



**FACULTY OF INFORMATION MANAGEMENT
UNIVERSITI TEKNOLOGI MARA**

INDUSTRIAL TRAINING REPORT

JABATAN PEMBANGUNAN PERSEKUTUAN KELANTAN (JPPK)

**TINGKAT 3, 11-14, MENARA PERBADANAN, JALAN TENGGU
SEMERAK, 15000 KOTA BHARU, KELANTAN**

Prepared By:

NUR SYUHADA MAT HUSIN

2015145595

IM245

1ST FEB – 28TH JUNE 2018

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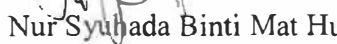
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1ST FEB – 28TH JUNE 2018

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Signed by


Nur Syuhada Binti Mat Husin

2015145595

Date of submission: 12 July 2018

ABSTRACT

Industrial Training is a compulsory requirement for all students at Universiti Teknologi Mara (UiTM) as a requirement for graduating as well as a subject in this semester. Therefore, this report will explain about Nur Syuhada Binti Mat Husin (2015145595) industrial training at Jabatan Pembangunan Persekutuan Negeri Kelantan which is located Jalan Tengku Petra Semerak, Kota Bharu, Kelantan Darul Naim. It also intends to explain about the daily routine done and all tasks given during the session. The training session starts from 1st February 2018 until 28th Junw 2018.

ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful. First and foremost, I would like to express my grateful to Allah, the Most Beneficent for the strength, good health and His blessing for enabling me to complete my internship at Jabatan Pembangunan Persekutuan Negeri Kelantan. As well as this report to fulfil the requirement for my degree in Information System Management. My sincere gratitude and appreciation to my industry supervisor, Encik Mohd Hanif Aiman Bin Mohd Anuar Musardar (Chief Assistant Director of Management Division) who gave a lot of experiences, support, encouragement and guidance until enabled me to develop an understanding, skills and etiquette in work in order to complete my internship. I also gratefully acknowledge to all staffs Jabatan Pembangunan Persekutuan Negeri Kelantan for their encouragement and tutoring to me till the last day of industrial training period. Besides that, I would like to express my gratitude to my university's supervisor, Puan Khadijah Binti Abdul Rahman who gave an encouragement, guidance and advice so that I can give a full commitment to finish this industrial training and my report writing. Last but not least, a big thanks and gratitude to my parents, my friends and those who was taking part directly and indirectly in helping and supportive me during my training and completion of this report. May Allah bless all. Thank you.

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CHAPTER 1:

INTRODUCTION

1.1 BACKGROUND OF THE ORGANIZATION



Figure 1.0: The Building of JPPK

Jabatan Pembangunan Persekutuan Kelantan (JPPK) or in English is Federal Development Department of Kelantan was built up on 1st January 1991. The foundation was to takeover roles and tasks of Kelantan State Development Office as the primary organizing and observing organization, drawing in the government improvement extends inside State of Kelantan. Other than that, the foundation of JPPK is expected to guarantee a thorough control on government venture from arranging through to extend following is overseen appropriately. JPPK is straightforwardly mindful to the Implementation Coordination Unit (ICU) of the Prime Minister's Department.

Company name	Federal Development Department of Kelantan
Location	Level 3,11-14 Jabatan Pembangunan Persekutuan Kelantan Unit Penyelarasan Dan Pelaksanaan, Jabatan Perdana Menteri, Tingkat 3,11-14, Menara Perbadanan, Jalan Tengku Petra Semerak, 15000 Kota Bharu, Kelantan, Malaysia.
Incorporated	1991
Scope of Business	Public Service
Telephone number	09- 7447103
Fax number	09- 7477187

JABATAN PERDANA MENTERI

Table 1.0: Company Background

1.1.2 Vision and Mission of Organization

Below are following mission and vision of Jabatan Pembangunan Persekutuan Kelantan:

- Vision of Organization
 - The federal agency that initiates the national development through the coordination, discovery as well as assessment of programs and projects.
- Mission of Organization
 - To become the outstanding and respected federal agency in relation to supervise the National Development Plan Implementation.

