

UNIVERSITI TEKNOLOGI MARA SARAWAK KAMPUS
SAMARAHAN 2
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY
STUDIES



PRACTICAL TRAINING REPORT (ADS667)

KUALA KRAI LAND AND DISTRICT OFFICE

MUHAMMAD 'IZZAT BAHAUDDIN BIN ZULKIPLI
2014997645

SEPTEMBER 2017 – FEBRUARY 2018

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

Name of Supervisor : Sharon Pearl Anak Henry Serub
Title of Practical Training Report : Practical Training Report at Kuala Krai Land
and District Office.

Name of Student : Muhammad 'Izzat Bahauddin Bin Zulkipli

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

(Signature)

Date:

THE DELCARATION

Declaration

I hereby declare that the work contained in this research report is original except those which have been duly identified and acknowledged. If I later found to have committed plagiarism or other forms of academic dishonesty, action can be taken in accordance with the Academic Regulations of UiTM's.

Signed

(Muhammad 'Izzat Bahauddin bin Zulkipli)

Acknowledgement

First of all, I am grateful to the God Almighty for the good health and wellbeing that was given to me and also the motivation that has been given to me in order to complete this practical training report. Without God almighty, I might not be able to complete this report in time and as good as it is now.

I would also like to thank my supervisor Madam Sharon Pearl Anak Henry Serub for her effort, time and willingness in assisting me in completing this report. Thank you also to Madam Sharon for the motivation that was given and the determination of helping me in completing this task. May God bless you and grant you and your family good health.

I would also like to thank my friends and lecturers for their effort in motivating me and teaching me regarding the determination and warn me about the obstacle that I am about to face when conducting this practical training.

Finally, I would like to express my profound gratitude to my family especially my parents who had given me the opportunity to further my studies in UiTM. Without them, I will not be here doing this research, without them I would also not gain any knowledge that could help me in my life. This accomplishment would have not been possible without all of them.

Thank You,

Muhammad 'Izzat Bahauddin bin Zulkipli
Bachelor of Administrative Science (Honours)
Faculty of Administrative Science & Policy Studies
Universiti Teknologi MARA, Kota Samarahan.

TABLE OF CONTENT

	Page Number
Clearance for submission	i
Declaration	ii
Acknowledgement	iii
CHAPTER 1: INTRODUCTION	1
1.0 Chapter Review	1
1.1 Background of the Organization	1
1.1.1 Early History	1
1.1.2 Geographical location	2-3
1.1.3 Penggawa District	4-5
1.1.4 Population	6
1.2 Objectives	7
1.2.1 Objectives of Department	8
1.3 Vision and Mission	9
1.4 Organizational Structure	10
1.5 Awards	11
1.6 Chapter Summary	12
CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING	13
2.0 Chapter Review	13
2.1 Introduction	13
2.2 Practical Training Schedule	14
2.2.1 Week 1 (26th July – 27th July)	14-15
2.2.2 Week 2 (30th July – 3rd August)	15-16
2.2.3 Week 3 (6th August – 10th August)	17
2.2.4 Week 4 (13th August – 17th August)	18
2.2.5 Week 5 (20th August – 24th August)	19
2.2.6 Week 6 (27th August – 30th August)	20
2.2.7 Week 7 (5th September – 7th September)	21
2.2.8 Week 8 (11th September – 13th September)	22

2.3 Chapter Summary	23
CHAPTER 3: FILING SYSTEM	24
3.0 Introduction	24
3.1 Definition of Concept	25-26
3.2 Purpose of Filing System	27-28
3.3 Importance of Filing Systems	29-30
3.4 Characteristics of Good Filing System	31-33
3.5 Method of Filing System	34-38
3.6 Procedure of Filing System	39
3.7 Task Assignment of Filing System	40
3.8 Application of Filing System	41
3.9 Chapter Summary	42
CHAPTER 4: RECOMMENDATIONS	43
4.0 Introduction	43
4.1 Advantages of Filing System	43-44
4.2 Disadvantages of Filing System	45-46
4.3 Recommendations	47-48
4.4 Chapter Summary	49
CHAPTER 5: CONCLUSIONS	50
5.0 Introduction	50
5.1 Summary of Chapter 1	50
5.2 Summary of Chapter 2	51
5.3 Summary of Chapter 3	52
5.4 Summary of Chapter 4	53
5.5 Chapter Summary	54-55
BIBLIOGRAPHY	
APPENDIX	
List of Figure	
<i>Figure 1.0 Map of Kuala Krai</i>	2

CHAPTER 1

INTRODUCTION TO THE ORGANIZATION

1.0 Chapter Review

Practical training or industrial training is the mandatory course for students of Bachelor in Administrative Science (Honors) of the Faculty of Administration Science and Policy Studies to graduate. This chapter will consist of the background of the organization, objectives, organization policy, mission and vision of the organization, organization structure, core business of the organization and other relevant information pertaining to the organization.

1.1 Background of the organization

1.1.1 Early history

Kuala Krai is the second largest district in the state after Gua Musang. This district is one of the oldest district that were established by the British in 1909. However, Kuala Krai was officially recognized on September 1, 1977 where before it was known Jajahan Ulu Kelantan which includes all of Gua Musang and Kuala Balah in the Jajahan Jeli. The District Administrative Center was initially located in Kg. Mengkebang, Jalan Batu Lada and then moved near Tangga Krai (Tangga Bradley) in 1927. Currently, the District Administration has moved to a new building in the center of Guchil on 22 April 1985.

1.1.2 Geographical location

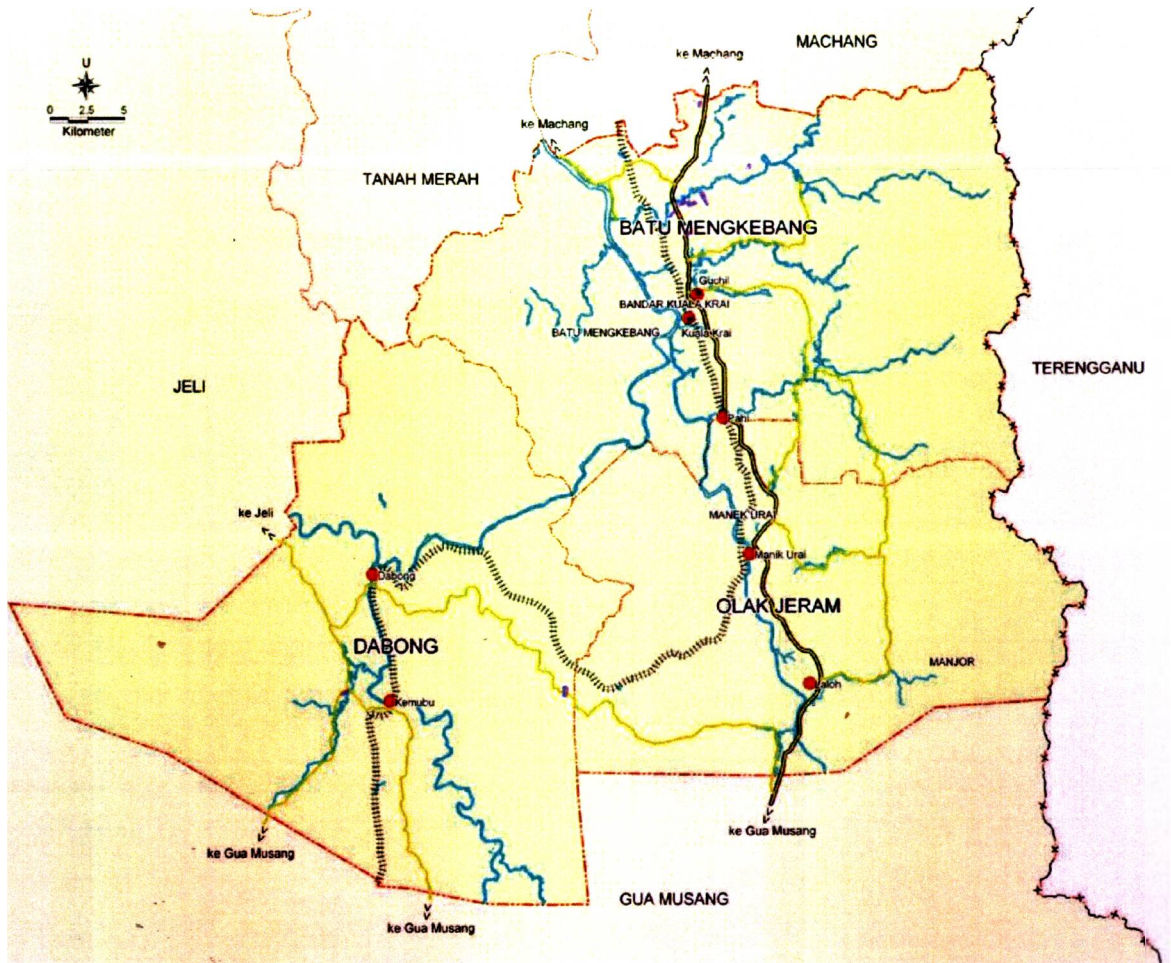


Figure 1.0 The map of Kuala Krai

Kuala Krai has an area of 2,329 square kilometers or 910 square miles bordering the Machang district in the North and in the South Gua Musang. While in the east it is adjacent to the State and in the Western District of Jeli.

