



**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:  
PEJABAT TANAH DAN JAJAHAN MACHANG  
18500 Machang, Kelantan.**

**SPECIAL PROJECT : E-SURAT SYSTEM**

**BY  
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**IM245 - BACHELOR OF SCIENCE (HONS.) INFORMATION  
SYSTEM MANAGEMENT  
FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN**

**01 FEBRUARY 2017 – 30 JUNE 2017**

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**BY**

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**KHADIJAH BINTI ABDUL RAHMAN**

**REPORT SUBMITTED IN FULFILLMENT OF THE  
REQUIREMENT FOR THE INDUSTRIAL TRAINING  
FACULTY OF INFORMATION MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA KELANTAN**

**01 FEBRUARY 2017 – 30 JUNE 2017**

## DECLARATION

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Date of submission: 11 July 2017

## **ABSTRACT**

Industry training is a major component in the learning curriculum and one of requirement to pass as Bachelor of Information System in University Teknologi Mara (UiTM). Student are given option to choose their own place for Industry Training. Students will be placed in a specific organization for one semester of 5 month. I have selected Machang Land and District Office, Kelantan as a place for training based on the period from 1 February 2017 until 30 June 2017 after the application is approved by the organization.

Throughout the internship program, I have been assigned in Service Management Department which my supervisor is Normah binti Ahmad and my academic supervisor is Khadijah Binti Abdul Rahman. The specific roles and responsibilities during internship programs include routine office works, perform receptionist tasks and repairing the computer offices, doing a official letter, prepare a minute meeting, prepare event for staff, handle system which is E-KEBERADAAN system and E-ADUAN system and the big task is I need to key in the data about “Petugas Pilihanraya ke-14”. And when my proposal accepted, I was assigned to do a special project which is E-SURAT to change from manual procedure to the system. E-SURAT system is a big project for me because before that, Machang Land and District Office don't have any system for registration inward letter. They only use manual books for records the data registration letter. So, I have done it for 5 months in time given.

For five months undergo this industrial training, I had managed to complete my tasks and I have learnt something new and improve my skill in terms of my programming skills, my communication skill, human resource in office management and gaining my knowledge about computer software.

***Keywords:*** *system, computer, e-surat, special project, training*

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First and far most, praise the Almighty God for the opportunity and health the He gave me upon this completion of my 20 weeks of Industrial Attachment Training whereas I believe without His blessing and permission, I would not be able to give my commitment, my time and my energy for this training. I would love to take this opportunity to give a brief of acknowledgement for those who involve directly or indirectly during my whole duration of training.

A dedication of deepest thanks to my faculty supervisor, Khadijah binti Abdul Rahman and my coordinator, NurulAnnisa binti Abdullah for his relentless effort in assisting me for the completion of this training program, Thank you for giving suggestions, comments and supervision for the progression and smoothness of the training even though there are some misunderstanding and unwanted occurrence during the period.

A high appreciation for my both parents and family members for their unceasing encouragement and support through ups and downs, where will I be without their compassionate, love and support. A special thanks to my organization supervisor, Normah binti Ahmad, who have assist and guide me throughout my 20 weeks of practical training. She has given me excellence supervision, valuable advices, feedbacks and tips as well as his patience in guiding me for the completion of tasks and goals. Knowledge is to be shared, to be spread and to be used in life, whether to solve problems or to make something better out of nothing.

Not to forget all my colleagues at Machang Land and District Office for the never-ending help, supporting me in finishing tasks together. I am very thankful to have such helpful and friendly colleagues in making work environment comfortable and friendly. Plus, thanks for sharing me a lot of knowledge regarding the bright and dark part of this industry to have the mentality to survive and excel.

Last but not least, I am glad because had been given the opportunity and chance to work in Machang Land and District Office. It is an honor for me to learn new things and new knowledge about the technical work and able to complete my 5 months of industrial training. It is a wonderful and unforgettable experience among this half year.

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## CHAPTER 1 : INTRODUCTION

Industrial training (IMD 690) is one of the academic syllabus program which is compulsory to all the Bachelor of Science Information Management (Hons.) Information System Management students. In addition, this syllabus will give a big perception and exposure to the students about the real world of working environment. Industrial training is a platform and acts as a preparation for trainee and students before they are going to work sooner or later.

This industrial training will imitate the objective and the mission of Universiti Teknologi Mara which is to produce the excellent students which is capable in working in flexible and professional way. Moreover, the industrial training syllabus is a program that is created by university for students to gain a new knowledge and to obtain the experiences before they finished and complete their course. It is also important as it can enhance the inner skill of student in order to develop their discipline, time management, responsibility, confidence, professionalism, and ethical behavior of an individual.

The industrial training company that has been selected is the Machang Land and District Office and has been assigned to work under the management services department. The time period for the industrial training is from 1th February until 30th June 2017 which is the duration for industrial training is 5 months. In the Machang Land and District Office, I have gained a lot of idea and knowledge which can help me in order to enhance my skill and prepared myself for faced the real world of working environments in the future.

## **1.1 Background of the Organization**

### **1.1.1 Introduction to Machang Land and District Office**

Machang Land and District Office is a government agency that serves as a place to manage all affairs related to land either on private land, land owned by the authority or the lands belonging to the government. Of lands belonging to the government, the Land Office is designing the development of land, give consideration to whether those applying for tillage, for development or for mining works. For land which has been alienated, the Land Office is to record all business transactions, lease, mortgage, inheritance and ensure that every landlord to pay land revenue. In addition, the Land Office task is also to ensure that any alienated land is used according to the conditions laid down in accordance with the terms of the property.

At the level of provinces and territories have some departments that carry out their development such as the enforcement and technical unit, hasil unit, registration unit and so on. However, all of it is made on the ground. To ensure that a project is well in line with the design of an area, it becomes the territory chief coordinating officer of something such development. For example, the Ministry of Education requires a piece of land to build a school. So, the ministry must make application to the colony for making the necessary lands. If the land is privately owned land and if the land is exposed to soil or ground state government, the same application to be submitted to the chairman of the colonies. Next territory chief will process the application and after it is completed, the applicant will receive title to the land.

### 1.1.2 History of Machang Land and District Office

Machang got its name from a village of Kampung Machang. It was opened in 1880 by a group of villagers of the Pasir Tumboh in Kota Bharu, led by En.Senik. At the opening of the village main activities carried out by the population for their livelihood is agriculture and business. In terms of its geographical position Machang located in the heart of Kelantan Darul Naim. Machang is bordered by the Kota Bharu from the north, the south of Kuala Krai, west of Tanah Merah and Pasir Puteh to the east. At its inception, around 1949 Machang had become a small colony. However, on January 1, 1952 due to the rapid pace of development and economic activity in Machang he was made a full colony. Machang has an area of 546.26 square km. Of the total area of 129 sq km, is located in Machang District Council.

Machang generally divided into several Mukim Ulu Sat, Pangkal Meleret, Temangan, Labok, and Pulai Chondong. Each sub-district is headed by a warden. There are also some small areas that are governed Penghulu Mukim and some Village Development and Security Committee (JKKK) entrusted and is responsible for administering several villages around Machang. Administrative center Machang Land and District Office is located near the city Machang it to facilitate the people to deal. Machang is also known as the Tourism Centre of Education because of high performing schools and also has a university, Universiti Teknologi Mara (UiTM).

### 1.1.3 The Company Logo



Figure 1.1: Logo of Machang Land and District Office

#### **1.1.4 Objective , Vision Dan Mision Machang Land And District Office**

##### **1.1.4.1 Objective Machang Land and District Office**

Being engineers a link between people and the government to be more effective

- i. To provide efficient and effective services to the people
- ii. Responsible for ensuring the safety of the colony
- iii. Responsible for the colonies to organize community development (physical and spiritual development)

##### **1.1.4.2 Vision of Machang Land and District Office**

Implementing government policies

Collect all kinds of colonies

- i. Administer and manage the official celebration
- ii. Coordinate and implement social and economic development of the colonies
- iii. Perform all administration and development of the colonies

##### **1.1.4.3 Mission of Machang Land and District Office**

“Create prosperity in all aspects of spiritual and physical life”





## CHAPTER 2: ORGANIZATION INFORMATION

### 2.1 Departmental Structure

#### 2.1.1 Organization chart (Management Services)

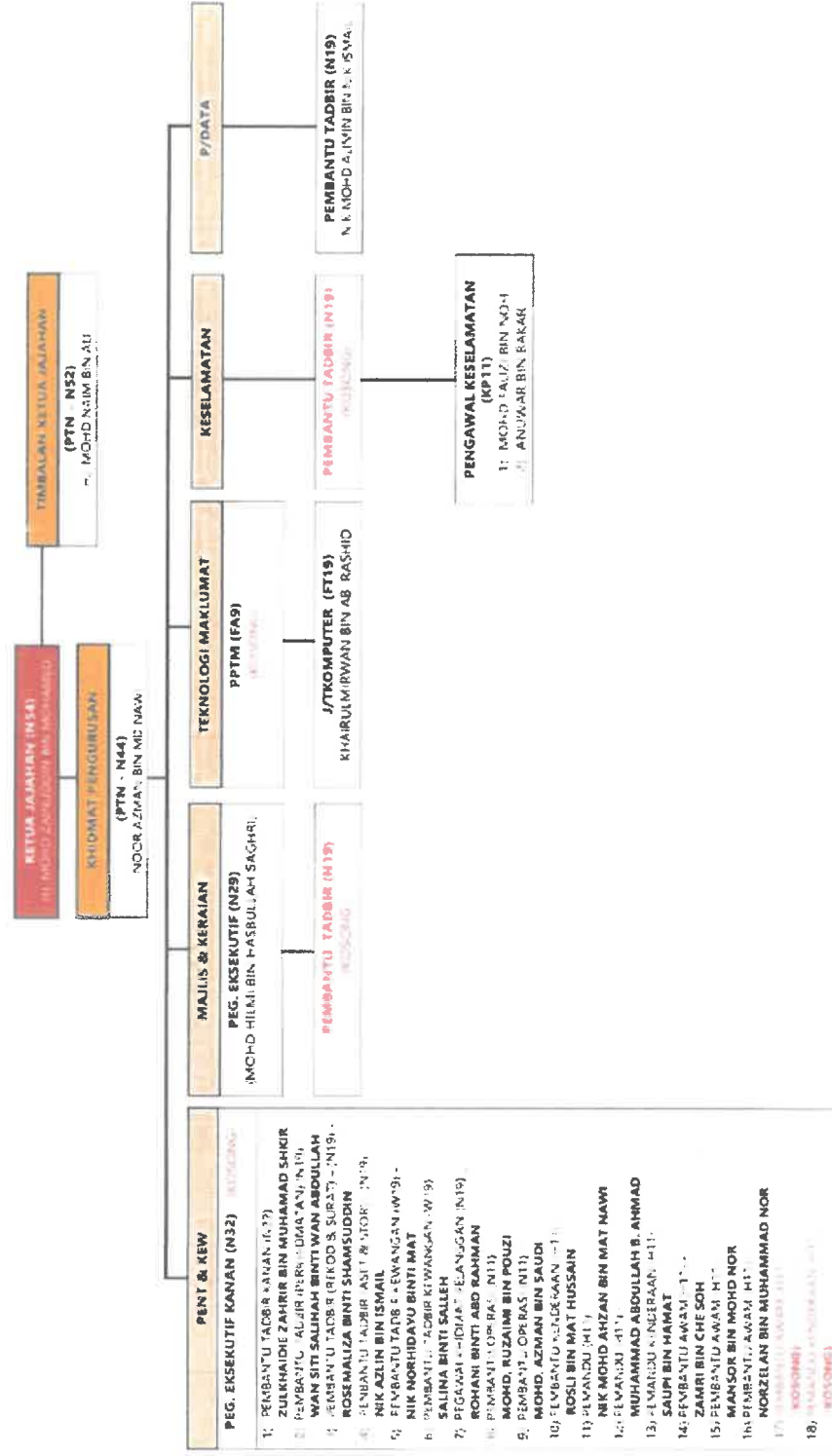


Figure 2.1 : Organization chart of Management Services Department, Machang Land and District Office.

### 2.1.2 The Section of Machang Land and District Office

- 1) Service parts management
- 2) Parts of land administration
  - Enforcement and Technical unit
  - Hasil unit
  - Registration unit
- 3) Development Division

### 2.2 Department Function

#### 1) Service parts management

##### a) Management service

- i. Administration and Management Department of Land in Machang
- ii. Responsible for managing administration and expenditure management
- iii. Monitor and manage processes and maintenance expenditure
- iv. Manage staff service
- v. Prepare the annual budget
- vi. Store management, asset and inventory Machang Land and District Office
- vii. Administration and Security
- viii. Meeting of the Secretariat of the Colonial Department
- ix. Manage Payment Module Staff
- x. Manage the training and upgrading of personnel working Machang Land and District Office

##### b) Gatherings

- i. Attending the official festival program State level, the National and Colonial
- ii. Provide official ceremonies involving the palace and Kelantan Menteri Besar's Office
- iii. Coordinate the appointment of committees of appropriate
- iv. Coordinating the event program to be carried out

v. To coordinate the tasks of the committee, reception, invitations and checklist program and the official program of the Department, Colony, State and National

c) Information technology

- i. Updating Website
- ii. Provide e - mail and e - Complaint
- iii. Solving technical problems

2) Parts of land administration

a) Land development

- i. Processing the application to change the terms and subdivision of land simultaneously
- ii. Processing applications for subdivision of land
- iii. Processing applications for conversion of land to agriculture
- iv. Processing of applications for surrender of land and alienated land back
- v. Processing of applications passing the public or private
- vi. Processing applications for transfer under section 13A of the ERM in 1930
- vii. Processing applications for transfer under section 120 KTN 1965

b) Disposal

- i. Process applications for land owned by the government
- ii. Process applications for land rent
- iii. Processing of applications for surrender and re- alienated land
- iv. Processing applications for show- border
- v. Processing applications caveats
- vi. Processing applications for the reservation of open space and endowments
- vii. Process applications for land acquisition
- viii. Processing applications for continued lease of land (PM / PN) 99 years

- ix. Request the status of the land
- x. Processing applications for mining leases or exploration

c) Enforcement and technical unit

- i. Investigate and prepare a report on government land encroachment
- ii. Enforcing rock material, violated the terms and aggression
- iii. Processing of applications passing the land administrator rights (ROW)
- iv. Seizing the truth PBN
- v. Issuing permits 4C (rocks) and 4D (airspace)
- vi. Application instructions border vii.
- vii. Creating a certificate of plan preparation 17
- x. Managing lot plains index
- xi. To help carry out enforcement actions
- xii. Making final settlement report (QT - FT)
- xv. To coordinate, control and manage the application records only to the workforce
- xvi. Provide ownership plan (QT)
- xvii. Prepare plans 'hak milikan' (FT)

d) Revenue (Hasil) unit

- i. Production and performance reports on revenue collection (weekly and monthly)
- ii. Delivery of revenue to the bank
- iii. Production of monthly statements
- iv. Issuance of notice 6A (claims outstanding results)
- v. Issuance of notice of 8A (forfeiture)
- vi. Management of trust funds
- vii. Admission and data updates SPHTB
- viii. Process command changes the ownership information
- ix. Data Entry Process Aspects

e) Registration unit

- i. Registration of business and non-business
- ii. Registration of land ownership (the ownership of the new)
- iii. Registration of ownership while (QT)
- iv. Registration of property, plant and equipment (FT)
- v. Production proprietary connection
- vi. Issuance of replacement property
- vii. Make a note of the registration memorial to the property (memorandum)
- viii. Registration correction under section 380 NLC
- ix. Admission and data updates SPTB
- x. SELAMAT system used

3) Development division

a) Provides services to enable the development work colonies to ensure orderly and smooth.

i. This section focuses on the things or activities related to the development and implementation of a socio-economic infrastructure, such as the Small Projects Development District. The division also plans and implements projects in progress and development of the colonies. It also provides and perform work in connection with the projects provided by State and Federal Government to the people so that their requirements can be met and to identify and manage the repairs or maintenance are mosques in all the colonies.

b) The department also develops and organizes information and data for the territory of the Computerized System.

i. The department can also be said Colony Information Resource Centre for all information about the colonies can be found here. Royal Project Stage Tanah Merah and projects PPRT rating Colony

## 2.2.1 Product and Services

### 2.2.1.1 List of Service

- 1) Management
  - Creating declaration
  - To Obtain License Theme
  
- 2) Development
  - Contractor Registration
  - Verification Project
  - Project Claims Payment
  
- 3) Land Development Division Registration Unit Counter
  - Issuing Title Deeds
  - Charge and drop charges
  - Caveats
  - Lien
  - Draw Land
  - Official Search Private
  - A Valid Document
  - Registration and Release QT
  - Production of Land Including the State HS (1) Grant Counter Unit Hasil
  - Collecting All Types, the results of the Pay By Customer (Before Present Receipt Before Payment Made)
  
- 4) Land Unit Counter
  - Application of Land Ownership
  - Estates
  - Tolls:
    - a) Permit Batu Batan
    - b) Permit Sandstone

- **Deposit Estate**
- **Managing Cases for:**
  - a) **Change of Land**
  - b) **Subdivision**
  - c) **Statement / Rationing**
  - d) **Other cases under the National Land Code 120, 104 and 13A**
  - e) **Continued application of Title**
  - f) **Application and Other Auctions**

## **CHAPTER 3 : INDUSTRIAL TRAINING ACTIVITIES**

During my industrial training practices, I have been assigned in Service Management Department. The specific roles and responsibilities during internship programs include routine office works, perform receptionist tasks, repairing the computer, internet server monitoring, handle E-KEBERADAAN system, E-ADUAN system. Every now and then, I am responsible to handle and fix the computer software and hardware problems issues, monitor and care for the internet server, handle E-Aduan system and E-Keberadaan system and also responsible to handle the operator services in Machang Land and District Office.

I need to learn many task and how to handle works in office. Furthermore, I also has been assigned to do the technical job at the certain department in order to analyze and solve the problem requested involved about their computer and system. I also able to learn and know the process and the environment at different department and their work culture. Furthermore, I also have the opportunity to handle the system and key in the data about officers involve in “Pilihan Raya Umum” from “Suruhanjaya Pilihan Raya”. I need to responsible to check and find who need to interested to join for this work and I also need to meeting with the District Officer and head of Election Commission of Malaysia.

### **3.1 Training Activities**

Works and activities are the activities that I had done during my industrial training practices for Machang Land and District Office. There is job that I have done with successfully.



### 3.1.1 Handle and Key In The Data About Employee Of 'Pilihan Raya Umum-14'.

The general election is a choice carried out to select representatives to Parliament. This election is a national level and the parliament will be dissolved before it is held. Machang Land and District Office has responsible to handle and find employee and to be assigned before election are held. I was assigned to handle and key in the data about employee who involved in PRU-14 for Parliament Machang. I need to key in the data using Microsoft Excel. And I also need to join the meeting with District Officer and with the other officer. Everything connected with the PRU-14, I have been responsible to handle it.



Figure 3.1.1 (a) : Cover page of information about employee for PRU -14

Daerah Mengundi / Pusat Mengundi	Tempat Mengundi (Nombor)	Jawatan	Nama	No. K/P	No. Telefon
SIMPUL BELUBANG 029/34/01 SEK KEB PANGKAL BAK WAN	1	KTM	1 SUKMAN BIN MOHAMAD	640106-03-5515	011-10843210
		KP/KMU	1 NORISAH BINTI DERIS	731231-03-5446	019-9249040
			2 AFIDA BINTI ISMAIL	830615-03-6070	013-3341728
			3 TUAN NORAZILAH BT TUAN ABDULLAH	801113-03-5446	016-9368082
	2	KTM	1 FATMAWATI BT FUAD	680704-03-5642	013-3628656
		KP/KMU	1 FAUZH BT HASBULLAH	680919-03-5156	019-9876491
			2 NURUL NAZWANI BT ZAINUDDIN	911203-03-5100	014-8085471
			3 NURUL ALENA FARHA BT AWANG	930714-03-5100	019-9288931
3	KTM	1 SOHANI BIN WUSA	651227-03-5179	019-9853929	
		1 NURUL NAZHA BT ZAINUDDIN	861012-03-5046	019-9727289	
	KP/KMU	2 TENGGU NURFARHANA BT TENGGU YU	920620-03-5828	017-7126265	
		3 TENGGU NUR FATHAH BT TENGGU YU	910511-03-5014	012-9878261	

Figure 3.1.1 (b) : Key in data for employee who involved in PRU-14 for Dun Temangan.

