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BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)**

LAND OFFICE AND SUB-DISTRICT OF RENGIT

PRACTICAL TRAINING REPORT


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Supervisor's Comments

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Moderator's Comments

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Without the help of the above mentioned, I would face many difficulties while doing this practical training report.

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CONTENTS PAGE FOR PRACTICAL TRAINING

CONTENTS

Chapter 1: Introduction

1.1	Introduction	8
1.2	Background of the Organization	8
1.3	Vision of the Organization	10
1.4	Mission of the Organization	10
1.5	Objective of the Organization	10
1.6	Organizational Chart	11
1.7	Role of the Organization	12

Chapter 2: Schedule of Practical Training

2.1	Introduction	14
2.2	Week 1	15
2.3	Week 2	17
2.4	Week 3	19
2.5	Week 4	21
2.6	Week 5	23
2.7	Week 6	25
2.8	Week 7	27
2.9	Week 8	29

Chapter 3: Filing System

3.1	Introduction	31
3.2	Definition of Concept	32
3.3	Importance of Filing System	35
3.4	Qualities of Good Filing System	36
3.5	Methods of Filing System	37
3.6	Procedure of Filing System	44
3.7	Tasks Assignment of Filing System	45
3.8	Application of Filing System	47

Chapter 4: Recommendations

4.1	Introduction	48
4.2	Advantages of Filing System	48
4.3	Disadvantages of Filing System	50
4.4	Recommendations	52

Chapter 5: Conclusions

5.1	Introduction	54
5.2	Summary of Chapter 1	54
5.3	Summary of Chapter 2	55
5.4	Summary of Chapter 3	56
5.5	Summary of Chapter 4	57

References	58
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Appendices	60
Appendix A – SHTJ Web Application	60
Appendix B – SELAMAT Web Application	60
Appendix C – Record Books	60
Appendix D – Files	61
Appendix E – Attendance Form (Appointment with Supervisor)	62
Appendix F – Log Book	63

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Introduction

This chapter explains about the background of the organization, the history of the organization, the vision and mission of the organization. The organizational chart and the function of the organization are also explained in this chapter.

1.2 Background of the Organization

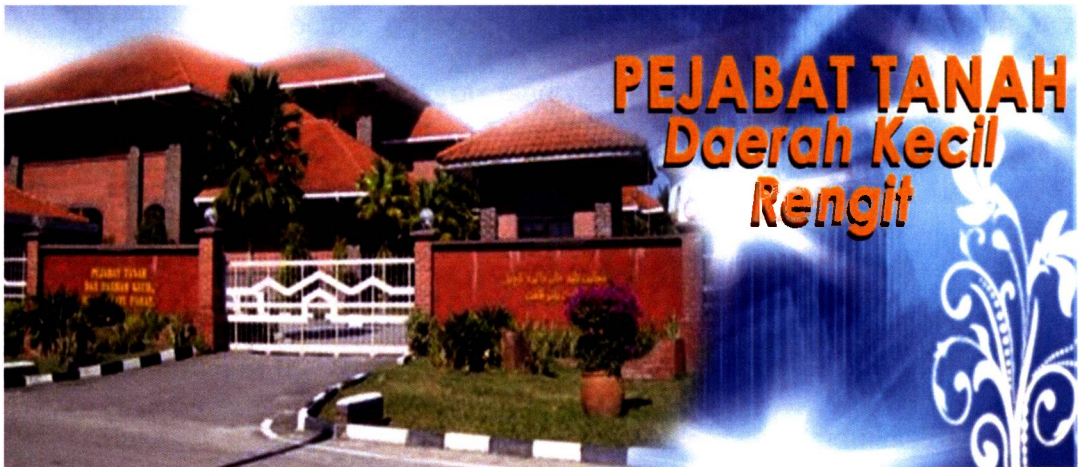
Rengit sub-district is in the administrative area of Batu Pahat and administered jointly by the Batu Pahat Municipal Council. It is located about 40KM from Penggaram, bordering Mukim Minyak Beku in the West, Mukim Sri Gading and Kluang in the North, Pontian District on the East and the Strait of Malacca in the South.

