



**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)
UNIVERSITI TEKNOLOGI MARA**

PIJ PROPERTY DEVELOPMENT SDN. BHD.

PRACTICAL TRAINING REPORT (ADS666)

**PREPARED BY
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JUNE 2016

DECLARATION

I hereby declare that the work contained in this practical training report is my own except those which have been duly identified and acknowledged. If I am 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

A handwritten signature in black ink, appearing to be 'Farhana Binti Mod Noh', written over a horizontal dashed line.

Name: FARHANA BINTI MOD NOH

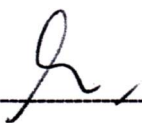
CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR

Name of Supervisor : MISS NONI HARIANTI BT ~~BT~~ JUNAIDI

Practical Training Place : PIJ PROPERTY DEVELOPMENT SDN. BHD.

Name of Student : FARHANA BINTI MOD NOH

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



(NONI HARIANTI BT ~~BT~~ JUNAIDI)

Date: 24/6/16

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 BACKGROUND OF THE ORGANIZATION

PIJ Property Development Sdn. Bhd. (formerly known as Perisind Property Development Sdn. Bhd.) was incorporated on 14th November 1994 as a Bumiputera private limited company having its registered office at Level 8, Bangunan PIJ Holdings, No.8, Jalan Bukit Timbalan, 80000 Johor Bahru, Johor. The main objectives of the Company are to be a reputable property developer and project management consultancy.

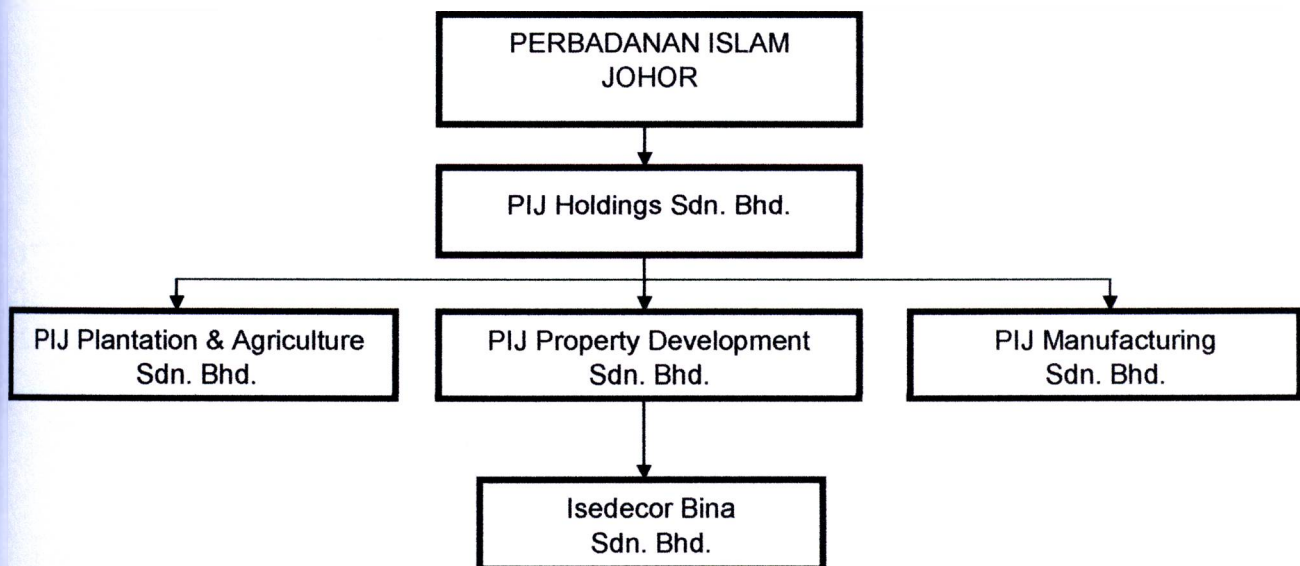
PIJ Holdings Sdn wholly owns PIJPDSB. Bhd. (formerly known as Perisind Holdings Sdn. Bhd.), a business arm of Perbadanan Islam Johor. The Company has gone a long way since its incorporation both regarding the accumulation of work experience and capital accretion while maintaining a 100% Bumiputera equity participation.

PIJPDSB will strive as one of the corporate institutions that move actively to develop few sectors such as property development and industrial area in Johor. This is correspondent with the objective of Johor 2005 development plan.

While developing some area and modern city, the environmental aspects are also emphasizing thru the concept of town in a park and town forest. For example, the development at Ponderosa, which integrates the modern living concept and safety factors are adopted.

1.2 CORPORATE STRUCTURE

Figure 1.1: Corporate Structure

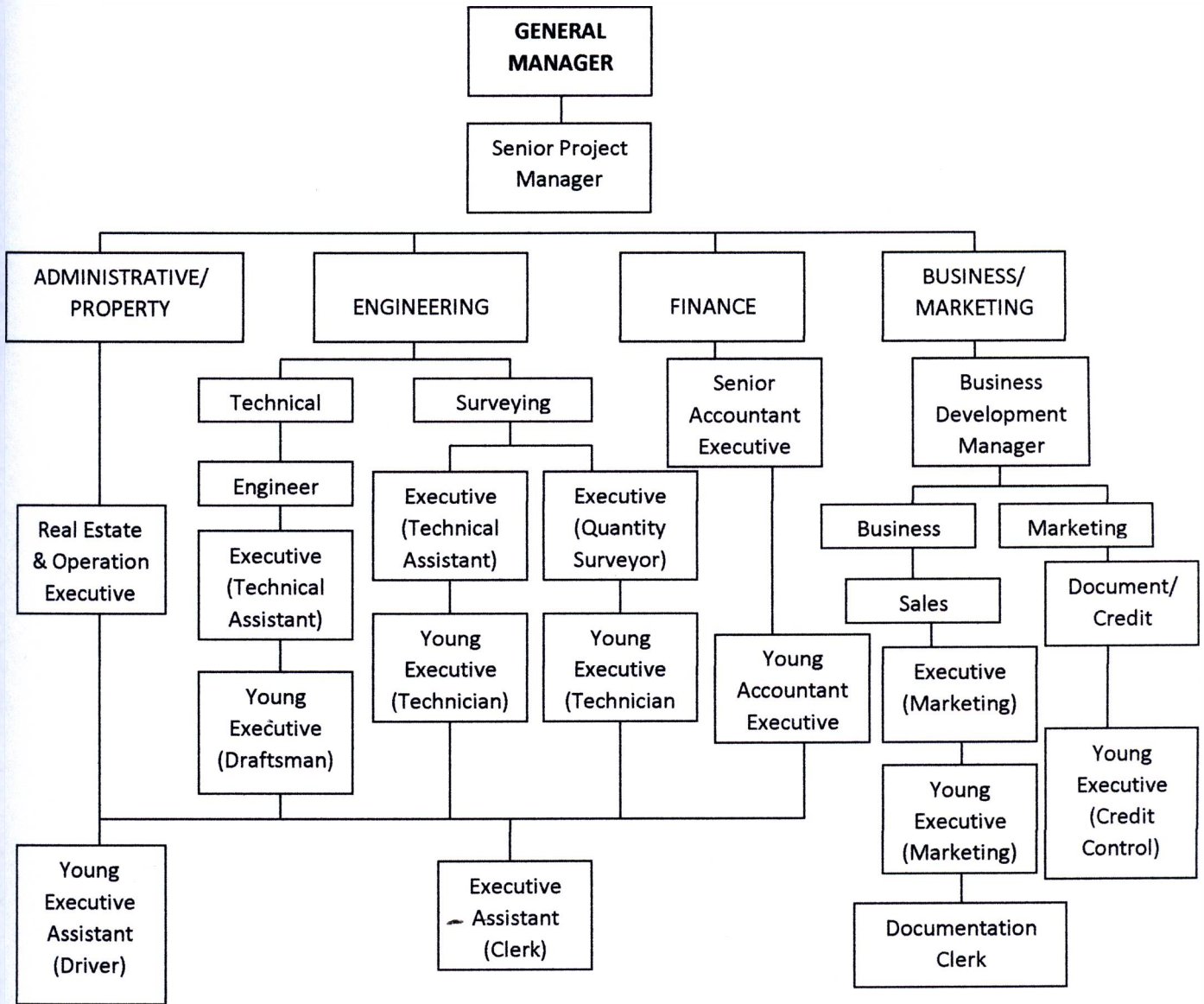


Source: PIJ Property Development Sdn. Bhd. (n.d.)

Figure 1.1 above shows the corporate structure of the Company. According to the figure above, PIJ Holdings Sdn. Bhd. is the business arm of the Perbadanan Islam Johor. PIJ Holdings Sdn. Bhd. has three subsidiaries, namely, PIJ Plantation & Agriculture Sdn. Bhd., PIJ Property Development Sdn. Bhd. and PIJ Manufacturing Sdn. Bhd. The PIJ Property Development Sdn, Bhd. is wholly owned by the PIJ Holdings Sdn. Bhd. and they have their subsidiary company which is Isedecor Bina Sdn. Bhd. where it handles all types of construction projects both within the country and abroad.

1.3 ORGANIZATION CHART

Figure 1.2: Organization Chart



Source: PIJ Property development Sdn. Bhd. (n.d.)

Figure 1.2 above shows the organization chart of the PIJ Property Development Sdn. Bhd. Based on the figure, the Company is led by the general manager and assist the senior project manager. The nature business of the PIJ Property Development Sdn. Bhd. is the property developer and project management consultancy. The Company has four types of the department which are known as administrative and property department, engineering department, finance department and business and marketing department.