1.1.3 Motto of Organization

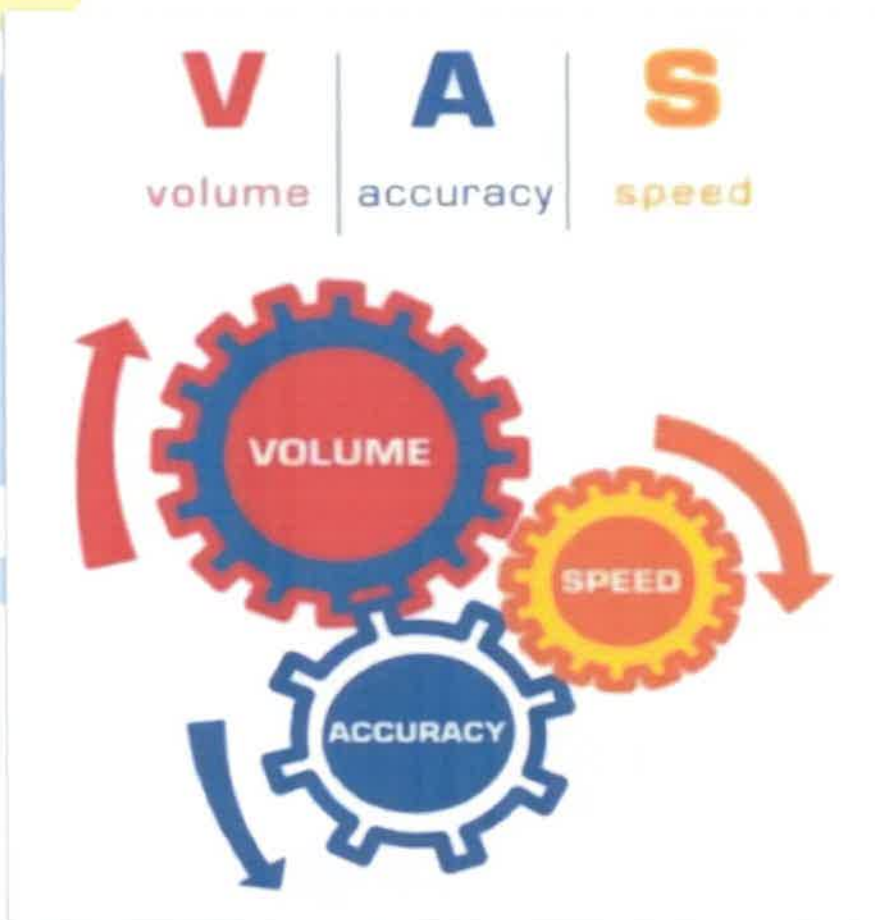


Figure 1.1: Motto of the company

1.1.4 Corporate Logo



Figure 1.2: Logo of Jata Negara

Malaysia symbol shows pointed star 14 marks the 13 states that comprise the Federation of Malaysia and Federal Government while the stars along moon that marks the Islamic religion which is official religion in Malaysia. Five Kris is sign Malay States that not associated ago which are Johor, Kedah, Perlis, Kelantan and Terengganu.



Figure 1.3: Logo of ICU

Motive or element in the logo design is produced from motives or elements typeface (typeface or letter) with a creative treatment. Processing concept design is based on the Vision, Mission and Key Activities ICU Department of the Prime Minister (JPM). Layout and elements featured in the design reflects the major tasks undertaken ICU JPM as the Agency moves the centre of national development through excellent work culture and good governance.

1.1.5 Core Business

1. To produce the 'Five-Year Development Plan Project' performance report to the Ministry within three (3) days upon request.
2. To produce program/projects outcome evaluation report within three (3) months upon agreement to the term of reference.
3. To provide feedback for the programs/projects outcome evaluation within three days (3) after receiving the agencies application.
4. To provide initial feedback on the advisory application, consultation and technical support related to the management of development projects within three (3) days after receiving the application.
5. To provide Cabinet Memorandum review to the Ministry within 10 days from the notice's receipt date.
6. To provide answer within three (3) days for the project application received through e-Khas.
7. To generate list of poor/hard core Poor Head of Household profiles from e-Kasih within two (2) days after all requirements has been clarified and finalized.

JABATAN PERDANA MENTERI

1.2 ORGANIZATIONAL STRUCTURE

This office is driven by a Director helped by 2 Deputy Director which are Development Deputy Director and Technical Deputy Director alongside a Head of Senior Assistant Director. So as to execute assignments and projects, KFDO has 7 divisions and 10 District Development Offices:

1. Management Division
2. Finance Division
3. Special Division
4. Implementation and Supervision Division
5. Society and Institution Division
6. Information Technology Division
7. Technical Division



Figure 1.4: The Division and Level of Floor

There are 10 District Development Offices (DDO) worked provincially which drove by a District Development Officer.

1. Kota Bharu District Development Office
2. Pasir Puteh District Development Office
3. Tanah Merah District Development Office
4. Pasir Mas District Development Office
5. Kuala Krai District Development Office
6. Bachok District Development Office
7. Machang District Development Office
8. Tumpat District Development Office
9. Jeli District Development Office
10. Gua Musang District Development Office

