



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

**INDUSTRIAL TRAINING REPORT:
PEJABAT TANAH DAN JAJAHAN TANAH MERAH**

**PEJABAT TANAH DAN JAJAHAN TANAH MERAH
17500, TANAH MERAH, KELANTAN**

SPECIAL PROJECT: E-RESERVATION MEETING ROOM

BY:

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**IM245 - BACHELOR OF SCIENCE (HONS.)
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UNIVERSITI TEKNOLOGI MARA KELANTAN**

01 FEBRUARY 2017 – 30 JUNE 2017

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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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ABSTRACT

The industrial training based on the period from 1 February 2017 to 29 June 2017 in Administration and Finance Unit at Pejabat Tanah dan Jajahan Tanah Merah. All of the training activities and special project are recorded in this industrial training report. In the industrial report was highlighted about the training activities, experiences, skills and challenges to completed the task. The student has been involved in many activities and project in the organization. Student also need to build a special project which is E-Reservation Meeting Room. Besides that, student also learn to improve communication skills, learn to be more discipline and punctual. Last but not least, the knowledge, skills and experience gain during the practical training is the best method in order to prepare student to expose to the real working environment.

Keywords: *E-Reservation of Meeting Room, Training Activities, Special Project*

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I would also like to show gratitude to all staff Pejabat Tanah dan Jajahan Tanah Merah (PTJTM) for their endless support throughout my internship as a trainee. Furthermore, I also want to thanks to my fellow intern mates in all of department for the stimulating discussion, advices, continous encouragement and all the fun we had within this five months period.

Last but not lease, my sincere thanks goes to Madam Masliana Binti Razlan, my faculty supervisor from Universiti Teknologi MARA (UiTM) for spending his time to supervise and evaluate me. This industrial internship has given me boundless amount of experiences in the real working environment.

TABLE OF CONTENTS

DECLARATION	i
ABSTRACT.....	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS.....	iv
LIST OF TABLES	vii
LIST OF FIGURES	viii
LIST OF APPENDIXES.....	x
CHAPTER 1 : INTRODUCTION	1
1.1 Background of the Organization	1
1.1.1 Vision.....	5
1.1.2 Mission	5
1.1.4 Objective of Organization.....	5
1.1.5 Core Business of Organization	6
1.2 Organizational Structure.....	8
1.2.1 Positions Of Officer.....	9
CHAPTER 2 :ORGANIZATION INFORMATION.....	11
2.1 Departmental Structure.....	11
2.2 Administration and Finance Unit	12
2.2.1 Objective of Administration and Finance Unit.....	13
2.2.2 Function of Administration and Finance Unit	14
2.2.3 Organization Chart of Administration and Finance Unit	15
CHAPTER 3 : INDUSTRIAL TRAINING ACTIVITIES	16
3.1 Training Activities.....	16
3.1.1 Record The Training Attendance Report Officers and Employees State	17

3.1.2 Driver Installation	19
3.1.3 Involved in PUSPANITA and IM4U Program.....	20
3.1.4 System of Keberadaan	23
3.1.5 Infoblast	26
3.1.6 Manage the Inventory of Organization.....	29
3.1.7 Replacement for Secretary of District Officer.....	30
3.1.8 Customer Services	31
3.1.9 Involved with Karnival Bertani Satu Ibadah	33
3.1.10 Count the Votes for the Election of Committee Members	36
3.1.11 Clerks For Pilihan Raya Umum 2017 (PRU14)	37
3.2 Special Project.....	39
3.2.1 Introduction of the System.....	39
3.2.2 System Analysis.....	43
3.2.3 Methodology	49
3.2.4 System Design	52
CHAPTER 4 : CONCLUSION.....	55
4.2 Personal Thoughts And Opinion	59
4.2.1 New Skill and Knowledge	59
4.2.2 Increase Confident Level	60
4.2.3 Dissemination of Information Unsatisfactory	60
4.3 Lesson Learnt	61
4.3.1 Experience of Workplace	61
4.3.2 Knowledge	61
4.3.3 Communication Skills	62
4.3.4 Time Management	63
4.3.6 Problem Solving	63

4.4 Limitations And Recommendations.....	64
4.4.1 Limitations.....	64
4.4.2 Recommendations.....	67
REFERENCES.....	69
APPENDICES	70
Appendix 1 : User Manual	70
Appendix 2 : Attendance Form	71
Appendix 3 : Example of Form.....	72
LOG BOOK	73

LIST OF TABLES

Table 1.1 : Profile of Organization	2
Table 3.1.1 : Record The Training and Report Officers	17
Table 3.1.2: Task Profile of Driver Installation	19
Table 3.1.3 : Task Profile of Involved in PUSPANITA and IM4U Program.....	20
Table 3.1.4 : Task Profile of E-Keberadaan.....	23
Table 3.1.5 : Profile Task of Infoblast	26
Table 3.1.6: Profile Task of Managing the Asset of Organization	29
Table 3.1.7: Profile Task of Replacement of Secretary	30
Table 3.1.8 : Profile Task of Customer Service.....	31
Table 3.1.8 : List of Number Intercom in Organization	32
Table 3.1.9 : Profile Task of Karnival Bertani Satu Ibadah.....	33
Table 3.1.10 : Profile Task of Count for the Election Commitee Members	36
Table 3.1.10 : List of School Involved with PRU14.....	37
Table 3.1.11 : Profile Task of Clerks for PRU14.....	38
Table 4.1 : Application of Knowledge,Skills and Experience.....	55

LIST OF FIGURES

Figure 1: Logo Of Pejabat Tanah Dan Jajahan Tanah Merah.....	3
Figure 2 : Building of Organization.....	3
Figure 3 : Map of the Organization.....	4
Figure 4 : Website of the Organization.....	4
Figure 5 : Organizational Structure of Organizatio	8
Figure 6 : Departmental Structure of Management Services Division	11
Figure 7 : The unit of Administration	12
Figure 8 : Organization Chart of Administration and Finance Unit	15
Figure 9 : The data of Training Attendance Report of Officers.....	18
Figure 10 : Canon LBP7110W Printer and Canon lbp60000 Printer	19
Figure 11 : Registration Of The Events	21
Figure 12 : Practical Student of PTJTM	21
Figure 13 : Cleasing the Area of PTJTM with Teamwork	22
Figure 14: Cleasing the Area of Dataran Pechong.....	22
Figure 15 : The Interface And Login Of E-Keberadaan	24
Figure 16 : List Name of Administration and Finance Unit	24
Figure 17 : Update of Supervisor Name	25
Figure 18 : Form of E-Keberadaan	25
Figure 19: The Interface of Infoblast	27
Figure 20 : Home Interface of Infoblast.....	27
Figure 21 : Interface of Contacts.....	28

Figure 22 : Compose the Massage Using Infoblast	28
Figure 23 : Example of Questionnaire	34
Figure 24 : Example of Questionnaire	35
Figure 25: ERD of E-Reservation Meeting Room.....	43
Figure 26 : Context Diagram of E-Reservation Meeting Room	44
Figure 27 : DFD of E-Reservation Meeting Room.....	45
Figure 28 : Flowchart of Admin Login.....	46
Figure 29 : User Reservation Meeting Room	47
Figure 30 : Gant Chart in Development System	48
Figure 31 : Gant Chart in Development System	48
Figure 32 : Logical Design for Interface of System.....	52
Figure 33 : Interface of System.....	53
Figure 34 : Description of System	53
Figure 35: The Traditional Method Used	54
Figure 36 : The Reservation Form	54

LIST OF APPENDIXES

Appendix 1 : User Manual	70
Appendix 2 : Attendance Form.....	71
Appendix 3 : Example of Form.....	72

CHAPTER 1

INTRODUCTION

1.1 Background of the Organization

Pejabat Tanah dan Jajahan Tanah Merah is located in the center of Tanah Merah town about 45km from the city of Kota Bharu, the state capital of Kelantan. Tanah Merah has been established on 2 February 1955. The colony has an area of 867.6 square km. In which accommodates three type of district which is Ulu Kusial, Jedok and Bukit Panau.

Pejabat Tanah Dan Jajahan Tanah Merah is one of the government that serves as a place to manage all affairs related to land either on private land, the land owned by the Authority or the lands belonging to the government. Tanah Merah taken in conjunction with the red soil found in Tanah Merah a long time ago. According to history, Tanah Merah is called residents of Kusial Bharu. Land in the mean is a type of laterite soil that extends by the Kelantan river bank, located in the Kampung To'Cho Bor in Machang opposite the Kampung Kusial Bharu.

Residents of the Kampung To 'Cho Bor and Kampung Kusial Bharu had opened a village near the Bukit Remah and soil are here looks reddish. Eventually this place explored and this place have been called as Tanah Merah. Now Tanah Merah is a city filled with high population density. This colony established on February 2, 1955. With the establishment of this colony hence arises the Pejabat Tanah dan Jajahan Tanah Merah known as the Majlis Tempatan Tanah Merah. Within two years later, this office has changed its name to the Pejabat Tanah dan Jajahan Tanah Merah and it remains so to this day.

Since the establishment of this colony, the administrative building Pejabat Tanah dan Jajahan Tanah Merah has moved several times. Initially the land office is located at Jalan Dato 'Wan Ahmad, then moved to the front of the station building of Keretapi Tanah Melayu (KTM). The building did not stay long because consequently it was turned moved to building Alor Panchong, Tanah Merah. Perbadanan Kemajuan Ikhtisas Negeri Kelantan (PKINK) takes the role of a new building on a construction site who recently moved to nearby areas. On February 1, 1986, once again has moved to a new building in Jalan Tasek and the new building has remained until now to put the Pejabat Tanah dan Jajahan Tanah Merah. The building was officially opened by Ke Bawah Duli Yang Maha Mulia Al-Sultan Kelantan.

(Portal Rasmi Pejabat Tanah Dan Jajahan Tanah Merah Kelantan, 2017)

Table 1.1 : Profile of Organization

Name of Organization : Pejabat Tanah Dan Jajahan Tanah Merah
Name of District Officer :Haji Norazaman Bin Abd. Ghani
Address : Pejabat Tanah Dan Jajahan Tanah Merah, 17500 Tanah Merah, Kelantan.
Telephone Number: 09-9556963/09-9557463
Fax Number :09-9556776
Website Address : http://www.ptjtm.kelantan.gov.my
Email Address : ptjtm@kelantan.gov.my



Figure 1: Logo Of Pejabat Tanah Dan Jajahan Tanah Merah



Figure 2 :Building of Organization

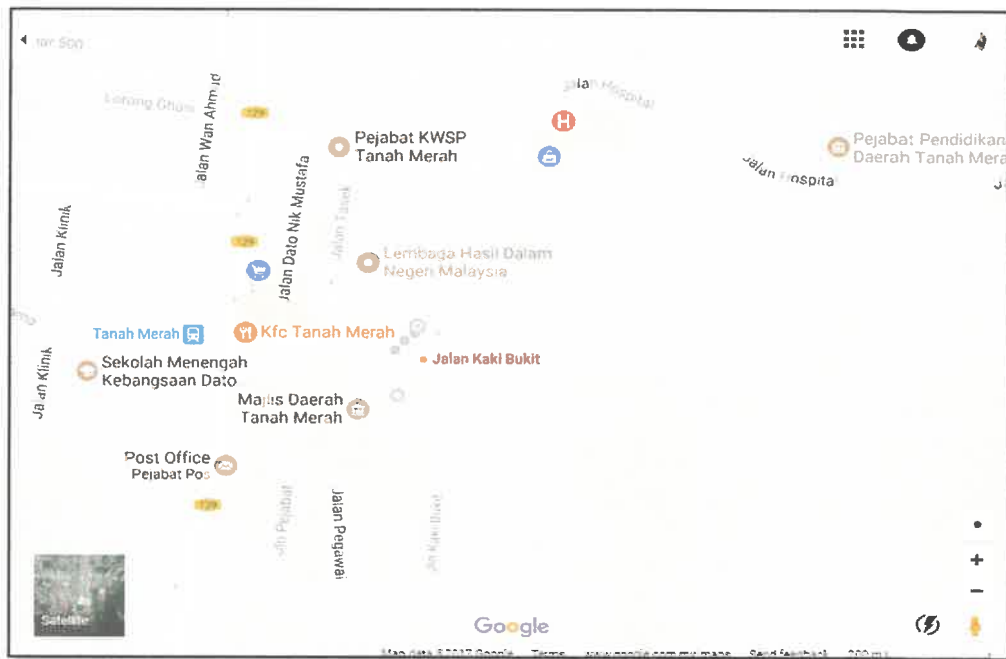


Figure 3 : Map of the Organization



Figure 4 : Website of the Organization

1.1.1 Vision

The vision of Pejabat Tanah Dan Jajahan Tanah Merah is to make and District Office of Tanah Merah as an excellent land office in the state.

1.1.2 Mission

The mission of Pejabat Tanah Dan Jajahan Tanah Merah is to implement land development and servicing prudently. Provide a good service, providing comfort and raise the living standards of rural communities by providing convenience, and create programs of socio-economic and social development. With goals that have been outlined, it has been demonstrated Pejabat Tanah dan Jajahan Tanah Merah was willing to provide good service and keep up living standards.

1.1.3 Motto

The motto of Pejabat Tanah Dan Jajahan Tanah Merah is “Customer Satisfaction, Our Priority”

1.1.4 Objective of Organization

PTJTM also has the objective of organization of districts administration intended to create the people's welfare and conduct a detailed an effective administrative to development of Tanah Merah such as to create an efficient and people-oriented, strengthening community cohesion and to ensure the safety and channels to the people and government in the districts consistent with the government.

1.1.5 Core Business of Organization

There are the units that have in Pejabat Tanah dan Jajahan Tanah Merah which is Registration Unit, Revenue unit, Land Disposal Unit, Technical Unit Land Unit, Administration And Finance Unit And Development Unit. The core business of each unit and section Pejabat Tanah dan Jajahan Tanah Merah such as :

i. Management Services Division

- a. Make Declaration
- b. Entertainment License Permit

ii. Development Division

- a. Registration of Contractor
- b. Project Validations
- c. Payment Claim Project
- d. Tender

iii. Land Division

- a. Application of Land Ownership
- b. Estates
- c. Permit
- d. Deposit Land

e. **Manage Cases To:**

1. Change of Land
2. Subdivision
3. Statement / Rationing
4. Cases under the Kanun Tanah Negara 120, 104 and 13A
5. Continued Application for Ownership

iv. Registration Unit

- a. Issuing Subsidiary Title
- b. Hock and release hock
- c. Caveat
- d. Lien
- e. Extract of Land
- f. Personal an official search
- g. Certified copies of documents
- h. Registration and Release QT
- i. Production of Land Including the State HS (1) Gran

v. Revenue Unit

- a. Collecting All Types Results From Customers

Customers should provide receipt before payment are made.

