



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:
PEJABAT SETIUSAHA KERAJAAN NEGERI KELANTAN (SUK)
PEJABAT SETIAUSAHA KERAJAAN NEGERI KELANTAN
BLOK 2, ARAS 2, KOTA DARULNAIM
15503 KOTA BHARU, KELANTAN**

SPECIAL PROJECT: MANUAL GUIDE (ELATIHAN)

BY

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2016728315

**IM245 - BACHELOR OF SCIENCE (HONS.)
INFORMATION SYSTEM MANAGEMENT
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03 FEBRUARY 2019-30 JUNE 2019

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DECLARATION

I hereby declare that this is my original work. I have not copied from any other student's work or from other sources. I am also declared that no part of this report has been published or submitted for publication except where due to reference or acknowledgement is made explicitly in text, nor has any part been written for me by another person. I confirm that I have read and understood the UiTM regulations with regards to plagiarism and will be penalized by the university if found guilty.

Signed by

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Date of submission: 3 July 2019

ABSTRACT

This academic report paper based on the industrial training period from the 03 February 2019 until the 30 of June 2019 in Training And Competencies Unit Under Human Resources Department at Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK). During the internship, I had been exposed to the real industrial working environment at this unit. The first chapter of the report is the introduction which is about the background of Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK) that included the profile, vision, mission, objective as well as core value practiced, location and organization structure. The second part of the report is about the unit that I was placed for the internship which is Training and competencies unit under Human Resources Department. This part contains of departmental structure that explained their organization chart and roles of the department. The third part of this report contain of my industrial activities. It detailed explained my industrial training daily activities and my special project which is manual guide (e LATIHAN system). The last part of the report contains the conclusion consists of application of knowledge and skills during internship, personal thoughts and opinions, lesson learnt and limitations and recommendations.

Keyword: Human Resources department, Pejabat Setiausaha Kerajaan Negeri Kelantan,

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السلام عليكم ورحمة الله وبركاته..

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TABLE OF CONTENTS

DECLARATION	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
LIST OF FIGURES	vi
LIST OF TABLES	viii
1. CHAPTER 1	1
1.1. Introduction of the Organization.....	2
1.1.1. Background of Pejabat Setiausaha Kerajaan Negeri Kelantan	2
1.1.2. Vision.....	3
1.1.3. Mission	3
1.1.4. Moto.....	4
1.1.5. Contact Information.....	4
1.1.6. Roles of Pejabat Setiausaha Kerajaan Negeri Kelantan	4
1.1.7. Customer Charter of Pejabat Setiausaha Kerajaan Negeri Kelantan	7
1.1.8. Customer and Stakeholder Chart of Pejabat SUK.....	13
1.2. Organizational Structure.....	14
2. CHAPTER 2	15
2.1. Departmental structure	15
2.1.1. Details of Human Resources department	15
2.1.1.1. Vision.....	15
2.1.1.2. Mission	15
2.1.1.3. Objective	15
2.1.1.4. Contact Information of Human Resources Department	16
2.1.1.5. Human Resources Department Organization chart.....	16
2.1.1.6. Training and Competencies Unit Organizational Chart.....	16
2.2. Department function.....	17
2.2.1. Core Functions of Bahagian Pengurusan Sumber Manusia (BPSM)	17
2.2.2. Customers charter of Human Resources department.....	19
3. CHAPTER 3	20
3.1. Training activities.....	20
3.1.1. Administrative	20
3.1.1.1. Create report.....	20

3.1.1.2.	Arranging form to the files.....	21
3.1.1.3.	Update staff attendance into 'E-Keberadaan'	21
3.1.1.4.	Create letter.....	22
3.1.1.5.	Reply to Application of Internship	23
3.1.1.6.	Follow up participant.....	23
3.1.1.7.	Allowance trainee student.....	23
3.1.1.8.	Explore Website hrmis.....	24
3.1.2	Design	24
3.1.2.1	Tentative design	24
3.1.2.2	Schedule design	25
3.1.2.3	Backdrop design.....	25
3.1.2.4	Certificate design.....	27
3.1.2.5	Design slide.....	28
3.1.2.6	Design organizational chart	29
3.1.3	Others activities	29
3.1.3.1	Install and set up PC.....	29
3.1.3.2	Invigilator of Examiner	30
3.1.3.3	Secretariat	31
3.1.3.4	Aerobic.....	35
3.1.3.5	Performing as emcee.....	35
3.2	Special project	36
3.2.2	User	37
3.2.2.1	User Login	37
3.2.2.2	Registration	38
3.2.2.3	Program	39
3.2.2.4	Check	39
3.2.2.5	Print	40
3.2.2.6	Assessment.....	40
3.2.2.7	Attendance	41
3.2.2.8	Schedule	41
3.2.3	Admin	41
3.2.3.1	Login.....	41
3.2.3.2	Choose participant	43
3.2.3.3	Update program.....	44

3.2.3.4	Print course	45
3.2.3.5	Attendance form	46
3.2.3.6	Participant Attendance	47
3.2.3.7	Certificate of Participants	48
3.2.3.8	Update last year program.....	49
3.2.3.9	Update course application	50
3.2.3.10	Display course, name and schedule of course	51
3.2.3.11	Report District/Courses	52
3.2.3.12	Statistic of program/ number of course	53
3.2.3.13	Report of Program.....	53
3.2.3.14	Report of agencies	54
4	CHAPTER 4	55
4.1	Applcation Knowledge, Skill and Experiences	56
4.2	Personal thoughts and Opinion.....	57
4.3	Lesson learnt.....	58
4.4	. Limitation and Recommendation	59

LIST OF FIGURES

Figure 1:	Pejabat Setiausaha Kerajaan Negeri Kelantan	2
Figure 2:	Pejabat Setiausaha Kerajaan Negeri Kelantan	3
Figure 3:	Customer and stakeholder chart of SUK.....	13
Figure 4:	Organizational structure of SUK.....	14
Figure 5:	SUK Logo's	15
Figure 6:	HR Organizational Chart	16
Figure 7:	Training and Competencies Unit Organizational Chart	17
Figure 8:	Report of LEAP	20
Figure 9:	Arrangement files	21
Figure 10:	Example of application letter	23
Figure 11:	Tentative of program	24
Figure 12:	schedule design	25
Figure 13:	Backdrop of program LEAP.....	25
Figure 14:	Backdrop of program skills of the future.....	26
Figure 15:	Certificate of Program	27

Figure 16: Design of power point slide	28
Figure 17: Design organization chart	29
Figure 18: Install and update software	29
Figure 19: Being an examiner	30
Figure 20: Leadership Experimental Awareness Program	32
Figure 21: Program local Government strategy.....	32
Figure 22: Quality memo and writing of official letters program	33
Figure 23: Program "Protokol and Etiket Social"	33
Figure 24: Financial Base to the Secretariat Program.....	34
Figure 25: Program "Perjalanan menuju redha ilahi".....	34
Figure 26: Program Personality and Emotional Intelligence.....	35
Figure 27: Interface for Login eLATIHAN	37
Figure 28: Interface for the instruction.....	38
Figure 29: Interface of registration.....	38
Figure 30: Interface for program.....	39
Figure 31: Interface for check the approval program.....	39
Figure 32: Interface for print details.....	40
Figure 33: Interface for attendance	41
Figure 34: Interface for schedule.....	41
Figure 35: Interface for login admin.....	42
Figure 36: Interface for successful login.....	42
Figure 37: Interface for choose participant.....	43
Figure 38: Interface for update status.....	43
Figure 39: Interface for update program.....	44
Figure 40: Interface for update the participant program	44
Figure 41: Interface for Print the course	45
Figure 42: print the details.....	45
Figure 43: Interface for list of status email.....	45
Figure 44: Interface for attendances form	46
Figure 45: Interface for print attendances.....	46
Figure 46: Interface for participant attendances	47
Figure 47: Interface for list of and status of attendances.....	47
Figure 48: Interface for certificate of participants	48
Figure 49: Interface for list of participants ger the certificate.....	48
Figure 50: Interface for update the last year program	49

Figure 51: Interface for check the statistic attendances	49
Figure 52: Interface for update the data	49
Figure 53: Interface change the details	50
Figure 54: Interface for update course application	50
Figure 55: Interface for update program applicant	51
Figure 56: Interface for display the course, name and schedule of course	51
Figure 57: Details of course display the course, name and schedule	52
Figure 58: Interface for report.....	52
Figure 59: Interface for statistic program.....	53
Figure 60: Interface report of program.....	53
Figure 61:Interface for list of report	54
Figure 62: Interface for agencies report	54

LIST OF TABLES

Table 1: Contact Information of SUK	4
Table 2: Customers Charters of SUK	7
Table 3: Details of SUK	16

LIST OF APPENDICES

Appendix 1: Formal letter	62
Appendix 2: Design	64
Appendix 3: Secretariat	67

CHAPTER 1

INTRODUCTION

1. CHAPTER 1

INTRODUCTION

Internship can be defined as a structured work experience related to a student's major or career goal. An experience that should enhance a student's academic, career, and personal development. An internship offers the chance to learn by doing in a setting where students are supervised by a work-place professional and have the opportunity to achieve students own learning goals, without the responsibilities of being a permanent employee. An internship also offers the opportunity to work with someone who can become a mentor for student, not only in the internship but throughout career. The main objective of Industrial Training is to expose the students to actual working environment and enhance their knowledge and skill from what they have learned in the college.

Another purpose of this program is to instill the good qualities of integrity, responsibility and self-confidence. All ethical values and good working practices must be followed by student. It is also to help the students about the safety practices and regulations inside the industry and to instill the spirit of teamwork and good relationship between students and employees.

All information system management student is compulsory to undergo industrial training at the finally years study which is on seventh semester. The duration of student should complete the industrial training, it is about 5 months, because of our semester is on end of years, our industrial training is started on 1 February 2019 and must be end on 31 end 2019. Since information system management student, industrial training needs to undergo for related fields such as information technology. The trainee has chosen training and competencies unit under Human Resources department at Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK) as an assistant director in, supervisor that assign for trainer to assist and make sure trainer will get experience in training and competencies unit.

1.1. Introduction of the Organization

1.1.1. Background of Pejabat Setiausaha Kerajaan Negeri Kelantan

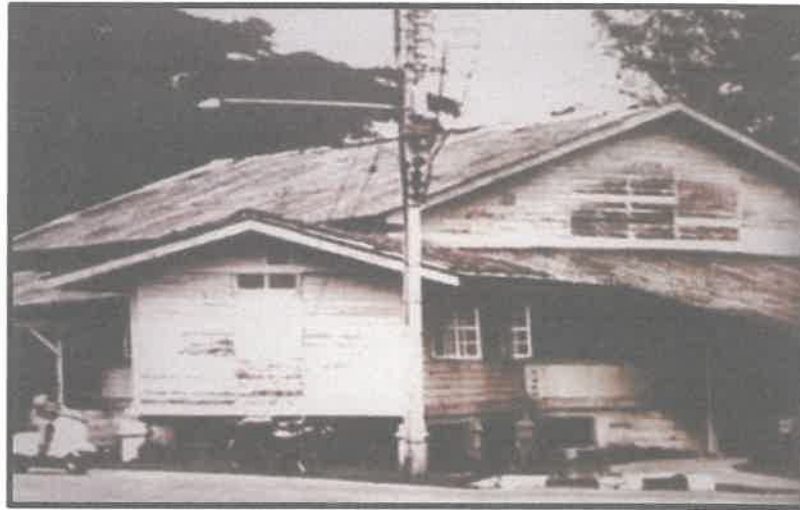


Figure 1: Pejabat Setiausaha Kerajaan Negeri Kelantan

In the 19th century to early 20th century, secretarial duties such as writing a letter – Royal Mail and the government formal mail has carried out by "Semian" (Tok Semian). The word "Semian" comes from Siam which means "scribe". At the end of the century 19, semian offices located in the long building made of wood in front of the Istana Balai Besar and called "Opis Long" which was built at the beginning of the reign of Sultan Mansor (1891-1899).



Figure 2:Pejabat Setiausaha Kerajaan Negeri Kelantan

At the beginning of the reign of Sultan Muhammad IV (1899-1920) was built a rectangular wooden building called "Opis Pohon Celagi". Pejabat Setiausaha Kerajaan had also been placed in the 'Bangunan Takdir', Jalan Sultan Ibrahim, next to the Old Post Office, Kota Bharu.

During the Japanese colonialism in 1942, a new building for the Office of the Pejabat SUK has been moved to a new building in Jalan Hospital / Street Doctor. After the completion of the new building in the Kampung Puteh, Jalan Kuala Krai, in March 1987, the Pejabat SUK began to be placed in Kompleks Kota Darulnaim, Kota Bharu Kelantan.

1.1.2. Vision

The leading civil service leader in 2020

1.1.3. Mission

- i. To empower Kelantan's civil service management system
- ii. Generate world-class civil servants

1.1.4. Moto

World Class Organization

1.1.5. Contact Information

Table 1: Contact Information of SUK

Organization Name's	Pejabat Setiausaha Kerajaan Negeri Kelantan
Address	 Pejabat Setiausaha Kerajaan Negeri Kelantan Blok 2, Aras 2, Kota Darulnaim 15503 Kota Bharu, Kelantan
Phone. No	+609 7481957
Website	http://www.kelantan.gov.my/index.php/ms/

1.1.6. Roles of Pejabat Setiausaha Kerajaan Negeri Kelantan

Office of the Secretary of State is the state secretariat which handles affairs related to state administration. Office of the Secretary of State has twelve (12) and the support unit comprising:

- i. State Economic Planning Department (Perancang Ekonomi Negeri):
- ii. Human Resources Department (Bahagian Pengurusan Sumber Manusia)
- iii. Management Services Department (Bahagian Khidmat Pengurusan)
- iv. Local Government Department (Bahagian Kerajaan Tempatan)
- v. Housing Management (Bahagian Perumahan)
- vi. Government Meeting Council Department (Bahagian Majlis Mesyuarat Kerajaan)
- vii. Internal Audit (Unit Audit Dalam)

- viii. Tourism Department (Bahagian Pelancongan Dan Kebudayaan Pejabat SUK)
- ix. Information Technology Department (Bahagian Pengurusan Teknologi Maklumat)
- x. Corporate Managementy Department (Bahagian Pengurusan Korporat)
- xi. Integrity Secretariat And Innovation (Urus Setia Integriti Dan Inovasi
- xii. Legal Department (Unit Undang-Undang)

Pejabat SUK Kelantan is the General Administration of the State and also act as Chairman of the Office for all department / agency and the State and Federal Statutory Bodies and twelve (12) Local Authority State. Therefore, Government Departments / Agencies, Statutory Bodies and Local Authorities are not only responsible to the Ministry at the central level but indirectly responsible to the Pejabat SUK. Statutory Bodies and Local Authorities are part of the Public Service. This is because both bodies autonomous adopt regulations Public Service concerning the appointment, promotion, termination, administrative instructions, conditions of service and the Remuneration System which officials and their staff also receive pensions and benefits retirement as enjoyed by members of the Public Service.

Among the major role played by Pejabat Setiusaha Kerajaan Negeri Kelantan (SUK) as the state secretariat which handles the affairs of the state administration are: -

- i. Role as a leader and organizer.
- ii. The role of facilitator and regulator.
- iii. The role as a state strategic coordinator.
- iv. Bilateral relations between the government and the people.

a) Role As the leader and organizer

Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK) act as a leader and organizer in exploring new areas to ensure the coordinated development between the ongoing state and in achieving the objectives of country, especially in realizing the agenda of human resource development in the settled and implement the roadmap to produce

a strategic human capital needs required by the country to cope with the country's competitiveness and global challenges

b) The role of facilitator and regulator.

Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK) acted as a facilitator and regulator in the development of the country based on the fundamentals of the national macro to make the country being competitive globally, especially the provision of skilled human capital, knowledge, has the robustness of yourself, be proactive, competent, efficient, productive and smart thinking in accordance with the state in overcoming the challenges.

c) The role as a state strategic coordinator.

Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK) acts as a vital Strategic Coordinator to stakeholders and customers (people) whether in the development of infrastructure and human capital development in order to ensure the progress of the state in accordance with the progress of the center.

d) Bilateral relations between the government and the people.

Administration in the Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK) has been using a "Two Step Flow", where there is the feedback process between the government and the people. Through bilateral contact, the government and the people will be able to assist the government in order to provide the best service to the people.

