

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES



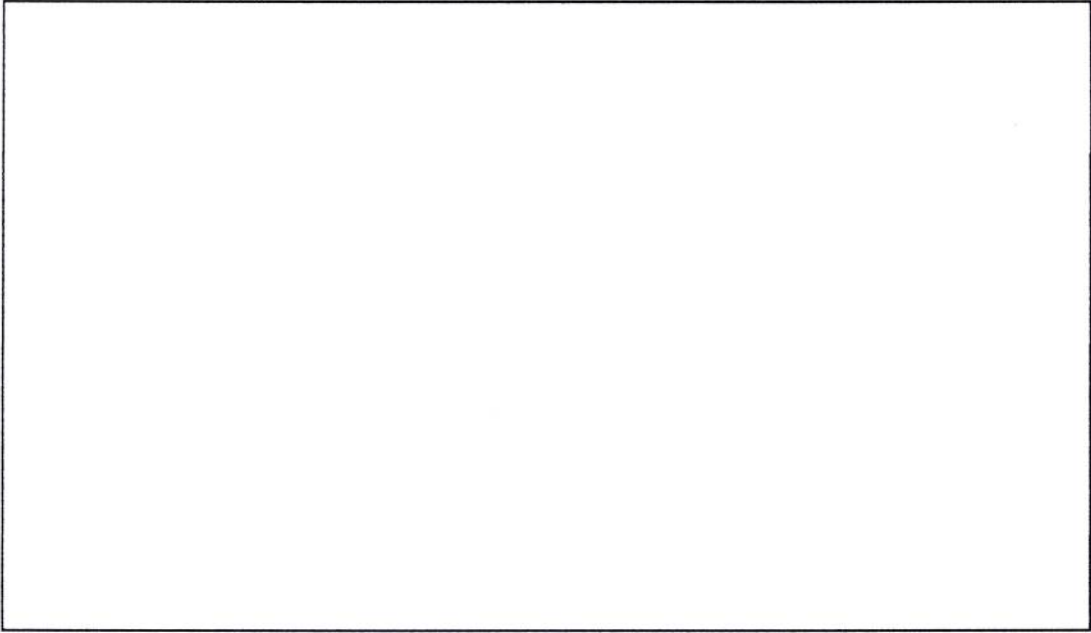
PRACTICAL TRAINING REPORT
LAND OFFICE AND DISTRICT OF PASIR PUTEH, KELANTAN

NUR HIDAYAH BINTI MAT NOR

2013696054

JUNE 2016

SUPERVISOR'S COMMENTS

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MODERATOR'S COMMENTS

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

Name of supervisor : DR. NADRAWINA BT ISNIN

Title of Practical Report : LAND AND DISTRICT OFFICE OF PASIR PUTEH,
KELANTAN

Name of Student I : NUR HIDAYAH BINTI MAT NOR

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

()

Date:

THE DECLARATION

Declaration

I hereby declare that the work contained in this practical report is my own except those which have been duly identified and acknowledged. If I were later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

Signed,



Name: Nur Hidayah Binti Mat Nor

ACKNOWLEDGEMENT

Assalamualaikum,

Alhamdulillah, thank to Allah S.W.T for always being with me and give me the good health during the period of industrial training. Appreciation and gratitude addressed to the District Officer, Land and District Office of Pasir Puteh, Kelantan which is Haji Muhamad Anis Bin Haji Hussien. Also, credit to my supervisor, Encik Nik Jessim Bin Tan Sri Nik Hashim for giving me the opportunity to complete my practical training based on the time requirement.

I deeply blissful and honored to be one of members in the organization even as an intern student because I gain a lot of knowledge and experiences that I never will get in other place. I would like to thank to all the staff at the administration unit that provide a lot of guidance, cooperation and constructive criticism with regard to lessons learned in my studies.

I would like to say thank you to the bachelor lecturers of the Faculty of Administrative Science and Policy Studies, and my supervisor namely Dr. Nadrawina Isnin that helps me a lot in the completion of the final report. Also, a big thank you for by parents because always support me in my studies until now. May Allah S.W.T always bless us.

Thank you,

Nur Hidayah Binti Mat Nor

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science & Policy Studies

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Bachelor of Administrative Science (Hons)

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CHAPTER 1

INTRODUCTION

1.1 Introduction of Industrial Training

Practical training or industrial training is a mandatory course for all courses for all degree students of Administrative Science. It is a requirement to fulfil the course in order to complete the degree as well as graduate from the university. The training refers to work experience that is relevant to professional development prior for graduation. For Administrative Science students, an 8-week period is allocated for training at locations chosen by students themselves. No restriction is imposed on them whether they want to work in government agencies or private companies.

For this semester, the trainee, Nur Hidayah Bt Mat Nor (2013696054) has started the internship at the Land Office and District of Pasir Puteh or known as Pejabat Tanah dan Jajahan Pasir Puteh, Kelantan Darul Naim from the 16th January 2016 (Wednesday) until 21st March 2016 (Wednesday). The supervisor in-charged during practical training is the Assistant Chief Land District Office (development unit) or known as Ketua Penolong Ketua Jajahan Pasir Puteh (Pembangunan) which is YAB Nik Jessim Bin Tan Sri Nik Hashim.

1.2 Objectives of Industrial Training

The Objectives of industrial training as follows is:

- i) To fulfil the award of the degree of Universiti Teknologi Mara (UiTM).
- ii) Apply theories learnt in classroom in working environment.

- iii) Solidifies student's confidence after graduation.
- iv) Improve both soft and hard skills.
- v) Improve communication and management skills.
- vi) Improve the standard and reputation of the organization

1.3 Background Of the Land Office and District of Pasir Puteh

1.3.1 History of Establishment or Establishment of Organization

Kelantan is one state that has its own civilization and it has inherited from time immemorial. However, this state of civilization also influenced by external civilization as civilization India, Siam, China, Islam and the West. Effect of civilizations that has seeped into the customs and ways of life, beliefs and language of the State and it also affects the terms of its administration or government.

In this connection, the western civilization through the British colonization has led to changes in the administrative system or administration of the State. It is believed that the administrative system in the state of Kelantan practiced since ancient times is the heritage of traditional Malay political system practiced since the hereditary.

It is also believed that the Pasir Puteh had existed in 1905, i.e. at the time of British rule. The administrations of the colony run by representatives of British advisers, known as "dependency" or the tanah Jajahan. Land District and Office of Pasir Puteh was inaugurated by His Highness the Sultan of Kelantan Tuanku Ismail Petra Ibni Al-Marhum Sultan Yahya Petra in September 1988.

Pasir Puteh is the fifth colony breadth of other colonies in the State. Ranking Pasir Puteh is bordered by the Kota Bharu District in the north, west Machang, Bachok in northeast and to the south adjacent to the Besut district. While on the east side, this colony exposed to the South China Sea. Pasir Puteh is also one of the main entrances for vehicles coming from outside the state of Kelantan to other colonies in the state.

1.3.2 Regional and Sub-District

In Pasir Puteh, there are 8 districts and 73 sub districts. The figure below shows a list of local, country and area of Pasir Puteh.

A List of Local, Country and Area of Pasir Puteh

REGIONAL	SUB-DISTRICT	IMMENSITY (miles squares)
Limbongan	8	6.3 miles squares
Bukit Jawa	14	26.1 miles squares
Bukit Abal	10	17.9 miles squares
Jeram	8	21.3 miles squares
Padang Pak Amat	7	21.0 miles squares
Semerak	14	46.1 miles squares
Gong Datuk	8	16.0 miles squares
Bukit Awang	6	12.2 miles squares

1.3.5 Moto of Land Office and District of Pasir Puteh, Kelantan

'Our Office, Our Responsibilities'

Our Office, Our Responsibilities or "Pejabat Kita, Tanggungjawab Kita" means that to produce the staffs that have strong moral values and excellent in order to manage and enhance the delivery system in office.

1.3.6 5S Program



Figure 1.2: 5s Programs

Figure 1.2 shows the logo of "5s Program" that had been applied at Land and District Office of Pasir Puteh, Kelantan.

1.3.7 Core Business and Function of Land Office and District of Pasir Puteh, Kelantan

Among the division of unit in the organization are:

1.3.7.1 The role of the Department of Land

To achieve the above objectives, the Office of Land at Pasir Puteh will play the role of:

- 1) Key Colony development.

1.3.3 Vision and Mission

1.3.3.1 Vision

Making the Land Office and District of Pasir Puteh or known as Pejabat Tanah dan Jajahan Pasir Puteh (PTJPP) as a dynamic department, comprehensive and sustainable development prioritizing and efficient and achieve customer satisfaction by year 2020.

1.3.3.1 Mission

Plan, manage and administer and implement the land & colonial government's policies and providing services by integrity, quality and efficient economic development towards excellence, physical and human development.

1.3.4 Official Logo of Land Office and District of Pasir Puteh, Kelantan

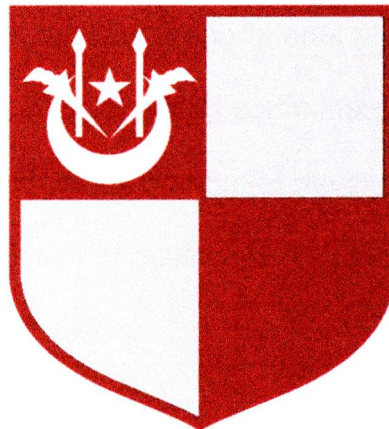


Figure 1.1: Logo of Land Office and District of Pasir Puteh

- 2) Coordinating the development of the colony.
- 3) Estate agents in the Colonies.
- 4) Liaison and mouthpiece of the government.
- 5) Excellent driver and system administration outpost
- 6) Positive work culture in the colonies.