Kuala Krai area compared to the State is as follows: -

	Width
Kelantan	1,492,200Hec/14,922km ²
Kuala Krai	222,500Hec/2,329km ²

The rugged territory is hilly in the East, West and South, and the lowland in the north. High ground position of the majority of 153m above sea level - 305M. While the highest level is more than 915m of the border district of Jeli. Height based on the size is as follows: -

Height	Area(Hec)
Low150	192,189
151 - 130	14,250
306 - 915	23,250
Over 916	6,000

1.1.3 Penggawa District

Kuala Krai consists of three districts namely Olak Jeram, Mengkebang and Dabong. There are 35 sub-district headmen and 216 villages. Details are as follows: -

No	Daerah	Area (KM2)	% Area	District No.	Village No.
1	Dabong	844.5	36.3	5	27
2	Olak Jeraam	757.6	32.5	10	67
3	Batu Mengkebang	726.9	31.2	20	122
	Total	2329.0	100.0	35	216

There are two Local Authorities of Kuala Krai District Council area of North administer 12.494 hectares while the Dabong District Council, South comprises 162.128 hectares. While the remainder is 60.611 hectares is outside the Local Authority.

BATU MENGKEBANG	OLAK JERAM	OLAK JERAM
1) Mukim Batu Balai 2) Mukim Batu Jong 3) Mukim Batu Lada 4) Mukim Bedal 5) Mukim Chenulang 6) Mukim Enggong 7) Mukim Guchil 8) Mukim Kenor 9) Mukim Sungai Durian 10) Mukim Keroh 11) Mukim Mengkebang 12) Mukim Kuala Nal 13) Mukim Kuala Pertang 14) Mukim Mambong 15) Mukim Pahi Barat 16) Mukim Pasir Kelang 17) Mukim Sri Kenangan 18) Mukim Telekong 19) Mukim Temalir 20) Mukim Tualang	1) Mukim Chuchoh Puteri 2) Mukim Gajah Barat 3) Mukim Gajah Timur 4) Mukim Lata Rek 5) Mukim Manek Urai Selatan 6) Mukim Manek Urai Utara 7) Mukim Manjor Selatan 8) Mukim Manjor Utara 9) Mukim Peria 10) Mukim Sungai Sam	1) Mukim KandeK 2) Mukim Kuala Gris 3) Mukim Pergau 4) Mukim Kuala Stong 5) Mukim Serasa

1.1.4 Population

Kuala Krai population according to the census of 2004 was 163,952 people and breakdown by ethnic and projections are as follows: -

Race	1990	%	1995	%	2000	%	2004	%
1. Malay	92,916	91.4	110,246	90.9	130,810	90.9	149,018	90.8
2. Chinese	5,685	5.6	7,282	6.0	8,657	6.0	9,862	6.0
3. Indian	2,650	2.6	3,364	2.7	3,990	2.8	4,545	2.7
4. Others	354	0.4	121,339	0.4	463	0.3	527	0.3
Total:	101,605		121,339		143,920		163,952	
<i>Source: (*) The projection of 3.48% per annum growth rate (**) Source from UPEN Kelantan.</i>								

1.2 Objectives

1. General Administration of Colonies and the Implementation of State and Federal Government Policies at the Colony Level.
2. Control and maintain effective unity among multi-racial people through goodwill.
3. Coordinate the activities of the departments and statutory bodies in the colony through the Colonial Action Council Meeting.
4. Act as a liaison body between departments and statutory bodies with the people.
5. Coordinate development projects of departments and statutory bodies through the Colonial Development Meeting.
6. Implementing government development projects.
7. Managing land affairs and enforcing supplies under the National Land Code.
8. Collecting state and federal government revenue, especially relating to land, licensing and entertainment.
9. Acquisition of land for government projects and statutory bodies.
10. Enforcement and transaction in accordance with the supply - supply of the National Land Code and other relevant laws.

Source: Kuala Krai Land and District Office Official Website on 20 December 2017

1.2.1 Objectives of unit /department

1. Maximize the collection of land revenue / taxes.
2. Always try to collect land taxes as prescribed.
3. Establish land tax management with professional, efficient and clean.
4. Always comply with land tax policies as decided by the government from time to time.
5. Always strive to improve the quality of services and services to the public through customer-friendly counter services.

1.3 Vision and mission

Vision

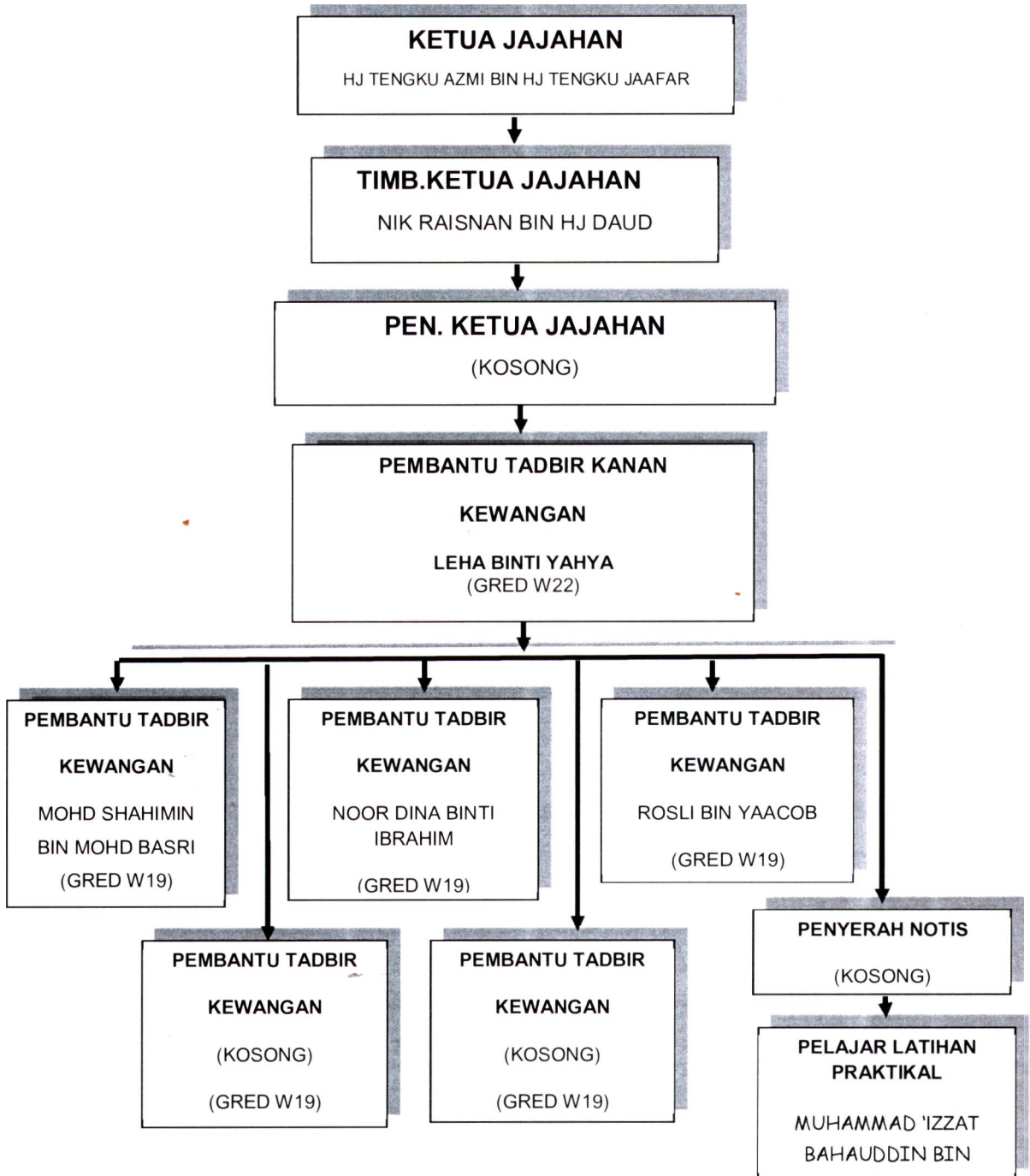
To Make Kuala Krai Land and Colony Office A Dynamic, Comprehensive and Prioritized Development And Sustainable Development And Achieve Customer Satisfaction By 2020.

Mission

Planning, Managing, Administering Land and Colonies and Implementing Government Policies and Providing Service with Integrity, Quality and Efficiency towards Excellence in Economic, Physical and Human Development.