1.1.7. Customer Charter of Pejabat Setiausaha Kerajaan Negeri Kelantan

Table 2: Customer Charter of Human Resource Department

No.	Department	Customer's charter
1.	State Economic Planning (Unit Perancang Ekonomi Negeri) (UPEN)	<ul style="list-style-type: none"> ➤ Preparing Papers Committee / Executive Council within 14 working days. ➤ Prepare and distribute minutes of meeting within seven working days. ➤ Processing applications for investment projects not exceeding 6 months from the date the application is filed
2.	Housing Management (Bahagian Perumahan)	<ul style="list-style-type: none"> ➤ Managing payments clear Low-Cost Public Housing (RAKR) within no more than 10 minutes to process new applications. ➤ Managing Public Low-Cost Housing (RAKR) within 60 working days from the date of application depends on the readiness of the house. ➤ Managing the transfer process applications Public Low-Cost Housing (RAKR) within 60 working days from the date of application. ➤ Action complaint management Public Low-Cost Housing maintenance (RAKR) within 5 days from the date of application / complaint. ➤ Managing home sales quota application process to non-Malays by the developer within 60 working days from the date of application.
3.	Local Government Department (Bahagian Kerajaan Tempatan)	

		<ul style="list-style-type: none"> ➤ Provision of Payment Voucher appointed to the State Treasury within 7 working days after receiving a complete application. ➤ Shipping Financial Statements for auditing local authorities before 31 May each year to the National Audit Department. ➤ Disclosure of complaints / feedback to PBT within 3 working days after the complaint / feedback welcome. ➤ Monitoring Unit One Stop Center (OSC) PBT entire state before the 15th day of each month. The distribution of development funds to local authorities two times a year (before the end of April and October of each year).
4.	Human Resources Department (Bahagian Pengurusan Sumber Manusia)	<ul style="list-style-type: none"> ➤ All service within 5 days of receipt. ➤ Managing Application State civil servants on leave (Half-Paid / Unpaid) within 10 working days from the date of application. ➤ Managing application abroad / Haji Leaves within 14 working days from the date of application. ➤ Managing disciplinary cases within 4 months from the date of receipt (complete document) for normal cases. ➤ The promotion of four months from the date of receipt (subject to security clearance decisions MACC) on the date of application. ➤ Managing reimbursement of treatment within 15 working days from the date of application. ➤ Managing pension within 2 weeks of receipt. ➤ Production mental transformation program results within 2 months from the date of completion of the course.

		<ul style="list-style-type: none"> ➤ Issue a letter of permission to attend meetings / briefings within 1 week of receipt of request. ➤ Processing the application for exception of induction and examination within 2 weeks of receiving the application.
5.	Integrity Secretariat and Innovation (Bahagian Integriti dan Tadbir Urus)	<ul style="list-style-type: none"> ➤ Organizing integrity awareness programs such as lectures / workshops / seminars / forums and such as it at least two (2) times a year. ➤ Receive an invitation lecture / briefing on the integrity of at least one (1) times within three (3) months and submit a declaration of acceptance of the invitation lecture / briefing department / agency concerned within three (3) working days after receiving the invitation lecture / briefing. ➤ Submit reports of integrity and governance of the Malaysian Anti-Corruption Commission (MACC) to three (3) times a year. ➤ Implementing 'Jawatankuasa Integriti dan Tadbir Urus' (JITU) committee meetings three (3) times a year. ➤ To conduct a study on perception of the integrity one (1) times a year and provides research reports concerned within seven (7) working days.
6.	Government Meeting Council Department (Majlis Mesyuarat Kerajaan)	<ul style="list-style-type: none"> ➤ Processing the received of EXCO Paperwork and distributed to the Members of the Executive Council in the last (5) five working days. ➤ Prepare reports minutes after the Conference of the Executive Council immediately on the day of the conference.

		<ul style="list-style-type: none"> ➤ Send results conference / files to the parties concerned within three (3) working days. ➤ Approval for under the provisions of the Executive Council in the last (5) five working days. ➤ Processing the issue of pension payments after receiving a complete application from the applicant within three working days. ➤ Processing travel claims forms of the administration and members of the state assembly within 4 working days.
7.	Community services (Bahagian Khidmat Masyarakat)	<ul style="list-style-type: none"> ➤ Application for the use of government vehicles within 1 working day. ➤ Preparation of salaries and allowances completed within seven working days from the date of receipt of the completed claims. ➤ Preparation of payment vouchers claims by suppliers completed within 7 working days from the date of receipt of the completed claim. ➤ Production payment receipts completed within half an hour after receiving the payment. ➤ Local Production Order and Work Order completed within 3 days of receipt of a complete application. ➤ Managing a small complaint in the office within 5 working days. ➤ Ensure cleaning work by contractors appointed and the unit responsible for carrying out cleaning with satisfaction within 5 working days. ➤ Ensuring Government vehicles are maintained in accordance with the timetable set within 3 months.

		<ul style="list-style-type: none"> ➤ Ensuring stock of office supplies in storage is always available and sufficient within 1 month. ➤ Ensuring the management of capital assets inventory records and regularly updated within 5 working days. ➤ Maintain inventory and capital assets that are in good condition and can be used within 1 month.
8.	Internal Audit (Unit Audit Dalam)	<ul style="list-style-type: none"> ➤ Conduct audits in ten (10) year state agencies. ➤ Issued a preliminary report of Audit observations after two (2) weeks of completion of the audit. ➤ Issuing the final report of the audit observations within one (1) week after the "Exit Conference". ➤ Running a sudden audit at three (3) year state agencies. ➤ Conducting inspections in sixteen (16) year state agencies.
9.	Information technology Department (Bahagian Pengurusan Teknologi Maklumat)	<ul style="list-style-type: none"> ➤ Maintenance of the systems developed applications made within no later than three (3) months from the date of application. ➤ Taking action on the complaint had access network under the control of these departments and ICT equipment damage in all of Division / Unit under the Pejabat SUK within 24 hours of receiving the complaint
10.	Corporate Management department (Bahagian Pengurusan Korporat)	<ul style="list-style-type: none"> ➤ Publish Bulletin of Pejabat SUK once in three months. ➤ Publishing the Annual Report of the Pejabat SUK from Previous Year.

		<ul style="list-style-type: none"> ➤ Issuing State Government Official Diary for Next Year before end of December in current year. ➤ Choosing Example Citizens of Pejabat SUK On Every Month. ➤ Managing Customer Satisfaction Study every month.
11.	Tourism department (Bahagian Pelancongan dan Kebudayaan)	<ul style="list-style-type: none"> ➤ Creating and analyzing census data, the influx of tourists once a month. ➤ Organizing Cultural and arts programs in Gelanggang Seni by 3 days a week. ➤ Processing applications for rental Gelanggang Seni / LED Billboard in 1 working days. ➤ Processing applications for the distribution of brochures in three days from the date of

1.1.8. Customer and Stakeholder Chart of Pejabat SUK

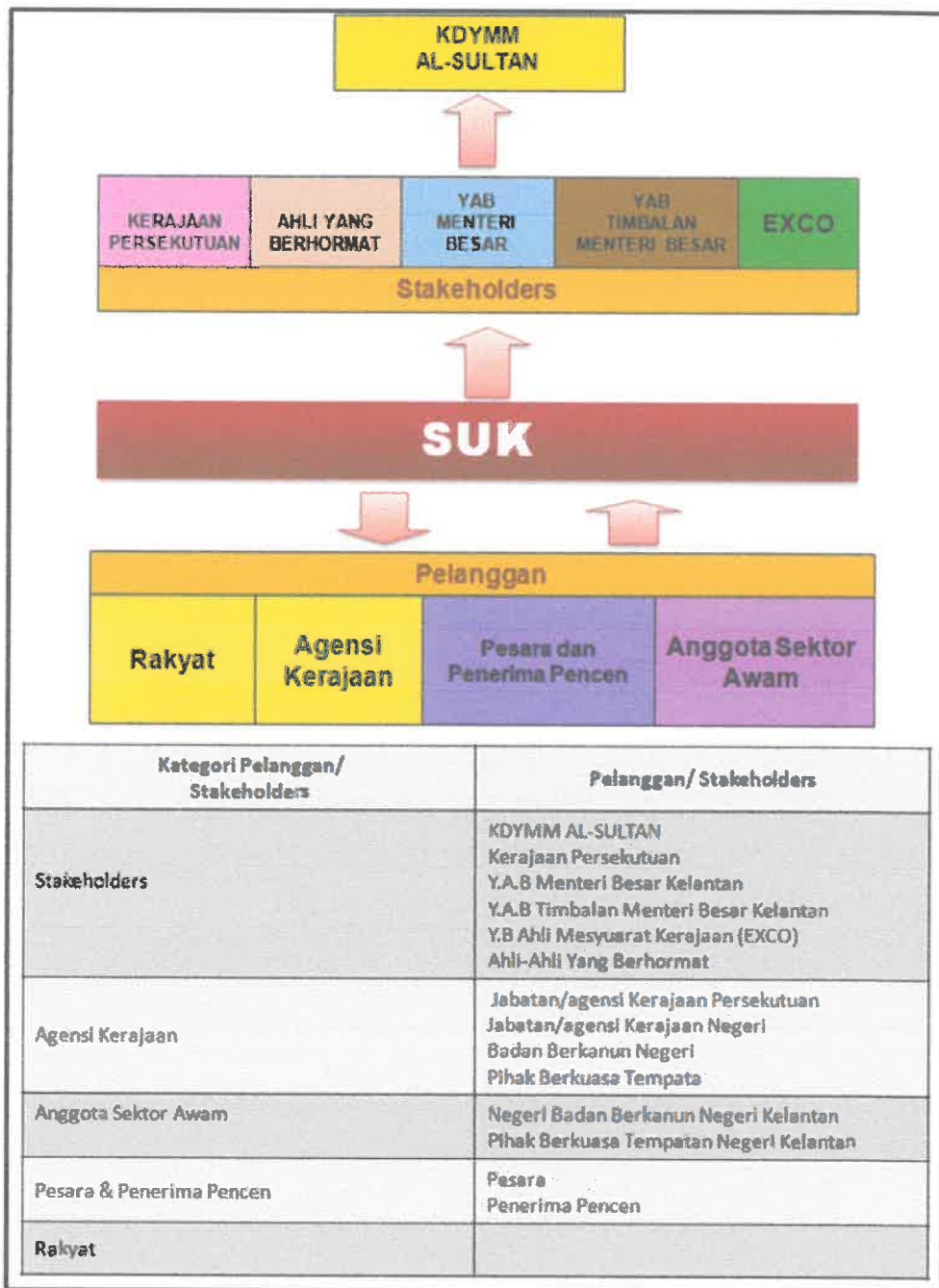


Figure 3:Customer and stakeholder chart of SUK

1.2. Organizational Structure



Figure 4: Organizational structure of SUK

CHAPTER 2

ORGANIZATION

INFORMATION

2. CHAPTER 2

2.1. Departmental structure



Figure 5: SUK Logo's

'Bahagian Pengurusan Sumber Manusia' (BPSM) of the Pejabat SUK who was instrumental in managing human resources including human capital development and public service of the State. BPSM is headed by a Director Grade N54, En. Tuan Haji Ahmad Farid bin Dato Haji Abdul Razak assisted by an Assistant Director Grade 3 N48 and N44 grade of Assistant Director.

2.1.1. Details of Human Resources department

2.1.1.1. Vision

"Leader Administration and Service Excellence".

2.1.1.2. Mission

"Producing State Public Servants Who Have Great Mind and Culture of First Class.

2.1.1.3. Objective

Prepare and serve the Human Resources Management of State Civil Service efficient and effective consistently, based on professionalism, integrity and

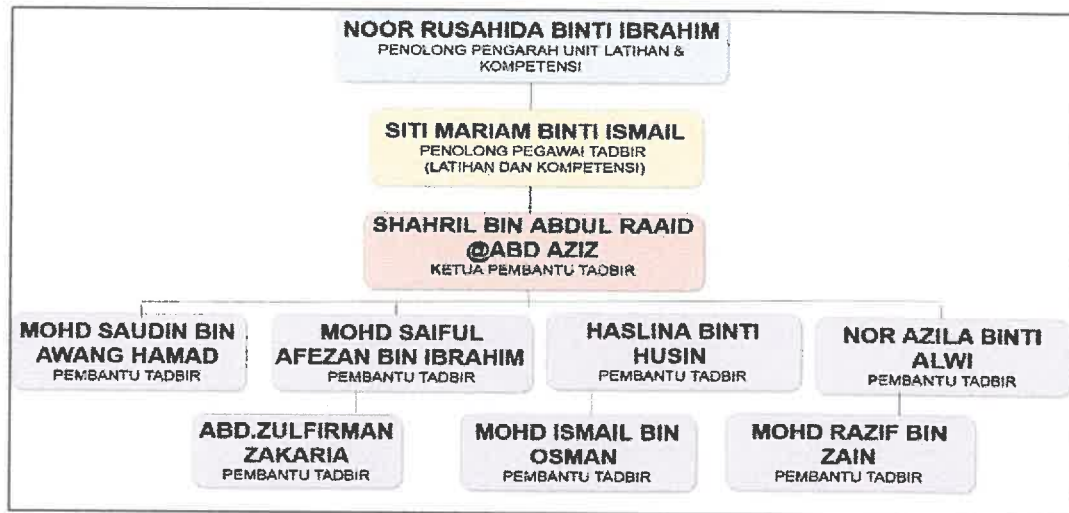


Figure 7: Training and Competencies Unit Organizational Chart

2.2. Department function

2.2.1. Core Functions of Bahagian Pengurusan Sumber Manusia (BPSM)

In summary, the 'Bahagian Pengurusan Sumber Manusia' (BPSM) prepare and serve the Human Resources Management of State Civil Service with efficient and effective consistently, based on professionalism, integrity and technology to meet the requirements of the organization's mission and objectives and customer needs based on Islam as Ad-din.

BPSM were divided into five units which are:

- i. Organizational Development Unit
- ii. Services Unit
- iii. Performance and Counselling Unit
- iv. Training and Competency Unit
- v. Management Unit

a) Organizational Development Unit

Organizational Development Unit supervised by a Chief Assistant Director (BPSM) Grade N48 assisted by an Assistant Administrative Officer Grade N36 in addition to an Assistant Information Technology Officer Grade F29 and three (3) Administrative Assistant Grade N19. This unit serves to plan for Organizational Development Office of the Pejabat SUK that is considered the embodiment and the abolition of posts, post regrading, designing programs and

activities of the Pejabat SUK of Kelantan and its agencies and managing staffing / personnel, managing the recruitment of officers / staff and also coordinate and monitor the implementation of HRMIS departments / agencies of the State

b) Management Unit

Management Unit also supervised by an Office Assistant Grade N26 and is assisted by a Secretary Grade N19, three (3) Administrative Assistant Grade N19 and two (2) Operations Assistant Grade N11. This unit role is to manage the receipt and distribution of the letters received and recorded the movement of files. The unit is also responsible for managing the needs of equipment and fittings for BPSM as well as the safety of an office.

c) Services Unit

Services Unit supervised by an Assistant Director (Services) Grade N44 assisted by an Assistant Administrative Officer Grade N32, ten (10) Administrative Assistant N19 and an Operations Assistant Grade N11. Responsible for carrying out and implementing service-related matters, pensions, leaves and records of the Civil Service of the State.

d) Training and Competency Unit

Training and Competency Unit supervised by an Assistant Director (Training and Competence) Grade N44 is also assisted by an Assistant Administrative Officer Grade N29 and a Chief Administrative Assistant N22 next five (5) Administrative Assistant N19 and an Operations Assistant Grade N11. Role in planning, identifying and coordinating the training activities within and outside the country, developing curriculum and training programs, developing career advancement and provides a 'succession planning' for the schemes of service in the administration of the State and draw up an operational plan short-term training and long-term to officers / employees to the State Civil Service.

e) Performance and Counselling Unit

Performance and Counselling Unit supervised by an Assistant Director (Performance and Counselling) Grade N44 is also assisted by a senior Psychology (Contract) Grade N41 and an Assistant Administrative Officer Grade N29 in the next three (3) Administrative Assistant Grade N19 and an Assistant

operation Grade N11. Plays a role to implement and enforce the disciplinary action to the officers / employees who violate the rules of the State Civil Service Public Officers (Conduct and Discipline) Regulations 1996 and implement the promotion and acting officers / employees to the State Civil Service.

2.2.2. Customers charter of Human Resources department

Controlling Managing Service State Civil Servants within the prescribed period as follows:

- a) Processing the approval, the Statement of Salary Changes in (Document complete and regular) in the last 6 days and vice versa 2 weeks (for documents that are incomplete).
- b) The approval of the Statement of Salary Changes in the last two weeks provided they are accompanied by documents for:
 - i. Creation and Restructuring Establishment.
 - ii. Training and Competence Employees of Public Service.
 - iii. Performance Management.
 - iv. Records and Managing Retirement Services Officer or the State Public Service.
 - v. Circulars adoption process
 - vi. Appointment of Contract Officer and Part Time.
- c) Submit to the Jabatan Perkhidmatan Awam (JPA) the documents of Mandatory Retirement 12 months before the date of retirement and 6 months for Individual Retirement Options.
- d) Approval Certificate Liability work within 1 month from the date of application (if the application is submitted to day procedure).
- e) The promotion process in the next 2 months.
- f) To resolve disciplinary cases within 4 months from the date of receipt, except for cases brought to court

CHAPTER 3

INDUSTRIAL

TRAINING

ACTIVITIES

3. CHAPTER 3

In this chapter explain about all activities that has been done by trainee during industrial training in training and competencies unit, under human resources department. The explanation will be cover from beginning of industrial training until the end and separated by main activities, administrative work, program and others activity. The briefly explain about the trainee activity from 3 February 2019 until 30 June 2019.