SENARAI PETUGAS-PETUGAS PILIHAN RAYA UMUM KE-14 MENGGUKUT DAERAH MENDUNDI / PUSAT MENDUNDI BAGI P.029 MACHANG				
DUN N.34 TEMANGAN				
NO	DAERAH MENDUNDI / PUSAT MENDUNDI	PENCALONAN	KEPERLUAN	KEROSONGAN
1	SIMPUL BELUBANG 029/34/01 SEK KEB PANGKAL BAK WAN	33	23	0
2	PALAUH 029/34/02 SEK KEB KELAWEH	30	30	0
3	PAK ROMAN 029/34/03 SEK KEB PAK ROMAN	3	3	0
4	PANGKAL BELERET 029/34/04 SEK KEB PANGKAL BELERET	30	30	0
5	PALOH RAYA 029/34/05 SEK KEB PALOH RAYA	30	30	0
6	SATU 029/34/06 SEK KEB PANGKAL JENEBEH	30	30	0
7	KAMPUNG BAKA 029/34/07 SEK KEB KAMPUNG PEK	22	21	0
8	KAMPUNG PAUH 029/34/08 SEK KEB TEMANGAN	10	10	1
9	SARANG MELANJAN 029/34/09 SEK JENIS KEB LOK OHLANG HWA	30	30	0
10	KAMPUNG BERUKA 029/34/10 SEK KEB KAMPUNG KERILLA	33	30	1
11	PANGKAL CUYUT 029/34/11 SEK MENUGAMA LABAS AL HABANAH PANGKAL JENEHEH	30	30	0
	JUMLAH	274	264	2

Figure 3.1.1 (c) : Report details about the number of employees involved in PRU-14 for Dun Temangan

PEGAWAI PENGURUS				
NAMA	JAWATAN	NO.K/P	ALAMAT	NO.TEL
TLAN HAJI MOHD ZAINUDDIN BIN MOHAMED	KETUA AJAIBAN MACHANG	6105-3-03-5637	PELBAH TANA DAN JAJAHAN MACHANG	09-9782626

PENGLONG PESAWAI PENGURUS (PARLIMEN)				
NAMA	JAWATAN	NO.K/P	ALAMAT	NO.TEL
HAJI MOHD FARUJ BIN DATO'AB. RAZAK	KEJAJA TAJAHAN	620117-03-5301	PELBAH TANA DAN JAJAHAN MACHANG	09-9782626

PEMBANTU PELAN RAYA (PARLIMEN)				
NAMA	JAWATAN	NO.K/P	ALAMAT	NO.TEL
HJ AB. SHAYAR BIN MLIHANAD	KEJAJA PENOLONG PECAHAI TANAH	830005-03-5453	PELBAH TANA DAN JAJAHAN MACHANG	09-9782626

KEBANG PELAN RAYA (PARLIMEN)				
NAMA	JAWATAN	NO.K/P	ALAMAT	NO.TEL
RJWANDA BAKTI AB RAHMAYAN	KEJAJA KEWANGAN	840122-03-5694	PELBAH TANA DAN JAJAHAN MACHANG	09-9782626

PELAYAN/ KEMAH PERUMAHAN LAYAN				
NAMA	JAWATAN	NO.K/P	ALAMAT	NO.TEL
MOPAMMAD MLR SHUKRI BIN AZAMAR	PELAKSI	942729-03-5225	K.C.A. LORONG BAHAGIA KAMPUNG KELU BI JALAN KOTA BHARU. 3800 PASIR PUTIH. KELANTAN.	014-635533.
CHENOR AZLANA Binti CHE GHAN	PEMBANTU TADBIR	842302-03-5286	6774. PLATERS HR MACHANG. 18500 MACHANG. KELANTAN.	013-9252255
SANI MI BINTI IBRAHIM	TRAK Bekerja	880508-03-5652	LUT 477, JALAN BUKU BANAR. 40 KUALA BAKA. 18500 MACHANG, KELANTAN.	017-9238655
MUE SLEHIAH BINTI YLSCF	PELAJAR	922709-03-5086	PT 4931, TAMAN DEGA BANYI. 18500 MACHANG, KELANTAN.	014-5317320

BURUH				
NAMA	JAWATAN	NO.K/P	ALAMAT	NO.TEL
MOPD PAKRAN BIN MAHAD	BURUH	811101-03-5679	KALIS DERAH MACHANG JALAN "D" KEMULUNG. 38500 MACHANG. KELANTAN.	014-2183719
MOPD FADZIL BIN AR FPA.	BURUH	830009-03-5717	KALIS DERAH MACHANG JALAN "D" KEMULUNG. 38500 MACHANG. KELANTAN.	09-6781076
BAHMIBIN DOLLAH	BURUH	781125-03-5727	KALIS DERAH MACHANG JALAN "D" KEMULUNG. 38500 MACHANG. KELANTAN.	09-6781076
MOPD CAKRI KHA R.A ANJAR BIN CAKAR A	BURUH	820920-03-5821	KALIS DERAH MACHANG JALAN "D" KEMULUNG. 38500 MACHANG. KELANTAN.	018-9248877
EL HARIBIN MUFAMAD	BURUH	740420-03-5018	KALIS DERAH MACHANG JALAN "D" KEMULUNG. 38500 MACHANG. KELANTAN.	018-9461869
MOPD ZLA. BA SMAIL	BURUH	710621-09-5018	KALIS DERAH MACHANG JALAN "D" KEMULUNG. 38500 MACHANG. KELANTAN.	09-6781076

Figure 3.1.1 (d) : Key in data for employee who involved in PRU-14 for Parliament Machang.

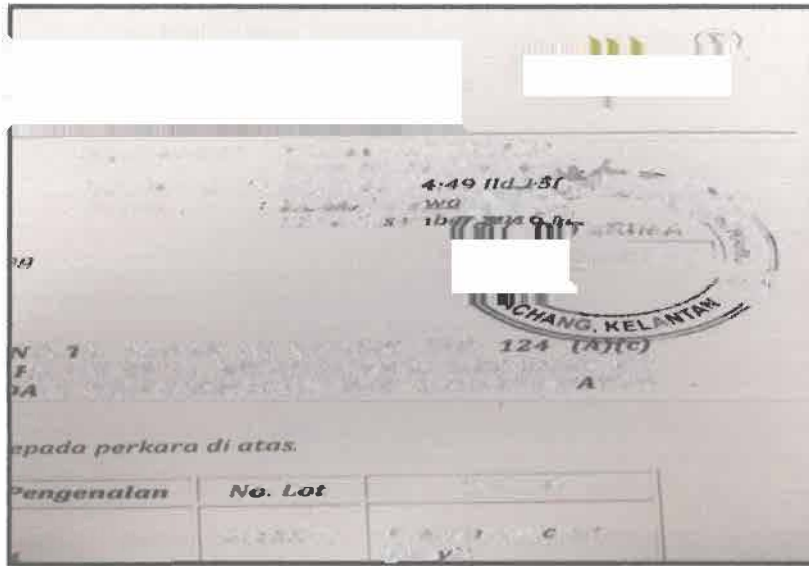
### 3.1.2 Registration Inward and Outward Letter to Manual Book.

The official letter is one of the communication between government agencies and other government agencies and the general public. A letter is prepared to convey or obtain information, directions, actions and decisions. Received official letters come in various forms such as documents, receipts and memos. In line with the development of information technology, letters can now be transmitted via electronic mail (e-mail) quickly besides via mail, hand delivery and fax.

There are step for handle registration letter. Firstly, acceptance of letter by mail or self-address should be centralized for example in the management services division of the ministry or department or agency. Secondly, letter received by post or sent by the sender's office will be opened by the responsible officer or staff. Thirdly, accepted letters will be recorded in the book 'Registration Letter'. And upon record the inward letter, the letter will be sent to the 'steno' which is secretary of District Officer to be reviewed. Lastly, distribute the letter to the relevant unit department.



Figure 3.1.2 (a) : Example of letters from other agency or organizations.



**Figure 3.1.2 (b) :** Example for received cop.

Step 1 : Letter received must be received cop and the date of received of the letter on the first page of the letter.

Book of registration letter

Bil.	Tarikh Penerimaan	Daripada Kementerian/Jabatan/Agensi	Tarikh Surat	No. Fail Kementerian	Perkara	Dirujukkan kepada

**Figure 3.1.2 (c) :** Example of registration book.

Step 2 : Letter received must be registered in the registration book.

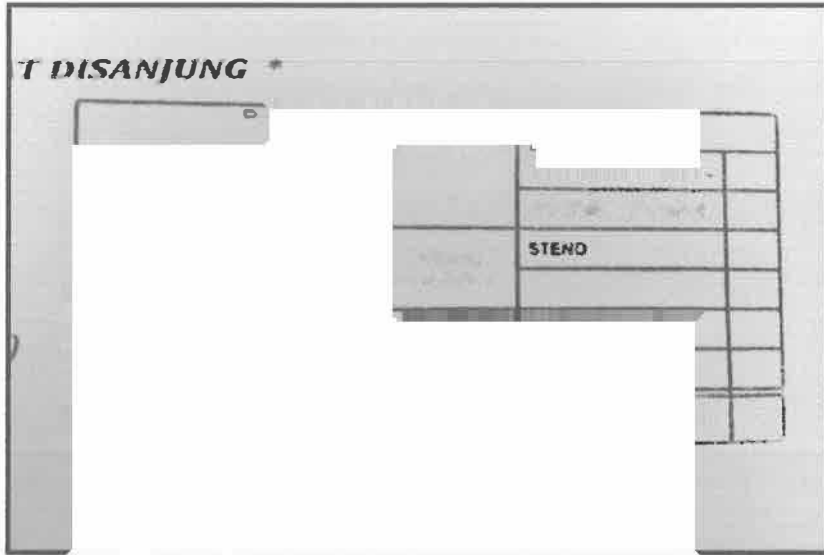


Figure 3.1.2 (d) : Examples of action cops.

Step 3: Letters that have been minute for action should be taken immediately into the file.

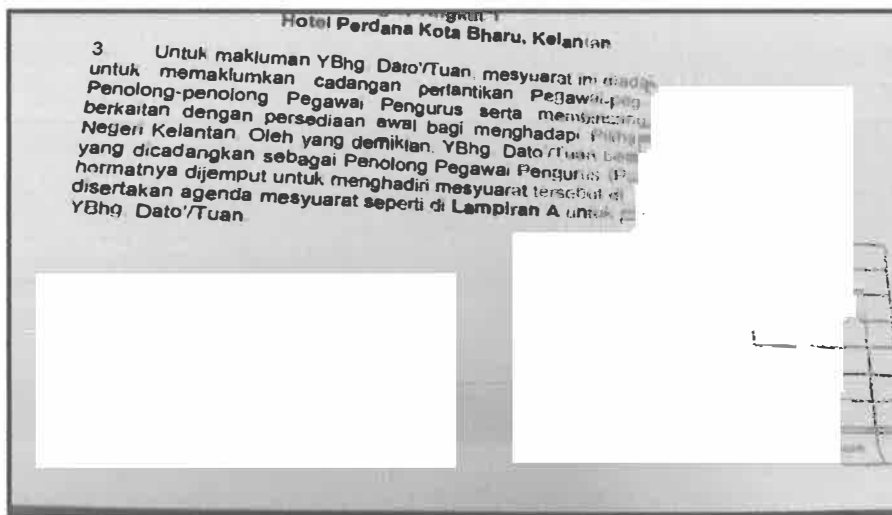


Figure 3.1.2 (e) : Example of minutes the letters.

Step 4 : Distribute the file to the appropriate officer (which is the Head of Department).

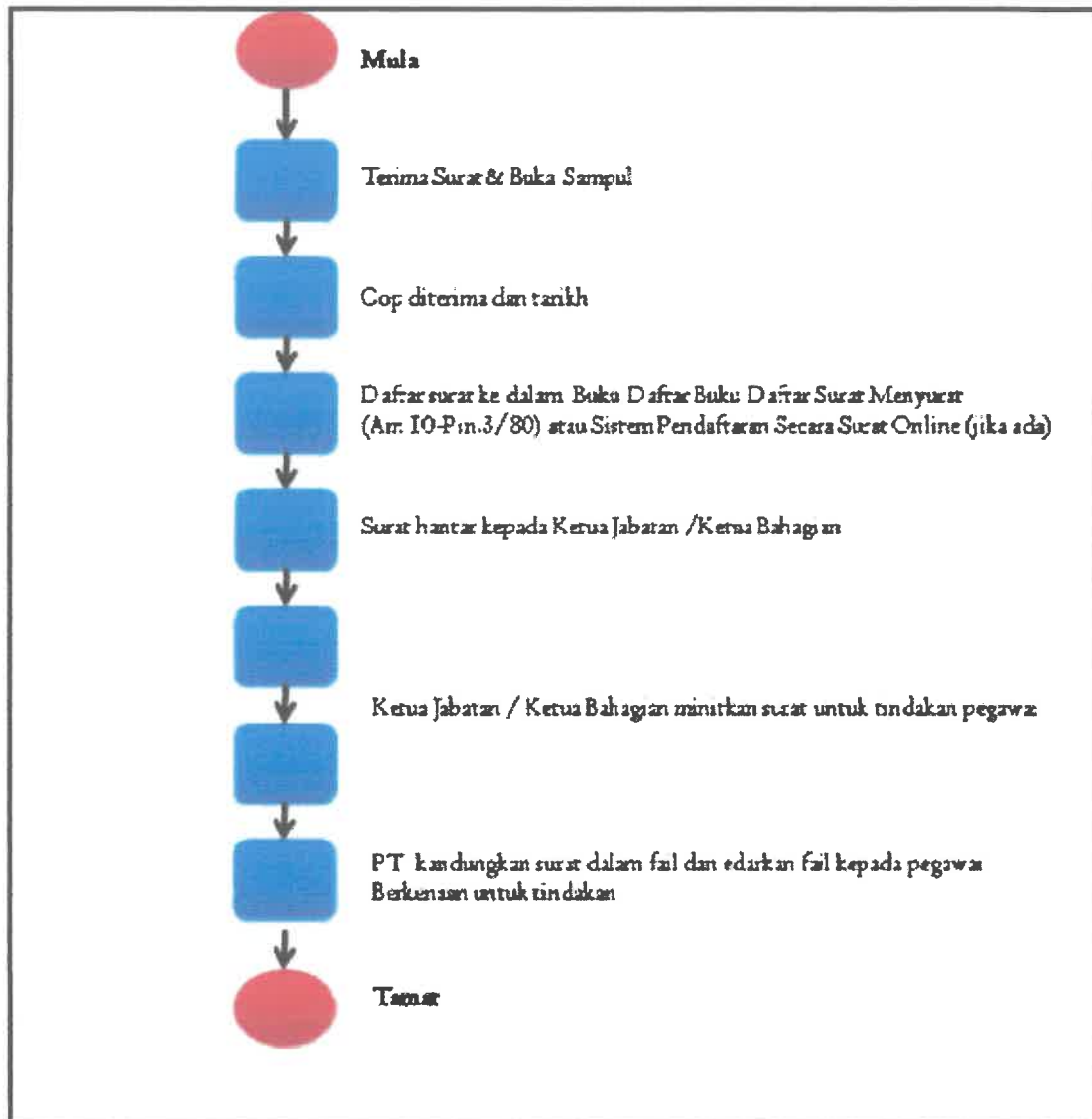


Figure 3.1.2 (f) : Flow chart for acceptance and registration letter.

### 3.1.3 Key In Data Using Excel And Design Certificate Using Adobe Indesign

In Microsoft excel CSV we work with the system workbook, while in the workbook there is a worksheet or worksheet and usually we just call the sheet alone. In this worksheet, we work with the columns and rows that form the smallest cells in the form of cells in which we enter data.

Adobe InDesign is an application used for design layouts or publications. Adobe InDesign is often used by publishers of magazines, newspapers, bureau prints, and advertising agencies to design their products. I responsible to design the certificate for student practical certificate in that company. I used this software for finish the task given.

NAMA PELAJAR	NOL. IC	JURUSAN	PUSAT PENGAJIAN	TEMPOH PENGAJIAN
NURAFIAH BINTI HAMDAN	(931122-02-58141)	IBBA (HONS) CUSTOMER SERVICE MANAGEMENT	[UNIVERSITI TEKNOLOGI MARA - UTM Pangkajene]	01 OGOS 2016 - 24 NOVEMBER 2016
WAN MUHAMMAD ALIF BIN WAN MOOR DIN	(960123-03-5333)	KOMPUTER SAINS(S110)	[UTM MACHANG]	16 OKTOBER 2016 - 08 DISEMBER 2016
ADIB ADNI BIN ABD DHAAN	(840529-03-5933)	KOMPUTER SAINS(S110)	[UTM MACHANG]	16 OKTOBER 2016 - 08 DISEMBER 2016
NURAH SHUHADA BT RAJJI	(510727-05-5080)	OFFICE SYSTEM MANAGEMENT	[UNIVERSITI TEKNOLOGI MARA - UTM KUALANTAN]	1 SEPTEMBER 2016 - 23 DISEMBER 2016
WIMPOH ANANUL BINTI ABDULLAH ZAWAWI	(930716-03-5136)	BACHELOR OF SCIENCE (HONS) PURE MATHEMATICS	[UNIVERSITI TEKNOLOGI MARA - UTM SHAH ALAM]	1 SEPTEMBER 2016 - 23 DISEMBER 2016
SITI KHATIRAH BINTI ZAINAL ABDIN	(930904-03-5806)	BACHELOR OF SCIENCE (HONS) STATISTICS	[UNIVERSITI TEKNOLOGI MARA - UTM KEKANTAN]	1 SEPTEMBER 2016 - 23 DISEMBER 2016
NUR ALIA BINTI ANEJA	(940907-06-5110)	BACHELOR OF SCIENCE (HONS) MANAGEMENT MATHEMATIK	[UNIVERSITI TEKNOLOGI MARA - UTM ARAU]	1 SEPTEMBER 2016 - 23 DISEMBER 2016
RUHANI BINTI ABD RAHMAN	(780714-71-5092)	BACHELOR OF TECHNOLOGY MANAGEMENT OFFICE	[UNIVERSITI TEKNOLOGI MARA - UTM KEKANTAN]	04 SEPTEMBER 2016 - 22 DISEMBER 2016
NUR SALWAN BINTI ROSLAN	(930722-03-5144)	DIPLOMA TEKNOLOGI KOMPUTER(SYSTEM)	(ADTEC MELAKA)	11 JULAI 2016 - 08 JANUARI 2017
NUR SYAMAH BINTI ADNY	(950125-03-5848)	DIPLOMA IN ISLAMIC FINANCE	(KOLEJ ISLAM BIN ABANGSUA SULTAN ISMAIL PETRA)	17 OKTOBER 2016 - 27 JANUARI 2017
AFKARIMAD NUR SHAFIQ BIN AZHAR	(940719-03-5132)	SALURAN MELAKA SAINS KOMPUTER (EKSPERIMENTAL PERISMA)	[UNIVERSITI TEKNOLOGI MALAYSIA]	4 SEPTEMBER 2016 - 20 JANUARI 2017
MUHAMMAD SARIQ BIN SAKRI	(930704-03-5879)	BACHELOR OF INFORMATION TECHNOLOGY	[INTERNATIONAL ISLAMIC UNIVERSITY SARAYSIA]	4 SEPTEMBER 2016 - 18 FEBRUARI 2017
RUSYAMAH SYUHADA BINTI MOHD NOR	(921014-03-5332)	BACHELOR OF OPERATION MANAGEMENT	[UNIVERSITI UTARA MALAYSIA]	1 SEPTEMBER 2016 - 28 FEBRUARI 2017
SHARIFUZZAMAN FITRI BIN SHAHSUDIN	(970221-03-5339)	CERTIFICATE OF INFORMATION TECHNOLOGY	(KOLEJ KOMUNITI GERK)	14 NOVEMBER 2016 - 9 MAC 2017
WAN NURUL ASHWINI BINTI MOHD RAZMI	(860526-03-5522)	TEKNOLOGI SISTEM KOMPUTER	(SIAT MARA MACHANG)	1 JANUARI 2017 - 9 MAC 2017
SITI KHANZAR BINTI MOHD ZAILANI	(980518-03-5256)	TEKNOLOGI SISTEM KOMPUTER	(SIAT MARA MACHANG)	1 JANUARI 2017 - 9 MAC 2017
NOR AZLIN BINTI ALYAN	(940508-03-5480)	BACHELOR OF ADMINISTRATIVE SCIENCE	[UTM SEREMBAN 2]	23 JANUARI 2017 - 16 MAC 2017
SWIRLI SYUHADA BINTI SIDI HAMAT	(940721-03-6126)	BACHELOR OF CORPORATE ADMINISTRATION	[UTM SEREMBAN 2]	23 JANUARI 2017 - 16 MAC 2017
WAN NURUL MABEELA BINTI WAN SAKRI	(940410-03-5490)	BACHELOR OF ADMINISTRATIVE SCIENCE	[UTM SEREMBAN 2]	23 JANUARI 2017 - 16 MAC 2017
NURUL MAJWA MUNADDAH BT CHE HAMZAH	(961228-03-5414)	DIPLOMA INFORMATION TECHNOLOGY IN PROGRAMMING	POLITEKNIK KUALA TERENGGANU	28 NOVEMBER 2016 - 14 APRIL 2017
SITI FATIMAH BINTI HASDI				

Figure 3.1.3 (a) : Key in data student information into excel.

Step 1 : Key in student name, no.ic, department, university and duration of internship that will complete the industry training in excel and save in CSV format.





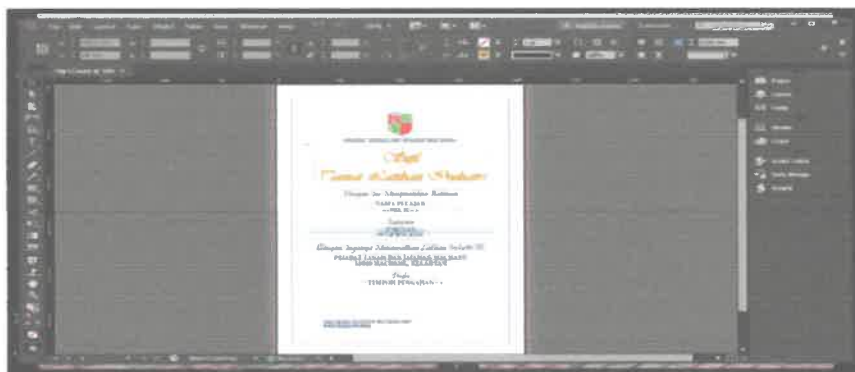
**Figure 3.1.3 (b) : Open Adobe Indesign**

Step 2 : Then, open Adobe Indesign to draw and design the certificate.



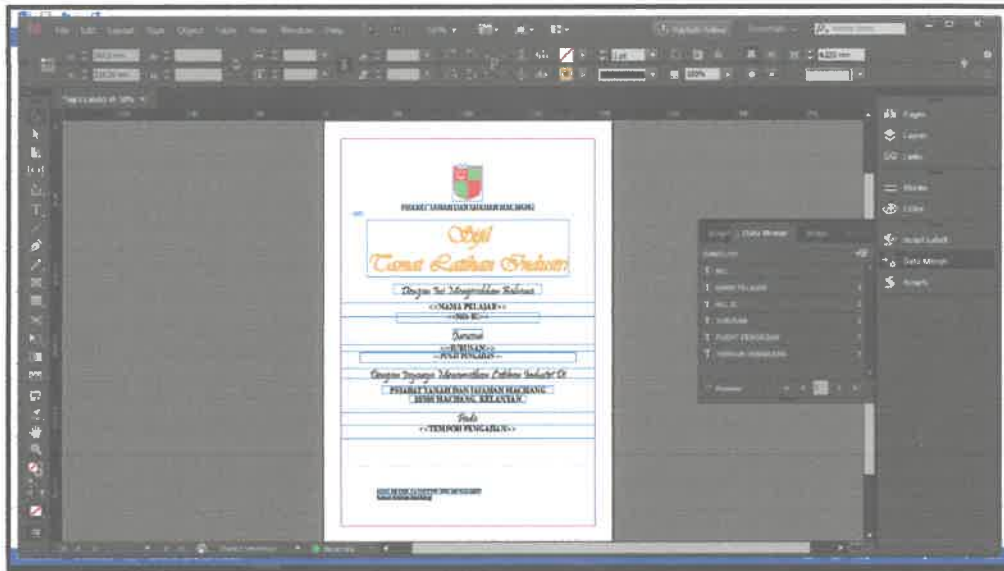
**Figure 3.1.3 (c) : Choose a size format.**

Step 3 : Select the A4 size to create the certificate.