1.2 Organizational Structure

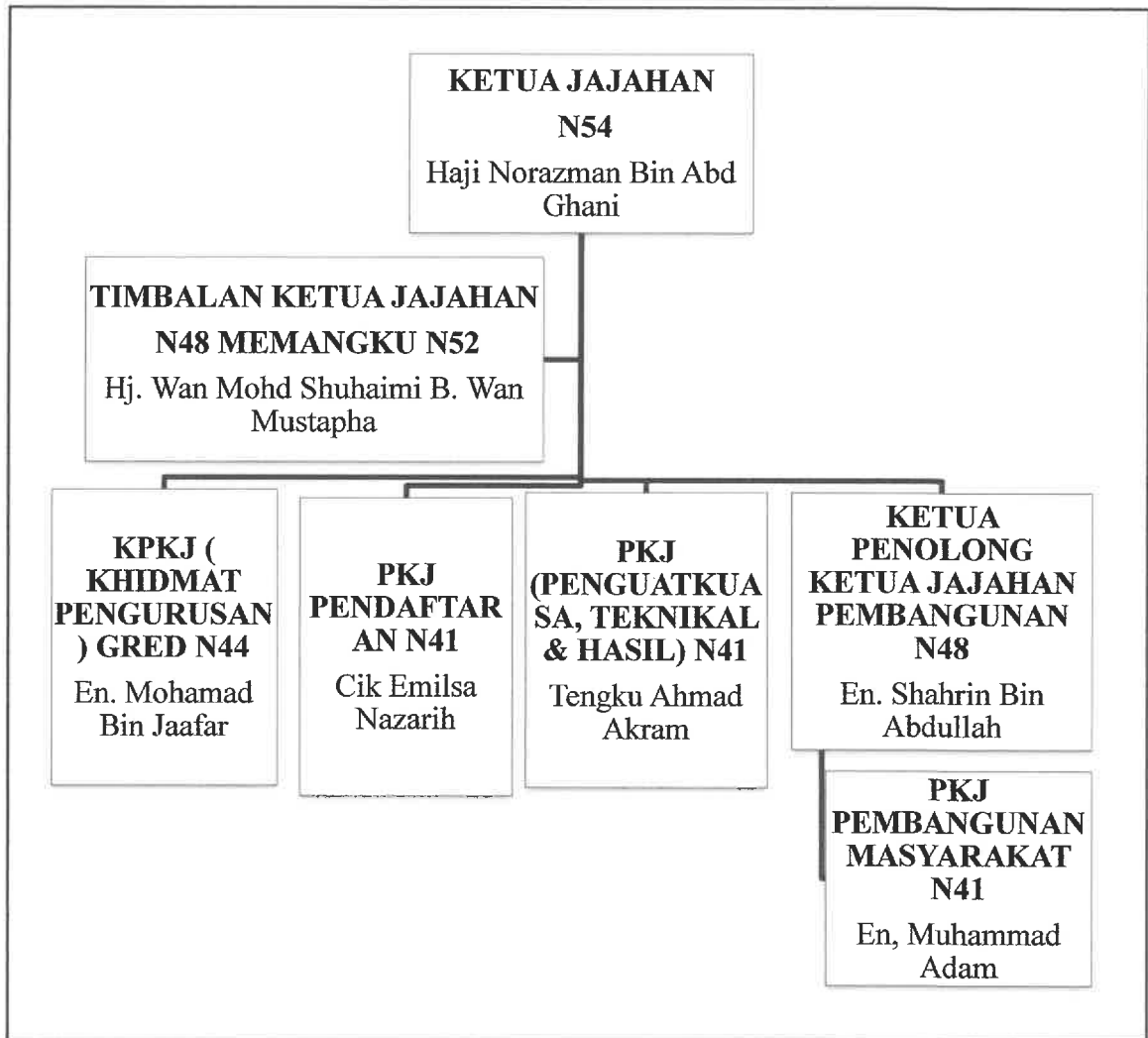


Figure 5 : Organizational Structure of Organizatio

1.2.1 Positions Of Officer



Haji Norazaman Bin Abd. Ghani
Ketua Jajahan Tanah Merah



En. Wan Mohd Shuhaimi Bin Wan Mustapha
Timbalan Ketua Jajahan Tanah Merah



En. Mohamad Bin Jaafar
**Penolong Ketua Jajahan
(Khidmat Pengurusan)**



YM. Tengku Ahmad Akram Bin

Tengku Mohd Ariffin

Penolong Ketua Jajahan

(Penguatkuasaan, Teknikal dan Hasil)



En. Muhammad Adam Bin Nik Marazi

Penolong Ketua Jajahan

(Pembangunan Masyarakat)



En. Shahrin Bin Abdullah

Penolong Ketua Jajahan

(Pembangunan Tanah dan Pelupusan)

CHAPTER 2

ORGANIZATION INFORMATION

2.1 Departmental Structure

There are seven departments in Pejabat Tanah dan Jajahan Tanah Merah such as management services division, development division, land division, registration unit, technical unit, revenue unit and land disposal. Each of departments in this organization have their own functions to handle the department's activities. There are four sub-units in Management Services Division such as Administration and Finance Unit, Information Technology Unit, Entertainment Unit and Safety Unit. The trainee has been placed at Administrative and Finance Unit.

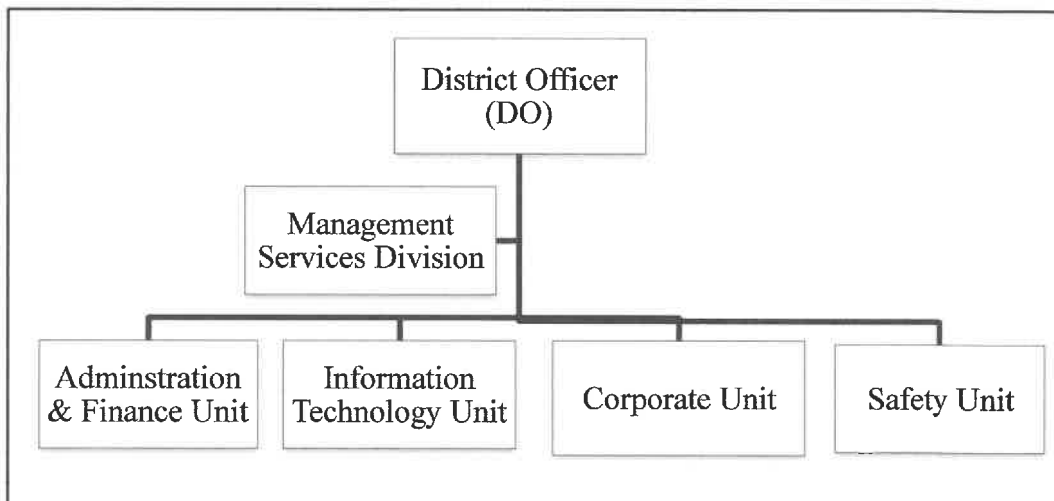


Figure 6 : Departmental Structure of Management Services Division

2.2 Administration and Finance Unit

Administration and Finance Unit have 18 staff includes the officer of customer service, assistant information technology officer, assistant accountants, drivers, and others. En. Mohammad Bin Jaafar as KPKJ (Khidmat Pengurusan) is the leader of management service. He will make a decision and check on all of the documents regarding the management services in Pejabat Tanah dan Jajahan Tanah Merah. En. Syed Mohd Kharul Azlee Bin Said Idris as Penolong Pegawai Tadbir in Pejabat Tanah dan Jajahan Tanah Merah. He also a head of Adminstration and Finance Unit. He will dividing the tasks related to administrative and financial services to staff in the unit. he will also give information if there is an application related to this unit and maintain of all the information about the the Penggawa and the Penghulu in Tanah Merah.



Figure 7 : The unit of Administration

2.2.1 Objective of Administration and Finance Unit

There are have several objectives of Administration and Finance Unit of Pejabat Tanah dan Jajahan Tanah Merah such as :

- i. To managing administrative and financial affairs effectively and efficiently in order to improve the quality of administrative management.
- ii. To coordinate courses, seminars and workshops to enhance the understanding of current policy and working rules.
- iii. To supervise discipline and process disciplinary action.
- iv. To manage all leave, prepare and process retirement documents.

2.2.2 Function of Administration and Finance Unit

There are functions of Administration and Finance Unit in the Pejabat Tanah dan Jajahan Tanah Merah such as :

- i. Providing service in managing the event and entertainment, festive ranked colonies.
- ii. Ensuring the safety of employees and staff is in safe condition.
- iii. Provide efficient and effective services to both internal and external customers so that their expectations can be achieved.
- iv. Carry out tasks related to the services of staff including the employer and the headmaster.
- v. Carry out tasks related to financial administration including managing all claims for travel allowance, salary, purchase of supplies and inventory and services as well as provide records.
- vi. Provide technical support services in information and communication technologies to civil servants and communities towards realizing rogram Kerajaan Elektronik di Peringkat Jajahan.
- vii. Coordinate and monitor the use of systems, equipment, servers, and others related.
- viii. Provide training for all employees and members including user training.
- ix. Creating efficient, excellent and quality territories administration machinery.
- x. Enhanced integrated information technology development system.
- xi. Managing and representing security matters.

2.2.3 Organization Chart of Administration and Finance Unit

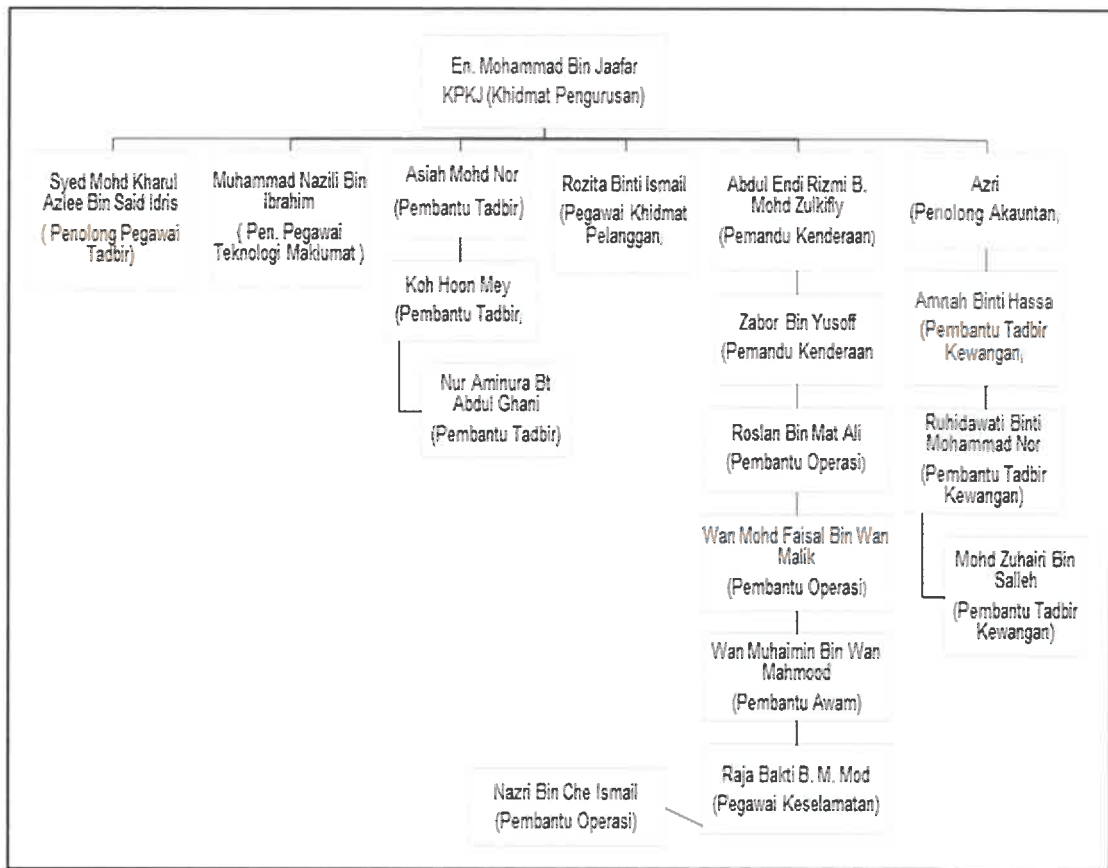


Figure 8 : Organization Chart of Administration and Finance Unit

CHAPTER 3

INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities

The industrial training period is five months, started from 1 February 2017 until 29 June 2017 at the Management Services Unit, Pejabat Tanah dan Jajahan Tanah Merah. The industrial training activities have been divided by daily activities and special project.

Futhermore, in five months of industrial training the trainee was assigned under Management Services unit. Under this unit there are four units such as administration and finance unit, information technology unit, intertainment unit and safety unit. The trainee have been was placed at Administration and Finance Unit for industrial training. The scope of working under this department more about internal management and the trainee have been exposed to the daily activities in the Managemen Services Unit and all of the activities have been supported by the staff. There are have several daily duties such as e-keberadaan, record the documents, attend meetings, deal with clients, preplacement of secretary, and others.

Besides that, the trainee have been exposed the nature of real work enviroments. The work enviroments and the daily activities will be encourage trainee to apply their skills and knowledge gained at the university to benefits the organizations. It is also will be build self-esteem and communication skills of trainee. Daily activities in the organization also provide work experience and responsibilities for trainee in the future purpose.

3.1.1 Record The Training Attendance Report Officers and Employees State

This unit is responsible to record the number of attendance hours of training or meeting the employee has been attended. The trainee have been recorded about 50 employees the training attendance. All of information or document of training attendanceneed to download from the system of e-Latihan. The trainee need to recorded the training attendance into Microsoft Excell and the list name have been divided by unit in Pejabat Tanah dan Jajahan Tanah Merah. Table 3.1.1 is the task profile for Record The Training Attendance Report Officers and Employees State.

Table 3.1.1 : Record The Training and Report Officers

Activity	Record The Training Attendance Report Officers and Employees State
Scope	Download the data from system and recorded the data into Microsoft Excell by the list name of staff
Duration	6 February 2017 until 9 February 2017
Supervisor	Puan Nur Aminura Binti Abdul Ghani

For example staff from Technical Unit, Mr. Rajami Bin Rasdi have been attended the training of Bengkel Penambahbaikan Pengurusan Bahan Batuan (Kuari) for three days starting from 22 February until 23 February 2016. The trainee need to calculated the attedance hours of training that Mr. Rajami attanded. This record was made to facilitate staff in Administration and Finance Unit to identify staff who have attended the training in 2016.Information that has been recorded will be sent to Mrs. Nur Aminura to be confirmed and then sent to Mr. Muhammad Bin Jaafar (Assistant District Officer in Management Services) for futher actions.

KURSUS PENINGKATAN KUALITI KERJA							
LAPORAN KIHADIRAN LATHAN PEGAWAI DAN KARIKANDAN HEGERI KELANTAN							
ANALISIS PENCAMUKAN LATHAN 7 Hari Setahun							
JABATAN /PEJADAT : PEJADAT TANAH DAN JAJAHAN TANAH MERAH- UNIT HARI							
No	NAMA KANDANGAN	AMUKATAN	UREG	NAMA KURSUS	TARIKH	TEMPAT	HARI KE BIAS
4	MOHD FALDI BIN SAMET	PEM.LADING(KEM) KOP	W22	1. PROGRAM URM	13-14/1/2016	BUKU GERAKAN PBTM	2
				2. PROGRAM URM	13-14/1/2016	BUKU GERAKAN PBTM	2
				3. PROGRAM URM	13-14/1/2016	BUKU GERAKAN PBTM	2
7	MOHAMMAD BIN MAMAT	PEM.LADING(KEM) KOP	W22	1. KURSUS PENINGKATAN KUALITI KERJA	25-26/11/2016	SITRA BEACH RESORT, SETU	2
				2. KURSUS PENINGKATAN KUALITI KERJA	25-26/11/2016	SITRA BEACH RESORT, SETU	2
				3. KURSUS PENINGKATAN KUALITI KERJA	25-26/11/2016	SITRA BEACH RESORT, SETU	2
				4. PROGRAM URM	1/12/2016	BUKU GERAKAN PBTM	1
				5. PROGRAM URM	12 Januari 2016	BUKU GERAKAN PBTM	1
				6. PROGRAM URM	1/12/2016	BUKU GERAKAN PBTM	1
8	MOHD FARIDI BIN RAMLI	PEM.BANTU TEBER (KEM)	W19	1. BINGKAI MENYEMAKAN DATA ASET ALIH (PENGALATAN) SEMPERA PERAKAUNAN AKRIBAN	22/02/2016	BUKU LATHAN SPEK. PEJ PERBENDAHARAAN	1
				2. PROGRAM URM	4/8/2016	BUKU GERAKAN PBTM	1
				3. BINGKAI MENYEMAKAN DATA ASET ALIH (PENGALATAN) SEMPERA PERAKAUNAN AKRIBAN	22/02/2016	BUKU LATHAN SPEK. PEJ PERBENDAHARAAN	1
				4. PROGRAM URM	4/8/2016	BUKU GERAKAN PBTM	1
				5. PROGRAM URM	4/8/2016	BUKU GERAKAN PBTM	1
				6. BINGKAI MENYEMAKAN DATA ASET ALIH (PENGALATAN) SEMPERA PERAKAUNAN AKRIBAN	22/02/2016	BUKU LATHAN SPEK. PEJ PERBENDAHARAAN	1
				7. PROGRAM URM	4/8/2016	BUKU GERAKAN PBTM	1
				8. BINGKAI MENYEMAKAN DATA ASET ALIH (PENGALATAN) SEMPERA PERAKAUNAN AKRIBAN	22/02/2016	BUKU LATHAN SPEK. PEJ PERBENDAHARAAN	1
9	MOHAMMAD BIN HADZA	PEM.LADING(KEM) KOP	W22	1. KURSUS PENINGKATAN KUALITI KERJA	25-26/11/2016	SITRA BEACH RESORT, SETU	2
				2. PROGRAM URM	12-13/9/2016	BUKU GERAKAN PBTM	2

Figure 9 : The data of Training Attendance Report of Officers

3.1.2 Driver Installation

Hardware and software is important in the organization to run their functions in every units. In the Pejabat Tanah dan Jajahan Tanah Merah have many hardware that need to be used and the staff have lack knowlegde to install the hardware. Mrs. Asiah Bin Mohd Noor have been give a task to the trainee to install the printer which is Canon LBP7110CW and Canon lbp60000. The trainee have to search and download the printer driver. There are two step to install the printer of Canon LBP7110CW. First, installing the printer driver. The trainee need to download the driver and execute. After that, the trainee need to follow the on-screen instructions to configure the settings. Second, the printer also can be configuring the network. It can connect with other computer by using network.