Strategy

In carrying out this role, the strategy must be set out in an organization to achieve the goal and objectives. The strategy of this organisation is:

- 1) Construction of the leadership team and leading by example.
- 2) Legal and meetings.
- 3) Improving interpersonal relationships among heads of agencies under the district.
- 4) Mutual cooperation between departments in the colonies.
- 5) The establishment of the working committee.
- 6) Give priority and emphasis on human development.
- 7) Increasing appreciation of quality and excellent work culture.
- 8) Development Organization.

1.3.7.2 Management Department

At this organization, the management department is:

NO	ARTICLE	DURATION
1.	Entertainment Permit Application (Complete if all relevant documents)	1 hour
2.	Prepare Payment Voucher (Purchase / Repair)	2 Days
3.	The investigation process to get a license author petition	2 Weeks
4.	Verification Certificates and Documents	14 Minutes
5.	All complaints / questions / feedback / suggestions will be answered	14 Working Days

1.3.7.3 Development Unit

NO	ARTICLE	DURATION
1.	Registration Wholesale	15 minutes after the payment is made
2.	Survey report and budget for application / project proposal within 10 working days	10 working days

3.	Exercise of public welfare projects (KR) will be completed 4 weeks of the date of acceptance letter	4 weeks of the date of acceptance letter
4.	Managing the preparation of payment vouchers to claim a development project work	5 days (including visits for verification of project)

1.3.7.4 Land Development Unit

- 1) All arrangements for the transfer of land application under Section 120 KTN: -
 - i) For areas under the approval of the colonies can be completed within 7 working days.
 - ii) For areas under the approval of the state authorities (EXCO) can be completed within 3 months.
- 2) Application Sales Order (Auction) will be processed within 2 hours.
- 3) Application conversion will be completed:
 - i) For the conversion of agricultural land to farm can be completed within 1 month.
 - ii) For the conversion of agricultural or industrial buildings to be completed within 3 months.
- 4) Application for subdivision / share / listing will be completed within 3 months.
- 5) Managing the production of the replacement property will be completed within 6 months.

- 6) Application of soil status report (commercial agriculture, timber production, one-stop centres (OSCs) and mines) can be completed within 1 week.
- 7) Show-border application can be completed within 1 month.
- 8) Application for surrender of land and alienated again be resolved within 1 month.
- 9) Registration of land ownership application can be completed within 1 hour.
- 10) Registration application T.O.L (lease of government land) within 1 hour.
- 11) Application purchase plan can be completed within 1 hour.
- 12) Applicant withdraws the deposit can be completed within 1 hour.

1.3.7.5 Revenue Unit

- 1) Managing payment of land tax, land deposits and other payment arrangements will be completed within 5 minutes of the presentation of the bill.
- 2) All arrangements for the correction of the information in the bill will be completed in 5 minutes.

1.3.7.6 Enforcement Unit

- 1) New applications permit the rocks can disapprove within 5 working days.

1.3.7.7 Land Registration Unit

*Business

- 1) Registration of transfer of land to the property will be completed in the next 24 hours, if included documents.
- 2) Registration charges and acquitted of charges of land ownership will be resolved within 24 hours of complete documents.
- 3) All arrangements for the draw / official search and buy a copy of the document will be dealt with in 15 minutes.
- 4) Caveat relating to land registration will be completed within 2 hours with the inclusion of complete documents.

*Non-Trading

- 1) Application for registration of a small inheritance (Register File) and registration of land transfers through a small inheritance for the title will be dealt with in a time of 3 hours, for complete documents.
- 2) Land grants application is missing (Login Register) will be arranged within 2 hours to complete documents.
- 3) Managing stamping will be completed in 5 minutes.
- 4) Managing making land grants by the landlord will be completed within 1 minute.

1.3.8 The Organizational Chart of Land District and Colonies of Pasir Puteh

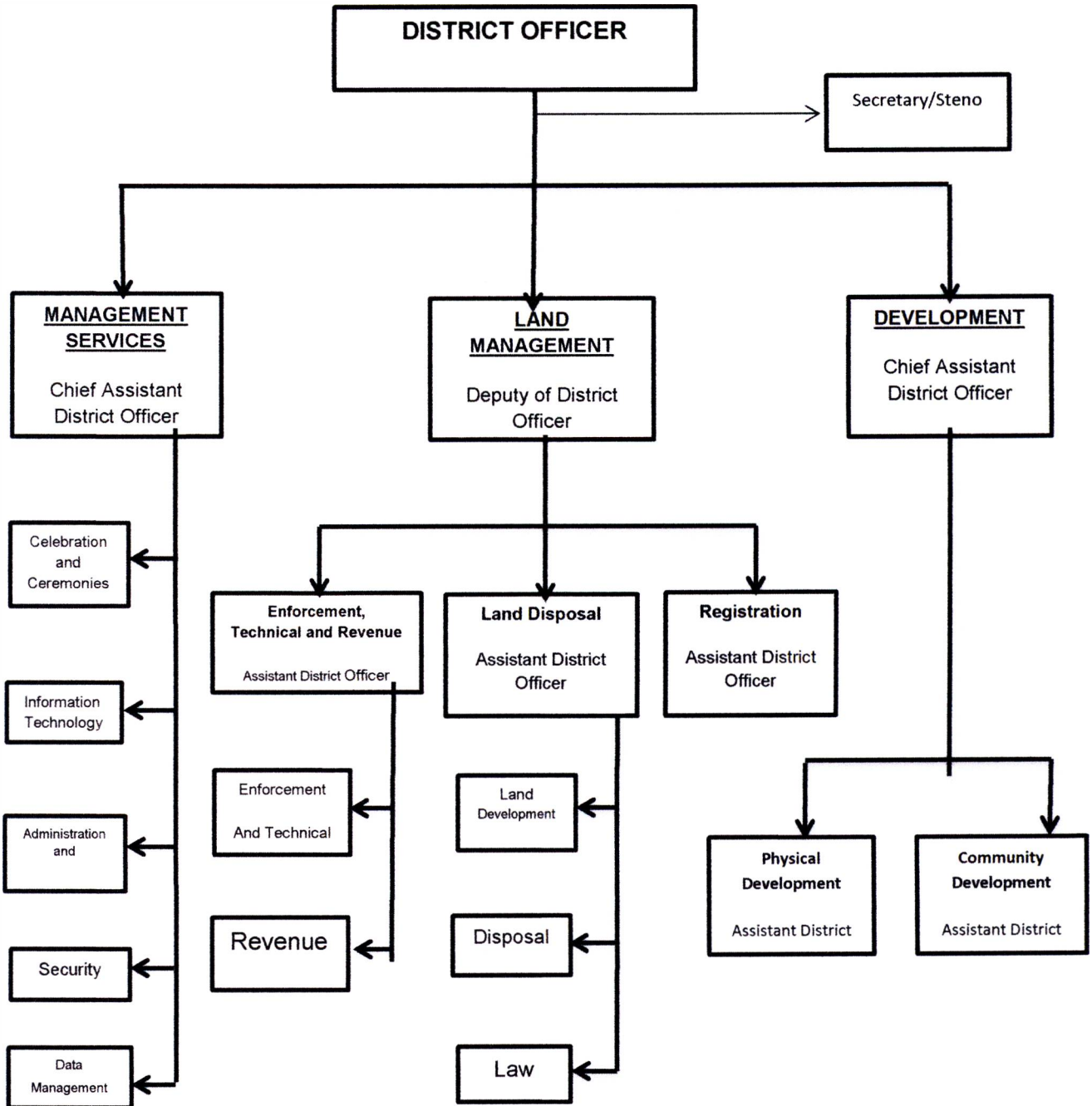
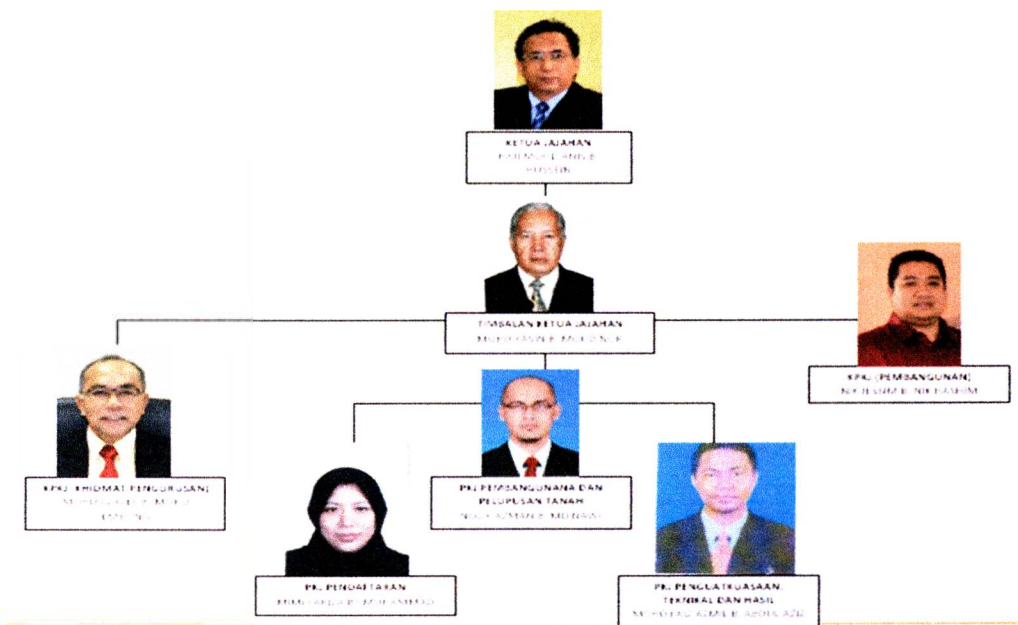