For the administrative and property department, real estate and operation executive is the one who works under this department. The function of this department is to help in the functioning of the Company and managing matters related to the administration and project. For the engineering department, it was divided into two units which are technical unit and surveying unit. Under the technical unit, an engineer has led the unit and being assisted by an executive technical assistant and a young executive draftsman. While under the surveying unit, it was operated by an executive technical assistant, a quantity surveyor executive, and two young executive technicians. The function of this department is to manage construction projects and getting new project around the state of Johor. Meanwhile, the finance department, it was operated by a senior accountant executive and assists by young accountant executive. The function of the department is help in managing Company's financial. For these three departments, the executives will be assists by an executive assistant who is a clerk and a young executive assistant who is the driver. For the business and marketing department, the department is led by the business development manager and the department is divided into two units which are business unit and marketing unit. The functions of this department are to help in selling the building such as houses and shops, find potential buyers and also make valuing on the building to estimate its price. For the time being, the business unit does not have any employee. Under the marketing unit, the unit is being divided into smallest units which are sales unit and document and credit unit. In the sales unit, it is operated by a marketing executive, a

young marketing executive, and assists by the documentation clerk. While in the document and credit unit, it is managed by a young credit control executive.

1.4 PHILOSOPHY OF THE ORGANIZATION

1.4.1 VISION

PIJ Property Development Sdn. Bhd. shall be a leading property development and project management with world-class products and services that enrich the quality of life.

1.4.2 MISSION

PIJ Property Development Sdn. Bhd. is committed to making the Company an innovative organization and be recognized for excellence in quality, growth, and profitability.

1.4.3 CORE VALUES

The values applied by the PIJ Property Development Sdn. Bhd. are the team spirit, commitment, integrity and honesty, customer oriented, respect and empathy for individuals, responsible, discipline, and fairness.

1.4.4 MANAGEMENT PRACTICE

The management practices practiced by the PIJ Property Development Sdn. Bhd. are continuous learning, conducive environment, leadership by example, entrepreneurial spirit, sense of crisis and urgency, benchmarking for best practice, empowerment for effectiveness and group synergy.

1.4.5 STRATEGY

PIJHSB and group will prioritize the efficiency and high quality of skill in its daily operation. While the professionalism, pro-activeness, and Islamic value will be the main core of PIJPDSB in managing its business.

1.5 CONCLUSION

In a conclusion, this chapter has discussed on the overall information about the PIJ Property Development Sdn. Bhd. such as its background, mission, vision and organization chart. Hopefully from the information provided, it may help in knowing more about the Company where the trainee did her practical training.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 INTRODUCTION

This chapter will be the summarized of daily tasks of the trainee from 20th January 2016 until 16th March 2016 (8 weeks) which extracted from the practical training log book.

2.2 REPORT AND SUMMARIZATION OF WEEKLY TRAINING

2.2.1 WEEK 1 (20th January 2016 until 28th January 2016)

On the first day of the internship, 20th January 2016 (Wednesday), the trainee has reported duty at the administrative department of PIJ Holdings Sdn. Bhd. before being taken to the company that will be the place for practical training. Later on, the trainee was introduced to all officers who are working in the business and also has introduced to supervisor in charge which is General Manager of the enterprise, Tn. Hj. Atan bin Ibrahim. The supervisor has briefly explained and introduced about the company and how they operated.

There are only a few tasks given to the trainee on the first week of internship. As for the first day, the trainee was given the task of recording the letters received in the record books and distributes the letters to the officer concerned for further action (Refer to Figure 2.1). Besides that, the trainee was required to get signatures from the General Manager for some documents before sent it to the other subsidiaries. With the help of a clerk, the trainee was introduced to officers in every company and indirectly, would help to get to know all of the officers and each of the company's location which can facilitate the work in future.

Figure 2.1: Records of Incoming Letters

BARIPADA	ISKANA	TARIKH
1) Bank Borneo	Contract of fixed deposit acc. no. 22-001-2016-4	20/1/2016
2) Kluang Perumahan & co.	K.L. High light civil acc. no. 22-MVC-700-10/2016	20/1/2016
3) Kluang Perumahan & Binaan - Kluang	Dit. Binaan	20/1/2016
4) MPA Alamit	Pengantar Alamit	20/1/2016
5) MPA Alamit Perumahan Alamit Kluang (MPP) Kluang (MPP)	Buat buku (Cangkang) buku tanah setelah pencapaian (MPP) bandaruk. 1/1/2016	20/1/2016
6) Bank Borneo	Pengantar Alamit	20/1/2016
7) Kluang Kluang	Notice of assignment property unit of service apartment (via MPP) as unit no. 2-11	20/1/2016
8) MPA	Kursus kejuruteraan kejuruteraan & pembinaan peneraju (MPP)	20/1/2016
9) MPA	Surat komen - Kluang 11/1/2016	20/1/2016
10) MPA	Tak choice	20/1/2016
11) MPA	Surat komen - Kluang 11/1/2016	20/1/2016
12) MPA	Surat komen - Kluang 11/1/2016	20/1/2016

Source: Trainee's task during practical training, 2016

As for the second day, 21st January 2016 (Thursday), a meeting was held, and the trainee was asked to attend the meeting where the essence of which is discussed at the meeting were concerned with the groundbreaking ceremony which to takes place on 28th February 2016 in Stulang Baru, Johor. The trainee was assigned to assist any officer who lacks the manpower to ensure the ceremony went smoothly. Besides, the trainee was given a document containing the profile of the company to learn more about the company and the officers. After that, the trainee was taught how to use a copier and a fax machine to facilitate future work.

As for the third day of the week, 24th February 2016 (Sunday), it is Thaipusam holiday.

For the fourth day of the internship, 25th January 2016 (Monday), the trainee is required to update the minutes for a file related to the construction of Rumah Mampu Milik Johor (RMMJ)

and do separation based on certain documents. Not many tasks are given to the trainee on the day.

On the fifth day, 26th January 2016 (Tuesday), the same task as on the fourth day is given to the trainee but this time, it is for update minutes to several files related to building construction projects around Johor and also, the trainee helping officers who need help.

Several tasks are given to the trainee on the sixth day of the internship (27th January 2016 (Wednesday)) which are updating minutes for a file related to the proposal to build Rumah Mampu Milik Johor (RMMJ) and also, the trainee helping another officer who needs help. Other than that, the trainee is asked to distribute the incoming mail to the officer concerned for further action. Besides that, the trainee has been managing the emergency leave form of the officer before sending it to the administrative department for further action.

On the last day of the first week, 28th January 2016 (Thursday), the trainee has attended a meeting related to the groundbreaking ceremony and the issues discussed were the progress of each officer's tasks assigned to them. From there, the trainee can see and learn how they work efficiently and professionally as the tasks given is done quickly. For the preparation of the meeting, the trainee has helped in preparing materials for the meeting which was to provide copies of the minutes of the last meeting which to be distributed to every officer.

2.2.2 WEEK 2 (31th January 2016 until 4th February 2016)

On the first day of the second week of the internship, 31st January 2016 (Monday), the trainee is asked to assist an officer in the administrative department in PIJ Holdings Sdn. Bhd. where the trainee is asked to find information about Integrity unit which will be set up in the company by getting the information from government bodies and private organization which has set up this unit in their organization as a reference. Through the task given, the trainee found that the

Integrity unit is imperative for a company to ensure transparency in every case, especially in the activities carried out by the firm.

On the second day of the week, 1st February 2016 (Tuesday), the trainee looks up for additional information that can use for reference for the Integrity unit from other resources. Besides that, the trainee is also asked to assist in searching proper information from different sources that can be adapt for company's business ethics code.

The next day, 2nd February 2016 (Wednesday), the trainee is given several tasks which are doing filing based on the order of date and update the minutes of the file. From the tasks given, the trainee learns and understands on how the filing system is managed and also, update minute provide the trainee opportunity to discover how to record the minutes' file properly.

The task that the trainee carried out on the fourth day (3rd February 2016 (Thursday)) is the trainee has to help with the minutes of the meeting for a construction project in Tampoi, Johor. The complete minutes of the meeting then are checked by the officer that assigns the task to the trainee. The task given to the trainee provides an opportunity to the trainee to learn how to prepare the minutes of meetings properly.

On the last day of the week, 4th February 2016 (Thursday), the trainee was given a task which updates minutes for a file of a construction project and also involved in preparation for signing agreement event of the joint venture between PIJ Property Development Sdn. Bhd. with Infra Rancak Sdn. Bhd. and Sunwide Development Sdn. Bhd. which it is for development projects in Larkin and Muar, Johor.

2.2.3 WEEK 3 (7th February 2016 until 17th February 2016)

For the first day of the third week, 7th February 2016 (Sunday), the trainee had assisted in the early preparation for the groundbreaking ceremony for Rumah Mampu Milik Johor (RMMJ) in Stulang Baru. Where the trainee was managing the invitation cards that will distribute to guests

which comprised of His Royal Highness the Sultan of Johor, Johor Crown Prince, Menteri Besar of Johor, Johor state assemblymen, members of parliament, heads of government departments and private companies (Refer Figure 2.2).

Figure 2.2: Preparing Invitation Cards for RMMJ



Source: Trainee's task during practical training, 2016

The second (8th February 2016 (Monday)) and third day of the second week (9th February 2016 (Tuesday)) are the Chinese New Year holidays.

The next day, 10th February 2016 (Wednesday), the trainee continued the task in settling the groundbreaking ceremony's invitation cards. Besides that, the trainee was given the task of recording the letters received in the record books and distributes the letters to the officer concerned for further action.

On the last day of the week, 11th February 2016 (Thursday), the trainee is required to update the minutes for a file related to the construction around Johor and continued with the task of settling the groundbreaking ceremony's invitation cards.

2.2.4 WEEK 4 (14th February 2016 until 18th February 2016)

The first day of the week, 14th February 2016 (Sunday), the trainee helped distribute invitation cards to organizations and departments invited to the groundbreaking ceremony. Other than that, the trainee is also asked to deliver the documents signed by the General Manager to the officers concerned.

