarizing**

This chapter will summarize the entire chapter in this practical training report. However, this chapter is mainly focus on the main points in each of the chapter.

#### **5.1 Chapter One**

Under chapter one, for introduction of the organization, I have explained on the background of Land and Survey that 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.

Next are the mission, vision and slogan. Their mission is to administer and manage land for the benefits of the people and state. The vision is achieving excellence in the administration and management of land. While their slogan is an agency to facilitate development.

Another element is organizational structure also has been highlighted. Organization structure had been disclosed for knowing the top management of this office.

#### **5.2 Chapter Two**

In completing chapter 2, it is about of the schedule of practical training. In other words, it is daily activities that I have been going through when I was assign doing my practical training in one of the branches of Land and Survey, Kota Samarahan, which is in Land Branch. At twelve weeks of my practical training, I have recorded all my activities in my log book that has been provided by UiTM.

During my practical training, I have been observed by my supervisor, Madam Norhasimah binti Mohd Yunus, as a Penolong Pegawai Tadbir Tanah Bahagian Samarahan. She has assigned me with a lot of challenging tasks that exposed me with new environment and new

knowledge about the scope of works in Land Branch. However, I am so proud of myself since I can completed all the tasks within the time given.

Other than that, I also provided with some details on my practical training date. As I have explained in chapter 2, I have started my twelve weeks practical training on 24 December 2018 and finished ii on 15 March 2019. Next, I also make description regarding jobs and tasks that have been executed by me throughout my practical training starting from week one until week twelve. As what has been summarized in the chapter 2, it is entire tasks that I have been assigned during my twelve weeks of internship programme.

### **5.3 Chapter Three**

For chapter three, it involves the analysis of task given by the organization. It is also discussed on the application of the taken subject with the tasks and the workplace while doing a practical training. Here, I have studied the concept of Native Customary Right (NCR) New Initiative.

### **5.4 Chapter Four**

Recommendations act as corrective or preventive action for the organization to make an improvement of work performance and quality management. The strength of the Land and Survey, Kota Samarahan are responsiveness to customers or public, good relationship between top management and lower management and the last strength is good service scape. While for weaknesses of the Land and Survey, Kota Samarahan that has been highlighted are working hours does not record properly and improper of filing management. Lastly is on the recommendations to overcome the weaknesses. The recommendation that has been suggested are providing thumb finger print or punch card machine and disposed earlier those closed files and the rejected files.

### **5.5 Conclusion**

As a conclusion, after enduring the twelve weeks of practical training attachment in Land and Survey Department, Kota Samarahan, I gained proactive experience that is related to the trainee majoring and widen the skills that have been learnt in the University. Practical attachment exposes the student the real situation in organization and their related environment and accelerating the learning process of how the student`s knowledge could be used in a realistic way. The implementation of practical attachment must be forward and

expend since it is an essential part of studies, which is designed to provide students with the opportunity to put theory into practice. Indirectly, it will help student to develop skills and abilities that support professional studies and prepare them for the work in future.

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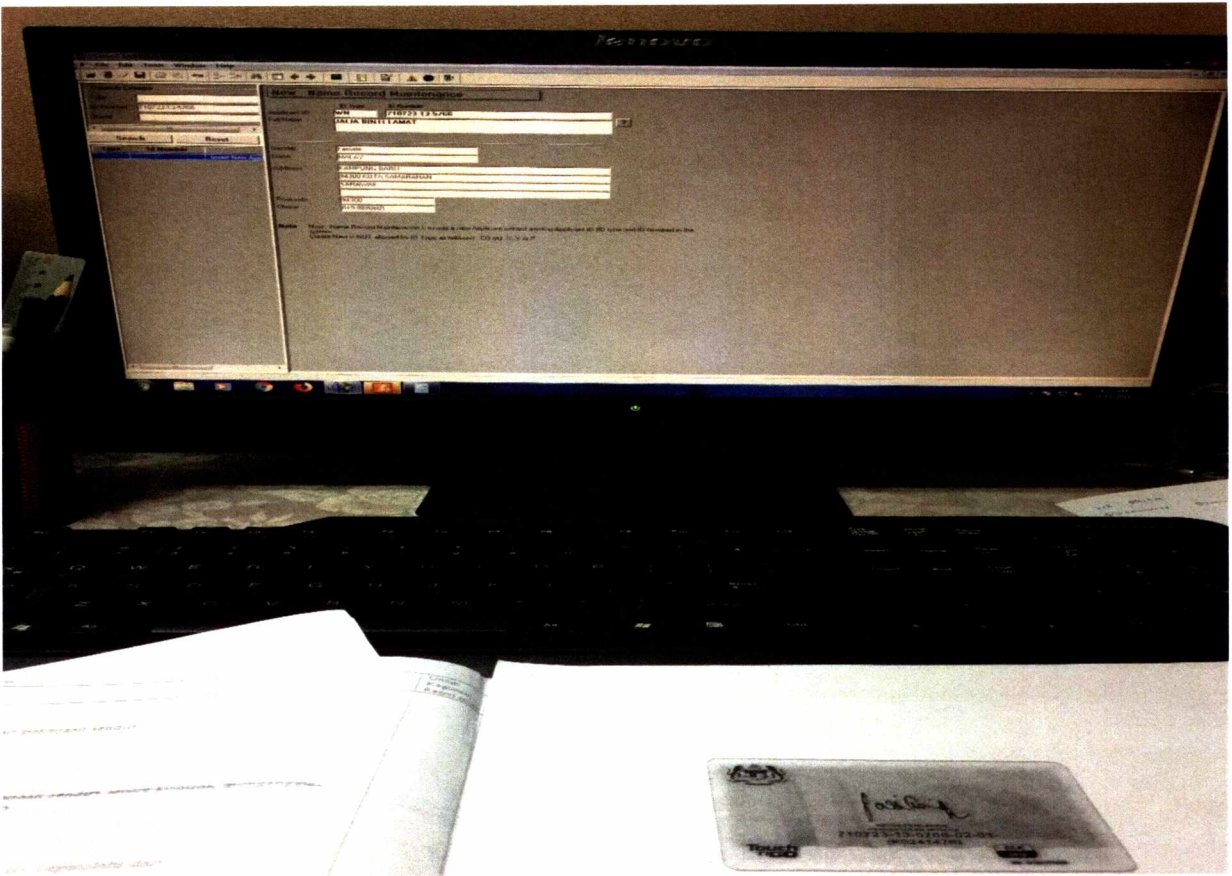
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APPENDIX A