Figure 1.1: The Organizational Chart of PTJPP

(Source: Webpage Pejabat Tanah dan Jajahan Pasir Puteh, Kelantan (.gov)>my>ptjpp)

1.3.9 Organizational Chart of Land Office and District of Pasir Puteh, Kelantan



(Source: Webpage Pejabat Tanah dan Jajahan Pasir Puteh, Kelantan (.gov)>my>ptjpp)

Figure 1.3: The organization Chart of Officer at Land Office and District of Pasir Puteh

1.4 Development Unit

Under Land Office and District of Pasir Puteh, the development unit is one of the units under the organization. The development Unit will cover the entire task that related with land, event, program, and etc. I have been placed at the development unit during my entire period of practical training in 2 months equivalent 8 weeks 4 days.

1.4.1 Objective of Industrial Training at Development Unit

I have been placed at the development unit during my internship at the Land Office and District of Pasir Puteh, Kelantan because of several objectives:

- i) Learn how to conduct an event
- ii) Learn to manage any unexpected or expected problem by efficiently and effectively and make the best decision making to solve the problem
- iii) Improve the style of work during the working hours
- iv) Learn how to deal with the clients when have something important need to be reported to the managers
- v) Improve how to work in smart way with combination all the staffs which is the cooperation between the staffs.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

First of all, I have been honoured that being one of the intern student of practical training at the Land Offices and Colonies of Pasir Puteh or Pejabat Tanah Jajahan Pasir Puteh, Kelantan Darul Naim because a lot of thing that I can learn there. Around 2 months period of practical training at the Land Offices and Colonies at Pasir Puteh or PTJPP, I have been motivated and determination because the task given was gives me a lot of new knowledge and the real environment of work in the office and at the same time, it train me as well as the intern student at the development unit. At the organization, I have located at the development unit together with 6 staff and 1 student practical excluding me. During period of practical training, I enjoyed completed my jobs because the staffs were very helpful and take care of each other. At the same time, I cannot deny that a lot of challenges I have been face through during the period as the student practical that teach the real life in the office.

There are schedules of practical training at the development unit:

- i) Data Management
- ii) Data Processing
- iii) Meeting Attendance
- iv) Counter registration
- v) Counter service
- vi) Event management and etc.

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There are schedules of practical training at the development unit:

- i) Data Management
- ii) Data Processing
- iii) Meeting Attendance
- iv) Counter registration
- v) Counter service
- vi) Event management and etc.

During the practical training, I have exposed a lot of new things in order to complete the task efficiently and effectively. It gave me a lot of advantage that I can use it in my future work in any particular job. Furthermore, I have been exposing by the various type of staffs and customer as well to be served. I have being as an intern student at the development unit in Land Office and District of Pasir Puteh or PTJPP.

I been completed my practical training within 2 months which is start 21st January 2016 (Wednesday) until 16th March 2016 (Wednesday) successfully. I write about the task that given to me during my internship at PTJPP. At the development unit, I have being do several of task occupied to me in order to acknowledge myself more about the real face work in public organization.

2.2 Schedule of Practical Training

Week one (21st January – 22nd January)

During my first week at the Land Offices and Colonies of Pasir Puteh or PTJPP, 20 January 2016 (Wednesday) until 21 January 2016 (Thursday) I was doing the stamp payment receipts at the office with the other staff at the development unit itself. I have stamp several of payment receipts supplier invoice date stamp print letters about the mosque and fence repair information grave under the Kelantan Islamic Religious Council or known as "Majlis Agama Islam Kelantan" (MAIK) 2015. Besides, I have updated the new information about the mosque and fence repair for the year 2015 in the related file of MAIK 2015.

Week two (24th January -28th January)

For the second week of my practical training which is 24 January 2016 (Sunday) until 28 January 2016 (Thursday), I have done the stamp payment vouchers in respect of supplier invoices and vouchers. Also, I have been adjusting the payment voucher by writing the voucher number, stationery supplier invoices, stamp the name and position of accountant manager PTJPP which is Puan Norizan. I have learned about how the management meeting's letter was going by changing the new date of the meeting at the meeting room and at the same time, I attached the response letter in the envelope because to send the letter to the related organization for the Meeting of Action and Development or known as "Mesyuarat Jawantankuasa Tindakan dan Pembangunan". During the same week of my practical training, I have printed the envelope for the delivery of letters to the related organizations and I will find the full name of the related organization before I printed because to make sure that all the organization will get the invitation letter. I have been arranged the invited letter by numbers for the management meeting to the related organizations at 03 February 2016 (Wednesday), 09.00 am at the meeting room, Land Offices and Colonies of Pasir Puteh or PTJPP. I have helped one of the staff developments in order to arrange the invited letter to the headman in each district at the administration division. This is because the headman needs to attend the meeting for the development of each of their district at the Pasir Puteh.

During the same day, I have edited the data about the information of aid for the poor 2015 or known as "Bantuan Golongan Miskin 2015" at the computer which is Microsoft Word, Power Point, and Microsoft Excel. This information was significant during the meeting because the related officers will identify that qualified to get the aid form the government. I have been edited the information about the qualified applicants whether will be proceed or not /or whether applicable or not. I edited the data information using the Microsoft excels with one of the development staff. Besides, I have been incharged at the counter service for the development unit.

During the same week, I helped the staff development in order to arrange the invited letter to the headman in each district at the administration division. I have printed and photocopy the meeting letters that have the detail information about the meeting. During my practical training at the second week also, I have been attend the meeting with the all the headman, Mister Nik Jessim Bin Tan Sri Nik Hashim as the Assistant Chief Land District Office of Pasir Puteh, Kelantan and several number of development staffs regarding for some discussion of the development. The meeting is about the current activity at the current period of time. Also, I have been stamp the wholesalers list form by stamp the sign of Land District or known as "Pejabat Tanah" and Office of Pasir Puteh or known as "Jajahan Pasir Puteh", stamp the contractor of registration and also updated the new information for the MAIK form 2016. I have been incharged at the counter service for the development unit while do the stamps.

I have done stamp the form of the payment of voucher for the adjustment of interest payment for 2016 during the same week. Also, I have been done the

photocopy of certificate of land about aid of the poorness 2016 at the Pasir Puteh, Kelantan. Besides, the management of the attendance have been part of my task assessment during my practical training and I have done briefing attendance development program under the provisions of the state government in 2016 for the check of the staff's development unit. Other than that, I have stamp the payment of voucher about the state government of Kelantan or known as "Kerajaan Negeri Kelantan". After that, I have done my job to update the backup candidate for the home zakat MAIK 2016 before finish the second week for the month.

Week third (31st January- 04th February)

At the 31st January 2016 (Sunday) until 4th February 2016 (Thursday) which is the third week of my internship at the Land Offices and Colonies of Pasir Puteh or PTJPP, I have received a lot of work in order advantage to me to learn something new based on the new environment of work style. I have been done the management of financial statements for the year ended 31/12/2015 with District Council of Pasir Puteh or known as "Majlis Daerah Pasir Puteh, Kelantan Darul Naim". Also, I have been edited the management information of the aid from MAIK 2016 by update the new information of applicants and the management of testimonial or known as "surat akuan" in order to build the houses for the applicants that don't have that kind of letter.

During my practical training, I have been attended the meeting of Action and Development of Pasir Puteh or known as "Mesyuarat Jawatankuasa Tindakan dan Pembangunan Jajahan Pasir Puteh, Kelantan Darul Naim with others related parties at the meeting room. Asp. Mohd. Yusfaizal Abd. Ghazali as the

Police Chief of Pasir Puteh has invited as the presenter in the meeting at the meeting room regarding to share all the information about any crime to all the staffs of PTJPP include developments units. The representative from the Chairman of the Malaysian Maritime has been given talk about the current information in Malaysian Maritime in the meeting based on their scope of work or task assessment.

Other than that, I have been make the list name of the applicants MAIK for the repair the houses 2015. During at the same day, I have been make the new addition of the candidate that applies the application for every assemblyman or known as 'Dewan Undangan Negeri" (DUN). Besides, I have make the short list name of the applicants that apply the application for houses, identify and take a record about the applicants whether capable or incapable and at the same day, I update and edit the condition of the house and photos applicants to support their application form.

Continued for the next day, I have been photocopying the form tithe of MAIK or known as "zakat MAIK 2016" to make as references at the developments unit at the PTJPP for the next meeting with the entire headman in order to choose several of them that qualify get the aid from MAIK. Also, I have been incharged at the counter service for the development unit. During the fourth week at the 10th February 2016 (Wednesday) until 11 February 2016 (Thursday), I have been update the new date about the applicants that can apply houses for 2016 which is in detail that I update the personal information of the applicants, write down the forms, or the new information that not complete yet. At the same day, I has been develop myself to know the new scope of work by identify the land grant for every each applicants whether the

land grant is belong to the applicants, parents, siblings or not. I have been asked to make a short list name applicants that have been completed, data that needed and name of the applicants that not completed to be proceeding. I have complete the last touch during that day by arrange the applicants regarding each headman which is Semerak, Padang Pak Amat, Gong Datuk and so on.