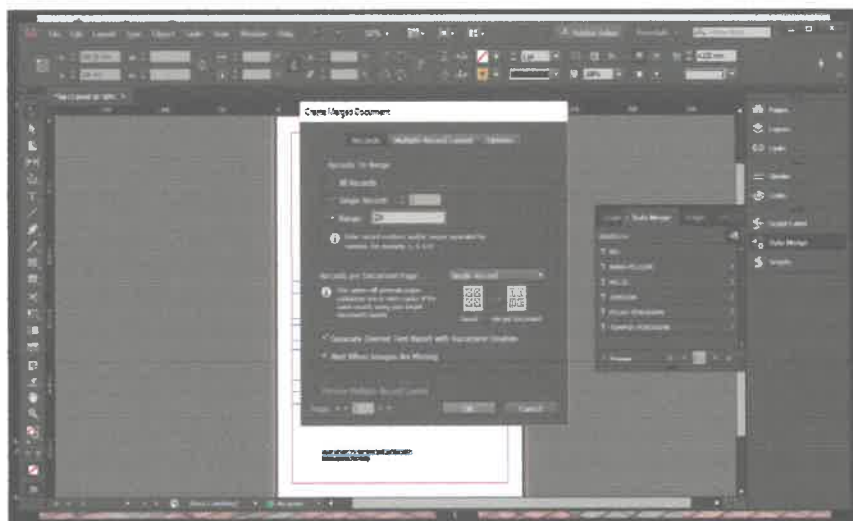
**Figure 3.1.3 (d) : Draw and design certificate**

Step 4 : Draw design and insert the logo in the certificate.



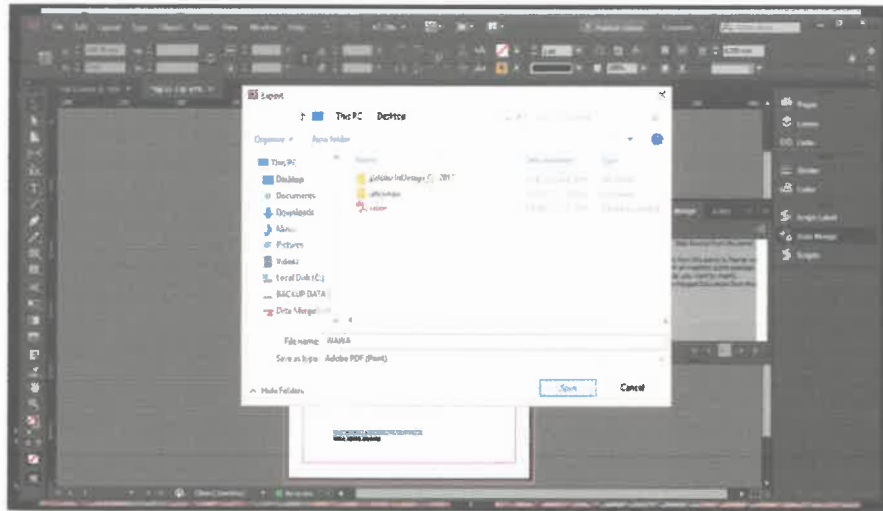
**Figure 3.1.3 (e) :** Press Data Merge for student data entry.

Step 5 : Press the "Data Merge" button and exit the information that has been entered on the excel.



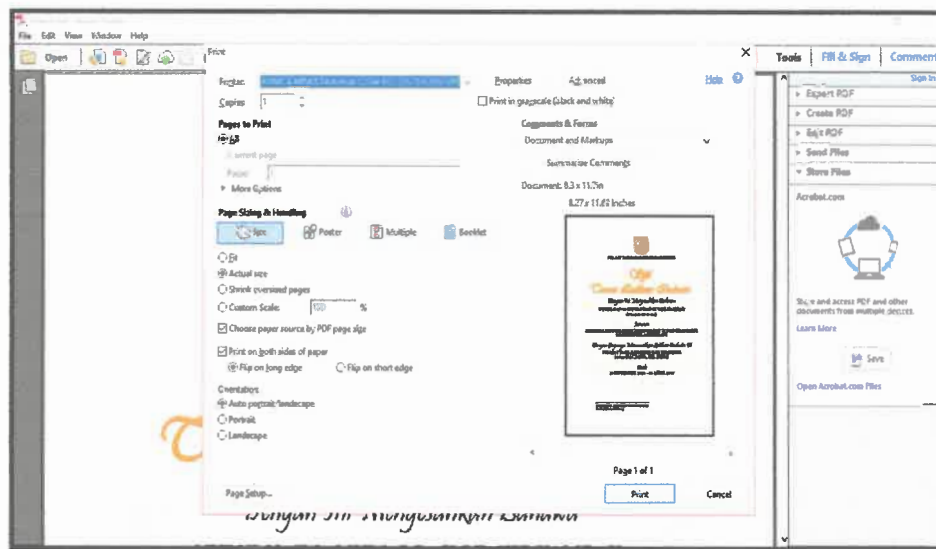
**Figure 3.1.3 (f) :** Select the student numbers to enter the information into the certificate.

Step 6 : Once done, press the menu and choose to print.



**Figure 3.1.3 (g) : Save the certificate as PDF format.**

Step 7 : Then, save the certificate in PDF so that the data format does not change.



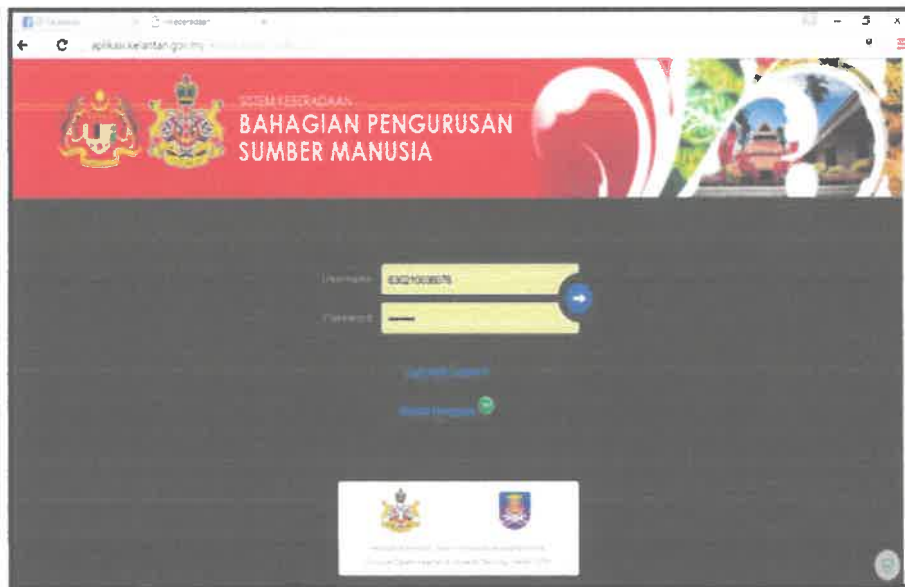
**Figure 3.1.3 (h) : Print the certificate.**

Step 8 : And finally print it.

### 3.1.4 Handle E-KEBERADAAN system.

E-Keberadaan system was built by the information technology officer at the Kelantan State Secretary Office to enable them to know the existence of the workers at each session such as the first session at 8.00 am -10.00 am, the second session at 11.00 am-1.00 pm, the third session at pkul 2.00 pm-4.00 pm, and last session at 5.00 pm.

This system is used by senior administrative assistant for each unit in Machang Land and District Office. And I also need to handle this system when staff busy or meeting. I responsible to check and make review of the presence of all employees in the management services unit for each session.



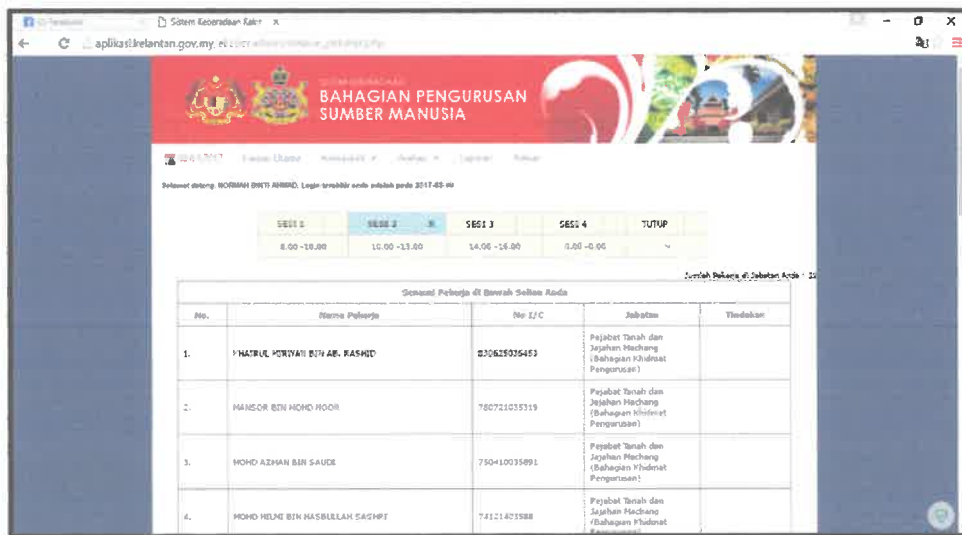
**Figure 3.1.4 (a) :** Interface E - Keberadaan.

Step 1 : Enter “username” and “password” user to log in E-Keberadaan system.



**Figure 3.1.4 (b) : User profile.**

**Step 2 : Select "update", then select "view user profile" to display the user's profile.**



**Figure 3.1.4 (c) : Example of staff data information.**

**Step 3: Enter the data of each staff in E – Keberadaan system.**



**Figure 3.1.4 (d) : Signs of workers' existence.**

Step 4: Supervisor will note the existence of workers for each session. Then, the supervisor will verify the information.

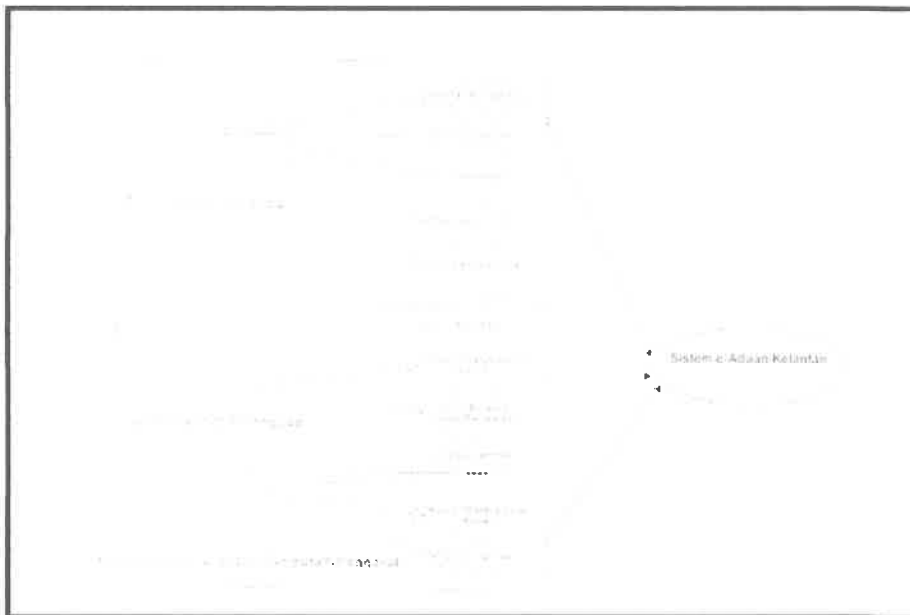


**Figure 3.1.4 (e) : Example of session of E – Keberadaan system.**

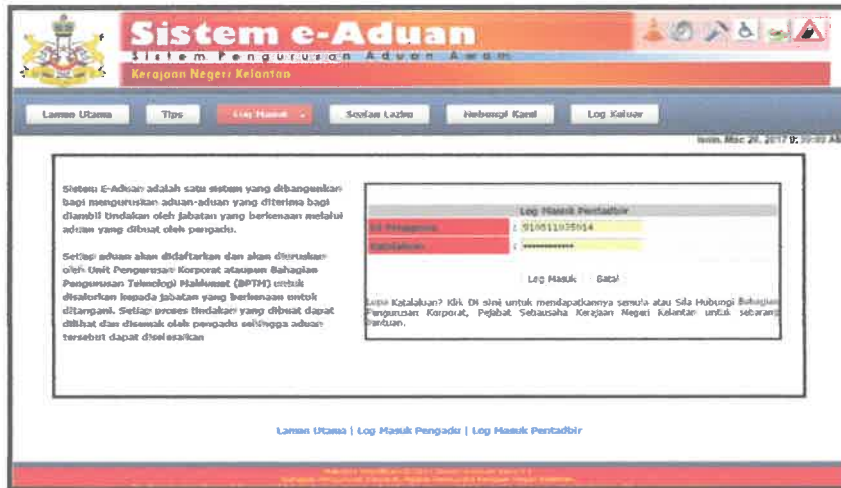
Step 5 : Lastly wait for the next session sign.

### 3.1.5 Handle E-ADUAN system.

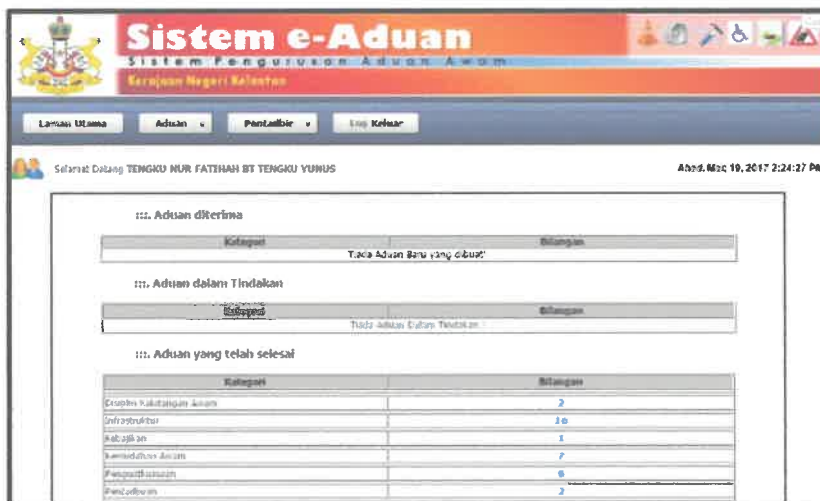
The E-Aduan system was built by the information technology officer at the Kelantan State Secretary Office for the public who wanted to complain about the problems faced by them in terms of administration and services provided. E-Aduan system provide feedback on complaints received from the public. I responsible to check this system if we get the complaints received from the public regarding the administration and services provided.



**Figure 3.1.5 (a) :** Flowchart how to using E-Aduan system.

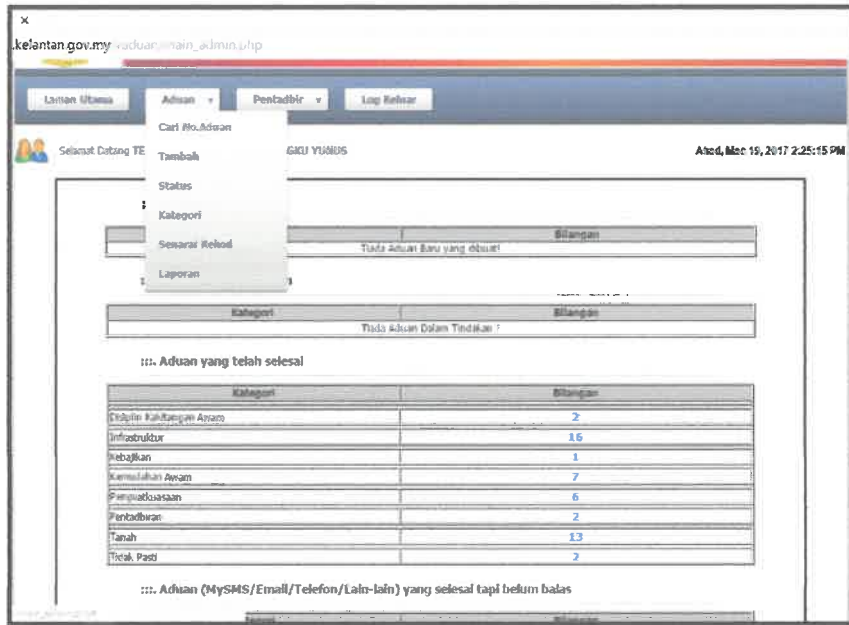


**Figure 3.1.5 (b) : Login page.**  
**Step 1 : Enter password and user ID.**



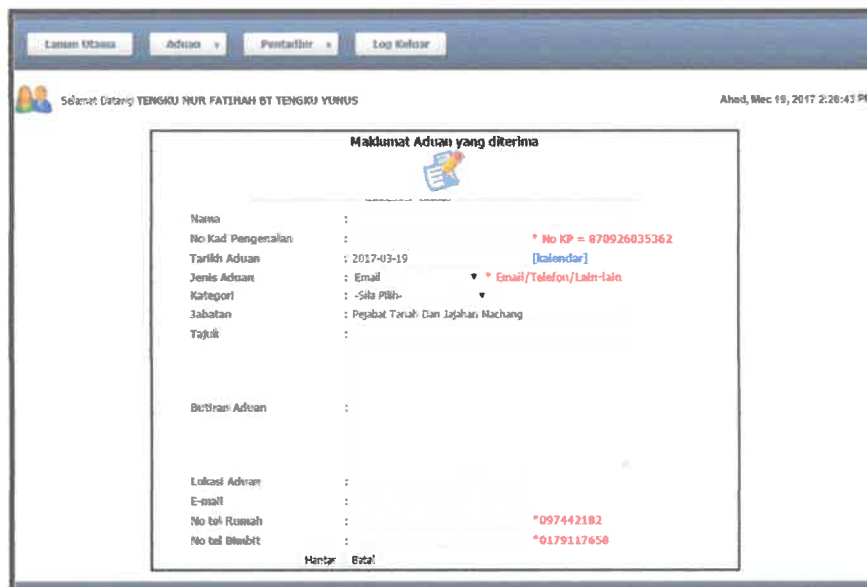
**Figure 3.1.5 (c) : Interface for admin page.**  
**Step 2 : Admin will review the complaints received from the public regarding the administration and services provided.**





**Figure 3.1.5 (d) : Complaint page.**

Step 3 : Select the button to make an option for the admin.



**Figure 3.1.5 (e) : Add complaint.**

Step 4 : Admin choose 'add' button to add a complaint.

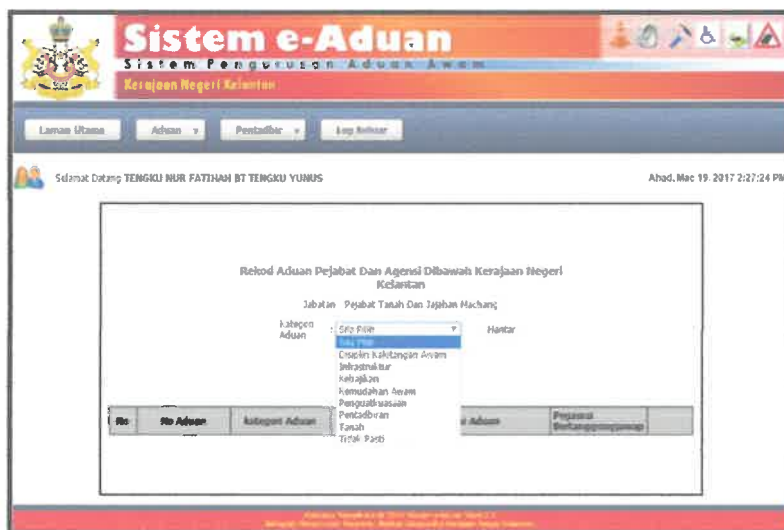


Figure 3.1.5 (f) : Categories of user status.

Step 5 : Admin selects the 'category' button to received from the public.

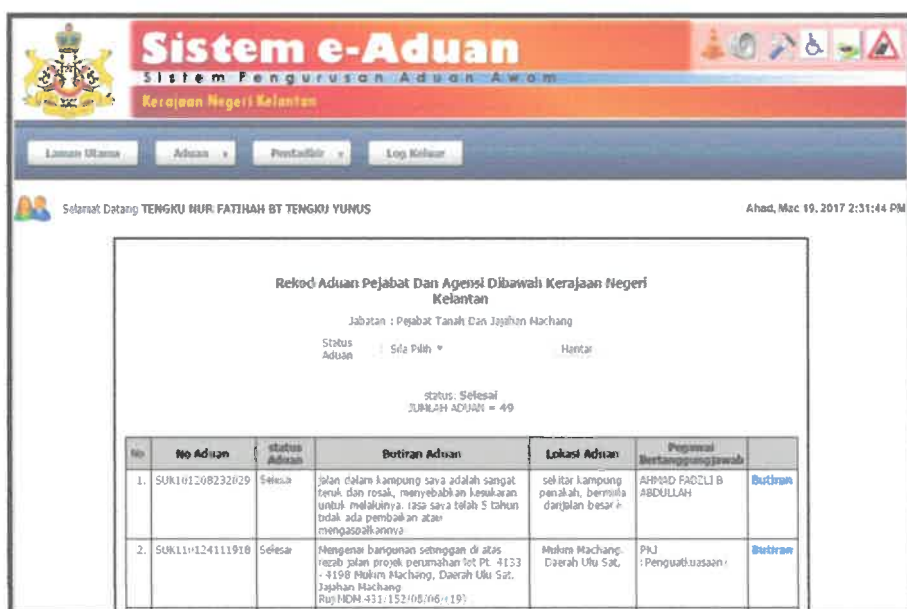


Figure 3.1.5 (g) : User complaint status.

Step 6 : Admin selects 'status' complaints received from the general public.

Selamat Datang **TENGGU NUR FATIMAH BT TENGGU YUNUS** Isk, Mac 26, 2017 9:07:00 AM

**Rekod Aduan Pejabat Dan Agensi Dibawah Kerajaan Negeri Kelantan**  
 Jabatan : Pejabat Tanah Dan Gajahan Machang  
 Bulan : -Sila Pilih- v Hantar

Bulan: 05/2014  
 JUMLAH ADUAN = 1

No.	No Aduan	Kategori Aduan	Isytiharan Aduan	Lokasi Aduan	Status	Butiran
1	SUK140508991412	Pendaftaran	1. Permohonan Kelulusan Plan ke MDM pada 10/02/14 Menyuarat 3/K OSC 02/04/14 (LULUS BERSYARAF) melalui surat makluman MIDR:648/14/14/06(S)/17). Hantar alasan HALAJARI SERVICES SDN BHD ke MDM pada 27/04/14 (MS58/CA/MIDM/14/1079(4)). Mendapat surat kelulusan dan plan berlandaskan pada 07/05/14. Adakah tempoh masa tersebut memenuhi PELANGGAN seperti digunakan sebagai jawapan kepada aduan serta proses tersebut bermula dan 10/02/14 sehingga 07/05/14.	Machang	Selesai	Butiran

**Figure 3.1.5 (h) : List of record for complaints**

Step 7 : Admin selects 'list of records' monthly complaints received.