3.1. Training activities

3.1.1. Administrative

3.1.1.1. Create report



Figure 8: Report of LEAP

Puan Siti Mariam that are responsible that usually give a task related to make a report of “Leadership Experiential Awareness Program” that will be held almost 1 month for newly appointed as state administrative officer. This program held in Dewan Seminar, Bangunan MABNA, SUK Kelantan. A total of participant is 21 staff. Report show the introduction, vision, mission, and statistic feedback of program, images during program and others. This report submitted to director of human resources department.

3.1.1.2. Arranging form to the files



Figure 9: Arrangement files

The trainee has helping the staff to arrange the form that has already filled in the system. That form is having been mixed and unorganized. Because of that, the trainee needs to arrange the form according to category first and then arranging by date, the latest date will be places in front. All the form that has been arranges will be places in the file as a record.

3.1.1.3. Update staff attendance into 'E-Keberadaan'

Staff attendance is the important part in the organization in order to train the staff to be more discipline and dedicated in accomplishing the daily task. It is also to ensure the staff not going out without permission of the head of department. If staff go out either official business or have a medical check, trainee should click what the reason of staff. The trainee is required to update the presence of the staff four times daily in the E-Keberadaan system which is 8.00am, 10.00am, 2.00 pm and also 4.00 pm. The table below shows the four sessions that the trainee needs to key in.

3.1.1.4. Create letter

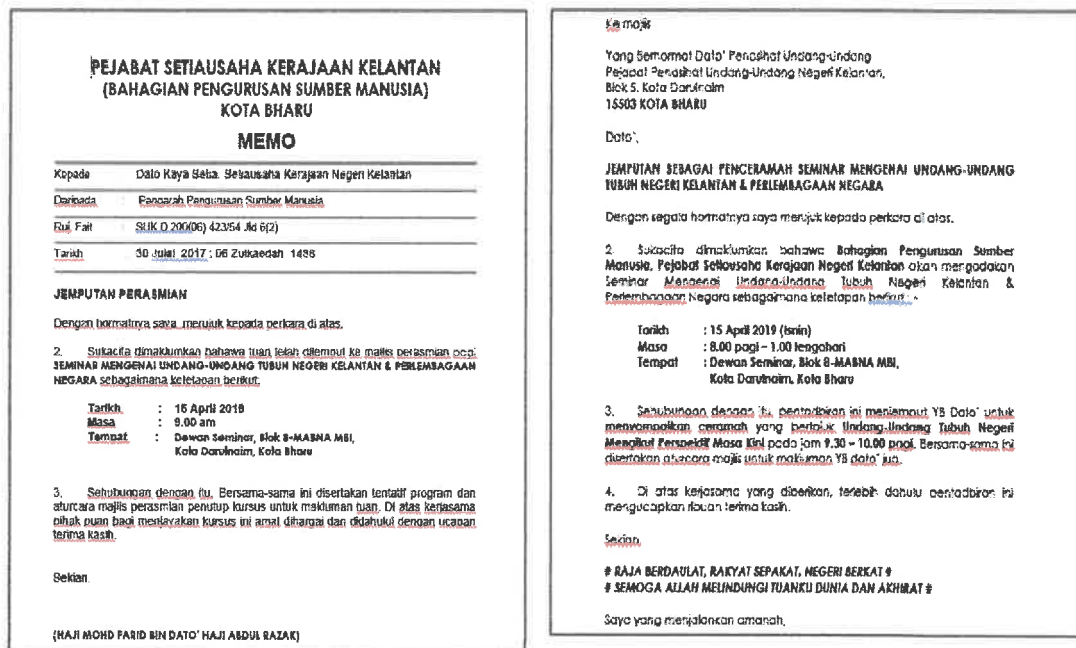


Figure 10: Example of formal letter and memo

Puan Siti Mariam, an executive officer has been given a task to create a formal letter that will be invite a motivator to come for program Mengenal Undang-Undang Tubuh Kerajaan Negeri Kelantan Dan Perlembagaan Negara. After the letter was totally right, this letter will fax to the Pejabat Pensihat Undang-Undang Kerajaan Negeri Kelantan. In addition, the trainee also creates a memo that will distributed for Dato Perkaya Setia, Setiausaha Kerajaan Negeri Kelantan, to all district officer in Kelantan to invite them. To distribute the letter and memo, the trainee needs to clip the distribution list to each organization. The list of circulation must be reviewed by assistant director. Almost 5month in training and competencies unit, the trainee has been complete almost 8 formal letter, 8 memo and distribution list.

3.1.1.5. Reply to Application of Internship



Figure 10: Example of application letter

The trainee got opportunity to respond the application of internship request and have a flow of process the letter. First of all, the trainee should print the application letter that applicant apply in Email and take a respond by staff in charge of internship student which is accepted or rejected, after that, take sign from Puan Rusahida bt Ibrahim , as assistant director position and scan the letter. The last flow is letter that have been done scan should be e-mail to student.

3.1.1.6. Follow up participant

To make a confirmation from participant, all participants will get call from training and competencies unit. This is because the trainee should call all participants to get update from them to make sure they join the program or not. If one of the participants cannot join, who are responsible should replace other staff that can be join. The trainee also needs to remind the date and the place where the program will be held.

3.1.1.7. Allowance trainee student

First in every month, the trainee was assigned by Puan Azila Nawi to settled the allowance of the trainee student. For internship student, their get the monthly allowance about rm15 per/day for 90 days. So, the trainee should calculate and choose who internship student still eligible for the allowance and check the attendance in every month. Student must be submitting the attendance to trainee because in SUK, no finger tax provides for training student. After student claim their allowance, the trainee need

get allow from assistant director and after her approve, the trainee should submit all information about allowance to financial department and they will proceed for the next step.

3.1.1.8. Explore Website hrms

Encik Azrulhisyam gives a link of hrms website with email and password for log in hrms to explore the function in the website. After explore, encik Azrul Hisyam assign the trainee to keep the data of new staff make a registration. Before key in, the trainee should check the data at the green book which is registration book of staff.

3.1.2 Design

3.1.2.1 Tentative design



Figure 11: Tentative of program

For the first design is the trainee possesses the basic skills in designing by using the Microsoft office which are Microsoft publisher. Thus, Puan Siti Mariam was given a task to design a tentative book for special event which is “Seminar Mengenal Undang-Undang Tubuh Negeri Kelantan Dan Perlembagaan Negara”. The trainee should include the details about the event such as the venue, time, tentative of the event. This

tentative will be attached at invitation letter and distribution list and fax to any organization are involved and also included in the file during the program.

3.1.2.2 Schedule design

NO	03 FEB 2019	04 FEB 2019	05 FEB 2019	06 FEB 2019	07 FEB 2019	08 FEB 2019	09 FEB 2019	10 FEB 2019	11 FEB 2019	12 FEB 2019	13 FEB 2019	14 FEB 2019	15 FEB 2019	16 FEB 2019	17 FEB 2019	18 FEB 2019	19 FEB 2019	20 FEB 2019	21 FEB 2019	22 FEB 2019	23 FEB 2019	24 FEB 2019	25 FEB 2019	26 FEB 2019	27 FEB 2019	28 FEB 2019	01 MAR 2019	02 MAR 2019	03 MAR 2019
1	Pembukaan & Pengantar																												
2	Pembelajaran																												
3	Kunjungan Lapangan																												
4	Penutupan																												

Figure 12: schedule design

By using Adobe Photoshop, the trainee was to create a schedule for “Leadership Experiential Programme (LEAP)”. This schedule must be details complete almost 1 month start from 3th February until 3 March 2019. In this schedule, the trainee should manage date, time also the title of slot program and details of facilitator.

3.1.2.3 Backdrop design



Figure 13: Backdrop of program LEAP

As we known that backdrop is very important in every program. This is because important information will show on the backdrop. So, the trainee got the opportunities to

make a backdrop for program "Leadership Experiential Awareness Program". This is the first backdrop the trainee designs.



Figure 14: Backdrop of program skills of the future

After that, design backdrop is for program "skills of the future "on July. This backdrop was assigned by director and all information from Puan Siti Mariam. There are four design for "skills of the future" program was created for this program and majority choose this design. The trainee has use online poster maker which is Canva.

During the internship training, the trainee got the opportunity to make backdrop editing nearly 9 backdrops for the program. 4 backdrops for this program and 5 backdrops for other program which are backdrop for "Majlis Anugerah Perkhidmatan Cemerlang, program menuju redha ilahi, memo penulisan berkualiti and others.

3.1.2.4 Certificate design



Figure 15: Certificate of Program

Design by trainee is the certificate and just only use Adobe Photoshop to complete. This certificate was design by trainee behalf on University Islamic International Malaysia (iium). At the first, the trainee makes the certificate according to creativity and information based on by executive officer, Puan Siti Mariam.

After complete, the trainee has shown that certificate to assistant director which Puan Rusahida Ibrahim in order to get comment. He gives a tip to make a certificate, at the first need to know the main subject or point in the certificate, make sure that main point is bold and clear in the certificate and if there are have sentences make sure every sentence clear and easy to read and need to center.

3.1.2.5 Design slide



Figure 16: Design of power point slide

The trainee got the task to making the slide for presentation of preparation the program under training and competencies at Bandung- Jakarta that will be held on July 2019. That slide explains about overall function of the program, vision, mission, objective, itinerary and also who staff will join the program. This slide is making for Puan Siti Mariam and Puan Nazeefah Nawi as an executive officer at human resources department to present for director of human resources department and also all staff in position executive officer in Pejabat Setiausaha Kerajaan Negeri Kelantan. The trainee needs to design by itself the design and information of slide.

After complete the slide, Puan siti Mariam and Puan Nazeefah Nawi make a check the slide.

During internship, I follow one of the staffs Encik Hisyam from development of organization unit as an IT staff to complete their work. This task is about install the program and software to a new pc and old pc after format. This task is often doing on Mac after my department received around 30 new personal computers for technology refreshment. These personal computers must be distributed within the certain time to user.

Those have outdated PC. Priority is given to staff that have outdated PC. The program and software are including basic software such as the Mozilla Firefox browser, Microsoft Office, Adobe Reader and Tight VNC. After trainee have installed the basic software, the trainee needs to install the specific program and software that used in Human Resources department. In order to install the software, there are some steps and procedure that must be followed to make sure the software can run without any problem. After completed with installation, the PC must set up at the placed as per requested. Lastly, the trainee fills up the distribution form to requestor. That needs to fill as evidence the PC was already set up.

3.1.3.2 Invigilator of Examiner



Figure 19: Being an examiner

In training and competencies unit, one of the responsibilities is must handling examination for civil servants under state government. For confirmation their position,

they need to take the exam and need to pass the exam so that their position is confirmed. During training, the trainee has become invigilator for 1 examination and can get allowance for RM45/ days. The trainee needs to setup the table, distribute question paper, take form of examination from table by table and need to make sure that candidate did not have any problem during the examination. This exam held in Open University Malaysia and Politeknik Kok Lanas and have a two session which is 8.30am until 11am and continue the next session start from 2.30pm until 5.00 pm.

Almost 5 months in training and competencies unit, the trainee being examiner for 3 times. Examinations was held in different placed which Open University Malaysia and Kolej Matrikulasi Kok Lanas for 2 days.

3.1.3.3 Secretariat

Almost 5 month the trainee training under training and competencies unit, the main function of ULK are to organize program for the civil servants under state government. There are 9 programs under training and competencies unit. The program will be held in another place which dewan Mabna, dewan Teratai or for outside program which Kem Askar Wataniah, Pengkalan Chepa, Hotel Grand river view and also at Hotel Perdana. Sometimes, Training and competencies unit also corporate with another unit which is Puspanita, Unit psychology and others.

The list program trainee joined is:

- i. Program Leadership Experimental Awareness Program
- ii. Program "Protokol And Etiket Social"
- iii. Program "Akta Kontrak Kepada Pegawai Tadbir Negeri Kelantan"
- iv. Program "Mengenal Undang-Undang Tubuh Kerajaan Negeri Kelantan Dan Perlembagaan Negara"
- v. Program "Penulisan Surat Memo Berkualiti"
- vi. Program Personality And Emotional Inteligence
- vii. Program Local Government, Program local Government strategy for Public-private Partnership, Land Development and prosperity.
- viii. Program "Perjalanan Menuju Redha Ilahi"
- ix. Program financial base to the secretariat program



Figure 20: Leadership Experimental Awareness Program

Firstly, the program first the trainee joined is Program Leadership Experimental Awareness Program. This program involves 30 participants almost 1 month for new intake officer for position state administrative officer. This program also involves Dato' Perkaya Setia, Deputy SUK, Director of all department and motivator invited.



Figure 21: Program local Government strategy

Secondly, Program local Government strategy for Public-private Partnership, Land Development and prosperity. This program involves all district officer in Kelantan and 160 participants are invited. This program held at Hotel Perdana, Kota Bharu, Kelantan.

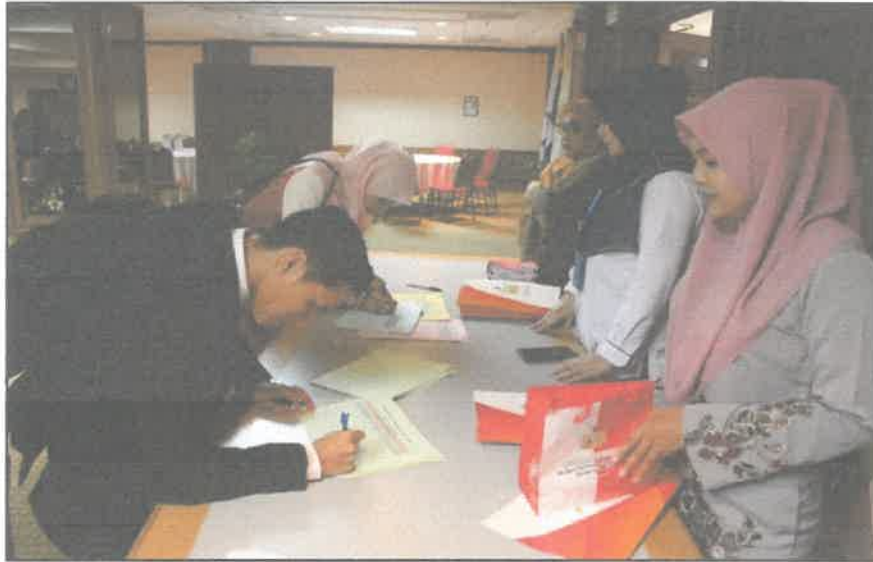


Figure 22: Quality memo and writing of official letters program

Thirdly, 200 participants as a position clerk invited for program Quality memo and writing of official letters program, the trainee being a secretariat as a multimedia, take attendance, quantity of the participants and others.



Figure 23: Program "Protokol and Etiket Social"

Fourth, for program "Protokol and Etiket Social", almost 250 participants who holds the position under state administrative officers involved with this program. This program starts from 9am until 5pm held In Dewan Teratai in Pejabat Setiausaha Kerajaan Negeri Kelantan.

In this program, student be a multimedia to take a photo and also ready for technical problem.



Figure 24: Financial Base to the Secretariat Program

Fifth, this program has been involved staff from n Urusetia Belia dan Sukan also Urus Setia Kebajikan, Pembangunan Keluarga & Wanita Negeri Kelantan organization. This program has been held to discuss the issues that have arisen. In addition to these organizations, financial department and human resources department also involved to be a explanations about the issued.



Figure 25: Program "Perjalanan menuju redha ilahi"

Sixth, for this program, training and competencies unit have chosen 3 people from each department to join this program. Islamic program is held to give awareness to staff that the importance of knowledge and the blessings of the work trusts are given



Figure 26: Program Personality and Emotional Intelligence

After that, Program Personality and Emotional Intelligence involved 150 participants as a position district officers in Kelantan and held in Dewan Mabna, Blok 3 at SUK.

3.1.3.4 Aerobic

In any organization, we know that there will be a program that will be organized by any organization no matter if once a week, one a month or once a year. In the Human Resources department, the trainee should be joined aerobic that will be held 1 or 2 times in 1 month in Thursday start from 8.00 am until 9.am. This program under SUK and will be join under all staff in SUK.

