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PRACTICAL REPORT (ADS666)

LEMBAGA HASIL DALAM NEGERI MALAYSIA (LHDN)

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Table of Contents

CHAPTER 1

1.0; BACKGROUND	4
1.2 Functions of the Board.....	5
1.3 Powers of the Board	6
1.4: Corporate Culture	7
1.5: MISSION	8
1.6: OBJECTIVE	8
1.7: SLOGAN	9
1.8: QUALITY POLICY.....	9
1.9: SERVICE MOTTO	9
1.10: ORGANIZATION STRUCTURE PEJABAT PENGARAH NEGERI PAHANG	10

CHAPTER 2

2.0: INTRODUCTION	12
2.1: Week 1	12
2.2: Week 2	14
2.3: WEEK 3	19
2.4: Week 4	19
2.5: WEEK 5	21

CHAPTER 3

3.0: Introduction	22
3.1: Task analysis	22
3.2 Office management system theory	23
3.3: Information Management Theory	24
3.4: Microsoft Excel	25
3.4.1: Purpose of Microsoft Excel.....	25
3.4.2: Reflection	26
3.4.3 Filing system	26
3.4.4: Database Management System.....	27
3.5: EVALUATION OUTCOME	28

CHAPTER 4

4.1 INTRODUCTION 30

4.2 STRENGTH 31

4.3: WEAKNESSES 32

4.4: Recommendation and solution for LHDN 33

4.5: Recommendation for Universiti Teknologi Mara (UiTM) 34

CHAPTER 5

5.1 Conclusion 36

5.2 OVERALL SUMMARY 38

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CHAPTER 1 ; INTRODUCTION OF ORGANIZATION (LEMBAGA HASIL DALAM NEGERI)

INTRODUCTION

This chapter will summarize about the background of the organization, objective and company policy or organization policy, mission and vision of organization, organization structure, core business of the organization and other relevant information regarding the organization.

1.0; BACKGROUND

Lembaga Hasil Dalam Negeri (LHDN) is an agencies under the Ministry of Finance which responsible to collect the tax revenue in Malaysia.

LHDN was established under Inland Revenue Board of Malaysia Act 1955 to give autonomy especially for financial and personnel management as well as to improve an effectiveness from the aspect of tax administration.

The Jabatan Hasil Dalam Negeri Malaysia (JHDNM) become a board on 1mac 1996 and formally known as Lembaga Hasil Dalam Negeri Malaysia (LHDNM).

This is some of the roles and responsible of LHDNM under following act:

- Income Tax Act 1967
- Petroleum (Income Tax) 1967
- Real Property Gains Tax Act 1976
- Promotion and Investment Act 1986
- Labuan Offshore Business Activity Tax Act 199

1.2 Functions of the Board

There is some of the function of Lembaga Hasil Dalam Negeri (LHDN) in the terms of administration

- a. To act as agent of the Government and to provide services in administering, assessing, collecting and enforcing payment of income tax, petroleum income tax, real property gains tax, estate duty, stamp duties and such other taxes as may be agreed between the Government and the Board;
- b. To advise the Government on matters relating to taxation and to liaise with the appropriate Ministries and statutory bodies on such matters;
- c. To participate in or outside Malaysia in respect of matters relating to taxation;
- d. To perform such other functions as are conferred on the Board by any other written law;
- e. May act as a collection agent for and on behalf of any body for the recovery of loans due for repayment to that body under any written law.

1.3 Powers of the Board

- a. To enter into contracts;
- b. To utilise all property of the Board, movable and immovable, in such manner as the Board may think expedient including the raising of loans by mortgaging such property;
- c. To engage in any activity, either alone or in conjunction with other organisations or international agencies, to promote better understanding of taxation;
- d. To provide technical advice or assistance, including training facilities, to tax authorities of other countries;
- e. To impose fees or charges for services rendered by the Board;
- f. To grant loans to employees of the Board for any purpose specifically approved by the Board;
- g. To provide recreational facilities and promote recreational activities for, and activities conducive to, the welfare of employees of the Board;
- h. To provide training for employees of the Board and to award scholarships or otherwise pay for such training; and
- i. To do anything incidental to any of its powers.

1.4: Corporate Culture

What is the vision of Lembaga Hasil Dalam Negeri

The vision of Lembaga Hasil Dalam Negeri is being a Leader in Tax Administration. According to this vision, it shows the commitment of LHDN to ensure the efficient tax system will be provided for the taxpayer who will pay their income tax to LHDN. The LHDN has concern that the taxpayers have playing important roles in contributing the tax collection in Malaysia.

The tax that has been paid by taxpayer to LHDN will be benefit for development in Malaysia and also to realize the government programme that will give advantage for people and nation. To ensure the vision can be achieved successfully the LHDN has introduced the system that easy for taxpayer for paying the tax like e-filing which enable the taxpayer to make the tax payment through online system.

Other than that the LHDN has take an effort in achieve its vision by determining the other company or individual who have potential to give contribution as taxpayer in the future because the tax is one of the important part of government revenue in Malaysia that important for development.

1.5: MISSION

Mission of Lembaga Hasil Dalam Negeri (LHDN)

The mission of Lembaga Hasil Dalam Negeri LHDN to provide taxation services with quality and integrity towards promoting voluntary compliance. According to the mission that mention show that the LHDN try to ensure that the good service from aspect of taxation will be provided to the taxpayer due to the awareness that the role that has been playing by taxpayer in increasing the rate of tax collecting.

To achieve the mission that created, LHDN will try to ensure that the good tax payment service will be provided to the taxpayer and make them easy to pay the tax which can ensure that the taxpayer will obey the rule and regulation to pay their income tax.

1.6: OBJECTIVE

Objective of Lembaga Hasil Dalam Negeri (LHDN)

The objective of Lembaga Hasil Dalam Negeri (LHDN) is to create and implement a fair and effective tax management system. To ensure the objective of LHDN can be achieved successfully the LHDN will ensure that the tax rate that has imposed to the taxpayer are reasonable based on their income level.