**Sistem e-Aduan**  
 Sistem Pengurusan Aduan Awam  
 Kerajaan Negeri Kelantan

Laman Utama Aduan v Pendaftaran v Log Keluar

Cari No.Aduan

Selamat Datang **TE** **TENGGU NUR FATIMAH BT TENGGU YUNUS** Ahad, Mac 16, 2017 2:33:50 PM

Tambah Status Kategori Semula Rekod Laporan

an Aduan Pejabat Dan Agensi Dibawah Kerajaan Negeri Kelantan

Laporan dan Tajahan Machang

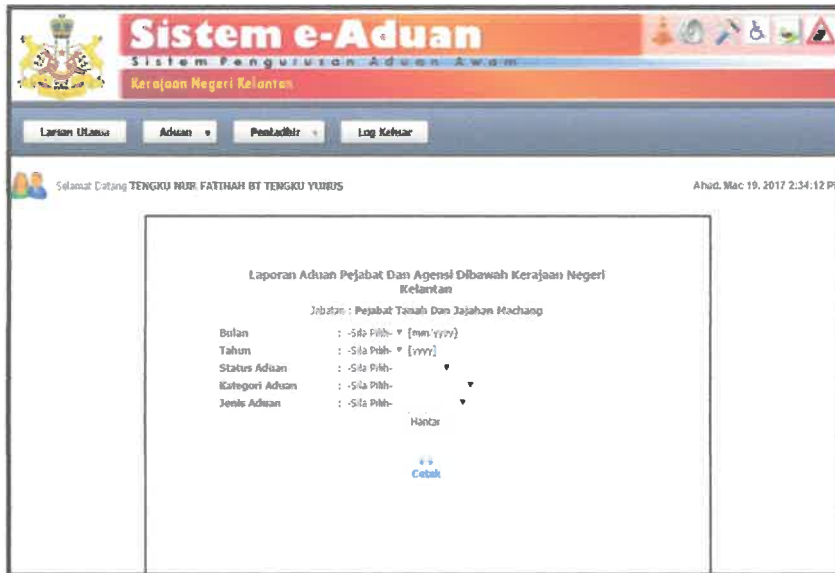
Bulan: [dropdown]  
 Tahun: [dropdown]  
 Status Aduan: [dropdown]  
 Kategori Aduan: [dropdown]  
 Jenis Aduan: [dropdown]

Hantar

8/9  
[Cetak](#)

**Figure 3.1.5 (i) : Select a report**

Step 8 : Admin selects a report whether the total source of the complaint is monthly or the period of completion of the complaint.



**Figure 3.1.5 (j) : Report details**

Step 9 : Select a report from the complaint menu and fill in the information in the box provided to view the whole report.



**Figure 3.1.5 (k) : User page**

Step 10 : The user needs to log in as a new user to login to the system.

### 3.2 Special Project

During I undergo five months of industrial training at Machang Land and District Office, I propose I want to develop a new system about registration inward letter. I think this is a best system for this company because before that, they need to record by manual in books and when they need to find back about the status the letter, they need to find manually and I think it waste a time and not easier for staff to find one by one. So, I decide to develop a new system for record the registration inward letter.

The purpose of this new system is to replace from record by manual book to the record by system. So, it can easier to them for find and refer the details and status about the letter just only enter the keyword such as file no, received date of letter, letter date or name of letter. They only search using the keyword only and the system can catch the data from database. I choose E-SURAT is the name of my new system, registration of letter.

In each of system that been develop surely have their own advantages and benefits that it can provide to the users. The main purpose I design this kind of system is to make the task will becoming more easier and help in solve the problem that have been facing all this time. E-SURAT system can help from manual procedures to become a system in unit management services in Machang Land and District Office. This can avoid any data from loss or data redundancy.

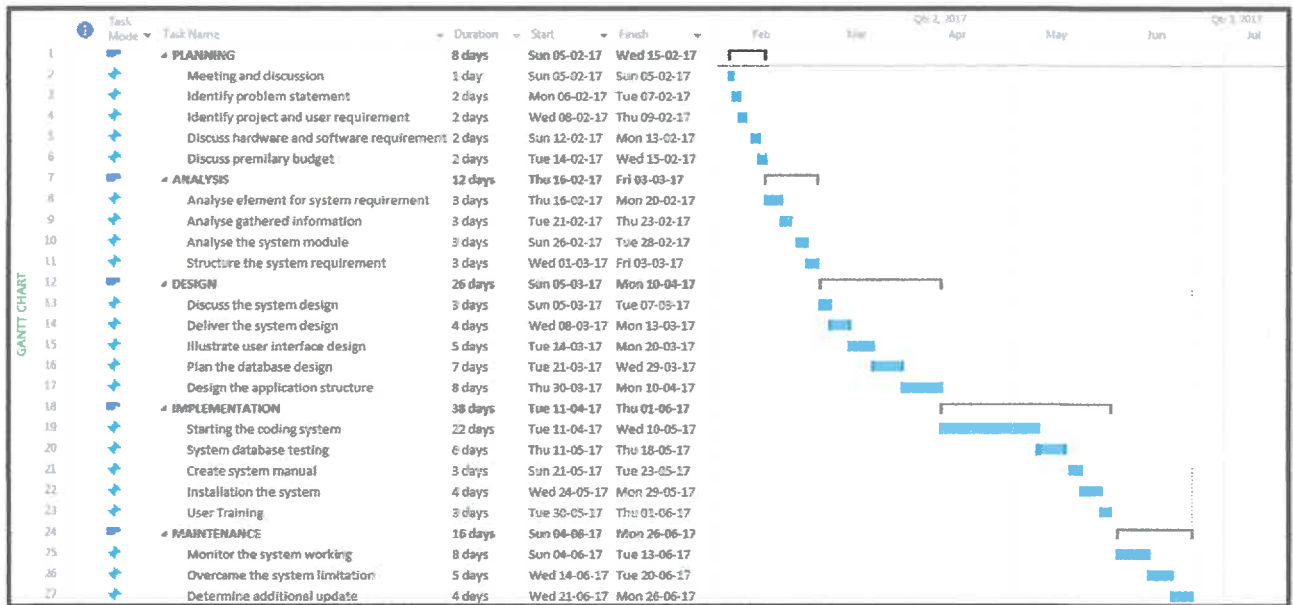
Furthermore this system can help staff to register inward letter in that system correctly rather than manual. And in that system, I provide attachment for letter, staff can scan letter before send to other department after minute the letter and then upload to the system, so that if the letter original missing, so we can find again in that system.

Next advantages are save energy and time among staff. By having this E-SURAT system, all party that involved in this circle of environment will increase their time and energy to manage registration letter. After that, this system develops to more user-friendly system. User friendly system is when user easy to adapt and use the system without any problem and have a user manual as a guidance to help user to understand the system.

These systems have comfortable among staff. Lastly advantages of this system is become more systematics and paperless. In order to achieve a goal of government Malaysia to make a paperless environment and digitization start on 2018 become reality, I had make the manual procedure that using book to become E-SURAT system and it became more systematic and paperless.

I will build this system by follow the system development life cycle that stand for SDLC and also PADIM that stand for planning, analysis, design, implementation and maintenance. The system must be follow by step provided to make it work well and smoothly and I can follow the schedule concisely. I also can achieve the requirements because we have developed the schedule for monitoring project progress for the time dimension of the project. Project planning is very important in step by step to build a system because it will be my guide while build the system soon.

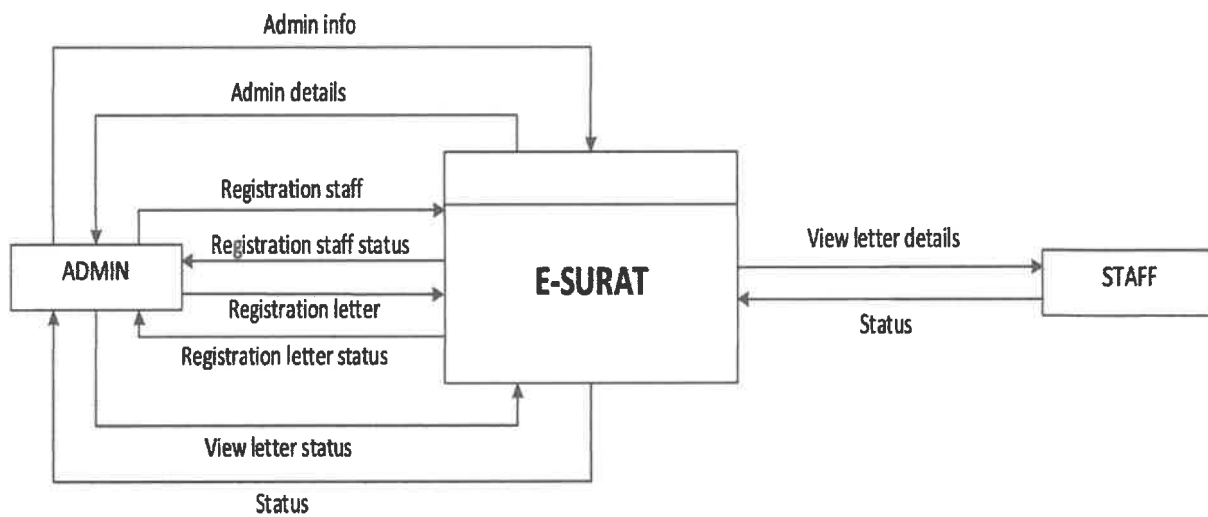
### 3.2.1 Gantt Chart



**Figure 3.2.1 : Gantt Chart for E-SURAT system.**

Based on the Gantt chart above, I also know the start date and end date to complete this project in time. I also can achieve project goals by satisfied the need and opportunities that our company wants. This schedule will be used as reference until this project complete and this solution will take time until this project complete. For details information about my schedule, I have developed Gantt chart for your reference. Gantt chart will show you about project schedule information by listing my project activities and corresponding start and finish dates in a calendar format.

### 3.2.2 Context Data Flow diagram (CD)

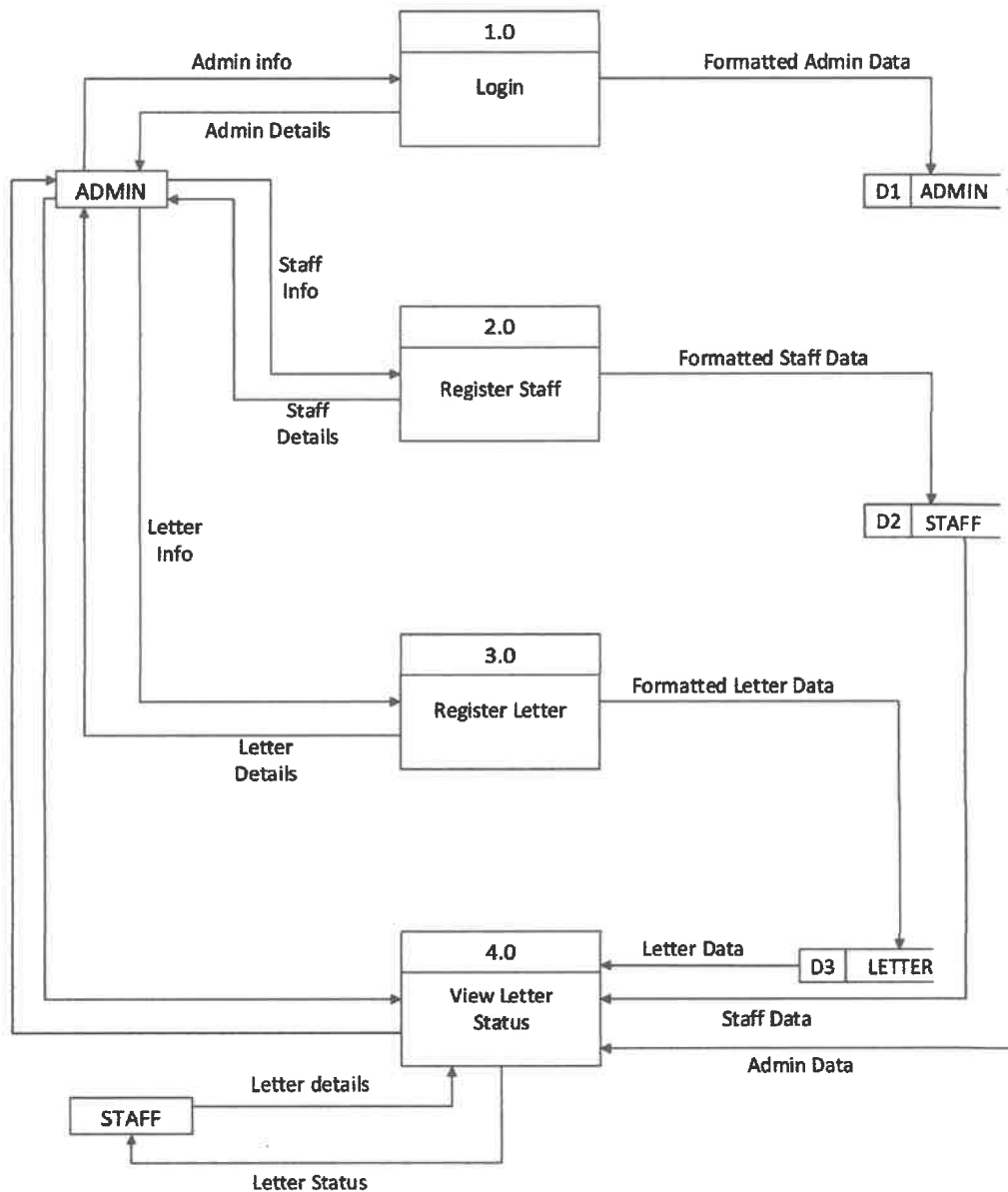


**Figure 3.2.2 : E-SURAT System Context Data Flow diagram**

Based on the context diagram above, we can see there are two (2) external entities which are admin and staff. The data flow is shown by the arrow available in the diagram above. Based on the diagram there are eight (8) types of data flow that communicate between admin and system. Staff can check and view the letter details from the system.



### 3.2.3 DFD Of A New Logical System



**Figure 3.2.3 : E-SURAT System Level-0 Data Flow Diagram**

The above diagram known as Data Flow Diagram also called as DFD. The information system is depicted as a DFD in figure 3.2.3. As indicated by the diagram in the E-SURAT system there will be two modules that we called as the process consists of register the letter and view the letter. Each module will process the data between user and the system itself. Besides that, there are three categories of database be created in the systems to store the information such admin, staff and letter data.

## 3.2.4 Interface Design

### 3.2.4.1 Input



Figure 3.2.4 : Login page for admin and staff.



Figure 3.2.5 : Homepage admin for register new record data letter.

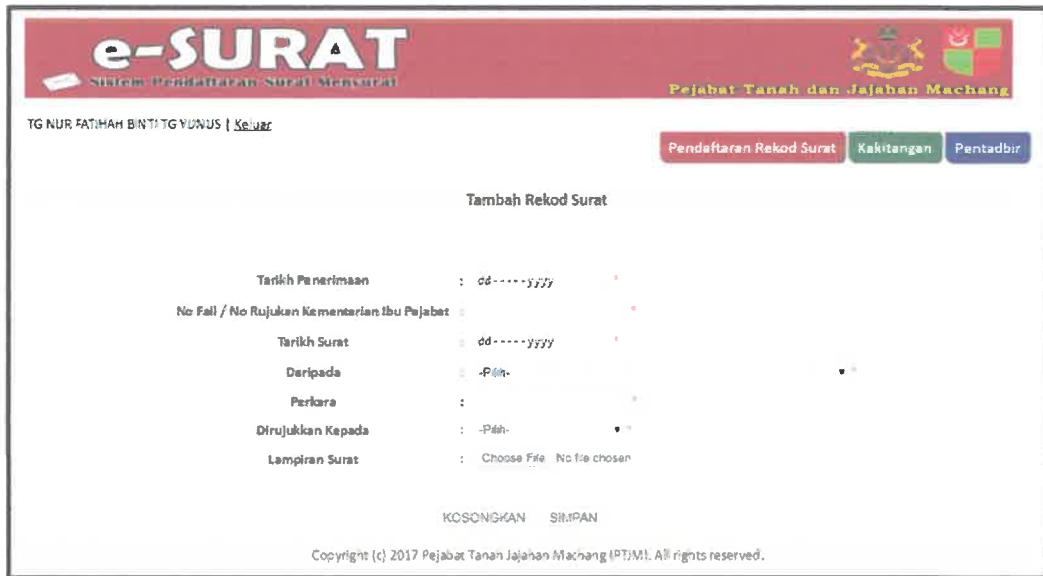


Figure 3.2.6 : Admin register new record data letter.

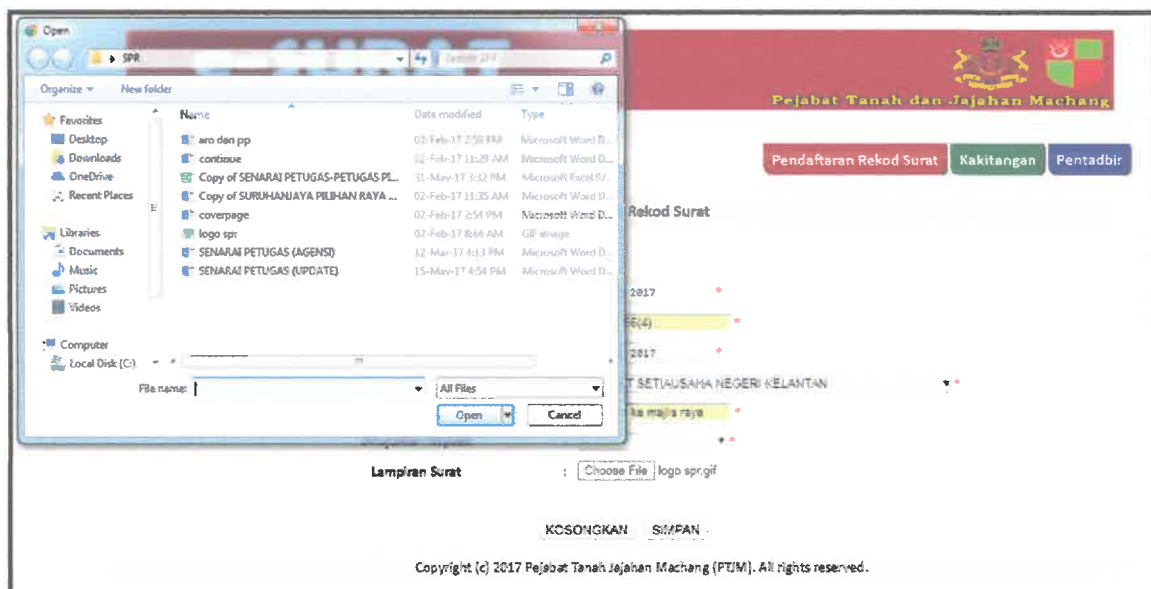
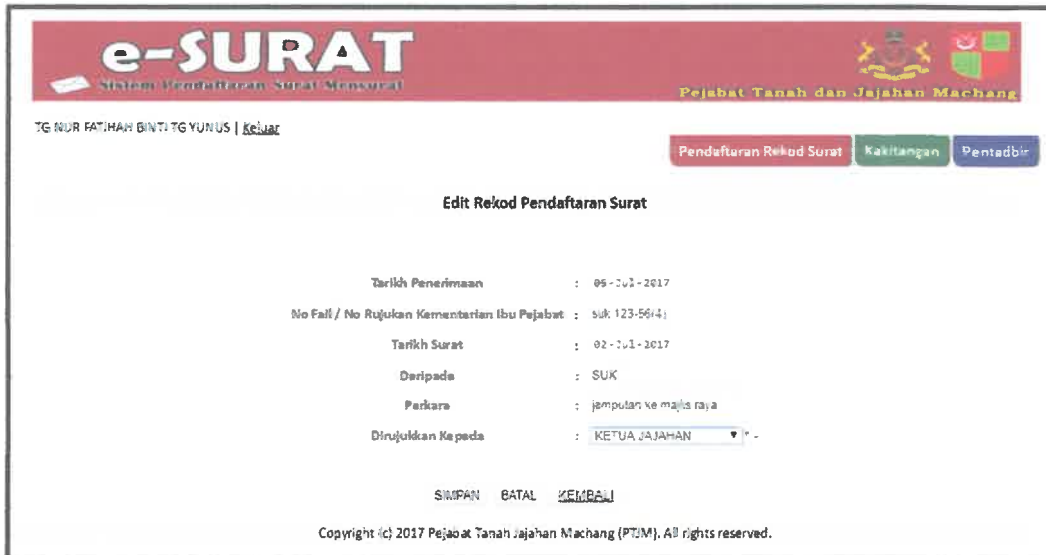


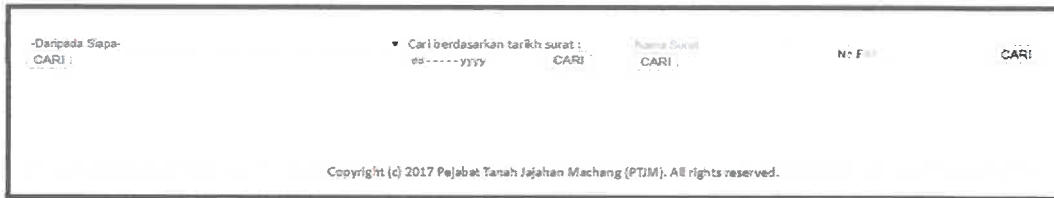
Figure 3.2.7 : Upload the letters that have been scanned for references when missing.



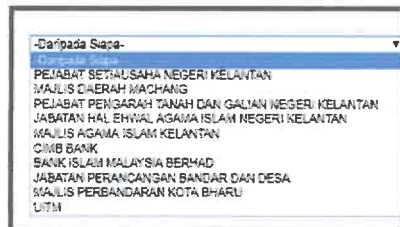
**Figure 3.2.8 :** Edit record after verify by steno 'secretary district office'.  
Add the letter referred by who.