3.1.3.5 Performing as emcee

The trainee has got the ad-hoc task to be as the emcee during the Program Transformasi Minda. Before that, gives a task to the trainee to make an emcee text for both events. Program transformasi minda was conducted at PCB Resort almost 1 week. Puan Azila Nawi and Puan Siti Mariam is the staff the responsible to teach the trainee to be as the emcee and make a several time rehearsals before the event. For both events, the guest is director of Human Resources department. For this program,

.70 staff be a participant and during the “Program Transformasi Minda.” the trainee also responsible to setup laptop and LCD

3.2 Special project

Each students of Faculty of Information Management that undergo the industrial training are compulsory to propose a special project to the organization involved. This special project should relate to the courses taken by the trainee and must be completed within the training period from February to June 2019. In IM245 student can choose category for their special project based on need of the organizations. There are developing system, developing website, corporate videos and also create manual for existing system. So, it depends on the discussion between the trainee and the company. That's why before developing the special project; the trainee should make a discussion with the top management of the organization to identify the problems faced by them. After identifying problems, the trainee should collect the needed information and analyses those data to proceed to the next parts.

So, based on discussion with my supervisor in agency and also advisor, I decide to make a manual guide of eLatihan system because this system has just been created at the end of last year and no manual guide are provided. The function of this system is can make registration the program via online. Any staff from Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK) or other organization under state of Kelantan, they need to join the program and they can choose the program they are interested and the all the data will be kept in the system.

3.2.2 User

3.2.2.1 User Login

Instruction for eLATIHAN as below,

The screenshot shows the eLATIHAN login page. At the top, there is a header with the logo and text: "eLATIHAN" and "PENGUNTAHAN & PENYERTAAN LATIHAN MELALUI KAWALAN PROSES/PROSEDUR MELALUI SUKSES. PENYERTAAN MELALUI LATIHAN MELALUI SUKSES". Below the header is a form with the following fields and values:

Sila Masukkan No Kad Pengenal	
No. Kad Pengenal	931011036304
Masukkan Kad Keselamatan	660610295927
	89948
	30594

Below the form are two buttons: "Hantar" and "Batal". At the bottom of the page, there is a navigation bar with the following items: "Syawal Am", "Pilih", "Jadual Kursus", and "Pendaftaran".

Numbered callouts in the image indicate the following steps:

- 1: Points to the "No. Kad Pengenal" field.
- 2: Points to the "Masukkan Kad Keselamatan" field.
- 3: Points to the "Hantar" button.

Figure 27: Interface for Login eLATIHAN

STEP 1:

- 1) Go to website e LATIHAN <https://aplikasi.kelantan.gov.my/elatihan/suk>
- 2) User should be insert Identification Card number and Security code.
- 3) User can click **submit** to proceed to next page or **cancel** to back.



Figure 28: Interface for the instruction

- 1) After successful login, this page will show and user can click at "registration"

3.2.2.2 Registration

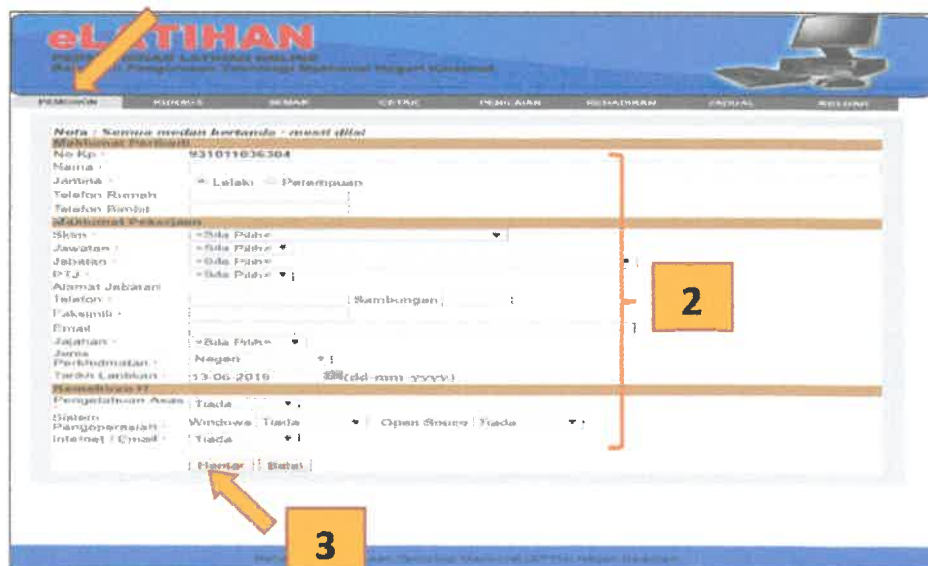


Figure 29: Interface of registration

- 1) First of all, User click "registration"
- 2) User should be fulfilling the form start from identification number until insert the email.
- 3) After completed the form, click button "submit"

3.2.2.3 Program

Tahun	Kursus/Siri	Nama Kursus	Tarikh Mula	Tarikh Akhir	Tempat	Tindakan
-------	-------------	-------------	-------------	--------------	--------	----------

Figure 30: Interface for program

- 1) Click button “**program**”
- 2) This page will display identity card and user name and user should be chosen year, program, program code
- 3) After that, user can click button “**submit**”

3.2.2.4 Check

Tahun	Kursus/Siri	Nama Kursus	Tarikh Mula	Tarikh Akhir	Tempat	Status	Status Hasil
-------	-------------	-------------	-------------	--------------	--------	--------	--------------

Figure 31: Interface for check the approval program

- 1) Click **check** to check application status and this page will show status information.

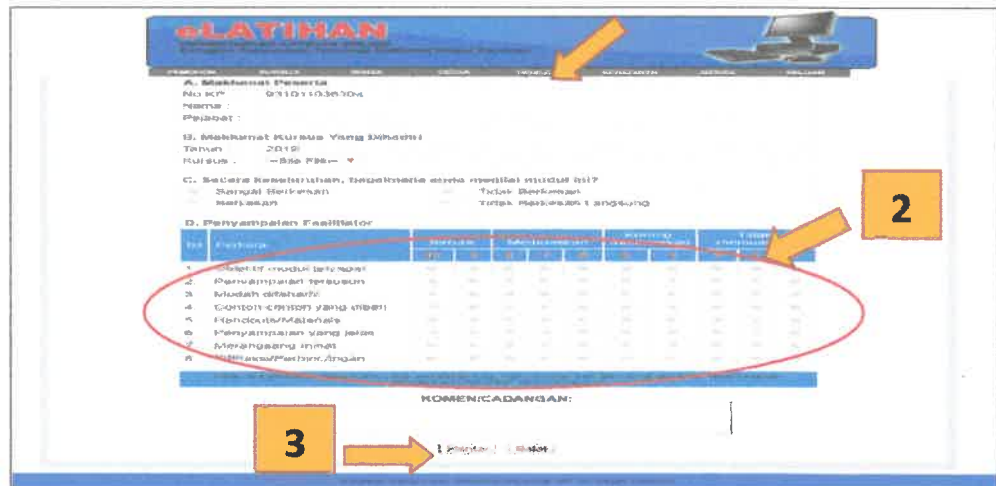
3.2.2.5 Print



Figure 32: Interface for print details

- 1) Click “print” to print user apply information and click at arrow “number 2.”

3.2.2.6 Assessment



- 1) Click “assessment” to fulfill the form and user should be choose of program
- 2) After that, user need to click on any spaces that have been provided, give 1 to 10 of scale
- 3) User can give a complaint or suggestion and after complete, user can, click “submit”

3.2.2.7 Attendance

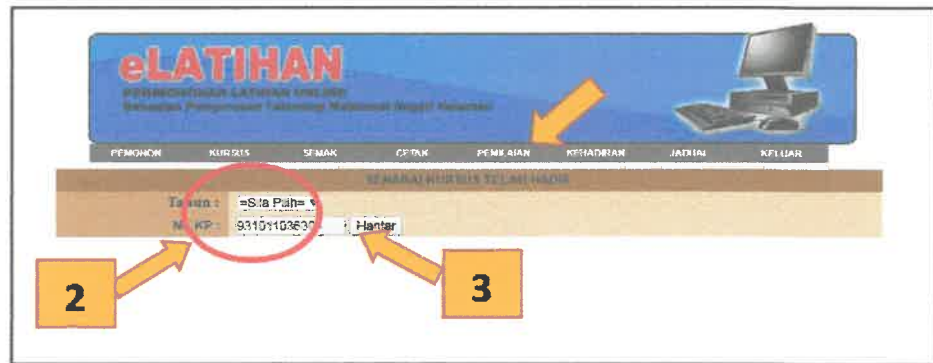


Figure 33: Interface for attendance

- 1) Click **“attendance”**
- 2) User should be chosen year and insert identification number to check the attendance
- 3) After decide year and insert identification number, click button **“submit”**

3.2.2.8 Schedule



Figure 34: Interface for schedule

- 1) User choose the date
- 2) After that, choose course and the result will show details

3.2.3 Admin

3.2.3.1 Login

3.2.3.2 Choose participant

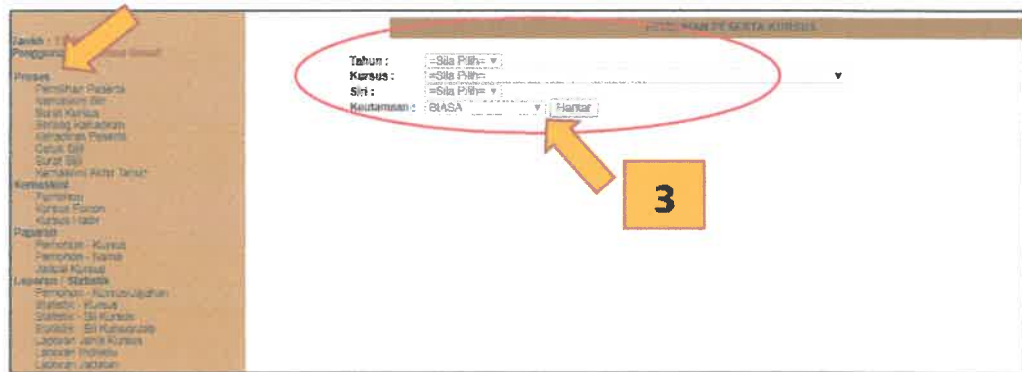


Figure 37: Interface for choose participant

- 1) First of all, admin should click at **choose participant**
- 2) Click and choose date, course, series and priority.
- 3) After done decide, click **submit**.



Figure 38: Interface for update status

- 4) After click the button submit , the result will show like this.
Admin can click at choose which "yes" or "no"
- 5) To check the details of applicant, click at identification number to see the details of participant

3.2.3.3 Update program

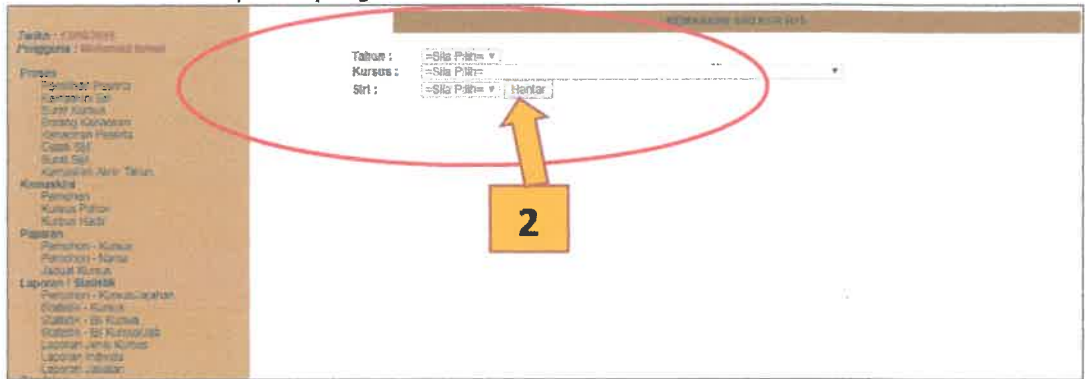


Figure 39: Interface for update program

- 1) Click years, course and series
- 2) After that, admin can click button **submit**



Figure 40: Interface for update the participant program

- 3) Admin can update attendance which can click **“yes”** or **“not”**
- 4) After that, can click at identification number to see the details of participants
- 5) Click **“back”** to back to previous page

3.2.3.4 Print course

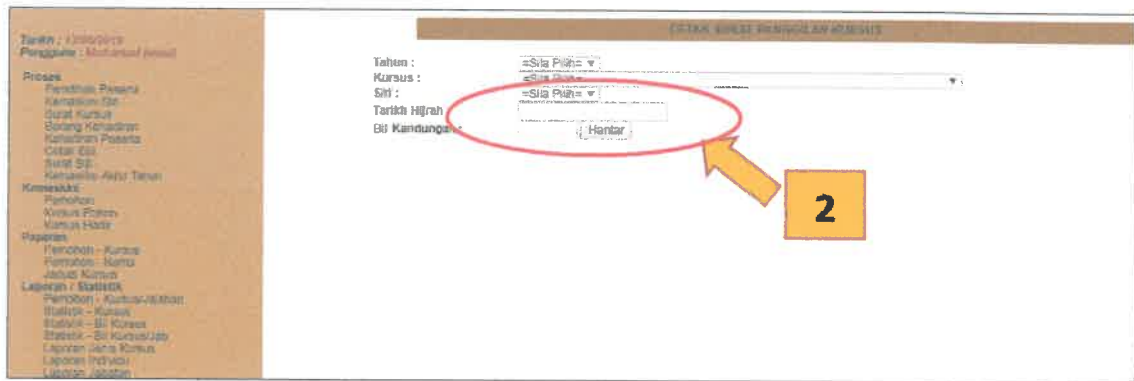


Figure 41: Interface for Print the course

- 1) Click and choose years, course and series
- 2) After that, admin can click button submit



Figure 42: print the details

- 3) Admin can choose and click at print email participant, print participant information or print letter of organization
- 4) After that, this page is automatically downloading the result

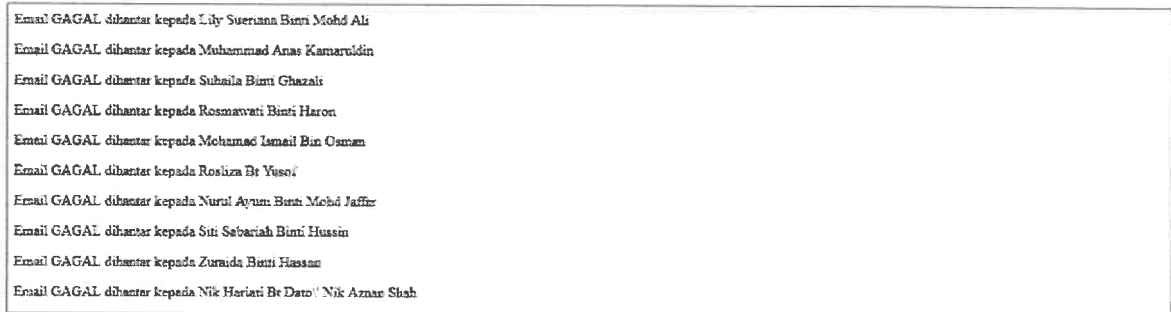


Figure 43: Interface for list of status email

3.2.3.6 Participant Attendance

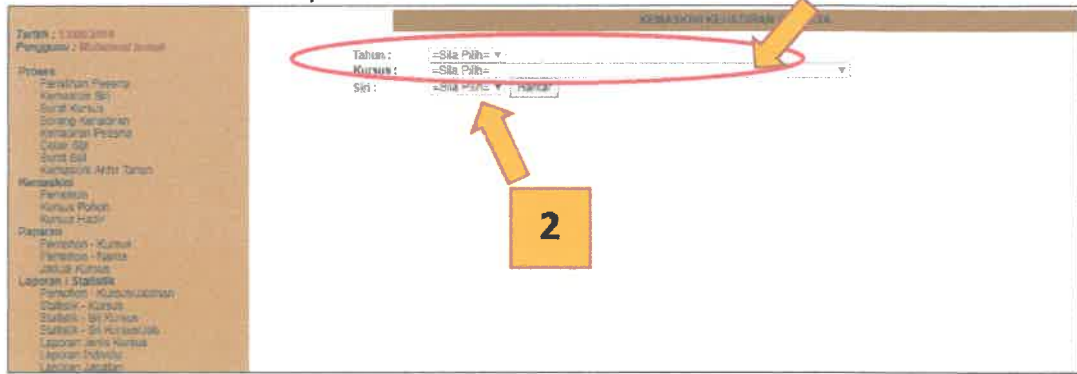


Figure 46: Interface for participant attendances

- 1) Click years, course and series
- 2) After that, admin can click button **submit**



Figure 47: Interface for list of and status of attendances

- 3) After click **submit**, list name will show, and admin can click “yes or no” to update
- 4) To print the details, admin can click at identification number and click “**ctrl+p**”