An estimated area of Regional Capacity of Rengit is 100.8 square miles or 64.512 hectares and divided into 3 sub-districts which are Kampung Bahru, Mukim Sungai Punggor and Mukim Sungai Kluang. The sub-district of Rengit consists of 31 villages and two Bumiputera (Asli) townships. According to the census in 2000, the population of this small area is about 36.059 people.

Official opening of new buildings Land Office and Sub-District of Rengit have been completed on 24th June 2005 by DYAM Tunku Ibrahim Ismail Ibni Sultan Iskandar Al-Haj Tunku Mahkota Johor in conjunction with "Kembara Mahkota Johor 2005". They arrived in Rengit approximately at 12.30 pm and greeted by the people. Approximately at 3.00 pm with the buildings of Land Office and Sub-

LAND OFFICE AND SUB-DISTRICT OF RENGIT

District of Rengit officially enhanced by the King and then he enter the office building and visited the exhibition of government bodies, organizations and individuals. Then, after one hour and half, he left and continued his travel to Kampung Permatang Duku, Pontian with his entourages.



Picture 1 – Building of the Land Office and Sub-District of Rengit

1.3 Vision of the Organization

Makes Land Administration as an effective and efficient administration and capable of balancing all the demands and challenges at any time.

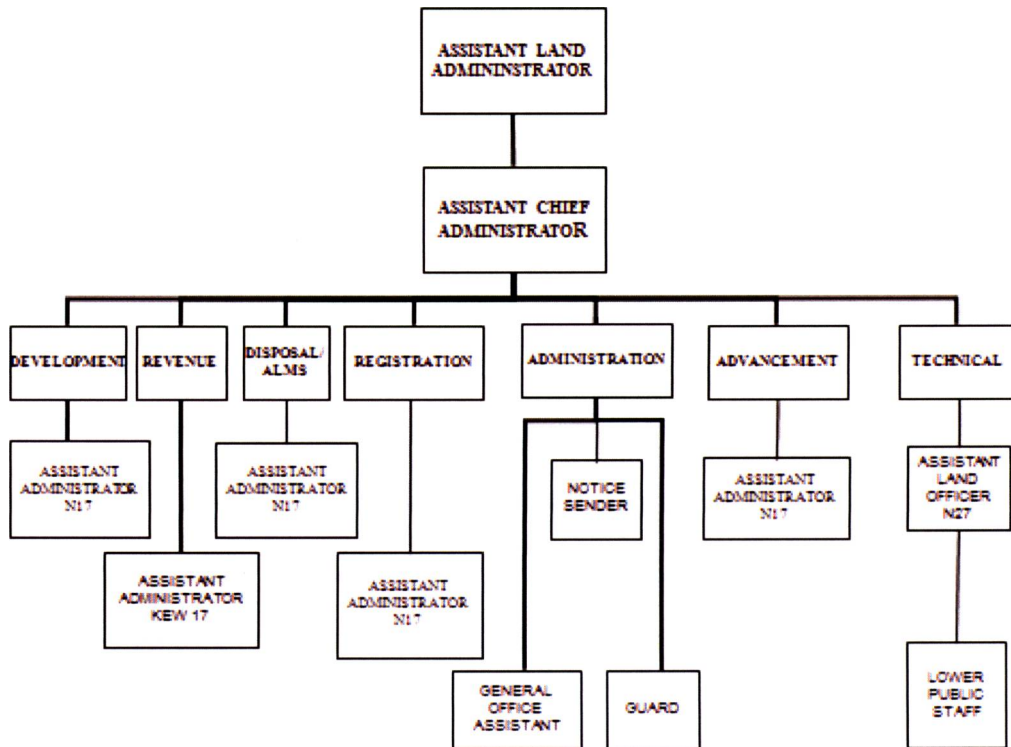
1.4 Mission of the Organization

Makes an effective government agencies in managing, planning and coordinating the development of land resources on the basis of human development, the improvement of office automation equipment and the duties regularly.

1.5 Objective of the Organization

Make the organization as the leading in the administration and management of land, as well as excellent in all agenda, by developing people who believe, able to face the competition, be dynamic, diligent, innovative and resilient.

