

INDUSTRIAL TRAINING REPORT:
ADMINISTRATION DEPARTMENT
PEJABAT TANAH DAN JAJAHAN PASIR PUTEH

SPECIAL PROJECT:
(SISTEM PENGESAHAN KEHADIRAN)

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ABSTRACT

The trainee has experience industrial training from 1 August 2016 to 31 December 2016 at Pejabat Tanah Dan Jajahan Pasir Puteh, Kelantan. The trainee has been placed at the administration department under the supervision of Mr Syed Mohd Kharul Azlee Bin Said Idris. The special project that the trainee has developed is "Sistem Pengesanan Kehadiran. During industrial training, there are two main categories that the trainee needs to do which is daily task and special project. The trainee also gained a lot of knowledge and skills that can be used in the future. Ultimately, internship is giving great experience to the trainee for the work and hope to after graduating from university. It is exposing students to the great way to start career and become more competitive.

Keywords: System, Pejabat Tanah Dan Jajahan Pasir Puteh, Knowledge, Skills

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CHAPTER 1: INTRODUCTION

1.1 Background of the Organization

Pejabat Tanah dan Jajahan Pasir Puteh was established in 1905 and established since 1905 and has an area of 433.8 square kilometres (167.2 square miles) colony. This colony is the fifth bigger colony size compared with other colonies in the state of Kelantan and bordering districts of Kota Bharu on the North side, Machang in the West, Bachok districts in the Northeast and in the South, bordering Besut, Terengganu. The Land Offices were established at every district to govern country land which were located rather remotely from the town centers and not so hospitable by the British Officer and were given to the District Officer to govern. District is a type of administrative division below the state level in Malaysia.

An administrative district is administered by lands and district office which is headed by district officer. Here, these two organization which is Pejabat Tanah dan Jajahan Pasir Puteh and Pasir Puteh District Council are in different building but most of times they are working together for big event in district.

The organization structure divided by three division which is Division of Administrative Services, Division of Development and Land Development Division. Under the Land Development Division is responsible for all land record, tax land payment and revenues. The all divisions is under District Officers, Haji Mohd Anis Bin Hussein.

The Division of Administrative Services is directed under En. Ezazee Bin Mohd Embong as Chief Assistant District Officer (Administrative Services), the Division of Land Development Division is supervised by En. Ahmad Hakim Bin Harun as Assistant District Officer. En. Nik Jessim Bin Tan Sri Nik Hashim is responsible for Division of Development as Chief Assistant District Officer (Development).

The Division of Registration and Tax is managed by En. Faiz Azmil Bin Abdul Aziz as Assistant District Officer. Below the table 1 show the organization profile of Pejabat Tanah dan Jajahan Pasir Puteh and figure 1 display logo of Pejabat Tanah.

Table 1: Organization Profile

Organization Name	:	Pejabat Tanah Dan Jajahan Pasir Puteh Kelantan
Establishment year	:	
Address	:	
Telephone Number	:	
Fax Number	:	
Website Address	:	
Email Adress	:	



Figure 1: Logo

1.2 Vision and mission

The vision and mission of Pejabat Tanah dan Jajahan Pasir Puteh Kelantan is depicted in Figure 2

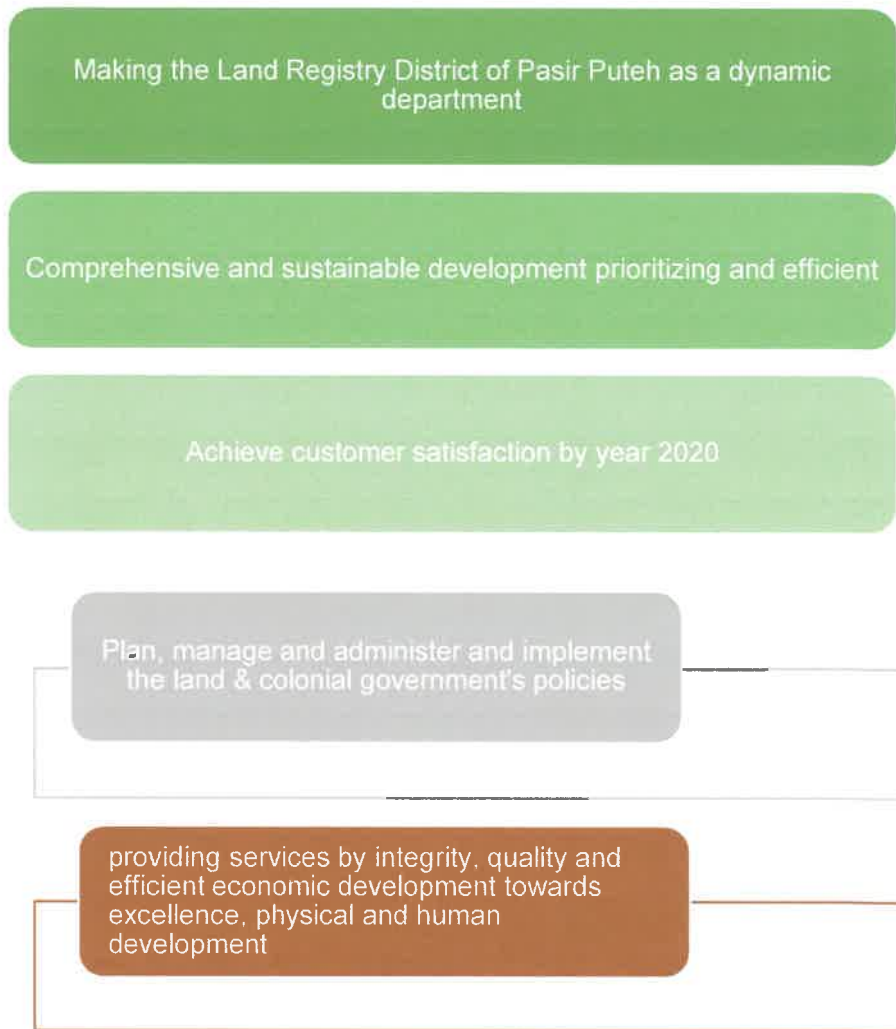


Figure 2: Vision & mission of Pejabat Tanah

1.3 Organizational Structure

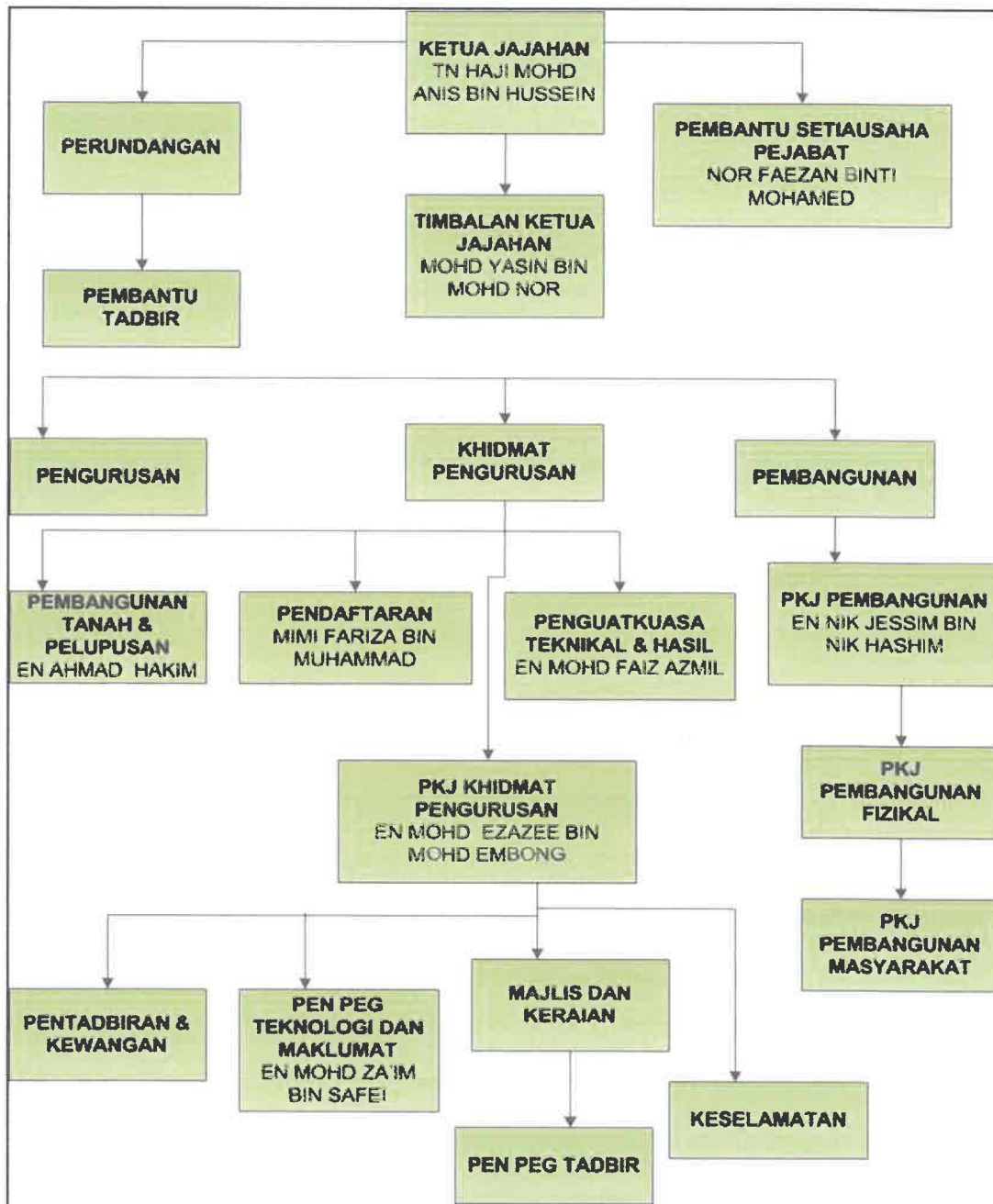


Figure 3: Organizational chart

CHAPTER 2: DEPARTMENTAL INFORMATION

2.1 Organization Departments

Pejabat Tanah dan Jajahan Pasir Puteh have six department, which are administration department, registration department, technical department, development department, revenue department and land department. The administrative department was established along with others department and small unit of finance also under in this department. Puan Ismarizan Bt. Ismail is a leader of this unit which responsibility the whole officer of unit and resolve administrative problems by coordinating and assign administrative project. The main functions are manage matters pertaining to finance, personnel and office administration to enable smooth execution of duties of all divisions such as Human Resources Information System (HRMIS) and e-Aduan.

Based on qualification of the trainee, the trainee have been placed at administrative department because at administrative has a small department of IT. After 2 month at administration department the trainee have been placed at land department because lack of staff, so the trainee have been place at land department to help the clerical work at Pejabat Tanah dan Jajahan Pasir Puteh

2.2 ICT Department

IT department at Pejabat Tanah dan Jajahan Pasir Puteh is at administration department. The IT officer at Pejabat Tanah is En Mohd Zaim Bin Safei, at here only one staff of IT officer because the department is too small. At registry room have a small server and the main server of Pejabat Tanah Dan Jajahan Pasir Puteh is at registration department. If the staff have problem with their PC, Wi-Fi and all about technology they will referred to En Mohd Zaim. The key role of IT department is develop technology fully within the company and further the company's management. IT department also maintained the ICT system and maintained an application of organization system.