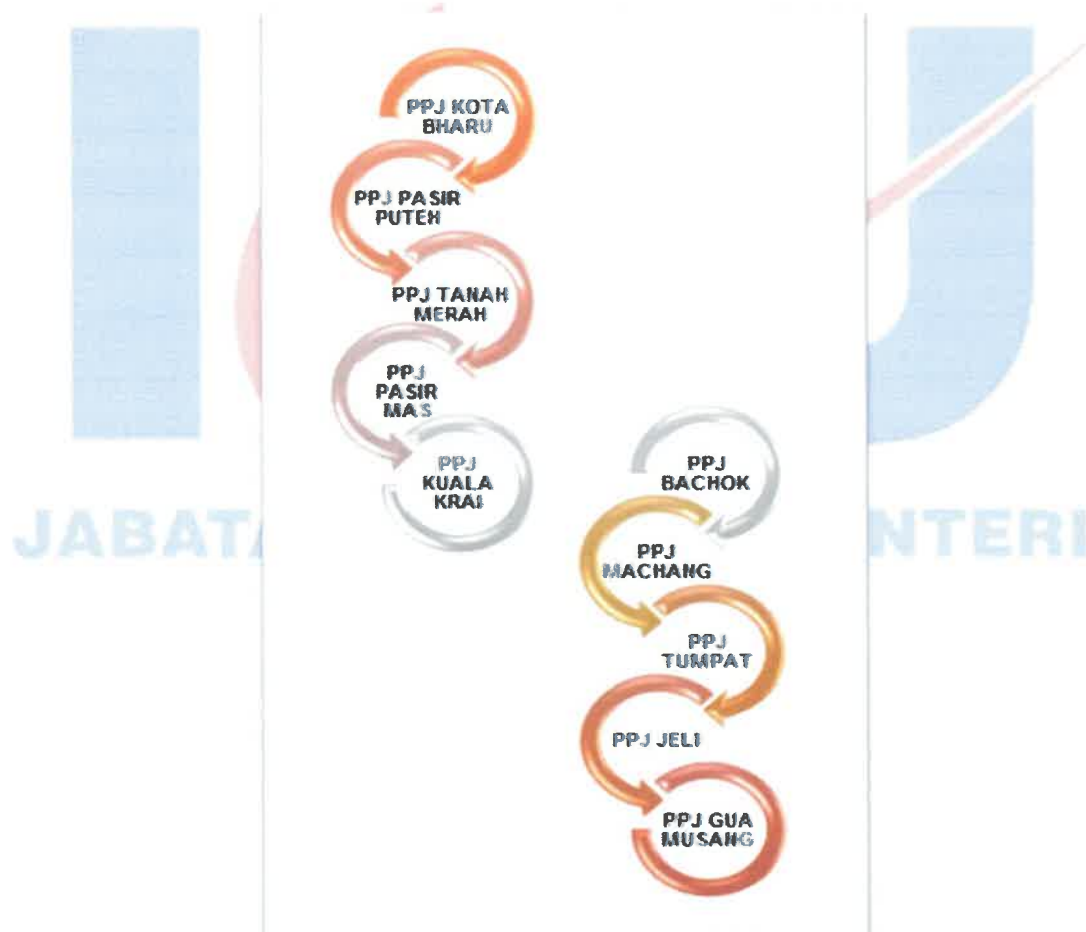


Figure 1.5: District Development Office under JPPK

CHAPTER 2:**ORGANIZATIONAL INFORMATION****2.1 DEPARTMENTAL STRUCURE****2.1.1 Management Division**

As a head unit, management division play their roles and parts as a coordinator with providing assistance to different units. It is in charge for the overall management of all the affairs of the office space and other facilities that are under the control JPPK. This unit responsible to plan and conduct a systematic administrative system, dynamic and fair with the purpose of creating a perfect position and perform general administrative duties for every staff, officers, security documents, regulating all levels of staff, including training. They plan and conduct a systematic management system, dynamic and innovative way to create an outstanding department. Besides, their staff perform general administrative tasks, services, personnel, officers, security documents and adaptable all levels of staff including training, transmit data and official information on the other parts especially the touch on the new policy or improvement that usually issued by state authorities from time to time such as maintenance of expenditure allocation and control of the department and others.

2.2 DEPARTMENT FUNCTION**2.2.1 Functions of Administration Division**

- Executing of human resource management and development related affairs
- Managing general office administration as well as government asset
- Meeting and federal secretary at Kelantan State Level
- Managing corporate relations and operating public complaint

CHAPTER 3:

INDUSTRIAL TRAINING ACTIVITIES

3.1 TRAINING ACTIVITIES

These chapters discuss in detail the summary of job task during practical training from 1 February until 28 June 2018 at Jabatan Pembangunan Persekutuan Kelantan (JPPK). The trainee was placed at Administration Division from week 1 until week 20. Trainee has been exposed to many tasks such as in recordkeeping, counter services, filling the details of received letter, designing for some related task, customer services, meetings, public relation event and outdoor task.

3.1.1 Daily Task in Management Division

Through the assignment in Management Division, the trainee has been learning so much of knowledge from the tasks given. As all known, the Management Division is one of the most important departments of the company. Under this administration unit, there are several tasks that need to be done daily such as:

- Take the letter from the pigeon hole

Every morning, the trainee needs to go to the ground floor of the office and check the pigeon hole of company. If there are any mails, the trainee needs to bring it to the Management Division. There are staffs in charge that will help the trainee in doing the task.

- Divide the letter based on department

The mails should not be open if there are specific receiver's names on the letter. The trainee only can open the letter that state for Director without his fully name and if the letter only contain the name of the company. Then, if the letter those comings are actually for the other department, the trainee should be responsible to spread the letter based on their department.



Figure 3.0: Pigeon Hole in Department

Key in the details of the letter into Profile System

All the receive letters that can be open or not confidential should be key in into the Profile System of JPPK. This Profile System brings lot of benefits to the staff in the Management Division because the system helps the staffs to locate and trace the letter in short of time. Besides, this system enables the trainee to scan the letter and upload it into the system. Once the letter missing, the system still have backup as records the letters that enter into the company.



Figure 3.1: Interface of Profile System JPPK

3.1.2 Recordkeeping

As the trainee are being assigned at the Administration Division, the trainee needs to do all the recordkeeping task that being ask by the staff in the JPPK, there are several explanation of the recordkeeping task in below.