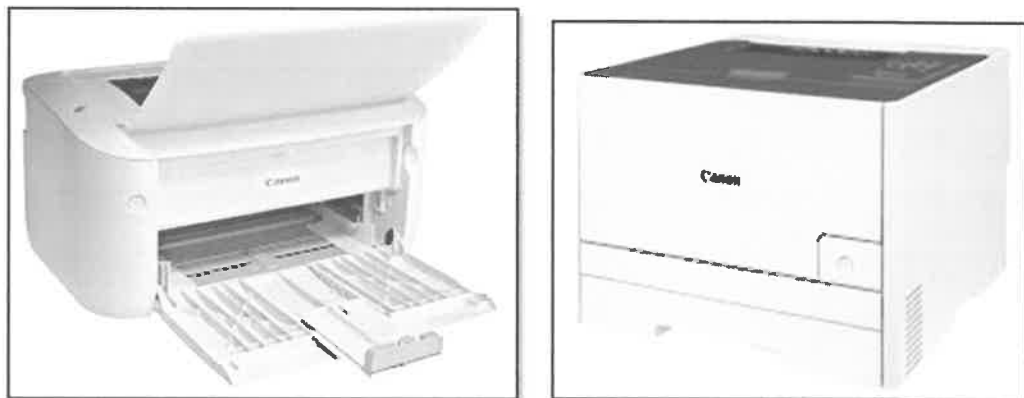


Figure 10 : Canon LBP7110W Printer and Canon lbp60000 Printer

Table 2.1.2 : Task Profile of Driver Installation

Activity	Driver Installation
Scope	Install the hardware such as printer
Duration	Throughout the industrial training
Supervisor	Mrs. Asiah Binti Mohd Nor

3.1.3 Involved in PUSPANITA and IM4U Program

Persatuan Suri & Anggota Perkhidmatan Awam Malaysia (PUSPANITA) have been collaborated with 1Malaysia for Youth (IM4U) for fit with PUSPANITA and clean the areasurrounding the office and area near the Pejabat Tanah dan Jajahan Tanah Merah cooperate with IM4U's team. A total of 12 practical students involved for this program and being secretariat during the program. Practical students from Majlis Daerah Tanah Merah also involved in this program to make the program run smoothly.

Table 3.1.3 : Task Profile of Involved in PUSPANITA and IM4U Program

Activity	Involved in PUSPANITA and IM4U Program
Scope	Being secreteriat for registration and also cleaning activities area of Dataran Pechong
Duration	1st April 2017
Supervisor	Mr. Syed Mohd Kharul Azlee Bin Said Idris

Futhermore, all of practical students being a secretariat for registration for participants of IM4U which is student from Maahad Tahfiz Sains Tanah Merah, Anti Dadah (AADK) Tanah Merah, student from Giat Mara Tanah Merah, and others. In the registration, all of secreteriat need to gave a food and t-shirt that sponsored by IM4U for participants. After end of registration session, all of participants nees to joined a talk from AADK. After that, all of participants need to involved with cleaning program in area Dataran Pechong and it is have been divided into three zone. It is take a few hours to clean up all the place that joined with Dato' Haji Mohd Faudzi Bin Haji Mamat, Secretary of Kerajaan Negeri Kelantan and Datin Hajah Ros Aini Binti Haji Ghazali, Chairman of PUSNITA Negeri Kelantan.



Figure 11 : Registration Of The Events



Figure 12 : Practical Student of PTJTM



Figure 13 : Cleansing the Area of PTJTM with Teamwork



Figure 14: Cleansing the Area of Dataran Pechong

3.1.4 System of Keberadaan

System of Keberadaan or e-Keberadaan use to record the attendance of staff into the system. There are have four session should be complete which is session one at 8.00 am until 10.00 am, session two at 10.00 am until 1.00 pm, session three at 2.00 pm until 4.00 pm and the last session at 4.00 pm until 5.00 pm. The trainee or staff need to insert the accurate data to make sure the staff available or not in the organization. It is also have the reasons of unavailable of staff such as emergency leave, medical leave, attend meeting/seminar, and others. All of the data need to submit to the Pejabat Setiausaha Negeri Kelantan.

The trainee need to insert about 81 staff of Pejabat Tanah dan Jajahan Tanah Merah into the system divide by unit. Each of unit in the organization should have leader to organize and update the system. Mrs. Asiah Binti Mohd Nor as a leader in Administration and Finance Unit. If Mrs.Asiah take a leave, the trainee responsible to update the e-Keberadaan and completed all of sessions. In the Administration and Finance Unit have about 24 staff and the trainee need to identify the available of staff by make a phone call, group whatapps and others.

Table 3.1.4 : Task Profile of E-Keberadaan

Activity	Manage and update the system.
Scope	Update the system and complete all of the session.
Duration	Throughout the industrial training
Supervisor	Mrs. Asiah Binti Mat Noor a Mr. Muhamad Nazili Bin Ibrahim

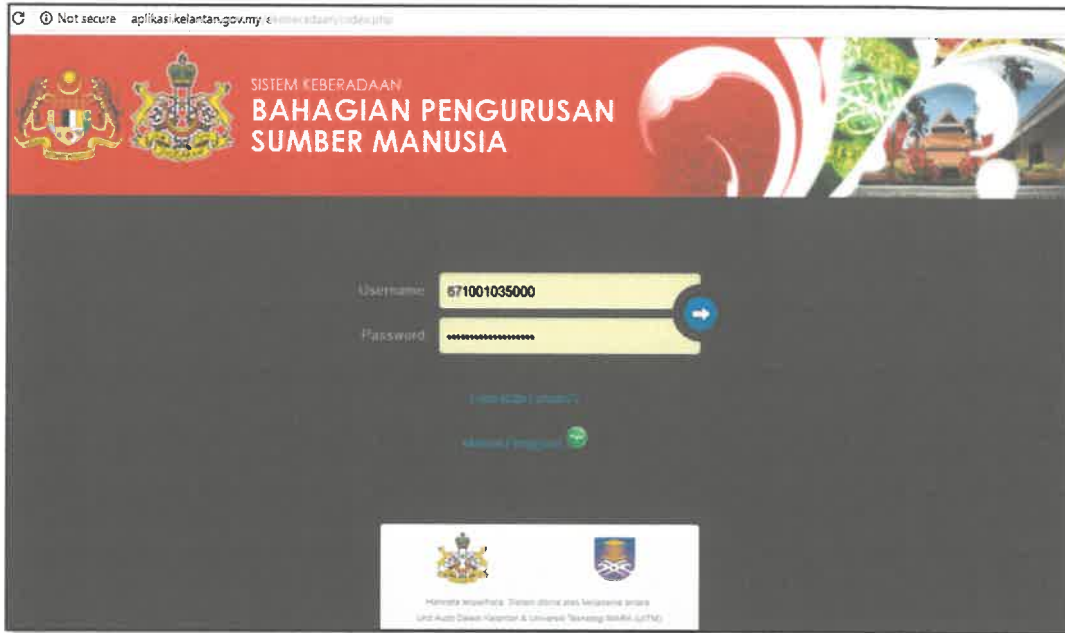


Figure 15 : The Interface And Login Of E-Keberadaan

SESI 1	SESI 2	SESI 3	SESI 4	TUTUP	X
8.00 - 10.00	10.00 - 13.00	14.00 - 16.00	16.00 - 17.00		

No.	Tarikh	Slot	Nama Pekerja	I/C	Catatan	
1.	2017-07-02	8.00 - 10.00	HIJ, ANNAH BT. HASSAN	630729035408	CT:CR	
2.	2017-07-02	8.00 - 10.00	MOHD NOOR BIN ABDULLAH	740126035617	TD:PTWG	
3.	2017-07-02	8.00 - 10.00	NOR ATIQA BT H. ISHAK	890531035972	CT:CR	
4.	2017-07-02	10.00 - 13.00	HIJ, ANNAH BT. HASSAN	630729035408	CT:CR	
5.	2017-07-02	10.00 - 13.00	MOHD NOOR BIN ABDULLAH	740126035617	TD:PTWG	
6.	2017-07-02	10.00 - 13.00	NOR ATIQA BT H. ISHAK	890531035972	CT:CR	

Figure 16 : List Name of Administration and Finance Unit

aplikasi.kelantan.gov.my/keberadaan/update_supervisor.php

SISTEM KEBERADAAN
BAHAGIAN PENGURUSAN SUMBER MANUSIA

02-07-2017 Larian Utama Kemaskini Arah Laporan Keluar

Selamat datang, Pn Asiah Bt Mohd Nor. Login terakhir anda adalah pada 2017-07-02

SESI 1	SESI 2	SESI 3	SESI 4	TUTUP	X
8.00 - 10.00	10.00 - 13.00	14.00 - 16.00	16.00 - 17.00		

Kemaskini Maklumat Penyelia

Nama Penyelia : Pn Asiah Bt Mohd Nor

No. IC : 671001035600 *No IC akan menjadi nama pengguna & kata laluan

Jabatan : Pejabat Tanah dan Jajahan Tanah Merah (Bahagian Pentadbiran dan Kewangan)

Email : -

No. : -

Telefon : - *No. 0190891302

Kemaskini

Figure 17 : Update of Supervisor Name

aplikasi.kelantan.gov.my/keberadaan/insan_2.php

SISTEM KEBERADAAN
BAHAGIAN PENGURUSAN SUMBER MANUSIA

02-07-2017 Larian Utama Kemaskini Arah Laporan Keluar

Selamat datang, Pn Asiah Bt Mohd Nor. Login terakhir anda adalah pada 2017-07-02

SESI 1	SESI 2	SESI 3	X	SESI 4	TUTUP
8.00 - 10.00	10.00 - 13.00	14.00 - 16.00	16.00 - 17.00		

Jumlah Pekerja di Jabatan Anda : 24

No.	Nama Pekerja	No I/C	Jabatan	Tindakan	Catatan
1.	Abdul Endi Rizmi B. Mohd Zulkefly	751107035797	Pejabat Tanah dan Jajahan Tanah Merah (Bahagian Pentadbiran dan Kewangan)	<input checked="" type="radio"/> Ada <input type="radio"/> Tiada Cuti	
2.	Azhar B. Mat Oens	740731035877	Pejabat Tanah dan Jajahan Tanah Merah (Bahagian Pentadbiran dan Kewangan)	<input checked="" type="radio"/> Ada <input type="radio"/> Tiada Cuti	
3.	Badh. B. Abdul Rahim	691228035417	Pejabat Tanah dan Jajahan Tanah Merah (Bahagian Pentadbiran)	<input checked="" type="radio"/> Ada <input type="radio"/> Tiada Cuti	

Figure 18 : Form of E-Keberadaan

3.1.5 Infoblast

There are many advantages by using Infoblast such as Infoblast is globally accessible, cost effective because do not have the activation fee to use Infoblast and faster messaging compared than email.

In the Pejabat Tanah dan Jajahan Tanah Merah, Infoblast give big impact in spread the informations. Infoblast can use to send online messages for group and individual. For the group, the staff can edit or updated the list contact for group. The trainee need to assist staff to use Infoblast to send a message for any purpose. For example, send the messages relate to Mesyuarat Pengurusan into group of Mesyuarat Pengurusan.

Mesyuarat Pengurusan will be held twice a month. The trainee need to assist staff to create a message relate to the meeting. Staff need to sign in by using the Infoblast Id and password. After that, click into Compose to create the message and insert the information into the the form such as receiver, subject and massages. For the receiver, the trainee or staff need to choose the group/individual or also can insert the phone number of receiver.

Table 3.1.5 : Profile Task of Infoblast

Activity	Create message by using Infoblast
Scope	Assist staff to use the Infoblast and create a message to spread the relate to meeting
Duration	Throughout the industrial training
Supervisor	Mrs. Asiah Binti Mohd Nor