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities

The trainee starts the internship from 1 August until 31 December 2016 which is about five months. The trainee is under the supervision of Mrs. Huda Binti Hamidon, as the faculty supervisor and visiting supervisor. The trainee has been placed at administration department which is at IT department. As for the organization supervisor, the trainee is under the supervision of Mr. Syed Mohd Kharul Azlee Bin Said Idris which is an executive officer.

During the internship in this organization, the trainee has involved with two main categories of task which are daily activities and special projects. The daily activities done by the trainee are more related to clerical work and as for special project, the trainee develops a "Sistem Pengesahan Kehadiran Program" for Pejabat Tanah dan Jajahan.

The trainee has been provided with log book from faculty to write down the task to do every day. Besides, the log book will be check by supervisors by week, the trainee need to record all activities in log book and supervisors will be checked and sign by week.

At the first month of intership, the trainee has been placed at administration department, but after 2 months the trainee has been placed at land department. At land department, the trainee is under supervision Mr Mohd Yasin Bin Mohd Nor which is Timbalan Ketua Jajahan, at here the trainee should list all activities that have been done and every week should give to the En Mohd Yasin Bin Mohd Nor for checking.

This chapter describes all aspects of work that the trainee has accomplished during the industrial training period. All of the details are supported with proofs or evidences and other materials related.

3.2 Daily Task

Daily activities are the daily tasks performed by the trainee and it different from the Special Project. These tasks are not specific and sometimes it varies according to current needs.

3.2.1 Front Desk Assistant

Customer service counter and on-line services or the operation of the phone is one of the main communications for customers dealing with Pejabat Tanah dan Jajahan Pasir Puteh. Furthermore, the use of mobile equipment which is important for an organization to communicate the work and indirectly it also can simplify the task and managing applications. Thus, handling customer service counter and control many phone help organizations in dealing with customers. Table 2 shows the task profile for Front Desk Assistant

Table 3: Task Profile for Front Desk Assistant

Task	Front Desk Assistant
Scope	Administration management
Duration	1 August-29 December 2016 (During internship)
Task supervisor	Mr Syed Mohd Kharul Azlee
Hardware/ device	Telephone
Software	None

Managing customer service and telephone in Pejabat Tanah Dan Jajahan Pasir Puteh is the concept of "Delighting the Customer" that apply high values when dealing with customers. The concept was expressed to three that is based on physical delivery, delivery and physical emotion, for physical it is providing support facilities such as counters and service inquiries via telephone, and creates beneficial surroundings of a good relationship with customer. The delivery was quick and responsive, which gives response to any applicant issues, punctuality and high reliability. Next is emotion, namely Administrative Assistant friendly, listen and understand and respect the rights of customers.

Assisting front desk is actually can make high level confident to communicate with other person and customer, with the availability of the customer service counter, customers can connect directly to the Administrative Assistant who relates it, the coach was given the responsibility of conducting the business of the customer service counter which is assisted by the Administrative Assistant in cases or applications that do. Thus, indirectly the trainee must have a good communication skills to ensure that the input is effectively communicated and easily understood by customers. Figure 4 displays the example of front desk assistant, and Figure 5 shows the flowchart for the front desk assistant.



Figure 4: Front Desk Assistant

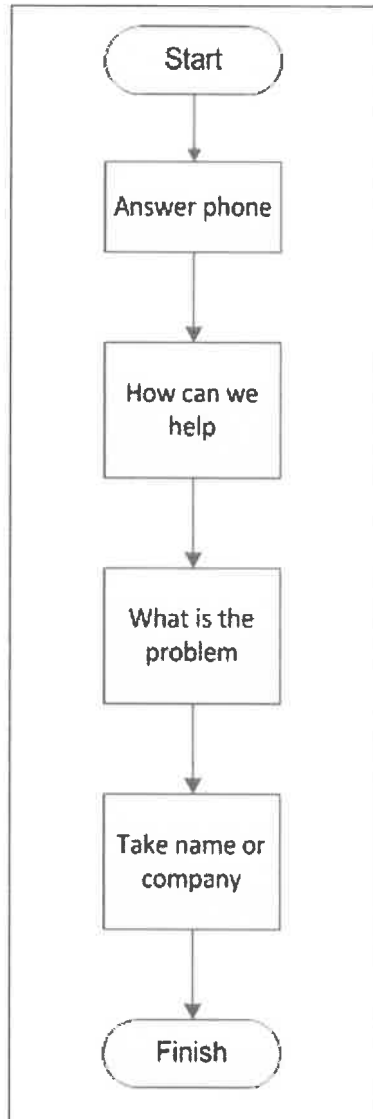


Figure 5: Flowchart for Front Desk Assistant

3.2.2 Meeting Preparation

The trainee is also responsible in meeting preparation for the department. In any organization, meeting is very important agendas in order to plan, discuss, brainstorming ideas and many more. Table 4 demonstrate the task profile for meeting preparation, handle by the trainee.

Table 4: Task Profile for Meeting Preparation

Task	Meeting Preparation
Scope	Administration management
Duration	10 August 2016
Task supervisor	Mr Mohd Zaim Bin Safei
Hardware/ device	Computer, Projector, Tumb Drive
Software	Microsoft Power Point, Microsoft Word

The trainee get the instruction from En Mohd Zaim Bin Safei to prepare the meeting before and after the meeting. Before meeting, the trainee have to prepare the slide and minute of meeting. The meeting that the trainee have been prepare is meeting for “Jawatankuasa Persiapan Tempat dan Persegaran Sempena keberangkatan” KDYMM Sultan Muhammad V and Keberangkatan Kebawah Duli Yang Maha Mulia Sultan Muhammad V to “Program Perlaksanaan Pelupusan Abu Al-Quran ke Laut dan Lawatan ke Tapak Cadangan Pembinaan Taman Laut Keputeraan”, taking in charge in serving meals and light refreshment for officer that coming for meeting. Figures 6 demonstrate the Pelupusan Abu al-Quran Meeting.

The afternoon refreshments have been at cafe of the office and distribute before they left the meeting room. Besides serving refreshments, preparing meeting documents or written material for outside organization. The slide show material that been present by for Chief Assistant District officer (Administrative and Services) is task to complete before meeting. The meeting content in presentation is based files and meeting material, which has been composed into Microsoft Power Point. Figure 6 displays Pelupusan Abu Al-Quran meeting and table Figure 7 shows flowchart for Pelupusan Abu Al-Quran Meeting.



Figure 6: Pelupusan Abu Al Quran Meeting

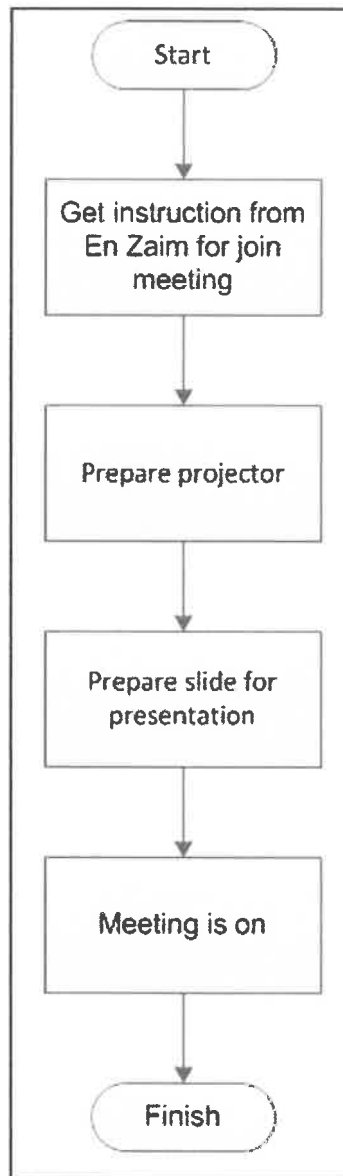


Figure 7: Flowchart for Meeting Preparation

3.2.3 File Management

The trainee get instruction from Madam Nur Ayu Binti Rahimin, to help her opening new file for customer. The file that have to be open such as “Pecah Bahagian” and “Pecah Sempadan Serentak”. Table 5 displays task profile for file management and Figure 8 shows flowchart for file management. Figure 9 demonstrate the process for open new file kaveat

Table 5: Task Profile for File Management

Task	File management
Scope	Record management
Duration	October 2016 – December 2016 (during internship)
Task supervisor	Mrs Nur Ayu Binti Rahimin
Hardware/ device	File ,Punch,pen
Software	Microsoft word

Each application is applied will be registered according to the category set by Pejabat tanah Dan Jajahan Pasir Puteh. Normally the process of opening the file takes about 10 minutes if the information or application forms duly filled by the applicant. Change Conditions for the application, the applicant must complete the entire application list, then the file will be opened based on the number of files such as PTJPP/66/2016. Each opening the file for the application to change the terms will be charged “memperenggan” and also a deposit, a deposit is applied according to land area, any number of deposits should be recorded by the Administrative Assistant deposit.

Each registration application, Administrative Assistant is required to check and make sure the file has been opened or not. It is important to avoid opening files registered with the title and reference number of the same or opening file with a different title with the same reference numbers. Based on the observation, the process of opening the file will be registered in the register office with section that has been set, write the code or reference number, and then write a paper application in minutes for the next process. This can be seen in the flow chart below on the opening of files caveat application during internship.