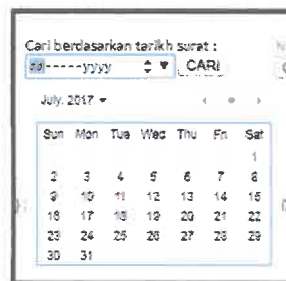
**Figure 3.2.9 :** Homepage admin for view the letter status.



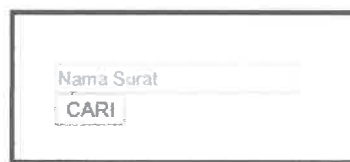
**Figure 3.2.10: Buttons for view the letter status by categories.**



**Figure 3.2.11: View the letter status by categories “received from”.**



**Figure 3.2.12 : View the letter status by categories “letter date”.**



**Figure 3.2.13 : View the letter status by categories “subject”.**



**Figure 3.2.14 : View the letter status by categories “file no”.**

**e-SURAT**  
Sistem Pendaftaran Surat Mesra

Pejabat Tanah dan Jajahan Machang

TG NUR FATIMAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Tambah Rekod Kakitangan**

No. K/P :

Nama :

No. H/P :

Unit :

Kata Kunci :

Sahkan Kata Kunci :

BATAL KOSONGKAN SIMPAN

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**Figure 3.2.15 : Add staff data record.**

**e-SURAT**  
Sistem Pendaftaran Surat Mesra

Pejabat Tanah dan Jajahan Machang

TG NUR FATIMAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Edit Rekod Kakitangan**

No. K/P : 520511336170

Nama : SITI FATHEHAH

No. H/P : 0139105110

Unit : Khidmat Pengurusan

Kata Kunci : 12345

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**Figure 3.2.16 : Edit staff data record.**

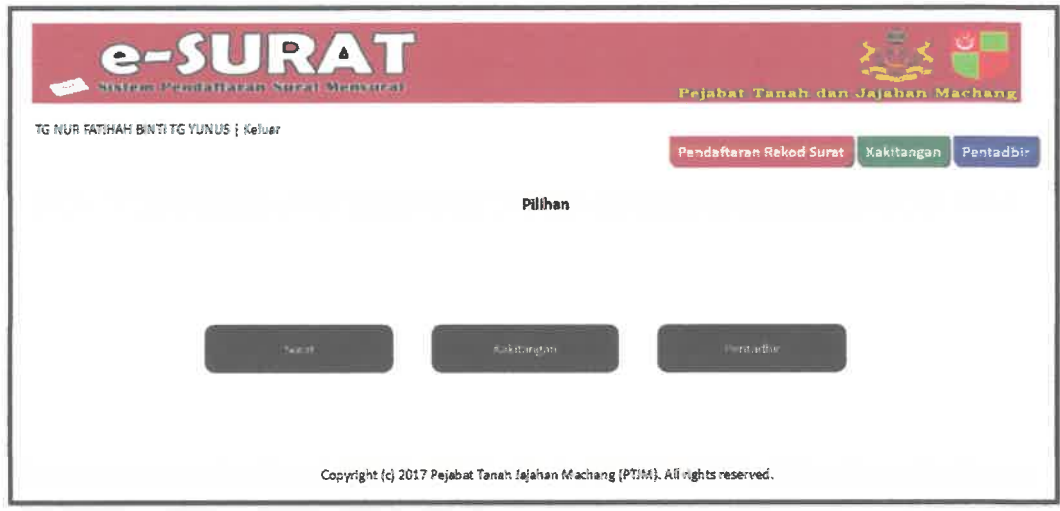


Figure 3.2.17 : Admin page.



Figure 3.2.18 : Homepage staff for view the letter status.

### 3.2.4.2 Output

**e-SURAT**  
Sistem Pendaftaran Surat Mersurat

Pejabat Tanah dan Jajahan Machang

TG NUR FATIHAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Detail Rekod Pentadbir**

No. K/P : 910511035014  
 Nama : TG NUR FATIHAH BINTI TG YUNUS  
 No. H/P : 0129878261  
 Jawatan : ADMIN  
 Unit : KHIDMAT PENGURUSAN  
 Kata Kunci : 12345

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**Figure 3.2.19 : Admin details page.**

**e-SURAT**  
Sistem Pendaftaran Surat Mersurat

Pejabat Tanah dan Jajahan Machang

TG NUR FATIHAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

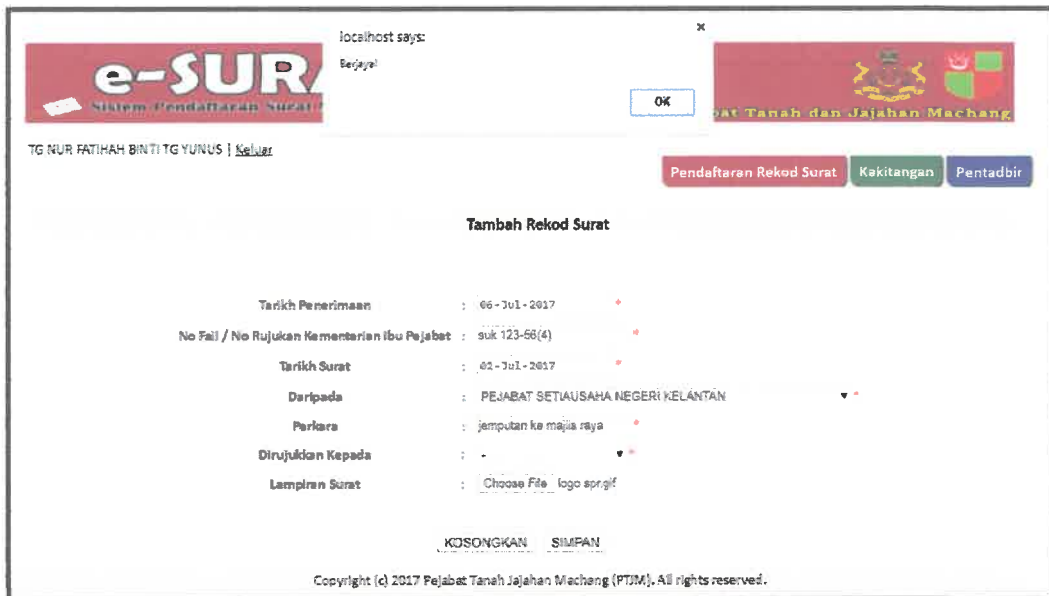
**Senarai Rekod Surat**

DAFTAR REKOD SURAT BARU

No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam
1.	2017-07-06	mdm 03-02-4	2017-07-02	MDM	permohonan pindah milik tanah	KETUA JAJAHAN			
2.	2017-07-06	ptg 32-3-45(1)	2017-07-03	PTG	pindah milik tanah	-			
3.	2017-07-06	ultm 3452-2(1)	2017-07-04	UITM	permohonan menjalani latihan Industri	KPKJ KHIDMAT PENGURUSAN			
4.	2017-07-06	-	2017-07-05	CIMB	penyata akaun	-			

**Figure 3.2.20 : List of record data letter by admin.**

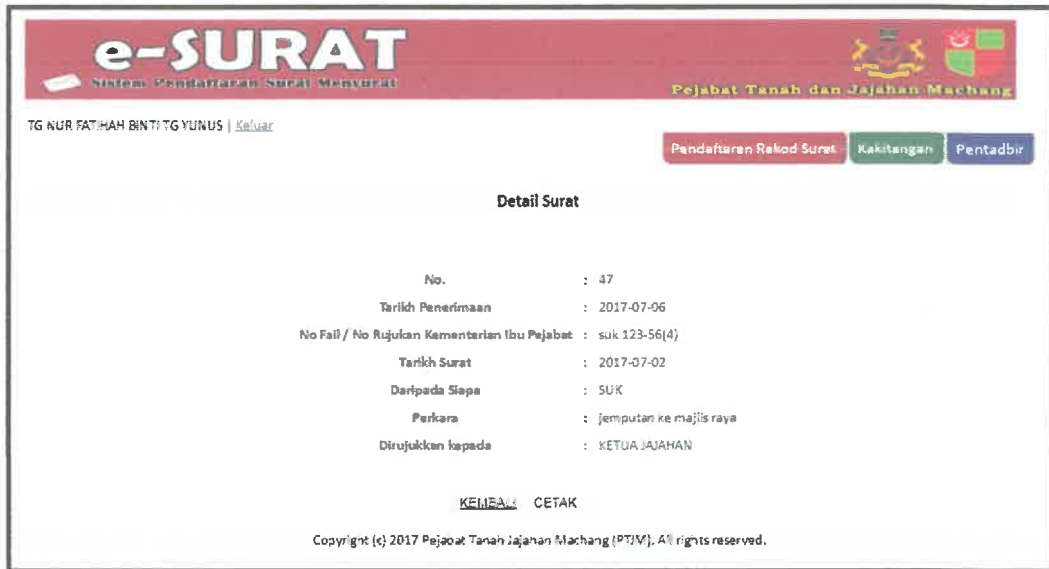




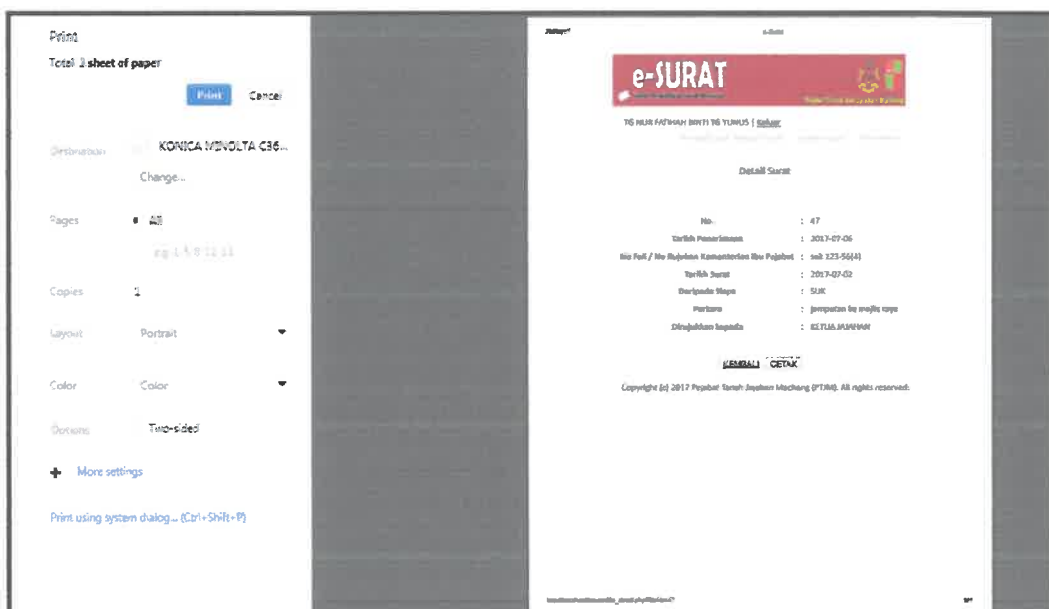
**Figure 3.2.21 :** Notification message successful for add record data registration letter.



**Figure 3.2.22 :** Notification message successful for edit record data registration letter.



**Figure 3.2.23 : Details page for record data letter by admin.**



**Figure 3.2.24 : Print page data letter by admin.**

**e-SURAT**  
Sistem Pendaftaran Surat Menerima

Pejabat Tanah dan Jajahan Machang

TG NUR FATIMAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Hasil Carian**

SUK

No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam
1.	2017-07-06	suk 23-4052(2)	2017-07-02	SUK	Jemputan ke majlis perasmian ramadhan				
2.	2017-07-06	suk 123-56(4)	2017-07-02	SUK	Jemputan ke majlis raya	KETUA JAJAHAN			

CETAK KEMBALI

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Figure 3.2.25 : Search results page for record data letter by categories “received from”.

**e-SURAT**  
Sistem Pendaftaran Surat Menerima

Pejabat Tanah dan Jajahan Machang

TG NUR FATIMAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Hasil Carian**

2017-07-02

No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam
1.	2017-07-06	suk 23-4052(2)	2017-07-02	SUK	jemputan ke majlis perasmian ramadhan				
2.	2017-07-06	mdm 03-02-4	2017-07-02	MDM	permohonan pindah mbk tanah	KETUA JAJAHAN			
3.	2017-07-06	suk 123-56(4)	2017-07-02	SUK	jemputan ke majlis raya	KETUA JAJAHAN			

CETAK KEMBALI

Figure 3.2.26 : Search results page for record data letter by categories “letter date”.



Figure 3.2.27 : Search results page for record data letter by categories “subject” and “file no”.

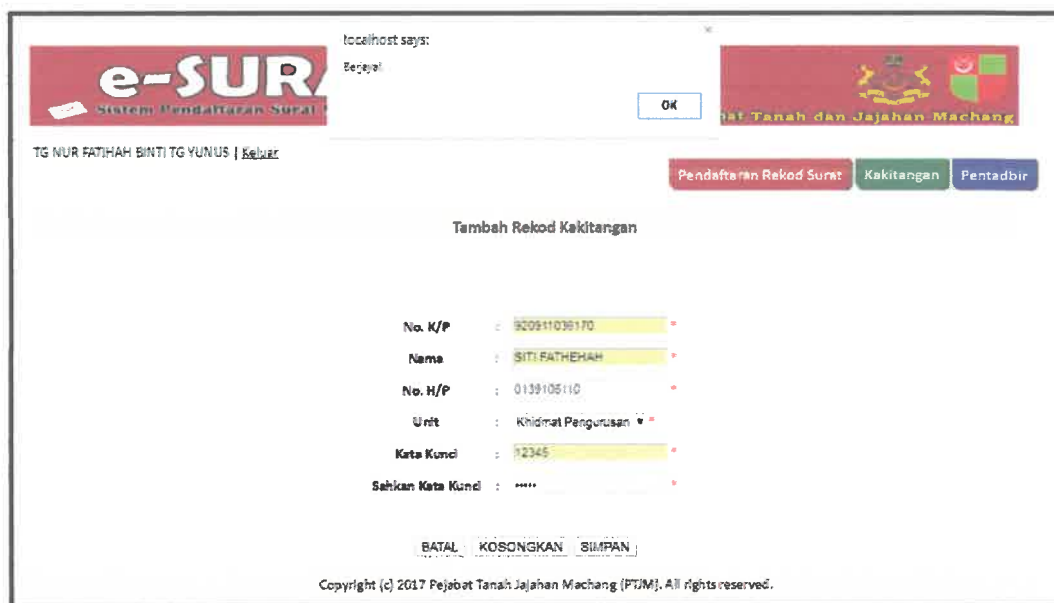
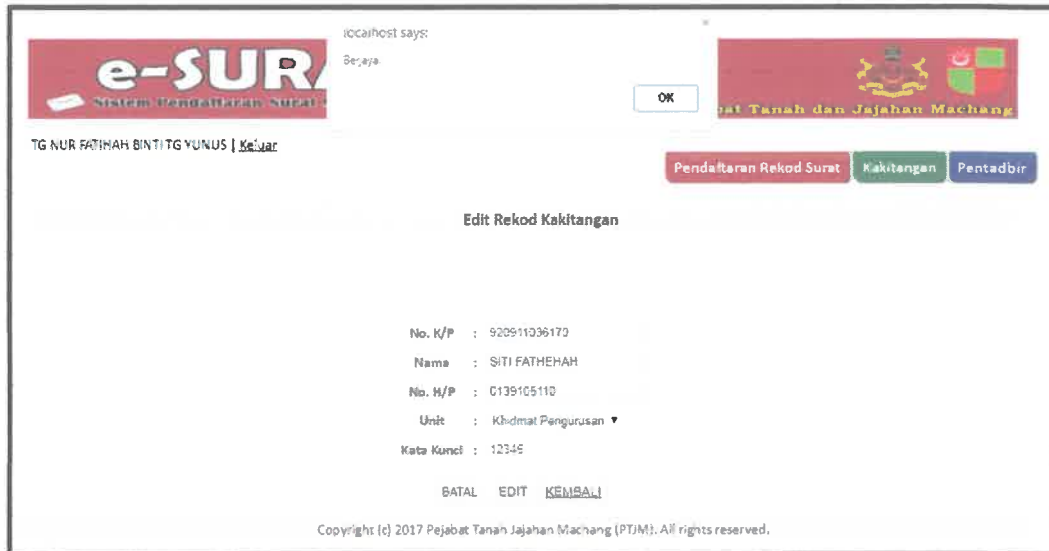


Figure 3.2.28 : Notification message successful for add record data staff.



**Figure 3.2.29 :** Notification message successful for edit record data staff.



**Figure 3.2.30 :** Staff profile page.

**e-SURAT**  
Sistem Pendaftaran Surat Mansurat

Pejabat Tanah dan Jajahan Machang

TG NUR FATIHAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Senarai Kakitangan**

TAMBAH REKOD BARU

Bil.	Nama	Unit	Edit	Detail	Delete
1.	MOHD AZMAN B	Khidmat Pengurusan			
2.	SITI FATHEHA	Khidmat Pengurusan			
3.	WAN SITI SAL	Khidmat Pengurusan			

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**Figure 3.2.31 : List of staff page.**

**e-SURAT**  
Sistem Pendaftaran Surat Mansurat

Pejabat Tanah dan Jajahan Machang

TG NUR FATIHAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Senarai Pentadbir**

TAMBAH REKOD BARU

Bil.	Nama	Unit	Edit	Detail	Padam
1.	TG NUR FATIHAH BINTI TG YUNUS	KHIDMAT PENGURUSAN			

CETAK

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**Figure 3.2.32 : List of admin page.**

**e-SURAT**  
Sistem Pendaftaran Surat Menyurat

Pejabat Tanah dan Jajahan Machang

MOHD AZMAN B | Keluar

Pendaftaran Rekod Surat Kakitangan

**Detail Kakitangan**

No. K/P : 750410035891  
 Nama : MOHD AZMAN B  
 No. H/P : 0148188038  
 Unit : Khidmat Pengurusan  
 Kata Kunci : 12345

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**Figure 3.2.33 : Staff details page.**

**e-SURAT**  
Sistem Pendaftaran Surat Menyurat

Pejabat Tanah dan Jajahan Machang

MOHD AZMAN B | Keluar

Pendaftaran Rekod Surat Kakitangan

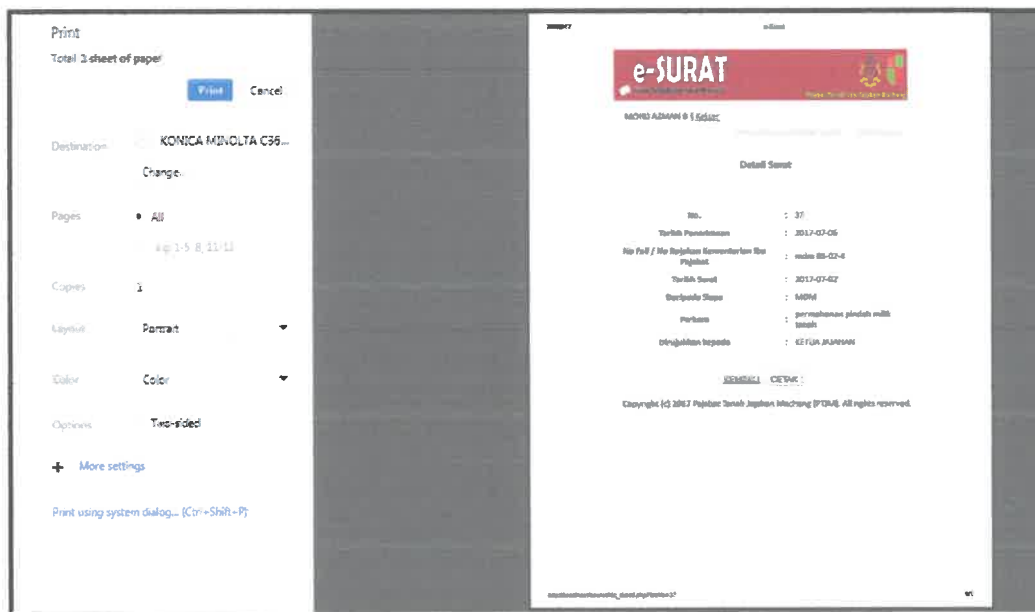
**Senarai Rekod Surat**

No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Dari/pada Siapa	Perkara	Dirujuk/kan Kepada	Detail
1.	2017-07-06	mdm 03-02-4	2017-07-02	MDM	permohonan pindah milik tanah	KETUA JAJAHAN	
2.	2017-07-06	ptg 32-3-45(1)	2017-07-03	PTG	pindah milik tanah	-	
3.	2017-07-06	uttm 3452-2(1)	2017-07-04	UITM	permohonan menjalani latihan Industri	KPKJ KHIDMAT PENGURUSAN	
4.	2017-07-06	-	2017-07-05	CMB	penyata akaun	-	

**Figure 3.2.34 : List of record data letter by staff.**



**Figure 3.2.35 : Details data letter by staff.**



**Figure 3.2.36 : Print page data letter by staff.**



With the advance of the technology nowadays all the manual procedure can become a digitization which is convert to system rather than manual. I also believe that this system that have been design by myself can really give a lot benefit for admin to register inward letter for a record. And also, it can easier staff for find and refer the details and status about the letter just only enter the keyword such as file no, received date of letter, letter date or name of letter. They only search using the keyword only and the system can catch the data from database. E-SURAT system also taught me a lot in order to develop a system in a short time like planning, analysis, design, implementation and maintenance.

These 5 step that called as PADIM is very important to develop each system. We also know how to develop data flow diagram (DFD) and context diagram which is main process to know our flowchart of the system. By having this system, unit management services in Machang Land and District Office no need to proceed with their manual procedure anymore to register inward letter in manual book. It brings a lot of benefits and opportunity to become paperless environment and reduce the cost, energy to manage the manual book.

## CHAPTER 4 : CONCLUSION

During 5 months of industrial training practices, I has been given a great opportunity in order to learn and get the useful knowledge and information which could not be found in classroom and also from the lectures note but I obtained it from a real business work life. This industrial training program really helps me in order to improve my communication skill between customer and client. And improve my skills in information management and also records management.

Industrial training is a good and effective program for the final year student who want to be exposed to the real-life work environment as their will get involved in real-lifework environment when they have finished their study. Industrial training also can be as the platform and to be a next step for the student in order to build up their future career and help them to gather new knowledge, experiences and information as much as they can about future career involvement after their have finished their study and also as the place for them to make preparation before step in real-life work environment. During industrial training also, students will learn about the important of discipline in work, time management and also the reliability to complete the task given by the upper level management to us.