Other than that the good taxation system will ensure that all the tax that collected from taxpayer will be use to give something that will give advantage for the country development such as build an infrastructure and give an assistance for people benefit in the future. The LHDN has introduce

E-Filing system to increase an efficiency from the aspect of tax management system and ensure that the taxpayer can pay their income tax easily through this new system.

1.7: SLOGAN

Together We Develop The Nation is the slogan that has been chosen by Lembaga Hasil Dalam NEGERI (LHDN). This slogan shows an awareness of this organization towards their role in giving the contribution towards country development especially its roles from the aspect of tax collection because the tax that has been collected becomes part of the country revenue that benefits the development of the nation.

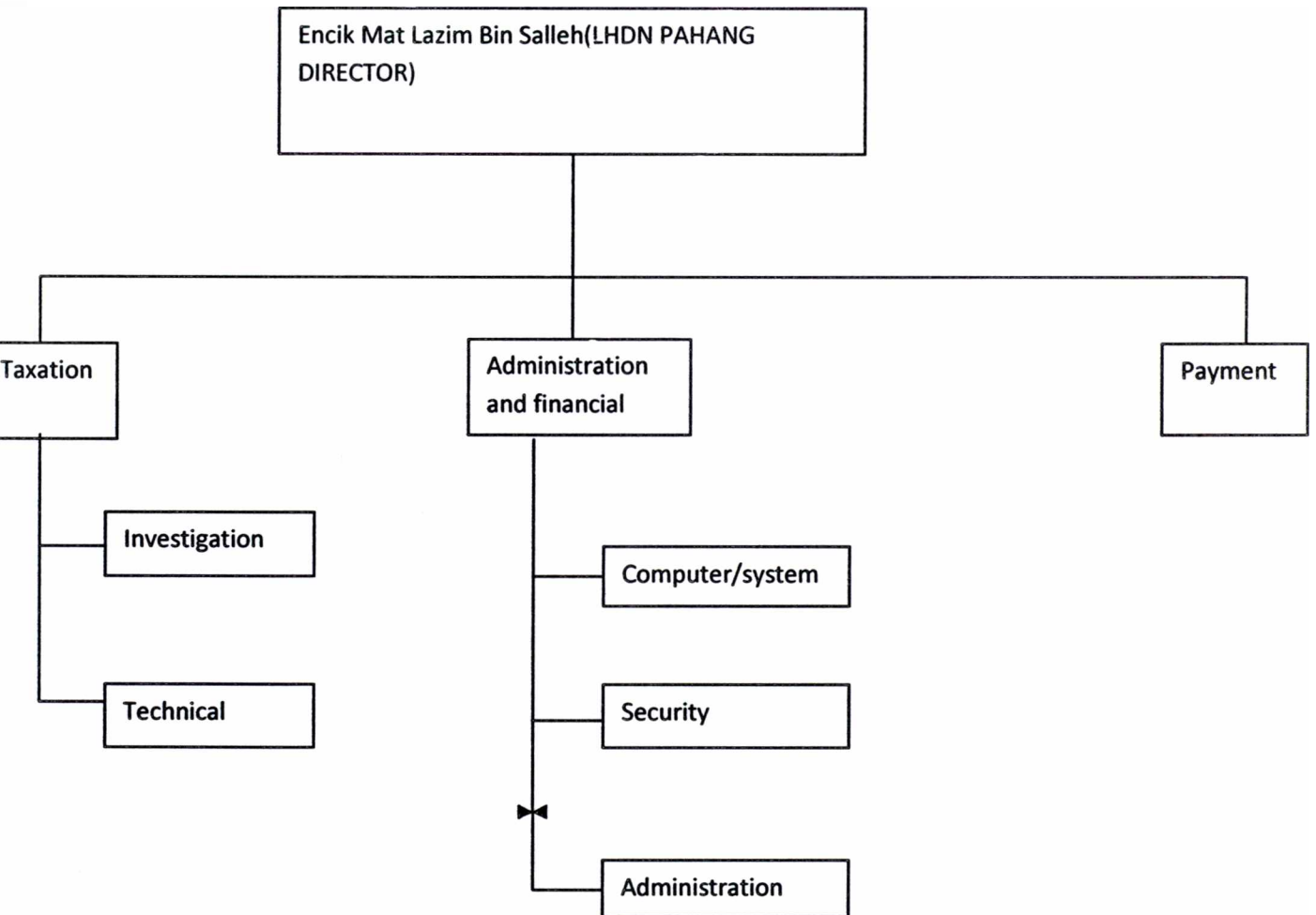
1.8: QUALITY POLICY

With integrity as a foundation, we are committed to giving the best service to our customer. This is the quality policy that has been used by Lembaga Hasil Dalam Negeri (LHDN) from the aspect of total quality management in this organization. The commitment to provide good service for the customer to ensure that the customer will be satisfied with the service provided by LHDN from the aspect of the tax payment process and also ensure that the good service provided will increase the productivity and efficiency in this organization.