Week fourth (07th February-11th February)

During the second day of the fourth week, I have been learning new knowledge at my practical training place which is Land Offices and Colonies of Pasir Puteh or PTJPP. The new things that I learn which is I have ordered to fax the estimated cost letter for the modify work of road by Land Offices and Colonies of Pasir Puteh or PTJPP. I have faxed the letter at the Administration unit with helps by the Steno of the organisation. The fax letter was to send to the very honourable Director of the State Development in Kelantan JKR 7, Complex of Kota Darul Naim or known as "YABrs. Pengarah Pembangunan Negeri Pejabat Pembangunan Negeri Kelantan JKR 7, Kompleks Kota Darul Naim 15503 Kota Bharu. I have been done the photocopy the printed information of aid tithe application form or known as "bantuan borang permohonan wang zakat bantuan AM" at the development office. At the same time, I have been updating the related information like the applicants photos that apply for the application to repair and build the house for 2016 for the presentation meeting.

During the last day of the fourth week at this month, I have completed the form revisionary Kelantan poverty profile for 2016 in every DUN which is

Jeram, Bukit Awang, Bukit Abal, Limbongan, Semerak and I will do the double check about the information applicants whether true or not like the land grant, the job of the applicants, the address of the applicants and so on. This information was very crucial because it will give the supportive to the applicants whether qualify or opposite. All the information was very important to the related officer to analyse and discuss with others related officer about the suppose information that need to look more detail in the presentation meeting.

Week fifth (14th February-18th February)

At the 14 February 2016 (Sunday) until 18 February 2016 (Thursday) which is the fifth week of my practical training at the PTJPP, I have been learn a lot of new things that I never get learn in other place and also, I get the new experience in order to deal with the task given during my internship. I have been attended the meeting with the Chief Assistant District of Pasir Puteh, Kelantan Darul Naim, headman and several of the development staff. I have prepared and managed all the things that are needed in a meeting about the applicants that apply the application for repair the house MAIK 2016 like the suppose document that needed in the meeting. I have learned on how to install the LCD and laptop that needed for presentation for the related meeting that job because the suppose staff was absent on that day. I have prepared the information those applicants that want to apply the application for the meeting for each headman before the meeting have started.

On the second day of the fifth week of my practical training, I have do management the information that related with payment voucher 2015 to be

check by auditor. I have helped the Finance's staff from the development unit which is Puan Jasmi in order to arrange the document followed by the number of voucher and also, I have arranged the entire document in the relevant files. I have been told by Puan Jasmi to make sure that all the files have been completed to check by the Officers of auditors. At the morning in the third day of the fifth week, I have taken the small envelope files at the store room which is 10 pcs from the storekeeper. I have been incharged at the counter service for the development unit. I have done the stamp the payment voucher 2015 or known as "surat akuan kena bayar 2015" to updated the voucher payment form 2015. Other than that, I have been do the photocopy all the receipts, local order and invoice for completed work of house distribution of tithe or known as "rumah agihan zakat" 2015. I have been done the photocopy photos of condition's house for the applicants and entering the printed in the file of house distribution 2015.

At the same week, I have been done to update all the data information to apply for repair house MAIK 2015 for the qualified applicants. The management of the application fertilizer subsidy program for Kelantan state during at the same day. I have been that fill in the amount bag of the fertilizer that has been approved for the stamp and sign by head of the Land Offices and District or known as "Ketua Jajahan Pejabat Tanah, Pasir Puteh, and Kelantan which is very honourable Haji Mohamad Anis Bin Haji Hussen. I have been helped the development staff to photocopy the letter about Companies Commission Malaysia or known as "Syarikat Suruhanjaya Malaysia, Surat Perakaunan" and etc. which is 7 pieces. The management of data's applicants that qualified in order accepted all the application by MAIK

2016 that has being submitted to the Kelantan Islamic Religious Council or known as "Majlis Agama Islam Kelantan (MAIK)" that I have been completed the task given. I have printed the information of the applicants that qualifies and make a short list name of applicants that qualified in a new list names. I have attend Council rapport or known as "Majlis Jalinan Mesra" at the official residence of the secretary with the staff of the PTJPP and at the same time, I joined participate in events held together with the District Council of Pasir Puteh in order to build to good relationship with other organization. The event has been briefing about the dress code at work and on proper dental care. I have helped one of the development staff to take office equipment at the store room with the store keeper and take the stationery, A4 paper, small envelope files and other necessary equipment for office requirements.

Week sixth (21st February-25th February)

At the next week of my practical training which is 21 February 2016 (Sunday) until 25 February 2016 (Thursday), I have been attend the morning speech or known as "tazkirah pagi" at the meeting room with all the staff of the Land Office and District of Pasir Puteh or PTJPP. The morning speech have briefed on the financial situation of the defendant state because the cost of living is rising up. The management for the transmission of information of candidates eligible to be sent to the office MAIK that have I completed during the day and also, I have 'burn' a CD to be submitted for the MAIK to be proceeding for requirement purpose. Also, I have done the photocopying of the performance reports and implementations of development project expenses-motorcycles Kelantan 2016 until February 21, 2016 a total of 12 copies. Photocopying Development VOT monthly report for the month ended February 2016, the

State Government Accounting System Book VOT of 12 copies have I completed during that the day. At the same time, the management of information applicants of MAIK 2016 regarding headman have been I completed. Also, I have been do the photocopying the residential rehabilitation assistance Bil. 15/2015, approved 29/10/2015 at the administration unit.

Also, the management of the applicant's letter that qualified which is Mister Nik Hisham B. Nik Husin to the headman of Padang Pak Amat, Pasir Puteh, Kelantan Darul Naim. The management the application's form of tithe 2016 regarding that have been involved that particular district like Limbongan, Semerak, Gaal, Selising and etc. have been completed by me regarding the task assessment. This kind of job also have been completed by me during the same day which is to complete the information management about position as the headman or known as "penghulu" to the supposed person whether man or women for DUN Selising, DUN Gaal, DUN Semerak, DUN Limbongan and etc. The management of printed letters and all the letter for the event of Council Chief Appointment or known as "Majlis Perlantikan Penghulu 2016" at 03 March 2016 which is in Thursday at the hall of District Council of Pasir Puteh or known as Dewan Majlis Daerah Pasir Puteh, Kelantan Darul Naim also been one of the my job during practical training period and I have been get a lot of new experiences from that particular activities that I never being before. I take all the requirement things that needed in the development office at the storeroom with one of the development's staff and at the same time, to make sure that kind of things will perfectly using.

After that, I managed and updated all the data for the appointment by the district chief which is by management of the certificate of the appointment by the district chief that has being appointed have been part of task. At the same task, I have arranged all the appointment certificate of the district chief followed by the DUN and check all the name of the district chief that have being appointed. I have been helped development staff about the event of Council Chief Appointment or known as "Majlis Perlantikan Penghulu" at 03 March 2016 at the hall of District Council of Pasir Puteh or known as "Dewan Majlis Daerah". I have printed all the tentative of the event that have being managed for all the guests, headman's and etc. The task has given the management of the invitation letter for the event of Council Chief Appointment or known as "Majlis Perlantikan Penghulu by printed all the invitation letter that to be send to all the staffs and related officers, recheck the entire headman's name that has been represented to manage the certificate according to the DUN, arrange the entire certificate by alphabetical order to send it to the related headman for 2016 and identify the entire thing that needed for the event.

Week seventh (28th February – 03rd March)

At the 28 February 2016 (Sunday) until 03 March 2016(Thursday), I been learn a lot of things like before and because of that I have been learn quickly. Also, I started to be more efficient and effective in complete the task with the good quality and quick management. The management of the payment invoice to the contractor by the state whereby arrange all the data information from the supplier followed by the arrangement. I must make sure that the entire payment voucher has their own receipt from the supplier have I do

during that time at the development unit. Besides, I have been incharged at the counter service for the development unit. I have been managing the form voucher for adjustment at the revenue unit. I have done the management of the letters to be fax to the related organisation. Also, I have done faxed the attendance letter of events ceremonial opening of the fourth session of the thirteenth Kelantan state assembly in 2016 or known as "acara istiadat pembukaan penggal keempat Dewan Negeri Kelantan Ketiga Belas Tahun 2016" to the very honourable secretary jobs of Dato', Secretary of state's office or known as "Yang Berhormat Dato' Setiausaha Kerajaan, Pejabat Setiausaha Kerajaan Negeri Kelantan Darul Naim". I faxed the letters for the investiture ceremony a Quran recital Kelantan state level to 59 times a year 1437h/2016M or known as "Majlis Pengurniaan Hadiah Tilawah Al-Quran Peringkat Negeri Kelantan Kali Ke 59 Tahun 1437h/2016M" and the opening ceremony of the state-level Quran recital Kelantan state level to 59 times in 2016/1437M or known as "Majlis Perasmian Tilawah Al-Quran Peringkat Negeri Kelantan Kali ke 59 Tahun 2016 /1437 M".