The second day of the fourth week, 15th February 2016 (Monday), the trainee was given the task of recording the letters received in the record books and distributes the letters to the officer concerned for further action. Also, the trainee has managed sick leave and annual leave forms of the officers and submit it to the administrative department for further action. Besides that, the trainee is asked to hand in documents containing cheques to accounting officer and also helped in making a copy of the director report and a copy of audit financial statements for top management reference.

On the third day of the fourth week of the internship, 16th February 2016 (Tuesday), the trainee is asked to make copies of paperwork related to the construction project where it used for presenting the project at Unit Perancang Ekonomi Negeri Johor (UPENJ). Besides that, the trainee is also asked to update minutes for the file of administrative and staffing and also update minutes for the file of the housing project at Taman Perbadanan Islam, Rengit, Johor.

For the fourth day of the third week, 17th February 2016 (Wednesday), the trainee has attended a meeting for the groundbreaking ceremony where the purpose of the meeting is to know about progress made by the officers on their given tasks. Aside from attending meeting, the trainee was given the task of recording the letters received in the record books and distributes the letters to the officer concerned for further action

The last day of the fourth week of the internship, 18th February 2016 (Thursday), there is not many tasks given to the trainee and the job of the day is the trainee helps the officers who need help and managed matters related to the administration.

2.2.5 WEEK 5 (21st February 2016 until 25th February 2016)

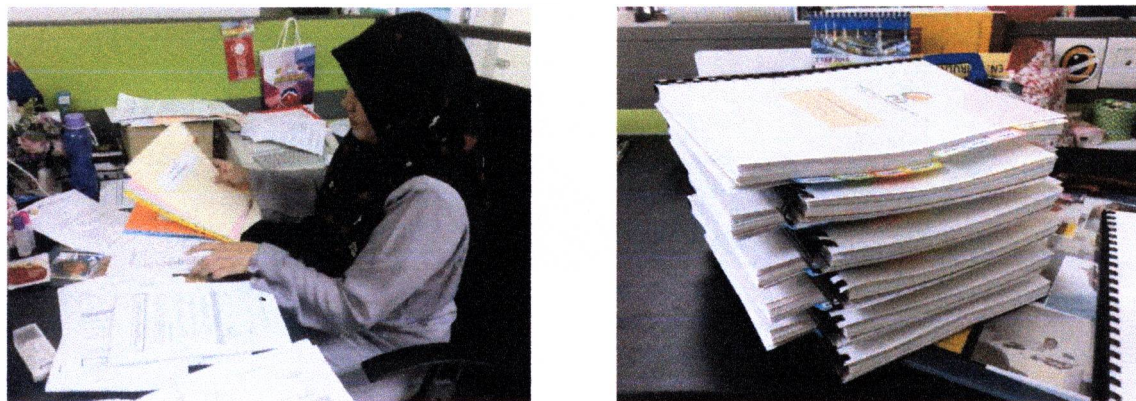
On the first day, 21st February 2016 (Sunday), the tasks that are carried out by the trainee are updated minutes for files of building construction project at Jalan Datin Halimah and building construction project at Tampoi, Johor. Later on, the trainee is asked to create a new file for groundbreaking ceremony for Rumah Mampu Milik Johor (RMMJ) Stulang Baru and do filing for that file to ease for future reference. The trainee was then also asked to do minutes of meeting for the construction project at Tampoi, Johor. Aside from those tasks, the trainee was given the task of recording the letters received in the record books and distributes the letters to the officer concerned for further action. Besides that, the trainee also managed the annual leave form and emergency leave form which fill in by the officers before sending it to the administrative department for further action.

For the second day of the week, 22nd February 2016 (Monday), several tasks had given to the trainee who helped in make copies of minutes of PIJ Property Development Sdn. Bhd.'s management and financials meeting which will be held later. The trainee is also asked to get Memorandum of Association and Article (MAA) and form 24 and form 49 where all of the documents contain company's profile which needed for the purpose of a land application at Muar, Johor. Besides that, the other task carried out by the trainee is do filing and update minutes for the file of development proposed for government land at Telok Jawa, Masai, Johor.

For the third day of the week, 23rd February 2016 (Tuesday), the trainee was given several tasks on the day. The trainee has attended the meeting of PIJ Property Development Sdn. Bhd. management and financial which supposedly being attended by certain officers. It is because the

General Manager has asked all practical students to participate in the meeting to gain more knowledge. The purpose of the meeting is discussing the latest development of the projects and all the problems of each construction project managed by the PIJ Property Development Sdn. Bhd. and also, a presentation on sales performance and the company's financial. Next, the trainee has then carried out the task of doing filing and update minutes for the meeting of the management and financial's file. Other than that, the trainee was given the task of recording the letters received in the record books and distributes the letters to the officer concerned for further action. Apart from that, the trainee is asked to prepare a set of books for the 28th board of directors meeting where the contents are the minutes of the last meeting, outstanding assessments, audit reports and other matters (Refer Figure 2.3).

Figure 2.3: Preparing Boards of Directors meeting's books



Source: Trainee's task during practical training, 2016

On the fourth day, 24th February 2016 (Wednesday), the task of the day is that the trainee continued with preparing books for the 28th board of directors meeting.

For the last day of the fifth week, 25th February 2016 (Thursday), the trainee continued with preparing books for the 28th board of directors meeting and after completing the books, the trainee delivers it to assistant company secretary of PIJ Holdings Sdn. Bhd. to hand it to the members of the boards of directors.

2.2.6 WEEK 6 (28th February 2016 until 3rd March 2016)

For the first day of the sixth week of the internship, 28th February 2016 (Sunday), it is the day of the groundbreaking ceremony of Rumah Mampu Milik Johor (RMMJ) Stulang Baru, Johor. The trainee was assigned as the secretariat for the ceremony which handles in registration and at the same time, provides information to the public on the housing projects operated by PIJ Property Development Sdn. Bhd (Refer Figure 2.4).

Figure 2.4: Groundbreaking Ceremony of RMMJ Stulang Baru, Johor



Source: Trainee's Fieldwork, 2016

The second day of the fifth week, 29th February 2016 (Monday), the trainee was asked to replace a receptionist at PIJ Holdings Sdn. Bhd. for a while due to the employee's health reason and where the trainee's job is to serve customers who want to deal with any officers in the company. At the same time, the trainee became a telephonist where that task can help to improve better in interacting with people. Other than that, as a receptionist, the trainee also is assigned to receive letters and documents from other companies and deliver it to the administrative department for further action (Refer Figure 2.5).

Figure 2.5: Receptionist Counter



Source: Trainee's task during practical training, 2016

On the third day of the week, 1st March 2016 (Tuesday), the trainee was asked to replace a receptionist at PIJ Holdings Sdn. Bhd. for a while due to the employee's health reason and where the trainee's job is to serve customers who want to deal with any officers in the company. At the same time, the trainee became a telephonist where that task can help to improve better in interacting with people. Other than that, as a receptionist, the trainee also is assigned to receive letters and documents from other companies and deliver it to the administrative department for further action. Also, the trainee has assisted an administrative officer in created letters and memos to other officers to inform them about the program organized by outsiders.

For the fourth day, 2nd March 2016 (Wednesday 2016), the trainee was asked to replace a receptionist at PIJ Holdings Sdn. Bhd. for a while due to the employee's health reason and where the trainee's job is to serve customers who want to deal with any officers in the company. At the same time, the trainee became a telephonist where that task can help to improve better in interacting with people. Other than that, as a receptionist, the trainee also is assigned to receive letters and documents from other companies and deliver it to the administrative department for further action. Besides that, the trainee also has managed matters related to the booking of the

meeting room to ensure no excessive use of meeting room at the same time and to avoid the seizure of meeting room.

On the next day, 3rd March 2016 (Thursday), the trainee was asked to replace a receptionist at PIJ Holdings Sdn. Bhd. for a while due to the employee's health reason and where the trainee's job is to serve customers who want to deal with any officers in the company. At the same time, the trainee became a telephonist where that task can help to improve better in interacting with people. Other than that, as a receptionist, the trainee also is assigned to receive letters and documents from other companies and deliver it to the administrative department for further action.

2.2.7 WEEK 7 (6th March 2016 until 10th March 2016)

On the first day of the week, 6th March 2016 (Sunday), the trainee is required to attend the course of file and records management which organized by the department of administrative which housed in the PIJ Holdings building. Facilitator of the course is Haji Abdul Aziz from Big Tech Sdn, Bhd. All the inputs received from the course are very useful and beneficial because the knowledge gain can be used during works and through this course, the trainee also can learn how to open, record and properly dispose of the files.

For the second day, 7th March 2016 (Monday), the trainee was asked to replace a receptionist at PIJ Holdings Sdn. Bhd. for a while due to the employee's health reason and where the trainee's job is to serve customers who want to deal with any officers in the company. At the same time, the trainee became a telephonist where that task can help to improve better in interacting with people. Other than that, as a receptionist, the trainee also is assigned to receive letters and documents from other companies and deliver it to the administrative department for further action. Apart from these tasks, the trainee is also helped in check and record the attendance of the officers through thumbprint record to trace problematic officers before sent it to

each of the heads of department of the officers for further actions. Besides that, the trainee also is assigned to receive letters and documents from other companies and deliver it to the administrative department for further action. The trainee also has managed matters related to the booking of the meeting room to ensure no excessive use of meeting room at the same time and to avoid the seizure of meeting room.

On the third day of the seventh week, 8th March 2016 (Tuesday), the trainee was asked to replace a receptionist at PIJ Holdings Sdn. Bhd. for a while due to the employee's health reason and where the trainee's job is to serve customers who want to deal with any officers in the company. At the same time, the trainee became a telephonist where that task can help to improve better in interacting with people. Also, the trainee also is assigned to receive letters and documents from other companies and deliver it to the administrative department for further action. The trainee also has managed matters related to the booking of the meeting room to ensure no excessive use of meeting room at the same time and to avoid the seizure of meeting room.