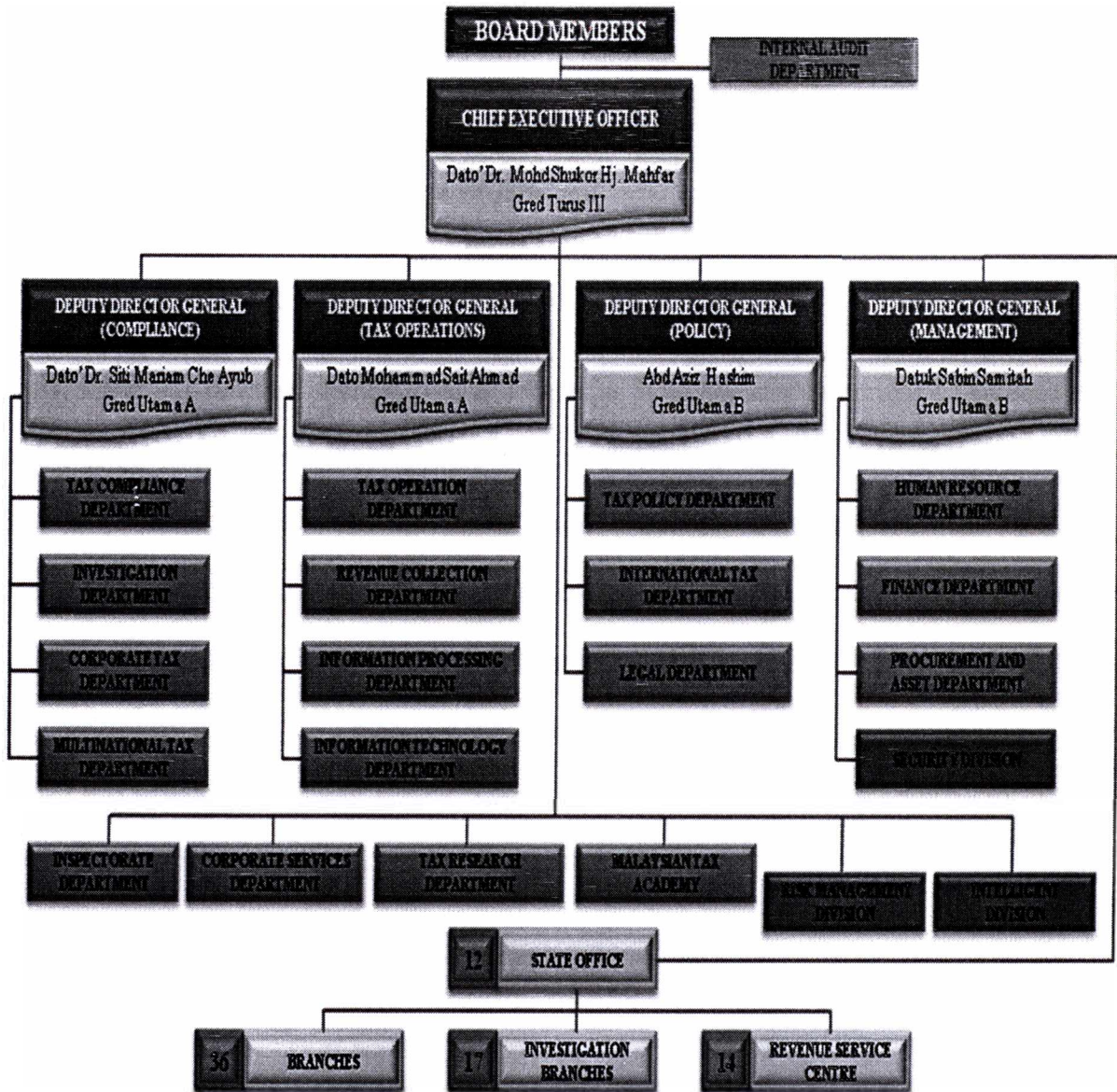
1.9: SERVICE MOTTO

“The Best Service for You” is the main motto by Lembaga Hasil Dalam Negeri (LHDN) where it shows the commitment and initiative of this organization to ensure that only the best service will be provided to ensure customer satisfaction especially for taxpayers.

1.10: ORGANIZATION STRUCTURE PEJABAT PENGARAH NEGERI PAHANG



ORGANISATION CHART



CHAPTER2: SCHEDULE OF PRACTICAL TRAINING

2.0: INTRODUCTION

This chapter will summarize about my daily training during the practical training in Lembaga Hasil Dalam Negeri Kuantan (LHDN) which extracted from the log book that has been given. It also summarize about the description of jobs and tasks executed throughout practical training that has done in this organization.

2.1: Week 1

For the first day practical training, I have located at State Director Department Lembaga Hasil Dalam Negeri under administration part. The responsible officer give to me an individual punch card as a record for my attendance during practical training in this organization. I also have introduced to the other staff in State Director Department in LHDN. During introduction session among staff, I has introduced with my chief supervisor Mr Mohd Yusouf Bin Samsuri and his assistance supervisor Madam Mazliana where both of them has been in charge to supervise me during this practical training in LHDN. Then I have introduced to Pahang Director of Lembaga Hasil Dalam Neger (LHDN) Encik Mat Lazim Bin Salleh .

For the first day practical training in this organization, I have ask to do the task where the first task that needs me to help the temporary staff to examine the form account forms for the year of 2012 in this department. In this task training, I am require to arrange the voucher of form and journal of voucher in this department according to the arrangement number of the form and the code of number. The account form has been divided into two types of form the first type of the

form is voucher journal which colored in pink while the second one is voucher form which colored in green.

The next day for of my practical training in State Director Department in Lembaga Hasil Dalam Negeri, I have ordered by my supervisor to help administration officer Encik Ilman Bin Kadri to examine the staff information that has kept in the department file. The staff information in this department files including the letter which had send and received in department of Lembaga Hasil Dalam Negeri. In this task required me to examine the flow of staff letter in this department. Other than that, the file that finished has examined also including the staff performance evaluation, staff certificate and special memo for staff. All the letter must be recording properly and classified between types either the letter, memo and certificate was send by the department in this organization outside or letter that was received from outside to this organization. This task required me to examine the letter carefully an required me to stamp all the copy of letter as a process of validation in recording the letter where I have been given two types of stamps to differentiate the types of letter, memo and certificate of staff.

The letter that I have examine consist many types of letter such as staff performance evaluation, change of position to the other department among staff, approval letter from hospital and property announcement letter by the staff. This stamp and recording to ensure that it can be use as a reference when require by administration of department in this organization department and also avoid any fraud and mistake when arranging the staff information in this file.