Figure 19: The Interface of Infoblast

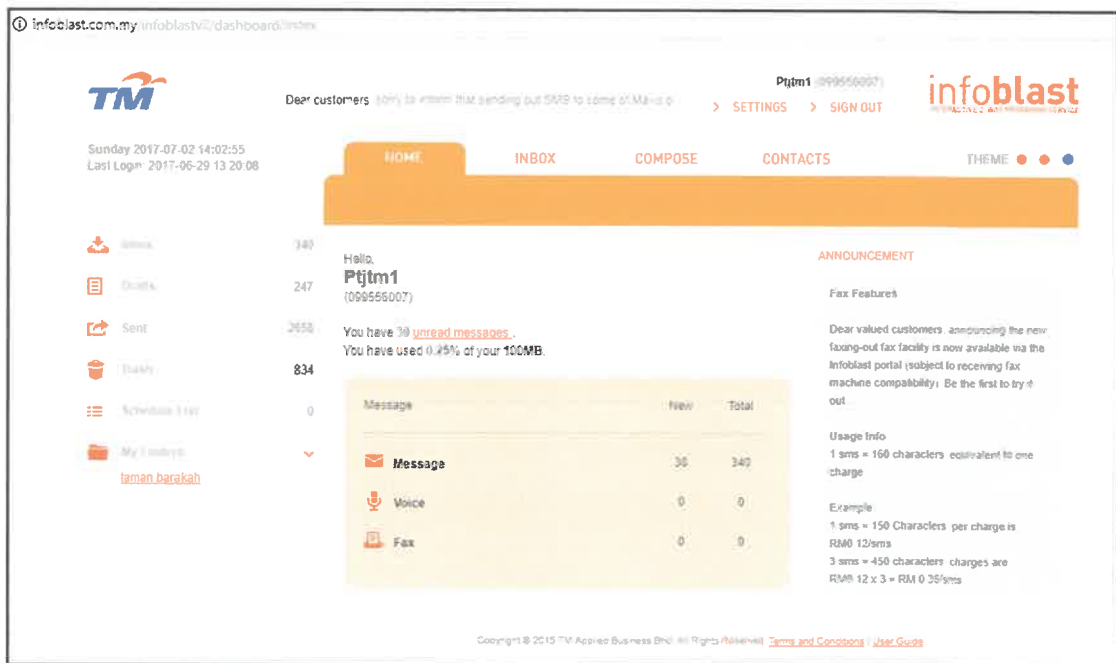


Figure 20 : Home Interface of Infoblast

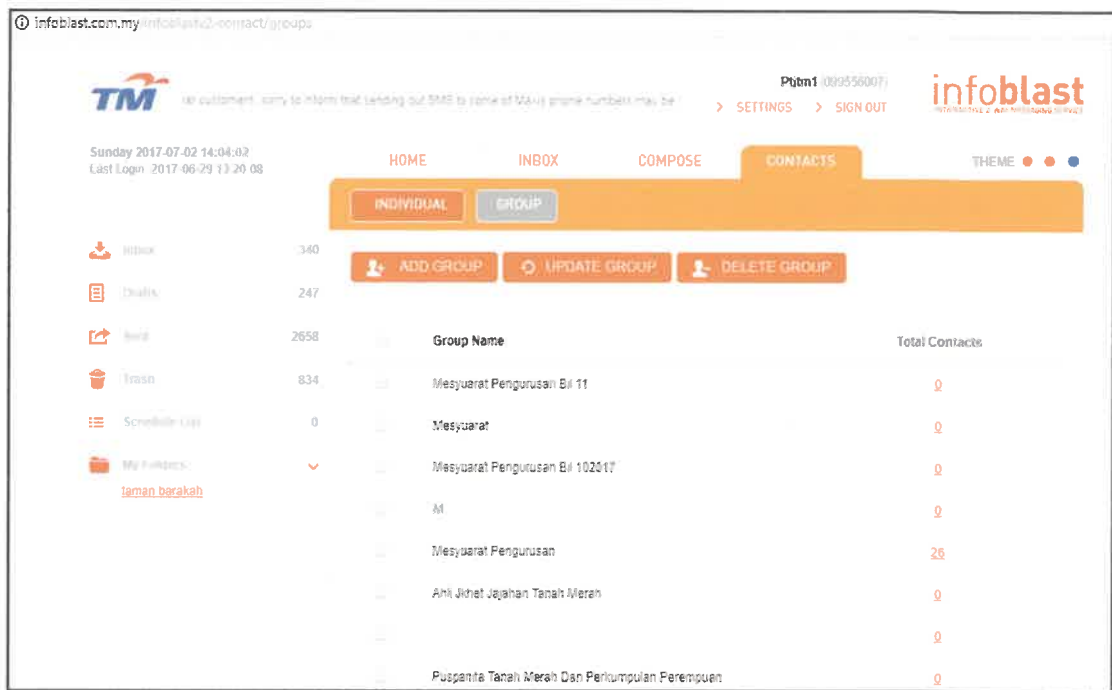


Figure 21 : Interface of Contacts

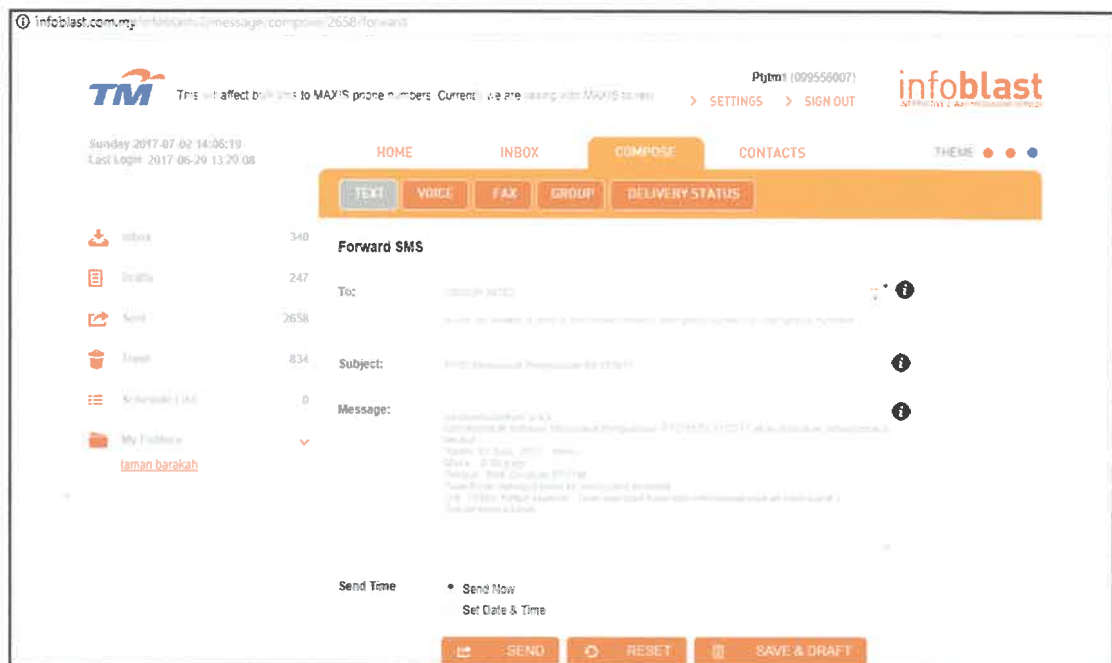


Figure 22 : Compose the Message Using Infoblast

3.1.6 Manage the Inventory of Organization

Inventory means all the equipment belong to an organization including office's furniture and also necessary thing for using in the office, like paper, file, envelope, printer ink and other things. The trainee have learn how to manage the equipment for using in the office which is called as office stock. All the equipment are place in a store and manage by a staff. Usually the equipment will be taken at Pejabat Setiausaha Kerajaan (SUK) in Kota Bharu every week.

Every week, the trainee need to check the stock in the store and make a list the stock that have been insufficient. After that, the trainee will write that stock in the form which is call application form stock KEW. PS-11. The stock will be taken at SUK by the staff. All the stock will be recorded in the stock card either in or out of stock. It is to make sure stock-in and stock-out are balanced. Thus, every staff who want to take the stock has to fill the form of stock and after approve by the staff in charge, the stock will be given to the staff.

Table 3.1.6 : Profile Task of Managing the Asset of Organization

Activity	Manage the asset in the organization
Scope	Record and managing the asset in the organization.
Duration	Throughout the industrial training
Supervisor	Mrs. Asiah Binti Mat Noor

To make sure they use the stock wisely, the staff in charge has make the rule that the stock can be taken in Monday only for every week. The trainee also learn how to arrange the stock with organized which arrange the stock according the tag that have been stick at the cabinet of stock. This will be easy to find the item requested.

3.1.7 Replacement for Secretary of District Officer

Secretary of District Officer is responsible to manage the letters received from any government or private department as well as company. Office secretary also manage the schedule of District Officer (DO) which is about the meeting that will be attend by District Officer. The secretary have to make sure all the letter received given to the District Officer before give to the related officer.

Usually, the trainee have to replace office secretary when she is on leave or have other duties outside. The trainee usual duties that have to record all the letters received in the register correspondence books before give to the related officer. All the letter received will be minutes by the District Officer and will be record in the register correspondence books after that. The trainee have to alert about the letter that should be for immediate action especially meeting attendance. If have a meeting that have to be attend in nearly date, trainee have to make sure to record the letter immediate and give to the related officer. When record the letter, trainee have to record the details of the letter like received date, date of the letter, which department, title of the letter and officer in charge of the letter. trainee have to ensure all the letter are recorded well without any mistake so that there are not any problem in the future.

Table 3.1.7 : Profile Task of Replacement of Secretary

Activity	Replacement for Secretary of District Officer
Scope	Record all the letters received in the register correspondence books and the phone call from inside and outside
Duration	Throughout the industrial training
Supervisor	Ms. Nor Atikah Bin Haji Ishak

3.1.8 Customer Services

The trainee help customer services officer duties which is receive phone call from customer or make a call to the related department request by the staff. The challenge for trainee to remember the number of every unit at organization so that easy for trainee to transfer the line to related unit request by the customer. The trainee also have to make a call to related department if the staff want to speak about official duties with that department. It is because in the PTJTM only telephone in administration unit and secretary office can make outside calls. Thus, the trainee have to learn how to communicate well with the customer.

Table 3.1.8 : Profile Task of Customer Service

Activity	Customer Services
Scope	Pickup the phone call and transfer the line to the relate unit
Duration	Throughout the industrial training
Supervisor	Mrs. Rozita Binti Ismail

In the first month of industrial training, the trainee having trouble sending calls for lack of knowledge. To make a call using an office phone, place the number nine in front of the phone number to be contacted. For example, 9013-9656341. There is also a way to answer a call instructed by the staff. The call should be answered prudently and politely. For example “ Assalamualaikum dan selamat pagi. Pejabat Tanah Jajahan Tanah Merah. Boleh saya bantu ?”

Table 3.1.8 : List of Number Intercom in Organization

202	KJ	214	Tanah	233	Pemb. Tanah
203	TKJ	215	Teknikal (SO)	234	PKJ (Pendaftaran)
204	PKJ (Pemb)	216	Pendaftaran	235	PKJ (Pth)
205	PKJ (Pemb. Fizikal)	217	Hasil	241	Penolong Akauntan
207	KPKJ (Khid.Pengurusan)	219	PKP	243	OA Tanah
208	Steno	221	Kantin	244	Stor
209	Kewangan	222	Perkhidmatan	0	Peg.Khidmat Pelanggan
2010	CC Pentadbiran	229	PPK		
211	Pembangunan	230	Pen.Peg.Sis. Maklumat		
212	Pelupusan Tanah	231	PKJ (Pemb.Masy)		
213	Bilik Gerakan	232	EO Kanan		

3.1.9 Involved with Karnival Bertani Satu Ibadah

Pejabat Tanah dan Jajahan Tanah Merah and Majlis Daerah Tanah Merah has organize an carnival on 4 May until 6 May 2017 at Majlis Daerah Tanah Merah. The carnival called as “Karnival Bertani Satu Ibadah”. There are many activities held during three days of carnival. There are also stalls that selling goods based on agriculture according carnival theme as well as selling food, cosmetic product and others. All the practical students at Pejabat Tanah dan Jajahan Tanah Merah are assigned to make a survey to the customer and seller about their satisfaction about the carnival.

Before the carnival, all practical students gathered and discussed the information that would be included in the survey. Practical students should also attend meetings with Encik Shahrin and Encik Hafizan at Bilik Ibuni Sinar, Pejabat Tanah dan Jajahan Tanah Merah to ensure the questions in the survey are compatible with the carnival.

The trainee needs to prepare the questionnaire and distributed to the customer during carnival. For the seller, the questionnaire of survey have been distributed on the last day of carnival. This survey is for improvement in the future as well as to train practical student how to organize a successful event. After make a survey we have to make analysis about this carnival and present it to the officer who in charger for this carnival.

Table 3.1.9 : Profile Task of Karnival Bertani Satu Ibadah

Activity	Involved with Karnival Bertani Satu Ibadah
Scope	Creat the questionre and distribute to the visitors
Duration	4 May 2017
Supervisor	Mrs. Nur Aminura Binti Abdul Ghani

Adakah caj sewaan tapak berpatutan? *

Ya

Tidak

Adakah anda berpuas hati dengan jumlah pengunjung yang datang berkunjung? *

Amat Berpuas Hati

Memuaskan

Tidak Memuaskan

Jumlah jualan sepanjang karnival *

RM 500 ke bawah

RM 501 - RM 3,000

RM 3,001 - RM 5,000

RM 5,001 ke atas

Ulasan dan penambahbaikan

Your answer

Figure 24 : Example of Questionnaire

questionnaire peniaga

BORANG KAJIAN SOAL SELIDIK SEMPENA KARNIVAL BERTANI SATU ISADAH (PENIAGA)
6 MEI 2017

*** Required**

Nama / Jabatan *

Your answer

Jenis Produk *

Your answer

Jenis Perniagaan *

Makanan

Pakaian

Perabut

Kewangan

Other:

Adakah anda berpuas hati dengan pihak pengurusan karnival? *

Amat Baik

Baik

Tidak Memuaskan

Figure 23 : Example of Questionnaire

3.1.10 Count the Votes for the Election of Committee Members

Persatuan Kebajikan dan Sukan (PERKASA) Pejabat Tanah dan Jajahan Tanah Merah will be make a voting for the election of committee members for PERKASA. Mrs. Nur Aminura have have discussed with trainee how to calculate with easier way than the previous year. Every year this association will make a vote to choose new committee members and to ensure the chosen committee member doing their duties properly. A total of four practical students involved in this activities. This activities was conducted at Bilik Gerakan and it is private and confidential for the members of PERKASA. The trainee have been count the votes by using the checklist method.

Table 3.1.10 : Profile Task of Count for the Election Committee Members

Activity	Count the Votes for the Election Committee Members
Scope	Count about 76 votes for the election of committee members of PERKASA and present to the Mr. Tengku Ahmad Akram
Duration	17 May 2017
Supervisor	Mrs. Nur Aminura Binti Abdul Ghani

After all of the process count the votes finished, the trainee need to record the result into computer. The trainee also need to make a presentation to Mr. Tengku Ahmad Akram about the process of calculated the votes and the result of votes for election of committee members of PERKASA. The trainee also used the Google Form to make a data more efficient to prepresent to the all members of PERKASA.

3.1.11 Clerks For Pilihan Raya Umum 2017 (PRU14)

There are 13 schools that involved with the Pilihan Raya Umum 14. Mrs. Syed Kharul Azlee responsible to handle the officer of PRU at Dun N.26 Bukit Panau and he give a task to make the list name for officer PRU. Each of school have almost seven channels.

Table 3.1.11 : List of School Involved with PRU14

LIST OF SCHOOL	CHANNELS
Sekolah Kebangsaan Bukit Panau	5
Sekolah Menengah Ugama (Arab) Rahmaniah,Paloh	3
Sekolah Kebangsaan Belimbing	5
Sekolah Menengah Ugama (Arab) Maahad Ahmadi,Padang Siam	4
Sekolah Kebangsaan Sri Kelewek	4
Sekolah Jenis Kebangsaan (C) Yuk Cheng	5
Sekolah Menengah Kebangsaan Dato Mahmud Paduka Raja (1)	7
Sekolah Kebangsaan Sri Suria (1)	6
Sekolah Kebangsaan Tanah Merah (1)	4
Sekolah Menengah Kebangsaan Dato Mahmud Paduka Raja (2)	3
Sekolah Kebangsaan Tanah Merah (2)	3
Sekolah Kebangsaan Sri Suria (3)	3
Sekolah Menengah Kebangsaan Tanah Merah (2)	4

All of government agencies and staff in school is compulsory to involved in the PRU. The staff have been prepared the notice and letter of the officer of PRU. After that, staff have been distributed the all of goverment agencies and staff in the school. The government agencies need to give a respond to Pejabat Tanah dan Jajahan Tanah Merah as soon as possible.

The government agencies and school have been faxes the list name that involved with the PRU. The trainee should always alert with the documents that received at the organization. The trainees also need to update all of data into the computer. There are almost 10 agencies that involved with the PRU such as Majlis Daerah Tanah Merah, RISDA Tanah Merah, Anti Dadah Tanah Merah, Hospital Daerah Tanah Merah and other government agencies. Each of stations have one leader and four officers will be handle the PRU. The trainee need to record and insert the full name, identity number, occupation, address and phone number of officer of PRU.

Table 3.1.11 : Profile Task of Clerks for PRU14

Activity	Update the list name of clerks PRU14
Scope	Record the data into computer and deals with the government agencies and schools about the list name of PRU
Duration	Throughout the industrial training
Supervisor	Mrs. Nur Aminura Binti Abdul Ghani Mr. Syed Kharul Azlee Bin Said

3.2 Special Project

3.2.1 Introduction of the System

E-reservation was created to allow users to make reservation of meeting room via online in the Pejabat Tanah & Jajahan Tanah Merah. In Pejabat Tanah & Jajahan Tanah Merah have two meeting rooms with different sizes an area for use by the staff and outsiders for various activities and so on. There are two meeting rooms which is Bilik Gerakan and Bilik Ibnu Sina. It aims to provide an efficient and convenient way of reserving meeting rooms for all the organizations.

Bilik Gerakan is the main meeting room is used at Pejabat Tanah Dan Jajahan Tanah Merah. Bilik Gerakan, Pejabat Tanah Dan Jajahan Tanah Merah can be accommodate 80 peoples at one time. Suitable for use for seminars, meetings, and others. The second meeting room used at Pejabat Tanah Dan Jajahan Tanah Merah is Bilik Ibnu Sina. Bilik Ibnu Sina, Pejabat Tanah Dan Jajahan Tanah Merah can be accommodate 20 peoples at one time and the appropriate use of various small-sized program only.

3.1.10 Count the Votes for the Election of Committee Members

Persatuan Kebajikan dan Sukan (PERKASA) Pejabat Tanah dan Jajahan Tanah Merah will be make a voting for the election of committee members for PERKASA. Mrs. Nur Aminura have have discussed with trainee how to calculate with easier way than the previous year. Every year this association will make a vote to choose new committee members and to ensure the chosen committee member doing their duties properly. A total of four practical students involved in this activities. This activities was conducted at Bilik Gerakan and it is private and confidential for the members of PERKASA. The trainee have been count the votes by using the checklist method.

Table 11 : Profile Task of Count for the Election Commitee Members

Activity	Count the Votes for the Election Commitee Members
Scope	Count about 76 votes for the election of commitee members of PERKASA and present to the Mr. Tengku Ahmad Akram
Duration	17 May 2017
Supervisor	Mrs. Nur Aminura Binti Abdul Ghani

After all of the process count the votes finished, the trainee need to record the result into computer. The trainee also need to make a presentation to Mr. Tengku Ahmad Akram about the process of calculated the votes and the result of votes for election of comittee members of PERKASA. The trainee also used the Google Form to make a data more efficient to prepresent to the all members of PERKASA.

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Sekolah Kebangsaan Bukit Panau	5
Sekolah Menengah Ugama (Arab) Rahmaniah,Paloh	3
Sekolah Kebangsaan Belimbing	5
Sekolah Menengah Ugama (Arab) Maahad Ahmadi,Padang Siam	4
Sekolah Kebangsaan Sri Kelewek	4
Sekolah Jenis Kebangsaan (C) Yuk Cheng	5
Sekolah Menengah Kebangsaan Dato Mahmud Paduka Raja (1)	7
Sekolah Kebangsaan Sri Suria (1)	6
Sekolah Kebangsaan Tanah Merah (1)	4
Sekolah Menengah Kebangsaan Dato Mahmud Paduka Raja (2)	3
Sekolah Kebangsaan Tanah Merah (2)	3
Sekolah Kebangsaan Sri Suria (3)	3
Sekolah Menengah Kebangsaan Tanah Merah (2)	4

All of government agencies and staff in school is compulsory to involved in the PRU. The staff have been prepared the notice and letter of the officer of PRU. After that, staff have been distributed the all of goverment agencies and staff in the school. The government agencies need to give a respond to Pejabat Tanah dan Jajahan Tanah Merah as soon as possible.