I have manage all the information of the application of aid of tithe of 2016 or known as "bantuan zakat AM 2016" which is to identify all the type of the application that has being applied of the application whether to modify the house, school aid and etc. I have done the photocopy of the red form which is the application form of aid tithe of 2016 for the meeting with the MAIK. I have been completed the management of the letter to submit it to the Encik Zakaria (administration staff) and at the same time, I submitted the invitation certificate and power of attorney or known as "Surat Kuasa" at the administration unit. Also, the management of distribution of list name that must attend to the event

of Council Chief Appointment for the information of head of District Colonies, Pasir Puteh, Yang Berhormat, Haji Mohd Anis that I have done based on task occupied. Also, I have been completed the management of the modification of the Marris Road for the 2016 which is make the finance of list that allocated for modify Marris roads at the related area and print the receipts of the expenditures of the modification for the claims.

Also, I have done the job of management of the financial statement for the expenditure at 2016 at the administrative unit and finance unit. The arrangement of the requirements for the Council Chief's Event at the hall of Council Districts or known as "Dewan Majlis Daerah Pasir Puteh" in order to arrange file of letter appointment to the headman's and arrange each of the certificates of appointment followed by the DUN and alphabetical chief appointed that I have been completed before finish the day. This gives me much good experience while completing my task and it develop me to be more confidence in complete the task occupied.

I helped the development staff to manage the name tag for the event like registration, secretariat, headman and etc. For event of Council Chiefs Appointment or known as "Majlis Penyampaian Watikah Perlantikan Penghulu' for 2016, at 03 March 2016 at the hall of Council Districts or known as "Dewan Utama Majlis Daerah Pasir Puteh, Kelantan Darul Naim", I have and one other intern student has being as the committee member of registration unit whereby as a duty to tick the attendance of the headman for 2016, arrange and make sure all the things that needed and planned were going smoothly, give the tentative to the headman that attend for the event, manage all the information that needed for the event, make sure that all the

things has being manage smoothly after the event finish. After the event has finished, I was on duty to manage the list name of headman that received the appointment certificate by the Land Offices and District, Pasir Puteh or known as "Pejabat Tanah Pasir Puteh" to be submitted to the Encik Zaim at the administrative unit. During at the same week, I have done the management of meeting minutes under the action committee meetings and development of colonies of Pasir Puteh or known as "Mesyuarat Jawatankuasa Tindakan Dan Pembangunan Jajahan Pasir Puteh" Bil 01/2016 at 03 February 2016 at the operational room by check the attendance of all the guests that attend the meeting. I have been incharged at the counter service for the development unit during the same day before end the day in the week fifth.

Week eighth (06th March-10th March)

During the second last week of my practical training at 06 March 2016 (Sunday) until 10 March 2016 (Thursday), I have attend the morning speech or known as 'tazkirah pagi' at the meeting room at the Land Office and District of Pasir Puteh to more discuss about the issues performance of work, information of the infloblast about the technology. Also, I have done the management of the things that needed at the office at the store room, helped by the storekeeper by take the A4 paper for the photostat and others required things. At the second day of the second's week before I complete my practical training, I have been exposed at the management of latest information at the development unit which is data about the council assemblymen adjustment or known as "Mesyuarat Pelarasan DUN" and data about the Quran Recital Assembly or known as "Majlis Tilawah AL-Quran" to be updated. Also, I do the photocopy activity the entire related letter about the courses at Institute of

Public Administration or known as "Institut Tadbiran Awan Negara (INTAN)" which is the certification and etc. for the required objectives. The management of the work information and to finish the constructions and installation of pipes for the poor people at the Bukit Awang, Dun Gaal, Pasir Puteh, Kelantan Darul Naim which is the management of file for complaint of the customer BPPP ¼ 2016 and the management of letter fax at the Chief Officer of Land Office and District of Pasir Puteh have doing by me guiding by the staffs of development unit.

At the same day, I have done the management of the wholesalers list form at the revenue unit and the management of the file officer for the file fence grave or known as "fail pagar kubur" (MAIK) No Fail: BPPP 98/1. Also, the management of the wholesalers list form to the revenue unit for the administrative each of the organization or related individual. Also, I have done the management of wholesalers list form to payment at the revenue unit, Land Office and District of Pasir Puteh.

Week ninth (13th March -16th March)

During the last weeks of my practical training, my tasks was going like the usual and even this is last, I will not waste my time to learn more and more at Land Offices and District of Pasir Puteh or known as PTJPP in each unit. At the first day of the last week, as usual at the morning, all the staff's PTJPP will attend the morning speech or known as "tazkirah pagi "at the operation room PTJPP which is discussed more about the ethical of work which is hardworking and honest. The management all the things that needed to print and photostat and etc. at the development unit by take the paper letter A4 at

the store room with help from the administrative staff (Puan Norizan) for office only was the last task that I have been completed during that day. For the next day, I have do the management of the application form for the budget of expenditure for 2017 at finance unit with Puan Nurul (Finance staff) by photostat the application form the budget of expenditure for 2017. Also, I have taking care about the management of the printed letter about Special Letter of Creativity 2016 and distribution lists for individuals associated. At the last period of my practical training, the management of the registration of contractor at the revenues unit for the registration form 2016 have being settled by me. At the last day of my practical training, I have attend the inauguration of Drainage Irrigation Department or known as "Jabatan Pengairan Saliran (JPS)" with the development staff at the Jalan Nara, Pasir Puteh, Kelantan Darul Naim and also, celebrate with the staffs of PTJPP as my last day as an intern student at 16 March 2016 on Wednesday.

CHAPTER 3

ANALYSIS

3.1 Task Analysis

During my practical training, I have been given and completed several tasks that give me a lot of experiences and knowledge gained from the real work environment that related with I have been studied. Besides, I have been applied what I have being studied at the classroom with task occupied.

3.2 Management Principles and Practices (ADS 460)

Management Principles and Practices is a field of study that develop knowledge about the impact of individuals, groups and structure in an organisation in order to achieve the vision and mission, as well the objective. Management may be defined in many different ways. Many eminent authors on the subject have defined the term "management".

At this organization, the management of meetings exposed me to many new things that related with the concepts learned in classroom at work place. Basically, at the development unit it organizes a lot of meeting during the period of my practical training and I believe that Land Offices and District at Pasir Puteh or known as the PTJPP itself have a lot of meetings that need to be handling all the year. For example, the meeting of action and development of Pasir Puteh, the annual meeting of development 2016, the meeting of aid's house MAIK, the finance meeting of development 2016 and etc.

Besides, I can deny that a lot of challenges have been faced through handling the meetings and I believed this is the best experiment that I have in order to face the obstacles in real work whether at public or private organization.

Basically, the meeting will be held at the morning in the meeting room or operation room in the organization and the meeting will be held if there are certain thing that need to be discuss with all the related staffs or parties like headman, head and districts and etc.

The meeting was held because to know the progress of the important things, to achieve of the meeting objective, to select the best strategy in order to solve any existing problem that could effects the good reputation of the organisation and etc. The objective of the meeting is to discuss about any further problems that appears from other public organizations and come up with best solution to solve the problems. For example of public organisation like Department Road Irrigation (JPJ), Department of State Registration (JPN), Tengku Anis Hospital Colonies, Veterinary department and etc.

During 2 weeks or 3 weeks before the meeting, invitations letters will be edited, printed and photocopy in order to send to all related organization. I and the development staff unit will complete the invitation letter at first. The operation room must be available during that time and foods was being prepared for the guests. Also, all the slide presentation that must be presented must be completed before the meeting. For example, the meeting aid of tithe MAIK 2016, the meeting of action and development of Committee of Pasir Puteh and etc. But the important things that need to have before start the meeting is preparation minutes of meetings. The preparation minutes of meetings were very important because to make sure that the meeting was going well and the arrangement of the meeting was very significant.

I have been distributed all the preparations of meeting minutes during on that day for the each person at the required table meeting in operation room. Also, the last touch up before the meeting started, I and the staff of development must make sure that the condition of the operation room was in the good environment and avoid chaotic last minutes preparation.

During the meeting was started, the attendance form also need completed by the guests that came on that day. The attendances form was for the check-up other parties that absent for that day. During meeting was held, Puan Norizan as the in-charged staffs for the works which is has one that conducted the meetings must do the meeting of minutes because at the end, she must come up with the minutes of meeting based on the flow going on the meeting. The conductor of the meeting should be the one of staff that experiencing in doing that particular activities in order to make sure that does not happen misunderstand, chaotic situation, and etc. Puan Norizan which is one of the development staff that has been became the individual employee that always conduct the meeting and she experts in completed her task that relate with conducting the meeting at the unit.

3.3 Organizational Behaviour (ADM 501)

Organizational behaviour is the study of what people think, feel, and do in and around organization. It looks at employee behaviour, decisions, perceptions, and emotional responses. It examines how individuals and teams in organizations relate to one another and to their counterpart in other organizations. Organizational Behaviour also encompasses the study of how organizations interact with their external environment, particularly in the

context of employee behaviour and decisions. Organizational behaviour is important for anyone who works in organizations, not just for managers. Organizational behaviour also helps us make sense and predict the world in which we live.

Based on the organizational behaviour's subject, the communicating in teams and organizations was very important because between two person or more must communicate to deliver any information, to make the best decision making and etc. The communication plays a central role in organizational learning. Also, people can work interdependently if they communicate effectively.