3.1.2.1 Manual/ Paper Filing

The trainee has been exposed to the file management. The trainee does the tasks to record the letters that receive by organizations and fil it in the suitable file. The files that are being used are white file. The trainee needs to number the letter at the right top of the letter. For letter that are receive from any other organization or company, or in simple words called as mail in, the trainee needs to use the red ink pen while for the letter to the others people or others organization which is for mail out the trainee need to use the black/blue ink pen. After finish record the letter, trainee needed to put back the file at their place based on the numbering system. It is easier for the staff to develop back the file which is they just refer at the number and get the file. Besides that, the trainee also needs to prepare the name that will be used for the file place. This is easier for the staff to get the file and reduce the time to find the file by refer back to the list name and get the file that they want. In the administration, the trainee also learns on how to photocopy the paper, scan and fax the letter or document to the other department and other organization. All the staff needs to know on this basic concept. In the other hand, the trainee also need to dealing with other people and need to fax the related document.

3.1.2.2 Electronic Filing

The trainee needs to record the letter that will be given to the deputy director. Trainee need to record the title of the letter, the received letter date, reference letter number, the letter dates, name of the sender and the address of the sender into the Profile System of JPPK. After the letter has been filled up, the trainee must to send the letter to the Directors Office. The Director's personal assistant is responsible to record the letters that come to their office in the Microsoft Excel. The trainee also do the same task whenever the personal assistant take a leave or going out for the outdoor task. The details that need to include in the Excels is the date, title of letter, the sender organization and action taken.

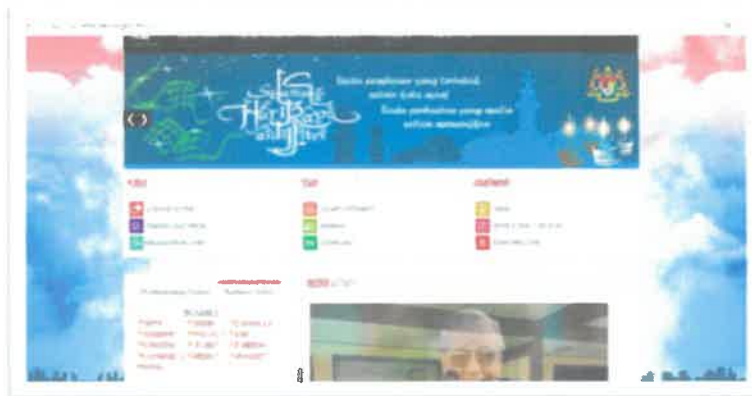


Figure 3.3: The website of JPPK that contains Profile System

3.1.3 Electronic Publishing/Design

By doing the task of electronic design, the trainee has using several application that can make the task become easier and faster such as Adobe Photoshop, Microsoft Publisher and Canva.com. These applications have their own functions and specialties that enable the design to look good and receivable by the staff. Below are the function and specialties of the application of designing.

Adobe Photoshop CS6

It is a powerful and popular of image editing software that helps their users to apply various effects easily and help the user to get the consistent results. Users basically use this software to create a better quality image because this application has too many features that are hardly found in other photo editing software. Through the use of Adobe Photoshop, the trainee also can quickly create and edit the design. It can help the trainee to complete the task within minutes. Besides, this application also becomes famous in the design web world and it let users to manipulate the images.



Figure 3.4: Adobe Photoshop CS6

Microsoft Publisher

Microsoft Publisher is an incredible work area distributing program that can be used to make a wide range of amazing productions. Dissimilar to other software that available in market, it's not costly, nor is it entangled to utilize. In any case, it has a tendency to be the most underused of Microsoft's standard projects. It is also easy to used even the users are new to the digital publishing world because of its user-friendly interface and complete with all the basic features that will be need in producing high quality publication with no matter what level of skills that their users have. It's also serve the drag and drop features that allow the trainee to quickly insert photos and other media into the publications. Other than that, there are hundreds of easy-to-use templates to choose from, which are designed to simplify the layout and make creating the ideal publication quick and easy.



Figure 3.5: Microsoft Publisher

□ Canva.com

Canva is a tool that is loaded with enough easy to use features and functions that anyone can create a variety of engaging content that gets shared. It really offers variety types of contents from pre-sized of social media image and header templates to marketing materials, documents, presentations, invitations and the advertisements. There are even better because Canva's collection of content types to continue grow. It is because is application recently introduced templates for both eBooks and resumes. It also offers hundreds of fonts to choose and tons of images ready to use.