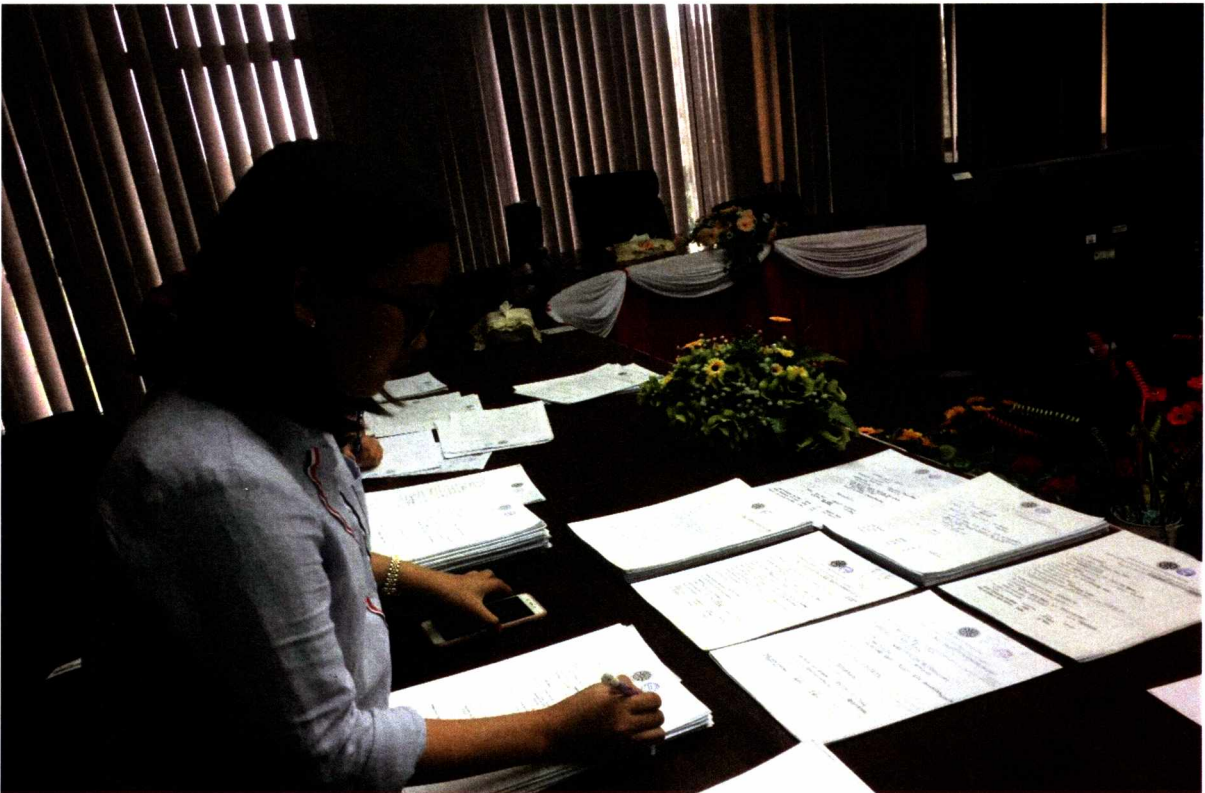




APPENDIX B



APPENDIX C



APPENDIX D



APPENDIX E



APPENDIX F



APPENDIX G