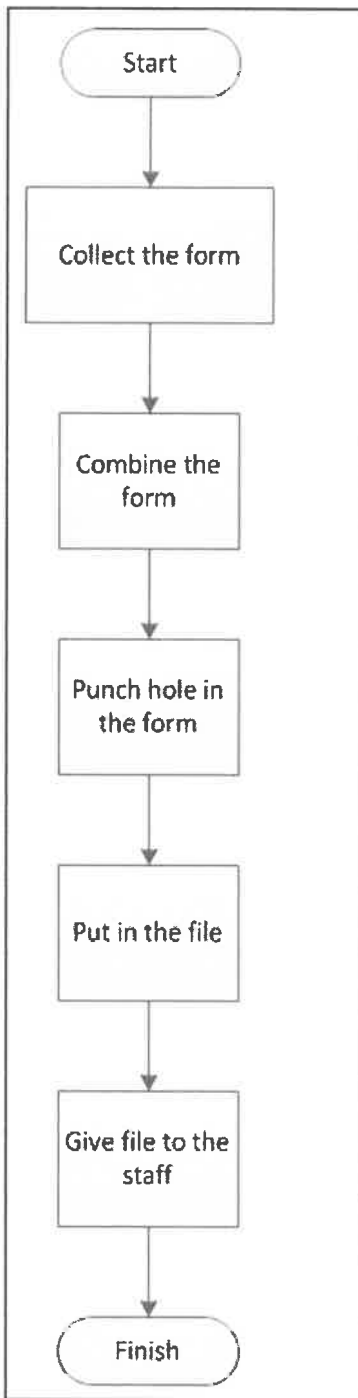


Figure 8: Flowchart for file management

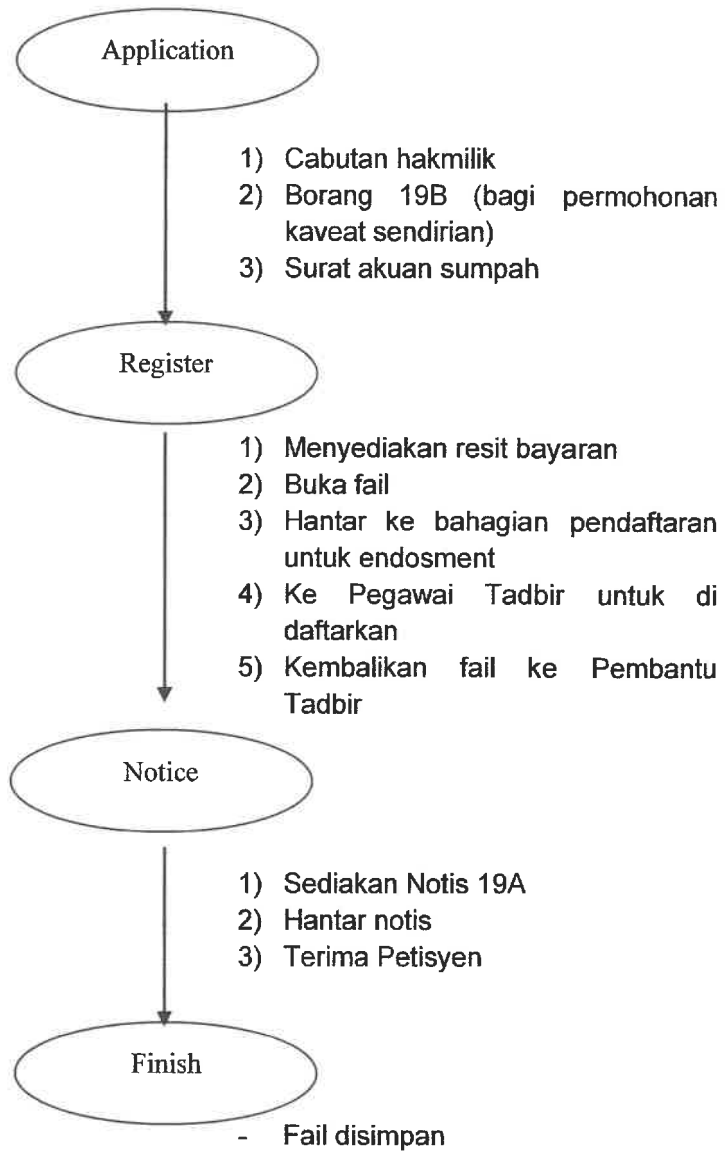


Figure 9: Flowchart for process open new file Kaveat

During internship, the trainee was given the task to control the process of opening the file in the case of the Missing Grant application. Therefore, the trainee has been using an 'Eisenhower Box' which was introduced by President Dwight D. Eisenhower in 1953 using which are

- i. Urgent and important
- ii. Urgent but not important
- iii. Not urgent but important
- iv. Not urgent and not important

Through this approach, the first the trainee will accept the application made by the applicant in the form of grants disappear and check every document required in order to facilitate the application process. After that, the trainee will make a receipt for payment of the opening of files. Other than that, the trainee will provide the receipt and opening a new application file based on the file number. Examples of the receipt of payment for the opening of files such as Figure 10 as below.

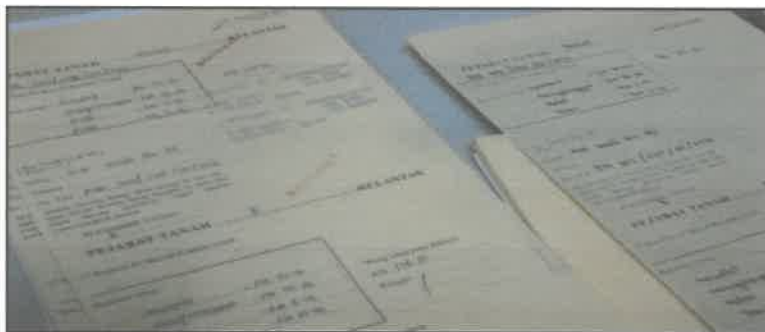


Figure 10: Example of payment receipt

After opening the file, the next process is to record the files into the file list and the file based on the file reference number or numbers that have been recorded based on the code that has been set. Book file list is important to facilitate the movement of files. This is because every file that is registered will be recorded each applicant details such as name, identity card number, telephone number, address and details of land ownership. In addition, the register is also used to record every process the file. Figure 11 demonstrates the book list file.



The image shows an open book with a table of data. The table has multiple columns and rows, with some handwritten entries. The title "DAFTAR HUKUM" is visible at the top. The table contains several rows of data, including names, numbers, and dates. The text is somewhat blurry, but the structure of the table is clear.

Figure 11: Book List File

3.2.4 Typing Work

At Pejabat Tanah Dan Jajahan Pasir Puteh, the trainee also given a task to typing a letter. A variety of letter that the trainee have been type, such as “surat pandangan zoning” from six department, a memo for “Larangan ke Luar Negara Bagi Ketua Jabatan Dan Pegawai Tadbir Negeri Kelantan. “Kehadiran Ke Majlis Sambutan hari Integriti Peringkat Negeri Kelantan & Majlis Penyampaian Sijil Tassawur Islam siri III Tahun 2016 and many more. Table 6 displays task profile for typing work and Figure 12 shows the flowchart for typing work

Table 6: Task Profile for typing work

Task	Typing work
Scope	Administration management
Duration	August 2016 – December 2016 (during internship)
Task supervisor	Mr Syed Mohd Kharul Azlee Bin Said Idris
Hardware/ device	Computer
Software	Microsoft Word

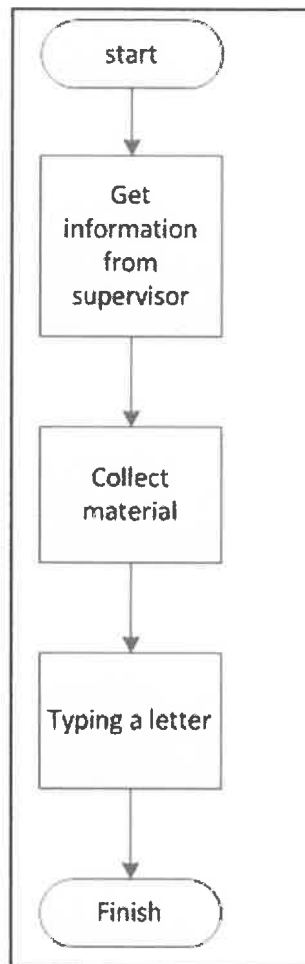


Figure 12: Flowchart for typing a letter

3.2.5 Photography Task

The Blood Donation Programme overcome blood shortage amid flood is held in lounge area of office. This programme is conducted by Hospital Universiti Sains Malaysia (HUSM) collaborated with Pejabat Tanah dan Jajahan Pasir Puteh. Besides, they encourage people coming that coming office and employers to donate blood. This programme is succeed and people interested to donate blood. During this programme, the trainee was in charge to take a pictures of donor with HUSM's staff and this task is given by En. Md. Zaim B. Shafei. These pictures is collected for update the activities have been done in organization website and report. Besides, creating poster urge more public to come our office and donate their blood and helping support patients across the nation. These posters was putting up in all department at Pejabat Tanah Dan Jajahan Pasir Puteh. Figure 13 demonstrates example of event blood donation. Table 7 presents a task profile for photography task



Figure 13: Blood Donation

Table 7: Task Profile for Photography Task

Task	Photography Task
Scope	Electronic Publishing
Duration	8 August 2016
Task supervisor	Mr Tuan Zaidi Bin Tuan Rusmi
Hardware/ device	Canon Camera
Software	Photoshop

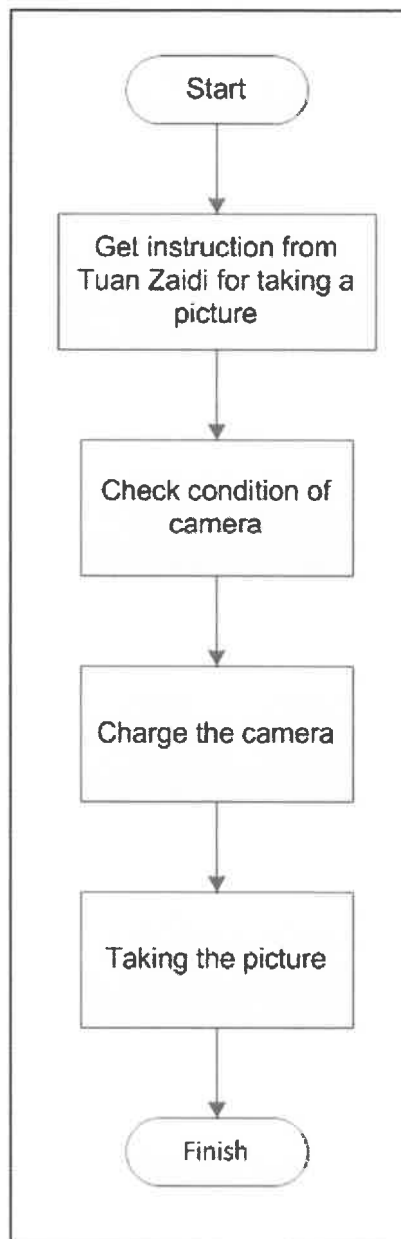


Figure 14: Flowchart for photography task

3.2.6 Electronic Publishing

3.2.6.1 Design Banner

The trainee get instruction from En Mohd Zaim Bin Safei which is IT Officer for design banner for Majlis Sambut Maulidur Rasul and Keberangkatan YMM Pemangku Raja Kelantan Menunaikan Solat Fardhu Jumaat dan Pengurniaan Zakat Kepada Golongan Asnaf serta Penyampaian Bantuan Kepada Pesakit Kronik. Table 8 demonstrates task profile for design banner. Figure 15 shows banner for Majlis Keberangkatan YMM Pemangku Raja Kelantan and Figure 16 displays Figure 16 banner for Majlis Sambutan Maulidur Rasul.

Table 8: Task Profile for Design Banner

Task	Design Banner
Scope	Electronic Publishing
Task supervisors	En Mohd Zaim Bin Safei
Hardware device	Computer, Printer
Software	Adobe Photoshop



Figure 15: Banner For Majlis Keberangkatan YMM Pemangku Raja Kelantan



Figure 16: Majlis Sambutan Maulidur Rasul

3.2.6.2 Design Poster and Certificate

The trainee get instruction from En Mohd Zaim Bin Safei which is IT to design poster for Pejabat tanah Dan Jajahan Pasir Puteh. The scope of design poster and certificate is electronic Publishing, the trainee gained knowledge on how to design a poster and certificate from subject Electronic Publishing (IMD258) during Diploma. The hardware use for design is computer, printer, thumb drive and many more, and for the software is using Adobe Photoshop CS6 and Adobe Dreamweaver. Table 9 describes a task profile for Design Poster and Certificates.