The government agencies and school have been faxes the list name that involved with the PRU. The trainee should always alert with the documents that received at the organization. The trainees also need to update all of data into the computer. There are almost 10 agencies that involved with the PRU such as Majlis Daerah Tanah Merah, RISDA Tanah Merah, Anti Dadah Tanah Merah, Hospital Daerah Tanah Merah and other government agencies. Each of stations have one leader and four officers will be handle the PRU. The trainee need to record and insert the full name, identity number, occupation, address and phone number of officer of PRU.

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Activity	Update the list name of clerks PRU14
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Duration	Throughout the industrial training
Supervisor	Mrs. Nur Aminura Binti Abdul Ghani Mr. Syed Kharul Azlee Bin Said

3.2 Special Project

3.2.1 Introduction of the System

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Bilik Gerakan is the main meeting room is used at Pejabat Tanah Dan Jajahan Tanah Merah. Bilik Gerakan, Pejabat Tanah Dan Jajahan Tanah Merah can be accommodate 80 peoples at one time. Suitable for use for seminars, meetings, and others. The second meeting room used at Pejabat Tanah Dan Jajahan Tanah Merah is Bilik Ibnu Sina. Bilik Ibnu Sina, Pejabat Tanah Dan Jajahan Tanah Merah can be accommodate 20 peoples at one time and the appropriate use of various small-sized program only.

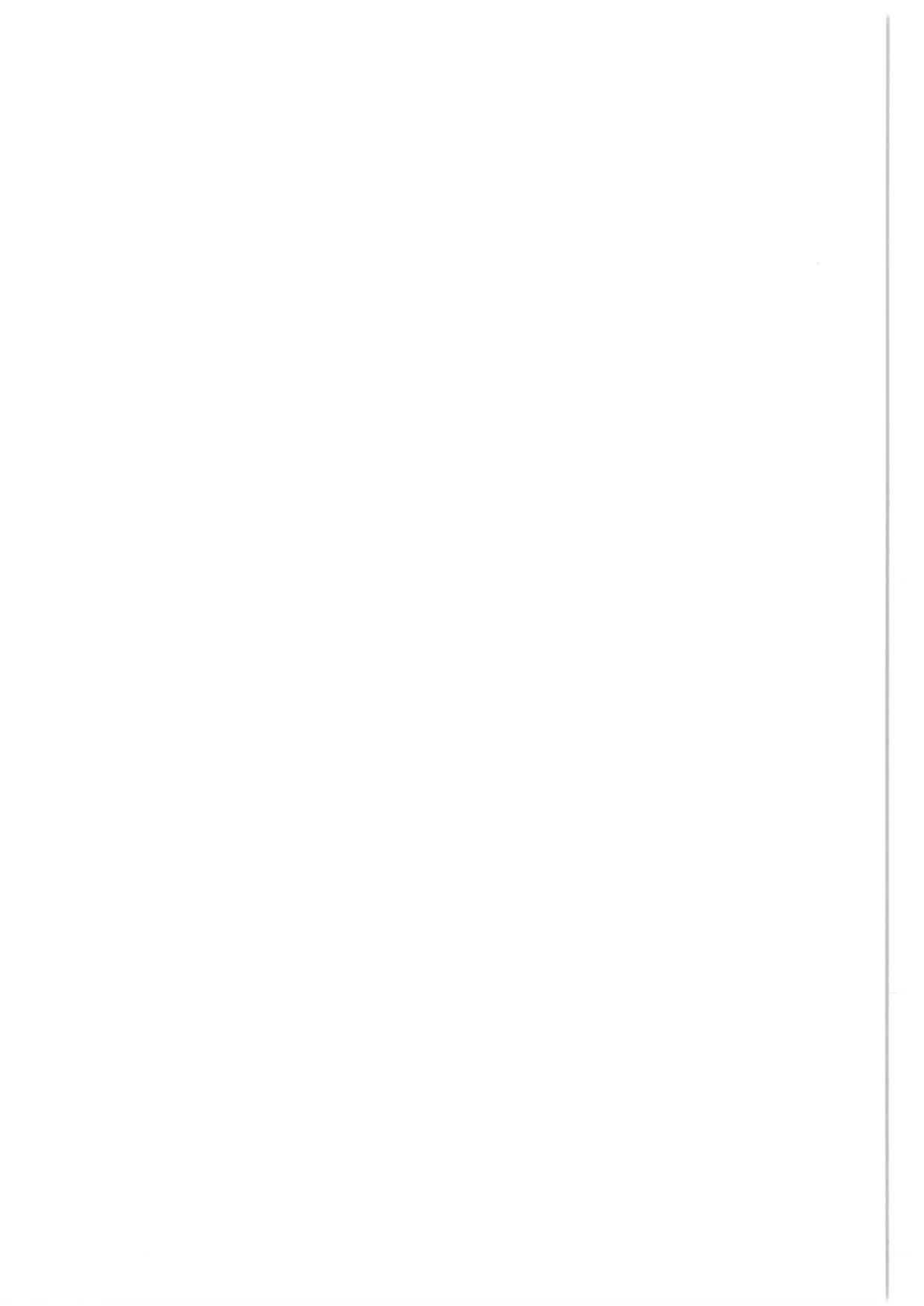
3.2.1.1 Problem Statement

- i. User has to go to the organization to send the letter of reservation the meeting room.
- ii. The schedule of reservation of meeting room always full and overlapping
- iii. User need to deals with the staff to reserve the meeting room .
- iv. User are not allowed to reserve the meeting room trthrough telephone and the organization's telephone always-busy line.

3.2.1.2 Objective of the System

The main purpose of the e-reservation meeting room to provide another way for the user of client to reserve the meeting room. It is an automation system. There are objective of this system are :

- i. To provide a web-based reservation meeting room functions. User or client can reserve the meeting room through the online system and no need to go to organization to send a letter of reservation.
- ii. To provide anytime and anyplace services for the client. Client can make a reservation of meeting room 24 hours a day and seven days a week over the internet.
- iii. To enable clients to check the availablility of the meeting room. Client can check the availaibility of meeting room through the system.
- iv. To minimize the number of staff to handle the reservation of meeting room. The number of staff to handle the reservation meeting room can be reduce and also reduce the misscommunication among staff and clients.



3.2.1.3 Scope of Project

The e-reservation system is an easy-to-use self service system which enables to user to book the meeting rooms through the system. User need to check the availability of meeting room before do the reservation via online. After that, user can make the reservation of meeting room. User need to complete the form of reservation that have in the system. By using E-Reservation Meeting Room, user no needs to go to the organization and submit the application form of reservation. Futhermore, only admin can update the schedule of reservation meeting room. The system of reservation meeting room will be developed by using System Development Life Cycle (SDLC) methodology.

3.2.1.4 Target User

- i. Government Agencies
- ii. Private Agencies
- iii. Students
- iv. Internal Staff

3.2.1.5 Tools Used for Development

- i. PHP
- ii. HTML
- iii. Microsoft Project
- iv. Wampserver

3.2.1.6 Contribution of New System

A new of system is important to clients and staff for easily to make a reservation and checking the availability of meeting room. The system is different compare to the traditional reservation of meeting room. It is more faster, reliable and saving of time. Besides that, this method can be used to others organization and the client also could have the same advantages by using the system. The system also more efficient than the traditional method of reservation the meeting rooms.

3.2.2 System Analysis

In system analysis have Entity Relationship Diagram (ERD), Context Diagram, Data Flow Diagram (DFD), flowchart and gant chart

3.2.2.1 Entity Relationship Diagram (ERD)

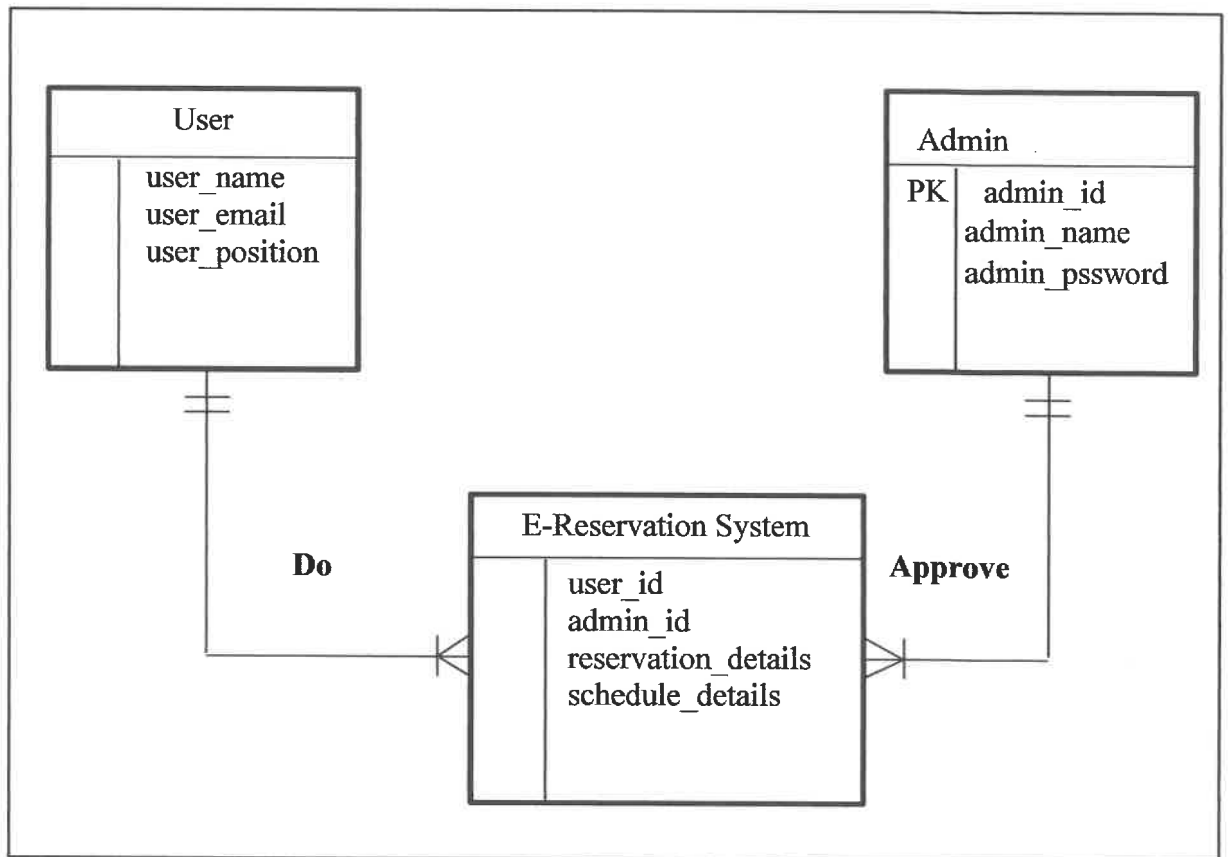


Figure 25: ERD of E-Reservation Meeting Room

3.2.2.1.1 Business Rules

- i. User can booking the meeting room if they complete the reservation form.
- ii. User can check the availability of meeting room.
- iii. Admin can update the reservation of meeting if they login to system by using username and password.
- iv. Admin can approve the reservation that request by user.