3.2.3.7 Certificate of Participants

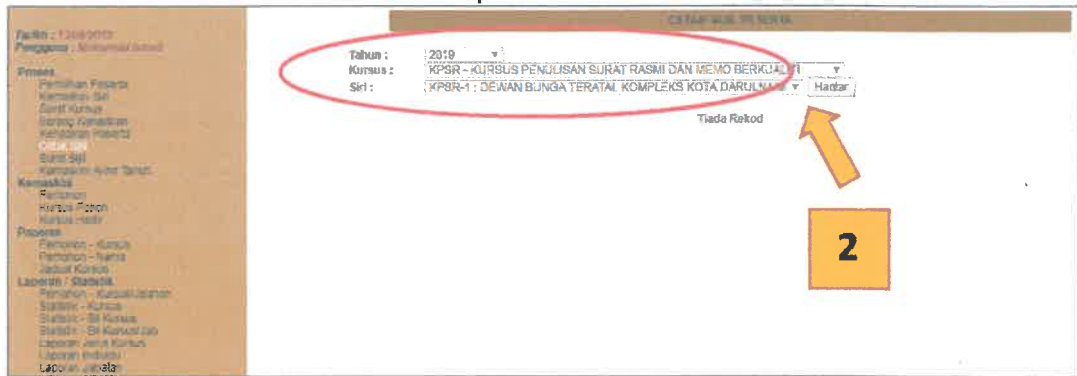


Figure 48: Interface for certificate of participants

- 1) Click years, course and series
- 2) After that, admin can click button submit

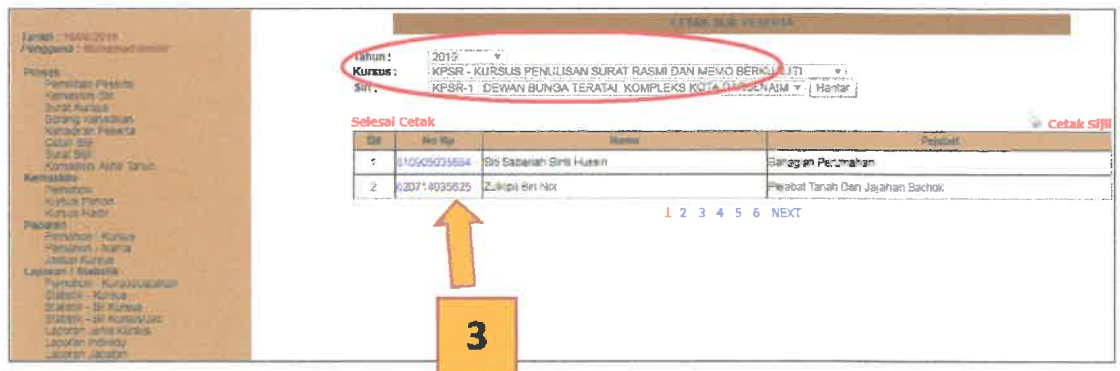


Figure 49: Interface for list of participants ger the certificate

- 3) After submitting, the pages will show list of names, identification number and office.
- 4) To create a certificate, admin must be click at Identification number and next pages will show details of program that are participants joined.

3.2.3.8 Update last year program

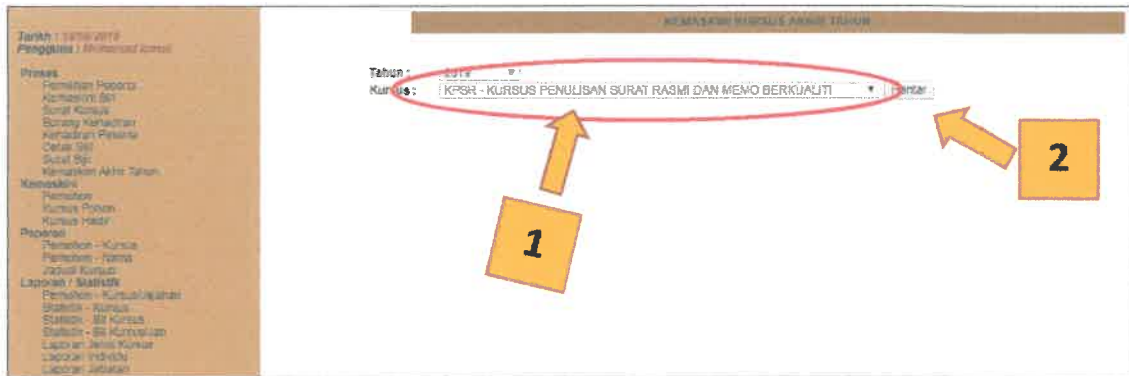


Figure 50: Interface for update the last year program

- 1) Click years, course and series
- 2) After that, admin can click button submit



Figure 51: Interface for check the statistic attendances

- 3) This page will show statistics of attendance

3.2.2.9 Update Data

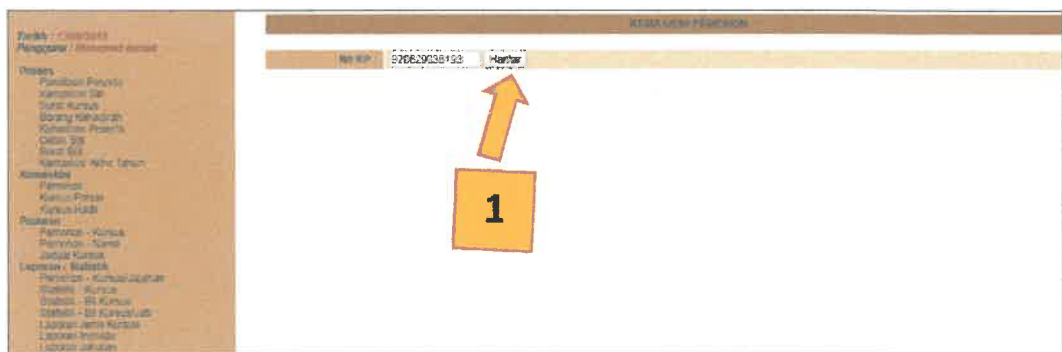


Figure 52: Interface for update the data

1) Admin should be insert identification number user and click button submit

The screenshot shows a web form for editing user details. The form is divided into several sections: 'Perniagaan Pekerja', 'Kemahiran', and 'Status Perkhidmatan'. The 'Perniagaan Pekerja' section includes fields for Name (Jantina), Gender (Lelaki/Perempuan), Home Phone (Telefon Rumah), Mobile Phone (Telefon Bimbit), Job Title (Jawatan), Position (Jabatan), Job Address (Alamat Jabatan), Phone (Telefon), Fax (Faksimili), Email (Email), and Job Type (Jejahan). The 'Kemahiran' section includes fields for Knowledge (Pengetahuan Asas), Operating System (Sistem Pengoperasian), and Internet/Email (Internet/Email). The 'Status Perkhidmatan' section includes a field for Service Status (Status Perkhidmatan). At the bottom of the form are three buttons: 'Hantar', 'Hapus', and 'Batal'. A red bracket on the right side of the form is labeled with a yellow box containing the number '2'. A red bracket at the bottom of the form is labeled with a yellow box containing the number '3'.

Figure 53: Interface change the details

- 2) Admin can update and change the details here.
- 3) After that, admin can click submit, delete or cancel.

3.2.3.9 Update course application

The screenshot shows a web form for updating a course application. The form has a header with 'NO. IDP: 00000000000000000000' and a 'Hantar' button. A red circle highlights the 'NO. IDP' field, and a yellow arrow points to it from a yellow box containing the number '1'. The form is divided into several sections: 'Proses', 'Kemahiran', and 'Papan'. The 'Proses' section includes fields for Name (Nama), Address (Alamat), and Phone (Telefon). The 'Kemahiran' section includes fields for Knowledge (Pengetahuan Asas), Operating System (Sistem Pengoperasian), and Internet/Email (Internet/Email). The 'Papan' section includes fields for Job Title (Jawatan), Position (Jabatan), and Job Address (Alamat Jabatan). At the bottom of the form are three buttons: 'Hantar', 'Hapus', and 'Batal'.

Figure 54: Interface for update course application

1) Admin should be insert identification number user and click button submit

KEMASUKAN KURSUS YANG DIRINDOH

No. IDP : 900215035457 | Hantar

Muhammed Rusul Bin Salleh

Tahun :

Kursus : **2**

Siri Kuraus : **2**

Pemilihan : Tidak Ya

Kehadiran : Tidak Ya

Sijil : Tidak Ya

Tahun	Kursus/Siri	Nama Kuraus	tarikh Mula	Tarikh Akhir	Pemilihan	Kehadiran	Sijil	Trafikan
2016	KKP-2		01/01/1970	01/01/1970	Ya	Tidak	Tidak	Kemaskini (Hapus)
2017	MEJ-01		01/01/1970	01/01/1970	Ya	Tidak	Tidak	Kemaskini (Hapus)
2018	BEPSA-1	Bengkel E-pembelajaran Sektor (opsa)	15/04/2018	16/04/2018	Ya	Tidak	Tidak	Kemaskini (Hapus)
2018	KIDH-1	Kempen Integriti Di Hartu Bers	08/04/2018	08/04/2018	Tidak	Tidak	Tidak	Kemaskini (Hapus)
2018	KPPN-1	Kursus Pra Persaraan	11/10/2018	11/10/2018	Tidak	Tidak	Tidak	Kemaskini (Hapus)
2018	KPWB-1	Kursus Penyediaan Kew.B & Buku Rekod Parkhidmatan	06/09/2018	06/09/2018	Tidak	Tidak	Tidak	Kemaskini (Hapus)
2018	PPP-1	Program Pengurusan Pelanggan	03/07/2018	03/07/2018	Tidak	Tidak	Tidak	Kemaskini (Hapus)

Figure 55: Interface for update program applicant

- 2) After submission, admin can choose course. Series. Attendance, and certificate and click button submit.
- 3) To delete the data, admin can click action.

3.2.3.10 Display course, name and schedule of course

SEMAJUA PEMESON

Tahun : **1**

Kursus : **1**

Siri : **1**

Hadir : Hantar

ID	No Kp	Nama	Jabatan	Kursus	Hadir
1	710523035303	Ahmed Ekuan Bin Mohamed Azmi	Stadium Negeri Kelantan	KPSR-1	Tidak
2	900421035337	Ahmad Muaz Mohaimin Bin Arifin	h Dan Jajahan Kecil Lojing	KPSR-1	Tidak
3	060220295170	Aimi Munirah Binti Ab Aziz	Wardah Jabatan Pembangunan Keluarga Dan	KPSR-1	Tidak
4	670702115267	Aanul Muzamill@amhukidin Bin Ismail	Majlis Daerah Gua Musang	KPSR-1	Tidak
5	840123035783	Fahrolul Hakim Bin Fauzi	Perbadanan Pembangunan Ladang Rakyat Negeri Kelantan	KPSR-1	Tidak
6	760330035567	Haarna Hisham Bin Muhamad	Jabatan Hal Ehwal Agama Islam Negeri Kelantan	KPSR-1	Tidak
7	630729035408	Hjh. Amnah Bt Hassan	Pejabat Tanah Dan Jajahan Tanah Merah	KPSR-1	Tidak
8	751013035702	Lily Sueriana Binti Mohd Ali	Behagian Kerajaan Tempatan	KPSR-1	Tidak
9	860914295248	Nimi Azira Binti Mohd Nuri	Pejabat Tanah Dan Jajahan Pasir Puteh	KPSR-1	Tidak
10	920529036193	Mohamed Ismail Bin Osman	Bahagian Pengurusan Sumber Manusia	KPSR-1	Tidak

1 2 3 4 5 6 NEXT

2

3

Figure 56: Interface for display the course, name and schedule of course

- 1) Click years, course and series
- 2) After that, admin can click button **submit**
- 3) This page will show the details of participants and to **print**,

3.2.3.12 Statistic of program/ number of course

Tahun	Kursus	BR Pohon	BR Hadir	MR Spt
2019	KPEI - Kursus Personaliti Dan Emotional Intelligence	82	0	0
2019	KPSR - Kursus Penulisan Surat Rasmi Dan Memo Berkualiti	60	2	0
	Jumlah	142	2	0

Figure 59: Interface for statistic program

- 1) Click years, course and series
- 2) After that, admin can click button **submit**
- 3) Page will show list name of participant

3.2.3.13 Report of Program



Figure 60: Interface report of program

- 1) First, click the button arrow and choose the short form of program and click at program that user choose an interested

No	Nama	No. K/P	Jajin	Agensi	Tempat	Tarikh Mula	Tarikh Akhir	Bil. Hari
1	STY SABARAH BINTI HUSNIZ	210802239844	Kursus Penulisan Surat Rasmi Dan Memo Berkualiti	Bahagian Pengurusan Teknologi Maklumat	Dehan Bunga Teratai, Kompleks KSA Darulharam	2019-04-21	2019-04-22	2
2	ZULKIFLI BIN NOR	620714135625	Kursus Penulisan Surat Rasmi Dan Memo Berkualiti	Bahagian Pengurusan Teknologi Maklumat	Dehan Bunga Teratai, Kompleks KSA Darulharam	2019-04-21	2019-04-22	2

Figure 61: Interface for list of report

2) After that, system will show details of information

3.2.3.14 Report of agencies

Slip	Nama	Bil. Hari
1	WAN MOHAMAD SABCI BIN WAN ISMAIL : 800722036269	0
2	NURUL : 900628035218	0
3	ROGAYAH BINTI HASRIM : 570707035042	0
4	SITI NORLIANA BINTI HARIS : 850408036156	0
5	NUHUL ELANE BINTI BAHARI : 021201035444	0
6	MHD HAFIZUL BIN MHD RANGZAZI : 850595035577	0
7	HARIS BIN KHALID : 611014035905	0

Figure 62: Interface for agencies report

1) Click years and agencies and this page will show details of information.

CHAPTER 4

CONCLUSIONS

4 CHAPTER 4

Conclusion

In the conclusion, industrial training is not simply a requirement for a student to graduate but industrial training is an element that used to expose student to the actual working situation. Industrial training will get ready student with the skills and knowledge that match with current market needs.

Then, industrial training can change students' view towards working life. Student usually will think that after graduate there is no need to learn anymore, but the actual is the real working life is more challenging because technologies keep changes according to industrial revolution and student need to keep their knowledge up to date with the technology because working is a never-ending learning process.

When I am doing my practical training, there are a lot of knowledge, skills and experience that I have gain and adapt during doing the task. The practical training is not something wasteful because by doing practical training. I have learnt a lot of new things practically instead of only the theory. There is much knowledge that I have gain during completing the practical training. Here, I can harness the talents and my abilities, so I can see if my real abilities and advantages. I can also use my experiences that I had while in UiTM and newly studied in the Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK) for future. If I step into the world of work later, I can use the knowledge, skills and experience that I have had to serve at my work later. The knowledge, skills and experience that I have gain is listed as below.

4.1 Application Knowledge, Skill and Experiences

During the trainee industrial training, the trainee has applied a lot of knowledge that the trainee was learnt during learning theory since diploma until degree.

The trainee can apply that knowledge into practical task from the theory lesson during study.

The trainee has applied Communication Skills for Information Professionals (IMD121) course during communication with all the staff in that office which has different of level. Also, when receive or follow up participants the call at office phone. The trainee should know the voice tone should be use when not face to face, because the intonation of voice can play the big role in order to know the emotion of that people. The others task that related with the courses that doing by the trainee is make the interview in order to get news. The suitable voice tone should be used to persuade when asking the question or explanation to them. The ways of speak either formal or not formal.

After that, the trainee also should know how to communicate when face to face with public or participants or with VIP during the programs and need apply to formal when communicate during the program. So, with communicate to others, the trainee can challenge myself to be proactive, confident and thoughtful in providing all the duties and responsibilities assigned to ensure that I will be able to produce good results in decision making and use all the knowledge and skills to achieve the satisfaction of themselves during my practical training.

During training, The trainee has applies Information System Interaction and Consultation (IMS556) course during acts as emcee at Program Transformasi Minda . That is can use Oral Presentation (TOPP) which starting from phase one, analyzing the audience, second phase is applying ABC, phase three is drafting the speech, phase 4 delivering the goods.

For example, the trainee should know who is audience, what want to tell to them, how much do they know about the program and others. After that,

the trainee also needs to know more about the program because possible audience will be asking anything.

4.2 Personal thoughts and Opinion

In my opinion, industrial training is importance to give a knowledge, experience and training to student before starting a professional career. It also develops a student that job-ready. So that, after graduates they will become a trained student and ready to work in any organization that will get. Industrial training also an opportunity for students to practice of what they learned in universities. Then, industrial training can give a preparation for student before graduate, student can learn about industrial demands, skill set and work ethics.