1.4 Organization structure

Department Structure



Source: Kuala Krai Land and District Office Official Website on 20 December 2017

1.5 Awards

Year 2014	- A 5-star rating for Website by MDEC
Year 2013	- A 5-star rating for Website by MDEC
Year 2012	- A 4-star rating for Website by MDEC - Land and Colonial Administration Innovation Award Johan - Penalty Deficit Reduction System - ICT Innovation Award Second Place - Vehicle e-Log - Financial Management Innovation Award Third Place - Vehicle e-Log
Year 2011	- A 5-star rating for Website by MDEC

1.6 Chapter Summary

I had explained about the history of and background of Kuala Krai Land and District Office and also had identifies and understands the mission, vision, core business and activities, objectives of the organization, organization structure and the organization's awards.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Chapter Review

This chapter is focused on the scheduled of practical training which had been recorded on the logbook by the trainee during the practical training. It begins with Section 2.1 focuses on the introduction then section 2.2 explains the logbook, scope of work and the daily activities while undergo the practical training and lastly Section 2.3 explains the chapter summary.

2.1 Introduction

During the practical training attachment, the trainee, I was given a practical training log book which is for the trainee to report and summarize the daily task that has being done while undergo for two month of industrial training which is from 26th July to 14th September 2017. Thus, this chapter will be focused more on the task executed throughout the industrial training at the Kuala Krai Land and District Office as the trainee was being located at the Revenue Unit. The practical training schedule would be in a weekly order.

2.2 Practical Training Schedule

2.2.1 Week 1 (26th July – 27th July)

On my first day at Kuala Krai Land and District Office, I reported for duty at the administration department. Then I was given some briefing about the organization by the person who in charge of handling the practical students (Executive Officer). I was introduced to other staff of the administration department. After setting up my thumbprint and fax the confirmation letter to Encik Fairuz, I was given a task to check the file and document of procurement of the organization regarding the date of the document as well as the recording of the financial flow. On the next day, I was transferred to the revenue unit or department. The first thing that I learned in my new department is about the desk file. After that I learn about the department by reading about the desk file in the department. I also learn about how to use the Microsoft excel since many data or task will use the software. Microsoft excel is the main instrument used in the department on processing the input data. I also edited the data regarding the warning letter 6A which is the letter that will be send to those who not pay the land tax. After that I print the data into the form of a letter which will be distributed or to be send to it's recipient.

Reflection Week 1

The process of me being taken as the practical student at the Kuala Krai Land and District office can be relate to the subject that I learned in my Bachelor Degree which is Human Resource Management. I also learned how to make resume and contacting the organization to ask for their permission to undergo my practical training at the organization. I also learned to improve my communication skill while communicating with other staff. Besides I also learned about the government procurement which is under the subject of Public Finance.

2.2.2 Week 2 (30th July – 3rd August)

During my second week, I learned about the main system used by the revenue unit which is the SPHT and SPTB. SPHT stands for 'Sistem Pentadbiran Hasil Tanah' while SPTB stands for 'Sistem Pentadbiran Tanah Berkomputer'. I can use the system to check the data regarding the detail of the owner of the land in Kelantan as well as who not pay the land tax and et cetera. I also updated the data so that it is up to date. I also used the system to trace people who has outstanding land tax. I collected the data regarding the owner who has the outstanding tax and list the data by using the Microsoft excel. Then, I generated the data using the SPHT system to produce the warning letter to the recipient and I print the letter which is generated by the system in the computer. After that the staff ask me to be at the counter to assist him while I learn by monitoring the way he communicate and handling customers at the counter. By doing so, I learn about

the ethics of counter services and counter administration. Regarding the warning letter, I was also responsible to print the data on the envelope which is the address of the owner of the land. I also requested for stamps with the staff in the administration unit and attach those stamps which need to be sent to the post office. I also kept the data regarding the list detail of the landlord in a log book. I was also given a task to make a desk file for practical student which is to be used by the future practical student in the revenue unit. I also attended the morning 'Tazkirah' every Wednesday while hearing the speech from the Assistant of District Officer. Other than that, I learned how to prepare the counter arrangement and learn how to use the system to receive the payment at the counter.

Reflection Week 2

I can relate things that I have learned regarding the Microsoft excel with the subject that I had learned during my semester 3 which is the Management Information System. I also learned how to handle the main system which also can be related to my management subject as staff need to know how to use the main system in the organization. I also learned to handle the counter service which in line with my subject, service management, during semester 5.

2.2.3 Week 3 (6th August – 10th August)

I was given a new task which is to make a cashbook treasury from June 2017 until August 2017. To do so, I learned how to use Microsoft excel for the calculation. I entered the data in the cashbook while checking the data whether it is correct and in accordance with the daily statement collector printed by the system at the payment counter. If there are incorrect data, I need to make correction by highlighting the data and make a note. Besides that, I also received the list of canceled SPTB data that exist in the SPHT System in the Kuala Krai Land and District Office. Then I need to analyze and check the data and information by using both system. I need to update the data in the SPHT by referring to the SPTB system as the purpose of updating those data is to avoid incorrect data as the data need to be updated from time to time.

Reflection Week 3

I also learn how to make calculation with the Microsoft excel which I also learned in the subject of management information system. Moreover, I also learned how to make a cashbook by using the Microsoft Excel. This task can be related with the accounting subject that I learned from semester 1 to semester 3 as it is new for me as this task is different because I used the Microsoft excel which combining those two subjects that I learned before.

2.2.4 Week 4 (13th August – 17th August)

In the system, there are some data which are confusing as I need to consult the staff. We find the solution by referring to other department which is registration unit to make sure that the data were correct. After finished updating the cancelled SPTB in the SPHT system, I continue to use those systems to collect the list of arrears of land tax in mukim Telekong. I made the list of the landlord who not pay the land tax from certain year. After that I print those letters, the envelope, stamp the letter and send the letters to the staff who responsible to deliver those letters to the post office.

Reflection Week 4

I also learned how to find a solution by thinking outside the box and using my critical thinking. This skill that I used can be relate to the subject ELC Critical Thinking as this subject really develop me to be more able to use my critical thinking in finding a solution.

2.2.5 Week 5 (20th August – 24th August)

I was given a new list of district title (Hakmilik Mukim) in Kuala Krai Colony which is the landlord in Kuala Krai that did not exist in the SPHT system in the revenue unit. Then I use the SPHT system to update it by keying in the data regarding the detail of the owner and the detail and information of the land. By updated those system, the system of tax payment will be more efficient. I also helped the staff by lifting the things received from the SPR (Suruhanjaya Pilihan Raya). Then I made the preparation of election briefing for the election officers by preparing the file which contains some forms and guide book for (Dun Guchil). I followed the staff to send the letter which contain the information of election briefing to the parties concerned. After that I helped the other staff to prepare the files for (Dun Mengkebang).

Reflection Week 5

In this week, I learned to continue updating the system so that it can reduce the conflict of data and improve the efficiency and the effectiveness of my organization. This can be relate to my subject that I already learned which is Quality Management as the organization need to continue update the data to continue improve the services to the customers.

2.2.6 Week 6 (27th August – 30th August)

On week 6, I went to work early as I need to work outside of the office since I was involved in handling the election briefing for the SPR. I went to the hall of Sekolah Menengah Kebangsaan Sultan Yahya Petra 1 every day in the week 6 to help the Election Assistant or Election Clerk to handle the election briefing for both Dun Mengkebang and Dun Guchil. My task is handling the registration section and guide those election officer in filling those form required. I also helped the staff in my department to edit the letter corrected by the Deputy of District officer which is to be sent to the YBhg Dato' Seri Paduka Kapten regarding some misunderstanding on the land tax.

Reflection Week 6

In this week, basically I learned how to manage and handle people. Different people have different attitude. So, I need to use different approach when serve different people. This skill and experience that I learned can be related with the subject Organizational Behavior as I had learned in semester 4. This experience also helped me to develop a better interpersonal skill when communicating with others.

2.2.7 Week 7 (5th September – 7th September)

I continued to make more list of the landlords who didn't pay the land tax for certain year. Some information are incomplete as I learned how to find any relevant information of the landlords by using both SPHT and SPTB systems. To make sure that the data are correct, I double checked those data and information to ensure that those letters will be send to the correct address. If the data are not incomplete, I must find a solution and other alternative to complete the task given. Then I printed those letter and prepared for it to be sent to the recipient.

Reflection Week 7

Producing and sending the warning letter is one of my main task during my practical training. So what I learned is people need to pay tax to the government especially land tax as tax is one of the main resource that the government use to give their service to the public. This situation can be relate to the subject Service Management.

2.2.8 Week 8 (11th September – 13th September)

During my last week, I continued to do my routine task which is regarding on those warning letters. I also made the cashbook based on the statement collector for August 2017 and double checked the data whether it is accurate by referring to the statement collector. I also continued to update the system to improve the efficiency of the system used in the payment counter.