Table 9: Task Profile for Design Poster and Certificates

Task	Design Poster and Certificate
Scope	Electronic Publishing
Task supervisors	En Mohd Zaim Bin Safei
Hardware device	Computer
Software	Adobe Photoshop. Adobe Dreamweaver



Figure 17: Poster Pejabat Tanah Dan Jajahan Pasir Puteh

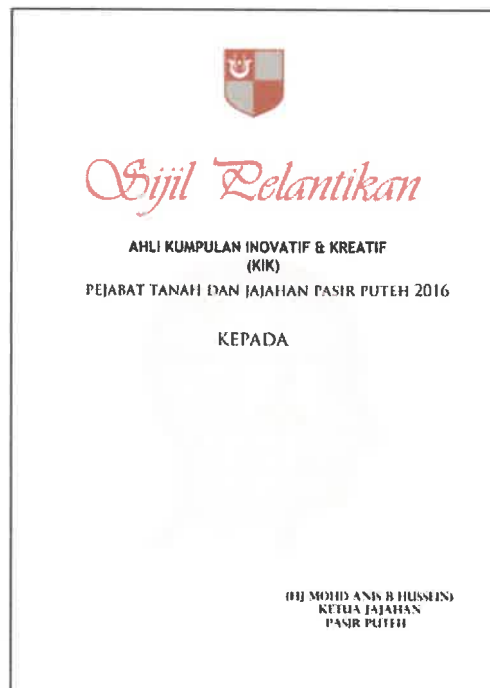


Figure 18: Certificate

3.2.7 Computer Formatting

The trainee help IT office for format the PC. Some of the problems associated with the computer can be fixed with just a few steps. However, some items such as a virus or malware attack causing the computer system cannot be repaired but by clean install or format.

Table 10: Task Profile for Computer Formatting

Task	Computer Formatting
Scope	PC Maintenance
Duration	28 December 2016
Task supervisors	En Mohd Zaim Bin Safei
Hardware device	Computer, CD, Thumb Drive,DVD, Windows 7

- i. Step for formatting PC is turn on the computer. Next, insert the Windows 7 CD and restart the computer. Then, the screen will display "Press any key to boot from cd". Just press any key on the keyboard



Press any key to boot from CD.._

Figure 19: Press any Key From keyboard

- ii. Next the computer will start read the file from the Window 7 CD

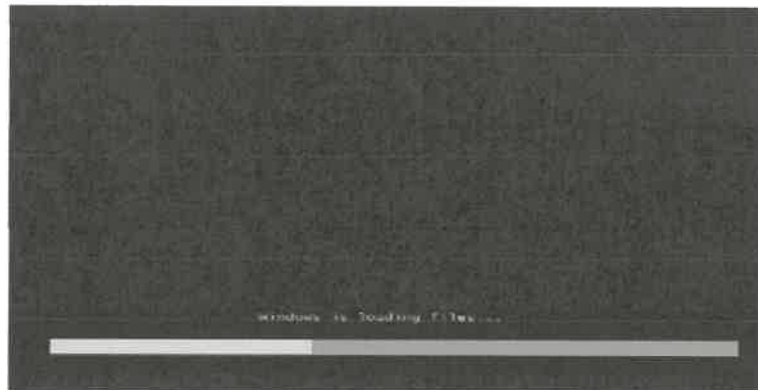


Figure 20: File read from CD

- iii. The following display in Figure 21 displays the time zone settings by country, language and keyboard input. Click on the "Next" button



Figure 21: Zone setting by country, language and keyboard input

- iv. Click on the "Install Now". Refer to Figure 22



Figure 22: Install Now Button

- v. Figure 23 shows the, tick the box "I accept license terms" and click "Next."

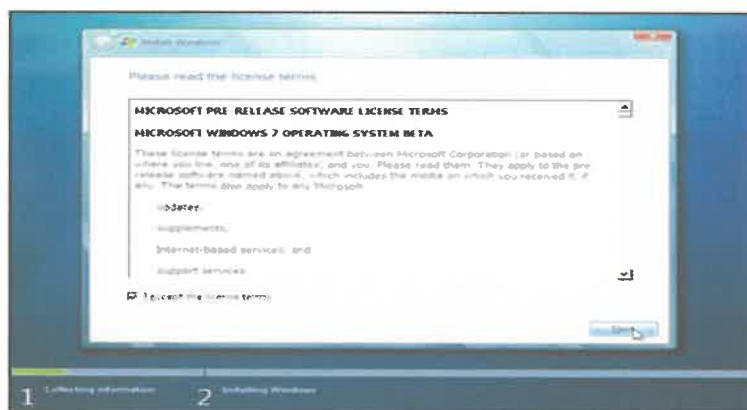


Figure 23: User License Agreement

- vi. Select "Custom" to start installing the new windows 7. Figure 24 demonstrates the customs to install

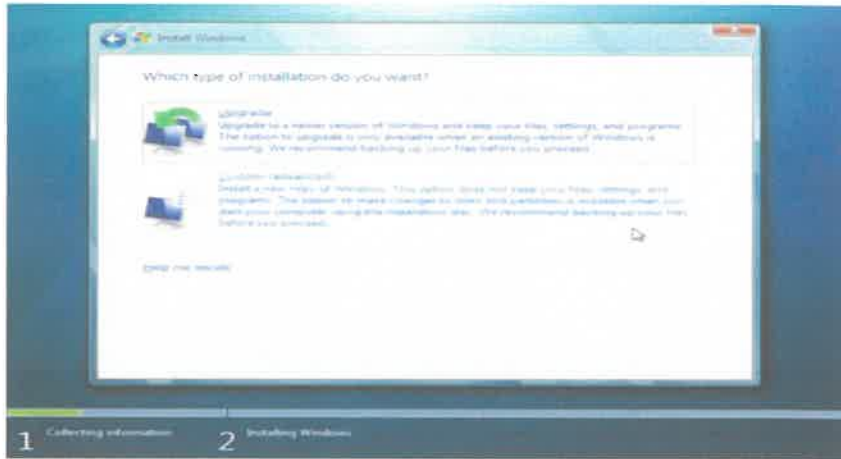


Figure 24: select custom to install

- vii. Figure 25 displays the choose partition or create new partition

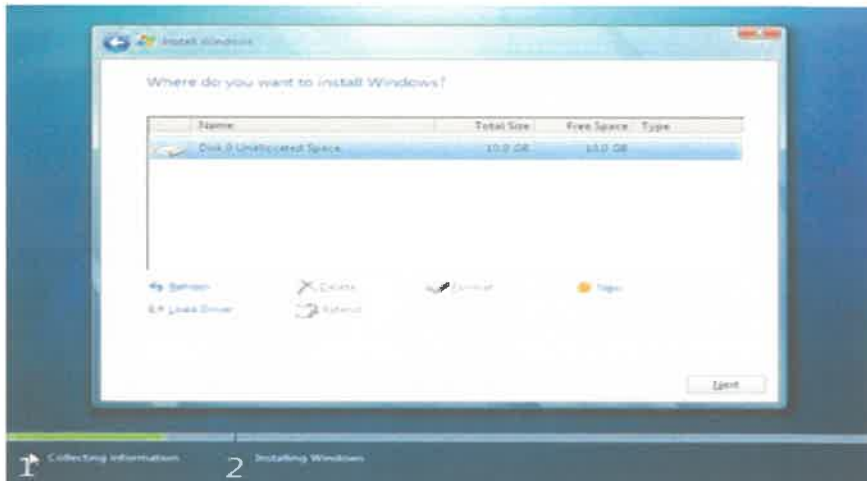


Figure 25: Choose new partition

- viii. Figure 26 depicted process install Windows 7 wait until installing is finished.



Figure 26: Process install window 7

- ix. After install window is finished, put the name of user and click "Next".



Figure 27: Put username

- x. Next create password for new account. Then click button "Next".



Figure 28: Create new password

- xi. Users need to put the series number, then click "Next". Figure 29 shows the put the series number Window 7



Figure 29: Put the series number Window 7

- xii. To ensure Windows 7 is update, choose "User recommended setting". Refer Figure 30.



Figure 30: User recommended setting

- xiii. Set time, date and zone follow by country. Then click "Next". Refer Figure 31.

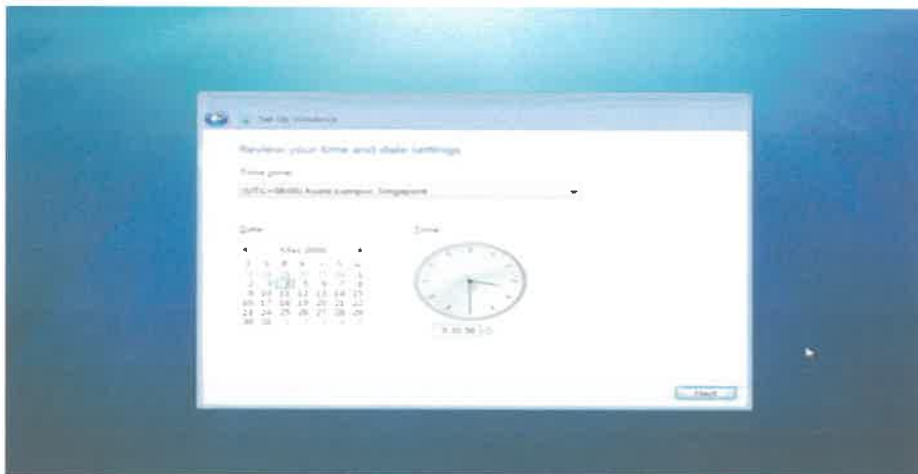


Figure 31: Set time, date, and country

xiv. Windows 7 is install. Refer Figure 32



Figure 32: Window 7 ready to use

3.2.8 Event Management

At pejabat Tanah Dan Jajahan Pasir Puteh have many event that they have, such “Program DO Masuk Kampung”, “Program Penyampaian Geran Hak Milik Tanahand Pelaksanaan Program Gotong Royong Sukat Lapor Serentak”, “Solat Sunat Tasbih Bersama Tengku Puan Temenggung Kelantan” and many more.

Table 11: Task Profile for Event Management

Task	Event Management
Scope	Event management
Duration	August 2016- December 2016
Task supervisors	En Mohd Zaim Bin Safei
Hardware device	Computer, printer
Software	Microsoft word, PowerPoint

The internship student has experience for handling the event by prepare before the event. Before event, the trainee has to design banner, pamphlet invitation card letter typing for invite other staff at from various organization. Basically Pejabat Tanah dan Jajahan Pasir Puteh have collaboration with Majlis Daerah Pasir Puteh and Jabatan Agama Islam Kelantan. The event that they collaborate such as “Solat Sunat Tasbih Bersama Tengku Puan Temenggung Negeri Kelantan”, the venue for this event at Majlis Ibrahimi Pasir Puteh. Table 11 depicted task profile for event management.



Figure 33: Solat Sunat Bersama Tengku Puan Temenggung Kelantan



Figure 34: Program DO Masuk Kampung

3.3 Special Project

The special project that the trainee make is develops a validation attendance system. En Mohd Zaim Bin Safei which is assistant It Officer, he ask me to develop a validation attendance system for Pejabat Tanah Dan Jajahan Pasir Puteh. The project duration is about 1 years and 5 months, starting from 2 August 2016 and expected to be complete on December 2017. Therefore the trainee has been participated with the planning, analysis and design phases only, whereby all information and resources are being studied and identified by the IT staff. Table 12 demonstrates the task profile for Sistem Pengesahan Kehadiran.