As of the fourth day of the week, 9th March 2016 (Wednesday), the trainee was asked to replace a receptionist at PIJ Holdings Sdn. Bhd. for a while due to the employee's health reason and where the trainee's job is to serve customers who want to deal with any officers in the company. At the same time, the trainee became a telephonist where that task can help to improve better in interacting with people. Also, the trainee also is assigned to receive letters and documents from other companies and deliver it to the administrative department for further action. The trainee also has managed matters related to the booking of the meeting room to ensure no excessive use of meeting room at the same time and to avoid the seizure of meeting room. Other than that, the trainee also has helped the officers who need help and managed matters related to the administration and processing letters received and record into the record books before distributed to the departments and subsidiary companies concerned.

For the last day of the week, 10th March 2016 (Thursday), the trainee was asked to replace a receptionist at PIJ Holdings Sdn. Bhd. for a while due to the employee's health reason and where the trainee's job is to serve customers who want to deal with any officers in the company. At the same time, the trainee became a telephonist where that task can help to improve better in interacting with people. Also, the trainee also is assigned to receive letters and documents from other companies and deliver it to the administrative department for further action.

2.2.8 WEEK 8 (13th March 2016 until 16th March 2016)

As for the first day of the eight-week which is the last week of practical training, 13th March 2016 (Sunday), the trainee was given the task of recording the letters received in the record books and distributes the letters to the officer concerned for further action. The trainee is also managed the annual leave form and emergency leave of the officers before delivering it to the administrative department for further action.

On the second day, 14th March 2016 (Monday), the tasks are given to the trainee for the day are recording the letters received in the record books and distributes the letters to the officer concerned for further action. Also, do filing and update minutes for a file of apartment construction services and file related with Rumah Mampu Milik Johor (RMMJ) at Jalan Datin Halimah, Johor.

For the third day of the week, 15th March 2016 (Tuesday), the trainee is helped in make copies of documents which related to Rumah Mampu Milik Johor (RMMJ) project at Labis, Johor, and the trainee also managed the officers' application to attend a course for 'getting approval from management.

The last day of practical training, 16th March 2016 (Wednesday), the tasks given to the trainee for the day is recording the letters received in the record books and distributes the letters to the officer concerned for further action.

2.3 CONCLUSION

In conclusion, this chapter has discussed on the summarization of the daily tasks of the trainee during her training for about eight weeks. All along the period of training, the trainee had experienced various types of tasks, and it does beneficial for the trainee as she can see and adapt what she had learned in class. The challenges are different for each of the tasks given, and this can be used during the real working period.

CHAPTER 3

ANALYSIS

3.1 INTRODUCTION

In this chapter, analysis of the trainee's practical training will discuss, and it will focus on one area of tasks as covered in the Practical Training log book (refer to the Appendix). This chapter also should reflect on the definition and concept of the task. Besides that, this chapter also will demonstrate on practical and theoretical aspects as how the trainee relates all the concepts learned in class at the workplace. Also, it also shows how the discoveries of the knowledge gain at the workplace used to reinforce the trainee's understanding of the concepts learned in the class and this chapter also should be able to demonstrate a reflection of the trainee's personal experience during the practical training. Therefore, based on the daily tasks of the trainee during the practical training in Chapter 2, the most tasks given to the trainee are records. Hence, this chapter will focus more on the record management system at PIJ Property Development Sdn. Bhd.

3.2 DEFINITION OF RECORDS MANAGEMENT SYSTEM

Records are a basic tool of any organizations which it provides information for planning and decision making and also a form of agencies' accountability. The records are known as essential for efficient and effective administration. However, if it is poorly managed, they can become obstruct to business operations and decreasing resources. An effective records management can help an organization to get most of its files, and it may also contribute to limit costs and risks that can come from poorly managed records.

The definition of a record as provided in the International Standard on Records Management, ISO standard 15489: 2001. Where, it explains Record Management as “the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including the processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records” (AIIM, 2016). In other words, it was a management system which is direct and controls an organization concerning records.

Over and above, the Records Management System is one of the Management Systems such as Quality Management Systems and Financial Management System. The Quality Management Systems is a management system in charge of quality whereas the Records Management System is responsible for records (Song, 2009). By referring the definition of Records Management System, it indicates that the Record Management System establishes a simple relation with management just like the definition of Quality Management which is it coordinated activities to direct and control an organization concerning quality. Thus, it shows that both share the same elements which for directing and controlling an organization (Song, 2009).

3.3 PROCEDURE OF RECORDS MANAGEMENT SYSTEM

In any organizations, having good records management system is necessary to ensure the efficiency of the business operation of an organization. So, the organization should follow the procedure properly. The following procedures are several tasks that have been carried out by the trainee during the practical training.

3.3.1 INCOMING CORRESPONDENCE

To manage incoming correspondence properly, records officers must deal promptly and accurately with many different kinds of correspondence. The incoming correspondence will reach the records office in some different ways such as through mail, by hand, by fax or

electronic mail (E-mail). There will also be a difference in the way in which items are addressed where some will be sent to a ministry, department or agency and some to individuals either by name or by the title of office. Several items might have to bear security or privacy markings such as 'confidential' or 'personal'. Hence, the steps that should be taken by the record staff for managing the inwards correspondence are as follows:

I. Opening Mail

As soon as the records office receives it, all letters should be opened and date-stamped by the recording officer. During this process, the letters should be kept in a box file or other suitable container. To not damage the contents of the letters, the envelopes should be taken care during opening the letter (International Records Management Trust, 1999).

II. Inward Correspondence Register and Mail Folder

Each letter must be registered by the appointed officer in the Inward Correspondence Register after the mail has opened and all enclosures accounted. The details that need to be entered are the serial number, date of the letter, the date the letter was received, from whom the letter was received, the reference given by the writer of the letter and subject of the letter. The head of the records office or the appointed officer will decide how the items are handled. The routine documents must be marked with filing instructions and pass to the officer responsible for filing (International Records Management Trust, 1999).

On the other hand, when there is more than one circulation of mail every day, the correspondence delivered after a circulation that has been dispatched should hold over and be included in the subsequent batch, except for the items that are marked as 'urgent' which must be delivered immediately (International Records Management Trust, 1999).

III. Faxes and Electronic Mail (E-Mail)

As for mail received by fax, the faxes received must be checked to ensure it concerns office business as junk mail is sometimes sent through fax. After it has been confirmed that the fax is about office business, it should be photocopied, and the copy is then placed in the mail folder or on the appropriate file as necessary. The fax received should be destroyed after six months as a matter of routine (International Records Management Trust, 1999).

As the development in technology increases throughout the years, more communication will be received by electronic mail. However, many e-mail messages are unrelated to official business and will not need to be retained once they have been read. Officers sending or receiving e-mail must decide whether each item received or dispatched concerns official business and needs to be printed so that a copy is placed on file. Nevertheless, when incoming e-mail is printed for filing, any reply should also be printed and filed with the incoming message (International Records Management Trust, 1999).

3.3.2 OUTGOING CORRESPONDENCE

For every letter leaving the records office, the recording officer must quote the full address and reference number which is file reference and folio number as well as the references of any other correspondence cited in the text of the letter. Security or privacy markings are typed in a notable position at the top and bottom of each sheet either on the left or the right of the letter. So, the records officer is responsible for maintaining a record of what is dispatched. To keep track on information about the letters leaving the office, the records officer needs to note it in the Outward Correspondence Register. Where the details of the letters are taken which are a serial number, date letter received for dispatch, date dispatched, the subject of the letter, reference number of the letter, the name of the addressee of the letter and mode of the shipment (International Records Management Trust, 1999).

For delivery of the mail, the records officer will then pass the letter that is ready to dispatch to a messenger, together with the Messenger's Dispatch Book, which contains information about the letter that is delivered by hand. When delivering the letters, the messenger must obtain the name and signature or initials of the persons whom he delivers the letters (International Records Management Trust, 1999).

3.3.3 FILING PAPERS

Indeed, files are the major part of every organization as it provides formal evidence of the business operation of the organization. Files play a vital role as the purpose is to maintain and provide access to the evidence anytime when it is needed by accountability and business practice. By having a proper system of filing, it provides the organization faster and systematic filing, faster retrieval of information and increases administrative stability. Hence, to obtain systematic filing system, the following aspects need to be done:

I. The Registered File

The registered file is an organized assembly of documents kept together for use and relating to a specific subject, type of transaction or area of business. Thus, the registered file must have three components which are a) a cover to protect the contents and act as a title page and a record of the archive's circulation b) the contents and c) some method of securing the whole together. It also seems that the essential requirement of filing is for maintaining the order of documents within the file in which it establishes the context within which decisions and actions were taken and the sequence of those decisions and actions (International Records Management Trust, 1999).

II. The Classification System

The individual files and forms of records are in the classification systems which both are required to identify as the classification system indicate the relationship between files and

records. It is because, without some system for classifying papers, it is not possible to show the links between related files consistently and accurately. Apart from that, each file must have a unique identifying reference number to maintain the efficiency of office filing and records system in an organization (International Records Management Trust, 1999).

III. Numbering Papers on Files

Documents and accompanying enclosures must place on files in order of date with the recent one is on the top. Each paper on the archive needs to be number consecutively in the top right-hand side with the number being enclosed in a small circle (International Records Management Trust, 1999).