Reflection Week 8

During my last week, I continued to do my routine. During my practical training, I learn how to consistently come early to my work as I need to clock in every day. This situation teach me to be more discipline as this situation can be related to the subject Human Resource Management. I also learned to wear a suitable clothes to the office and watch my attitude with others as what I learned in my Organizational Behavior subject.

2.3 Chapter Summary

In this chapter, I had explained about the tasks that being carried out during the practical training. The task given to me is according to the standard guidelines as provided by Faculty of Administrative Science and Policy Studies. Apart from that, it also can be concluded I was able to understand working environment especially in this department. Besides, it is a valuable experience that can be gained from the internship program where all the tasks that are being given by the supervisor can be useful for reality of working environment in the future.

CHAPTER 3

FILING SYSTEM

3.0 Introduction

In this chapter, I will explain on the definition of the concept of the filing system, purpose of filing system, importance of filing system, characteristics of good filing system, methods of filing system and procedure of filing system. This chapter also identified the task assigned to me in Kuala Krai Land and District Office.

3.1 Definition of Concept

A filing system is defined as whether one is referring to the traditional method which is the filing of records on a shelf or the filing order of papers within a record, both are filing systems and both of the method are organized differently. (Heather Walker, 1996). However, the concept of filing system in my practical training is more to the computer system.

According to Longman Business Dictionary, filing system can be define as the process of organizing as well as arranging the data and information which stored on a computer. Basically, a filing system in computing is used to control how data is stored and retrieved. Filing system is very important because a large amount of data and information were stored in one system.

According to Silberschatz, Galvin and Gagne (2005), the file system is the most obvious aspect of an operating system because it provides the instrument for on-line storage of and access to both data as well as programs of the operating system and all the users of the computer system. Basically, the file system comprises of two distinctive parts which are a gathering of data and a directory structure, which functioning to manages and provides information about the entire files in the system.

As cited in Jackson and Smith (2011), in recent years, searching for related data and information within an organization has been one of the major problems for employees. (Kelly et al., 2010; Kobayashi et al., 2006). Due to this situation, many

organization spend a large sums of money in improving the document storage facilities because ineffective searches can lead to time wasting as recent study shows that looking for information to cost up to 10 per cent of an employee's time (Dubie, 2006). The filing system need to be organized to ensure that employees can discover the needed data and information. This is because the daily task can be disrupted if the filing system is difficult to use.

Moreover, a simple word explains that filing system is storing documents, data and information relating to the organization in a safe place and can be easily and quickly referred to. Data and information that are being stored properly would not be lost. Another importance of filing system is that it is the central record-keeping system within an organization as it would help the employees to be organized, systematic, efficient and transparent. The organization must store every related data and information for future reference. This is because the organization cannot account for all the organizational activities if the relevant document are missing. Those relevant data were all the organizational activities which includes letters, memos, reports, financial records, policy documents and et cetera (Groak, 2015).

In a conclusion, an organization which not have a good filing system may affect the performance of the organization especially to the public service in serving the public. For example, the customer may have to wait longer if the employee cannot find the relevant data in doing their task. The organization also may get involve in legal problems if they cannot show the related document if there are any dispute occurs. Hence, every organization should have a good and appropriate filing system.

3.2 Purpose of Filing System

The main purpose of filing is to preserve the important letters and documents safely. Scientific and systematic methods are applied so that any documents can be found out quickly for reference. Despite this main objective, there are some subsidiary objectives which are as follows:

Collection and classification of documents:

This is the first objective of filing. An office receives and sends a large number of documents from internal and external sources every day. They can be reports, vouchers, bills, contracts. So, these documents should be classified into various categories on the basis of their nature and importance.

Preservation of documents:

After the collection of data another purpose of filing is to preserve the documents for future reference. Filing provides protection to all the important documents from rats, insects, dust, water and from dishonest staff of the company as well.

Systematic arrangement of documents:

The purpose of filing is to arrange all the documents in scientific and systematic order in proper drawers, racks and cabinet, so that when it is required it can be obtained without any difficulty and delay.

Provide proof:

Several transactions take place concerning different subjects' matters in an organization. Filing serves to settle misunderstanding and disputes between the business organizations and the different parties such as the government, customers, other business organization et cetera. Then the preserved documents can be presented as proof whenever required.

Rapidity in office work:

The objectives of good filing system is to make rapidity in official work. If the papers, documents, information and materials are properly filed, they will be easily found whenever needed, which helps in quick performance of an official work.

3.3 Importance of Filing Systems

Filing is an important activity in any office. It is important for every type of office big, medium or small. It plays a very crucial role in smooth functioning of official work. The importance of filing can be highlighted from the following points:

Protection of records:

Filing protects the records by keeping it in safe cabinets and drawers so that important documents can be preserved from rats, insects, water, sunlight, dust and some time from the dishonest staff of the office as well.

Helpful in setting disputes:

Filing is important for setting disputes between the contracting parties. A document related to the agreement will be required to show the evidence. The records may be presented in a court of law in case of legislation. Nobody can deny the facts and figures given in the documents.

Ready reference:

Previous records are generally needed for future reference. So, filing makes the documents immediately available at required time. The records will be made available only if they properly and systematically preserved.

Helps in planning and decision making:

Formulating effective plans and taking quick, rational and correct decision in the function of management real and factual data which is available from past records. So, filing is important.

Better control:

Filing system is helpful for contracting the business transactions. Modern business transactions are carried on through various documents. Several types of document are received and sent daily. If those documents are maintained under a scientific way naturally management will get great help in evaluating performance and taking corrective action.

Facilitates follow ups:

Follow up action is necessary in case of securing orders, collecting payments and compliance of rules, policies et cetera. Filing facilitates follow up action by preserving the records

3.4 Characteristics of Good Filing System

- a) Compactness: The compact filing system should be adopted by every business office. It means that the filing system should not require any unnecessary space.
- b) Simplicity: The filing system should be simple and not too elaborate. At the same time, the usefulness of the filing system cannot be sacrificed for the sack of simplicity.
- c) Accessibility: A good filing system should be arranged in such a way that the records are easily available whenever required. The filing system should allow the insertion of additional documents without disturbing the existing order of files.
- d) Economy: The filing system should be economical in time, space, money and operations. The cost of installation and operation of filling system should be as low as possible. The selected filing equipment should occupy minimum space but can accommodate maximum number of files.
- e) The cost of filing equipment should be very low. The filing equipment save the time of operation i.e. locating, inserting and placing of documents and papers in a file. The unwanted records may be disposed of in order to economies space.
- f) Flexibility: The filing system can be expanded if the volume of business transactions increased. An inflexible system is not useful after crossing a certain limit.

- g) Classification: The filing system should be supported by a proper system of classification. Proper classification reduces the number of files to be maintained and helps in inserting as well as locating the documents in the files.
- h) Safety: The filed documents and records should be in safe condition and available whenever required. The documents and records should be protected from insects, rain, dust, or mishandling.
- i) Cross Reference: A cross reference should be given wherever a document can be filed more than one head to avoid confusion and facilitates easy location of files. It saves time and human resources.
- j) Easy Location: Documents and records should be kept in such a way that they can be easily located whenever required with the minimum delay possible. At the same time, it does not require heavy expenditure to achieve this purpose.
- k) Indexing: A well designed index is also used to supplement the filing system. It will help to locate the file quickly when it is required.
- l) Retention: Every documents and records are maintained for a minimum period of time. Then, the dead records and documents can be discarded without too much disturbance. The remaining documents and records are retained even after a storage period.

- m) Out guides: A reference is to be maintained in the files that the list of documents or records are withdrawn by the office staff or department and returned the documents with date. Rules and procedures can be framed and followed to prevent misfiling.
- n) Minimum Misfiling: The main difficulty is not concerned with filing but in finding the documents. Misfiling causes delay in the location of desired document. Hence, the authorized staff alone is permitted to have access to files.

3.5 Method of Filing System

a) Alphabetical classification

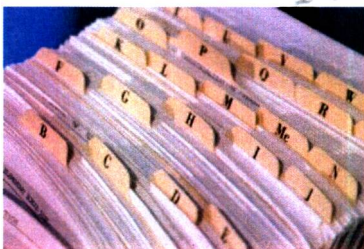
The filing method under which files and folders are arranged in order of alphabets of the names of person or institution concerned with such file is alphabetical classification. It is most popular and common method of filing. In case name of more than one person starts with same letter then second letter of name is taken into consideration. It is flexible method. It is used in both small and large organization.

Advantages

- Simple and easy to understand
- Doesn't need separate index
- It is flexible

Disadvantages

- Time consuming
- Difficult to arrange files
- Difficult to locate in case of common names



(Source: office-turn.com)

b) Numerical classification

The filing method under which files and folders are arranged in order of number is called numerical classification. All files and folders are given separate numbers. It is indirect method of classification of filing. In this filing alphabetical index is required. It includes name, address, phone number, subject and other information along with file number.

Advantages

- Suitable for large offices having large number of files and folders
- Accurate method of filing
- It is flexible
- Separate index can be easily developed using numbers.