During my practical training, I have been able to develop what I study at the organization with organizational behaviour. At the same time, the communication between the staffs at Land Office and District of Pasir Puteh was very important in order to achieve the entire vision, mission and objectives as the public organization. Communication can be refers to process by which information is transmitted and understood between two or more people. Land Office and District of Pasir Puteh has been developing the one aspect in the organizational behaviour which is communication between the staffs.

At the Land Office and District of Pasir Puteh, I have been experienced 3 types of communication while with the employees, co-workers and employers. The communications have been divided into three types which are downward, upward and horizontal communications. Downward communication is about the command from the superior to the subordinates which is used by the

managers to transmit work related information to the employees at lower level.

The importance of the communication is the vehicle through which people clarify their expectations and coordinate work, which allows them to achieve organizational objectives more efficiently and effectively. Communications also help the co-workers and employees manage their work environment, telling them and how to complete the work procedures correctly or handle difficult customers. The managers or employers are often use this types of communication because to deliver the information to the employees under the managers. For example, during my internship, my supervisor which is Nik Jessim Bin Tan Sri Nik Hashim always used the downward communication with me in order to explain anything task that need to do.

Furthermore, the upward communication is about communication that involve in the higher level at the organisation. There are few advantages of this communication because employee can convey any problems to their employers, employee can share their ideas and opinions in the decision making process and employee can tell the superior how much they understand the upward communication. For example, in the meeting between employer and employees, they can share the ideas or any suggestion to solve any problems and also, to choose the best strategy.

Meanwhile, the horizontal communication is about two ways communication between the peers, between employers or employees at the same level. This kind of communication was functioning to help between the staffs to help each other in order to solve any problem by choose the best strategy. Also, the

employees and employers as well must be the active listening regarding the process and strategies which are sensing, evaluating and responding. Sensing is the process of receiving signals from the sender and paying attention to them. The employers must be focus or pay attention when the employees give the signal to them.

Evaluating is means that the employers must try to understand and be sensitive in order to make sure that the communication is successful. Besides, responding is feedback from the employers to the employees in order to make sure by clarifying the message and rephrasing the speaker's ideas at appropriate breaks. During my internship, I have practice the communication that related with me in order to complete my task efficiently and effectively. At the same time, my supervisor gives many of support, ideas and suggestion during my internship to develop or adopt new things in my life. As the conclusion, the power of communication was very essential because the communication give may influence to the organisation in the positive way.

3.4 Project Management (ADS 512)

I have learned about the project management in detail with much information that suppose have in engaged in develop any project or event. As the public organization, the project or event will held in order to achieve their goal or objective and also, at the same time to complete their task with efficiency and effective. The successful accomplishment of the project objective is usually constrained by many factors, including scope, quality, schedule, and budget, resources, risks, and customer satisfaction.

It is sometimes challenging to balance these factors, which often constrain one another and can jeopardize accomplishing the project objective. To help assure the achievement of the project objective, it is important to develop a plan before starting the project work rather than starting without a plan. Lack of a plan decreases the chances of successfully accomplishing the full project scope within budget and on schedule.

During my practical training at the Land Offices and Colonies of Pasir Puteh or PTJPP, I have been involve in the handling the events like the opening ceremony of reciting Quran Kelantan State level to 59 times in 2016, event of presentation of the headman, Council rapport and etc. I and one of the intern students from Universiti Pendidikan Idris (UPSI) have being in charged at the registration counter.

During at that time, I more explore about the task given which realise me that the work is only at the office but also the relationship with our surrounding which is community. During my studies at the part 5, I have being learnt more detail about the project management subject which is related with handling the events in this organisation. Also, the organisational public relations have being engaged in order to make sure that the event was going well and the objective of the events was has being achieved. For example, during the event of Council Chief Appointment the event will started with registration of the Head Village (Penghulu), the arrival of invited VIPs and opening speech by the Dato' Dr. Nik Mazlan B. Muhamad as the member of Parliament of Pasir Puteh and the submission of credentials Head Village.

The good environment of the events, have all the good condition of utilities and capacity of the place in order to make sure that the events will be successful without any unexpected problems. Also, as the main man behind of the events which is the project leader of the events must play roles to manage the events by others staffs. For example, the event of “family day” has been involving all the staff of the Land Office and District of Pasir Puteh or known as PTJPP.

I have been learned about the balancing project or events constraints and the successful accomplishment of the project objective is usually constrained by many factors, including scope, quality, schedule, and budget, resources, risks, and customer satisfaction. It is sometimes challenging to balance these factors, which often constrain one another and can jeopardize accomplishing the project objective.

To help assure the achievement of the project objective, it is important to develop a plan before starting the project work rather than starting without a plan. Lack of a plan decreases the chances of successfully accomplishing the full project scope within budget and on schedule. I have been implemented what I have been learning at the classroom in handling projects or events.

3.5 Ethics in Public Administration (ADS 452)

I have been learning for this particular subject which is Ethics in Public Administrations. Ethics in Public Administration basically discussed about the culture as source of morality, Ethical Relativism, Cultural Absolutism & Cultural, Relativism and ethical values in Malaysian culture. Also, this subject will focus on the other topic like Islamic Ethical System, Source of Islamic

Ethics, Unique Characters of Islamic and Ethical System. Ethics in Public Administrations is more focus how the organization and the staffs should being an ethical behaviour and be discipline when in the office.

3.5.1 Ethics Work

At this organization, I have been developing with many values based on ethical concept which is what I have being learned in the particular subject. In the public and private organization as well, the ethics was very crucial because it could affect the work performance of the organization. At the organization which is as the public organization, they was implemented the ethical concept very well but at the certain ways or particular situation it doesn't work very well. During my intern duration, I was followed the work ethics during the work hours because have rules and regulations that every staff must be followed. Work ethics which is about the punctuality during work, the duration in completing the task, ethical behavior during in the office or in the work hours and etc.

3.5.2 Work Attires

During the internship at the PTJPP, I must wear the proper attire like other staffs as followed by the regulation. Female staffs will wear the "Baju Kurung" and male staffs must wear the formal attires during the office hours. Work attires among the staffs were very important because it could affect the image of the organization. Also, the practical student will follow the regulation of the ways of attires during the working hours. Once in a week, the staffs will wear the "Baju Batik" which is in Thursday regarding the regulation in Employment Act in Malaysia.

3.6 Quality Management (ADM 510)

Under Quality Management, I have being learned about the POSA which is Plan, Do, Study and Act. The first stage is PLAN focuses more on the initial stage of defining the current situation identifying the process to be involved ranging from inputs, to outputs. The second stage is DO. In this stage; the plan is implemented on a trial basis. Experiment will be conducted to test the potential solutions identified in plan stage. After the solution has been tested, they need to identify measures to serve as a benchmark on whether the solutions are successful or not. In the study stage, the result of experiment or test you conducted in the DO stage will be evaluated. This evaluation will be made by using the measures which has been set in the DO stage. The final stage which is Act only accepts the solutions that have been proved to perform well in the study stage. In this stage, they will select the best solution only and develop action plan for the solution.

At the same subject, I have been learned about the designing the counter service. Counter service are the department or function of an organization that respond to inquiries or complaints from customers of that organization. Many customer service workers are located in call centres, where they spend the entire day speaking on the telephone. Companies usually keep statistics on their workers to make sure they are working efficiently. This helps them to keep up with their call volume and ensures that customers do not have to wait on hold for extended periods of time. The counter service which is each of the organization will have the four main stages of the main counter service. The four main counter services are preparation, reception, processing and completion of services.

3.6.1 In Front of the Counter Service

During my practical, I have been in charged at the counter service in order to pick up the phone call, the management of any related form and etc. The counter service is also one of the task that give me a lot of challenges in myself and also expose me with a lot of new things especially in how to treat your customer well. I cannot deny that sometime I have difficulties at the beginning to complete my task but with the help form the staffs, everything come up very smooth and easily.

Based on what I have been studied in the quality management which is at front of the counter service, the organisation must have the notice boards and directional signs, enquiry counter, comfortable waiting area and provide chairs at the front of the counter. This kind of things which is will provide customer with quick information and directional sign will assist the customer that seek for service counter for enquiry.

During my practical training at the development unit, I have been informed about the enquiry counter that related with what I have being studied at the classroom. I have been applied on my task based on my knowledge on that particular subject. Enquiry counter enable the customer to refer to the right person to ask a question and it make the process of enquiry to be fast and accurate since the customer easy to reach service counter personnel. Comfortable waiting area and provided chairs will make the surrounding or the environment at the service counter personnel. Comfortable waiting area and provided chairs will make the surrounding or the environment at the service

counter to be pleasant and appropriate to done an enquiry or fill in feedback or suggestion process.

Each of the Unit at the Land Offices and District of Pasir Puteh, they have their own counter service like Administrative Unit, Development Unit, Land Unit, Registration Unit and etc. Each of the unit has their own objectives and purpose for the counter service like it easy for the peoples to engage or to ask anything about the particular requirement at the suppose unit. For example, at the Revenue Unit, the counter service was going quite busy because the peoples want to pay the grant land and any other related matters that related with revenue unit.

I have been in charged at the counter service of the Development Unit and Administrative Unit. During do the task, I know more knowledge about how to handle the counter service with well and the protocol that I must followed during the process. This is because when at the counter service, I will deal with a lot of peoples with varieties of behaviour and must make sure that they satisfied with our service in order to protect the image of the organisation and also, to build the trustiness of the peoples to the Land Offices and District at Pasir Puteh.