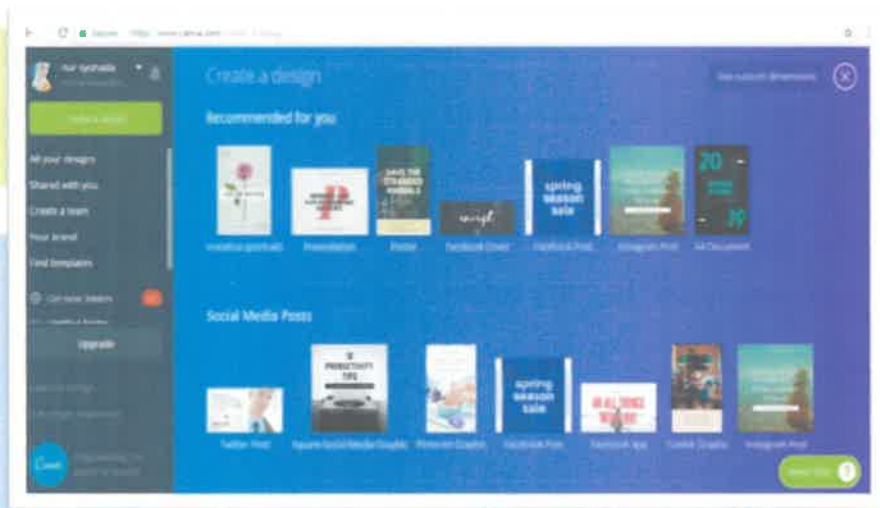


Figure 3.6: Canva.com websites

□ Adobe Illustrator

Adobe Illustrator is utilized for making an assortment of illustrations you can create logos, details illustrations, handouts, web pages design and many more. Adobe Illustrator has been around for about more than 20 years and is quickly getting to be one of the most popular desktop publishing packages on the market today.



Figure 3.7: Adobe Illustrator CS6

3.1.3.1 Design Brochure for Programs

A brochure is an informative paper document that can be folded into a pamphlet, flyers, or leaflet. It is basically includes a tri-fold layout with page inserts or a booklet format, it is especially helpful for the trainee to design and giving information about the company's event that being held. Normally, the trainee is being asked to design a brochure and insert as much as possible about the information of the programs. The designs of the brochure are need to be show to the upper management of the company, the director of the company also check the content and design of the company. After the director and upper management approve the design and content in the brochure, the trainee need to print out the brochure based on amount that the company want. Then, the trainee also needs to fold it together with the staffs. For about 5 months of internship, the trainee manages to design more than five brochures for the company based on the programs and events that they held.



Figure 3.8: Example of Brochure

3.1.3.2 Design Booklet for Event

Booklet can be defined as a small, thin book with paper cover that is typically used to give the information on a particular subject. The company usually ask the trainee to design booklet for only certain things such as the designation of booklet for menu book and for the events that have a few programs that need to be added. These booklets also need to ask for approval of upper management before being printed out.



Figure 3.9: Example of Booklet

3.1.3.3 Design Spine Hard Cover File

This is the simple task that the trainee need to do but it is also important to design the spine hard cover file for this department of the company. By doing the design, the staff will easily found the file that they need easily. The design spine hard covers have their own measurement to make sure that it is fits to the file.

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Figure 3.10: Example of Designation

3.1.4 Secretariat of Meetings

During the internship, the trainee has learned about the preparation before and during meetings. The trainee need to be involved in meetings that being held in the company. Before the meeting starts, the trainee needs to make sure that the meeting room is in clean and tidy. The trainee also needs to prepare the items that will be used during the meeting such as slide presentations of meeting, tentative programs and attendance of list. Before the meeting begin, each of the staff or members needs to sign on the attendance list in front of the meeting room. The trainee is responsible for the attendance of staff at the meeting. After the meeting ends, the trainee will usher all of the staff to the banquet room and serve the meals.



Figure 3.11: Monthly Meetings

3.1.5 Secretariat of Events

JPPK is one of the organizations that are handling too many events per year. The trainee basically have to involve in any event that held by the company as showing the moral support and help the event to become succeed. There are two types of events in this company which is Formal Event and Non-formal Event. The formal event usually will involve the VVIP and Minister and Prime Minister in Malaysia. While for the non-formal event basically involve staff and it is usually Family Day or Dinner events.



Figure 3.12: Formal Events



Figure 3.13: Non-formal Events

3.1.6 Customers Services

During the training period, the Head of Management Division at JPPK has requested trainee to take part at Customer Service Counter and give a general advice to appropriately behave with the customer. It is because the trainee also one of JPPK's members and hold the name of JPPK when served the customers. If customers received a bad service, JPPK will be taken into account to what the employees did.

3.2 SPECIAL PROJECT

3.2.1 Introduction



Figure 3.14: The Interface of Event Management System

Event Management System is a system that is design and build to help the organization to manage the event that will be happen in future. It is created for the JPPK in order to help them to manage every upcoming event properly. It is also functioning to help the staff to view the upcoming event, help the admin to add the event, edit and delete the event that will be going in the company. Within the existence of this system, staff and management will be alert in preparing the things that related to the event.

3.2.2 History of Previous Process

In comparing the previous process, the staffs in JPPK only know about the upcoming event after they do some meeting with staff and management.

3.2.3 Project Overview

This project is called as Event Management System. The purpose of this project are basically to help their user to view the upcoming events faster and also help their admin to manage the events easily from manual to integrated system.

3.2.4 Innovation

Event Management System (EMS) will improve the process of informing the upcoming events. Staffs will know about the upcoming events directly through the system. All of the staffs can view it easily. Through this system also, the waiting time will be less because this system will fastener the view result of the upcoming events.