Disadvantages

- It is expensive
- It is time consuming
- Not suitable for small organization
- It is not easy to operate
- Separate alphabetical index is required



(Source: www.dreamstime.com)

c) Subjective classification

In this filing method, records are classified according to their subject; letters and documents are classified and arranged in files and folders into subject or sub-subject wise. In this filing, subject must be arranged alphabetically. It is widely used in those cases where subject is more important than the name of the person or organization. All documents relating to same subject are filed together in one file.

Advantages

- Simple to operate
- Flexible
- Convenient
- Easy to locate

Disadvantages

- Not applicable for filing miscellaneous subject
- Time consuming
- Difficult to locate when subject matter is not properly understood



(Source: homebusiness.about.com)

d) Geographic classification

In this method, files are grouped according to the geographical location of firm, organization or person. Under this method name of places are written in file and are arranged in drawer either in alphabetical or numerical order whichever is suitable for organization. It used in multinational companies or those organization whose business and branches are located in many places of the nation or the world.

Advantages

- Easy to understand and use
- Can be arranged in alphabetical and numerical order
- It used in those organizations whose business is engaged in correspondence with the businesses all over the globe or the nation.

Disadvantages

- Expensive
- Not suitable for small scale organization
- Time consuming
- No use of card or index



(Source: www.smead.com)

e) Chronological classification

In this method, files and folders of documents are arranged in an order of their date, day, and time. In an office, several letters and documents may be received and dispatched. They all are arranged according to time and date when they were received and dispatched

Advantages

- Simple to understand and easy to operate
- Quickly located if their dates are known.
- Less expensive

Disadvantages

- Not suitable for large offices
- When clear dates are not mentioned then there can be difficulty



(Source: <http://keywordsuggest.org>)

3.7 Task Assignment of Filing System

During my practical training, I was assigned at the Revenue Department in the Kuala Krai Land and District office. During my eight weeks of practical training, I had been assigned to several task which are related to the Filing System. My task were mainly using the computerized filing system which used the main systems in the Kuala Krai Land and District office which are SPHT and SPTB Systems.

The tasks are as followed:

- a) Analyze the information in SPHT and taking a corrective actions if there are any incorrect data.
- b) Updating and whitelisting the data in SPHT (Sistem Pentadbiran Hasil Tanah) by referring to the SPTB (Sistem Pendaftaran Tanah Berkomputer) so that the information is always accurate and correct.
- c) Make a list of names and information on land tax in arrears by referring to the SPHT System.
- d) Prints the warning letters for overdue taxes in the Kuala Krai colony by using SPHT.
- e) Gather the data and information which are related to overdue taxes.
- f) Key in the data of the monthly statement collector into the cashbook by using the Microsoft Excel.

3.8 Application of Filing System

These are main application systems of filing used in Kuala Krai Land and District office:

a) Computerized Land Registration System (SPTB)

- Computerized Land Registration System used mainly in the registration department to register and record the matters relating to the land ownership in the state of Kelantan.

b) Land Revenue administration system (SPHT)

- Land Revenue administration system is the system mainly used in the revenue department to record all information regarding the matters relating to land tax in Kelantan.

3.9 Chapter Summary

In chapter three, I explained that during practical training, I identified that there are related concepts had been applied to the workplace which able to help the trainee to gain more understanding on the concept learns during past semester.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

In this chapter, I explain on the advantages of the filing system in Kuala Krai Land and District Office. This chapter also included the disadvantages of the system used. Moreover, this chapter also include the suggestion and recommendation on how to improve the filing system of the organization.

4.1 Advantages of Filing System

The first advantage of filing system in Kuala Krai Land and District Office is the method of filing system is already up to date which meet the current technological world which is the computerized filing system. Computerized filing systems means that the organization keep most of the data and information into the computer system. As I had mentioned in chapter 3, the main system use in the organization is Computerized Land Registration System (SPTB) and Land Revenue administration system (SPHT). Those system keep the data regarding the information of the customer as well as the transaction with the customer. All the data can be easily access by the employee if they need to use it by using their staff ID and password.

Besides, the filing system in Kuala Krai Land and District Office is ready reference. The staff can find the needed information regarding the transaction of their customer by only typing the customer's name or identification card in the system. If the customer came and ask whether they already pay the tax, the staff can access the data in less than one minute. This system show the efficiency of the organization which will increase the customer satisfaction in the service delivery. The system also will automatically record the data regarding on the land owner who has the outstanding tax and can generate the warning letter only by using the system. This can make the job of the employee easily done.

The other advantage of the filing system in Kuala Krai Land and District Office is the system used include the data for the whole state. This situation means that the system is linked with the system in other province is Kelantan. This will simplify the process for the customer who own the land in the other province in Kelantan to pay the tax and getting the information regarding their land in Kuala Krai Land and District Office.

4.2 Disadvantages of Filing System

Despite the filing system in Kuala Krai Land and District Office have several advantages, there are still some weaknesses in their filing system. The first disadvantage is that the office still used manual filing system in some transactions with their customers. The staff still need to record the transaction in the books and kept those document in the vault according to their types. For an example, the daily statement collector still need to be printed every day and keep it in the book although there are already data stored in the system. This situation also increase the red tapes as the staff need to see the officer to get the signature for the daily statement collector.

The other weakness is the system still not fully cover all data. There are still some status of land which did not have in the system. So that means not all the land owner can get the information of their land as they still need to refer to the Kelantan Director of Land and Mines in Kota Bharu (PTG). This situation may also decrease the efficiency of the system as the organization cannot fully have the access to all types of land in Kelantan. However the customer can still pay the tax as the system still able to record the information regarding the tax transactions of the land owner.

Besides, the system also have an incomplete data regarding the information of the land owner. This situation means that the information of some of the land owner is not completed such as there are no data about their personal information such as identification number or their address in some of the land owner. This is because some of the land owner did not fill in the form properly during the time of purchasing

their land. This situation also can lead to some problems such as the Kuala Krai Land and District Office cannot reach them if there are any problems regarding their lands status or outstanding tax.

4.3 Recommendations

For the recommendation, I suggest that the filing system in Kuala Krai Land and District Office need to be improve by converting it into fully computerized system. The organization itself already have the information system officer as the officer can handle the system in the organization. The world nowadays become busies and everyone need to be more efficient in achieving their targets and goals. Therefore the organizations should benefited the technology in order to improve the efficiency within the organization in delivering their services to the customers. This situation also would save the world by reducing the use of paper in recording the document. By doing so, the organization also can cut the cost on the use of paper and spend those money in improving other services in order to improve the performance of the organization

Besides, the Kuala Krai Land and District Office can improve the effectiveness of the system used by collect the relevant data and information of the customers to avoid incomplete data in the system. The staff must make sure that the customers give sufficient information before the data were recorded in the system to avoid disruptions in getting the job done in the future. The organization can also easily contact their customer if there are any issues that came up pertaining to the land and tax.

The other recommendation is Kuala Krai Land and District Office should give and provide training to all of the employee in the organization regarding the uses of the systems. The old staff can learn how to use the computerized filing system as they already too comfortable and familiar with the use of manual filing system. By providing the training, all the staff can master the system and they also can improved their skills in finishing their given task efficiently.

4.4 Chapter Summary

The main highlight for this chapter was to make an analysis of the strengths and limitations of the task that being chosen as the main focus. This is in accordance with the analysis in Chapter 3 whereby there are some recommendations that have been suggested in this chapter regarding the strengths and weaknesses of the tasks. Hence, it can enhance trainee knowledge on how to evaluate the tasks given by suggesting a reasonable idea to reduce any difficulties in the future.

CHAPTER 5

CONCLUSIONS

5.0 Introduction

In this chapter, I provide the summary for all chapters of this practical training report from chapter 1 to chapter 4 during my practical training in Kuala Krai Land and District Office.

5.1 Summary of Chapter 1

In Chapter 1, I had provided the information regarding the organizational background of Kuala Krai Land and District Office. The information also consist of the vision of the organization as well as the mission, objectives and the organizational chart. From this chapter, I am able to identify the function of the organization and also the hierarchy from the lower management to the upper level management and their roles in the organization. All the staff in the organization have different roles and different departments. There are several departments in the Kuala Krai Land and District Office which are Registration Department, Revenue Department, Land Department, Administration Department, and Development Department. However, all the departments are link together in order to achieve the objectives of the organization.

5.2 Summary of Chapter 2

In chapter 2, all my tasks during the practical training were explained. The time period of my practical training were eight weeks where I learned a lot of tasks in the revenue department of Kuala Krai Land and District Office. Moreover, this chapter also explained briefly about what I learned in theory in my classes and what I practiced during my practical training period. Most of the task that I done is a little bit different from what I learned in theory but it is still related to my courses in Bachelor of Administrative Science in UiTM. There are similarities in several subjects that I learned from part 1 to part 5 such as accounting and management courses. During the practical training, I am able to apply what I had learned in the class in doing the given task. Therefore, it is a valuable experience where I learned a lot during my practical training.