1.6 Organizational Chart



Source: Land Office and Sub-District of Rengit (May 18, 2016)

1.7 Role of the Organization

The Registration Department is one of the most important departments that play a role in the Land Office and Sub-District of Rengit by managing matters related to the registration of title to land. This department is also responsible for collecting government revenue through collection of office Fee determined. The activity of Registration Department is receive and register transactions and non-transaction instrument.

i. Transactions

- a. Transfer of Title, Transfer of Lease, and Transfer of Mortgage.
- b. Mortgage includes Release of Mortgage, Postpone of Mortgage, and Repeal of Mortgage.
- c. Sale Certificate includes Sale Certificate of Court, and Sale Certificate of Administrator.
- d. Tenancy includes Repeal of Tenancy, Lease, and Handed Back of Lease.

ii. Non-Transactions

a. Non-Transactions

- I. Enter for Applying Caveat/Cancelling Caveat which consists of Private Caveat/Lien Holder's Caveat/Trust Caveat.
- II. Register for Power of Attorney, Deed of Trust, Various Letter.
- III. Register for Restraining Order by Court/Continued Court Order.
- IV. Register for Distribution Order of Small Inheritance or Administrator Letter.

V. Register for Conditions Change of Land, Acquisition of the Land, Enter the Land for Malay Reserve Area (Kawasan Rezab Melayu).

b. Receive and handling applications

I. Permission of Transfer of Title/Mortgaging Land which have Restriction (First Application and Appeal).

II. Permission of Lease Land.

III. Private Search Land Ownership and Certificate of Official Search.

IV. Copy of Legal Ownership.

c. Perform Registration of Ownership.

I. Registration of Joint Ownership (due to missing/damaged):

- Permanent Ownership.
- Temporary Ownership.

II. Ownership Registration of Land Granted (Tanah Kurniaan):

- Type of Temporary Ownership.
- Type of Permanent Ownership.

III. Registration of Temporary Ownership following the Approval of Sub-boundary/Sub-division/Land Listings.

IV. Registration of Permission Certificate of Excavation/Mine Certificate(MC)/Mine Lease(ML).

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

In Chapter 2, I explained the schedule of my tasks during the practical training. There are explained for every week by the time period of eight weeks all together. This chapter also includes my reflection on this practical training weekly.

2.2 Week 1 (20th January – 28th January)

On my first day practical training in the Land Office and Sub-District of Rengit, the supervisor in charge of practical students were introduced to all the staff there. The supervisor also gave some briefing about the Land Office and Sub-District of Rengit like the department and its function.

After the introductory session, I was placed at the Registration Department of the Land Office and Sub-District of Rengit by the supervisor. This department is responsible in managing customer's registration matter which related to the land. My first task is arranging the files in the Vault Room. Basically, I have learned to arrange the files by following the year it opened and related number.

On the next day, I learned how to serve the customer during the Trial of the cases of Inheritance. This trial of the cases usually being held on Thursday and follow orders from Inheritance Office. The judge from Inheritance Office handled this trial, while the Registration Department is helping the judge to serve the customer on this trial of the Inheritance cases.

I have been taught to make the receipt payment for the customer by using the web system which called as "Sistem Hasil Tanah Johor" (SHTJ). Besides, the staff at the Registration Department has taught me to use the Photostat machine. The staff also taught me how to serve the customer who comes to make Private Search by using Computerized Land Registration System and Secured Land Management System (SELAMAT). I have been asked by the staff to prepare a list name of Auctioneer. One of the staff in Registration Department asked me to learn in opening files for Missing of Grant cases.

Reflection of Week 1

I was selected in this Land Office also a part of my learning in class which is human resource management subject. The Land Office was recruiting me to work as practical training students after I applied by sending my resume. Once I started my first day practical training, the supervisor placed me at the department that suitable with my requirements. Starting from then, I have been trained to work just like I learned in theory. There have two methods of training which are on-the-job training and off-the-job training. In this practical training place, I have been trained by on-the-job training which means I am actually working and the skills can be gained while carrying out the jobs. I learned one job to another job in the Registration Department of Land Office.

2.3 Week 2 (31st January – 4th February)

This week, I helped the staff to stamp the Land Office and Sub-District of Rengit on the new grant to be signed by the District Officer. I dealt with the customer who comes with intention to apply for Inheritance and then I explained about the procedure to those customers who needed to do for that application. Besides, the staff asked me to find the grant and plan of DHKK for the customer. This is where the final steps of Registration Department for completing the request of application for something by customers.