The next task duty that has give to me during the first week practical training In Lembaga Hasil Dalam Negeri includes arranging the annual holiday for Pahang state for the year of 2013 in this department. This task required me to use Microsoft Excel to arrange and update the date of

holiday and makes correction for any error for the date of annual holiday. The main reason for this task as guidance for the staff and administration officer arrange their days of working for the staff for the year 2013.

2.2: Week 2

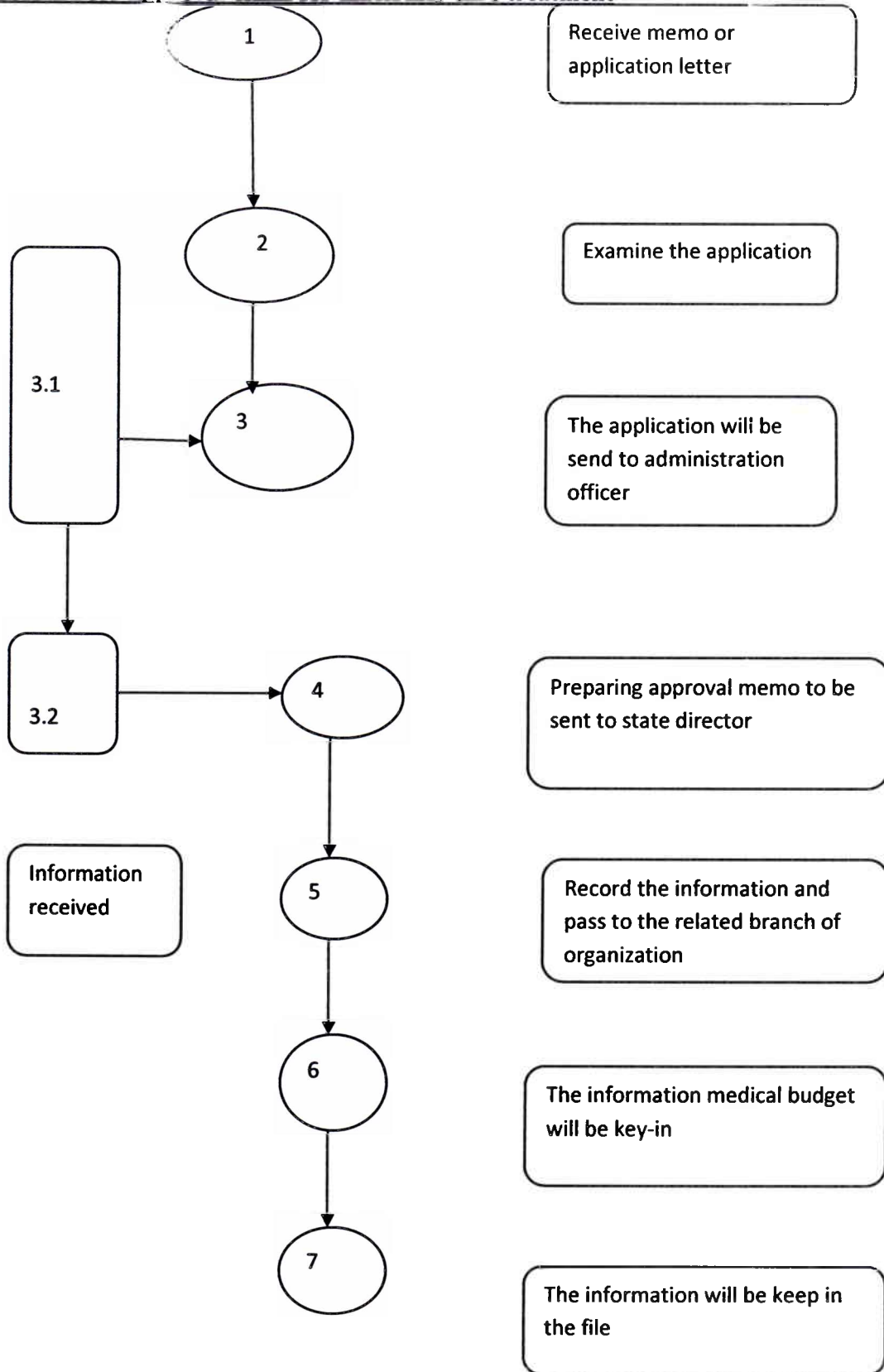
During my second week internship in Director State Department of LHDN Pahang, the administration officer has bring me visited Kuantan branch and introduced me with Kuantan branch director Encik Hussein and the other staff of Kuantan branch department. Encik Ilman has explained to me about the position of the staff and the number of staff in Kuantan branch. After that, I have brought to visited investigation unit of LHDN. In the briefing session, Encik Ilman has explained that the main function of investigation unit to make an investigation regarding potential taxpayer or company outside. Then I have been bringing to audit department where the main function of audit department to determine any error that has been done in this organization. The next session I have been visited the taxpayer counter, where the main function as a place for taxpayer to pay their income tax and make deal regarding taxation matter. I also have been introduced to the staff in this unit.

The next day for my internship in Lembaga Hasil Dalam Negeri, the administration officer Miss Intan Shpura Binti Hussain give me an explanation about property declaration that confidential for all staff in LHDN. As a main procedure in this organization, every staff in LHDN must make declare their property including their income, house, car and land every five years till their retirement. The main objective for this to avoid corruption or misconduct among the staff. Other than that it also to ensure that the integrity and image of this organization are preserved as well.

On the other side I also have been informed about the function managing the claiming approve for maternity treatment for the staff and its procedure. Every claim that has been done by the

staff in this organization must following the procedure that has been implemented before the claim can be approved. The procedure including make an application and recording all the information that ahs been given for process of claiming. After all the information has been approved the application will be kept in the system as a reference when necessary. The flow chart for claiming maternity procedure has shown on the next page.