5.3 Summary of Chapter 3

In this chapter, I focused on one area of my task that I mostly did during my practical training. The task that I choose is the main task that had been assigned to me which is the filing system. This task is very important to the organization where important data are stored where I use the main computer system of the organization. This chapter also explained about the concept of filing system, importance of filing system and qualities of good filing system. Besides that, I also explained briefly on the step in managing the filing system in the organization.

5.4 Summary of Chapter 4

In this chapter 4, I identified the advantages and disadvantages of the task that I have been analyzed in chapter 3 which is the filing system. The advantages of this filing system are very important in order to improve the performance of the organization in serving the public. Meanwhile, the disadvantages of this task is also important for the organization in taking corrective actions which are very important in the future. Moreover, I also provided some recommendation that I suggested in order to improve the filing system of the Kuala Krai Land and District Office. The purpose of this analysis is to identify the weaknesses and continue to improve the performance of the organization. These will also improve my knowledge in managing the filing system of the organization which is very crucial for me to be use in the future when I were employed.

5.5 Chapter Summary

I had done my practical training at the Kuala Krai Land and District Office from 26th July to 14th September 2017 for eight consecutive weeks or 2 months. But somehow, the training period that university provided is rather short. However, during the practical training at Kuala Krai Land and District Office, I was placed at Revenue Department. There are lots of experience that I gained from the practical training in working environment for the first time either inside the office or outside the office which during organizing the event. I was also able to make use most of the knowledge in studies to be apply to the real working environment. Through that, trainee has able to understand better on how the work process to be done through the exposure during practical training period.

Furthermore, I also gained other benefits in enhancing trainee's personal development. In terms of self-confidence level and also communication skills. The improvement that I obtained was through the tasks that has been carried out during the practical training in Revenue Department, I need to communicate and discuss with other staffs and department in completing tasks given. Hence, I adapted on how to use proper language and approach when communicating with the staffs, customer and also external agencies that differs in position and seniority. It is different when we use our language or jargon in different places and situation. Dealing with external organization was fret moment for me since the way I deals with other organization would give impact to the organization's image.

However I was able to counter it with the support and guidance from other staffs at Kuala Krai Land and District Office.

Last but not least, I was able to learn about the different culture as at company's workplace culture. The working culture of Kuala Krai Land and District Office such as values, norms, systems, process, language, beliefs was progressive and practical that has always been the gene of the organization itself. In addition, the friendly behavior of the staffs also makes me feel comfortable and welcomed to the organization. This is not only lay at office but also outside the office. Their professionalism has also been portrayed whereby the staffs have been seen high work ethics in delivering their job.

To conclude, the experience I gained is valuable and it helps the trainee to improvise the skills and knowledge. The gains that trainee had will aid me in the future choice of career. The practical training has prepared me with essential skills that I may needed as part of trainee training before trainee enters working environment. Apart of that, I also understood the importance of having good relationship and training has helps in understands the working environment and assists in embracing the future career path.

References

Official Website of Kuala Krai Land and District Office. Retrieved on 23rd April 2017 from
<http://www.ptjkk.kelantan.gov.my/v4/index.php?lang=ms>

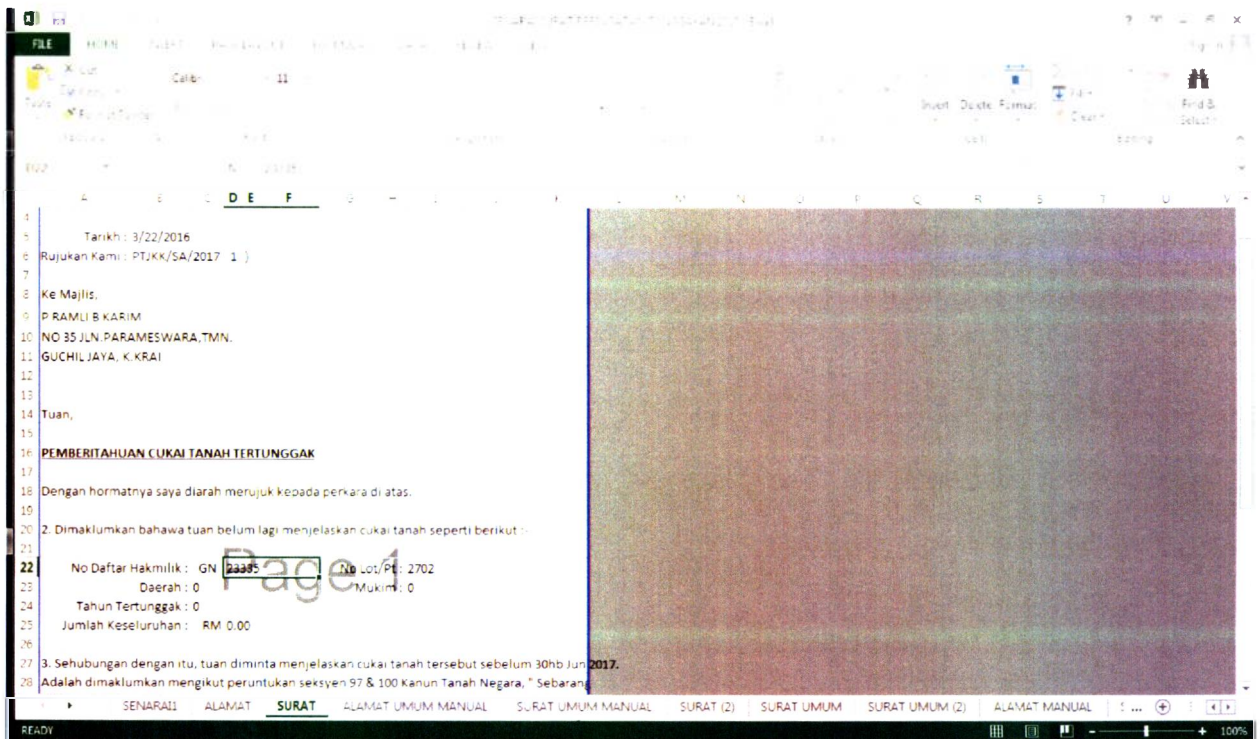
Groak, A. (2015, August 2). Top reasons why Organizations should have a good filing system.
Retrieved December 22, 2017, from <https://www.linkedin.com/pulse/top-reasons-why-organizations-should-have-good-filing-athena-groak>

Jackson, T. W., & Smith, S. (2011). Retrieving relevant information: traditional file systems versus tagging. *Journal of Enterprise Information Management*, 25(1), 79-93.
doi:10.1108/17410391211192170

Jefferies, K. (1946). Filing Practice In The Civil Service. *Journal of Documentation*, 2(1), 8-16.
doi:10.1108/eb026079

Walker, H. (1996). Filing systems. *Records Management Journal*, 6(1), 51-58.
doi:10.1108/eb027086

Appendixes



No	JEL	N	NAMA	ALAMAT	NEGERI	TARIKH	CATATAN
1	HSD	853	SKKPI (TANAH MERAH) DEVELOPMENT SDN BHD	97-28 LORONG HARUAN 5/4 OAKLAND COMMERCE SQUARE 70300 SEREMBAN	NEGERI SEMBILAN	23/07/2017	
2	HSD	854	SKKPI (TANAH MERAH) DEVELOPMENT SDN BHD	97-28 LORONG HARUAN 5/4 OAKLAND COMMERCE SQUARE 70300 SEREMBAN	NEGERI SEMBILAN	23/07/2017	
3	GM	600	NIK LAH B MAMAT	KG KUALA SERASA, KUALA STONG, 18000 KUALA KRAI	KELANTAN	23/07/2017	
4	HSM	59/91	ILIAS B MAMAT	KG KEMUBU, 18000 KUALA KRAI	KELANTAN	23/07/2017	
5	GM	485	NIK BRAHIM B NIK MAN	KG SERASA, KUALA STONG, 18000 KUALA KRAI	KELANTAN	23/07/2017	
6	GM	112	MUHD YUSOFF B LATIFF	KG KEMUBU, 18000 KUALA KRAI	KELANTAN	23/07/2017	
7	GM	711	YUSOFF B HANAT	KG SRI MAHLIGA, KEMUBU, 18000 KUALA KRAI	KELANTAN	23/07/2017	
8	GM	471	MAMAT B BRAHIM	KG SERASA, KUALA STONG, 18000 KUALA KRAI	KELANTAN	23/07/2017	
9	GM	400	MUHD NOR B CHE NGAH	MF 35, MELOR BT 13, ILN P. PUTEH 16400 KOTA BHARU	KELANTAN	23/07/2017	
10	HSM	2	SALDAH BINTI SENIE	KG DABONG, 18200 KUALA KRAI	KELANTAN	23/07/2017	
11	PM	239	NOOR AZAH BT MUHAMAD NOR	KG INGIN MAJU, 18000 KUALA KRAI	KELANTAN	23/07/2017	
12	PM	137	NORAZIAH BT MUHAMAD NOR	KG INGIN MAJU, 18000 KUALA KRAI	KELANTAN	23/07/2017	
13	GM	79	MUHD ADNAN B DOLLAH	KG KEMUBU, DABONG, 18000 KUALA KRAI	KELANTAN	23/07/2017	
14	GM	388	HUSAIN B SAMAN	KG KEMUBU, DABONG, 18000 KUALA KRAI	KELANTAN	23/07/2017	



Ruj. Kami: PJKK.146/1 Jld. 9 (22)
Bertarikh: 30hb. Ogos 2017
Bersamaan: 8 Zulhijjah 1438H

Ke majlis,

Yang Berbahagia Dato' Seri Paduka Kapten Mohd Yusoff bin Yunus
91-P, Jalan Kampung Kubang Tangga, Lorong Sepakat
20050 Kuala Terengganu
Terengganu Darul Iman

YBhg. Dato' Seri,

TUNTUTAN BAYARAN BALIK CUKAI TANAH DAN DENDA

Adalah dengan hormatnya saya diarah merujuk kepada perkara di atas.