3.2.5 Objective

- To save valuable time of the staff
- To help their staff manage the events
- To upgrade from manual announce to the electronic announcement.
- To increase the staffs satisfaction level

3.2.6 Scope of Project

The scope of this project is something that needs to be done and achieved in delivering the system of the project. This system actually requires the technical part, and then the application and services that will be needed to satisfy those requirements. The necessary information to design and implement the application are being provides, so the solution specification in details are going to be finding in this phase.

3.2.7 Target Users

The targets of the users for this system are staff of JPPK and also staff from District Development Office.

3.2.8 Tools Used For Development

1. PHP: Hypertext Preprocessor

Is an HTML-embedded web scripting language, it is because the PHP script is embedded within a web page along with its HTML. It is software that enables the users to create their own websites. When a PHP page is being access, the PHP code is read or parsed by the server the page resides on. Based on PHP.net, the web stated that the goal of the language is to allow web developers to write

dynamically generated pages quickly and easily. It is also great for creating the database- driven websites.

2. Wampserver

It refers to a software stack for the Microsoft Windows operating system that created by the Romain Bourdon and consists of the Apache web server, OpenSSL for SSL support, MySQL database and PHP programming language. It stands for Windows, Apache, MySQL and PHP. Often being used for the web development and internal testing, but may also use to serve live websites. Christensson, P. (2013) stated that the most important of the WAMP package is Apache which is used run the web server within the windows machine, a web developer can test webpages in a web browser without publishing it to a web server.

3. MySQL

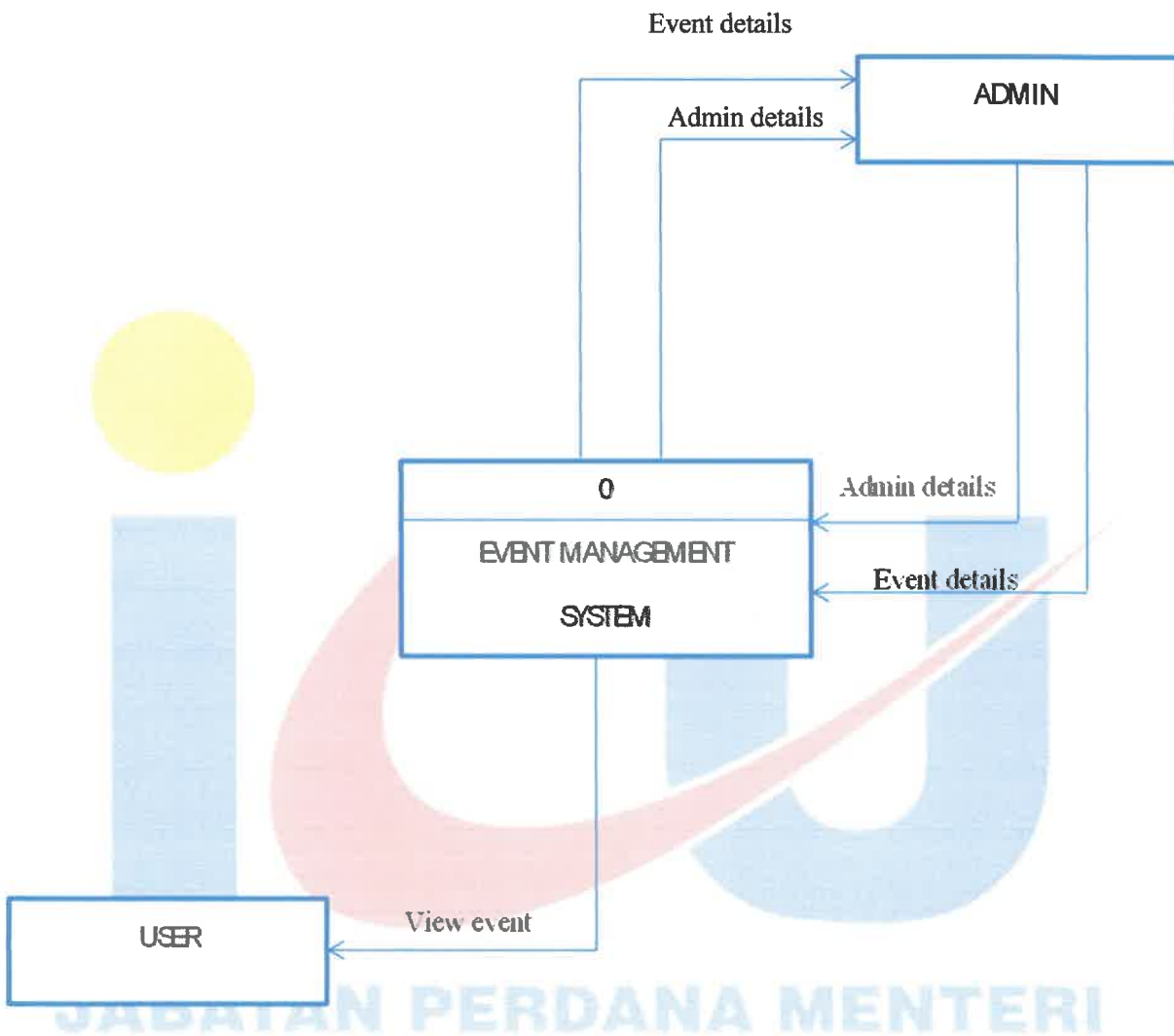
Is an open source Relational Database Management System (RDBMS) based on the Structured Query Language. It runs on virtually platforms include Linux, Unix and Windows. Christensson, P. (2013) said that MySQL is a high speed database. It is an open source relational database management system. A website that uses MySQL may include Web pages that access information from a database. These pages are often referred to as 'dynamic' which is mean the content of each pages is generated from a database as a page loads. Then the websites that are use dynamic web pages are often referred to as database- driven websites.