Procedure for approval claim for maternity care treatment



During this week for this internship session, I also has ordered by my supervisor to assist administration officer Encik Ilman Bin Kadri and examine all the staff punch card in State Director Department of LHDN Pahang for the month of January 2013. This department consisting 25 staff which have their own roles such as administration, financial, technical and security officer. In this task assigned, I have used Microsoft Excel software to update the number of working hours for every staff in this department according to their individual punch card from the aspect the day of working and hours of working in January 2013. All the working days and hours for every staff in this department will be key-in and kept in the system as a reference for administration officer in the future.

The other task that has done for this second week including working with my assistance supervisor Madam Mazliana to stamping all the staff file based on their position in this department for the year 2013. where the position that need to be stamp based on its series number where the function of this series number to differentiate the position of staff in Lembaga Hasil Dalam Negeri (LHDN).

From the aspect of filing process, the task that has been given by supervisor including recording and compiling all the staff files with Encik Ilman Bin Kadri. The staff files containing the letter which including the letter of order for transfer between the other department or unit among the staff in this department ,annual performance and income letter for the staff, loan letter and repayment latter of the staff. Other than that, the individual file also including some of the memo among the staff such as the request to take over the other staff duty due to some of the reason such as change of staff position and sick leave, the staff income and also the approval memo for staff allowance. The certificate includes any program that has participated by the staff which conducted by Lembaga Hasil Dalam Negeri(LHDN). Other than that, there are also have an

individual log book for staff file where the roles of the log book as a recording the staff performance annually based on its lessening qualification and achievement in this department . Other than that, the individual file for the staff also are including the memo of repayment of bill, order for take over the other staff duty for certain reason such as maturity leave and the change of position among the staff in State Director Department (LHDN).

For this recording the file, there are two stamps that has been given to me where the main function of this stamps to differentiate between the letter that has been receive by department or the letter that has been send outside the department according to the code number that has been shown at the file, letter, memo and staff log book. All the letter, log book, certificate and memo must be arranged properly according to its number and must be stamped properly.

During this week I also has introduced the function of taxpayer counter where it is a place for taxpayer to deal with staff to pay their income tax. There are also have a special counter in Lembaga Hasil Dalam Negeri including the Bantuan Rakyat 1 Malaysia (BR1M) counter which has been opened at Kuantan Branch Department temporary for the people to get the BR1M and check their application status. On the other hand there are the other unit that has been visited in Lembaga Hasil Dalam Negeri (LHDN) including enforcement unit which the roles and function of enforcement unit to ensure that the taxpayer obey the rules and regulation to pay the tax that has been imposed and also take legal action for the taxpayer who disobey the rule to pay the tax. On the next briefing Encik Ilman also has bring me to the taxpayer file room where the main function of taxpayer file room as a place to keep all the important information about taxpayer in Lembaga Hasil Dalm Negeri (LHDN) for reference in the future.

2.3: WEEK 3

During the third week my practical training in Lembaga Hasil Dalam Negeri (LHDN), I also have give a responsibility to check the staff punch card for the staff in LHDN based on system that has been applied by this organization. For this task given the list name of the staff has been shown in the system and my task including key in the number of attendance for every staff in January and kept all the information of their working times to the system in computer.

The staff also have explain about the function of organization vehicle log book in LHDN. The vehicle log book has playing an important role which uses to record the uses of organization vehicles from the aspect of services, the mileage, kilometer and the staff who use the vehicle. Other than that the staff also has give an introduction the function and uses of file room. The file room is important for this organization to keep and record the entire file that has been received in organization. The entire file that has been kept in file room has been divided into two types of file which is general file which in white color and green color for confidential file. The docket file is consisting with some matter such as accounting, office equipment, insurance, facilities tender and so on. The information that has been given also including about the staff allowance such as house allowance, medical allowance and medical equipment allowance for the staff in this organization.

2.4: Week 4

During the fourth week my internship at Lembaga Hasil Dalam Negeri (LHDN), my supervisor assistance Madam Mazliana give an explanation about the function and procedure of asset management in office. The asset management should be managing properly to avoid misuse of the asset among the staff. The asset management includes the accepting of asset, service and disposal of asset when the asset are not relevant and cannot be benefit for organization. The other part from the aspect of financial matter process that has been tell during this practical training

including the function of payment check to pay the money for staff and vendor in organization where the staff has shown the process of payment after the check has been produced. The payment that has been making through the individual or vendor will be making through the SAGA system software and must through the main bank for Lembaga Hasil Dalam Negeri which is CIMB bank.

I also have ordered by supervisor during practical training to check the entire meeting files for State Director which has the name of officer who was involved in the meeting. The other part of my duty in this organization has involving with financial matter where the task that has been given to me to examine the financial data which involving the asset movement in Lembaga Hasil Dalam Negeri. The task that has been given need to find any error that state in financial data for asset movement and make the correction for any mistake that shown from the financial data. On the other hand, the task that given to me during practical training is arranging the file for Strategic Planning Clinic that located at Cameron Highland where the participant who involve in this clinic involving LHDN Pahang from other branch such as Temerloh, Raub and Kuantan.

During this week, I also have transferred as temporary staff at Kuantan Branch Department where I have teach by one of the officer in this department Madam Nurul to use the franking machine in the office. During this lessoning process, Madam Nurul teaches me about the function of franking machine and shows some demonstration how to use it. I also has been given the task by Puan Nurul to frank the letter and kept the letter in the special box. After all the letter has been franking, I follow the other officer to nearby post office to send all the letters to be posted.

During the last day for this week, I also has attend an assembly for all the staff of Lembaga Hasil Dalam Negeri Pahang where the Pahang State Director Mr Mat Lazim Bin Salleh have give a speech about annual performance of LHDN. During the assembly, Mr Mat Lazim also remind all the staff to increase their performance in work and provide the good service and attitude to ensure the image of organization.