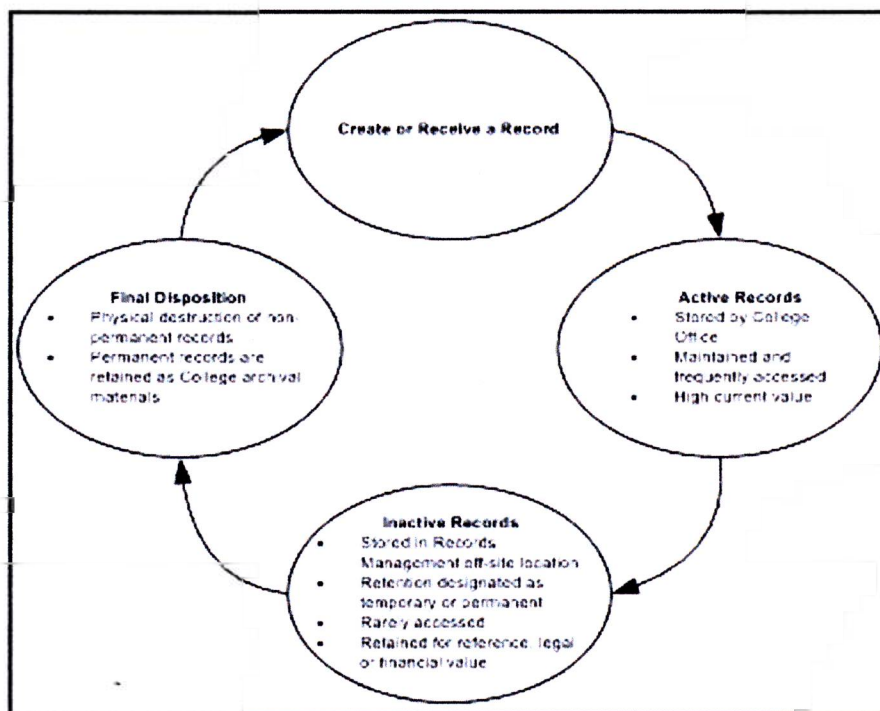
IV. Minute Sheets

The split file system is the standard method of maintaining registered papers on files where it is divided into several parts which are the incoming letters, copies of outgoing letters, memorandum and notes of meetings, statistical data, and similar documents are placed on the right-hand side of the file and secured by a treasury tag. Meanwhile, a series of minute sheets is on the left-hand side of the opened file, and it is secured with a treasury tag. The purpose of these sheets is to enable action officers and record officers to bring attention to particular action points arising from correspondence (International Records Management Trust, 1999).

3.4 RECORDS LIFE CYCLE

The life cycle of records is an important concept in Records Management where it shows how a file is created and used. There are four phases of records which are creation, active records, semi-active/inactive files and final disposition. The phases described as in the diagram below.

Diagram 3.1: Life cycle of records



Source: Montgomery College (2016)

The first phase, creation is the phase of records to begin the life cycle when they are created or received. The second phase of the life cycle is active records. The active records are frequently needed. They are retrieved at least once per month, so they are stored in readily accessible office spaces. The third phase is semi-active or inactive records where the semi-active records are not needed for day to day business, and sometimes the semi-active records are called inactive records. Organizations need to keep them for reference, for legal reasons or financial

reasons. They are not used often enough to justify their being stored in prime office space and equipment. The semi-active records are often kept at a lower cost in a records center. The last phase of the records life cycle is final disposition. The final disposition is the action that takes place when records have no more value to an organization. It can involve first, physical destruction of the files, second, transfer of the records to the custody of the organization archives and third, transfer to another department or organization (Northwest Territories, 2012)

3.5 PRINCIPLES OF GOOD RECORDS MANAGEMENT

The principles of records management are very helpful to organizations in which it will be as guidance for the record offices to manage their records properly. Besides that, the principles also will ensure the organization to get information whenever it is needed with efficiently and organized manner. To do this, every organization need to make sure that the records are as follows:

3.5.1 AUTHENTIC

It must be possible to prove that records are what they appear to be and who created them, by keeping a record of their management through time. The record keeping system will operate so that the records derived from it are credible and authoritative where the information is later added to an existing document within a record; the added information will be signed and dated. With electronic records, changes and additions will be identifiable through audit trails (The National Archives of Scotland, n.d.).

3.5.2 ACCURATE

The records must accurately reflect the transactions that they document (The National Archives of Scotland, n.d.).

3.5.3 ACCESSIBLE

The records must be readily available when needed (The National Archives of Scotland, n.d.).

3.5.4 COMPLETE

The records must be sufficient in content, context, structure to reconstruct the relevant activities and transactions (The National Archives of Scotland, n.d.).

3.5.5 COMPREHENSIVE

The records must document the complete range of the organization's business (The National Archives of Scotland, n.d.).

3.5.6 COMPLIANT

The records must comply with any record-keeping requirements resulting from legislation, audit rules and other relevant regulations (The National Archives of Scotland, n.d.).

3.5.7 EFFECTIVE

The records must be maintained for specific purposes and the information contained in them must meet those purposes. The records will be identified and linked to the business process to which they are related (The National Archives of Scotland, n.d.).

3.5.8 SECURE

The records must be securely maintained to prevent unauthorized access, alteration, damage or removal. They must be stored in a secure environment, the degree of security reflecting the sensitivity and importance of the contents where the records are migrated across changes in technology. Organizations must ensure that evidence preserved remains authentic and accurate (The National Archives of Scotland, n.d.).

3.6 APPLICATION OF THE PROCEDURE OF RECORDS MANAGEMENT SYSTEMS AT PIJ PROPERTY DEVELOPMENT SDN. BHD (PPDSB).

The trainee had experienced how to manage the records during her practical training. The task given is as one of the learning processes in which the trainee can see how the theories are work as exactly or different with what had been practical been done and implemented by the organization. Hence, by referring to the theories discussed above, several of the procedures is adapted in the records management system at PIJ Property Development Sdn. Bhd. as the organization has its way of managing their records.

Records are valuable assets of any organizations. The records management is an important function of an organization. Good records not only help protect records but also enhance the organizations' operational efficiency. Indeed, right and proper record keeping is evidence how well an organization is governed. By setting out the principles and good practices relating to the records management and providing procedures and guidelines, it may help the organization and its employees in managing their records and if necessary, pursue improvement towards their records management system. The procedures as stated in the theories above were containing ways of managing the incoming correspondence, outgoing correspondence, and filing papers. These are the guidelines for the recording officer in the record offices to manage the records systematically.

In the real situation took place at the PPDSB, as the organization is one of the subsidiaries of PIJ Holdings Sdn. Bhd., all the letters received by PPDSB need to go through the inspection by the records officer at administrative and staffing department of PIJ Holdings Sdn. Bhd. for the purpose of recording details and information of the letters in the inward correspondence register book and verified the letters by stamp it with official received stamp beforehand into the respective organizations. The process of hand in the letters is involved getting signature or initial of the officer who received the letters in the inward correspondence register book. The next step

is in charge by the particular officer at the organization as in the meantime, the trainee had been appointed to taken care of records and registered the incoming correspondence received by the organization. So, upon receipt of the letters, the trainee recorded the details in the log book for future reference and placed it in the respective files. These processes are reflecting what the theories have stated, and it proves that the organization does follow the guidelines and indirectly, the trainee understands the process of registering the inwards correspondence.

On top of that, for outgoing correspondence, based on the theory, every letter need to have the reference number on top of the letter for the purpose of tracking in which it will be used in the future and for taking action if needed. Adapting to the real situation at PPDSB, the executive assistant (clerk) will take over the delivery of the letters and records all the information about the letters leaving the office.

During the practical training, filing papers became the routine task for the trainee as almost every day it must be done especially updating minute for various files. By referring to the theories, filing papers are consists several aspects which are registering files, classification system, numbering papers on files and minute sheets. The trainee had learned on how to manage files and keep alert on the new documents that need to be classifying into different files. As the organization's nature of the business is property and development around Johor, all the files are categorized according to the places and projects and this system very systematic as all files is put in their respective projects and locations. It also eases the file keeping's employee to find files whenever it is needed. Other than that, the trainee also always has to keep updating the minute sheets of every file to enable action officers and record officers to bring attention to particular action points arising from correspondence.

3.7 CONCLUSION

To conclude, this chapter has discussed on the theoretical part of the particular task which is records management system that carried out by the trainee during the practical training at PIJ Property Development Sdn. Bhd. Throughout the discussion above, it seems that the organization does follow the guidelines as stated in the theories. However, the trainee had identified several weaknesses of the records management system at the organization, and it will be discussed later on in Chapter 4.

CHAPTER 4

RECOMMENDATIONS

4.1 INTRODUCTION

The strengths and weaknesses of the tasks highlighted in Chapter 3 will be discussed further in this chapter. Where, solutions and recommendations will be given for better improvement in which based on the trainee's observation during the training period. Several improvements need be done for better effectiveness and efficiency of the organization in managing their day to day business.

4.2 SWOT ANALYSIS

SWOT analysis stands for Strength, Weakness, Opportunity and Threat. A SWOT analysis can guides organizations to identify their strengths and weaknesses as well as broader opportunities and threats. Thus, this analysis will be based on the experience gain by the trainee during the practical training at PIJ Property Development Sdn. Bhd.

4.2.1 STRENGTHS

Based on the observation made by the trainee during the training period, there are several strengths of the records management of the organization which is first, the records system at the organization have facilitated to evaluate the business progress and performance in which very helpful in maintaining the pace of organization's business period. It means that the quality of the organization in performing and managing their business is based on the records management.

Second, the records management helps in evaluating the progress of the organization where the records can assist in preserving organization's history, and past records will show the direction to the organization. So that, the organization can compare and measure their progress in

completing projects. The records are also helpful for the upper management to know what is going on in the organization and indirectly can take action on the particular issue that needs to be a concern.

Lastly, the records management in the organization is also helpful in making the decision as the records are known as the memory of business where its records all the transaction made either internal or external to the organization. Thus, the records management is useful for future decisions making process in which it supplies information to the organization especially the upper management whenever it is needed.