Table 12: Task Profile for Sistem Pengesahan Kehadiran

Task	Sistem Pengesahan Kehadiran
Scope	System management
Duration	4 August 2016 - December 2017
Task supervisors	En Mohd Zaim Bin Safei
Hardware device	Computer, Printer, Thumb Drive
Software	Phpmyadmin, Wampserver, Adobe Photoshop

3.3.1 Project Overview

The system that is being developed is to upgrade the system that organization used before. Actually, this organization did not use system but only used log book to mark an attendance for meeting, tazkirah and so on. This method is not flexible because the risk of forgot to sign the attendance is high. Other than that, unethical problem may be occurring such as cheating in signature. For example, the staff will use other person name to sign the attendance and they will help others to sign the attendance, so that this system proposed to overcome this problem. So that, En Mohd Zaim ask the trainee to develop a system for Validation attendance, it is to ensure that the staff can validate for their meeting, Tazkirah, workshop and many more by using system. This method is not flexible because the risk of forgot to record the transaction is high. Other than that, unethical problem may be occurring such as cheating in signature. For example, the staff will use other person name to take out the file. If the staff is forgotten to record and the file is missing, the retrieval of the file is difficult. This system proposed to overcome this problem.

3.1.2 Target users

The user of this system is the staff at Pejabat Tanah Dan Jajahan Pasir Puteh. The staff may use the system as long as they still have the username and the password. All the staff in the Pejabat Tanah Dan Jajahan Pasir Puteh may use this system to validate attendance for the Mesyuarat, Tazkirah, and Workshop. The staff only needs to log in and key in the username and password to log in the system. If the staff did not register yet, the log in process will not success, so that the staff has to ensure register before use this system.

3.3.3 Problem statement

i. Using paper system

Before this, we use paper system to save all the data and information and sometimes the paper lost or damaged. Sometimes have issues such as duplication of information and the manipulation of information. In addition, using paper system will produce a lot of space. Sometimes the organization needs to build another room to keep the log books as an evidence of the attendance.

ii. Difficulties in record the attendance

Whenever the staffs need to use the log book to sign the attendance and to write down their name in logbook, the staff who responsible to handle the log book will give the logbook to them for record. It is actually waste a time because the staff needs to record their name one by one in the log book, and the event is start the staff still write down their name. It is not only waste a time but, did not respect each other.

iii. The careless in record the transaction

Whenever the staffs need to use the log book to record their name, the staff needs to record the name and the department in a book log, if the staff forgot to record it, there is no attendance for them.

3.3.4 Project Objective

- i. To develop user friendly “Sistem Pengesahan Kehadiran”
- ii. To ensure the system working correctly
- iii. To reduce the problem in cheating signature

3.3.5 Project Benefit

This project focused on the “Sistem Pengesahan Kehadiran” system at Pejabat Tanah Dan Jajahan Pasir Puteh. It will manage more proper than using the log book. This system also may reduce the using of paper. By using the system, the staffs at the Pejabat Tanah Dan Jajahan Pasir Puteh do not need to write down their name and each department there are, the staff only need to key in their username and password and then the system will capture everything.

3.3.6 Tool used for the development

3.3.6.1 Hardware

Table 13: Hardware

1.	Laptop ACER	<ul style="list-style-type: none">• Processor : Intel Core i3-4005U(1.7GHz)• Memory (RAM) : 4 GB• Hard Disk Drive : 500GB
2.	Netbook Acer	<ul style="list-style-type: none">• Processor : Intel® Atom™ 2800i 1.86 GHz, 1 MB• Memory (RAM) : 2.00 GB• Hard Disk Drive : 500GB
3.	External Hard Disk Drive	500GB
4.	Data Traveler®	KINGSTON 100 G3 16GB
5.	Printer	<ul style="list-style-type: none">• Model : CANON PIXMA MP280• Category : Ink Jet• Maximum Standard Paper Size : Legal• Number of Cartridges : 2• Connection : USB

3.3.6.2 Software

Table 14: Software

1.	Microsoft Visio Professional 2013	Easier than ever for individuals and teams to create and share professional, versatile diagrams that simplify complex information. It includes all of the functionality of Visio Standard 2013 as well as updated shapes, templates, and styles; enhanced support for team collaboration, including the ability for several people to work on a single diagram at the same time; and the ability to link diagrams to data.
2.	Adobe Dreamweaver CS5	Adobe Dreamweaver is a web design and development application that provides a visual WYSIWYG editor and a code editor with standard features such as syntax highlighting, code completion, and code collapsing as well as more sophisticated features such as real-time syntax checking and code introspection for generating code hints to assist the user in writing code.
3.	Wamp Server	WAMP is a mini web server that runs on almost any Windows operating system
4.	Edraw Max	Edraw Max is a 2D business technical diagramming software which help create flowcharts,

		organizational charts, mind map, network diagrams, floor plans, workflow diagrams, business charts, and engineering diagrams
5.	Microsoft Project	Microsoft Project designed to assist a project manager in developing a plan, assigning resources to tasks, tracking progress, managing the budget, and analyzing workloads.

3.3.7 Methodology

The methodology of the project started by the planning the project. In the planning, there are developing team member, recognizing problem, discussing project and project approval. Figure 35 displays the methodology of the systems.

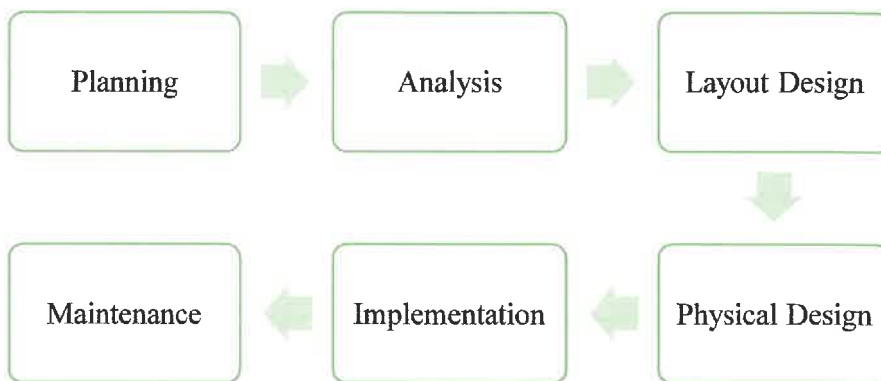


Figure 35: Methodology of the system

At this stage, the team will plan on how the project will be. This stage are important to make the whole project are going smoothly. After go through the planning stage, our group will make an analysis about our project. In analysis, team will emphasize many aspects. At this stage also, the team will gathering information and evaluate the information. The team will find as much as information to ensure the project will be easy to user to use

After the analyses are done, the team will have the design discussions which are include the discussion about the layout design and physical design. All the design that needs to put in the system to make the system look friendly to user will be discussed at this stage. Next stage is implementation. At this stage, the team will create the database and slowly develop the system. At this time, the team will

check if there are an error in the system. After all that has been recognized and done, the system will be introduced to the user and will update the system follow the user needs. All the complaint from the user will be emphasized and the team will recover that.

Next is maintenance. All the complaint from the user will make know the weakness of the system. At this stage the team will overcome all the limitation and maintenance the system. After all the stage done, the system will be introduced to the user formally but at the same time, the team will always update the system follow the user needs.

3.3.8 Context Diagram

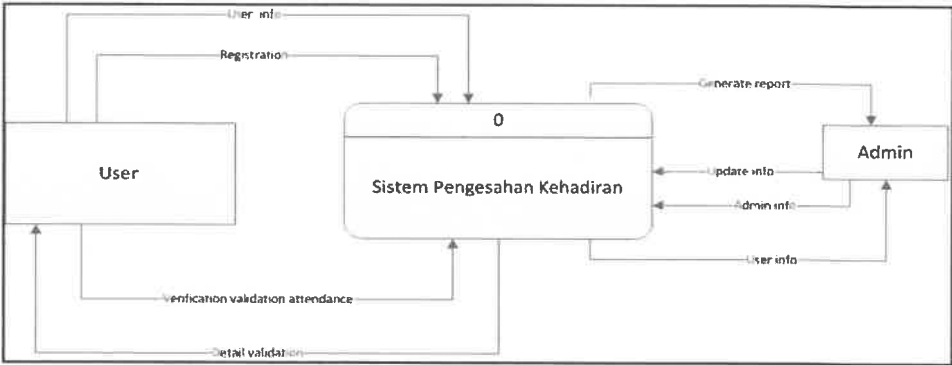


Figure 36: Context Diagram

3.3.9 Data Flow Diagram

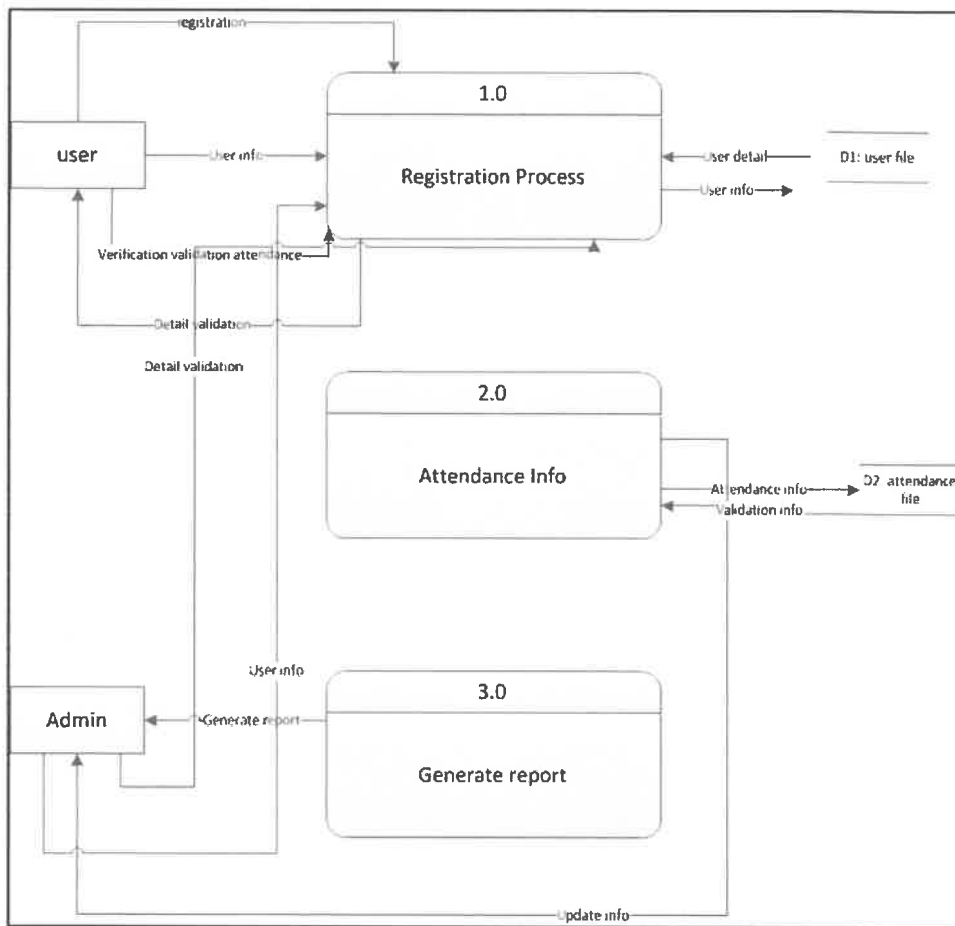
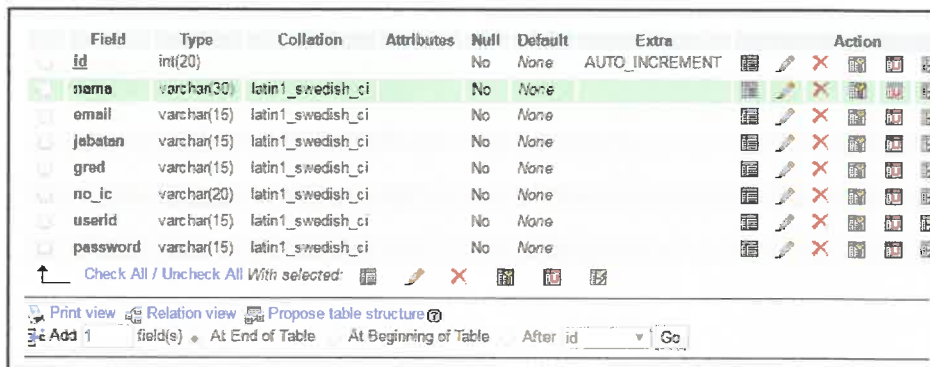