The task I have been doing every day is making a receipt payment for customer like the matter of Private Search, Transfer of Title, Release of Restriction and other kind of application matter at Registration Department. This week, I am still in the process of learning, in which I learned new things which are dealing with the customer who wants to apply for Computerized Ownership and Copy of Legal Ownership.

In addition, the staff asked me to recycle the printed paper that cannot be used anymore and put the paper that still can use for printing the receipt payment. Then, I helped the staff in completing a deviation in Vault Room in which separate the grant and plan of DHKK from grant and plan of DHDK. Every Thursday, I helped the Judge who comes from Inheritance Office for Trial of Inheritance cases. I managed the customer by asking them to wait for their turn.

Reflection of Week 2

From the first week to this week, I learned the way to serve the customer in this Land Office. This task is related to Public Relations subject that really considered the relationship with customers as priority. In theory, a public organization is the organization that their objective is to fulfill and satisfy the needs of customers. So, the task to treat customers well is one of the acts as public relations. I realized that to satisfy the customer demand is not easy as I learned in theory. This is because we need to understand their behavior first to make them understand our jobs.

2.4 Week 3 (7th February – 11th February)

This week, I did a Collect Record of the Grant for customer with the matter of Transfer of Title. The record of personal information and land matters of customers is being recorded into the system which is Computerized Land Registration System. The fingerprint of customers is being scanned into the system of SELAMAT for the security reason.

I served the customer who wants to apply for Inheritance. I have been taught to open file for Inheritance cases. First of all, I checked the documents that needed is to be completed by customers. Next, I write a record of this application into the record books. Then, the files must be open by write the name of death person, the date of death, and the name of applicant. Once I opened the files for this Inheritance cases, I must prepare the Order letter and make an official search for the land that want to be transfer to the inherited person.

Like usual, I deal with the customer who comes for Trial of Inheritance cases on Thursday. Besides, I make Private Search for customer by using applications which are Computerized Land Registration System and SELAMAT and I printed out the receipt payment for the customer.

Reflection of Week 3

In this week, the task that I just learned is Filing Systems. In class, I learned this from Management of Information System subject. The task is really different in practice from what I learned in theory. After I applied the theory into practice, the practice is easier than I learned in theory. This is because I have many to understand the meaning and the concept in theory without the real situation. However, from what I learned in this Land Office that related to Filing System help me to understand why it is really important for one organization.

2.5 Week 4 (14th February – 18th February)

The staff asked me to help her in completing a deviation of the grant. This task also related to the filing system, in which I saved the verification form into the files according to its matter. I also separated the grants into their places based on the Mukim.

I served the customer who intends to apply for Transfer of Title. This is where I explained the application process to the customer. Therefore, I make SELAMAT for both parties which have been apply for Transfer of Title. Other task is prepared a Copy of Legal Ownership, passed to the staff in charge and asks the sign as well as approval of District Officer.

Next, I learned other things which are how to prepare an approval letter of ownership that attach of Official Search. This week, I also have been asked by the staff to open files for Inheritance cases. I needed to pass the new grant to the customer with the matter of Inheritance and make a Collect record in Computerized Land Registration System. I served the customer who needs to apply for Inheritance and explained all the process to them. I also made a photocopy of forms that related to registration matter and arrange it according to their place.

Reflection of Week 4

Other situation that related to my task is bureaucracy in the Land Office which the task is being passes from lower level to higher level hierarchy. This term of bureaucracy was learned Public Administration subject. An example of my task is I have been doing the Private Search from the system and I passed to the staff for signing, and then asked the approval from the District Officer. However, the practice of bureaucracy in this Land Office is low because it just a small organizations. From this situation, I learned that cooperation and understanding between lower level and higher level is important for the task to be managed completely.

2.6 Week 5 (21st February – 25th February)

I dealt with the customer who wants to apply for Transfer of Title of the land. As usual, the explanation by the staff in Land Office about this matter is needed for the customer to understand the process. The other day, I helped the staff in finding the data of the owner of abandoned land and preparing a list name which has been asked by Agriculture Office. This task is needed me to search into the system that logging in by the staff about this record data.

I did a Collect record of the new grant and passed that grant to the customer with the matter of Transfer of Title. The customer must sign the book of receipt of the grant and scan the fingerprint for record into the system. I completed the request by using the Computerized Land Registration System and SELAMAT.