3.2.2.2 Context Diagram

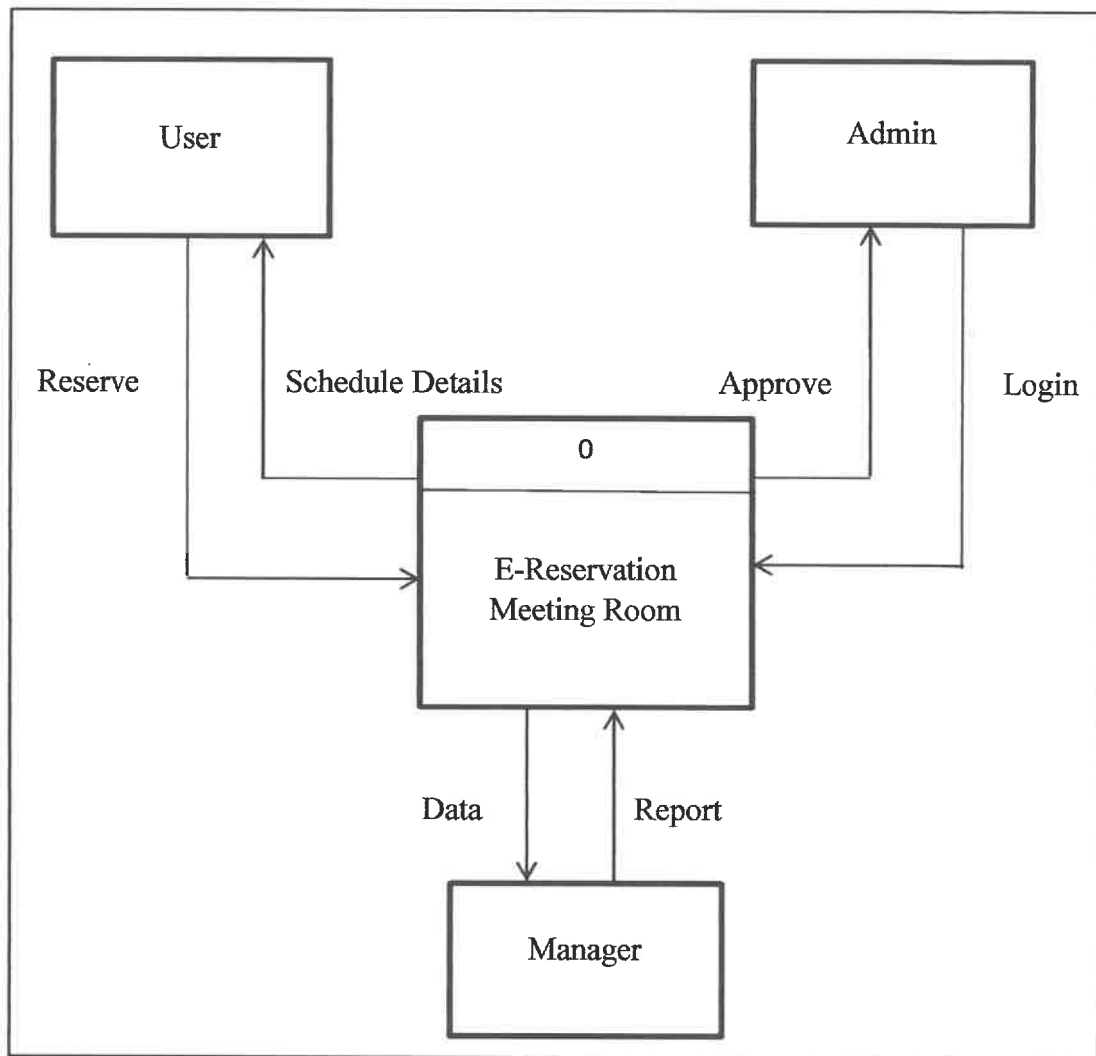


Figure 26 : Context Diagram of E-Reservation Meeting Room

3.2.2.3 Data Flow Diagram (DFD)

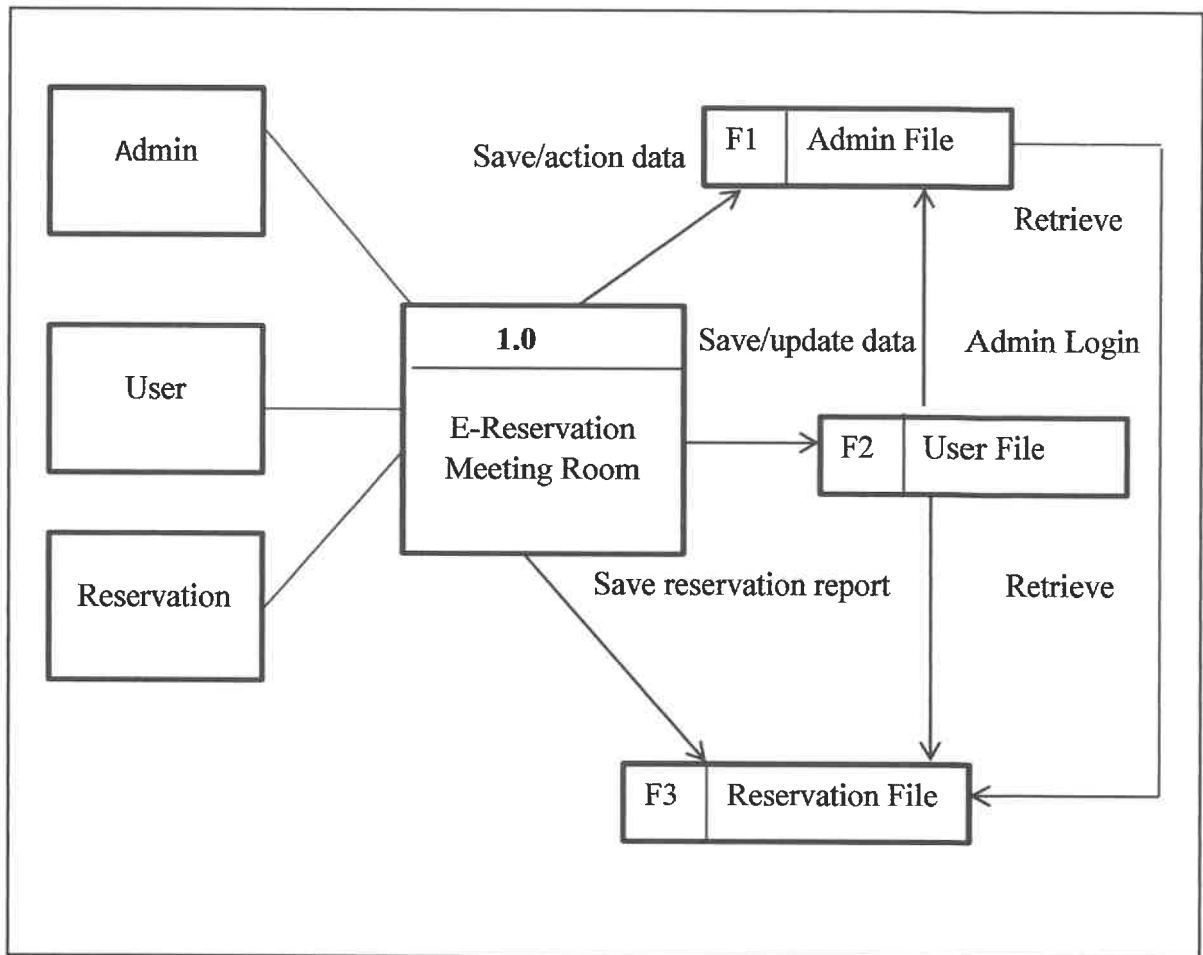


Figure 27 : DFD of E-Reservation Meeting Room

3.2.2.4 Admin Login Flowchart

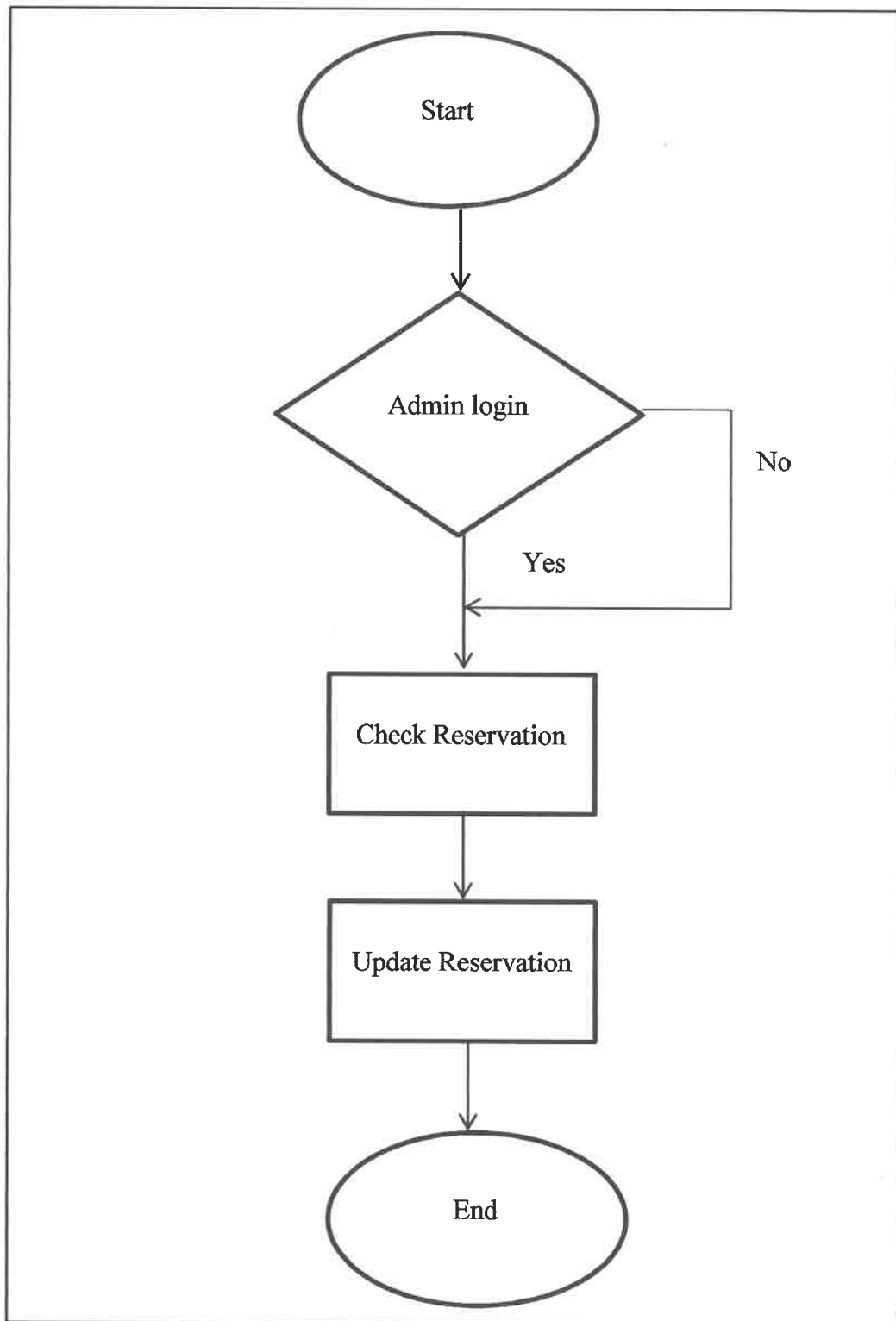


Figure 28 : Flowchart of Admin Login

3.2.2.5 User/Customer Reservation Meeting Room Flowchart

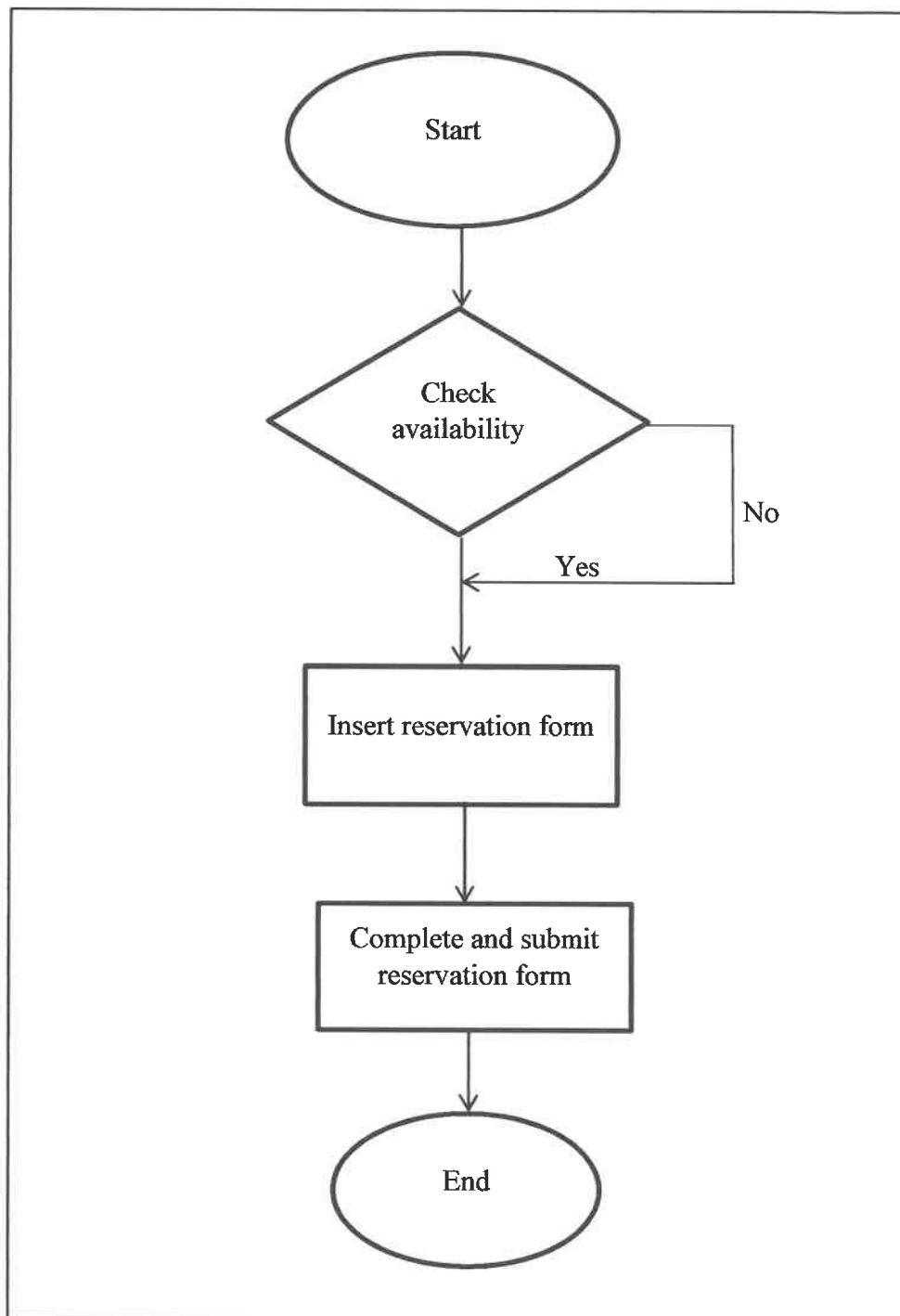


Figure 29 : User Reservation Meeting Room

3.2.2.5 Gantt Chart

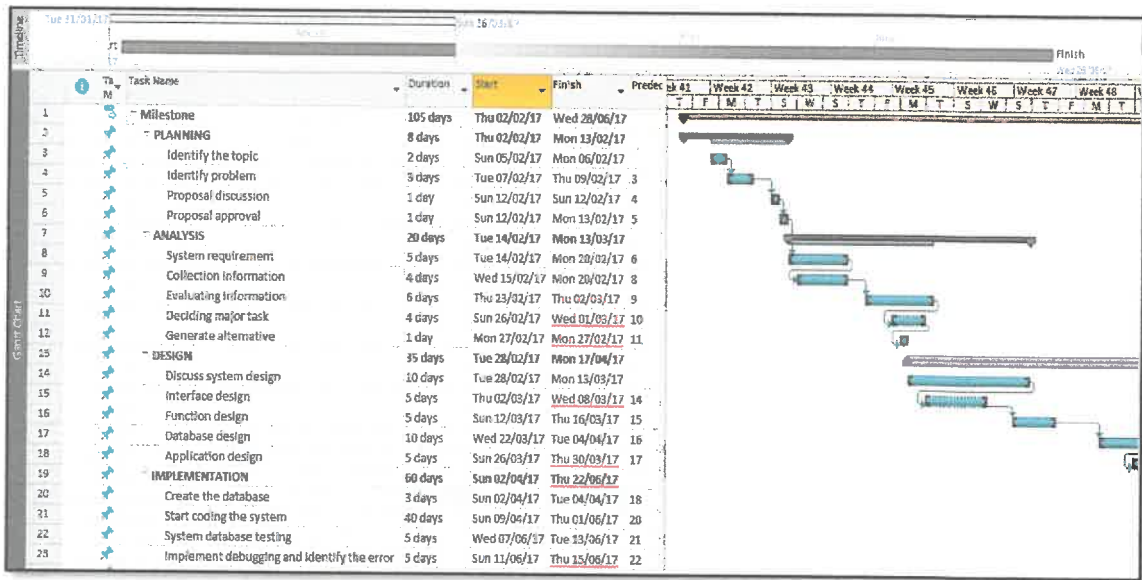


Figure 30 : Gantt Chart in Development System

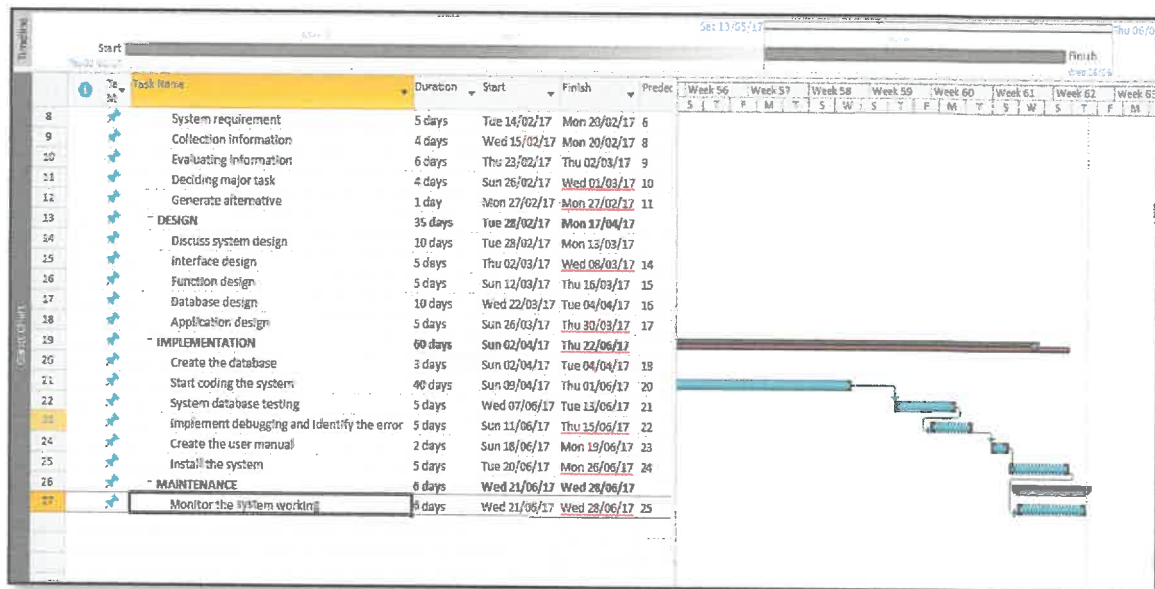


Figure 31 : Gantt Chart in Development System

3.2.3 Methodology

The project methodology that used in development of the system is the System Development Life Cycle (SDLC). SDLC is the process of understanding the Information System can support the business needs, designing the system, and delivering to the users.

The SDLC is composing of five phases which is :

i. **Planning**

An organization's total information system needs are identified, analyzed, and arranged.

ii. **Analysis**

System requirements are studied and structured.

iii. **Design**

A description of the recommended solution is converted into logical and then physical system specification.

iv. **Implementation**

The information system is coded, tested, installed and supported in the organization.

v. **Maintainance**

An information system is systematically repaired and improved.

3.2.3.1 Planning

In planning phase, to develop a new system which is a first step is to identify a need for the E-Reservation Meeting Room and also plan how to develop the functional requirements of a system. This will include determining whether a problems or opportunity exists, conducting a feasibility study to determine the developing a project plan.

3.2.3.2 Analyze

In this phase, the current systems and investigates any problems associated with it. Other sources of information about system and the new requirements would also be investigated at this time. The output from this stage would probably be no more than a set of notes.

3.2.3.3 Design

After the requirements have been determined, the necessary specification for the hardware, software, people, and data resources and the information products that will satisfy the functional requirements of the proposed system can be determined. The system design will be created based on scope to ensure the design meets the objective and requirements of the E-Reservation Meeting Room.

3.2.3.4 Implementation

For this phases are producing system code according to plan, analysis and system design that have been done. Coding and debugging is the act of creating the final system. The requirements documentation should be referred to throughout the rest of the system development process to ensure the developing project aligns with the needs and requirements or scope. The system also is tested to evaluate its actual functionality in relation to expected or intended functionality.

3.2.3.5 Maintenance

Last phase is when all the system is complete to develop and it is in daily use. It is the longest life-cycle phase. Maintenance involves correcting error which was not discovered in earlier stages of life-cycle which is improving the implementation of system units and enhancing the E-Reservation Meeting Room services as new requirements are discovered.