Even though that I am one of the practical student at Machang Land and District Office, I realize that the company has given me the same treatment and same responsibility with the other staff. There are no such things that can differentiate the level between workers. In addition, I also realized that the teamwork factor is needed in this company.

Internship is the beginning of the path that will take me to the point where I want to be after my graduation. During the internship period, it provided me a platform to introduce myself in professional field. I was able to bridge the gap between student life and professional life. It is quite interesting for me because this is the place where I can learn more on technical stuffs compared to theory knowledge that I learned during studies. Furthermore, the fact that Machang Land and District Office is a startup to expose me more on the whole system of the organization and how it actually works.

## **4.1 Application of knowledge, skills and experience in undertaking the task (Knowledge gained)**

During undergo five months of my industrial training at Machang Land and District Office, I have gained many new experiences and knowledge that are I think very meaningful and important to me. The experiences and knowledge that I have gained such as:

### **4.1.1 Improve Communication Skills**

One of the most useful experiences and knowledge that I have gain during undergo my industrial training is communication skill. Much of communication skill that I have obtain during this industrial training could not be obtain in classroom session and also from lecturer note but I have able to obtained it from my five months of industrial training. I get opportunity to improve my communication skill. During the work, I need to communicate a lot with the people, such as with customer, my supervisor, managers from this department or other department as sometime I need to set up a meeting with them.

I learned how to communicate effectively with them to ensure that they understand the message that I was trying to say. I realized that by communicate clearly, it literally improved my self-confidences whenever I talked or exchanged ideas with people. From that, I was able to speak clearly and thoughtful.

Besides that, I also improve my communication skill when dealing with the staffs and officer from others department. I am also being able to learn the proper and effective ways how to express and share our opinion with other subordinates and colleagues especially with the senior colleagues during undergo my industrial training.

Furthermore, I realized that leadership skill is really made a big different with others when we are in working life. During my training life, I saw many talented people who are able to lead others when they are working. I need to make sure that I also possessed the same skill.

#### **4.1.2 Improve Functional Skills**

Throughout my training at Machang Land and District Office, I discovered a few knowledges on land especially, how the process to change the land owner, process to caveat land and how the government get the revenue based on land. I also responsible to find collect the staff for work and serve a big event such as “Pilihan Raya Umum-14” to be held in this year.

Besides that, I also learned the administration part where now I know how to arrange conference calls, teleconference calls, perform clerical duties such as accepting orders, scheduling meeting, photocopying, scanning transfer calls, and sort or classify information. I learned skills on how to deal with colleagues to execute tasks, learned how to organize and bring myself in a meeting.

#### **4.1.3 Improve Records Management Skills**

During my industrial training, I also have gained new knowledge and information and also improve my skills regarding records management during undergo my five months of industrial training at Machang Land and District Office. I was able to learn about the proper and correct procedure to open the new files and to close the files that have reached their limit the proper and correct procedure to dispose the files and records that have reached their retention period limit.

At management services department in Machang Land and District Office, a file will be closed once the contents or folio has reached to 100 folios or when the file was thick at least 1 inch. The file also will be closed once the file are not active within 5 years or when they do not receive any new attachments related to the file title. I also have learn the correct methods and procedures to retrieve files and records from registry repository, coordinate and monitor the movement of files and records that have been used and the procedure that must be taken when the files is already more than it proper time in the hold of the officer that need to take action of that files.

#### **4.1.4 Learn How to React Efficiently with the Sudden Changes Working Situation and Work in a Team Effectively**

I also have gain experiences to react effectively and efficiently with the sudden changes in working situation and how to dealing with the situation that need faster and immediate attention. For example, when I have assigned duty with the team that make preparation with the Minister of Kelantan, YAB Ustaz Dato Bentara Dato' Haji Ahmad Bin Yakob with villagers visit for “Program Pemukiman” to the Machang Land and District Office. We only get to know about the visit last minute, which is two weeks before the visit.

But we managed to make the preparation for the big event. Team work will make any job can be complete in a very short period of time as it required. But to achieve that, the cooperation by all staff is needed to make sure the team effort is worth every single of time and strength that they have sacrifice and contribute. The event session also take part without any problem and running smoothly.

#### **4.1.5 Improve Computing Skills**

I have learnt more such as I can handle any systems when I entered this company. There are E-Keberadaan system, E-Aduan system, and also get a new experience when I need to draw and design certificate using Microsoft Excel and link to the Adobe InDesign which I never use in my study days.

I also get opportunity to improve my computing skills during I undergo my industrial training at Machang Land and District Office when my supervisor accept my proposal to developed the system which is E-SURAT to change from manual procedure to the system. E-SURAT system is a big project for me because before that, Machang Land and District Office don't have any system for registration inward letter. They only use manual books for records the data registration letter.

I have managed to complete the project during five months of my industrial training at there and the system already can be used in that organization. I have gain opportunity to explore and enhance personally more my computing skill during making the E-SURAT system for Machang Land and District Office during my industrial training at there. The knowledge and information that I have obtained is very useful and meaningful.

#### **4.2 Personal thoughts and opinion**

My personal thought and opinion regarding this industrial training is industrial training is one of the good platform for final semester higher education institutions students to obtain and gain knowledge, information and experiences regarding the real-life working environment as they will get involve in the working world after they have finish their study. The important thing that they will learn from this industrial training such as the most important aspect in the real-life working world, punctuality of time, especially come to office punctual, complete the task and jobs given by the supevisor on the time given, can obtain and improve communication skill with other subordinates and colleagues especially with the senior colleagues and during dealing with staff from other department, division, branch or organization.

The experience gained during this internship will be used and improved in the real-life career. There are a lot more to be learnt and I really hope I have the chances and opportunities to learn more and more with the benefits I gain in this training. These knowledges can be useful in my next job. For future student who will taking Industrial Attachment in the future, they need to determine their strength and think about their own future from now on. As long as they have the opportunity, they have to prove and show their skills and knowledges to the company that they are worth for.

Industrial Attachment training has been an excellent and useful experiences to me. Machang Land and District Office has offered me opportunities to learn and develop myself in many areas. I also had the opportunity to meet many corporate people. The training helped me in building my self-confidence and preparing myself with necessary skills before facing the real

world working environment. I did a lot of things here not only in IT aspect, but also regarding business, marketing and product knowledge and it makes me ready for facing career life in the near future.

Machang Land and District Office has exposed me on many new field of knowledges and had given me a chance to apply what has been taught throughout my three years and six months of study. The training has made me realized that real world working environment can be totally different from what I have learnt in classes. I worked in many areas where I did different work. This gave me chance to develop more practical skills in myself. The internship program was definitely beneficial for me. I am grateful and thankful that I got experiences in many things.

On the other hand, from my opinion there are a few enhancements that can be done by the Machang Land and District Office especially for lead to the increasing of the staff productivity there. The enhancements that can be done by the Machang Land and District Office is in-term of Information Technology (IT) facilities that is been used there. I suggest that they replace the old IT facilities such as computer that have been used there with the latest computer as the computer that have been used there right now is obsolete and very slow. I also suggest that they upgrade their internet connection and use the latest and faster internet connection as based from my experiences, their existing internet connection is very slow and this will limit the staff work productivity.

In overall, I am really satisfied with the Machang Land and District Office treatment and their effort in creating a comprehensive, systematically and a structured industrial training program for the industrial training students. It is a wonderful and unforgettable five months experiences of undergo industrial training here. I get opportunity to get to know more friends from other higher education institutions during undergo my industrial training here. All the Machang Land and District Office staffs also welcome my present at their office. They are willing to teach me and share their knowledge and experiences and they also very friendly and helpful to me especially when I get into trouble. We all have a great working environment together during work time and also leisure time.

For future student who will taking Industrial Attachment in the future, they need to determine their strength and think about their own future from now on. As long as they have the opportunity, they have to prove and show their skills and knowledges to the company that they are worth for. However, I would like to propose to Machang Land and District Office to distribute the job scope and job role more equally with every staff who are working Machang Land and District Office company so that every staff will be able to handle job more efficiency and able to do the multitasking job which requires them to do more than one job of a time. Currently Machang Land and District Office had no enough staff in order to do the technical job and overtake the current job. That factor will make the staff to do the multiple projects at one time and it can be a major hurdle for them to focus on the current project.

Last but not least, I also think that university could create and provide an online application which can allow students to login and write their daily activity and task that has been assigned by their supervisor in online mode instead of writing the activity in the log book. It can reduce of the risk of losing the log book and can save up the production of the papers. As today, we also want to achieve a paperless work culture, based from I opinion, I think this is one of the most effective method to achieve that. The university supervisor may access in order to check and supervise their industrial student's daily reports through online mode. With this factor, I might think that it can be more helpful and help the efforts of trainee and the supervisor and can lead to the increasing of the productivity.

### **4.3 Lesson learnt**

During undergo my five months of industrial training at Machang Land and District Office, I have get many opportunity to obtain and learn many new lesson, knowledge and experiences especially knowledge, lesson and experiences that cannot be obtain in the classroom session, but only can be obtain with real-life work environment experiences during this industrial training such as teamwork experiences, communication skills during dealing with other staffs from other department, division, branch or organization, the proper and effective ways how we want to express and share our opinion with other subordinates and colleagues especially with the senior



colleagues. Besides that, I also have obtain and learn some important skill real-life work environment culture that form my opinion I think it is a very skill such as problem solving skill, logic thinking skill especially when we must solve a problem in critical period of time and also soft-skill, such as the ability to make ourselves capable to adapt quickly with the sudden change in the daily workflow such as to complete the duties that have been assign to us in last minute situation in the short period of time.

During my practical training, I has been exposed with the real environment whereas I have to face the problem that need to be solved quickly. Some of the problem that has occurred in the office need to be solve quickly and that kind of action need the skill such as creativity, analytical skill and problem-solving skills. These skills are really important in order to solve skills during critical time. To solve this error, I need to go through and understand the actual problem, the step in analyzing the problem and overcome the problem by troubleshoot and debugging the system again. I had improved the technical skill in finding and solving the problem in systematical and faster way.

In addition, I learn to always to be aware with the current problem that might arise and recorded the case problem, and find to solve the problem and task whenever the task that had been assigned by supervisor. This is a risk that I need to take, especially when the task is related to the transaction process. I had learnt a lot of experiences in this working environment such as the problem solving skill, logic thinking when solving the problem in critical time, technical skill in configuring and maintaining the hardware of the computer, work in group skill, communication skill with clients, ability in sharing the opinion with the colleagues.

I has been exposed with the various type of different work culture based on the different level of department when I was first start my industrial training for Machang Land and District Office. I have been able to learn on how to configure the printer that are linked directly to the user computer MAC address. Besides that, I also have been able to learn on how to configure the new computer and has set up the companies policies that based on the company requirements. My duty during the industrial training at Machang Land and District Office is to provide the technical support to the staff who has the problem during their daily work activities.

After a month, I have been assigned with a new task that has been given to my supervisor. The more knowledge that I have been learned during my task at the Machang Land and District Office. There is a lot of experienced that I has learned during my industrial training especially when I has been involved with “Pilihan Raya Umum-14”. It is because I need to solve and handle personally and find the people who selected suitable for this job. I can enhance the communication skill when I communicate with them and make a call one by one to ask them want to grab the job or not. And I also need to handle two system which is E-ADUAN and E-KEBERADAAN system.

Everyone have their own tasks and responsibilities, we have trained to be a creative, multitasking and to be a fast learner worker which enable to adapt to the different organization with different culture. Furthermore, I understand the time management for a project complete is very important for this industry. In addition, all the colleagues are willing to share their experiences and opinion when I had stuck to do something a new task. I had really learned a lot from them.

#### **4.4 Limitations and Recommendations**

After five months undergo industrial training at Machang Land and District Office, I have identified a few limitations that exists at there. Because of the limitations that exist, I have made a few recommendations for overcome that limitations.

##### **4.4.1 Limitations**

There are a few limitations that I have identified that exist at Machang Land and District Office. The limitations that exists such as:

###### **4.4.1.1 Lack of Files and Records Storage Space**

During my industrial training, I found that Machang Land and District Office seem to lack of files and records storage space in the records storage room. There are too many files in a shelf and some shelves have become full and no empty

space for any new files to be kept anymore at that particular shelf. In addition, the space in the records storage room is also become too crowded and it is difficult to move around as the space is too tight.

#### **4.4.1.2 Lack of Technologies**

It is found that they seem to lack of latest technologies in term of computer equipment and maintenance. The computers that is been used at management services Machang Land and District Office are too slow and like to hang when various applications is used. This is because they used an old version of computer which is the processor is old version with a small amount of ram.

The computer I'm talking about is the computer used by the staff. Besides that, the internet connection at there is also bad and too slow. Sometime, it is difficult for the staff at there to gain access to the online application and do their work such as at "HRMIS" and "E-KEBERADAAN" which is system that require them to use every day. This will lead to the decreasing of the staff productivity.

#### **4.4.2 Recommendations**

With the limitations that have been identified, there are a few recommendations that I have identified in order to overcome the limitations that exist at Machang Land and District Office. The recommendations such as:

##### **4.4.2.1 Provide Adequate Space for Files and Records Storage**

RMP upper level management should provide a better and adequate building or building space for at management services department, Machang Land and District Office to adapt it as their new files and records storage room. Based on my observation during my industrial training, the space in the records storage room is small and too crowded and can be consider inadequate to be make as records

storage rooms. In the future, it can make the records management process become scattered and disorganized.

As a government agency, the volume of file and records will be increase days by days and because of that, the space and capacity of storing in the existing records room is limit. Management services department, Machang Land and District Office should be providing with another building or building space for storing the files and records especially for the old files and records that were stored and cannot be disposed of as it still required and related for some others purposes in the future.

#### **4.4.2.2 Replace the Old Information Technology (IT) Equipment with Latest IT Equipment**

To overcome the old technologies problem that exist in the management services department, Machang Land and District Office, I suggesting that they replace the old information technology (IT) equipment with latest IT equipment. This can be done by buying the new IT facilities that their needed or may rent it from the contractor that offer the IT facilities rental services.

Nowadays, many organizations did not buy computer but rent it for certain period of years. By doing this, they can save their budget and cost and at the same time can keep their computer equipment up to date. With the proper IT equipment, it will increase the productivity of staff in produces effective work and also increase the staff work performances. With the appropriate and up to date IT facilities, work can be done easier and faster, where they will be able to access and making some procedure or work systematically.

## REFERENCES

Laman Web Rasmi Pejabat Tanah dan Jajahan Machang. Retrieved 2017, Jun 18 from  
<http://www.ptjm.kelantan.gov.my/v1/index.php?lang=ms>

Record Management Procedures. Retrieved 2017, Jun 25 from  
<http://webarchive.nrscotland.gov.uk/20170106021747/http://www.nas.gov.uk/documents/recordsManagementManual.pdf>

# APPENDIXES

# **Appendix A :**

## **Photos of activities**



**Act as a assistant IT to teach and demo for UiTM student how to handle E-File system.**



**Act as a operator services and serve incoming calls.**





**With Assistant District Officer (ADO) management services department.**



**With District Officer (DO) at Family day event.**



**“Tazkirah” event from Jaheik every Wednesday morning.**



**Ubudiyah Mas'uliyah Ifqan (U.M.I) event every Thursday.**



**Workplace management services department.**



**Workplace management services department for practical training.**



**Last day practical training at Machang Land and District Office.**

**Appendix B :**

**User Manual**

**E-SURAT**

**system**



# MANUAL PENGGUNA

## SISTEM E-SURAT

- Panduan Pengguna (Pentadbir)
- Panduan Pengguna (Kakitangan)

# Isi Kandungan

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<b>2.0</b>	<b>Panduan Pengguna (Kakitangan).....</b>	<b>15</b>

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# RINGKASAN

Panduan pengguna ini menunjukkan tentang panduan cara mendaftarkan surat menyurat di dalam sistem E-SURAT. Pengguna yang akan menggunakan sistem ini iaitu pentadbir dan kakitangan.

Dengan adanya manual pengguna ini akan membantu pengguna bagaimana untuk menggunakan sistem E-SURAT.

## 1.0 Panduan Pengguna (Pentadbir)



**Rajah 1 :** Kaedah untuk log masuk. Sila masukkan no K.P dan kata laluan yang telah didaftarkan.



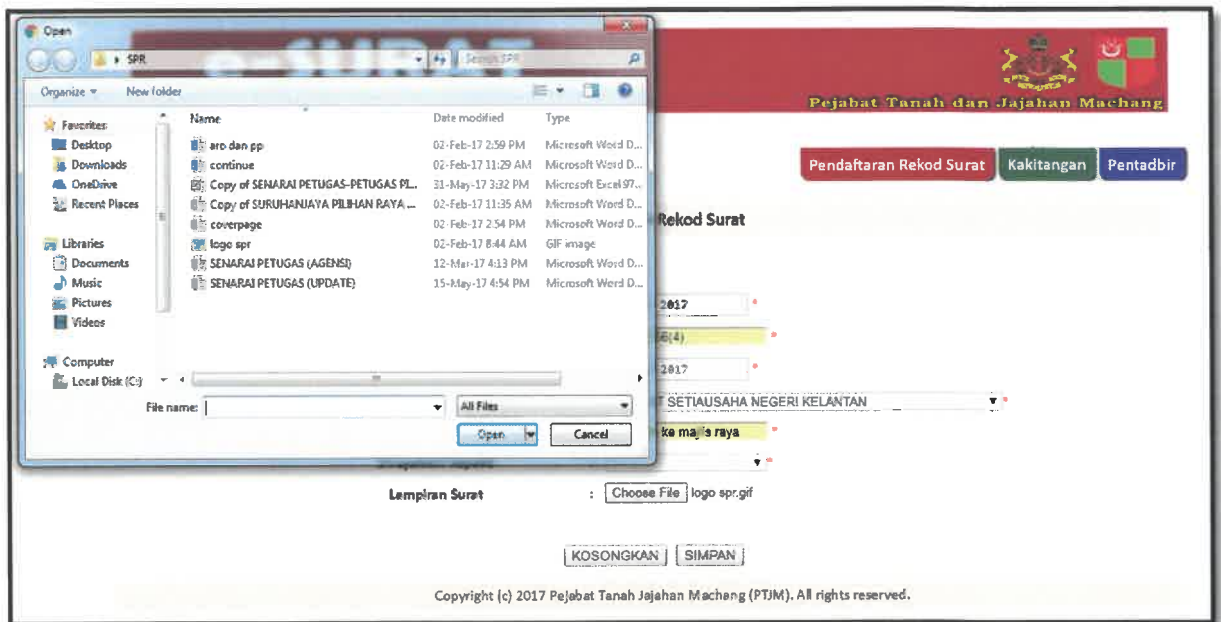
**Rajah 2 :** Halaman memaparkan maklumat rekod pentadbir.

The screenshot shows the main interface of the e-SURAT system. At the top, there is a red header with the logo 'e-SURAT' and the text 'Sistem Pendaftaran Surat Menyurat'. To the right of the header are the logos of the Malaysian government and the 'Pejabat Tanah dan Jajahan Machang'. Below the header, the user's name 'TG NUR FATIHAH BINTI TG YUNUS' and the word 'Keluar' are displayed. On the right side, there are three buttons: 'Pendaftaran Rekod Surat' (red), 'Kakitangan' (green), and 'Pentadbir' (blue). The main content area is titled 'Cari Rekod Surat' and contains two large buttons: 'TAMBAH REKOD BARU' and 'SENARAI PENDAFTARAN SURAT'. Below these buttons are four search criteria fields: '-Daripada Siste-' (with a dropdown arrow), 'Cari berdasarkan tarikh surat :', 'Nama Surat', and 'No Fail'. Each field has a 'CARI' button next to it. At the bottom of the page, there is a copyright notice: 'Copyright (c) 2017 Pejabat Tanah Jajahan Machang (PTJM). All rights reserved.'

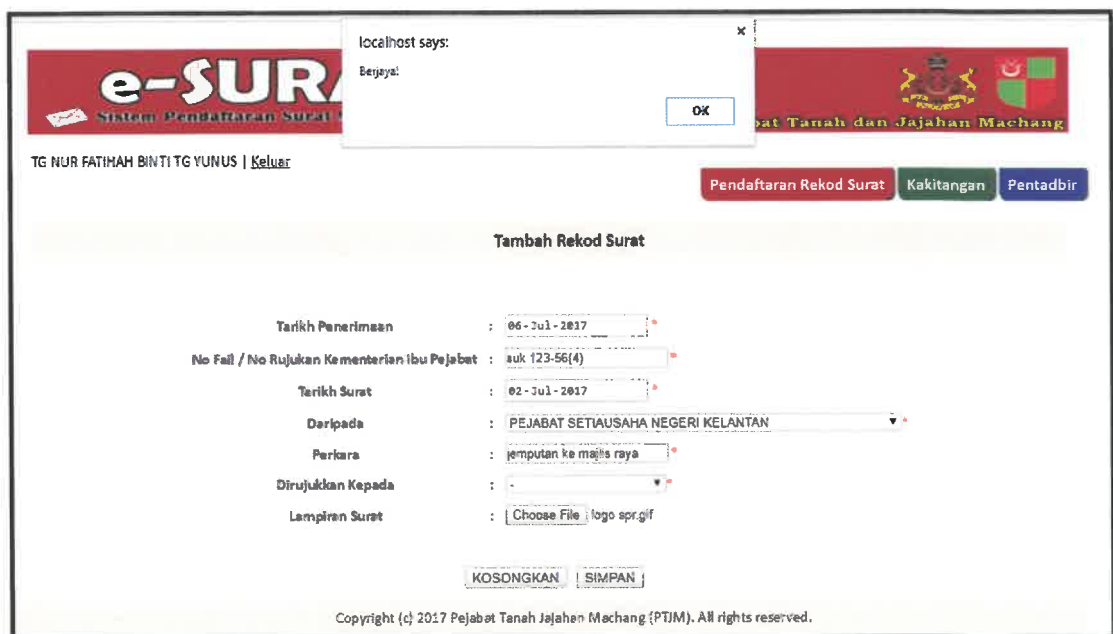
**Rajah 3 :** Paparan halaman utama. Pengguna perlu memilih untuk tambah rekod baru atau mencari senarai rekod surat.