I served the customer who comes with intention to apply for Re-trial of Inheritance cases. I also make a photocopy of the grant which asked by the staff.

I have been learned to use fax machines.

Reflection of Week 5

There have been many tasks that taught me many things I do not know. After several weeks I doing my practical training, I learned that good communication among the staff and higher level is needed to achieve the organization objectives. In theory, successful communication happened when the sender of information and the receiver are able to avoid the barrier when sending information. This is related to the Organizational Behavior subject. Besides, communications between Land Office and outsider is very important for the organization. This week, I did the tasks that asked by the Agriculture Office to this Land Office. Good communication will easily help the organization to have good image to the outsider.

2.7 Week 6 (28th February – 3rd March)

I served the customer who comes to apply for Transfer of the Title by using SELAMAT system which is biometric system. I did a Collect record in the process of passing the grant with the matter of Transfer of the Title.

I did helped the staff to serve the customer when they applying for missing of grant with the new one. I also served the customer who wants to apply for Release of Restriction. I gave assistance to the staff to prepare the admission letter.

In addition, I assist the staff to do Official Search which also the procedure in Release of Restriction. I did a Collect record on the "Rezab Melayu" grant for the customer. I gave assistance to the staff to find the Inheritance file for the customer.

On Wednesday, I contributed to the Land Office when I participated in the cleaning my department. I aid the staff by passing the grant, collect record which the matter of Mortgage Release. I also did made a check for completion of document by the customer in the matter of Correction Name in the grant.

Reflection of Week 6

I learned that some works that I have done is related to the need in improving the quality of services. Quality of services in public organization is important to maintain the public image. All the staff must have the ability and enhance their skills in dealing with the customers as well as others in outside of the organization. As the practical training students, I also need to manage my own emotions and attitudes when dealing with them. This is because my behavior will affect to the Land Office image to the public. In class, I have learned this in subject of Total Quality Management. In theory, Total Quality Management describes a management approach to long-term success through customer satisfaction. In a TQM effort, all members of an organization participate in improving processes, services, and the culture in which they work.

2.8 Week 7 (6th March – 10th March)

I asked the customer who comes with Order letter (Surat Perintah) by Inheritance Office to fill in the acceptance form of the old grant. I deal with the customer who intends to apply for cutting the Caveats. Next, I checked all documents that brought by customer in order to apply for Transfer of Title.

I passed the new grant to the customer who have been completed the cases of Inheritance. I have been prepared a file for Release of Restriction and checked the entire document needed is complete. Besides, I did Private Search, Collect record, and manage the Inheritance cases of customer.

On the other day, I helped the staff to make a deviation in the Vault Room. I have been taught new thing which is dealing with customer who wants to register Power Attorney (PA). On this week, I also learned other thing which is prepared a letter of Permission of Transfer of Title. Next, I deal with the customer who wants to continue Caveat.

Reflection of Week 7

In this week, I have participated more in communicating with the customers to complete their requests. The communications between the customers become harder if they are older. However, communication process will become easier if the sender of information has the ability to explain clearly even they are older. Sometimes, there are customers who get angry easily because they misinterpret the information sent by the staff. From this situation, I learned that using simple words is highly needed when communicating with the customers. This is where I learned in Organizational Behavior class, in which interpersonal skills is much needed among the staff to satisfy the customers.

2.9 Week 8 (13th March – 16th March)

On last week of my practical training, I did a Collect record for customer who comes to take the new grant. I also dealt with the customer who wants to apply for Private Search and then I used the systems which are Computerized Land Registration System and SELAMAT.

I prepared a Copy of Legal Ownership for the customer and bring it to the District Officer to be signed. Next, I make a Collect record for the customer who completed their Inheritance cases in order to pass the new grant. This is recorded into the Computerized Land Registration System.

In addition, I checked all documents brought by customer who wants to apply for Missing of Grant. I deal with the customer who intends to apply for Transfer of Title of the land. Then, I served the customer who wants an explanation about the process of Inheritance cases. I also arranged the files in the Vault Room.

Reflection of Week 8

After four weeks of my practical training in this Land Office, I was able to do the task properly and skilled in some tasks. For example, I understand more on the behavior of customers and what actually they need. I was able to explain clearly and make them understand the process of certain matters that take time to be completed. Besides, I am now skilled in using Computerized Filing System which is use for recording of personal information and land matters. I have been doing some researches in this Land Office about Filing System they used and I realized that Computerized Filing System is really important as what lecturer of Management of Information System mentioned in class.