Regarding what I been studied at the Quality Management, the counter service was related in what I'm studied. So, it become easier for me to develop was have I been able to learned at the subject and also, I can know about the real picture at the counter service for the particular unit. In the other words, I have gain the new experience in how to handling with all of things while in charged at the counter service. Based on what I study at the subject,

I have learned about the importance of the counter service to the public and private organization as well. Based on Quality Management, the structure of the counter service was very significant to the particular unit which is in front of counter service, at counter service and behind of counter service.

At the PTJPP, at the front of the counter service have the seats for the peoples to wait and seat before they will be treated in each of the unit. In front of counter service, I have been organizing the magazines or any academic books as the reading resources if the peoples want it. At the same time, the information about the organization must have in the front of counter in order to make sure that the peoples that come will know about the organization like the vision and mission, client charter, organisational chart, the concept of 5 S' and etc. What I can see at the Land Offices and Colonies of Pasir Puteh or PTJPP, they have been making all the information about the organisation in front of counter service.

3.6.2 Counter Section

Each of the part in the counter service was very crucial include at the counter service which is each of the organization will have the four main stages of the main counter service. The four main counter services are preparation, reception, processing and completion of services. Before I in charged to do this task, I must followed the main stage which is preparation. Preparation whereby I must develop based what I have been study which is identify qualified customer-oriented personnel while it train me to be prepared mentally and physically also emotionally stable. At the counter service, the staffs were plays very important roles in order to serve the peoples well.

The staffs must welcome the peoples or customers during they came at the counter service and ask if anything that can helped. I have been develop the knowledge based on what I have studies which is personnel at the counter service must differentiate between the loyal customer and satisfied customer. I or other personnel in charged will use different method in treating the different customer because different people have different behaviours. The staffs also must show they enjoy by serving the peoples or customer at their counter service like gives smiles, welcoming them, complete the task quickly, and etc.

According the quality management subject, the third stage is processing which is more detail about the personnel in charge must handle complaints and enquiries of the customer in efficient way and as fast as they could. Besides, the response form like prepare the one box and response form at the counter service to be fill in by the peoples if they are unsatisfied with the organisation or to give any comment about the organization regarding the service, system, efficiency and effectiveness of the management and etc. Based on the form, organization can recognize their outcome form the peoples whether they satisfied or not. At last, the stage is completion of service which is about to make sure that any document involve have been fulfilled by customer and the personnel itself.

At the organization, the majority of the peoples that come were very rare to fill in the response form and it will affect the organization indirectly because the organization will not get the result from the peoples whether they satisfied or not. In my opinion, all the staffs itself must take their responsibilities in order to do any approaches to develop more people fill in the form. This is because the

form was important to get the range from the people about the level of quality service. Regarding what I have study of quality management subjects, the Land Offices and Colonies of Pasir Puteh organization has being practise the good system at the counter service in order to accomplish the objective and goals. As the intern's student in charged in the counter service, I must play a good role and develop my knowledge what I have study at the classroom at the work place. With the learning of that particular subject, I perform the task given according what have being I learned and it help me very well. Even, I get the new experience in the real picture of work at counter service.

3.6.3 Behind the counter service

Based on what I have studied at the quality management, behind of the counter service is slightly very significant or crucial part at the counter service whereby the counter refers to the support service employees such as employees in financial department, marketing department, administrations department, human resource department and any other departments available behind the counter. For the last important part in the counter service which is the behind of the counter. The environment of the counter service must be very good condition which is clean, peaceful and tidy. The information about the organization at the back of the counter service also was very important in order to show that the quality and quantity of the work performance at the counter service was very efficient and effective.

During my practical training at the organisation, I have been indicate to make sure that all the requirement or important information like the performance charter of the organization, schedules of meeting during a year or month, the

particular staffs that in charged for that particular meeting, the events that will being held during the year and etc. This is very significance because that will give the good images for the PTJPP in order their visions and mission.

CHAPTER 4

RECOMMENDATIONS

4.1 Introduction

Absolutely, I being teach and learn a lot of thing that related with what I have being learned at the classroom at the Land Offices and Colonies of Pasir Puteh or Pejabat Tanah dan Jajahan Pasir Puteh (PTJPP) even only with the short period of time, I cannot deny that a lot of good experience and bad experience have been gained. Also, many memories have been created at the organization with the employees and the manager as well. Furthermore, I believe that every organization whether private or public sectors have their own strengths and weakness. Because of that, the organization must put a lot of effort to always demand for the good quality of work and try to minimize their weakness as much as possible. In the good way, they must put an effort and effective initiatives to cover the weakness of the organisation.

4.2 The strength of jobs

In my opinion, the surrounding of the operation room and meeting room was very conducive and suitable for the work assessment. The surrounding was very important because it could affect the quality of outcome and tranquillity during the process of the meeting was very significant to contribute the good outcomes. The strength of the organisation during the management meeting also cooperation work between the staffs with other staff at the different unit but they will help each other if other staffs needs help like when to install the LCD projector if the slide presentation are needed during the meeting. For example, Encik Zakaria (Administration Unit) helps the development staff in

order to manage the installation of the LCD during the meeting of action and development of Offices and Colonies of Pasir Puteh at the operation room.

At the development unit, the administrations were going well and the staffs will update the file if any newsletter that comes in to make sure that the letter will be keep for the future. The filing of the file also complete and will arrange according the date of that day. It will be easier to be check up in the future. Based on the public relations concept, the development unit have being handle a lot of event during my practical training. The strength of the organization based on the public relations which is all the staffs was work together or cooperative together in order to make sure the events was succeed.

During the Dinner Delight, the events were very happening and all the staffs were enjoying their self and at the same time, it can build strongest relationship to work together at the office. The successful of the dinner also because the staffs in charged for this event was perform the task very well. Most of staffs at the organisation also always wear in full attires during the work hours in the office based on the regulation of employment. Furthermore, several of the employees always came early and have one of the staff's in the finance unit have got the reward as the staff that always came early in the office.

4.3 The weakness of jobs

Besides, there are several of the weakness that are needed to improve during the process of the meeting in order to achieve the objective, goals, vision and mission of the Land Offices and Colonies of Pasir Puteh. The weakness that I

have been identify during my involvement at the meeting is the management of time, management of the food for the staffs required or involved in the meeting and management of the data information of the letter like minutes meeting, the attendances form and etc. During my involvement at the meeting, I see that a lot of mistakes or problems about the management of time.

As the public organization, the time management was very important because in order to make sure the quality of service was efficient and effective and also, to fulfil the welfare of the peoples. As I can see during the meeting, the staffs was late in distribute the letter's requirement about the meeting like minute meeting, hand-out of slide presentation, attendance form and etc. The staffs must prepare all this kind of things before the meeting get started because to avoid any chaotic environment when the meeting begun. Also, I see that have several of guests come late during the meeting and I think this unethical behaviour about punctuality. The punctuality was very significant whether in public organization and as well in the private organization.

As I can see during my intern at the several units, the management of the file will be doing in last minute. For example, the financial file management while the audit session, the staffs were struggling before the session to arrange the file according the date, expenditures, type of the organisation and etc. The last minute job could affect the quality of the task.

At this organization, the weakness of the public relations is about ethical behaviour when we can see during the process of the event which is there are several person which is the staffs that does not followed the protocol during

the public relations. For example, the event's presentation of the head village 2016 was being held at the Thursday but there are several of the staff's Land Offices and Colonies of Pasir Puteh or PTJPP does not wear the "baju batik" or "baju kurung batik". Also, have several of the staffs does not completed their task in handling the events with efficiently and effectively and it will affect the objectives.

Furthermore, there are several of the weaknesses among of the staffs regarding of ethics in work. There are some staffs that do not do their job and always came late to the job with improper attire. It could affect the organisation based on the quality and image. Every Sunday, there are several of the staffs that did not came for the greeting room at the operation room because came late, do another job and etc. it shows that the commitment of the staffs towards the routine activities of the organisation was poor.

4.4 Recommendation

Recommendation of the time management during the meeting was very important because to make sure that all the required staffs whether in high level or low level must be punctual which is came the right time in order to avoid any problems during the meeting progress. The employees must be strict based on the punctuality of time management which is be alert with the guests that came late during the meeting.

The recommendation in order to solve the issue of food management is by reconfirm with them about the food and make sure that the food was prepared with what have being ordered before. The related staff must often contact them in order to reconfirm with them about the menu, the quantity and quality

and also, the arrangement of the food must followed certain protocol regarding the meeting.

Before the meeting, the related staff must be preparing if the hand-outs of the slide does not enough for the guests so the staffs must come up with others alternatives like photocopy more extra slides. About the attendance form, the staffs must be prepared 30 minutes before the meeting began in order to make sure that the meeting was going well and any chaotic environment will not happen.

The development unit need to make sure that all the file management like the financial management, meeting management and etc. will arrange and manage properly. The staffs must play their role in order to make sure that the file management will being manage not in the last minute but in proper time duration in order to avoid any mistakes in administrations. Also, the filing management must be arranging in the one place at the units because in the future, it will became easier to check it.

The staffs must wear the attire of the clothes according the protocol during the events because it was important for us to follow the rules. Besides, Land Offices and Colonies of Pasir Puteh is a public organization as well, so it could affect the credibility of the image of the organizations. For example, during the event of presentation of headman 2016 was held on Thursday so the majority of the staffs were wearing the "Baju Batik" because of the rule in employment.