4. Adobe Photoshop

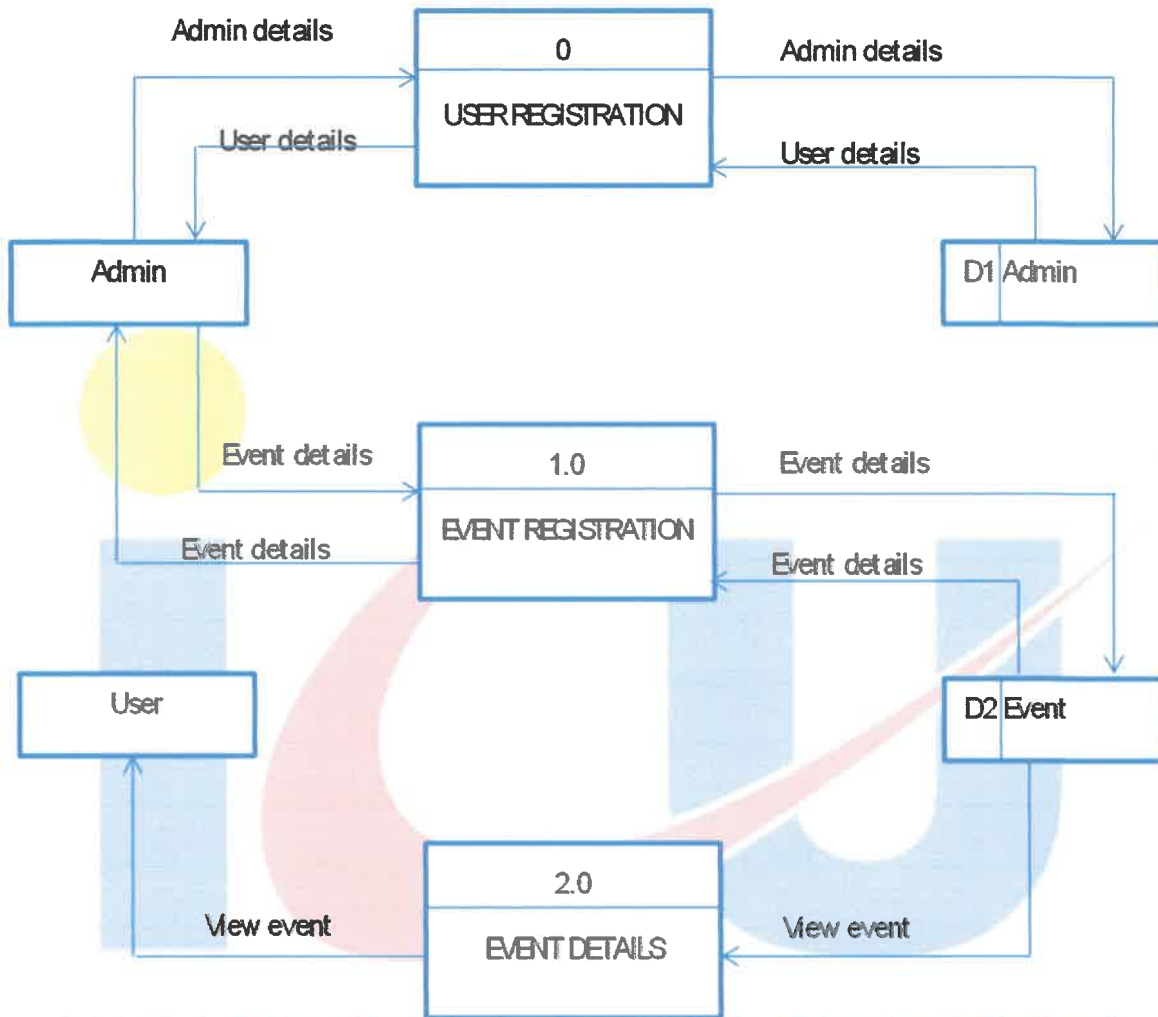
It is and editing software for the image, it is quite popular and useful in photo editing software. By using this software, users can manipulate, resize, crop and correct the color in the photos. This software seems good in order to create the static images as the background and so on. Besides, it can be used to design the lay out for our system in order to make it more interesting in term of the graphic.