CHAPTER 3
FILING SYSTEM

3.1 Introduction

In this chapter, I explained the definition of the concept of filing system, importance of filing system, qualities of good filing system, methods of filing system and procedure of filing system. This chapter also identified the tasks assignment of filing system in organization of my practical training and applications used for filing system.

3.2 Definition of Concept

Filing system means keeping documents in a safe place and being able to find them easily and quickly. Documents that are fully cared for by the keeper will not easily tear, get lost or get dirty. According to Silberschatz, Galvin and Gagne (1999), filing system is defined as method that the computer's operating system uses to store, catalog and retrieve files. Plus, it is also the process of collecting and arranging records or their copies in such a way it could be found very easily when needed. All office receives letters and dispatches that are kept for the future use is being stored in a safe place which requires filing system. It is an important part that helps management of organizations to decide about anything in a legal and systematic way so that they may be found and delivered easily when needed for future.

Filing system is known as the central recordkeeping system for an organization. In computing, a file system is used to control how data is stored and retrieved. According to Muthian Sivathanu (2001), file systems are responsible for managing persistent data, and it is therefore essential to ensure that they function correctly. Modern file systems have evolved into extremely complex pieces of software incorporating sophisticated performance optimizations and features. It helps individuals or organizations keep documents in organized way, systematic, efficient and transparent. Everyone will be able to access any information easily without difficulties. In organizations, groups will receive and send out documents on different subjects. Every group need to keep those documents for future reference.

In some other way, file system is the process of classifying, arranging and storing record so that they can be located when required (Luka Radunovic, 2015). File is the data in which in some format. Meanwhile, file system consists of set of named files in which organized (directories) and information on files (metadata). Without a file system, information placed in a storage area would be one large body of data with no way to tell where one piece of information stops and the next begins. By separating the data into individual pieces, and giving each piece a name, the information is easily separated and identified. Taking its name from the way paper-based information systems are named, each group of data is called a "file". The structure and logic rules used to manage the groups of information and their name is called as "file system".

The file consists of all documents which are sent to the receiver by other people or organizations. The file records of all organizational activities. These can be letters, memos, reports, financial records, policy documents, and others. The times of files is being organized depends on how busy the organizations. In busy organizations, filing is done at least every day and usually in the morning as the first task to be completed. In a small or less busy organization, filing is being done once or twice a week.

The importance of recordkeeping and filing systems cannot be too highly stressed. A well-planned system contributes significantly to efficiency of operation as well as to a company's image. Whether records are filed in a computer or in a steel cabinet, they have to be readily accessible. Records management in an agency has one main goal which is systematic control of recorded information from original creation to ultimate disposition. A key element in achieving this goal

is the establishment of efficient and effective procedures for filing and retrieving information.

Organizations with inconsistent or non-existent files management programs cannot find crucial information when they need it, waste time and money, and may even get into legal trouble because of their inability to document actions fully. Organizations that do not properly manage records cannot hope to control the flood of information with which they are confronted and organize it for effective decision making.

3.3 Importance of Filing System

- a) Keeping all records together so the history of organizational activities can be understood.
- b) Providing a safety place for storage of necessary documents in order to use and locate them when required.
- c) Records readily and easily available.
- d) Record of files as evidence in case of dispute.
- e) Helps in providing legal proofs to fulfill legal formalities.
- f) Filing shown as proof or legal evidence which can be presented as a legal document in court.
- g) Guiding for future plans which past records are the base of future records and used as immediate reference.
- h) Organizations efficiency will increase because filing helps in providing records in required time to make quick decisions.
- i) Filing helps in protection of important documents from fire, dust, insects, theft and mishandling.
- j) Helps in handling customers and correspondence carefully to maintain the goodwill of the organizations.