2.5: WEEK 5

The last week during practical training in Lembaga Hasil Dalam Negri (LHDN), I have ask to assign the duty in twith financial official Mr Sefinaz Bin Sefiee to examine financial data regarding the organization asset movement for the year of 2012. This task to detect any error from the financial data especially form the aspect of recording and figure of number where I am requred to inform Mr. Sefinaz if there are any mistake at the financial data.

The other task that has been done for the final week internship including examine recording some letter to be posted to the company that related with LHDN. Then I have been asked to follow mail officer to send the entire letter to post office.

The last days for my internship are attending the 17-th anniversary LHDN at the main hall where all the staff has attending the anniversary where LHDN has become a board in March 1996. Other than that these anniversaries also review the achievement of this organization especially for tax collection in Malaysia.

CHAPTER 3: Analysis

3.0: Introduction

This chapter has summarize the analysis of my practical training in Lembaga Hasil Dalam Negeri (LHDN) and how the training that I have got during this internship has related what I have learned in classroom in this practical training. Other than that this chapter also will reflect definition of concept, demonstration of practical and theoretical aspect that have learned in classroom at workplace or how to transforms knowledge gained at workplace to reinforce understanding on the concept learned in classroom.

3.1: Task analysis

During my practical training at Lembaga Hasil Dalm Negeri Pahang, I have given some of the task that give me new work experience and reap perspective about organization movement. This is because the practical training was very important for me as part of adaption process and gives some experience to me about the condition in office and work place especially from the aspect of organization behavior, work task, office management and also office equipment. Other than that this internship also give me a chance to applied what has be learned in classroom into practical during carried out the task that has been given.

While I have assigned the task, there are various type of task that has assigned by my supervisor and department staff in this organization. The task that has given is related with what I have learned in classroom because it focuses with administration process in public sector. On the other hand, there are some of the task assigned that required me to use office equipment such as computer, telephone and franking machine. All the task that assigned are very useful for me as a

part of learning process and gain some of experience that never get in classroom and give clear view when working in the future.

As during my practical training in this organization, I had assigned some of the task that has been given to me that relates to administration field such as examine the letter flow process, key-in the data, and examine the financial data and examine the file. The task that has been assigned show how the importance of office management and administration process in an organization. This is because it shows how management plays their roles in handling and administrates all the matters in systematic ways to ensure the efficiency.

In this practical training I have discovered some of the concept that related with the task that had assigned to me where it s related with what I have learn in classroom in term of concept and theoretical.

3.2 Office management system theory

During my practical training at Lembaga Hasil Dalam negeri (LHDN), I have see that most of the task that has been given to me are more towards with the office management theory where I have been exposed with filing system concept. This is because my task is more specific with file management process which required me to arrange the file that has much information regarding of staff in this organization in proper way and according to the instruction that has been given.

Other than that, the task that involving filing process, usually has arranged in systematic way to avoid wrong information or any mistake for every file that has been kept. This is because, the function of file is very important in office especially to keep the important information or as a reference for organization when necessary in the future.

During my task that involving filing process in this organization, all the file that containing the staff information, letter, memo and certificate must be arrange properly and according its series number, name of staff and also the year. Its required me to applied the process of recording to data and use the necessary information that contain in the file. To ensure the process recording the file become more systematic and efficiently, the stamps has been use to record the date of information receives and also categorize type of information in the file. From this learning process in this task, it show that how the administration field can be applied according what have I learn especially in public sector where the filing process has playing an important roles to ensure that the efficiency of administration process in this organization.

3.3: Information Management Theory

The information management is some of the theoretical aspect that related with classroom lessoning where it has been applied in this practical training, the information management is more towards with collecting and manage the information from the sources and distribute the information. The information management is very important for all organization where its role to manage all the important information in organization in systematic ways and ensure the process arranging the information become more efficient.

The first thing in information management theory aspect in this organization, I have found that the proper information management is very important for organization in this time. Due to this reason, the information management for every organization in public sector must be manage properly to increase the efficiently because it is part of the organization image. Like Lembaga Hasil Dalam Negeri (LHDN), recording and keeping all the information become an important part where there are a lot of information such as taxpayer information, staff information and

financial information which must be kept in systematic ways. This is to ensure the staff easily manages the information when required by customer.

To ensure the information management become more systematic and efficiently, its requires a mechanism to be applied in organization, According to the subject Information Management System (CSC208) that has been learned in classroom where I have been teach how to use Microsoft Excel to arrange and keep the information to the system.

3.4: Microsoft Excel

The Microsoft Excel is a software package in computer program that has been use to arranged the data or information in an organization. It allows organization to keep the data and make a schedule in systematic ways through the column that has been provide in this software.

Other than that, the Microsoft Excel Is very important for organization where it allows the organization to arrange a schedule and make some of financial budget for organization. It also can be used to make list of name for the staff and customer who deal in organization where all the information that has been record are kept in this software as a reference in the future.

3.4.1: Purpose of Microsoft Excel

There are some of the purposes of Microsoft Excel that can be determined. The Microsoft Excel help organization when they need to access to the data of the public or customers.

From the aspect of administration process in organization, the Microsoft Excel help organization to update the record of staff, record of financial data, record of customer and arranging the schedule of working for the staff by fill the data in the column in this software.

The last purposes of Microsoft Excel form the aspect of reducing the number of paper. The use a lot of paper will cause high cost to buy a paper and case waste from the aspect of financial. Other than that the use of Microsoft Excel also will ensure the data and information of the organization can be kept in safe place and reduce any mistake in organizing the data.

3.4.2: Reflection

From the task that I have assigned during this practical training, I have discovered that there are some of the task that assigned to me is related with what I have learned in classroom which I have applying in my real working experience. All the task that had be assigned helps me to enhance my knowledge my knowledge and make me more understand and prepare when face in real situation of working.

3.4.3 Filing system

For the first theoretical part which regarding with filing system, the administration officer in Lembaga Hasil Dalam Negeri had applying coding system to differentiate types of files and the code also are standardize for all department in this organization. Each file had been code in alphabet and series numbers to allow the administration officer make the reference easily in the future. Other than that, the file also has categorized according to the year where it makes easy to be referred when necessary.