3.2.9 Logical Design

□ Context Diagram

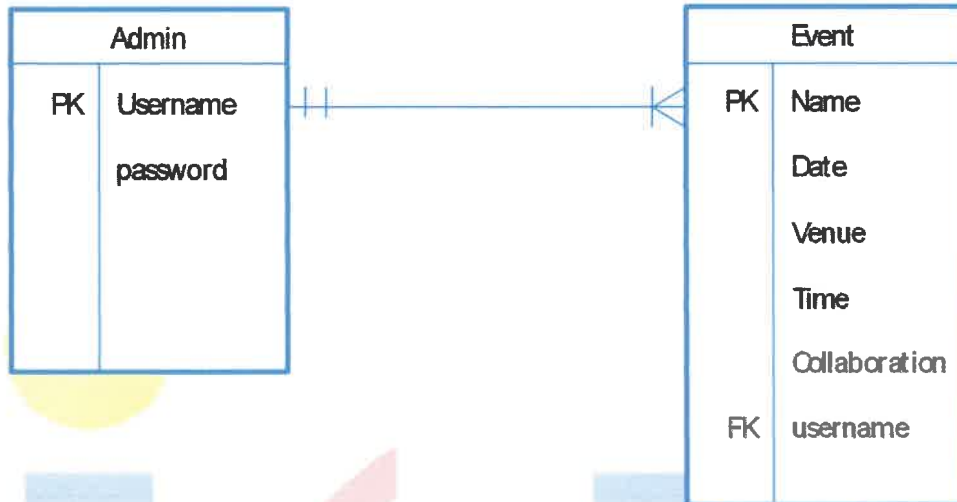


□ Data Flow Diagram



JABATAN PERDANA MENTERI

□ Entity Relationship Diagram



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CHAPTER 4

CONCLUSION

4.1 APPLICATION OF KNOWLEDGE, SKILLS AND EXPERIENCE

Knowledge that the trainee gained from JPPK is I had the ability to answer the questions that arise from public such as the status of Wang Ehsan which is the initiative from government to the students that can further their study. Then, the trainee also gained knowledge on how to prepare for meeting and how to conduct the meeting. The trainee have been exposed too many types of tasks during the internship and it cause the trainee to get the knowledge and information as much as possible. The trainee can see real working life and became a responsibility, trustworthy and honest person. All of this taught the trainee to be a good worker in future. Working with different kinds of people and various ages, enable the trainee to see how the life outside was. The trainee realized that the working life is very hard and requires commitment and dedication. Opportunity participates in organization and community service oriented activities. From these activities, it can build relationships between practical students and JPPK officers and staff. The trainee can learn how to manage the task or projects and also learn on how to carry self in a professional environment.

4.2 PERSONAL THOUGHT AND OPINION

From the trainee personal thoughts, JPPK is one of the organizations that are important in Kelantan because it takeover roles and tasks of Kelantan State Development Office as the primary organizing and observing organization, drawing in the government improvement extends inside State of Kelantan

4.3 LESSON LEARNT

Through the internship of 5 months in the organization, there are many skills that are learned including soft skill and hard skill. The learning through internship is very effective because it open the minds and brains of the trainee to be more creative and highly knowledgeable and able to deal with the problem.

4.4 LIMITATIONS AND RECOMMENDATIONS

4.4.1 Limitations

□ Customer services

The limitation occur in the customer services because there are many divisions exist in JPPK but only one division able to respond the correspondence of the emails, facsimiles, and letters which was Management Division. So, this procedure may lead to ineffective. The correspondence for different division might receive late due to the redundant of task at Management Division and the employees forget to distribute the correspondence. Also, JPPK is a large organization and also need to monitor and control all the 10 district federal development office. The employees at customer service counter received all the phone call from public at Kelantan and if the public's questions in sequence with the district office, the call will be transfer to district office. It impacts the redundant of job task at customer service counter. Even though the receptionist can transfer the call directly to district office, it still ineffective because public or customer need to voice out the same problems at different level of organizations and have to wait for a solution or outcome to be answer by responsible employees. The problems or weaknesses can be seen from the management because involve too much procedure and step.

□ Record Management

There were also limitations of records management in JPPK, the records management require huge spaces because the hardcopy of records was save manually save even though the records has been recorded electronically using pro-file system. There was a bunch of inactive data and record which available in filing room. Furthermore, weaknesses of this record management also in scope of wasting the time. The employees need to collect the important data in the filing room to complete the task. However, the files need to be return into filing room and it consumes the working hour of employees and this action can disturb the employees when performing the task.

4.4.2 Recommendation

□ Build One Stop Center

The recommendation for JPPK to solve the problem exist in the front counter is by opening a one stop service center. At one stop service center, each representative from each division is placed in the center to answer correspondingly to each of the mails, facsimiles, letter and face-to-face meeting. This will reduce the information breach to the outsider such as the trainee. The trainee should not know the interior problem of the public organization. This idea of one stop service center is gain from Karim (1995) who stated that it is an effort of the organization to support the concept of providing customer-oriented services, more one-stop centers were set up to enable the customers in obtaining the services of different government agencies at one center (Hussain, 1995).

□ Use Software For Records Management

As a recommendation for the weaknesses related with paper handling, the management can separate the confidential record and no confidential record. Then, it should be disposed via legal method such as using cross cutting machine. Then, that disposed record should be recycling for reuse. This can reduce the cost of buying a new paper for each records process. The management also can use the latest software to track files and manage preservation periods. That software should not online application because can create difficulty when the organization has low speed of internet or problems with internet connection. File tracking software ensures the management to find the record easier and faster (Tennant, 2001). Records management software is helpful in the effort to reduce paper use. Also, an automatic tracking of preservation periods makes the process of records disposal more efficient. As the records reach the end of the lifecycle, the software automatically give the sign for destruction of record.

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