During at the internship training, all the staff starting from the supervisor, the staff, and even the top management is friendly and easy to deal with the trainee. It is because during at that office, the trainee is the only trainee student, which is the possible reason the trainee is easily to communication and deals the staff at the office.

In my personal thought, the director request a task to complete the system in 2 weeks and my problem is no one staff guide me. After that, the director not give information about the system. For example, the director not mention clearly what the function will need have in the system and request help from IT department staff but IT staff no time to assist the trainee to complete the project. This is because IT unit so busy with their project also program.

After that, the lack of employees when the day comes the program because they are not known who are assigned because they not discuss to assign each staff to run the program well and sometimes an employee has to manage a lot of things at the same time there is a staff who give the task to trainee student without first informing.

Another personal thought is internship management. During 5 months of training in training and competencies unit, the trainee looking there is a shortage in managing practical student. This is because the staff does not provide the student placement according to field of study and after the enrollment student, the student must take long time to be sending them to their department.

4.3 Lesson learnt

Another lesson that I have learned in the industry is we have to become the disciplined person with followed all the rules and regulations of the organization. Although we are just the industrial trainee students, we are also a part of the industry and once we have entered to the organization, so we have to follow all the rules that have been stated by the organization. For student, the organization not provides a uniform but still have an attire code for student that is wear a Baju Kurung and formal shoes. So, I must follow all the attire code that has been noticed by Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK)

After that, the trainee has learnt the ways of manage time with the staff. The time management, when the staff give a task, they will period of time that need complete the task, according to time that stated by the staff, the trainee attempt to make the task complete before the time should be sending to the staff.

During training, the trainee learnt about manage the program. Any program approved by the director must be prepared two days and was assign who are responsible on the day of program to make sure program are going smooth. Before program, staff need got allowed from director to make a program. After got allowed, letter and memo to participants will be distributed by fax.

Other than that, the trainee also learnt procedure to invite outside speaker either in Malaysia or overseas. For example, trainee should find all details in search engine. After got all the details, the trainee must have a relationship with responsibilities person and follow the next procedures.

Next, the trainee has learned the skills of create a formal letter and memo to get allow to make a program from director or any agencies will be

involved or letter of invite the outside speaker. After that, the trainee also learn using Microsoft excel to key in the data.

Lastly, the trainee also got the experience being an examiner and as well as seeing how to handle examiners situation.

4.4 . Limitation and Recommendation

The internship program had given me many experience and learning process. However, there are challenges and limitations that I had to face during my internship program. Therefore, any limitations should not be issued without any recommendation to solve the problem as the limitations will be seen as a baseless argument.

Firstly, the lack of employees in that training and competencies unit. There is no IT staff who are good in technical at every time of the program and when technical problem, training and competencies unit need help from it department. According to thing, the responsible person should take action in order to make sure got the enough staff to perform the jobs and this program more effective and efficient.

Secondly is record management. Almost 5-month training, the trainee looking that record of the program not well organized and sometimes not places in the right place. According the things, staff who are manage the file should care and manage file well. Each file must be arranged at cartoon that are provided to facilitate in searching and look more organize.

Lastly is finger print. In Suk, there are not provided finger print for the training student. So, it is difficult to student or staff are on duty to see a student's attendance because no record. For example, when training student want to claim their allowance, they only can submit the writing attendance paper and

this too can be a lie to their student. So according to this problem, IT Department should provide the finger print to make easier get the record attendance of student.

5 References

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APPENDICES

Buk. kami : SUK.D.200/01/9/2...td.5(5)
Berakhir : 10 Rabu/tadrib 1438H
9 Januari 2017

Ka. majlis:

YDho. Telferan Kolonel Aminuddin bin Yusoff
Timbalan Komander
Rejimen 606 Askar Wataniah
Kem Pendidikan Cheqa
16100 Kota Bharu
Kelantan.
(u.a. : Major.Rozlan_bin_Haji@mail)

Tuan,

LATIHAN KHAS KETENTERAAN BAGI PEGAWAI TADBIR NEGERI KELANTAN

Dengan hormatnya saya menulis kepada perkara di atas.

2. Sukacita dimaklumkan bahawa Bahagian Pengurusan Sumber Manusia, Pejabat Setiausaha Kerajaan Negeri Kelantan diberi lantikan jawatan untuk mengurus serta menyelaras Latihan Khas Ketenteraan kepada Pegawai Tadbir Negeri Kelantan terutamanya kepada pegawai yang baru dilantik. Sehubungan itu, satu pertandingan khas akan diadakan sebagaimana butiran berikut:

Tarikh : 17 Januari 2017 (Selasa)
Masa : 9.00 pagi
Tempat : Bilik Mesyuarat Pengurusan Sumber Manusia, Blok 2, Tingkat 2, Kota Darulnaim, Kota Bharu.

3. Sehubungan itu, tuan dimohon untuk hadir semasa sesi pertandingan tersebut. Di atas kerjasama yang diberikan, terlebih dahulu penghargaan ini mengucapkan ribuan terima kasih.

Buk. kami : SUK.D.200/01/9/2...td.5(6)
Berakhir : 10 Rabu/tadrib 1438H
9 Januari 2017

Ka. majlis:

Ysn. Setiausaha
Suruhajaya Perkhidmatan Negeri Kelantan,
Blok 6, Kota Darulnaim,
15503 KOTA BHARU.

Tuan,

LATIHAN KHAS KETENTERAAN BAGI PEGAWAI TADBIR NEGERI KELANTAN

Dengan hormatnya saya menulis kepada perkara di atas.

2. Sukacita dimaklumkan bahawa Bahagian Pengurusan Sumber Manusia, Pejabat Setiausaha Kerajaan Negeri Kelantan diberi lantikan jawatan untuk mengurus serta menyelaras Latihan Khas Ketenteraan kepada Pegawai Tadbir Negeri Kelantan terutamanya kepada pegawai yang baru dilantik. Sehubungan itu, satu pertandingan khas akan diadakan sebagaimana butiran berikut:

Tarikh : 17 Januari 2017 (Selasa)
Masa : 9.00 pagi
Tempat : Bilik Mesyuarat Pengurusan Sumber Manusia

3. Sehubungan itu, tuan dimohon untuk hadir semasa sesi pertandingan tersebut. Di atas kerjasama yang diberikan terlebih dahulu, penghargaan ini mengucapkan ribuan terima kasih.

Buk. kami : SUK.D.200/01/9/2...td.5(12)
Berakhir : 15 Januari/tadrib 1438H
09 Februari 2017

Ka. majlis:

Setiausaha, Datuk.

Dato'/Tuan,

LATIHAN KHAS KETENTERAAN KEPADA PEGAWAI TADBIR NEGERI KELANTAN

Dengan hormatnya saya menulis kepada perkara di atas.

2. Sukacita dimaklumkan bahawa pegawai dari... jabatan Dato'/ Tuan (lampiran 1) telah melepasi saringan awal penapisan latihan yang melibatkan pegawai dari jabatan Dato'/ Tuan bagi menjalani Latihan Khas Ketenteraan Wataniah pada 14 Februari - 15 Mac 2017.

3. Sehubungan dengan itu, pegawai daripada jabatan Dato'/ Tuan sebagaimana (Lampiran 1) dimaklumkan untuk menghadiri latihan tersebut berdasarkan list memohon. Atas nama Dato'/ Tuan, untuk memantapkan perkara ini, kepada pegawai Dato'/ Tuan, untuk membuat penapisan kesihatan kali kedua, sebelum menjalani latihan tersebut sebagaimana berikut:

Tarikh : 15 Februari 2017 (Isnin)
Masa : 8.30 pagi
Tempat : Pusat Sukan Angkutan Tersebut (SAT), Kompleks Cheqa, KOTA BHARU.

(Silu bawa bersama sekurang-kurangnya satu botol air yang mengandungi 500ml)

4. Untuk memastikan Dato'/ Tuan juga, pegawai daripada jabatan Dato'/ Tuan sebagaimana (Lampiran 1) akan diberi makluman di bagi menjalani latihan tersebut sebagaimana keterangan berikut:

Tarikh : 14 Februari 2017 (Selasa)
Masa : 8.30 pagi
Tempat : Kem Rejimen 606 Askar Wataniah, Kem Pendidikan Cheqa, KOTA BHARU.

(Silu bawa bersama 3 botol air permenoran, 3 botol 600 ml dan 3 botol air. Bawa APFM sedia).

5. Selain itu, pegawai Dato'/ Tuan juga diharapkan supaya membawa bersama, persediaan keperluan asas yang diperlukan bagi keperluan pegawai Dato'/ Tuan, semasa menghadiri latihan tersebut.

6. Sebarang pertanyaan, pegawai Dato'/ Tuan boleh telefon, berhubung, sms, dengan Tuan. No. telefon: 011-3378837 / 077481157 ext.: 2024 atau Tuan. SMI Marikan bin, Email: (Fonolog regional, Tadrib (Latihan dan Kemahiran) di Kelan, 014-8432719 / 077481157 ext.: 2029 atau email: smi.kelantan@gmail.com Di atas kerjasama Dato'/ Tuan, terlebih dahulu diucapkan ribuan terima kasih.

Setian.

#BIAN DUKUNG, BAJA DURUNG, BAKYAT DAN KUNG #

#SEMOGA ALLAH MELINDINGI TUANKU OUMMA DAN ADIRAH #

Taya yang berkuatkuasa:

AS. PATIH BIN HABILAH
Berasan Pengurusan Sumber Manusia,
D. D. SETIAUSAHA KERAJAAN NEGERI KELANTAN

S.E.

1. Yang Berhormat Dato' Setiausaha Kerajaan Negeri Kelantan

2. YAB Dato' Timbalan Setiausaha Kerajaan (Pengurusan)

3. Ysn. Setiausaha
Suruhajaya Perkhidmatan Negeri Kelantan
Blok 6, Kota Darulnaim,
15503 KOTA BHARU.

FORMAL LETTER

Raja Kamal Bertaib : SUK.D.000 (06) 423/23 Jld 32 - 07 ()
 21, Kompleks 1440H
 26 JAN 2019M

Kepada,
 Penerima Latihan Industri
 Pejabat Kota Bharu
 Km 24, Mkn Lanteh
 15450 Kota Bharu
 Kelantan

Tuan,

PERMOHONAN PENEMPATAN PELAJAR LATIHAN INDUSTRI

Dengan hormatnya saya menulis kepada anda dan mengesahkan perkara diatas.

2. Dengan dimaklumkan bahawa permohonan untuk menempatkan pelajar dari seperti di bawah untuk mengikuti Latihan Industri tidak dapat dipertimbangkan kerana kuota pengambilan pelajar bagi program tersebut telah dipenuhi.

No.	Nama Pelajar	Program	Tempah
1.	SITI HUSNA BINTI HUSIN	SARJANA PENGURUSAN (POLISI) DAN PERLENTARAN SOSIAL	1 JULAI 2019 HINGGA 29 SEPT 2019

3. Sebagaimana dengan itu, pihak kami memohon maaf di atas ketiduran yang akan dialami oleh pelajar ini bagi mendapatkan tempat untuk mengikuti latihan praktikal. Walau bagaimanapun pihak kami mencadangkan pertanggungjawaban pihak anda kerana ketiduran pihak anda akan memberi kesan kepada prestasi pelajar ini.

Sekian terima kasih.

"RAJA BERDAULAT, RAKYAT SEPAKAT, NEGERI BERKAT"
"SEMOGA ALLAH MELINDUNGI TUANKU DUNIA DAN AKHIRAT"

Saya yang menjayakan amanah.

(HJIRUSAHIDA BT IBRAHIM)
 Penerima Latihan Industri (Polisi & Perlentaran)
 20.0, PENJAJARAN PENGURUSAN SUMBER MANUSIA
 PEJABAT SETIAUSAHA KERAJAAN NEGERI KELANTAN

PEJABAT SETIAUSAHA KERAJAAN KELANTAN
(BAHAGIAN PENGURUSAN SUMBER MANUSIA)
KOTA BHARU

MEMO

Kepada : Dato Kaya Setiausaha Kerajaan Negeri Kelantan

Ditanda : Penerima Penunjukan Sumber Manusia

Ruj. Fail : SUK.D.200(06) 423/64 Jld 0(2)

Tarih : 30 Januari 2017 - 06 Zulkaedah 1438

JEMPUTAN PERASMIAN

Dengan hormatnya saya menulis kepada perkara di atas.

2. Sukanda dimaklumkan bahawa ia telah diumumkan ke matrik permohonan bagi **SEMINAR MENGENAI UNDANG-UNDANG TUBUH NEGERI KELANTAN & PERLENTARAN NEGERI** sebagai berikut ketetapan berikut.

Tarih : 15 April 2019
 Masa : 9.00 am
 Tempat : Dewan Seminar, Blok 6-MAJLIS MBI, Koko Darulamin, Kota Bharu

3. Sebagaimana dengan itu, bersama-sama ini disertakan tentatif program dan anggaran majlis perasmian penutup kursus untuk makluman tuan. Di atas kerassama pihak tuan bagi mempersiapkan kursus ini amat diharapkan dan didarura dengan ucapan terima kasih.

Sekian

(HAJI MOHD FARID BIN DATO' HAJI ABDUL BAZAK)

Raja Kamal Bertaib : SUK.D.000 (06) 9/2 Jld 6 (R7)
 Bertaib : 34 Kompleks 1440H
 10 April 2019

30 Mei 2019

Yn maha,

ANWAR SHARIFUDDIN, Azam, Malaysia
 Blok C1 - C3 Kompleks C
 Pusat Pembangunan Sempadan Persekutuan
 62118 W.P. PUTRAJAYA
 (U.S. Kompleks D Desaru)

Tuan,

PENCALONAN PECAWA KUMPULAN PENGURUSAN DAN PROFESIONAL (P&P) GRED 41 HINGGA GRED 54 YANG BERKUALITI TINGGI DAN BERPRESTASI CEMERLANG UNTUK MENGIKUTI PROGRAM PENSANGKAPAN SERAMPANG TINGGI ANJURAN 'AZATAN BERKUALITI BAGAL UPA'

Dengan hormatnya saya menulis kepada anda yang telah dalam Rancangan JPA BKIS) 226/25 (3) bertarikh 18 Mac 2018 mengenai perkara di atas.

2. Sukanda berkesempatan untuk diinformasikan (Lantikan 01) sebagai CALA PENCALONAN Mumpun Pengurusan Dan Profesional (P&P) Gred 41 Hingga Gred 54 Yang Berkualiti Tinggi Dan Berprestasi Cemerlang. Calon-calon untuk mengikuti Program Penerimaan Berprestasi Tinggi Anjuran Pejabat Pengurusan Dan Profesional (JPA) untuk mengikuti dan mengikuti pihak anda sekiranya.

Di atas kerassama yang diberikan terlebih dahulu diucapkan ucapan terima kasih.

Sekian.

"RAJA BERDAULAT, RAKYAT SEPAKAT, NEGERI BERKAT"
"SEMOGA ALLAH MELINDUNGI TUANKU DUNIA DAN AKHIRAT"

Saya yang menjayakan amanah.

Yn Enik Abdul Azim Bin Zulrif

Penerima Ketua Pejabat (Penerimaan/Pembangunan Tanah dan Pemukiman)
 Pejabat Tanah Dan Galian Tanah Merah
 17500 TANAH MERAH.

Melaka

Yn An, Ketua Pejabat
 Pejabat Tanah Dan Galian Tanah Merah
 17500 TANAH MERAH.

Tuan,

PELANTIKAN SEBAGAI PENGACABA MAJLIS BAGI SEMINAR MENGENAI UNDANG UNDANG TUBUH NEGERI KELANTAN & PERLENTARAN NEGERI

Dengan segala hormat menulis kepada perkara di atas.

2. Sukanda dimaklumkan bahawa Bahagian Pengurusan Sumber Manusia, Pejabat Setiausaha Kerajaan Negeri Kelantan akan mengadakan Seminar Mengenai Undang-Undang Tubuh Negeri Kelantan & Perlentaran Negeri sebagai berikut ketetapan berikut.

Tarih : 15 April 2019 (Isnin)
 Masa : 8.00 pagi - 1.00 petang
 Tempat : Dewan Seminar, Blok 6-MAJLIS MBI, Koko Darulamin, Kota Bharu

3. Sebagaimana dengan itu, permohonan ini berhubung untuk memastikan bagi jabatan permohonan melaka yang seminar tersebut berkesempatan ini diumumkan sebagai berikut ketetapan berikut.

4. Di atas kerassama yang diberikan terlebih dahulu diucapkan ucapan terima kasih.

Sekian.

"RAJA BERDAULAT, RAKYAT SEPAKAT, NEGERI BERKAT"
"SEMOGA ALLAH MELINDUNGI TUANKU DUNIA DAN AKHIRAT"

Saya yang menjayakan amanah.