According form the aspect of equipment, most of the department in LHDN using furniture like drawers and cupboard that suitable to keep the file in large quantity. The file that has been kept in the cupboard will be differentiating according to the year of the file. This is to allow the officer to examine the previous files more easily for reference in the future. Other than that it also can avoid wasting of time when required to open the old files.

Every department in LHDN, there is a special room to place the files in the file cupboard. The file room will be guidance for the staff when they required referring or choosing the file. However the increasing the number of file year by year will cause difficulties to store the file. So there are some procedures that must be following before the file can be disposal.

3.4.4: Database Management System

During this internship I have found that the administration officer will record the necessary data on the paper or punch card. So when I have been asked by supervisor to make the process of recording the staff attendance by referring their punch card in January, I was instructed to put all the necessary data such as working hours and number holiday into Microsoft Excel, to ensure that the process of keeping the staff attendance systematically.

Other than that the supervisor also ask me to arrange the date of annual holiday for the year of 2013 by using Microsoft Excel where its required me select the number of holidays for public holidays in this year.

Beside that the theory that I have learn in class room sometimes are required when I have got an experience in practical training in this organization especially involving the subject that required me to use a computer. This is because the process of managing the data in this organization uses Microsoft Excel where I have been instructed by administration officer about how to fill the information in this organization.

It show that the process of transforming the knowledge from the workplace to classroom depends of the degree of the skill that can be applied in this practical training where the students are able to applied what has been studied in classroom from the aspect of concept and theoretical and can benefit the knowledge during practical training.

On the other hand the transformation of the knowledge that has been learn in classroom to the work also can be applied through two ways communication between the staff in an organization. Through the discussion, there are a lot of idea that can give benefit between practical students and organization.

3.5: EVALUATION OUTCOME

Overall evaluation process

From my 5 week practical training at Lembaga Hasil Dalam Negeri is very interesting for me from the aspect of working condition and office environment. This practical training also give me a lot of new experience that never get in classroom. Although I did not have any experience in working in office, the staff in this organization shows the good behavior and always helps me in giving and instruction to the task that has been assigned to me. From the task that has been give I able to apply what have I learn in class and benefit it in this practical training.

Other than that I also has been exposed with the real situation in working where this situation not only that I have learn in class. For example during this practical training, I also has been given an opportunity to trying office equipment such as franking machine where the main function of franking machine to frank the letter before it can be send to post office.

On the other hand I also able to know the function of administration part in this organization where I have been exposed about the procedure that required for managing file , data and also office asset from the aspect of purchasing or disposal the asset such as organization transport, furniture and others where all the procedure has been make to avoid wasting and increase the efficiency for organization administration.

Beside that In also become more understanding about the administration process in public sector where the function of Lembaga Hasil Dalam Negeri (LHDN) not only regarding the taxation matter, but also LHDN also has playing a role for managing Bantuan Rakyat 1 Malaysia (BR1M) to be distribute to qualified people.

CHAPTER 4: RECOMMENDATION AND SUGGESTION

4.1 INTRODUCTION

Chapter 4 in this report will be explain with example about the strengths and weakness about the task that has been assigned during practical training in Lembaga Hasil Dalam Negeri (LHDN) as discussed in chapter 3. This chapter also will show the solution and recommendation for benefit of organization.

As I hav attached under Lembaga Hasil Dalam Negeri(LHDN), I havelearn and get a lot ofexperienced about the strength of this organization. According from my observation during practical training, I have got an experienced and also am exposed with real working environment from the aspect of organization behavior where it required me to become more discipline in the aspect of attendance, appearance, cooperation. Other than that, I also must follow the rules and regulation that has been implementing in this organization. During my practical training in this organization I also can improve my social and interaction skills between the other staff and top management and also have get more knowledge and information from senior staff.

From my practical training, I also have been given an oppportunity to make link and connection with the other staff in different department when I has been transferred from State Director Department to Kuantan Branch Department where this will exposed me about the importance in cooperation between the other staff even though in different department in this organization. Furthermore after completing my studies, industrial training become list as our working experience in resume for job application Other than, that we also can applied what we have learn during industrial training when we work in the other organization soon in the future.

4.2 STRENGTH

5s Implementation

The 5s implementation has playing an important roles for every organization because it show the level of effectiveness and image of organization from the aspect of image and its management. It also will create a good environment in the work place in an organization. For example a good 5s implementation such as files management where the files are arranged properly according to make the process tracking and reference the record become easily for the staff. When the management of organization become more effective will lead to the productive staff and performance.

Real Working Environment

The industrial training enables the students to be exposed with working environment in real perspective from the aspect of organization behavior, task assigned, and workflow procedure and office system. So I am able to adapt and have got a view about the real working world that will enter after my graduation.

Systematic Administration System

The systematic administration system in an organization will bring to good performance and productivity .The administration also has been delegate into part which plays their role such as financial part, customer service part, and human resource part, and auditing part. Example Lembaga Hasil Dalam Negeri Phang has State Director Department, Investigation department, Branch Department and Audit department. This is the way in delegation process and ensures that the administration process will easy to be managing.

New experience and knowledge

The industrial training in this organization give new experience and knowledge which related to, management, customer service, organization behavior, human resource management and taxation system. Other than that it also exposed me to used office equipment such as franking machine, computer, and other office equipment.

Improve computer skills

The task that has been assigned to me required me to use computer for the aspect arranging and entering the data to the system. So the task given increases my computer skill.

4.3: WEAKNESSES

Task not verify

The task that has been assigned to me during my practical training in this organization just focus from the aspect of filing management and key-in data to computer. This is because; some of the task cannot be done by practical students due to secret reason in this organization.