The screenshot shows the 'Tambah Rekod Surat' (Add Record) form. The header and user information are identical to the previous screenshot. The main title of the form is 'Tambah Rekod Surat'. The form contains several fields: 'Tarikh Penerimaan' (Date of Receipt) with a date picker (dd--yy--yyyy), 'No Fail / No Rujukan Kementerian Ibu Pejabat' (No. of Fail / No. of Reference from the Ministry of the State), 'Tarikh Surat' (Date of Letter) with a date picker (dd--yy--yyyy), 'Daripada' (From) with a dropdown menu (Pilih-), 'Perkara' (Matter) with a text input field, 'Dirujuk kepada' (Referred to) with a dropdown menu (Pilih-), and 'Lampiran Surat' (Letter Attachment) with a 'Choose File' button and the text 'No file chosen'. At the bottom of the form, there are two buttons: 'KOSONGKAN' (Clear) and 'SIMPAN' (Save). The same copyright notice is present at the bottom: 'Copyright (c) 2017 Pejabat Tanah Jajahan Machang (PTJM). All rights reserved.'

**Rajah 4 :** Kaedah menambah rekod surat.



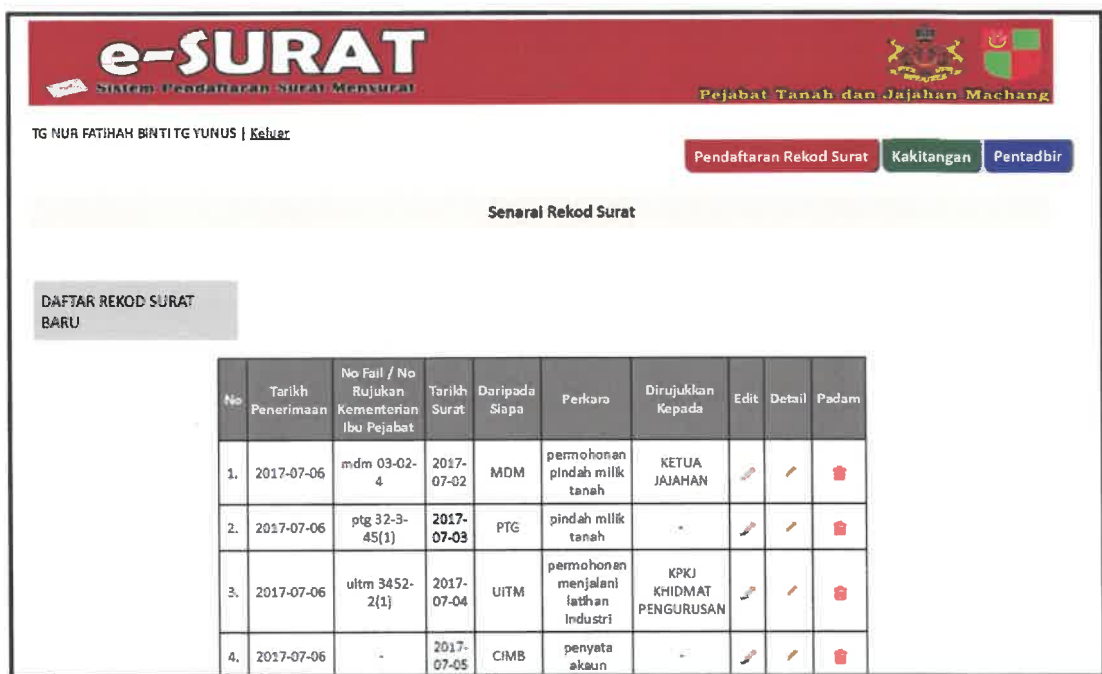
**Rajah 5 :** Kaedah muat naik surat yang telah di imbas.



**Rajah 6 :** Halaman memaparkan pengguna berjaya menambah rekod surat.



Rajah 7 : Paparan cara untuk mencari senarai pendaftaran surat.



Rajah 8 : Halaman memaparkan senarai rekod surat.

**e-SURAT**  
Sistem Pendaftaran Surat Melayu

Pejabat Tanah dan Jajahan Machang

TG NUR FATIHAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Edit Rekod Pendaftaran Surat**

Tarikh Penerimaan : 06-Jul-2017

No Fail / No Rujukan Kementerian Ibu Pejabat : suk 123-56(4)

Tarikh Surat : 02-Jul-2017

Daripada : SUK

Perkara : jemputan ke majlis raya

Dirujuk kepada : KETUA JAJAHAN

SIMPAN BATAL KEMBALI

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**Rajah 9 :** Paparan cara mengedit rekod pendaftaran surat. Edit rekod pendaftaran surat setelah disemak oleh 'steno'. Dan masukkan data dirujuk kepada siapa.

localhost says: Berjaya

OK

**e-SURAT**  
Sistem Pendaftaran Surat Melayu

Pejabat Tanah dan Jajahan Machang

TG NUR FATIHAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Edit Rekod Pendaftaran Surat**

Tarikh Penerimaan : 06-Jul-2017

No Fail / No Rujukan Kementerian Ibu Pejabat : suk 123-56(4)

Tarikh Surat : 02-Jul-2017

Daripada : SUK

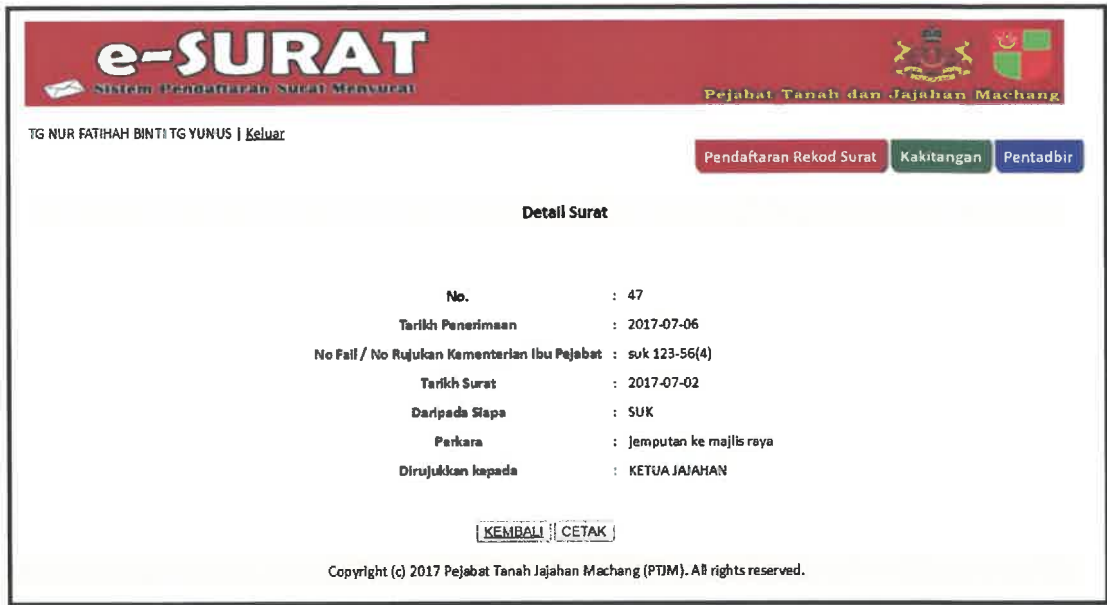
Perkara : jemputan ke majlis raya

Dirujuk kepada : KETUA JAJAHAN

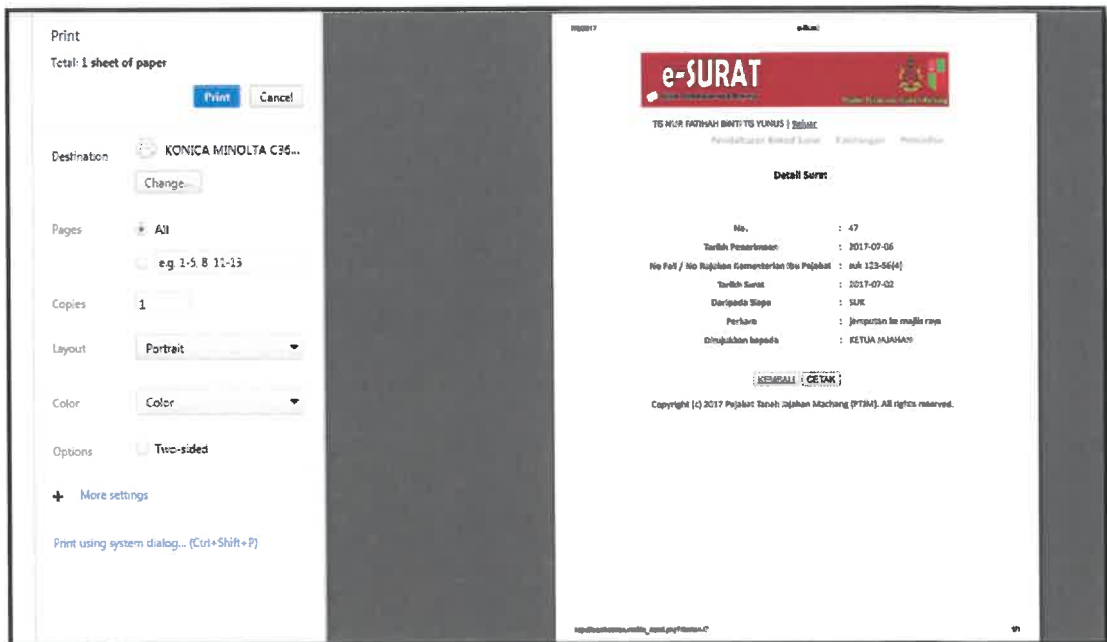
SIMPAN BATAL KEMBALI

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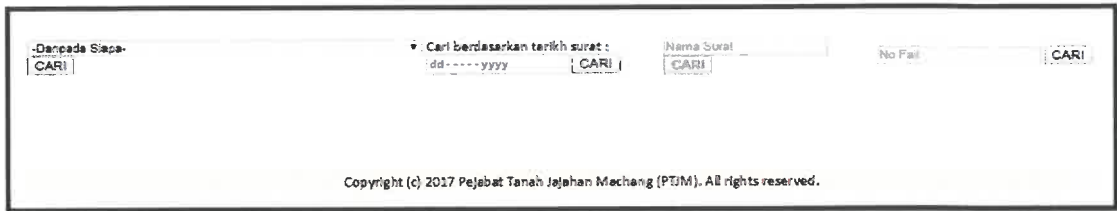
**Rajah 10 :** Halaman memaparkan pengguna berjaya mengedit rekod surat.



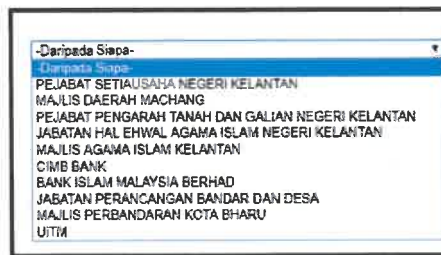
**Rajah 11 :** Halaman memaparkan maklumat surat yang telah direkodkan.



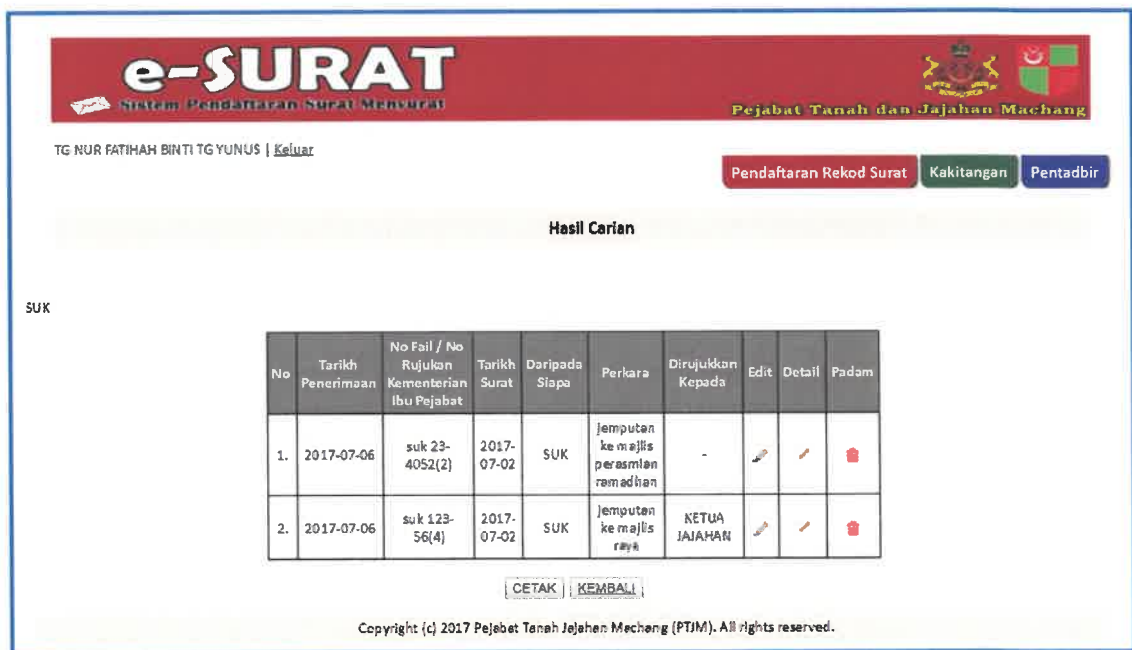
**Rajah 12 :** Skrin memaparkan cara untuk mencetak halaman tersebut.



Rajah 13 : Paparan cara memilih salah satu kategori untuk pencarian surat.



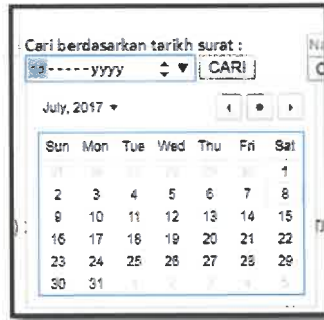
Rajah 14 : Paparan cari maklumat surat berdasarkan kategori "Daripada Siapa".



No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam
1.	2017-07-06	suk 23-4052(2)	2017-07-02	SUK	Jemputan ke majlis perasmian ramadhan	-			
2.	2017-07-06	suk 123-56(4)	2017-07-02	SUK	Jemputan ke majlis raya	NETUA JAJAHAN			

Rajah 15 : Halaman hasil carian untuk rekod surat mengikut kategori "Daripada Siapa".





Rajah 16 : Paparan cari maklumat surat berdasarkan kategori "Tarikh Surat".

## e-SURAT

SISTEM PENDAFTARAN SURAT MELAYU

Pejabat Tanah dan Jajahan Machang

TG NUR FATIHAH BINTI YUNUS | Keluar

Pendaftaran Rekod Surat
Kakitangan
Pentadbir

### Hasil Carian

2017-07-02

No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam
1.	2017-07-06	suk 23-4052(2)	2017-07-02	SUK	jemputan ke majlis perasmian ramadhan				
2.	2017-07-06	mdm 03-02-4	2017-07-02	MDM	permohonan pindah milik tanah	KETUA JAJAHAN			
3.	2017-07-06	suk 123-56(4)	2017-07-02	SUK	jemputan ke majlis raya	KETUA JAJAHAN			

CETAK | 
 KEMBALI

Rajah 17 : Halaman hasil carian untuk rekod surat mengikut kategori "Tarikh Surat".

CARI

**Rajah 18 :** Paparan cari maklumat surat berdasarkan kategori “Nama Surat/Perkara”.

# e-SURAT

Sistem Pendaftaran Surat Menyurat

Pejabat Tanah dan Jajahan Machang

TG NUR FATIHAH BINTI TG YUNUS | [Keluar](#)

Pendaftaran Rekod Surat
Kakitangan
Pentadbir

**Hasil Carian**

No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam
1.	2017-07-06	mdm 03-02-4	2017-07-02	MDM	permohonan pindah milik tanah	KETUA JAJAHAN			

CETAK
KEMBALI

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**Rajah 19 :** Halaman hasil carian untuk rekod surat mengikut kategori "Perkara ".

No Fail

**Rajah 20 :** Paparan cari maklumat surat berdasarkan kategori “No Fail/No Rujukan”.

**e-SURAT**  
Sistem Pendaftaran Surat Menyurat

Pejabat Tanah dan Jajahan Machang

TG NUR FATIMAH BINTI TG YUNUS | [Keluar](#)

[Pendaftaran Rekod Surat](#) [Kakitangan](#) [Pentadbir](#)

**Hasil Carian**

No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam
1.	2017-07-06	mdm 03-02-4	2017-07-02	MDM	permohonan pindah milik tanah	KETUA JAJAHAN			

[CETAK](#) [KEMBALI](#)

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**Rajah 21 :** Halaman hasil carian untuk rekod surat mengikut kategori " No Fail/No Rujukan".

**e-SURAT**  
Sistem Pendaftaran Surat Mersurat

Pejabat Tanah dan Jajahan Machang

TG NUR FATIAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Tambah Rekod Kakitangan**

No. K/P :

Nama :

No. H/P :

Unit :

Kata Kunci :

Sahkan Kata Kunci :

BATAL KOSONGKAN SIMPAN

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**Rajah 22** : Kaedah untuk tambah rekod kakitangan.

localhost says: Berjaya!

OK

**e-SURAT**  
Sistem Pendaftaran Surat Mersurat

Pejabat Tanah dan Jajahan Machang

TG NUR FATIAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Tambah Rekod Kakitangan**

No. K/P : 920911036170

Nama : SITI FATHEHAH

No. H/P : 0139105110

Unit : Khidmat Pengurusan

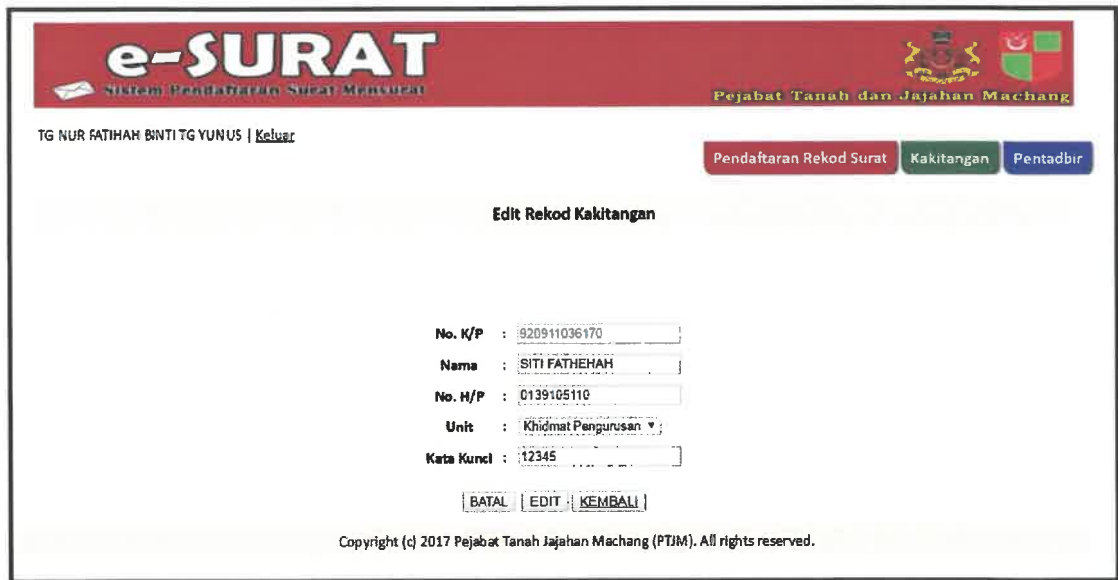
Kata Kunci : 12345

Sahkan Kata Kunci : \*\*\*\*

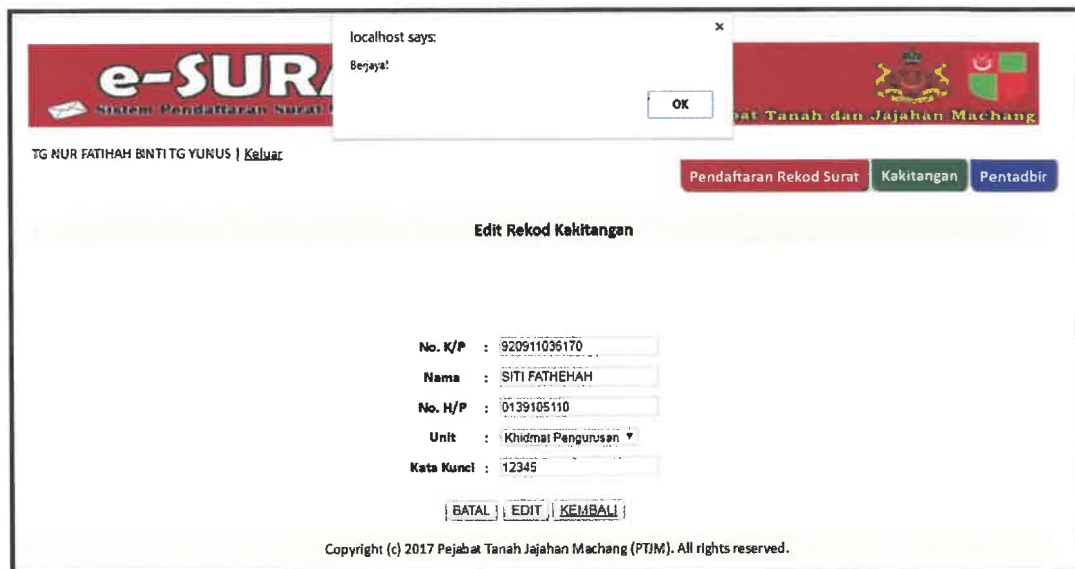
BATAL KOSONGKAN SIMPAN

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**Rajah 23** : Halaman memaparkan pengguna telah berjaya menambah rekod kakitangan.



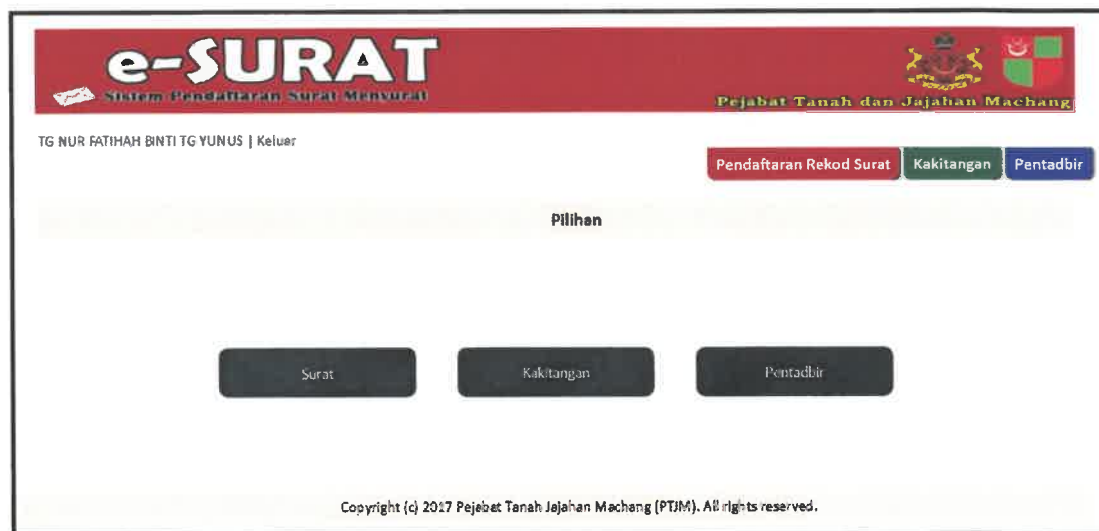
**Rajah 24** : Kaedah untuk edit rekod kakitangan.