4.2.2 WEAKNESSES

Every organization has its weaknesses and it same goes to PIJ Property Development Sdn. Bhd. There are some weaknesses have been identified by the trainee throughout the training period. The first one is the trainee need to updating minutes of various files for almost every day. This task is taking too much time. Supposedly, the time use can be spending more to complete another task that needs an immediate response.

Second weakness that has discovered is there is no record of inward correspondence been done either manually or in an electronic record. Without registering letter received by the organization, this situation may give difficult times for employees to quickly retrieval of letter's information when needed. Thus, it will lower the rate of organization's efficiency in taking action.

Last but not least, the third weakness is there is no recording of file movement in which the tendency to lost track of records is high. Based on the trainee's observation towards the organization's records system, there is sometimes the employee who handles the records system is lost track on files and cannot trace the whereabouts of the missing files when needed by other employees. So, the purpose of records of file movement is to assists in managing the

movements of files specifically to know the location of the records and who is in possession of a file. Thus, these are the weaknesses that the organization needs to improve.

4.3 RECOMMENDATIONS

Indeed, every problem has its solutions, and every weakness has to make an improvement. The improvement made can enhance the effectiveness and efficiency of an organization. The better the system, the more efficient the organization can be. By referring to the weaknesses discussed above, there are several recommendations for improving the weaknesses of the organization's records management system.

For improving the primary weakness, the recommendation that can be made for improving the weakness is updating the files' minutes once or a couple of days or by weekly. This task can be done after there are sufficient collections of documents that need to be placed in files so that the particular employee will not only doing that task and thus, he or she can focus on the other job. Hence, it can help to make office works more efficiently and effectively.

Apart from that, the recommendation for improving the second is making a pretense of action by having inward correspondence register to record the received letter either by manually or by an electronic record. It is known that the records are necessary for any organizations in which it will act as evidence at the time of dispute as it is essential for the settlement of a dispute.

Lastly, to improve the third weakness, the organization should create file movement slip in a view to easing the process of managing the movement of files. It is because files are frequently passed forwards and backward between officers for short periods as a part of everyday business. So, whenever officers request for a file, the information need to be recorded to ensure the recording officer keep track of the files. So that the recording officer knows the location of the files and with whom the file is. It is indirectly preventing missing files and lost track when the files are in need.

4.4 CONCLUSION

To conclude, in this chapter, the strengths, and weaknesses of the task given to the trainee during the practical training had discussed. To improve any flaws in the organization's records management system, the trainee has suggested several recommendations that can be used by the organization. In fact, without continuous effort to keep improve, no organization can achieve what they are desired to achieve if they are not efficient in handling their internal problems.

CHAPTER 5

CONCLUSION

5.1 INTRODUCTION

The summarization of all chapters in this report will be discussed in this chapter and it will also conclude the trainee's experience in performing duties during the practical training.

5.2 SUMMARY OF CHAPTER 1

In Chapter 1, it is basically about the background of the trainee's place of practical training, PIJ Property Development Sdn. Bhd., in which it will develop an understanding of the trainee about the organization in depth. Actually, in the employment's world, it is necessary for an employee to know about their workplace as the more an employee know about their organization, where it is helpful for them to know how they are going to do with their work as some objectives and goals need to achieve.

Apart from that, from the background and history of the organization, the trainee found that the organization is one of the subsidiaries company of PIJ Holdings Sdn. Bhd. where to involve in different types of the business field which are plantation and agriculture, manufacturing and property development. To add, also found that PIJ Holdings Sdn. Bhd. helps Bumiputera a lot where they hold the principle of maintaining 100% Bumiputera equity participation. Thus, it shows that this organization has their way of expanding their company by involved various sector.

5.3 SUMMARY OF CHAPTER 2

This chapter represents the trainee's experience and the daily tasks that she had been carried out throughout the training period. Various tasks were given to the trainee, and it gives the

trainee opportunities to know how a particular task is carrying out. It is indeed allowed the trainee to carry on responsibilities to complete the job on time with guidance from another employee. Besides that, the trainee learns how to adapt to the working environment and also find out how the worker's at the organization work in which it gives inspirational to the trainee to give a full commitment as much as those employees. Hence, it was a must for every student to learn the practical part of their course beside theories learned in the classroom which it will broaden their view of the real world situation.

5.4 SUMMARY OF CHAPTER 3

This chapter is explained and discussed in the relationship of the theories learned from various subjects within the course and the task carried out by the trainee during the practical training. Throughout the training period, various tasks are assigned to the trainee and for this report, only focused on a task which most of the time is performed by the trainee which is records management. So, the discussion in the chapter will regard on the relations of the records management theory with the real situation occur at the records management of the organization. Therefore, this chapter will show how the theory learned in the classroom is being practiced by the organization as a whole.

5.5 SUMMARY OF CHAPTER 4

In Chapter 4, the SWOT analysis of the organization is discussed where the trainee had determined several strengths and weaknesses of the organization and several suggestions come up by the trainee to solve some problems happen. Also, this analysis also may bring to the organization attention for them to aware of the problems that they have. So that the management can plan strategies to overcome those problems to improve their efficiency. Besides that, the organization can treat their strengths as the opportunity and avoid the threat that might harm their organization and in turn, it becomes challenges for them to achieve their

objectives and goals. Other than that, the analysis also may help the organization to keep improving as the trainee had suggested several recommendations and suggestions based on the weaknesses listed out by the trainee which they can take into consideration. So that, the organization can increase their productivity and their quality in managing their business.

5.6 CONCLUSION

To conclude, Chapter 5 is represent all chapter in this practical report by concluding it by summarized it briefly and explained what have discussed in those chapters.

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APPENDICES

Appendix A: Log Book (refer to the next page)

1. Student's name: FARHANA BINTI MOO NCH
2. Date & Place of Birth: 12/11/1994 (JOHOR BAHRU)
3. UITM No.: 2013293012
4. Program: ADMINISTRATIVE SCIENCE & POLICY STUDIES (AM 228)
5. Year: 3 Part: 5
6. Home address: 83 JALAN PAHLAWAN 2, TAMAN UNGKU TUN AMINAH,
81300 SKUDAI, JOHOR BAHRU.
7. Address during practical training: 83 JALAN PAHLAWAN 2, TAMAN UNGKU
TUN AMINAH, 81300 SKUDAI, JOHOR BAHRU.
8. Place of training: PIJ PROPERTY DEVELOPMENT SDN BHD.
9. Name of Supervisor in-charge: TN HAJI ATAN BIN IBRAHIM.
10. Duration of training : From : 20/11/2016 to 16/3/2016

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
20 JANUARI 2016	Saya telah melaporkan diri pada pukul	
(RABU)	3.30 pagi di bahagian pentadbiran. PIJ	
	Holdings Sdn. Bhd. Saya telah ditempatkan	
	di anak syarikat PIJ Holdings Sdn. Bhd.	
	iaitu PIJ Property Development Sdn. Bhd	
	dan diperkenalkan kepada semua pegawai.	
	Selepas itu, saya dibenarkan tugas untuk	
	merekod dan mengagihkan surat yang	
	diterima syarikat kepada pegawai yang	
	berkenaan untuk tindakan yang	
	selanjutnya.	
	Selain itu, saya juga dijemput dikehendaki	
	untuk menandatangani tanda tangan daripada	
	pengurus besar dan seterusnya mengagihkan	
	dokumen - dokumen yang telah	
	ditandatangani ke bahagian-bahagian	
	lain dan secara tidak langsung dapat	
	mengetahui ^{para} pegawai di bahagian tersebut	
	dan kehadiran setiap bahagian di	
	setiap tempat di mana dapat memudahkan	
	pejalanan kerja saya pada masa akan	
	datang.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
<p>11 JANUARI 2016 (KHAMIS)</p>	<p>Pada hari kedua, saya telah diberi dokumen yang berisi profil syarikat untuk mengetahui lebih mendalam mengenai syarikat ini. Setelah itu, saya diajar cara-cara untuk menggunakan mesin fotokopi dan mesin faks.</p> <p>Saya telah menghadiri mesyuarat di pada pukul 2.30 petang dimana intipati yang dibincangkan di dalam mesyuarat tersebut adalah berkaitan dengan majlis perah tanah yang akan diadakan pada 28 Februari 2016 di Stulang Baru dengan kehadiran jemputan seramai 50 orang. Saya ditugaskan untuk menolong pegawai-pegawai yang kekurangan tenaga kerja untuk memastikan kelancaran majlis tersebut. Ia merupakan pengalaman berharga bagi saya untuk bersama-sama terlibat dalam sebuah majlis yang begitu besar dengan kehadiran tetamu-tetamu kehormat dan ia dapat dijadikan sebagai sumber rujukan pada masa akan datang.</p>	
<p>14 JANUARI 2016 (AHAD)</p>	<p>CUTI THAIPUSAM</p>	<p> HAJI ATAN BIN IBRAHIM Pengurus Besar PIJ Property Development Sdn. Bhd.</p>

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
<p>25 JANUARI 2016 (ISNIN)</p>	<p>Hari ini saya dibekirkahi mengemaskini minit cadangan membina dan menyiapkan rumah mampu milik Johor (RMJM) yang mengandungi: 2 Blok RMJM 5 tingkat (7) (71 unit) beserta Kemudahan awam dan asas, 2 unit fندوق Sampah, di atas Lot PTB 12374 dan PTB 12909, Johor Bahru dan membuat pengasingan berdasarkan dokumen-dokumen tertentu.</p>	
<p>26 JANUARI 2016 (SELASA)</p>	<p>saya telah menyemakini minit untuk beberapa dokumen yang berkaitan dengan projek-projek pembinaan perumahan di sekitar Johor dan juga membantu staff yang lain yang memerlukan bantuan.</p> <p>Tugasan mengemaskini minit-minit tersebut telah memberi peluang kepada saya untuk mengetahui cara-cara untuk merekod minit berdasarkan dokumen yang diterima dengan betul.</p>	