(HAJI MOHD FARID BIN DATO' HAJI ABDUL BAZAK)
 Penerima Bahagian Pengurusan Sumber Manusia
 b.p. SETIAUSAHA KERAJAAN NEGERI KELANTAN

SECRETARIAT





**SISTEM
PENGAUDITAN ANTI
RASUAH
MS ISO 37001
:2016**

**PEJABAT SETIAUSAHA KERAJAAN
NEGERI KELANTAN**



**SEMINAR MENGENAL UNDANG-UNDANG
TUBUH NEGERI KELANTAN
DAN PERLEMBAGAAN NEGARA**

Tarikh:
**09 Syablon 1440H
15 April 2019 (Isnin)**

Tempat :
**Dewan Seminar Blok 8 MABNA – MPK,
Kota Darulnaim, Kota Bharu**

Anjuran Bersama ;
Bahagian Pengurusan Sumber Manusia
Pejabat Setiausaha Kerajaan Negeri Kelantan
Dan
Pejabat Pemantapan Undang-Undang,
Negeri Kelantan



Kursus
“Skills of The Future”

**TARIKH: 12 JULAI 2019 (ISNIN-SELASA)
TEMPAT: DEWAN SEMINAR 123,
BANGUNAN MABNA, BLOK 8,
KOMPLEKS KOTA
DARUL NAIM.**

*Anjuran: Bahagian Pengurusan Sumber
Manusia, Pejabat Setiausaha
Kerajaan Negeri Kelantan*



**SISTEM
PENGAUDITAN
ANTI RASUAH
MS ISO 37001
:2016**

**PEJABAT SETIAUSAHA
KERAJAAN NEGERI
KELANTAN**



**LEADERSHIP EXPERIENTIAL
AWARENESS PROGRAMME**

TARIKH : 03 FEBRUARI-03 MAC 2019
 MASA : 8.00 PAGI – 4.30 PETANG
 TEMPAT : DEWAN SEMINAR, BLOK 8
 KOMPLEKS KOTA DARULNAIM

TARIKH: 30 MEI 2019

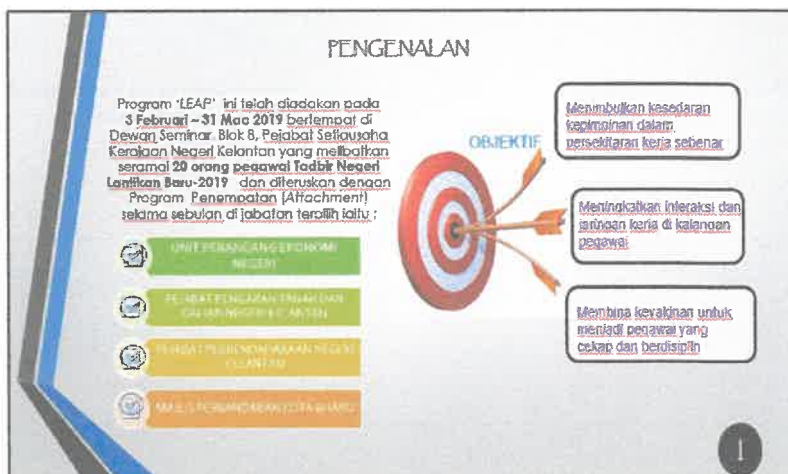
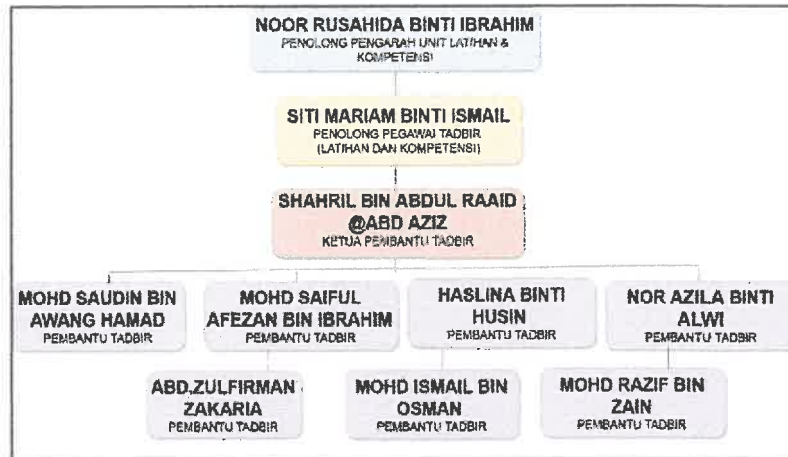


EXECUTIVE OFFICER: SKILLS OF THE FUTURE

Disadikan oleh:
 Seksyen Pembangunan Sumber Manusia (Unit Latihan Dan Kemahiran)
 Bahagian "Pengurusan Sumber Manusia"



DESIGN











SLIDE PRESENTATION

PEJABAT SETIAUSAHA KERAJAAN NEGERI KELANTAN



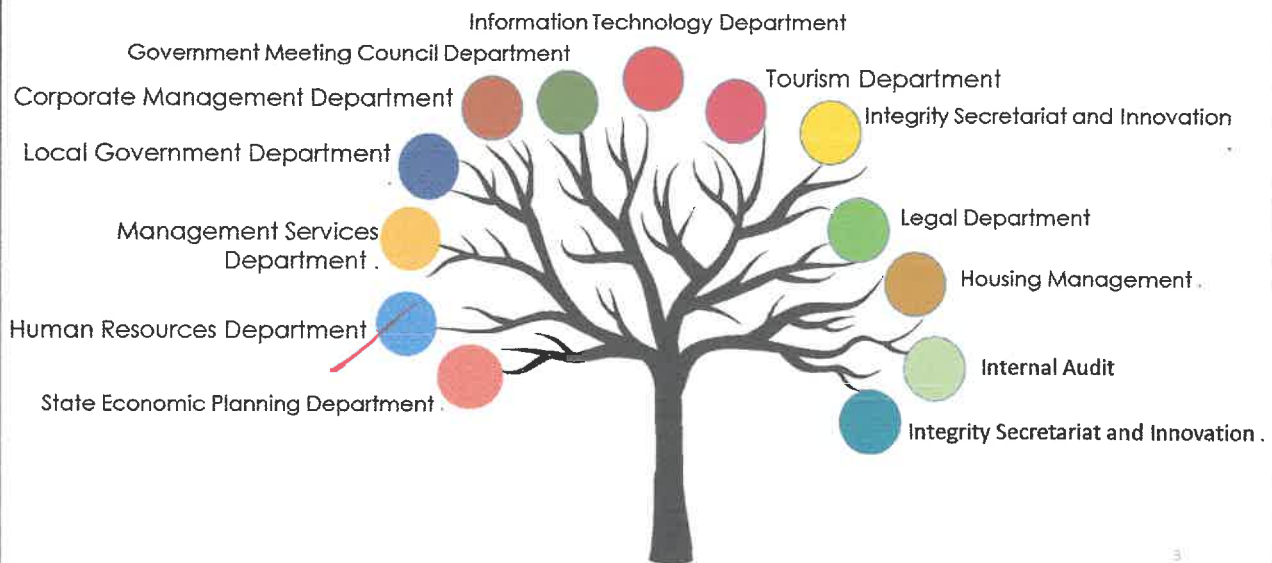
PRESENT BY :
NOR AMIRA BINTI IBRAHIM (2016728315)



INTRODUCTION

- ❑ Sultan Muhammad IV (1899-1920) was built a rectangular wooden building called "Opis Pohon Celagi".
- ❑ been placed in the 'Bangunan Takdir', Jalan Sultan Ibrahim, next to the Old Post Office, Kota Bharu.
- ❑ During the Japanese colonialism in 1942, a new building for the Office of the Pejabat SUK has been moved to a new building in Jalan Hospital / Street Doctor
- ❑ After the completion of the new building in the Kampung Puteh, Jalan Kuala Krai, in March 1987, the Pejabat SUK began to be placed in Kompleks Kota Darulnaim, Kota Bharu Kelantan.

DEPARTMENT IN SUK



ADMINISTRATION


- 1 Create A Formal/ Invitation Letter
- 2 Make A Report
- 3 Key in staff attendance
- 4 Allowance training student
- 5 Arrange schedule

DESIGN

- 1 Tentative
- 2 Backdrop
- 3 ~~Tentative~~
- 4 Organizational Chart
- 5 Slide
- 6 Certificate

OTHERS ACTIVITIES

- 1 Secretariat
- 2 Invigilator of examination
- 3 install and update PC
- 4 Take a photo/ multimedia
- 5 Aerobic
- 6 Being emcee



NOTA

1. Menghormati dan menghormati...
 2. Menghormati dan menghormati...
 3. Menghormati dan menghormati...
 4. Menghormati dan menghormati...

PERJANJIAN KERJASAMA KEHANTAN (MAKLUKAL PENGUNJUTAN UMMAH HANOMBA) AGLI BANGSA

MEMO

1. ...
 2. ...
 3. ...
 4. ...

FUNGSIJALAN

Program LEAP...
 1. ...
 2. ...
 3. ...

STRUKTUR PROGRAM

NO	LOKASI	TAHAP	WAKTU
1			
2			
3			

LAPORAN 'LEADERSHIP EXPERIENTIAL AWARENESS PROGRAMME' (LEAP)

DISEDIAKAN OLEH:
 BAKA YEN PERSEKUTUAN KEADILAN BERKUALITI
 BANGUNAN PERSEKUTUAN KEADILAN BERKUALITI

Kampus "Skills of The Future"

TARIKH: 12 JULAI 2019 (ISNIN-SELASA)
TEMPAT: DEWAN SEMINAR 123, BANGUNAN MABNA, BLOK B, KOMPLEKS KOTA DARUL NAIM.

Agenda, Bahagian Perancangan 2 sumber Manusia, Pejabat 5 Rantau Kumpulan Negatif Kolektif



PERJANJIAN KERJASAMA KEHANTAN (MAKLUKAL PENGUNJUTAN UMMAH HANOMBA) AGLI BANGSA

Tarikh: 08 Januari 2016
 15 April 2019 (Final)

Tempat: Dewan Seminar 203, 8 MABNA - M11, Kota Darulnaim, Kota Bharu

SISTEM PENGAUDITAN ANTI RASUAH MS ISO 37001 :2016

EXECUTIVE OFFICER SKILLS TRAINING

CERTIFICATE OF COMPLETION

This is proudly presented to
 Tuan Haji Mohd Farid Jela Datin Haji Abdul Rauf
 Professional Certificate of Anti-Corruption and Transparency Law for
 Substantive Law 11/1/2019 on May 2019

LEADERSHIP EXPERIENTIAL AWARENESS PROGRAMME

TARIKH : 03 FEBRUARI-03 MAC 2019
 MASA : 9.00 PAGI - 4.30 PETANG
 TEMPAT : DEWAN SEMINAR, BLOK 8 KOMPLEKS KOTA DARULNAIM



SPECIAL PROJECT



INTRODUCTION

- ❖ In Training and competencies unit, there are seniorian and new staff who is not familiar with the system
- ❖ System about registration the program

OBJECTIVE

- ❖ To provide a guideline as a reference sources
- ❖ Provide of guideline on the process in using the system

PROBLEM STATEMENT

- ❖ Staff not fully exposed to the system
- ❖ There are no printed manual guide provided
- ❖ No training for e LATIHAN system

User

Instruction for e-LATIHAN as below.



STEP 1.

- 1) Go to website e-LATIHAN <http://aplikasi.belantan.gov.id/e-latihan.zak>
- 2) User should be insert *Identification Card number* and *Security code*.
- 3) User can click *submit* to proceed to next page or *cancel* to back.



4) Klik ke bagian "registrasi"




2

- 1) First of all, User click "registration"
- 2) User should be fulfilling the form start from identification number until insert the email.
- 3) After completed the form, click button "submit"


Admin

Instruction for e-LATIHAN as below,




STEP 1


- 1) Go to website e-LATIHAN <https://aplikasi.belkasan.gov.my/elatihansuk>
- 2) User should be insert Identification Card number and Security code
- 3) User can click submit to proceed to next page or cancel to back.



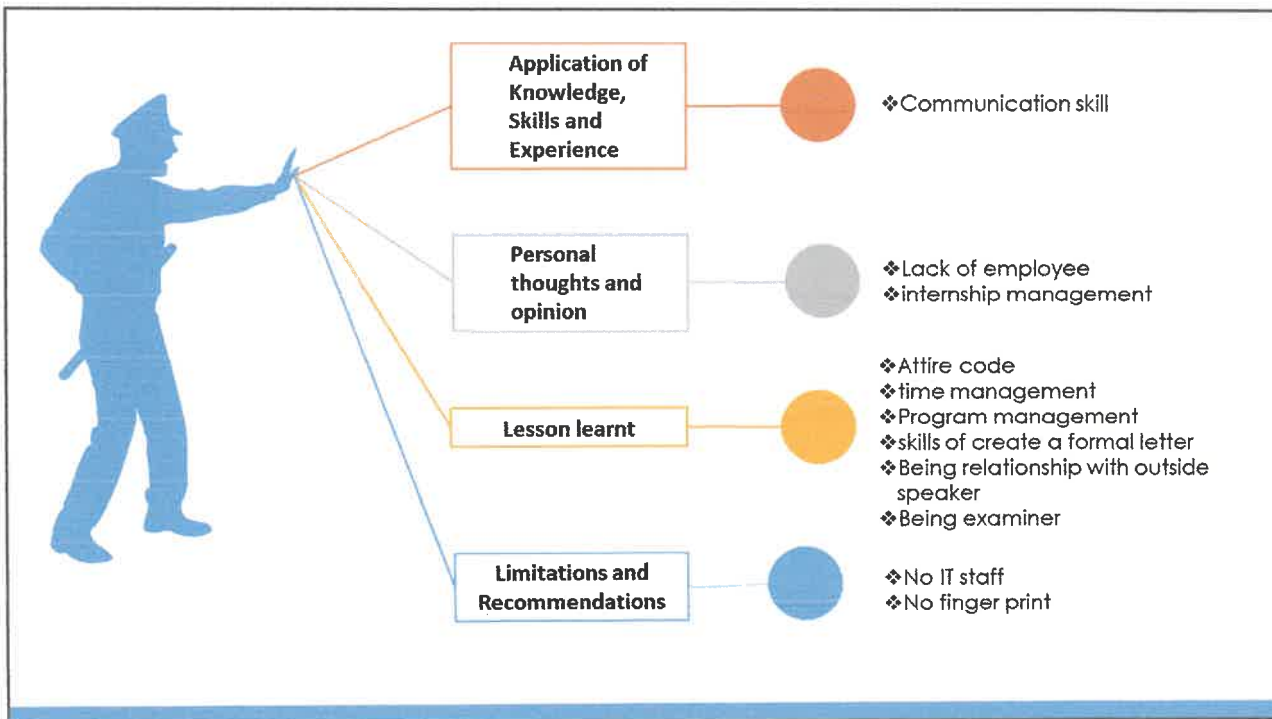
- 4) If click the button submit, this page will show this interface
- 5) Admin can see the list of function at left



- 1) First of all, admin should click at choose participant
- 2) Click and choose date, course, series and priority.
- 3) After done decide, click submit.



- 4) After click the button submit, the result will show like this. Admin can click at choose which "yes" or "no"
- 5) To check the details of applicant, click at identification number to see the details of participant





LOG BOOK

INSTRUCTIONS

- 1) This book is issued to you to record your assignments and activities during industrial training.
- 2) All entries must be regularly recorded by trainee and initialed by the Supervisor.
- 3) All entries are made in ink, except sketches.
- 4) The book must be handed to your Industrial Training Coordinator upon completion of attachment.

PERSONAL DETAIL

1. Name : NOR AMIRA IBRAHIM
2. Student ID : 2016728315
3. Programme : INFORMATION MANAGEMENT SYSTEM
4. Semester : 7
5. Home Address : _____

6. Tel No (HP) : _____
7. Email : _____

ORGANISATION INFORMATION

1. Full Name & Address : PEJABAT SETIAWAHA KEBAJAHAN
NEGERI KELANTAN
2. Department : _____
3. Supervisor : _____
4. Position : _____
5. Tel : _____ HP : _____
6. Email : _____

FOR OFFICE ONLY

Remarks :

ATE: 12/2/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8 am - Go to dewan seminar
* Take attendance
* Copy slide from motivator
* Distribute water to motivator, secretariat and participant

12 pm - Discuss with supervisor about the system.
* make decision to create the system (Includ: system / e-praktikal)

2 pm - Free time

NOR RUSAY DARIN FUSQAHIM

Pejabat Setiausaha
Negeri

DATE: 13/2/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8 am - Go to dewan seminar 4 Blok 2.
to be a secretariat at "Kursus ~~2020~~ Pengurusan Kawangan".
* Take attendance

3 pm - ~~Itt~~ in de dewan to continue the next slot.
* Take attendance

5~~4~~ 4:30 pm - Distribute meals to motivator and all participants.