**Rajah 25** : Halaman memaparkan pengguna telah berjaya megedit rekod kakitangan.



**Rajah 26 :** Halaman memaparkan maklumat kakitangan.



**Rajah 27 :** Paparan halaman kakitangan.

**e-SURAT**  
Sistem Pendaftaran Surat Menyurat

Pejabat Tanah dan Jajahan Machang

TG NUR FATIHAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Senarai Kakitangan**

TAMBAH REKOD BARU

Bil.	Nama	Unit	Edit	Detail	Delete
1.	MOHD AZMAN B	Khidmat Pengurusan			
2.	SITI FATHEHA	Khidmat Pengurusan			
3.	WAN SITI SAL	Khidmat Pengurusan			

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**Rajah 28 :** Halaman memaparkan senarai kakitangan yang telah didaftarkan.

**e-SURAT**  
Sistem Pendaftaran Surat Menyurat

Pejabat Tanah dan Jajahan Machang

TG NUR FATIHAH BINTI TG YUNUS | Keluar

Pendaftaran Rekod Surat Kakitangan Pentadbir

**Senarai Pentadbir**

TAMBAH REKOD BARU

Bil.	Nama	Unit	Edit	Detail	Padam
1.	TG NUR FATIHAH BINTI TG YUNUS	KHIDMAT PENGURUSAN			

CETAK

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**Rajah 29 :** Halaman memaparkan senarai pentadbir.

## 2.0 Panduan Pengguna (Kakitangan)



The image shows a login form for the e-SURAT system. At the top, there is a red banner with the e-SURAT logo and the text "e-SURAT". Below the banner, there are two yellow input fields: "No. K/P" and "Kata Laluan". Below these fields is a black button with the text "MASUK".

**Rajah 30 :** Kaedah untuk log masuk. Sila masukkan no K.P dan kata laluan yang telah didaftarkan.



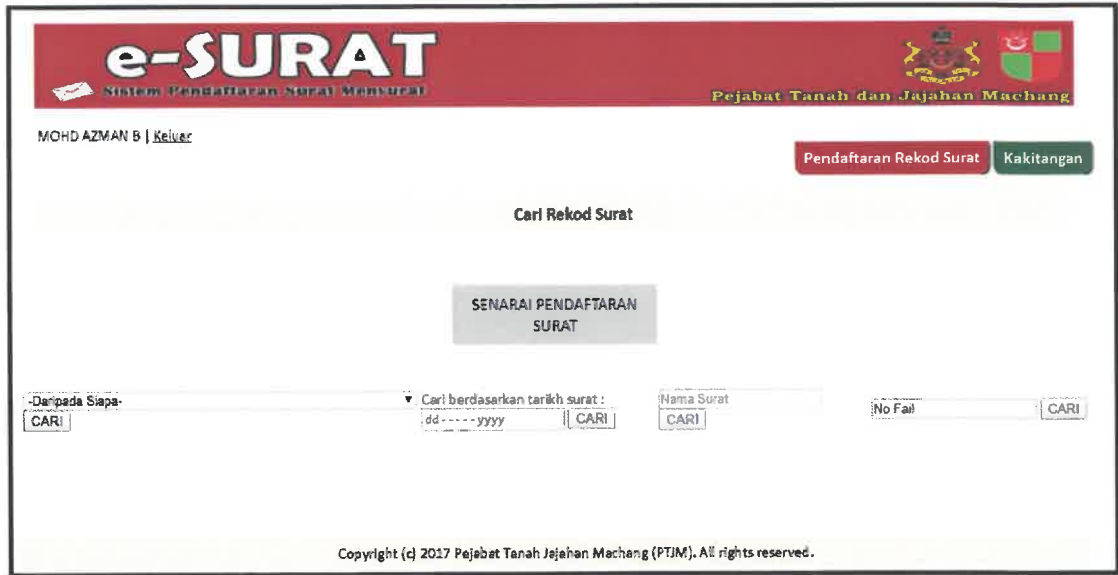
The image shows the user profile page for MOHD AZMAN B. The page has a red header with the e-SURAT logo and the text "Sistem Pendaftaran Surat Menyurat". On the right side of the header, there are logos for the Malaysian government and the Pejabat Tanah dan Gajahan Machang. Below the header, the user's name "MOHD AZMAN B | Keluar" is displayed. There are two buttons: "Pendaftaran Rekod Surat" and "Kakitangan". The "Kakitangan" button is highlighted. Below the buttons, there is a section titled "Detail Kakitangan" with the following information:

No. K/P	: 750410035891
Nama	: MOHD AZMAN B
No. H/P	: 0148168038
Unit	: Khidmat Pengurusan
Kata Kunci	: 12345

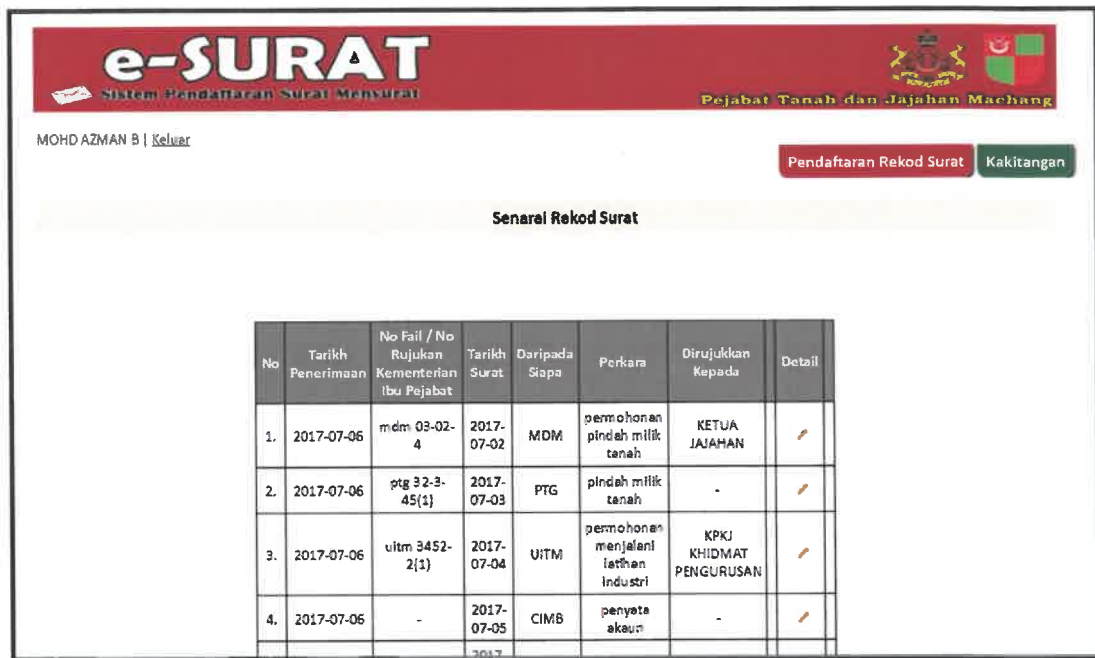
Below the table, there are three buttons: "EDIT", "KEMBALI", and "CETAK". At the bottom of the page, there is a copyright notice: "Copyright (c) 2017 Pejabat Tanah Gajahan Machang (PTJM). All rights reserved."

**Rajah 31 :** Halaman memaparkan maklumat kakitangan.

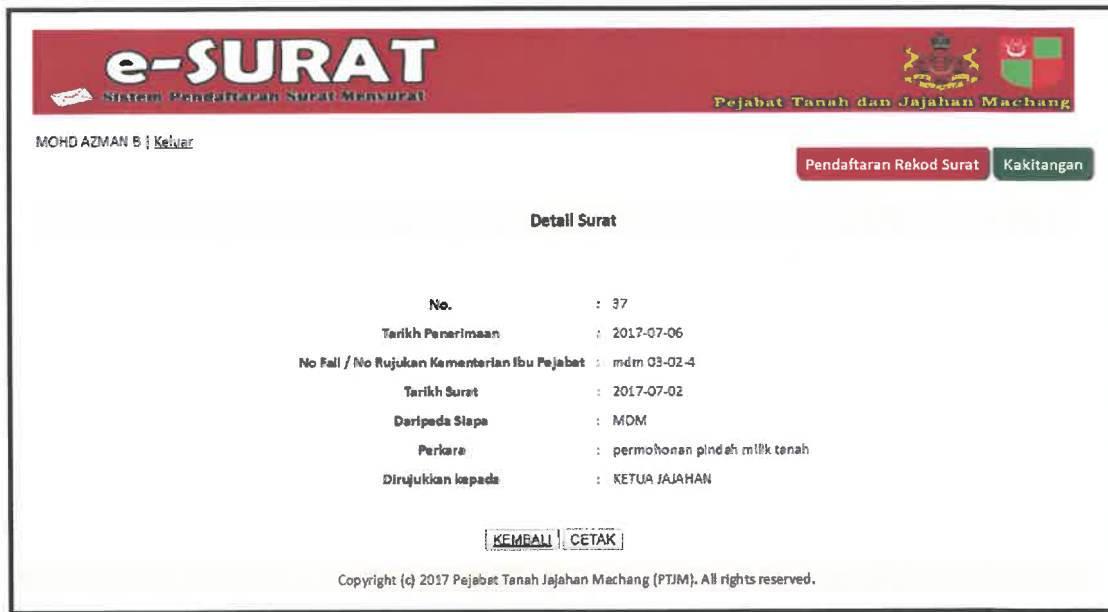




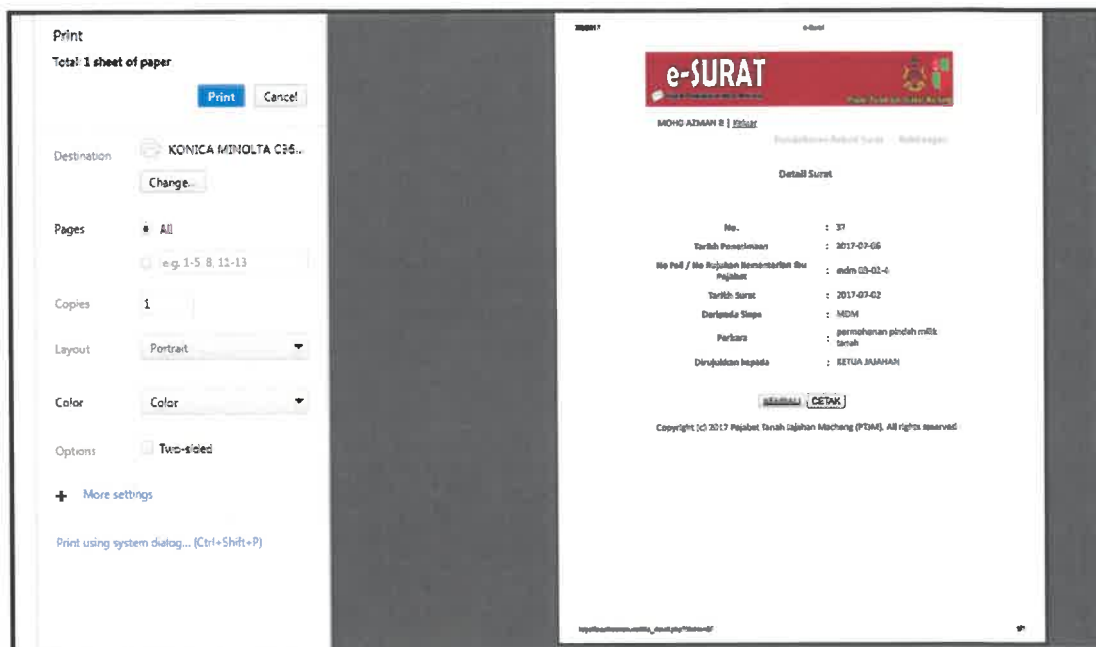
Rajah 32 : Kaedah untuk kakitangan mencari rekod surat.



Rajah 33 : Halaman memaparkan senarai rekod surat.



**Rajah 34 :** Halaman memaparkan maklumat surat yang telah didaftarkan.



**Rajah 35 :** Skrin memaparkan cara untuk mencetak halaman tersebut.

-Daripada Siapa- Cari berdasarkan tarikh surat : dd - ---- yyyy Nama Surai No Fail

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**Rajah 36 :** Paparan cara memilih salah satu kategori untuk pencarian surat.

-Daripada Siapa- Cari berdasarkan tarikh surat : dd - ---- yyyy

Daripada Siapa  
 PEJABAT SETIAUSAHA NEGERI KELANTAN  
 MAJLIS DAERAH MACHANG  
 PEJABAT PENGARAH TANAH DAN GALIAN NEGERI KELANTAN  
 JABATAN HAL EHWAL AGAMA ISLAM NEGERI KELANTAN  
 MAJLIS AGAMA ISLAM KELANTAN  
 CIMB BANK  
 BANK ISLAM MALAYSIA BERHAD  
 JABATAN PERANCANGAN BANDAR DAN DESA  
 MAJLIS PERBANDARAN KOTA BHARU  
 UTM

**Rajah 37 :** Paparan cari maklumat surat berdasarkan kategori "Daripada Siapa".

e-SURAT
SISTEM PENGANTARAN SURAT MELALUI

Pejabat Tanah dan Jajahan Machang

MOHD AZMAN B | [Keluar](#)

**Hasil Carian**

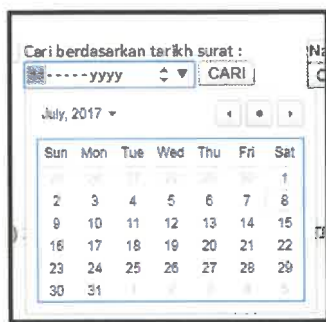
SUK

No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian /Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam
1.	2017-07-06	suk 23-4052(2)	2017-07-02	SUK	jemputan ke majlis perasmian ramadhan				
2.	2017-07-06	suk 123-56(4)	2017-07-02	SUK	Jemputan ke majlis raya	KETUA JAJAHAN			

|

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**Rajah 38 :** Halaman hasil carian untuk rekod surat mengikut kategori "Daripada Siapa".



Rajah 39 : Paparan cari maklumat surat berdasarkan kategori “Tarikh Surat”.

e-SURAT

Sistem Pendaftaran Surat Menyurat

Pejabat Tanah dan Jajahan Machang

MOHD AZMAN B | Keluar

Pendaftaran Rekod Surat
Kakitangan

**Hasil Carian**

2017-07-02

No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam
1.	2017-07-06	suk 23-4052(2)	2017-07-02	SUK	jemputan ke majlis perasmian ramadhan	-			
2.	2017-07-06	mdm 03-02-4	2017-07-02	MDM	permohonan pindah milik tanah	KETUA JAJAHAN			
3.	2017-07-06	suk 123-56(4)	2017-07-02	SUK	jemputan ke majlis raya	KETUA JAJAHAN			

CETAK | KEMBALI

Rajah 40 : Halaman hasil carian untuk rekod surat mengikut kategori "Tarikh Surat".

**Rajah 41** : Paparan cari maklumat surat berdasarkan kategori “Nama Surat/Perkara”.

e-SURAT
Sistem Pendaftaran Surat MeeSurat
Pejabat Tanah dan Jajahan Machang

MOHD AZMAN B | Keluar

**Hasil Carian**

No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam
1.	2017-07-06	mdm 03-02-4	2017-07-02	MDM	permohonan pindah milik tanah	KETUA JAJAHAN			

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**Rajah 42** : Halaman hasil carian untuk rekod surat mengikut kategori "Perkara ".

No Fail

Rajah 43 : Paparan cari maklumat surat berdasarkan kategori “No Fail/No Rujukan”.

MOHD AZMAN B | Keluar

Pendaftaran Rekod Surat Kakitangan

Hasil Carian

No	Tarikh Penerimaan	No Fail / No Rujukan Kementerian Ibu Pejabat	Tarikh Surat	Daripada Siapa	Perkara	Dirujukkan Kepada	Edit	Detail	Padam
1.	2017-07-06	mdm 03-02-4	2017-07-02	MDM	permohonan pindah milik tanah	KETUA JAJAHAN			

CETAK KEMBALI

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Rajah 44 : Halaman hasil carian untuk rekod surat mengikut kategori " No Fail/No Rujukan".

**Appendix C :**

**Gantt Chart for**

**E-SURAT**

**system**

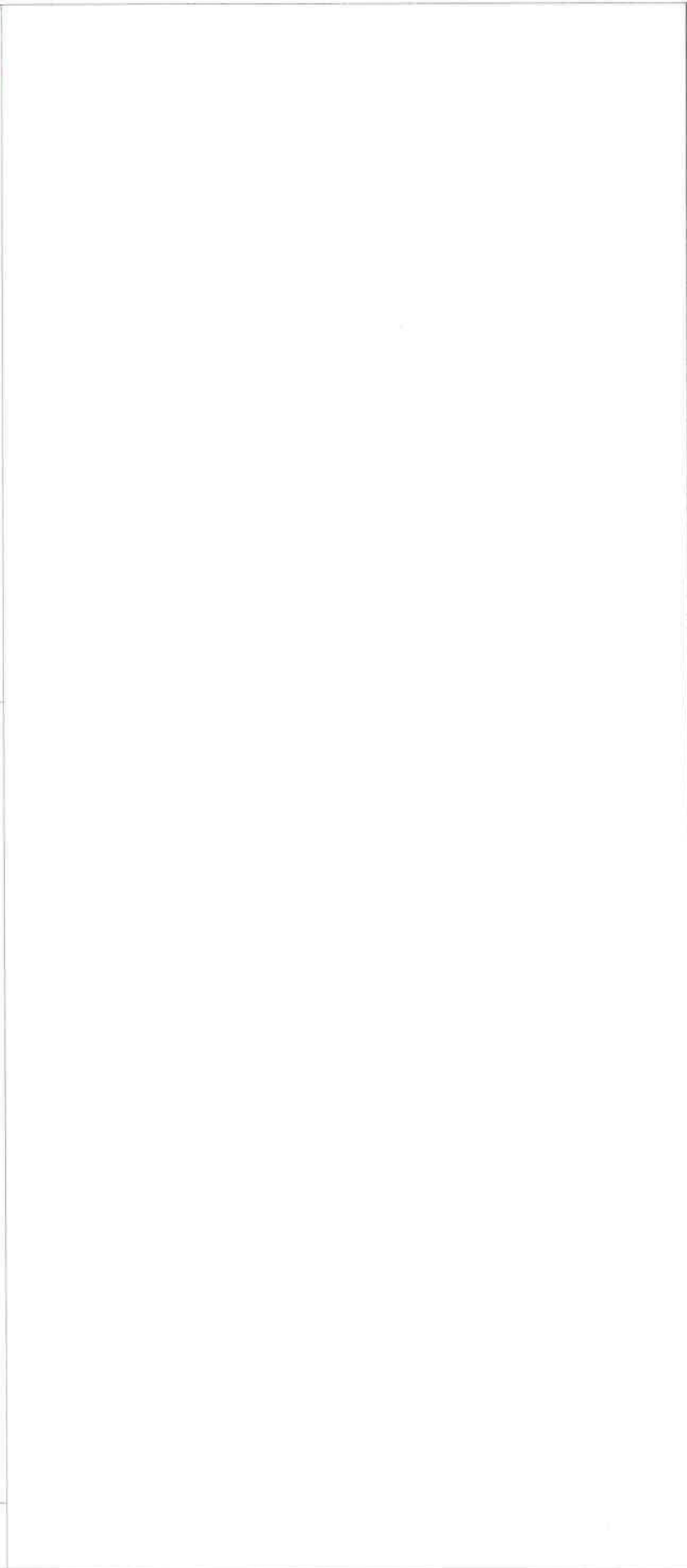
ID	Task Mode	Task Name	Duration	Feb '17	Mar '17	Apr '17	May '17	Jun '17	Jul '17
1	➔	<b>PLANNING</b>	<b>8 days</b>						
2	➤	Meeting and discussion	1 day						
3	➤	Identify problem statement	2 days						
4	➤	Identify project and user requirement	2 days						
5	➤	Discuss hardware and software requirement	2 days						
6	➤	Discuss preliminary budget	2 days						
7	➔	<b>ANALYSIS</b>	<b>12 days</b>						
8	➤	Analyse element for system requirement	3 days						
9	➤	Analyse gathered information	3 days						
10	➤	Analyse the system module	3 days						
11	➤	Structure the system requirement	3 days						
12	➔	<b>DESIGN</b>	<b>26 days</b>						
13	➤	Discuss the system design	3 days						
14	➤	Deliver the system design	4 days						
15	➤	Illustrate user interface design	5 days						
16	➤	Plan the database design	7 days						
17	➤	Design the application structure	8 days						
18	➔	<b>IMPLEMENTATION</b>	<b>38 days</b>						
19	➤	Starting the coding system	22 days						
20	➤	System database testing	6 days						
21	➤	Create system manual	3 days						
22	➤	Installation the system	4 days						
23	➤	User Training	3 days						

Project: Project1  
Date: Mon 10-07-17

Task		Inactive Summary		External Tasks	
Split		Manual Task		External Milestone	
Milestone		Duration-only		Deadline	
Summary		Manual Summary Rollup		Progress	
Project Summary		Manual Summary		Manual Progress	
Inactive Task		Start-only			
Inactive Milestone		Finish-only			



ID	Task Mode	Task Name	Duration	Feb '17	Mar '17	Apr '17	May '17	Jun '17	Jul '17
24		<b>MAINTENANCE</b>	<b>16 days</b>						
25		Monitor the system working	8 days						
26		Overcame the system limitation	5 days						
27		Determine additional update	4 days						



Project: Project1  
Date: Mon 10-07-17

Task		Inactive Summary		External Tasks	
Split		Manual Task		External Milestone	
Milestone		Duration-only		Deadline	
Summary		Manual Summary Rollup		Progress	
Project Summary		Manual Summary		Manual Progress	
Inactive Task		Start-only			
Inactive Milestone		Finish-only			