2. Sebagai pewaris bagi hakmilik berkenaan, pihak Dato' hendaklah bertanggungjawab membuat bayaran cukai tanah, tunggakan serta denda lewat walaupun semasa tanah berkenaan dicagar kepada pihak bank sebagaimana kandungan (12) perjanjian gadaian diantara pihak arwah Yunus bin Ishak dengan pihak Perwira Habib Bank Malaysia Berhad sebagaimana berikut:

"12. The Chargor(s) will at all times during the continuance of this security pay the quit rent assessment rates taxes and all other outgoings whatsoever payable from time to time in respect of the Said Land as and when the same shall become due and payable. In default whereof it shall be lawful for but not obligatory upon the Bank to pay the same or any part thereof. In the event that the Bank have made payments then all sums so paid by the Bank shall be herewith secured by this Charge."

3. Mengikut seksyen 93, Kanun Tanah Negara 1965, menyatakan bahawa sewa hendaklah menjadi hutang yang terhutang kepada Pihak Berkuasa Negeri.

"Sewa yang kena dibayar berkenaan dengan mana-mana tanah bermilik hendaklah merupakan satu hutang yang terhutang kepada Pihak Berkuasa Negeri, dan selaras dengannya, tanpa menjejaskan peruntukan-peruntukan Akta ini yang berhubungan dengan perlucuthakan tanah kerana ketiadaan bayaran untuknya, akan didapatkan semula melalui tindakan yang diambil seperti yang disebutkan dalam seksyen 16 "

4. Sebarang urusan niaga tidak boleh dijalankan atau didaftarkan selagi cukai tanah dan tunggakan serta denda lewat tidak dijelaskan termasuklah urusan pendaftaran tuntutan pesaka bagi hakmilik-hakmilik berkenaan.



PEJABAT TANAH DAN JAJAHAN

17600 KUALA KRAI

KELANTAN.

Tel : 09-9666393 / 09-9666963

No Faks : 09-9667060



Tarikh : 06/09/2017

Rujukan Kami : PTJJK/SATL/2017(215)

Ke Majlis,

Mohd Fouzi Bin Che Daud
600 Jln Guchil 7
18000 Kuala Krai

Tuan,

PEMBERITAHUAN CUKAI TANAH TERTUNGGAK

Dengan hormatnya saya diarah merujuk kepada perkara di atas .

2. Dimaklumkan bahawa tuan belum lagi menjelaskan cukai tanah seperti berikut:-

No Daftar Hakmilik : Geranmukim 00002244 - No Lot 004276

Daerah : B.Mengkebang Mukim :Telekong

Tahun Tertunggak : 2007 - 2016

Jumlah Keseluruhan : RM 400.00

3. Sehubungan dengan itu, tuan diminta menjelaskan cukai tanah tersebut dalam tempoh 30 hari dari tarikh surat ini. Adalah dimaklumkan mengikut peruntukan seksyen 97 & 100 Kanun Tanah Negara, " *Sebarang Kegagalan Untuk Menjelaskan Cukai Tanah Membolehkan Tindakan Perampasan Diambil Bagi Dijadikan Hakmilik Kerajaan* ".

4. Sekiranya tuan adalah penyewa atau tanah ini telah dipindahmilik, sila serahkan notis ini kepada tuan tanah. Bawa notis ini bersama bila ingin membuat bayaran atau berurusan.

5. Sila abaikan surat ini jika pembayaran telah dibuat dan diucapkan berbanyak terima kasih. Sila kemukakan resit-resit pembayaran serta geran tanah ke pejabat ini untuk tujuan semakan.

Sekian, terima kasih.

"ISLAM DIJULANG, RAJA DIJUNJUNG, RAKYAT DISANJUNG"

"MEMBANGUN BERSAMA ISLAM"

Yang Menuntut Perintah,

(NIK MUHAMMAD AZMI BIN MOHD NOOR)

Penolong Ketua Jajahan

(Penguatkuasaan Teknikal dan Hasil)

b.p: Ketua Jajahan Kuala Krai.


(Surat Ini Adalah Cetakan Berkomputer, Tandatangan Tidak Perlukan.)


1. **Student's Name** : MUHAMMAD TIZAT BAHUDDIN BIN ZULKIFLI
2. **Date & Place of Birth** : 10/4/1994 SUNGAI DETANI, KEDAH
3. **UiTM I/C No.** : 2014997645 940410-02-5893
4. **Course** : BACHELOR OF ADMINISTRATIVE SCIENCE (Hons)
5. **Year** : 2015 **Part** 5
6. **Home Address** : PT 1833, KAMPUNG RAHMAT, 18000
KUALA KRAT, KELANTAN
7. **Address During Practical Training** : PT 1833, KAMPUNG RAHMAT,
8. **Place of Training** : DEJABAT TANAH DAN JAJAHAN KUALA
KRAI, PERAK KUALA KRAT, 18000 K. KRAT, KELANTAN
9. **Name of Supervisor In-Charge** : _____


10. **Duration of Training**
From : 26/7/2017 To : 14/9/2017

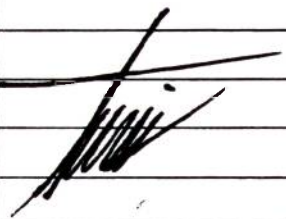
FOR OFFICE USE ONLY :


11. **Remarks : [Dean / Course Tutor]**

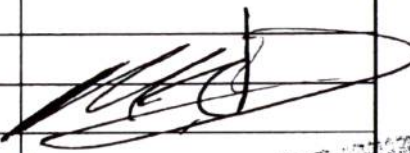
Date	Exact Nature Of Work Done	Supervisors Remarks
26/7/2017	1) Report duty at Administration unit	
	of Pejabat Tanah dan Jajahan	
	Kuala Krai.	
	- Briefing by supervisor	
	- Introduction with other staff	
	at administration unit.	
	2) checking file of procurement.	
	- Align the date of	
	document.	
	- In accordance	
	- Check the recording of financial flow	
27/7/2017	1) Learn about the desk file	
	- Introduction about duty	
	of Pen. Peg. Tadbir	
	2) Assign to / transfer to	
	Revenue unit.	
	- Introduction about Revenue	
	unit.	
	3) Learn about microsoft	ABDULLAH TOHIR BIN ABDUL AZIZ Penolong Ketua Jajahan (Perdaftarani) Pejabat Tanah Dan Jajahan Kuala Krai Kelantan
	excel	
	- main instrument in	
	process of data input.	
	- Edit the data of	
	microsoft excel.	
	(warning letter 6A)	
	- Process the input data	
	(softcopy) to the output	
	data (hard copy)	
	- Print the data, to be	
	distributed to its	
	recipient.	