Unstructured task assigned

Although the task assigned to me are considered good, however the task or training program that conducted to me are not well very structured and coordinated properly. This is due to no proper task schedule given to for me during 5 weeks practical training which sometimes I don't have any work to for the whole day

4.4: Recommendation and solution for LHDN

Outside workplace training module

One of the solutions that relevant for organization for improvement in the future including bring the practical student going outstation at the other place. The outside duty can be one of the training programs that relevant for practical students because the real working environment especially in public sector required their officer to work outside from their office. The outside duty can be one of the program for students during practical training where the practical students will be exposed about different type of duty that has been done in organization where the duty variety task and more challenging for practical students where the students will more understand the scope of administration process not only limited at office.

Planning training schedule

Lembaga Hasil Dalam Negeri (LHDN) should provide planning training schedule for practical students where the planning schedule will benefit the students to manage their working time effectively during practical training in this organization. The planning training schedule will allow the students or organization staff to make the reference easily the module or task they will be done during practical training.

4.5: Recommendation for Universiti Teknologi Mara (UiTM)

Extend the time for practical training

UiTM should extend the period the time of practical training for students to give them more knowledge and experience in this practical training. This is because the 5 weeks of practical training are really not enough for me to gain more experience and knowledge from the aspect of real working environment in this organization and be exposed with more task that need to be assigned . The faculty should implement new policy by ensure every students will be follow practical training program in organization for one semester. This is because one semester in UiTM is about five months and the students will be exposed with more knowledge and experience when they following practical training for longer period of time.

UiTM lecturer's visit

UiTM lecturer visit is very importance role because the lecturer can play a role to mark the student's progress of the attachment program. This is because the students will be more prepared during lecturers visit and also the lecturer can make conversation with organization supervisor regarding the program and training that suitable to be given for practical students. Other than that the lecturers also are able to monitor the students and give suggestion and advice for students. The UiTM also can send the representative lecturer for that student who has follow practical training far away from their main campus.

Cooperation between UiTM and organization

The UiTM also can take an initiative by establish good cooperating between organization because it will give an advantage for those students that follow the practical training. The cooperation will give the real perspective and knowledge because both parties can change idea and opinion in providing most suitable training program for practical students from the aspect of task assigned, management and the other duties during following practical training.

CHAPTER 5: CONCLUSION

INTRODUCTION

Chapter 5 will summarize all the discussion of each chapter in the report

5.1 Conclusion

Chapter 1 in this report has discussed about the organization in this practical training. As an overall the chapter one is more about the introduction about Lembaga Hasil Dalam Negeri (LHDN). During my practical training in LHDN, I am able to study more about this organization includes;

- a) Organization background
- b) Powers of board
- c) Vision and mission
- d) Motto
- e) Logo
- f) Organization structure
- g) Function of board
- h) Slogan
- i) Objective

The chapter two in this report has discusses all about my activity during practical training in Lembaga Hasil Dalam Negeri (LHDN) Pahang. The chapter explains about all the task that has been assigned to me that need to complete as part of the duty. The practical training book (log book) keeps all the necessary data of training in LHDN. The book is about my routine activity that I have done during my practical training in this organization. The log book keeps the date

and main activity that has been done in office and also includes the type of task that assigned to me.

After I completing my task or activity, the supervisor will check and signed in my log book. It is importance for supervisor to sign the log book as a proof to the lecturer that we have attend the practical training every day. Other than that the chapter 2 summarize the schedule of task that assigned to me where some of the task that assigned is same task every.

The chapter 3 of this report discuss about the main task that assigned to me during practical training where I have learn a lot of things that related with my lesson in classroom . The industrial training is a best way to expose the students the real working environment before looking for the career in the future. I have got a lot of experience about the working condition and environment, how to manage the file and how to keep the data to the system. Beside that I have been given an opportunity to increase my social skill through strengthen the relationship with the staff from the other department in this organization. I also learn that the bottom line should follow and be ready the instruction that has been given and should show professionalism at work place.

Chapter 4 discuss about the strengths and weaknesses the task given and organization which based on my observation and experience during the practical training. There are also providing some solution that necessary that will give benefit for organization and improve the organization efficiency.

Through my practical training in LHDN, I able o know about the office environment such as the office layout and cooperation among staff between each other and different department in this organization. The staff in this organization are depend each other even though in different

department or unit because each task that has assigned by staff are related between each other where it show that the importance of two ways communication. Other than that the good office environment form the aspect of layout work culture and accommodation will ensure that the staff can do the work in good condition and comfortable because the performance of staff depend with environment in workplace in the terms of facilities and work culture of organization. It show that the organization management has play an importance role to provide good environment at workplace to ensure the staff can work in good condition and improve the productivity in service.

5.2 OVERALL SUMMARY

As a conclusion, my internship program at Lembaga Hasil Dalam Negeri (LHDN) Pahang that started from 28 January 2013 has successfully completed on 1 Mac 2013. During the 5 weeks internship program in LHDN there are a lot of experience and knowledge that has been gained from many aspect such as computer, filing management, technical skill and so on where it will give many benefit for me to face the real working environment in the future. The task that assigned to me during 5 weeks practical training including managing files of department and keeping to the files room and keeping the required data to be fill in the system by using computer. All these task that assigned to me during this practical training is very benefit where all the task given can be use as reference and guidance for my career in the future. The technical task also has been given for me such as how to using office equipment like franking machine .Although this lessoning not related with I have learn in class, but it is useful for me as an additional knowledge that I got during my practical training in this organization. The good environment of this organization from the aspect of office layout and necessary accommodation at the workplace give me feel comfortable when following the practical training here. During the practical training in this organization, all the supervisor and staff are very kind , supportive and

show good cooperation with me in offering their assistance and guidance when required. As an overall it can be concluded that the Lembaga Hasil Dalam Negeri is one of the suitable place for students to starting their industrial training program because this organization provides the training that suitable for students where the task training that assigned are relevant with the course that I take that focus towards administration part.