3.2.4 System Design

3.2.4.1 Home Interface (Logical Design)

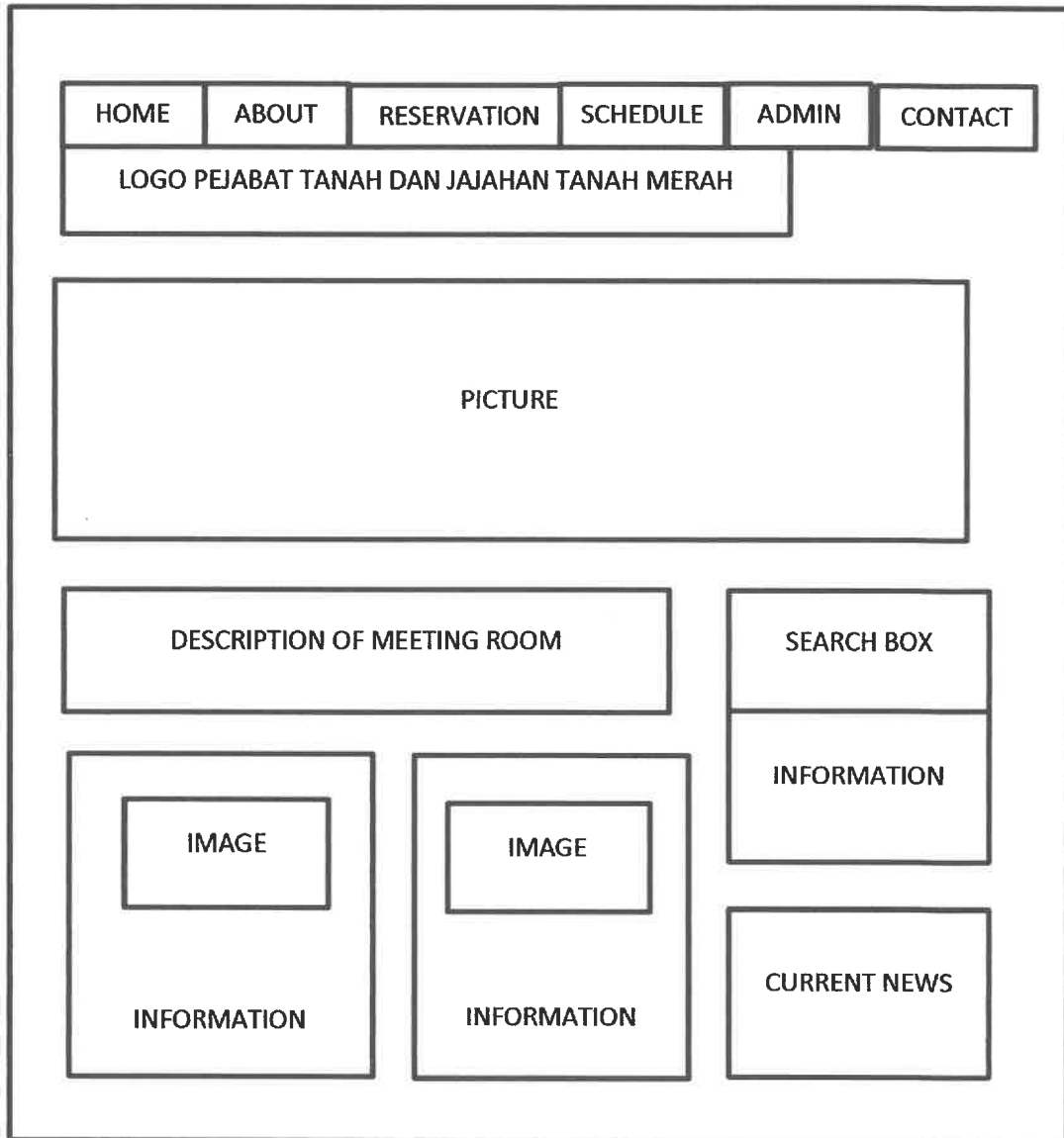


Figure 32 : Logical Design for Interface of System

3.2.4.2 Home Interface (Visual Mode)



Figure 33 : Interface of System

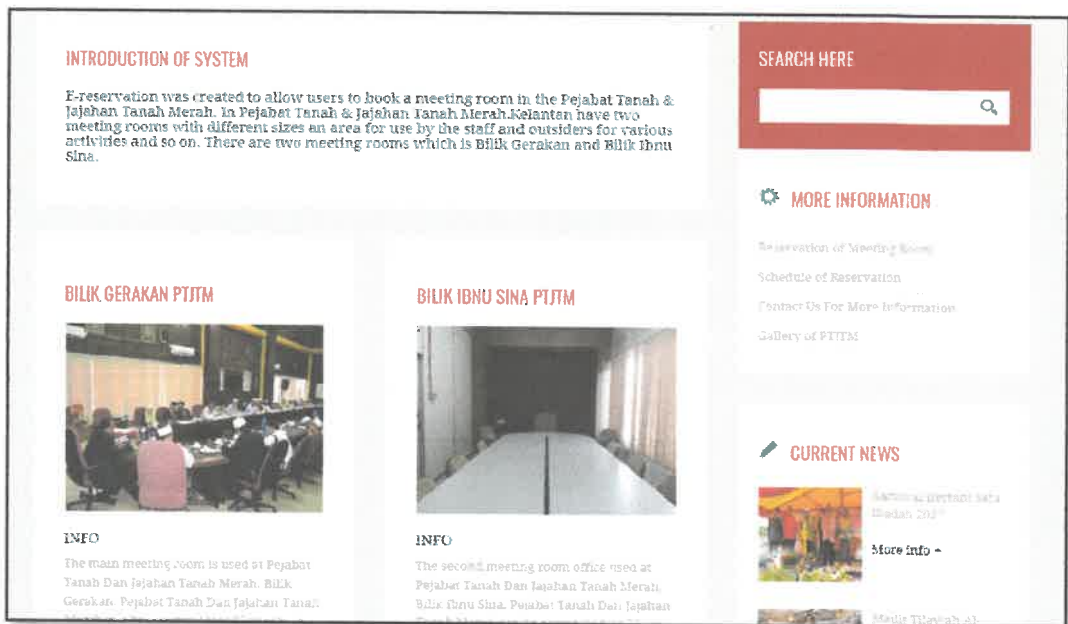


Figure 34 : Description of System

3.2.4.3 Traditional Method

NO KENDERAAN	MENDIRAS	PERMUKAAN	KARTAS
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	MESY AGONG WI 15/5/2017 DI DEWAN GELANGGANG SEMI 73009	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	MESY AGONG WI 16/5/2017 DI DEWAN GELANGGANG SEMI 73009	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
BILIK MESYUARAT	TARIKH MASA	PENGUNJUK	TARIKH
[Redacted]	15-7-17 - 18-05-17 16-7-17 - 18-7-17 19-7-17 - 18-07-17	Mesy Agong WI 15/5/17 - 20/05 Kementerian SPA Kementerian	UNDIA
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Figure 35: The Traditional Method Used

3.2.4.4 New Purpose System

RESERVATION FORM OF MEETING ROOM AT PEJABAT TANAH DAN JAJAHAN TANAH MERAH

Name:

Identity Number:

Position:

Phone Number:

Email:

Company Name:

Details:

Date:

Time:

Type Of Room:

Figure 36 : The Reservation Form

CHAPTER 4

CONCLUSION

4.1 Application Of Knowledge, Skills And Experience

Table 4.1 : Application of Knowledge, Skills and Experience

Activity	Knowledge	Skill	Experience	Related Courses
Record The Training Attendance Report Officers and Employees State	Know to record the data and communicate with staff for confirmation of data	<ul style="list-style-type: none"> - Technical Skills - Time Management - Communication Skills 	The trainee need to record all of the training attendance report of officers have been attend.	<ul style="list-style-type: none"> - IMR664 Electronic Record Keeping
Driver Installation	Know the process to install the driver and software to the computer	<ul style="list-style-type: none"> - Technical Skills 	The trainee need to install the driver and software into computer of staff and guide the staff to use the software and hardware	<ul style="list-style-type: none"> - IMS552 Information Systems Management

Involved in PUSPANITA and IM4U Program	Know how to communicate and deals with the staff from others organization	<ul style="list-style-type: none"> - Communication Skills - Time Management - Teamwork 	The trainee should communicate with staff and teamwork in the program.	- ELC650 English For Professional Interaction
e-Keberadaan	Know the accurate information to record in the system	<ul style="list-style-type: none"> - Technical Skills 	The trainee have learned new system and the process of record the data into the system. The trainee also need to know about the accuracy of data before record into the system.	- IMS606/IMS655 Information System Analysis for Information Professionals I and II
InfoBlast	Know how to create the message or email by using the system	<ul style="list-style-type: none"> - Technical Skills 	The trainee have learned new system and the process of create the message by using the system.	- IMS606/IMS655 Information System Analysis for Information Professionals I and II

Manage the Asset of Organization	Know the process to make a stock take and managing the asset	- Technical Skills	The trainee need to manage the store that have office materials and also the asset of organization.	- IMR652 Management Of Business Records
Replacement for Secretary of District Officer	Know how to communicate with District Officer and clients	- Communication Skills - Decision Making	The trainee should replace the secretary of District Officer if she takes a leave and others. The trainee need to communicate and always deals with District Officer.	- ELC 650 English For Professional Interaction
Customer Services	Know the skills to communicate with clients	- Communication Skills	The trainee need to pickup the call politely and trainee also need to remember the functions of each department when clients ask for it.	- ELC 650 English For Professional Interaction

Involvement with Karnival Bertani Satu Ibadah	Know how to communicate and work with the group	<ul style="list-style-type: none"> - Teamwork - Communication Skills 	The trainee need to involved with the events and distribute the survey.	- IMC651 Evaluation Of Services
Count the Votes for the Election of Committee Members	Know the process of voting and present to staff	<ul style="list-style-type: none"> - Teamwork - Communication Skills - Time management 	The trainee need to calculate the vote of election of committee members. The trainee also need to present to Mr. Tengku Akram	None
Prepared the letters	Know the process of creating the letter and the information needed.	<ul style="list-style-type: none"> - Technical Skills 	The trainee need to prepare the letters and that will distribute to other organization.	None
Faxes, scanning and photocopy documents	Know how to use these machine in the organization.	<ul style="list-style-type: none"> - Technical Skills 	The trainee need to faxes, scan and photocopy the documents when the staff ask to it.	- IMS552 Information Systems Management

4.2 Personal Thoughts And Opinion

From the personal thoughts and opinion, the trainee feel this organization good and efficient for industrial training. The trainee undergoing the industrial training at Administration and Finance Unit in Pejabat Tanah dan Jajahan Tanah Merah. The trainee can learn and understand about the management of the organization. There are several personal thoughts and opinion such as :

4.2.1 New Skill and Knowledge

At the university, the trainee only learn in theory and can not know the actual level of knowledge of trainee. With the involvement of trainee in this team, trainee can apply what have learned in class in university and trainee understand that to develop a system, it requires a high level skill and patience. Trainee also need to interact with many parties to ensure that the system will be developed meet the needs of user. The trainee had learned new knowledge about internal management of organization. The trainee had been exposed about the management of staff, manage the meeting which internal and external meeting, management of the duties of District Officer and others thing regarding internal management office. The situation s very different from what have learned by trainee at the university.

4.2.2 Increase Confident Level

During industrial training, the trainee have learn to built the confident level. The trainee need to communicate with many clients and staff in the organization. The trainee should have the knowledge the function of each unit the organizations and can easily to answer questions from the clients. Thus, the trainee have built confident level to deal and communicate with the clients and staff. It is can be a meaningful and useful experience I get during my industrial training at Pejabat Tanah dan Jajahan Tanah Merah.

4.2.3 Dissemination of Information Unsatisfactory

There are new information have receives from outside or inside department. Usually the officer will be the first person who receives the information before spread out to other staff. However, there are sometimes the information receive is overdue to the related staff which can cause problem in the future. Is also can cause of problem to the staff to take action. If has any important information, it will cause of problem because the information not receive to the related receiver. Thus, all the employee has to alert and take full responsibilities on the information receive so that it will not cause trouble to the other person in the future.

4.3 Lesson Learnt

The trainee get lots of knowledge and lessons while undergoing the industrial training at Pejabat Tanah dan Jajahan Tanah Merah.

4.3.1 Experience of Workplace

Throughout the trainee have been practically work at Pejabat Tanah dan Jajahan Tanah Merah, the trainee had gained great experience that allowed the trainee to have better understand in professional workplace and expectations that come with it. The knowledge and experiences that have been learned are highly beneficial as a fresh graduate and the employees were very supportive and friendly during the internship. They were very knowledgeable about the land matter and willing to share that knowledge all the time. The internship program is great for students to get experience in the workplace and it is not only beneficial for the knowledge but also the networking aspect of meeting real professions in the workplace.

4.3.2 Knowledge

Throughout five months industrial training period, trainee had the opportunity to learned and gained valuable experience at Pejabat Tanah dan Jajahan Tanah Merah. This organization is important as it managed the entire land problem and management of organization. Each day intership session, trainee have learned lots of new thing and gained knowledge which is related to management in the fields of land and districts and also the management of organization. Besides that, this intership session also teaches trainee on how to be responsible in conducting tasks and also being independent to learn new things. In addition, the entire task given is a challenge. Along the undergoing training, trainee

already to solve several problem or challenge faced. It has trained me to be more independent. In addition, all the tasks given surely require cooperation between other colleagues.

4.3.3 Communication Skills

Pejabat Tanah dan Jajahan Tanah Merah is a well-known and established organization where communication skill is the main ingredient expected to make a progress in doing works. As know that Pejabat Tanaha dan Jajahan Tanah Merah is a government organization that deals with public every day. Thus, this organization have encouraged all of their workers to have good communication skills. Professional world is all about good and effective communication in the form of writing, listening and speaking. The language that is frequently used is Malay as this is a government organization but English is also used as well as the works involves people from all kinds of different backgrounds. The trainee had learned about technical presentations, active learning, briefing, and question and answer sessions which all involves communication throughout the internship period. This unintentionally enhanced the trainee the communication abilities to deals with a lot of people from various backgrounds and different positions level.

Additionally, the trainee should have the ability to work with others in order to complete the tasks given by the supervisor. Other than that, there are also time where author need to discuss and speak with other individuals from various departments such as Technical, Registration, Disposal Management, Revenue and some more. Hence, it is important that every workers works towards developing communication skills as it will help in the long run and for all kind of people in various levels.

4.3.4 Time Management

Time management is the way a person managed their time between particular works. Great time management empowers you to work smarter. Thus, the works can be accomplish or done more in a lesser time. So, trainee would complete the works that has the most priority first before looking forward to the others. The most significant thing is that the whole tasks given to be finished within the due date given. The trainee need to manage to get a grab of this working lifestyle and started adapting with multitasking and proper time management. This is an important lesson learned for the trainee to be facing the same problem again in future working life.

4.3.5 Good Discipline

In Pejabat Tanah dan Jajahan Tanah Merah, the working hours are basically from 8.00 am until 5.00 pm. The trainee dependably ensure that arrived the office no less than 5 minutes sooner than the designated time. This is essential as the trainee need to give a good impression to the staffs to representing the student of Universiti Teknologi Mara (UiTM). Be punctuality in all aspects for example to attend the meetings, completing the work given and others.

4.3.6 Problem Solving

According to Henry Kaiser (2017), problem are the opportunities in work clothes. In the organization, there are lack of ICT staff and ICT practical students. For example, there are have a problems to install the software, the trainee need to identify the problems and find a good way to solve the problems. To manage the organization also had a problem and it is should to use the critical thinking to solve all of the simple or complex problems.

4.4 Limitations And Recommendations

Every organization have their own limitations in services or others. It is also need a good recommendations to which is the suggestion to improvement the organization for any aspects.

4.4.1 Limitations

The trainee have been identify the limitations that have in the organization. There are file system unsatisfactory, lack of ICT staff, lack of ICT knowledge among staff, poor customer services and unused the current system .

4.4.1.1 File System Unsatisfactory

Unsystematic file management system and provide many problems while searching for files. There are some problems with file management, there is no outgoing log file, file loss, limited file storage, code used for files, and others. The trainee have been identify there have two active file of the same title. It is because the staff has opened a new file because the existing file has disappeared. After finding a missing file it gives a problem because there are two active files. It is also had a problem with the coding of files. Some of file used numerical coding and also used the others coding which is alphanumeric coding. Some staff will be confused to use the correct code when finding for files. File storage area is also limited and there are a lot of files that were not arranged according to the classification established by the management.

4.4.1.2 Lack of ICT Staff

Pejabat Tanah dan Jajahan Tanah Merah have lack of ICT staff. In the Information Technology Unit, only have Mr. Muhammad Nazili Bin Ibrahim as Assistant Information Technology Officer in the organization. Information Technology Unit needs to manage and handle many task which is update the website of organization, prepare and design for the program, maintaince the network, attend the meeting/training, and others. This will make the staff a lot of work at a time and the staff also be difficult to take leave because of the responsibility to run in the organization. ICT staff also responsible to manage the organization's email, repair the hardware, installation the software and others.