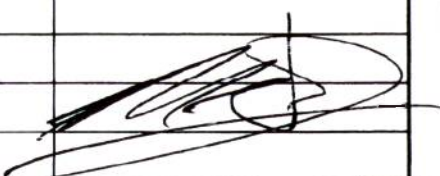
Date	Exact Nature Of Work Done	Supervisors Remarks
30/7/2017	1) Learn about the system used by Revenue Unit of Pejabat Tanah Negeri Kelantan (SPHT & SPBT) <ul style="list-style-type: none"> - Use the system to check the data - Edit old data to update into new data. 	
	2) Use the system to trace people who didn't pay tax <ul style="list-style-type: none"> - collect the data - List the data in the microsoft excel - Generate the data using SPHT to produce the warning letter to it recipient. 	 <p>ABDULLAH TOHIR BIN ABDUL AZIZ Pensyarah Ketua Jabatan Pendaftaran Pejabat Tanah dan Jabatan Kuala Kelantan Kelantan</p>
	3) Being put at the counter to take experience by monitoring how or way of staff communicating with customer or other people.	
	4) print the process or the letter which generated by the computer.	
	5) Learn about the effects of counter services and counter administration as customer pay taxes at the counter	

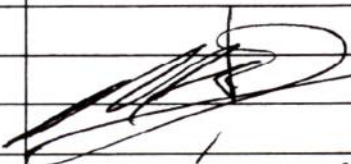
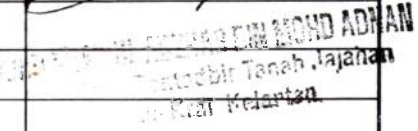
Date	Exact Nature Of Work Done	Supervisors Remarks
31/7/2017	<p>1) Use the main system of Pejabat tanah & jajahan Kelantan which is SPHT.</p> <p>- collect the data and keep it by using microsoft excel</p> <p>2) Prepare the data to be printed on envelope</p> <p>3) print the warning letter which to be sent to who did not pay tax.</p> <p>4) Retrieve stamps from the administration unit staff.</p> <p>- Attach the letter with those stamps to be send to the post office.</p>	
1/8/2017	<p>1) stamp the warning letter with the official stamp of pejabat tanah dan jajahan Kuala Krai.</p> <p>2) Send those letter to the staff who responsible to deliver those letter to the post office.</p> <p>3) Prepare the detail of the sent letters.</p> <p>4) Make a desk file of practical student to be use use for future practical student in Pejabat tanah & jajahan Kuala Krai.</p>	<p>ABDULLAH TOHIR BIN ABDUL AZIZ Penolong Ketua Jajahan Pendaftaran Pejabat Tanah Dan Jajahan Kuala Krai Kelantan</p>

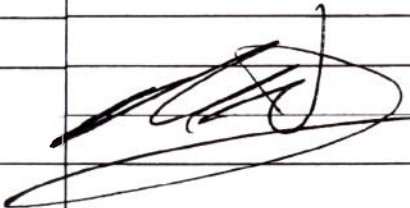
Date	Exact Nature Of Work Done	Supervisors Remarks
2/8/2017	<p>Print out the work ^{Attending} marking 'tazkirah'</p> <ul style="list-style-type: none"> - Speech from Assistant District Officer - Finish the desk file - Check the desk file by staff - Print out the desk file and make my own file for use of future practical student. - Solve the printer problem that occur in the office - Learn how to open count counter and learn how to use payment system at the counter. - Make list name and information of outstanding tax 	
3/8/2017	<ul style="list-style-type: none"> - Learn how to use Microsoft excel for calculation - Insert data for cashbook treasury for year 2017 	 ABDULAH TOHIR BIN ABDUL AZIZ Penolong Ketua Jajahan (Perdagangan) Pejabat Tanah Dan Jajahan Kuala Krai Kelantan
6/8/2017	<ul style="list-style-type: none"> - Enter data for cashbook treasury for year 2017 - Check the data whether correct or not according to the statements collector (penerima pemungut) - Make correction if there is a mistake in the data inserted. 	


Date	Exact Nature Of Work Done	Supervisors Remarks
7/8/2017	<ul style="list-style-type: none"> - Finish the cashbook treasure until the end of July. - Detect the mistake of data inserted or entered in the daily revenue collection of 2017 	
8/8/2017	<ul style="list-style-type: none"> - Receive list of cancelled SPITB data that exist in the SPHT in pejabat tanah dan Jajahan Kuala Krai - Check the data as and information by using the system of SPHT and SPBT. - Update the data in the SPHT by referring to the SPBT - The purpose of updating the data in SPHT is to increase efficiency and effectiveness of services in Revenue Unit 	 <p data-bbox="960 1168 1397 1277"> <small> NGIN KUALA KRAI, NEGERI SEMBILAN ADAM Penolong Penerima Tanah Jajahan Kuala Krai, Kelantan </small> </p>
9/8/2017	<ul style="list-style-type: none"> - Continue to update the data in SPHT according to the data and information received. - Learn to use the system at the payment counter of revenue unit. 	

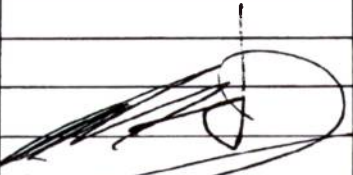
Date	Exact Nature Of Work Done	Supervisors Remarks
10/8/2017	- Continue to update the SPHT system.	
	- Detect the data which are not allinged between the SPHT and SPFB	
15/8/2017	- Be Make a report to the staff and make find a solution to correct the data and information in the system	
	- Finish updating the cancelled SPFB that exist in SPHT	
		
14/8/2017	- Using the SPHT and SPFB system to get the list of arrears of land tax in mukim telekong.	
	- Make the list of the landlord who didn't pay the land tax from the certain year	
15/8/2017	- continue to do the list	
	- produce the warning letter according to the list made.	

Date	Exact Nature Of Work Done	Supervisors Remarks ✓
16/8/2017	- Continue to produce the warning	
	letter which to be sent to landlord	
	who have the undue land tax	
	- print the address of the	
	landlord on the envelop.	
	- Put the letters into the	
	envelops.	
17/8/2017	- put the stamp on the envelopes.	
	- Stamp the logo of PTTK on	
	the envelopes	
	- Send the letters to staff in	
	registration unit to be send to	<small>UNIT KAJANGAN JALAN KAJANGAN KUALA KANGSAR KEDAH</small>
	the post office.	<small>UNIT KAJANGAN JALAN KAJANGAN KUALA KANGSAR KEDAH</small>
20/8/2017	- Receive the list of district title	
	(itakmilik mukim) in Kuala Krai	
	Colony that did not exist in	
	the SPHT system of Revenue	
	Unit.	
	- Update the data in the	
	SPHT system.	

Date	Exact Nature Of Work Done	Supervisors Remarks
21/8/2017	- Continue to update the SPHT system.	
	- The purpose of this action is to make the system of tax payment to be more efficient.	
22/8/2017	- Continue to update the SPHT system.	
	- Help the staff to lift the staff from SPR (suruhanjaya pilihan raya)	
23/8/2017	- Make the preparation of election briefing by providing the file which contains certain forms and guide book to the election officers. (DUN GUTHU)	
	- Follow ^{the} staff to send the letter which contain the information of election briefing to the parties concerned.	

Date	Exact Nature Of Work Done	Supervisors Remarks
24/8/2017	- Continue to update the SPHT system.	
	- Helping the staff on making the preparation for election briefing in DUN (Mengkebang)	
27/8/2017	- Went to SUKSYPI to help the Election's clerk (Kerani Pilihanraya) / Election's Assistant to handle the election briefing (Dun Mengkebang)	
	- Handle the registration section.	
28/8/2017	- went to sukscopy to handle the election briefing.	
29/8/2017	- went to sukscopy to help the Election's ASSISTANT for (Dun Guchil)	<p>MOHD. FADZIL ABZAH BIN MOHD. ADRIAN Pegawai Bertadbir Tanah, Pejabat Kecai Kelantan</p>
30/8/2017	- went to sukscopy to handle the election briefing	
	- Help the staff to edit the letter corrected by Deputy District Officer which are to be send to YBhg Dato' Seri Paduka Kapten	
	- consult the Deputy District Officer to check the letter.	

Date	Exact Nature Of Work Done	Supervisors Remarks
5/9/2017	- Make more list of the landlords	
	who didn't pay the land tax	
	for certain years.	
	- collect all the relevant information	
	of the landlords from by using the	
	SPIT and SPB system	
6/9/2017	- Double check the re information to	
	confirm the address of the	
	landlords.	
	- Find the solution if the address	
	of the landlords are not complete	
	- Print out the list of name and post	
	it in the log book.	 MOHD. KHAIROL ADZHAR BIN MOHD ADNAN Penolong Pentadbir Tanah Jajahan Kuala Krai Belantan.
7/8/2017	- Print out the warning letters	
	which refer to those who	
	didn't pay the land tax according	
	to list made.	
	- Print out the envelope which	
	contains the address of those	
	landlords	
	- Put those letters into the	
	envelopes.	

Date	Exact Nature Of Work Done	Supervisors Remarks
8/8/2017		
11/8/2017	<ul style="list-style-type: none"> - continue to fold those letters and put it into the envelopes 	
	<ul style="list-style-type: none"> - paste the stamps and stamp the logo of pejabat tanah dan jajahan Kuala Krai on those envelopes. 	
	<ul style="list-style-type: none"> - Give those letters to a staff (MR. Poshiden) to be send to the post office. 	
12/8/2017	<ul style="list-style-type: none"> - Make the cashbook base on the statement collector (penyaty pemungut) # for August 2017 	 Mohd Adnan Penolong Pentadbir Tanah Jajahan Kuala Krai, Kelantan
	<ul style="list-style-type: none"> - Double check whether the data are inserted correctly. 	
13/8/2017	<p>Update the data in the SPITT system</p> <p>(List of property Mukim Jajahan Kuala Krai which not exist in the system used by revenue unit).</p>	