NOR RU
Pejabat Setiausaha

Pejabat Setiausaha
Negeri
Pejabat Setiausaha Kerajaan
Negeri

DATE: 18/2/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8am - Go to dewan seminar at blok 4 with Mr. Azila and Mr. Saudin to be a secretariat at "Lulus Asal ~~K~~ K Organisasi Pengurusan Kawangan."
* Take attendance
* As a multimedia
* Distribute feedback form

2pm - Still in dewan to next slot.
* Take attendance.

4.30 pm - Distribute meals to all participants.

DATE: 19/2/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8am - Go to dewan seminar 4
Lulus pengurusan kewangan
* Take attendance
* As a multimedia
* Distribute file

2pm - Was assign by Mr. Raifu to to text that need to be pasted at white board.

3pm - Go to dewan seminar 4 for the next slot.
* Be a multimedia

4.30 pm - Distribute meals to all staff - participants.

NOR RUSAH
Pegawai
B...
Per...
T...
N...

DATE: 24/2/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8am - Go to dewan seminar
* Take attendance
* Be a multimedia Penol

~~NORRI~~

3

photocopy stapler the
paper notes that will
distributed

DATE: 25/2/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8am - Go to dewan seminar
* Take attendance
* Be a multimedia

Bahagian Sumber Insan
Negeri Kelantan.

A
ansi)
sia

10am - Was assign by Mr. Jaudin
to complete the attendance
staff in e-keberadaan
system

DATE: 29/8/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8.am - ~~Final~~ Prepare for leave chart.

10.am - Assign by Mr. Zulfirman to with the number of paper that will be given to UMI participant.

12.pm - free time

2.pm - meeting with director of PSM
* Discuss about point that are
* ice-breaking
* Discuss about task system

NOR RUSAHIDA BINTI IBRAHIM
Penolong Pegawai Kanan & Kompetensi
Bahagian Pengurusan Sumber Manusia
Pusat Sumber & Kerjasama Kerajaan
Negeri Melantan.

DATE: 3/3/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8.00am - Go to dewan keratai be a secretariat at Kurus Protokol dan Etika

- * Talk attendance
- * Distribute file
- * Distribute goodies.

10.am - ~~Final~~ ^{prepare} start presentation slide that will be present to BSM director.
- * make slide
* Print slide
* Do gant chart
* Do interface system
* Objective, problem statement, benefits

12pm - Start presentation to director and IT staff, Mr. Mohd Rafhan as a panel.

3.00pm ~~was assign~~ ^{was assign} by Mr. Zulfirman to complete the form of internship student

NOR RUSAHIDA BINTI IBRAHIM
Penolong Pegawai Kanan & Kompetensi
Bahagian Pengurusan Sumber Manusia
Pusat Sumber & Kerjasama Kerajaan
Negeri Melantan.

DATE : 6/3/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8.00am - make a report of Internship.
* Draw a interface of system.

Penyelia : A Binti Ibrahim
Bahagian Pengurusan Sumber Manusia
Pejabat Setiausaha Kerajaan
Negeri Kelantan.

DATE : 7/3/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8.00am - ~~Fax~~ Was assign by Mrs.
Aalina to fax the letter to

Pejabat Pengarah (Latihan & Korporansi)
Bahagian Pengurusan Sumber Manusia
Pejabat Setiausaha Kerajaan
Negeri Kelantan.

2.00pm - Was assign by Mr. Jaiful to
photostat letter.

A BINTI IBRAHIM
Bahagian Pengurusan Sumber Manusia
Pejabat Setiausaha Kerajaan
Negeri Kelantan.

DATE : 18/3/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

11.00 am - Fix letter to all JKR Kelantan.

2/3

12.00 am - Stop the letter that will distributed to participant of programme.

3.00 PM - Find the keynote for the system

NOR RUSAHIDA BINTI IBRAHIM
Pencolong Pengarah (Lainan & Kompetensi)
Bahagian Pengurusan Sumber Manusia
Pejabat Setiausaha Kerajaan
Negeri Kelantan.

DATE : 19/3/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8.00 am - Continue to make interface of the system.

- * Identify function
- * Create ERD, DPD & Context diagram

NOR RUSAHIDA BINTI IBRAHIM
Pencolong Pengarah (Lainan & Kompetensi)
Bahagian Pengurusan Sumber Manusia
Pejabat Setiausaha Kerajaan
Negeri Kelantan.

DATE: 24/3/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

9.00am - Was assigned by Mr. Pandin to complete the attendance staff in e-keberadaan system.

NOR RUSAHIDA BINTI IZAHANIM
Pentadbir Pengurusan Sumber Manusia
Bahagian Pengurusan Sumber Manusia
Pejabat Daerah dan Pustakawan
Negeri Kelantan.



DATE: 25/3/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8.30 am - Assist Mrs. Jaiy
ply
of internship

NOR RUSAHIDA BINTI IZAHANIM
Pentadbir Pengurusan Sumber Manusia
Bahagian Pengurusan Sumber Manusia
Pejabat Daerah dan Pustakawan
Negeri Kelantan.

DATE: 3/4/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR
REMARKS

10am - Was elight by Mr. Aziz to
email acceptance letter for
internship student.

NOR RUSAHIDA BINTI IBRAHIM
Pencapaian Pengarah (Laluan & Kejuruteraan)
Bahagian Pengurusan Sistem & Aplikasi
Pejabat Ketua Setiausaha Kerajaan
Negeri Kelantan.

DATE: 4/4/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR
REMARKS

8.00am - 11.00am

11.00am - I and Mrs. Siti Mariam
show the Mrs. Saidi to
discuss about the next
function of system,

NOR RUSAHIDA BINTI IBRAHIM
Pencapaian Pengarah (Laluan & Kejuruteraan)
Bahagian Pengurusan Sistem & Aplikasi
Pejabat Ketua Setiausaha Kerajaan
Negeri Kelantan.

3.00 pm - Create the
program INTAN that will
be held in Kemaman,
Terengganu.

DATE: 9/4/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

10.00 am - Follow Mrs. Siti Mariani
go to see IT staff to
discuss about the system.

11.00 am - ~~At~~ Correction of flow of
system

UMI NOR BUSALIMAH B. M. H. K. R. A. T. I. M.
Pencapaian Pencapaian (Lain-lain & Kejuruteraan)
Bahagian Pendidikan & Latihan, Kementerian
Pelajaran Tinggi & Kerjasama
Negeri-Negeri.

DATE: 10/4/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

8.00 am - Assist Mr. Azhar Zulfirman
to print screen an statistic
feedback of UMI

2.00 pm - Go to IT staff to learn
the coding of the system.

UMI NOR BUSALIMAH B. M. H. K. R. A. T. I. M.
Pencapaian Pencapaian (Lain-lain & Kejuruteraan)
Bahagian Pendidikan & Latihan, Kementerian
Pelajaran Tinggi & Kerjasama
Negeri-Negeri.

DATE: 15/4/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR
REMARKS

Was assign by Puan Haining To photocopy
and az paper to other organization

Pondong Pengarah Haluan & Industri
and Pejabat Setiausaha
Pejabat Setiausaha Kerajaan
Negeri Selangor

DATE: 16/4/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR
REMARKS

To complete
Discuss with director about
the
Director request for make
a statistic of applicant
~~Director request~~

**PERMOHONAN CUTI REHAT
(BAHAGIAN PENGURUSAN SUMBER MANUSIA)**

KEPADA : Unit Latihan & Kompetensi
(Ketua Bahagian/Unit)

Saya pohon kebenaran cuti rehat selama 2 hari mulai daripada 21/4/2019
hingga 22/4/2019

Catatan **

Tandatangan Pemohon : [Signature]

Nama Penuh : HUR AMRA IBRAHIM
(HURUF BESAR)

Jawatan : PELATAR PRAKTIKAL

Tarikh : 18/4/2019

KEPADA :
Pegawai Yang Meluluskan Cuti

Permohonan cuti di atas * disokong/~~tidak disokong~~

Tarikh : 18/4/2019

Permohonan cuti di atas * diluluskan/tidak diluluskan

Tarikh :

SITI MARIAM BINTI ISMAIL
Penolong Pegawai Tadris
(Latihan & Kompetensi)

Tandatangan Pegawai Yang
Meluluskan Cuti

UNTUK KEGUNAAN PEJABAT

Baki cuti pemohon hari. (Disi dan ditandatangani ringkas sebelum borang diserahkan kepada pemohon)

Pemohon diberitahu dan cuti direkod. (Tindakan ini hendaklah di ambil setelah cuti diluluskan).

Tarikh

b/p Pegawai Pentadbiran

* Nota: * Potong mana yang tidak berkenaan
*** Keterangan mengenai cuti yang di ambil

Kepada :
(Nama Pemohon)

Permohonan cuti tuan/puan telah diluluskan selama ___ hari dari _____
Hingga _____ Baki cuti rehat _____ hari.

b/p Pegawai Pentadbiran

DATE: 1/5/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Follow up all participation of program
Menyiku redha allah.

Had assign by Mrs. Azizah to print
Claim Student Internship and
make claim. the claim
be submit to financial department.

NOR RUSAHIDA BINTI IRDULI HA
Penerbit (Lelarian & Komunikasi)
Bahagian Perhubungan Suruhanjaya
Gedung Setiausaha Kerajaan
Negeri Kelantan.

DATE: 2/5/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Follow up participation that are
invited of Program Anugerah
Perkhidmatan Cemerlang.

NOR RUSAHIDA BINTI IRDULI HA
Penerbit (Lelarian & Komunikasi)
Bahagian Perhubungan Suruhanjaya
Gedung Setiausaha Kerajaan
Negeri Kelantan.

DATE: 19/5/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Follow + Enck Hsyam to go to table by table to check the computer and update the latest version.

- * Change the old computer
- * Download software
- * Update to latest version

NOR RUSAHIDA BINTI IBRAHIM
 Penerimaan Penerimaan / Admin & Kejuruteraan
 Bahagian Perumahan, Suruhanjaya Manusia
 Pejabat Setiausaha Kerajaan
 Negeri Kelantan.

DATE: 20/5/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

- Advise Enck Dufirman to create a letter for new programme, in that the letter the trainer should mention name, line and title.
- List name post name, Organisation and position of participant.

NOR RUSAHIDA BINTI IBRAHIM
 Penerimaan Penerimaan / Admin & Kejuruteraan
 Bahagian Perumahan, Suruhanjaya Manusia
 Pejabat Setiausaha Kerajaan
 Negeri Kelantan.

DATE: 29/3/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Be a Examiner of the exam
at OUM for the state final
start from 8-5 pm

K

NOR RUSAHIDA BINTI IPSA
Pencapaian Peringkat (Pencapaian) (Pencapaian)
Pejabat Negara (Pejabat Negara) (Pejabat Negara)
Negeri Sembilan (Negeri Sembilan) (Negeri Sembilan)

DATE: 30/5/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Be a examiner of the exam.
start from 8-5 pm.

NOR RUSAHIDA BINTI IPSA
Pencapaian Peringkat (Pencapaian) (Pencapaian)
Pejabat Negara (Pejabat Negara) (Pejabat Negara)
Negeri Sembilan (Negeri Sembilan) (Negeri Sembilan)

DATE: 16/6/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
* Show the progress of Manual file. to Puan Siti Masam.	
* Assist Puan Siti Masam to arrange her file.	
* Sort the document	
* Design the cover of file	
<p>NOR RUSAHIDA BINTI IBRAHIM Pencapaian Perolehan (Sijil & Diploma) Bahagian Pendidikan & Sains, MARA Pejabat Daerah dan Kawajaan Negeri Kelantan.</p>	

DATE: 17/6/2019

EXTRACT NATURE OF WORK DONE	SUPERVISOR REMARKS
	<p>NOR RUSAHIDA BINTI IBRAHIM Pencapaian Perolehan (Sijil & Diploma) Bahagian Pendidikan & Sains, MARA Pejabat Daerah dan Kawajaan Negeri Kelantan.</p>
	<p>NOR RUSAHIDA BINTI IBRAHIM Pencapaian Perolehan (Sijil & Diploma) Bahagian Pendidikan & Sains, MARA Pejabat Daerah dan Kawajaan Negeri Kelantan.</p>

DATE: 20/6/2014

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Design the certificate for internship student that will end on the training on June.

[Handwritten mark]

NOR HUSANIDA BINTI IBRAHIM
Pembantu Tadbir
Pejabat Daerah
Negeri Kelantan.

DATE: 23/6/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR REMARKS

Settled registration of internship student because staff in charge joining to the programme

~~Settle~~ Choose student based on course of field.

* Give the registration form data about as a student fut.

NOR HUSANIDA BINTI IBRAHIM
Pembantu Tadbir
Pejabat Daerah
Negeri Kelantan.

DATE: 26/6/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR
REMARKS

Horizon to
and that will
. What
room

Horizon
be held

DATE: 27/6/2019

EXTRACT NATURE OF WORK DONE

SUPERVISOR
REMARKS

Apply Enak Hujan to key in the
data staff in HRMN system.
The data was key in is new
staff make a registration.

Part of the future. P10

Dr. E. M. M. BRAHMA
Dekan
Fakulti Kejuruteraan
Pejabat Dekan
Negeri Malacca

ATTENDANCE

REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih NOR AMIRA BT IBRAHIM

No. I/C _____

Nama / Alamat Organisasi _____

Nama Penyelia DUAN HUR RUAHIDA BT IBRAHIM

Bulan / Tahun _____

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
3/3/2019	7.40	5.01	
4/3/2019	7.55	5.00	
5/3/2019	7.58	5.15	
6/3/2019	7.58	5.02	
7/3/2019	7.40	3.30	
10/3/2019	7.45	5.00	
11/3/2019	7.58	5.00 6.30	
12/3/2019	7.44	5.00 6.30	
13/3/2019	7.49	5.01	
14/3/2019	8.00	3.30	
17/3/2019	8.00	5.00	
18/3/2019	7.54	5.15	
19/3/2019	7.36	5.00	
20/3/2019	7.55	5.00	
21/3/2019	7.40	3.30	
24/3/2019	7.43	5.03	
25/3/2019	7.46	5.00	
26/3/2019	7.50	5.00	
27/3/2019	7.42	5.05	
28/3/2019	7.47	3.30	

Dengan ini saya m



REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : NOR AMIRA BT IBRAHIM

No. I/C : _____

Nama / Alamat Organisasi : _____

Nama Penyelia : DIAN NUR RULAHIDA BT IBRAHIM

Bulan / Tahun : 84

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
1/4/2019	8.00	5.00	
2/4/2019	7.53	5.00	
3/4/2019	7.46	5.00	
4/4/2019	7.47	3.30	
5/4/2019	7.47	5.00	
6/4/2019	7.52	5.00	
9/4/2019	7.57	5.00	
10/4/2019	7.53	5.00	
11/4/2019	7.48	3.30	
14/4/2019	7.43	5.00	
15/4/2019	7.48	5.00	
16/4/2019	7.47	5.00	
17/4/2019	7.43	5.00	
18/4/2019	7.43	3.31	
21/4/2019	7.45	5.00	
22/4/2019		5.00	
23/4/2019	7.53	5.00	
24/4/2019	7.43	5.00	
25/4/2019	7.45	3.30	
28/4/2019	7.44	5.00	
29/4/2019	7.47	5.00	
30/4/2019	7.39	5.00	

maklumat di atas adalah benar.

Tandatangan Pelajar _____ Tarikh : _____

Tandatangan Penyelia _____ Tarikh : _____



REKOD KEDATANGAN LATIHAN INDUSTRI

Nama Pelatih : NOR AMIRA BT IBRAHIM

No. IC

Nama / Alamat
Organisasi

Nama Penyelia : PUAN NUR RUSAHIDA BT IBRAHIM

Bulan / Tahun

Tarikh	Waktu Masuk	Waktu Keluar	Tandatangan Penyelia
2/5/2019	7:38	3:31	
5/5/2019	8:00	5:00	
6/5/2019	7:42	4:00	
7/5/2019	7:42	4:00	
8/5/2019	7:50	4:00	
9/5/2019	7:45	2:30	
12/5/2019	7:50	4:00	
13/5/2019	7:52	4:00	
14/5/2019	7:40	4:00	
15/5/2019	7:43	4:00	
16/5/2019	7:50	2:30	
20/5/2019	7:56	4:00	
21/5/2019	7:48	4:00	
23/5/2019	7:41	2:30	
26/5/2019	7:33	4:00	
27/5/2019	7:44	4:00	
28/5/2019	7:47	4:00	
29/5/2019	7:44	4:10	
31/5/2019	7:42	2:33	

Dengan ini saya mengesahkan bahawa maklumat di atas adalah benar.

Tandatangan Pelajar : _____

Tarikh : _____

Tandatangan Penyelia

Tarikh : _____