The leader of the unit must make sure that all the staffs do the required job or task given efficiently and effectively. Also, the measurement by the leader to their staffs was very important in order to measure the outcome and to know

the level of performance of the required staffs. It also will be easily to identify the potential staffs that could get reward in better position.

The leader also must take action to the staffs that came late to work and have a talk with them regarding the unethical action. If the staffs do show any positive action and still continuing the same things, the leader's power can give warning to the staffs or dismissed the staffs based on the relevant circumstances.

CHAPTER 5

CONCLUSION

5.0 Conclusion

During 2 month period at my practical training, I been develop many style of work that I been experience at the Land Offices and Colonies of Pasir Puteh or PTJPP. Also, I believe that the main actor of organization was crucial and the staffs as the supportive parties and also as the backbone of the development on an organization. In order to achieve the vision, mission and objective of the organization is all the staffs must play a very good combination between each other, cooperative, hardworking and ethical human behaviour. I was grateful because have been one of the intern student at the organisation and real style of work at the office was very give the new picture in my mind about my next job after finish studies.

To conclude, nothing is impossible if in future this public organization which is Land District and Offices of Pasir Puteh or known as Pejabat Tanah Dan Jajahan Pasir Puteh (PTJPP) will be the most successful organization and achieve their objective, vision, mission and etc. But, these achievements need the strong combination and cooperation between the staffs and the leaders which is cooperation between all levels of management to achieve the quality of the work.

5.1 Summary in the Chapter 1

The background of the organization, objectives, and company policy or organisation policy, mission and vision of the organization, organization structure, core business of the organization and other relevant information

pertaining to the organization. Based on the chapter 1, the staffs of the organisation must act regarding of the objectives of the organization whereby the staffs must follow the procedures and rules at the public sector staffs.

5.2 Summary in the Chapter 2

During the duration of 2 month at the organization, there are several of tasks occupied for me during my internship at the Land District and Offices at Pasir Puteh. I cannot deny that a lot of challenges has been faced by me in order to complete the task given and also, the knowledge has been learned in the classroom have being help me as well. Furthermore, the task given also train myself in order to work in the groups and get the new experience work in the real environment before get job in any organization. In the other words, the experience as the intern student at the Land Office and Colonies of Pasir Puteh was very useful in my life in order to work in the future.

5.3 Summary in the Chapter 3

During my internship at this organization, the demonstration of practical and theoretical aspects as how I relates all concepts learned in classroom at work place; and how I transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. The chapter also should be able to demonstrate a reflection of student's personal experience during the training.

5.4 Summary in the Chapter 4

Land District and Offices of Pasir Puteh or PTJPP also have their own weakness and strength that could affect the organization whether positive impacts or negative impacts. Absolutely, the strength will enhance the performance of the organization in the quality of work between efficiency and effectiveness. Unfortunately, the weakness could affect the organization in order to become more successful and because of that, the organization must be come up with a lot of effective recommendation in order to solve the problems.

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APPENDIXES

Figure 1.4: Land Colonies and District's staffs



Figures 1.5: The Operation Room



Figure 1.6: "Majlis Jalinan Mesra"



Figure 1.7: "Majlis Perlantikan Watikah Penghulu"



Figures 1.8: The registration unit at "Majlis Perlantikan Penghulu"



Figure 1.9: "Majlis Tilawah AL-Quran"



Figure 2.0: The schedule of the operation room

BIL.	TARIKH	MASA	TAJUK MESYUARAT	PENGERUSI
1				
2	03 Feb 16 Rabu	09:00 P9	Mts JK Pembangunan 2 Tindakan Ijahan Bil 1/2016	YABrs. Tn KJ
3				
4				
5				

Figure 2.1: The minutes of meeting

1.0 UCAPAN PENERUSI.

1.1. Tuan pengerusi memulakan mesyuarat dengan bacaan Al-Fatihah dan mengucapkan terima kasih kepada semua yang hadir. Tuan Pengerusi mengah-
makan kehadiran dan memohonkan 3 orang pegawai yang baru bertukar ke
Pasar Buteh iaitu Jurutera Jajahan A&B, Jurutera Jajahan JP2 dan Pegawai Agama
Jajahan.

2.0 TAKLIMAT DAN AKSE DAERAH
- Sebagaimana taklimat -

3.0 MENGENAKAN MINIT MESYUARAT BIL 01/2015
Minit Mesyuarat Bil 02/2015 bertarikh 08 Julai 2015; disahkan tanpa sebarang perubahan.

4.0 PERKARA-PERKARA BERBANGKIT

4.1. **MINTA MELEBARKAN JAMBATAN SUNGAI PETAL**
JKR tidak mendapat peruntukan untuk tahun 2015. Kerajaan Negeri akan
menyalurkan peruntukan bagi melebarkan jambatan tersebut pada tahun 2016.
Tindakan: PTJPP/JKR

4.2. **PEMBINAAN SEKOLAH KEBANGSAAN TOK BAI (BARU)**
Pihak syarikat Pembinaan yang baru tidak berminat untuk meneruskan projek
pembinaan sekolah baru di Tapak yang dicadangkan. Pembincangan Ketua
Jajahan bersama Menteri Pendidikan bersetuju untuk mengekalkan tapak /
kawasan sekolah yang lama.
Tindakan: Makluman

4.3. **MENAKTARAF KAWASAN TOK BAI**
Pihak MARA akan mempercepatkan perbincangan dengan pihak pengurusan
tertinggi mengenai pembangunan tanah milik MARA di Tok Bai.
Tindakan: Makluman

Figure 2.2: The Attendance Form

No	Nama	Amat	Induk	Tempat
1	YABrs. Tn KJ			
2	YABrs. Tn KJ			
3	YABrs. Tn KJ			
4	YABrs. Tn KJ			
5	YABrs. Tn KJ			
6	YABrs. Tn KJ			
7	YABrs. Tn KJ			
8	YABrs. Tn KJ			
9	YABrs. Tn KJ			
10	YABrs. Tn KJ			

Figure 2.3: The Quality of the Meetings



Figure 2.4: The guideline to create good values of meeting



Figure 2.5: The ways and protocol during the meeting

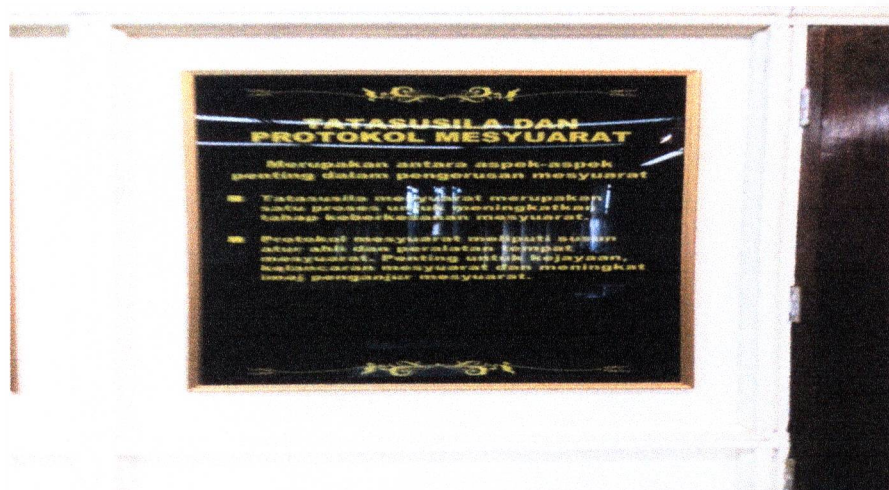


Figure 2.6: The Grand Delight Dinner



Figure 2.7: Programme "DO Masuk Kampung"



Figure 2.8 Female's staff at the Finance Unit



Figure 2.9 Special Performance by the staffs



Figure 3.0: File Management

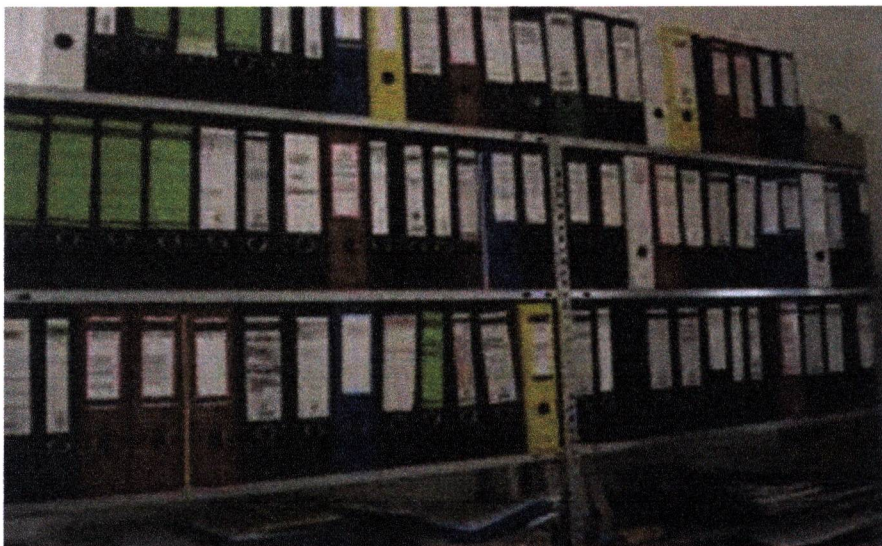


Figure 3.1: Front of counter service



Figure 3.2: Counter Service



Figure 3.3: Behind of counter service