Figure 37: Data Flow Diagram

3.3.10 Data Dictionary



Field	Type	Collation	Attributes	Null	Default	Extra	Action
id	int(20)			No	None	AUTO_INCREMENT	[Icons]
name	varchar(30)	latin1_swedish_ci		No	None		[Icons]
email	varchar(15)	latin1_swedish_ci		No	None		[Icons]
jabatan	varchar(15)	latin1_swedish_ci		No	None		[Icons]
gred	varchar(15)	latin1_swedish_ci		No	None		[Icons]
no_ic	varchar(20)	latin1_swedish_ci		No	None		[Icons]
userid	varchar(15)	latin1_swedish_ci		No	None		[Icons]
password	varchar(15)	latin1_swedish_ci		No	None		[Icons]

Check All / Uncheck All With selected: [Icons]

Print view Relation view Propose table structure

Add 1 field(s) At End of Table At Beginning of Table After id [Dropdown] Go

Figure 38: Data Dictionary

3.3.11 Interface Design



Figure 39: Interface Design

3.3.12 Interface for Validation

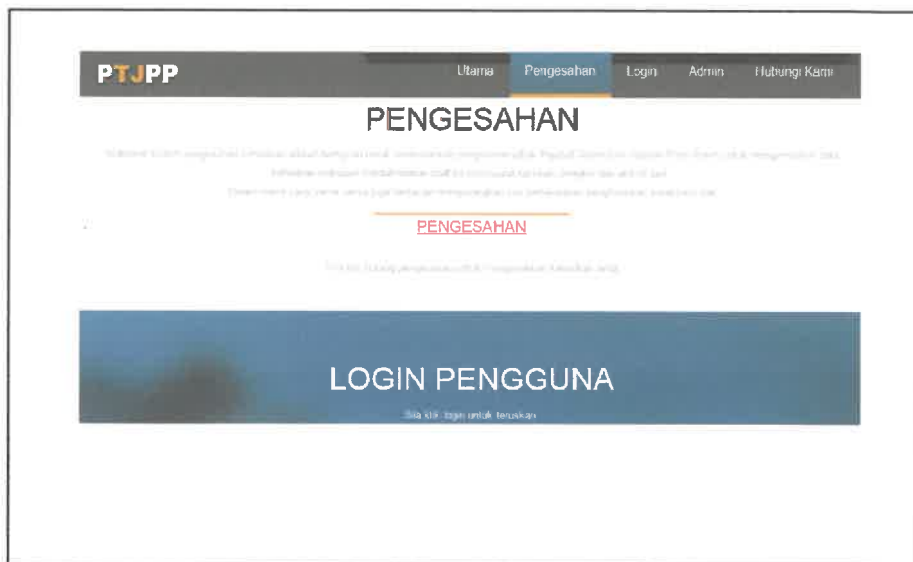


Figure 40: Interface for Validation

3.3.13 Interface of login for staff

[Utama](#)

Staff Login	
User ID	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login"/>	
Belum mendaftar? Daftar	

Figure 41: Staff login

3.3.14 Interface for registration

Pendaftaran	
Nama Penuh	<input type="text"/>
Email	<input type="text"/>
Jabatan	<input type="text"/>
Gred	<input type="text"/>
No ic	<input type="text"/>
User ID	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Daftar"/>	
Sudah mendaftar Login Utama	

Figure 42: Interface for registration

CHAPTER 4: CONCLUSION

4.1 Application of Knowledge, Skills, and Experience in Undertaking the Task

The trainee had applied the knowledge and skills learnt from system analysis and Design I and II subject in order to develop the system and website to the client. The trainee as well had explored furthermore on PHP coding independently. The experience gathered from handling events and programs during studies in faculty of Information management, UiTM Kelantan also had benefited the trainee in order to communicate with staff and to handle an event at the organization. Other than that, there are many of skills that the trainee gained from internship program at organization.

4.1.1 Front Desk Assistant

The trainee are given a task from supervisors to assisting front desk and pick up phone line, the trainee use the experience from the subject English for Professional Interaction during the semester 5 in the subject English for Professional Interaction (ELC 650). The trainee learns about the communication skill and how to interact with the clients and people. It is because the trainees need to interact with the organization supervisor about the special project and daily activities that already done. Besides, the trainee also needs deal and communicate with the staffs in Pejabat Tanah Dan Jajahan Pasir Puteh because the daily activity may come from these staffs so the trainee needs to know how to communicate with the proper way to the staffs and also others internship student. Although this is a simple task, but it is giving more knowledge and skills for trainee during do this task which is communication skills and high level of confident when face with customer.

In addition, the trainee also can apply a problem solving during industrial training because in the subject Decision Theory (IMS552) in semester 4 and Information Analysis for Decision Making (IMS 502), for semester 5, the trainee has already learned about on how to solve the problem. So the trainee can practice the knowledge during study in the industrial training.

4.1.2 Electronic Publishing/Design

For the electronic publishing, the trainee learned in the subject Electronic Publishing (IMD258) during diploma. To complete this task the trainee uses the software Adobe Photoshop CS6 and Adobe Illustrator CS6. From this task, the trainees have gained more knowledge about the design a banner for huge event. The trainee also has explored more about function of tools.

4.1.3 Event Management

During industrial training, the trainee is also involved with the event management and handling an event. The experience gathered from handling an events and programs during studies also had benefited to the trainee in order to communicate with the staffs, speaker and guest. The subject that related to this activity is Legal and Ethical Aspects of Information System (IMS657) because during the study, the trainee need to create and handle and event for this courses.

4.1.4 Filing Management

Other than that, during internship the trainee have to handling record which is rearrange the record follow by activities and also have to open new file for customer. The trainee gets knowledge and skill from subject Classification and Filing System (IMR 504)

4.1.5 PC Maintenance

In addition, the trainee also get instruction from IT Officer to formatting PC at administration department and update antivirus in all computer in the department. For these tasks, the trainee had applied the knowledge and skill from Technical Support Service and Maintenance for Information Agencies (IMD 259). The trainee learns this subject during diploma so for these tasks the trainee can expose what the trainee already learn to ensure it is run smoothly. From these activities, the trainee can learn something new about the maintenance and knowledge on how to maintain the existing system to ensure it can help users to minimize the manpower and time.

4.1.6 System Development

During internship, the trainee has to develop Sistem Pengesahan Kehadiran for organization. The trainee had applied the knowledge and skill from subject Information System Analysis for Information Professionals I and II (IMS606/IMS655). The skill that the trainees get from system development is Interpersonal skills, presentation skills and problem solving skills.

-

No	Tasks	Knowledge	Skills	Experience	Related courses
1	Front Desk Assistant	Know how to communicate with other person with type of behavior	Communication skills	The trainee need to assisting front desk and pick up phone line from customer and the other staff from various organization	English for Professional Interaction (ELC 650)
2	Electronic Publishing	Know how to create a new design	Design Skills	The trainee have to design a poster and invitation for event	Electronic Publishing (IMD258)
3	Event management	Know how to handle a big event	-communication skills -interpersonal skills	The trainee have to communicate with other and public	Legal and Ethical Aspects of Information System (IMSS657)
4	Filing management	Know how to handling record	-Record skills -problem solving skills	The trainee need to open file for customer and rearrange the record follow by activities	Classification and Filing System (IMR 504)
5	Formatting PC	Monitoring and handling network and system	Computer skills	-the trainee gained a knowledge from IT officer for format PC	Technical Support Service and Maintenance for Information Agencies (IMD 259).
6	System development	Know how to develop system	Interpersonal skills - Presentation skills - Problem solving skills	-the trainee have to develop "Sistem Pengesahan Kehadiran"	Information System Analysis for Information Professionals I and II (IMS606/MS655)

Table 15: Application Knowledge, skill

4.2 Personal Thoughts and Opinion

The trainee feels that the organizations provide a lot of opportunities environment. The supervisors, staff, and even the top management are friendly and easy to deal with the trainee. The trainee also think that the knowledge and skill provided by faculty necessary and useful. Furthermore, during the training period, the trainee have exposed to various activities and tasks in the company. Indirectly, the trainee also can learn every responsibility and role in the company. Exposure to the real working environment is very good for trainee especially for open minds and thoughts to be more creative and knowledgeable. Besides, the trainees identify and address issues that often arise in real work situations. It will further enhance trainee's ability to think, learn independently and solve problems effectively. In addition, it also can produce work that is creative, innovative and quality.

During the period of industrial training the trainee also can identify some strengths and weaknesses of the company. However, this disadvantage can be overcome and fixed properly. Principles of organization and administrative functions play an important role in creating a robust organization. Planning, coordination and control is essential to coordinate all tasks.

An organization ensure that established and excellent efficient and effective in decision-making and planning. This is the main principle in an effective organizational management. Therefore, as an organization that constantly deal and provide maintenance services to the customer must provide a quality service, fast, friendly and show a work culture that reflects the personality of a noble in the eyes of society.

In addition, with this training, the trainee is trained to become a disciplined and punctual at work. Communication skills are also practiced among trainee and staff in the company. This exercise has also been expose trainee to the spirit of teamwork and exchange opinions and ideas with other staff.

Although there are many challenge that have been encountered by each trainee during the training period, which is different from each other. However, what is important is that the individual must be more positive in the face of every situation so that the experience gained can be utilized in the future. Internship helping to find future career path and clarify whether the job is match what we have imagine. It is also give a confidence to enter job market, well prepared and assist in making better career path decision.

Therefore, it can be concluded that all disclosures have been given to students during this exercise is very useful and should be used in the future. Such training also can and will produce graduates who are knowledgeable and high personal qualities to realize the vision of the country by 2020.

4.3 Lesson Learnt

The 5 months experience in internship has allow the trainee to discover what a particular role is look like, even though some task are not related to the courses but it is fun to know to do. It was huge benefit as a student have a wide array of options and can work as intern in various government department according to their interests. The superior and official also provide career guidance and allow network for jobs. Having opportunity experience to observe how meeting is running with others government agencies and how they interact with government executives at various levels. It allowed the trainee views the government through first-hand

experience and develop by own opinion about the organizational culture and principle of organization and bringing a lot of expectation make disappointment rather than be open to new experiences and appreciate.

4.3.1 Time Management

When the trainee at organization, automatically the behavior is changed because no more overslept, did not come late to the office, the trainee should be more punctual when at organization because life as a student and employee is totally different. Other than that, time management is a lesson that is truly learned through the real work experience.

4.3.2 Adopt New Skill

Although the trainee have been place at department did not related to the courses, the trainee can learn new thing and gained more knowledge about that. That is because, the trainee did not have knowledge about something and the trainee try to do a best for organization. So that the trainee have to learn more and also need to always asking the other staff if did not understand and know about something.