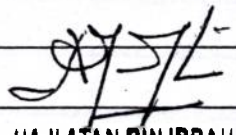
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARK
17 JANUARI 2016 (RABU)	<p>Pada hari ini, saya telah mengerjakan sebelum minit yang berkaitan dengan kedatangan membina Rumah Nelayan Milik Jener (RNMJ) dan membantu pegawai yang lain yang memerlukan bantuan.</p>	
	<p>Selain itu, saya juga dikehendaki untuk mengagihkan surat masuk kepada pegawai yang berkenaan untuk tindakan yang selanjutnya.</p>	
	<p>Saya telah menguruskan borang cuti kecemasan pegawai sebelum dinantar ke bahagian pentadbiran untuk tindakan selanjutnya.</p>	
	<p>Tugasan yang dibenarkan dapat memberi saya peluang untuk meny mengetahui cara-cara bagaimana untuk mengurus hal ehwal staff dan dapat melihat secara lebih dekat apa yang dipelajari di dalam kelas.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMA
31 JANUARI 2016	pada hari ini, saya telah ke bahagian	
(AHAD)	pentadbiran untuk membantu mencari maklumat	
	mengenai unit Integriti yang akan dituuhkan.	
	Saya diminta untuk mencari maklumat dari	
	badan-badan kerajaan ^{mahu pun swasta} yang telah	
	menubuhkan unit ini sebagai rujukan dan	
	menggunakan kaedah 'adapt and adopt'	
	bagi penubuhan unit Integriti di PIJ Holdings.	
	melalui pencarian maklumat tersebut, saya	
	mendapati bahawa unit Integriti sangat	
	penting bagi sesebuah syarikat bagi	
	memastikan ketelusan dalam setiap hal	
	terutamanya dalam aktiviti yang	
	dijalankan oleh syarikat.	

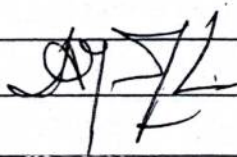
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1 FEBRUARI 2016 (ISNIN)	<p>Tugasan pada hari ini ialah saya mencari lagi maklumat tambahan mengenai unit integriti daripada pelbagai sumber. selepas itu, saya diminta untuk mengeluarkan maklumat - maklumat yang boleh digunakan di dalam kod etika perniagaan syarikat.</p>	
	<p>Apa yang saya perolehi daripada tugas tersebut ialah saya dapat memahami etika - etika yang perlu dan tidak perlu atau tidak boleh dilakukan oleh syarikat dan juga pekerja - pekerja. mereka perlu mematuhi etika yang telah ditetapkan. Selain itu, saya juga dapat melihat proses penggubalan kod etika bagi sesebuah organisasi.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARK
2 FEBRUARI 2016 (SELASA)	Tugas saya pada hari ini adalah membuat filing dan mengemas kini minit bagi file tersebut dimana ia mengandungi dokumen dan surat-surat yang diterima dan saya membuat filing berdasarkan tarikh ia di susunan tarikh.	
	Melalui tugas tersebut, saya dapat memahami bagaimana sistem filing diuruskan dan juga tugas mengemas kini minit telah memberi saya peluang untuk mengetahui cara-cara merekod minit dengan betul dan berdasarkan surat yang diterima.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
3 FEBRUARI 2016 (RABU)	<p>Saya telah menyediakan minit mesyuarat bagi sebuah projek di Tampoi sebagai tugas pada hari ini dan ia telah disemak oleh pegawai yang berkenaan.</p>	
	<p>Berdasarkan tugas yang diberikan kepada saya pada hari ini, telah memberi saya peluang untuk mengetahui dan mempelajari isu-isu yang dibincangkan di dalam mesyuarat.</p>	

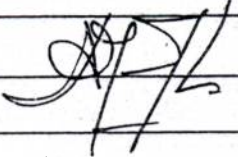
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
4 FEBRUARI 2016 (KHAMIS)	<p>Saya telah diberikan tugas untuk mengemas kini minit bagi sebuah file yang mengandungi projek pembinaan agar mudah dinujuk pada masa akan datang.</p>	
	<p>Selain itu, saya juga terlibat dalam persiapan bagi sebuah program menandatangani perjanjian usahasama antara PIJ Property Development Sdn. Bhd. dengan Inira Rancak Sdn. Bhd. dan Sunwide Development Sdn. Bhd. bagi projek pembangunan di Larkin dan Muar.</p>	
	<p>Input yang diperolehi ialah saya dapat mempelajari pengurusan majlis yang melibatkan pihak luar dan dapat mempelajari cara berinteraksi dengan para tetamu jemputan.</p>	 HAJATAN BIN IBRAHIM Pengurus Besar PIJ Property Development Sdn. Bhd.

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
7 FEBRUARI 2016 (AHAD)	<p>Membantu dalam persiapan awal bagi majlis pecah tanah Rumah Mampu Milik Johor (RMJM) yang akan diadakan di Stulang Baru, Johor di mana saya telah menguruskan kad-kad jemputan yang akan diedarkan kepada tetamu-tetamu jemputan yang diantaranya terdiri daripada DYMM Sultan Johor, Tengku Mahkota Johor, Menteri Besar Johor, Adun negeri Johor, ahli parlimen, ketua-ketua jabatan kerajaan dan syankat-syankat swasta.</p>	
8 FEBRUARI 2016 (ISNIN)	CUTI TAHUN BARU CINA	
9 FEBRUARI 2016 (SELASA)	CUTI TAHUN BARU CINA	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARK
10 FEBRUARI 2016 (RABU)	Menyambung tugas-tugas menyediakan kad-kad jemputan bagi majlis pecah tanah.	
	Selain itu, saya telah merekod surat-surat yang diterima dan mengagihkannya kepada pegawai-pegawai yang berkenaan untuk tindakan selanjutnya.	
11 FEBRUARI 2016 (KHAMIS)	Menyusun kad-kad jemputan mengikut organisasi, jawatan dan tempat bagi memudahkan urusan pengeposan dan serahan tangan.	
	Setelah itu, saya mengemas kini mini bagi sebuah file yang berkaitan dengan sebuah projek pembinaan di Johor sekitar Johor.	 HAJI TAN SRI MOHAMMAD RAHIM Pen. PIJ Property Development Sdn. Bhd.

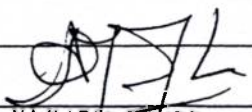
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
14 FEBRUARI 2016 (AHAD)	<p>Saya telah membantu dalam serahan kad jemputan bagi majlis pecah tanah kepada organisasi - organisasi dan ke bahagian - bahagian yang dijemput.</p> <p>Selain itu, saya juga melakukan serahan dokumen - dokumen yang telah diandatangani oleh pengurus besar kepada pegawai - pegawai yang berkenaan.</p>	
15 FEBRUARI 2016 (ISNIN)	<p>merekod surat - surat yang diterima dan agihkan kepada pegawai - pegawai yang berkenaan untuk tindakan yang selanjutnya.</p> <p>menyerahkan borang - borang cuti sakit dan cuti tahunan para pegawai ke bahagian pentadbiran.</p> <p>menyerahkan dokumen - dokumen yang mengandungi cek kepada pegawai akauntan.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARK
	membantu dalam membuat salinan	
	report pengarah dan salinan audit	
	penyata kewangan untuk rujukan	
	pihak atasan	
16 FEBRUARI 2016 (SELASA)	menyerahkan cek-cek yang telah ditanda-tangani oleh pengurus besar kepada pegawai akauntan.	
	membantu membuat salinan kertas kerja	
	yang berkaitan dengan projek	
	pembinaan dimana ia akan dibentangkan	
	oleh pengurus besar dan pegawai yang	
	berkhidmat di Unit Perancang Ekonomi	
	Negeri Johor (UPENIT) dan juga	
	membuat salinan report pengarah dan	
	audit penyata kewangan untuk rujukan	
	pihak atasan.	
	mengemaskini minit untuk file	
	pentadbiran dan perjawatan dan juga	
	file projek perumahan di Taman	
	perbadanan Islam Rengit, Johor.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
17 FEBRUARI 2016 (RABU)	<p>menghadiri mesyuarat ke-3 bagi majlis pecah tanah untuk mengetahui perkembangan terkini setiap tugas yang diberikan kepada pegawai - pegawai yang terlibat.</p> <p>merekod surat - surat yang diterima dan mengagihkannya kepada pegawai - pegawai yang berkenaan untuk tindakan yang selanjutnya.</p>	
18 FEBRUARI 2016 (KHAMIS)	<p>Membantu pegawai - pegawai yang memerlukan bantuan dan juga menguruskan hal - hal yang berkaitan dengan pentadbiran.</p>	 <p>HAJATAN BIN IBRAHIM Pengurus Besar PIJ Property Development Sdn. Bhd.</p>