4.4.1.3 Lack of ICT Knowledge

In this organization there are many staff who lack the skills and knowledge in using technology. The common problem faced by the staff which is do not to use InfoBlast, do not know to use Microsoft Word and Excell, do not know to scan the documents, do not know to use the sytem, do not know to connect the printer and others problem. Some of them unskilled use Microsoft Word and it is will cause of work to be done slowly and overdue. They will ask for help from ICT staff and make the ICT staff burdened with a lot of work in the organization.

4.4.1.4 Poor Customer Services

There are a few staffs who not give good services to customer when dealing with them at the counter. For example, communication skills. The organization should organize training program to the staff regarding the customer services especially the staff who always deals with customer at counter. The staff should know the way to communicate with the customer because they always want good services from us as a person who give the services. A good customer services will give satisfaction to customer as well as encourage them to come again at our department for getting services.

4.4.1.5 Unused The Current System

E-Guide system is a more systematic and efficient reference system that can display a fill-up guide, a checklist of documents to be submitted for application as well as a workflow process in the electronic form to customers who deals with Pejabat Tanah dan Jajahan Tanah Merah. The trainee have been identify that the system no longer used because no skilled staff using the system. The system good for customer or user to know the work flow of an application in the Pejabat Tanah dan Jajahan Tanah Merah. It is also very systematically for customer reference but it is no longer used the e-Guide system in the organization.

4.4.2 Recommendations

There are some aspects need to be improve by the management of organization which is workshop of ICT, improve the customer services, hire more ICT staff and experience staff and a better file management . It is important for organization to improve so that can maintain good image to customer and also can improve the management of the organization.

4.4.2.1 Workshop of ICT

Staff in the Pejabat Tanah dan Jajahan Tanah Merah are lack of skills in using technology due to factors such as age, time and others. Nowadays, ICT is important to daily life. The workshop of ICT will help staff in the organization to use technology that have in the organization. In the Pejabat Tanah dan Jajahan Tanah Merah, staff need to have knowledge and skill in using ICT such as scan machine, computer, printer and others. It is because all of hardware and software used all time in the organization. The workshop of ICT will reduce the lack of skill in using ICT among staff and increase the soft skills to the staff.

4.4.2.2 Improve the Customer Services

Through industrial training, the trainee have seen there are some of staff have lack of communication skills to communicate with the client. The trainee recommend for the management of organization to organize a program for them to motivate them about the important of good customer services and how to serve customers. In addition, the management also can complaint that to the higher department so that they can take the right action.

4.4.2.3 Hire More ICT Staff and Experienced Staff

The trainee give the recommendations to hire more ICT staff and also the experienced staff. Staff will help the staff to complete the work and at the same time learn new experience at work place. So, experienced staff is needed because can help and divide the tasks at office so that the task can be complete properly. The staff who have experience easy to understand the scope of job and do not have to explain detail regarding the scope of job. ICT staff will help to ease the burden and work together to ensure the skills of staff in using technology more better. Many ICT staff are also can divided into work such as network, pc maintance and others.

4.4.2.4 Better File Management

File is most important things in the organization. It is because file have store many important data or records that used for the future. Record in the file also used as evidence. Pejabat Tanah dan Jajahan Tanah Merah should care about the file management. The organization need to hire staff to incharge the file management. Many sources that can refer to create a good or better in managing the file. The file more easier to locate and saving time to find the file that needed. All of file should have outgoing log file to reduce the lost of file from shelf and others.

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APPENDICIES

Appendix 1 : User Manual



PEJABAT TANAH DAN JAJAHAN TANAH MERAH



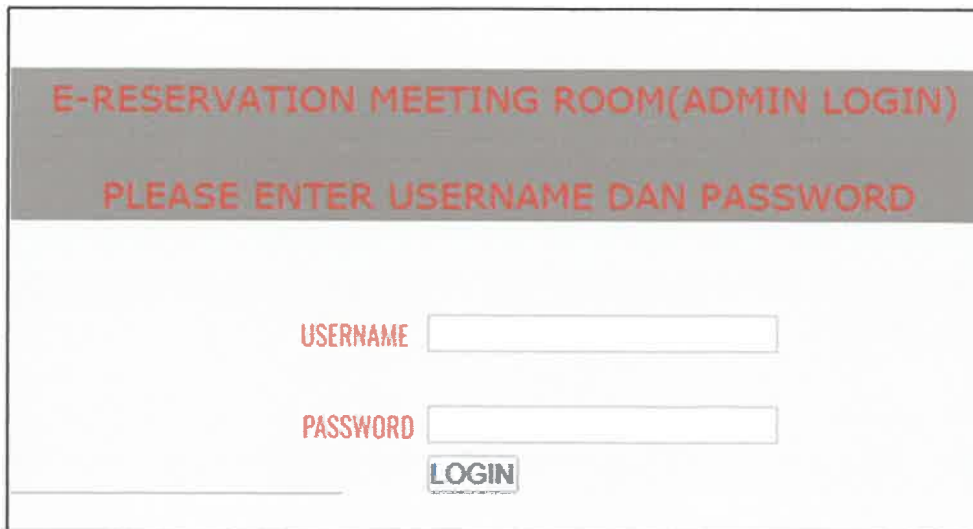
E-RESERVATION MEETING ROOM

USER MANUAL

ADMIN

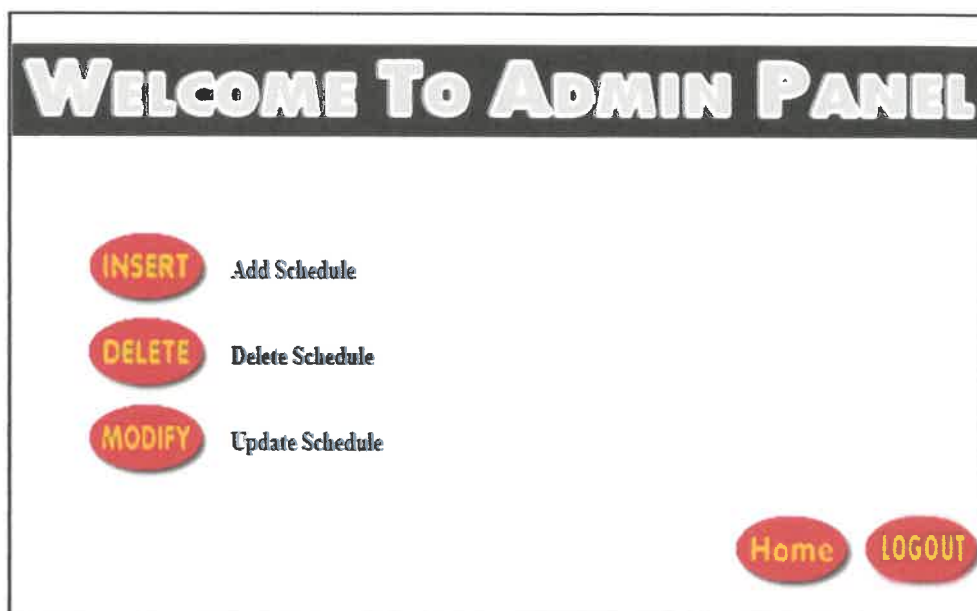
PAGE

ADMIN GUIDE



The screenshot shows a web page titled "E-RESERVATION MEETING ROOM(ADMIN LOGIN)". Below the title, it says "PLEASE ENTER USERNAME DAN PASSWORD". There are two input fields: "USERNAME" and "PASSWORD". Below the "PASSWORD" field is a "LOGIN" button.

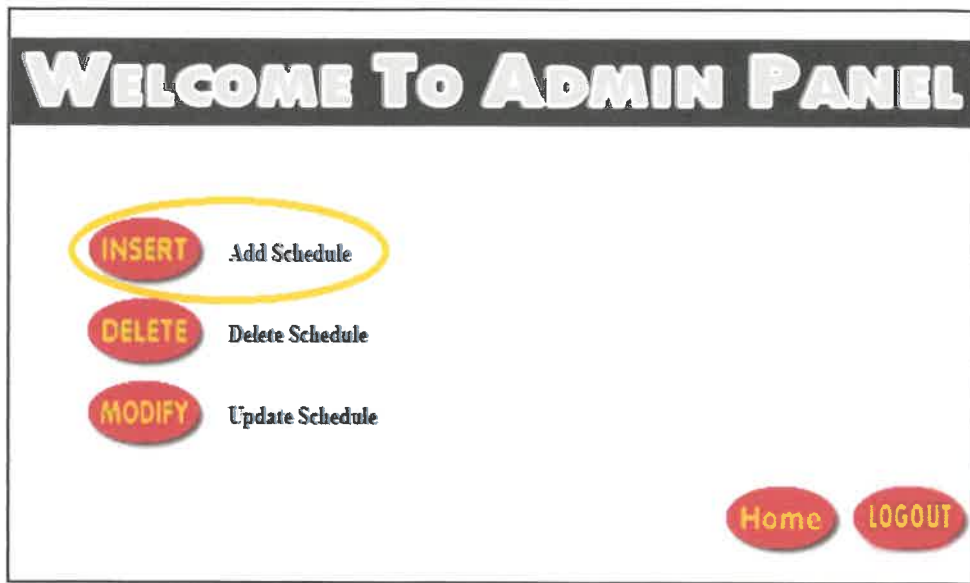
1. Open the system of E-Reservation Meeting Room in the pc and enter the username and password to login to admin page.



The screenshot shows a web page titled "WELCOME TO ADMIN PANEL". Below the title, there are three buttons: "INSERT" (Add Schedule), "DELETE" (Delete Schedule), and "MODIFY" (Update Schedule). In the bottom right corner, there are two buttons: "Home" and "LOGOUT".

2. Home page admin appeared and consists of three buttons which is add shedule, delete schedule and update schedule.

ADMIN ADD NEW SCHEDULE



1. Click the add shcedule buttom.

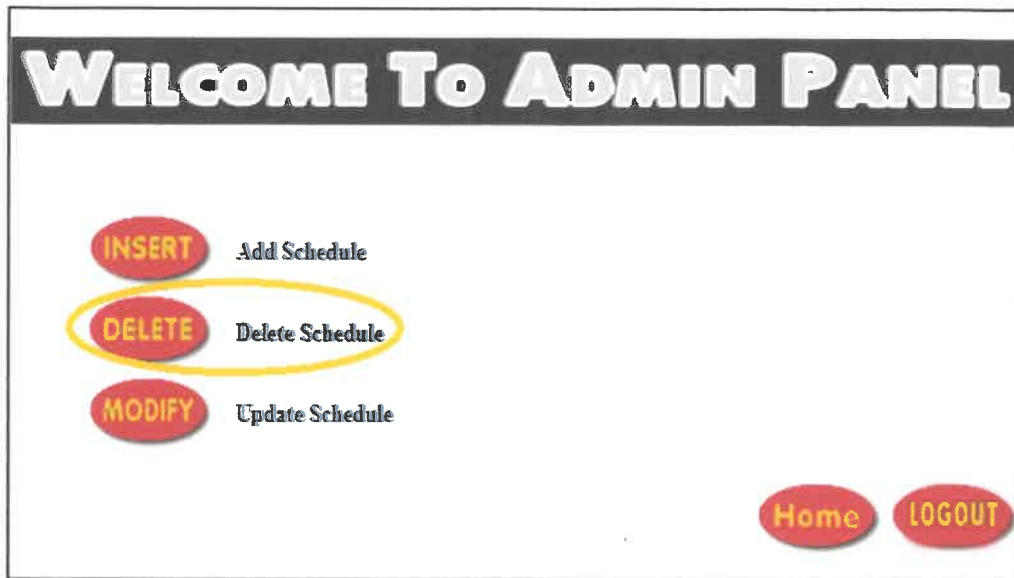
Add New Schedule

Name		
Identity Number :		
Position:		
Date:	<small>mm / dd / yyyy</small>	
Time:	<small>mm / dd / yyyy</small>	
Email:		
Company Name:		
Details:		
Type of Meeting Room:		
	add	

[Go Back](#)

2. This page appeared after click the button. Admin can add the new schedule of reservation from user.

ADMIN DELETE SCHEDULE

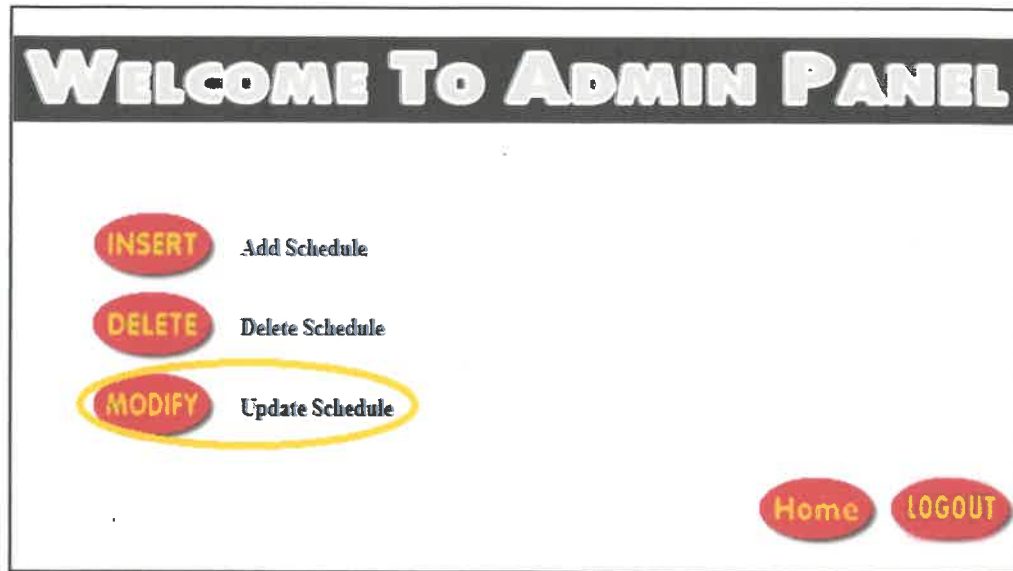


1. Click the delete schedule button.

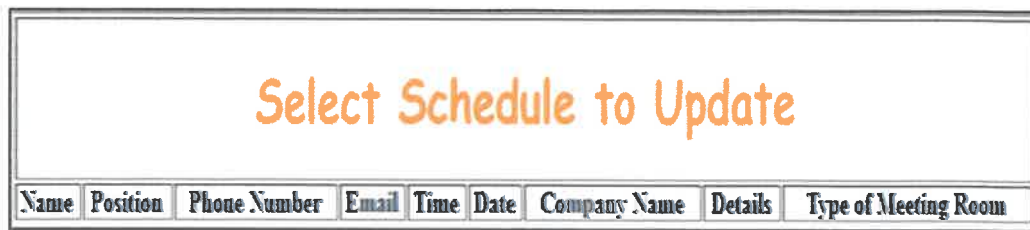


2. This page appeared after click the button. Admin can delete the table of shedule.

ADMIN UPDATE SCHEDULE



1. Click the delete schedule button.



2. This page appeared after click the button. Admin can select shdule to update the reservation of meeting.

USER

PAGE

USER GUIDE

RESERVATION FORM OF MEETING ROOM AT PEJABAT TANAH DAN JAJAHAN TANAH MERAH

Name:

Identity Number:

Position:

Phone Number:

Email:

Company Name:

Details:

Date:

Time:

Type Of Room:

1. Open the system of E-Reservation Meeting Room. User need to fill the form of of application the meeting room.

RESERVATION FORM OF MEETING ROOM AT PEJABAT TANAH DAN JAJAHAN TANAH MERAH

Name:

Identity Number:

Position:

Phone Number:

Email:

Company Name:

Details:

Date:

Time:

Type Of Room:

2. User need to complete the form and click the button 'add' to submit the form.

SCHEDULE OF RESERVATION MEETING ROOM AT PEJABAT TANAH DAN JAJAHAN TANAH MERAH

If there are have changes related to the reservation of meeting room, please email or call to the management of Pejabat Tanah Dan Jajahan Tanah Merah.

Name	Position	Phone Number	Email	Company Name	Details	Date	Time	Type of Meeting Room
Puan Asiah	CC Pentadbiran	0139656341	asiah@gmail.com	PIJTM	Mesyuarat Pengurusan	3 Julai 2017	2.00 pm	Bilik Gerakan
Muhammad Azmi	Pembantu Tadbir	0134026620	azmi90@gmail.com	KTM Tanah Merah	Mesyuarat Pengurusan KTM	4 Julai 2017	2.00 pm	Bilik Gerakan

3. The schedule of reservation meeting room will be appear after get approved from admin.