4.3.4 Communication Skill

Communication skills are needed in every job and helping me becomes effective speaker in career development in the future. The way they speak and use short form here for certain terms make me absorb the information very quickly. The mistakes are possible if the trainee use the wrong terms and concept. Initially, it uncomfortable to have a conversation with higher level of staff however the confidence make the trainee engage longer conversation with them. Keep on learning and develop communication skill for future will be going on. The internship is as stepping stone for trainee to improve communication skill and feel more confident speaking in front of staff and public.

4.3.6 Gained Real Work Experience

Chief Assistant District Officer, En. Mohd Azazee B. Mohd Embong invited all internship students Department Administrative and Services to attend meeting Keberangkatan Kebawah Duli Yang Maha Mulia Sultan Muhammad V Program Perlaksanaan Pelupusan Abu Al-Quran ke Laut dan Lawatan ke Tapak Cadangan Pembinaan Taman Laut Keputeraan as observer and learn how to run a meeting from opening meeting, developing agendas, establishing ground rules for meeting and closing meeting.

4.4 LIMITATION AND RECOMENDATION

4.4.1 Communication Factor

During internship program, the trainee have limitation from information and communication factor because have receive too much information from supervisors at the same time and sometimes make me in a difficulty to memorize it right away and understand with slang barrier to communication. The trainee have to asking again and being repetitive what others said is actually work. As intern, inexperienced and still have much to learn, it can be tough at times to accept criticism when to think that the trainee have done a great job on a task, but superior intention is trying to offend in any way in order to teach how do better job on that task. The wrong way to criticize is disheartened and hurtful however, undeserving of criticism is naive and will not allow any room for growth. Learning to react to criticism in the correct way and become positive to show superior that the trainee respect his opinion and are willing to set aside your emotions in order to improve work.

4.4.2 Lack of ICT Staff

At ICT department did not have enough staff, because it is only one staff of IT officer at Pejabat Tanah Dan Jajahan Pasir Puteh which is En Zaim Bin Safei, because of that, it is difficult to refer about the technology. This is also can make a staff to do a many daily task, moreover at Pejabat Tanah also did not have specific task of a staff. That is mean staff have to bear many daily task and to do another people job. This poses a problem between workers in carrying out the work and impact on the organization's quality management

4.4.3 Ineffective management system

Ineffective management system is also a problem for Pejabat Tanah Dan Jajahan Pasir Puteh. This problem would cause because the other staff did not doing their work and always postponed the task, that it will be a management system will down. In addition, the management system is practiced in this organization also viewed less efficient when to perform a particular task. Sometimes it takes a long time to be resolved and this also creates problems for the party who want to deal with this organization. Indirectly, it causes a decrease in the quality of work and cannot improve the quality of service. For example, an application form must be processed within a month. However, sometimes an application that exceeds the duration of this. This cause certain parties have a bad perception of the organization.

4.4.4 Internet System

Internet system available in Pejabat Tanah Dan Jajahan Pasir Puteh sometimes have problem of an Internet connection and slow due to a technical system. This causes the counter transactions and processing of applications delayed and postponed. Speed access system is also sometimes problematic that lasts more than two or three hours. This gives the impression and a bad image to the organization in carrying out the work matters.

4.5 RECOMENDATION

The internship course should be compulsory for all students in order to help them grow well through internship training. Even though, it is quite hard but it is will benefit student in the future. The student's perspectives toward real world employment will help them to choose organization and sector suit with them.

The recommendation for ineffective management system is Pejabat Tanah Dan Jajahan Pasir Puteh should take the initiative to make changes in this organization through the reorganization of the management system. Organizational policies and procedures need to be changed from time to time as the need for improved quality management in line with the latest technological advances. In addition, it can also produce an outstanding organization and provide the best service to our customers. In addition, every aspect of the organization's management needs to be reviewed for improvement to increase productivity and stimulate employment. Every staff should every worker should play an important role in manage the management system as it is important for the future and the name of organization. Other than that, the organization should hire more expert staff, especially ICT staff because at Pejabat Tanah only have one ICT staff. It is difficult for staff to refer about the technology. If the IT Officer is not at office there is no one know about the IT and it can be the process of work is slow and may affect the organization name.

References

Mohd Zaim Bin Safei. (December 29, 2016). Personal Interview

Nur Ayu Bt Rahimin. (September 21, 2016). Personal Interview

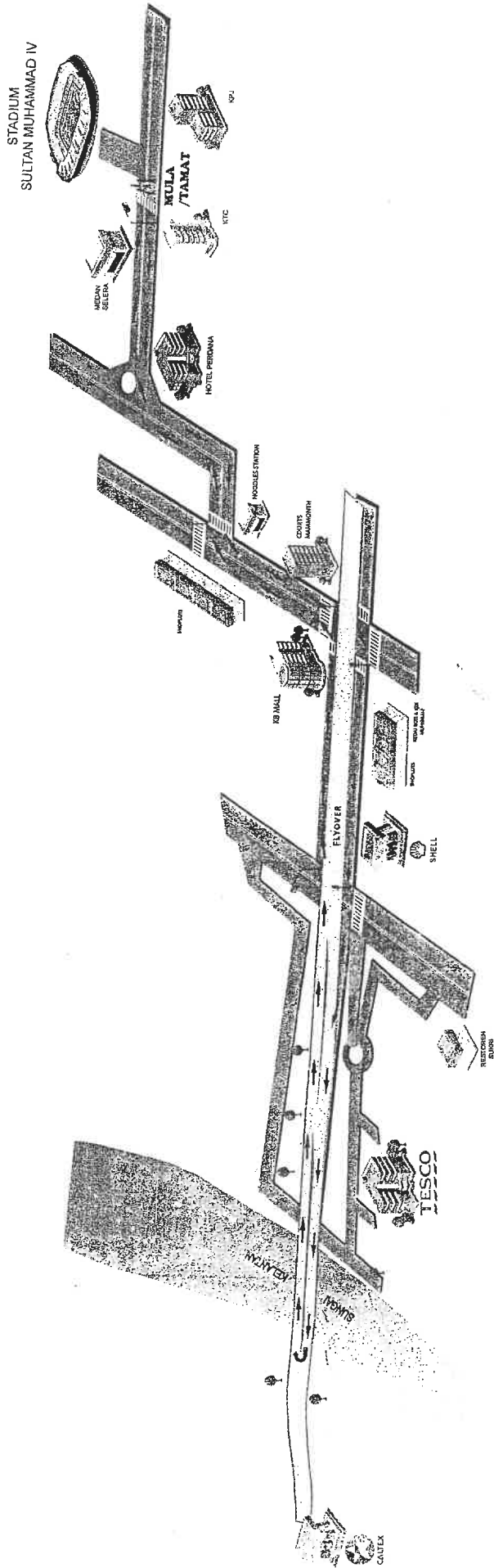
Nor Faezan Bt Mohamed. (December 16, 2016). Personal Interview

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www.ptjpp@kelantan.gov

Syed Mohd Kharul Azlee Bin Said Idris. (August 3, 2016). Personal Interview

APPENDICES

28hb Okt 2016 | Jumaat
9.30 Malam



BERMULA DARI STADIUM SULTAN MUHAMMAD IV
JARAK : 7 KM

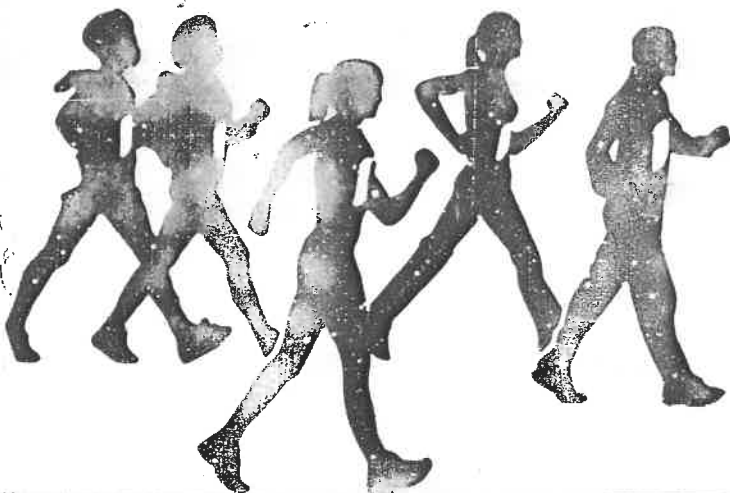


Atucara

LET'S GO WITH ME 2016

28hb OKT 2016 (JUMAAT)

- 08.00 Malam : Petugas-petugas LET'S GO WITH ME 2016 bersedia mengambil tempat.
- 08.30 Malam : Kesemua peserta-peserta LET'S GO WITH ME 2016 berkumpul di luar STADIUM SULTAN MUHAMMAD IV.
- 09.00 Malam : Ketibaan DIF-DIF VIP
- 09.15 Malam : Ketibaan YAB Menteri Besar Kelantan
- 09.20 Malam : Keberangkatan YTM TENGGU MAHKOTA KELANTAN
- 09.25 Malam : Keberangkatan KDYMM SULTAN MUHAMMAD V
- 09.30 Malam : Majlis Perasmian LET'S GO WITH ME 2016 oleh KDYMM SULTAN MUHAMMAD V
- Perlepasan LET'S GO WITH ME 2016
 - Keberangkatan pulang KDYMM SULTAN MUHAMMAD V
 - Keberangkatan pulang YTM TENGGU MAHKOTA KELANTAN






Picture with supervisors



Filing Management





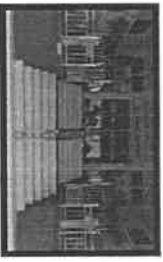
IMC 690 (INDUSTRIAL TRAINING)

PEJABAT TANAH DAN JAJAHAN PASIR PUEH

NURUL HAFIZAH BINTI HASSAN

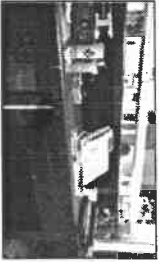
2014415688




TRAINING ACTIVITIES

Task	Front Desk Assistant
Scope	Administration management
Duration	1 August-29 December 2016 (During Internship)
Task supervisor	Mr. Syed Mohd Kharul Azlee
Hardware/ device	Telephone
Software	None




Introduction

Organization Name	Pejabat Tanah Dan Jajahan Pasir Puteh Kelantan
Establishment year	: 1905
Supervisor organization	: Mr. Syed Mohd Kharul Azlee Bin Said Idris



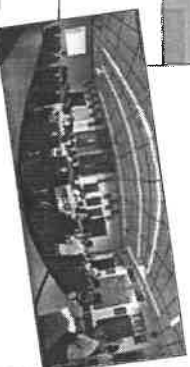
FILLING MANAGEMENT

Task	Filling Management
Scope	Administration management
Duration	October 2016 – December 2016 (during internship)
Task supervisor	Mrs Nur Ayu Binti Rahimin
Hardware/ device	File,punch,pen
Software	Microsoft word



Meeting Preparation

Task	Meeting Preparation
Scope	Administration management
Duration	10 August 2016
Task supervisor	Mr Mohd Zaim Bin Safai