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
21 FEBRUARI 2016	mengemaskini minit untuk file yang	
(AHAD)	berkaitan dengan pembinaan bangunan di	
	jalan Datin Halimah dan di Tampoi.	
	Membuat filing untuk majlis pecan tanah	
	RMing di Stulang Baru, Johor.	
	Membuat minit mesyuarat bagi projek	
	pembinaan di Tampoi, Johor.	
	Merekod surat - surat yang diterima dan	
	diinikan kepada pegawai - pegawai yang	
	berkenaan untuk tindakan yang	
	selanjutnya.	
	menguruskan permohonan cuti tahunan	
	dan cuti sakit para pegawai.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
22 FEBRUARI 2016 (ISNIN)	membantu dalam membuat salinan minit mesyuarat pengurusan dan kewangan P1J Property Development Sdn. Bhd.	
	mendapatkan Memorandum of Art Association and Article dan borang 24 dan 49 iaitu # profil syarikat untuk permohonan tanah di Muar.	
	Membuat filing dan mengemas kini minit bagi file cadangan pembangunan tanah kerajaan di Telok Jawa, Masai, Johor.	
23 FEBRUARI 2016 (SELASA)	menghadiri mesyuarat pengurusan dan kewangan di mana perkara-perkara yang dibincangkan adalah mengenai perkembangan terkini dan segala permasalahan bagi setiap projek pembinaan yang diuruskan oleh P1J Property Development Sdn. Bhd. juga mengenai jualan rumah-rumah dan mengenai kewangan syarikat.	
	Membuat filing dan mengemas kini minit bagi file ART mesyuarat pengurusan dan kewangan PPDSE	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	Merekodkan surat-surat yang diterima dan agihkan kepada pegawai-pegawai yang berkenaan untuk tindakan yang selanjutnya.	
	Menyediakan buku untuk mesyuarat lembaga pengarah kali ke-28 dimana antara kandungannya ialah minit mesyuarat yang lepas, ketetapan beredat, laporan audit dan lain-lain perkara.	
4 FEBRUARI 2016 (RABU)	Menyambung membuat buku untuk mesyuarat lembaga pengarah kali ke-28.	
5 FEBRUARI 2016 (KHAMIS)	Menyambung membuat buku untuk mesyuarat lembaga pengarah kali ke-28 dan selepas itu, menyerahkan buku-buku tersebut kepada time penolong setiausaha syarikat PIJ Holdings, untuk diserahkan kepada ahli-ahli lembaga pengarah.	
	Membuat penyediaan hadiah VIP dan goodies bag untuk majlis perasmian pecah tanah RMMJ Stulang Baru.	 HAJI ATAN BIN IBRAHIM Pegurus Besar PIJ Property Development Sdn. Bhd.

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
28 FEBRUARI 2016 (AHAD)	Menjadi urusetia di majlis pecah tanah RMMJ Stulang Baru dan dalam pada masa yang sama, memberi penerangan kepada orang awam mengenai perumahan mampu milik yang dikendalikan oleh PPOSB.	
29 FEBRUARI 2016 (ISNIN)	Menjadi penyambut tetamu di PJ Holdings buat sementara waktu bagi menggantikan penyambut tetamu di situ yang berselepas cuti sakit. Juga melayan pelanggan yang ingin berurusan dengan pegawai di syarikat ini. selain itu, menjadi telefonis di PJ Holdings di mana ia dapat membantu saya meningkatkan cara berinteraksi dengan orang luar dengan lebih baik. menemai surat dan dokumen daripada syarikat luar dan menyerahkannya kepada jabatan pentadbiran untuk tindakan selanjutnya.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1 MAC 2016 (SELASA)	<p>menjadi penyambut tetamu di P15 holding buat sementara waktu bagi menggantikan penyambut tetamu di situ yang sedang cuti sakit. Juga, melayan pelanggan yang ingin berurusan dengan pegawai di syarikat ini.</p>	
	<p>saya juga menjadi telefonis di samping menjadi penyambut tetamu di mana ia dapat meningkatkan cara saya berinteraksi dengan orang luar dengan lebih baik.</p>	
	<p>membantu membuat surat dan memo kepada para pegawai mengenai program - program yang dianjurkan oleh pihak luar.</p>	
	<p>menenna surat dan dokumen daripada syarikat luar dan serahkannya kepada jabatan pentadbiran untuk tindakan selanjutnya.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMA
3 MAC 2016	Membantu dalam menjadi penyambut	
(Khamis)	tetamu di PIJ Holdings buat sementara	
	waktu bagi menggantikan penyambut	
	tetamu di situ yang sedang cuti sakit.	
	Selain itu, saya juga melayan	
	pelanggan yang ingin berurusan dengan	
	pegawai di syarikat ini.	
	menjadi telefonis di samping menjadi	
	penyambut tetamu di mana ia dapat	
	meningkatkan cara saya berinteraksi	
	dengan orang luar dengan lebih baik.	
	menerima surat-surat dan dokumen	
	daripada syarikat luar dan serahkannya	
	ke jabatan pemecbaran untuk	
	tindakan yang selanjutnya.	



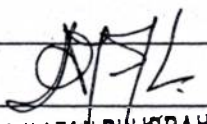
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DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
6 MAC 2013 (AHAD)	<p>menyertai kursus pengurusan fail dan rekod yang dianjurkan oleh jabatan pentadbiran dan perjawatan yang bertempat di bangunan PIJ Holdings. Fasilitator yang dijemput ialah Haji Abdul Aziz dan Big Tech sdn. Bhd.</p>	
	<p>input - input yang saya terima pada hari ini sangat berguna dan bermanfaat buat saya kerana ilmu yang diperolehi dapat diterapkan dan diguna semasa di alam pekerjaan. Selain itu, melalui kursus ini saya dapat mengetahui cara-cara untuk membuka, merekod dan melepaskan fail dengan betul.</p>	
	<p>Selain itu, saya merekod surat-surat yang diterima dan agihkannya kepada pegawai-pegawai yang berkenaan untuk tindakan selanjutnya.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REM
7 MAC 2016 (ISNIN)	<p>menjadi penyambut tetamu di PIJ Holdings buat sementara waktu bagi menggantikan penyambut tetamu di situ yang sedang cuti sakit. Juga, melayani pelanggan yang ingin berurusan dengan pegawai di syarikat ini.</p>	
	<p>Di samping itu, menjadi telefonis di PIJ Holdings di mana ia dapat membantu meningkatkan cara saya berinteraksi dengan orang luar dengan lebih baik.</p>	
	<p>menerima surat dan dokumen daripada syarikat luar dan serahkannya ke jabatan pentadbiran untuk tindakan yang selanjutnya.</p>	
	<p>menguruskan penempahan bilik mesyuarat.</p>	
	<p>menyemak dan merekodkan kedatangan pegawai-pegawai melalui rekod thumbprint.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
3 MAC 2016 (SELASA)	<p>menjadi penyambut tetamu di PIJ Holdings buat sementara waktu bagi menggantikan penyambut tetamu di situ yang sedang cuti sakit. Di samping itu, melayani pelanggan yang ingin berurusan dengan pegawai di syarikat ini.</p>	
	<p>Juga menjadi telefonis di PIJ Holdings di mana ia dapat membantu saya dalam meningkatkan cara saya berinteraksi dengan orang luar dengan lebih baik.</p>	
	<p>menguruskan hal-hal yang berkaitan dengan penempatan bilik mesyuarat.</p>	
	<p>Menerima surat dan dokumen daripada syarikat luar dan serah ke jabatan pentadbiran untuk tindakan yang selanjutnya.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
9 MAC 2016 (RABU)	menjadi penyambut tetamu di PIJ Holdings buat sementara waktu bagi menggantikan penyambut tetamu di situ yang sedang cuti sakit. Juga, melayani pelanggan yang ingin berurusan dengan pegawai di syarikat ini.	
	Di samping itu, menjadi telefonis di PIJ Holdings di mana ia dapat membantu meningkatkan cara saya berinteraksi dengan orang luar dengan lebih baik.	
	menemua surat dan dokumen daripada syarikat luar dan menyerahkannya ke jabatan pemadbinan untuk tindakan selanjutnya.	
	menguruskan hal-hal berkaitan dengan penempatan bilik mesyuarat.	
	membantu pegawai-pegawai yang memerlukan bantuan dan menguruskan hal-hal yang berkaitan dengan pentadbiran.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
MAY 2016	Menjadi penerjemah tetamu di PIJ Holdings	
(KHAMIS)	buat sementara waktu bagi mengartikan	
	penerjemah tetamu di situ yang sedang	
	dari sakit. juga, melayani pelanggan yang	
	ingin berurusan dengan pegawai di syarikat	
	ini.	
	di samping itu, menjadi telefonis di PIJ	
	Holdings di mana ia dapat membantu	
	meningkatkan cara saya berinteraksi	
	dengan orang luar dengan lebih baik.	
	menerima surat dan dokumen daripada	
	syarikat luar dan serah ke jabatan	
	pentadbiran untuk tindakan yang	
	sekarang.	
		HAJI ATAN BIN BRAHIM Pegurus Besar PIJ Property Development Sdn. Bhd.

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
13 MAC 2016 (ATTAD)	<p>merekod surat - surat yang diterima dan mengagihkannya kepada pegawai-pegawai yang berkenaan untuk tindakan yang selanjutnya</p>	
	<p>menyuruskan permohonan cuti tahunan dan cuti sakit para pegawai.</p>	
14 MAC 2016 (ISNIN)	<p>merekod surat - surat yang diterima dan mengagihkannya kepada pegawai-pegawai yang berkenaan untuk tindakan yang selanjutnya.</p>	
	<p>Membuat filing dan mengemaskini minut bagi feil berkaitan dengan pembidaan pangsapuri perkhidmatan dan feil yang berkaitan dengan RMMJ Jalan Datu Hainan.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
15 MAC 2016 (SEASA)	membantu membuat salinan dokumen yang berkaitan dengan projek RMMJ di Labris, Johor.	
	menguruskan borang permohonan untuk mengadakan kursus para pegawai sebelum dihantar ke bahagian pentadbiran untuk tindakan lanjut.	
16 MAC 2016 (RABU)	merekod surat-surat yang diterima dan mengagihkannya kepada pegawai-pegawai yang berkenaan untuk tindakan lanjut.	



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PIJ Property Development Sdn. Bhd.

Appendix B: Pictures of preparation of the Groundbreaking Ceremony of RMMJ Stulang Baru, Johor



Source: Trainee's fieldwork, 2016

Appendix C: Pictures of after the Groundbreaking Ceremony of RMMJ Stulang Baru, Johor.



Source: Trainee's Fieldwork, 2016

Appendix D: Turn It In of Report Practical (Refer to the next page)

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 BACKGROUND OF THE ORGANIZATION

Submission Info

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