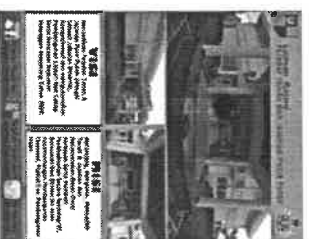


Typing Work

Task	Typing Work
Scope	Administration management
Duration	August 2016 – December 2016 (during internship)
Task supervisor	Mr Syed Mohd Kharul Azlee Bin Said Idris
Hardware/ device	Computer
Software	Microsoft word

Electronic publishing

Task	Design poster for PTJPP
Scope	Electronic publishing
Task supervisor	Mr Mohd Zaim Bin Safai
Hardware/ device	Computer
Software	Adobe Photoshop

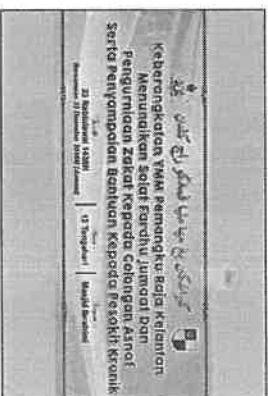


Design Certificate

Task	Design Certificate
Scope	Electronic publishing
Task supervisor	Mr Mohd Zaim Bin Safai
Hardware/ device	Computer
Software	Adobe Photoshop

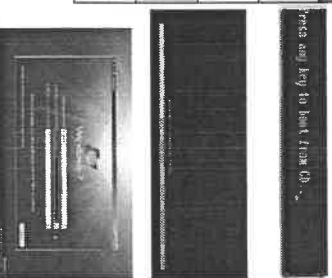


Design Banner



Computer Formatting

Task	Computer Formatting
Scope	PC Maintenance
Duration	28 December 2016
Task supervisors	En Mohd Zaim Bin Safei
Hardware device	Computer, CD

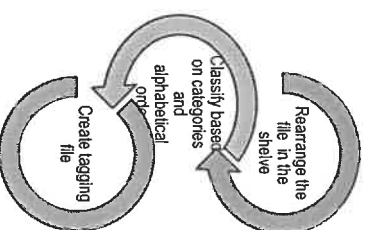


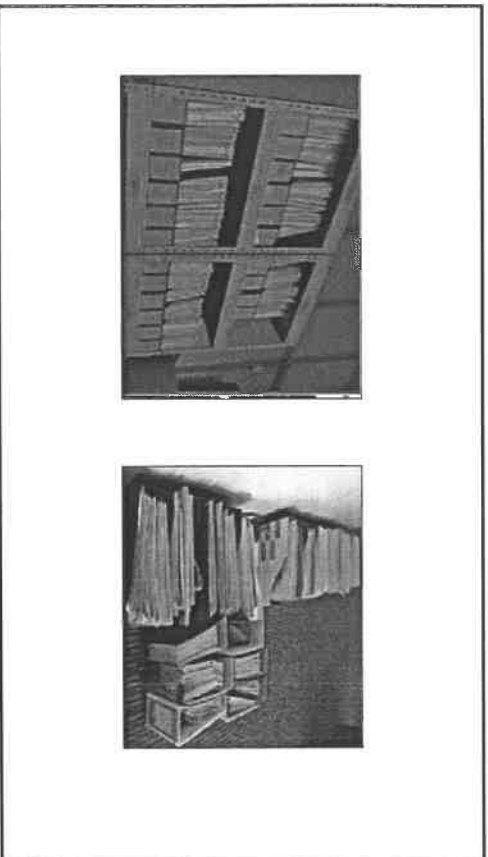
Photography Task

Task	Photography Task
Scope	Multimedia
Duration	8 August 2016
Task supervisor	Mr Tuan Zaidi Bin Tuan Rusmi
Hardware/ device	Canon Camera
Software	Photoshop (for edit photo)



Document management



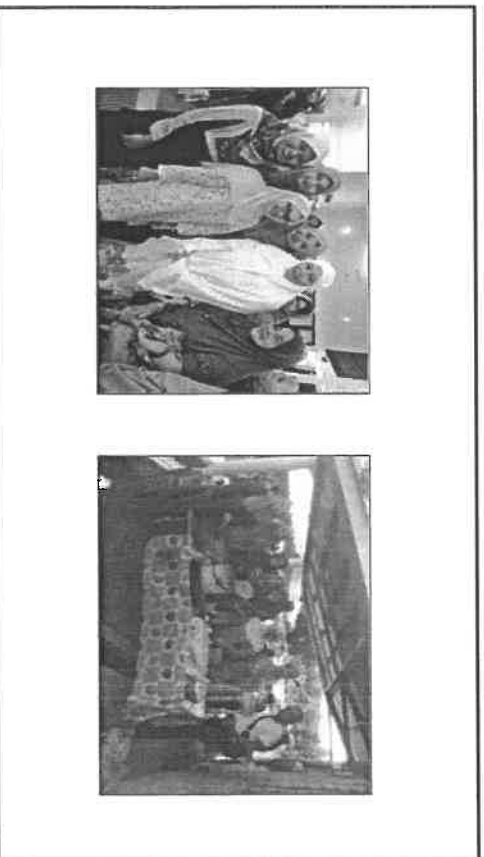


Event management

"Program Do Masuk Kampung"

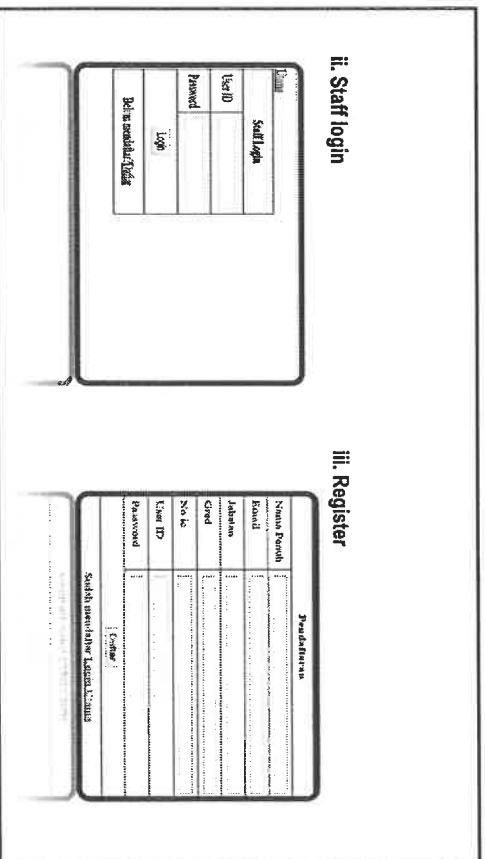
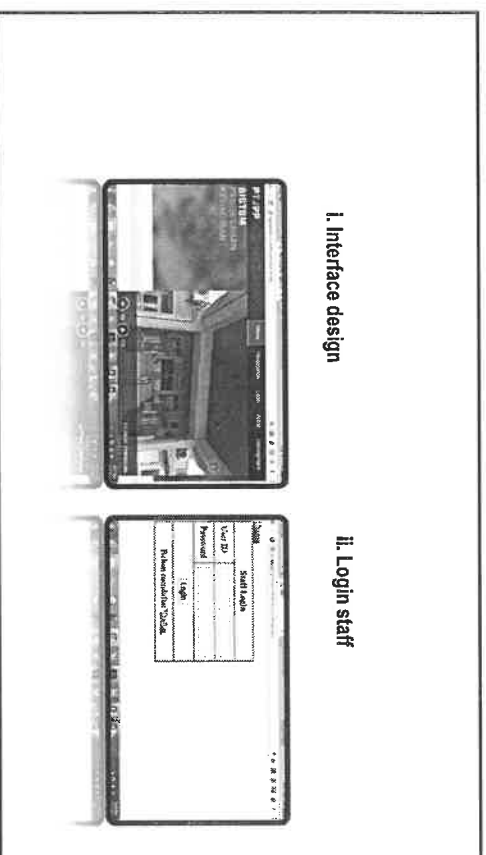
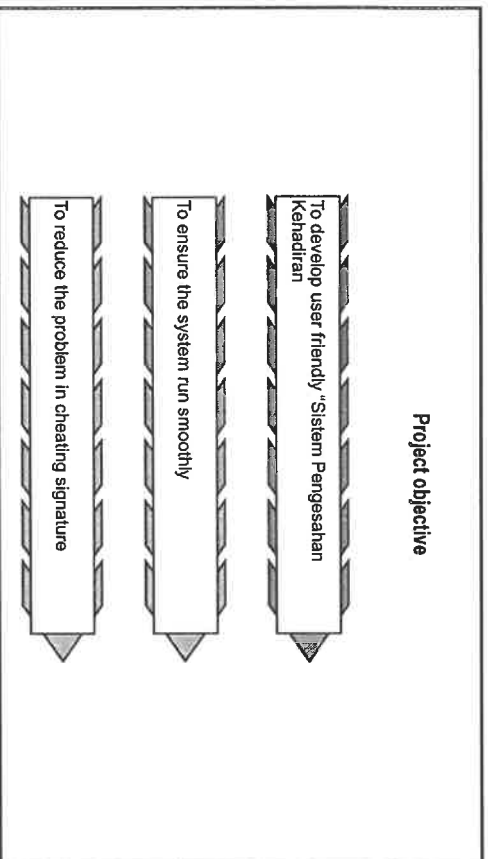
"Program Penyempalan Geran Hak Milik Tanahhand Pelaksanaan Program Galang Royong Sukat Lapor Serentak"

"Solat Sunat Tashih Bersama Tengku Puan Temengging Kelantan"



Special project
Sistem Pengesanan Kehadiran


Task	Sistem Pengesanan Kehadiran
Scope	System management
Duration	4 August 2016 – June 2017
Task supervisors	Eni Mohd Zahir Bin Saifei
Hardware device	Computer
Software	Pyppmyadmitn, Adobe Photoshop CS6




APPLICATION OF KNOWLEDGE AND SKILL IN UNDERTAKING THE TASK

No	Tasks	Knowledge	Skills	Related courses
1	Front Desk assistant	Know how to communicate with other person with type of behavior	Communication skills	English for Professional Interaction (ELC 650)
2	Electronic Publishing/ Design	Know how to create a new design	Computer skill	Electronic Publishing (IMD256)
3	Event management	Know how to handle a big event	communication skills interpersonal skills	Legal and Ethical Aspects of Information System (IMS567)
4	Document management	Know how to handling the record	Time management skills	Classification and Filing System (IMR 504)
5	Format PC	Monitoring and handling network and system	Problem solving skill	Technical support services and Maintenance for information agencies (IMD259)
6	System development	Learn how to teach someone Learn how to delivered	-Interpersonal skills - Presentation skills - Problem solving skills	Information System Analysis for Professionals I and II (IMS06/IMS55)


Lesson learnt



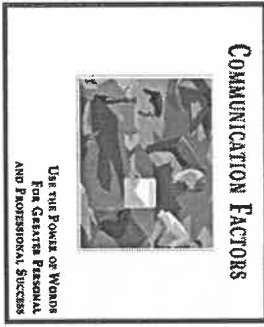
COMMUNICATION SKILLS




WORK EXPERIENCE
Learn. Earn. Achieve.




Limitation



COMMUNICATION FACTORS
Use the Power of Words
For Greater Personal
and Professional Success




Lack of ICT staff




Lack of activity

Conclusion



Know how to understand and know about the proper way to interact with someone according to their power and their position



Way for students to build on their knowledge and skills

THANK YOU