3.4 Qualities of Good Filing System

- a) Simple: Filing should be easy and simple to be understood by the entire organizations.
- b) Economy: Filing should be cheap and must come under the budget of the organization. The installation and operation cost should be low.
- c) Compactness: Filing should be compact and should not take unnecessary space.
- d) Accessibility: Files and folders must be preserved for future and must be easily accessible.
- e) Suitable: Filing should be suitable for any kind of organization and meet the requirement of business in the organizations.
- f) Flexible: Flexible enough, be dynamic and changeable according to the needs of an organizations.
- g) Safety: A good filing system must preserve all the necessary documents from insects, dust, fire, water and others.
- h) Indexing: A good filing system must have proper indexing.
- i) Classification: The files should be classified properly so that it helps in easy location.

3.5 Methods of Filing System

There are 5 methods of filing which are filing in alphabetical order, filing by numerical order filing by geographical order, filing by category and filing by chronological order. All methods of filing are called classification and means organizing things that are alike together. However, the management of filing system can combine some of these methods. For instance, files that are kept together according to what they are about we say are subject filing but, inside each file the documents could be filed according to date order. All these methods have advantages and disadvantages and individuals must decide which one would be the best.

a) Alphabetic Filing

Alphabetic filing systems group documents together by letters of the name from A-Z. These systems can be used for any volume of records. There are a number of rules for filing alphabetically that must be committed to memory. The alphabetical sequence must be strictly followed. The filing method under which files and folders are arranged in order of alphabets of the names of person or institution concerned with such file is alphabetical classification. It is most popular and common method of filing. In case name of more than one person starts with same letter then second letter of name is taken into consideration. It is flexible method. It is used in both small and large organization.

Advantages:

- i. Enables files to be read and accessed quickly.
- ii. Readily expandable.
- iii. Simple and easy to understand.
- iv. Does not need separate index.
- v. Flexible.

Disadvantages:

- i. Time consuming.
- ii. Difficult to arrange files.
- iii. Difficult to locate in case of common names.

b) Numerical Filing

The filing method under which files and folders are arranged in order of number is called numerical classification. Numerical filing refers to all systems in which documents are pre-numbered to distinguish them from each other or from alpha documents. Numerical systems can be as simple as numbering and filing from the lowest number to the highest. Files may be numbered from 1 to 1000 and major sections may occur at regular intervals (100, 200, 300). All files and folders are given separate numbers. It is indirect method of classification of filing. In this filing alphabetical index is required. It includes names, address, phone number, subject and other information along with file number.

Advantages:

- i. Fast to file and find by number than by name.
- ii. Positive identification of the record and a degree of confidentiality.
- iii. Capable of infinite expansions.
- iv. Cope with a very large number of subsections, subdivisions and diverging branches of data.
- v. Suitable for large sources.
- vi. Accurate method of filing.
- vii. Flexible.
- viii. Separate index can be easily developed using numbers.

Disadvantages:

- i. More time consuming.
- ii. More expensive.
- iii. Not suitable for small organization.
- iv. Not easy to operate.
- v. Separate alphabetical index is required.

c) Geographic

Geographic filing systems operate generally by county or country and then alphabetically or numerically by account name or number. Reasons for this type of filing can be several. Since countries have differing laws and licenses, a commercial enterprise may have to consider these constraints as of primary importance. In this method, files are grouped according to the geographical location of form, organization or person. Under this method name of places are written in file and are arranged in drawer either in alphabetical or numerical order whichever is suitable for organization. It used in multinational companies or those organizations whose business and branches are located in many places of the nation or the world.

Advantages:

- i. Manageable and comparable units.
- ii. Permits a large or 'macro' figure.
- iii. Easy to understand and use.
- iv. Can be arranged in alphabetical and numerical order.

Disadvantages:

- i. Expensive.
- ii. Not suitable for small scale organization.
- iii. Time consuming.
- iv. No use of card or index.

d) Subject Filing

This is the arranging of material by given subject. This is where filing by descriptive feature instead of by name or number. A subject folder may contain any combination of correspondence, bulletins, clippings, pictures, statistics, trade journals and other printed information relating to the subject. It is a system which demands that the person installing such a system has a complete knowledge of the business. In this filing method, records are classified according to their subjects, letters and documents are classified and arranged in files and folders into subject or sub-subject wise. It is widely used in those cases where subject is more important than the name of the person or organization. All documents relating to the same subject are filed together in one title.

Advantages:

- i. Simple to operate.
- ii. Flexible.
- iii. Convenient.
- iv. Easy to locate.

Disadvantages:

- i. Not applicable for filing miscellaneous subject.
- ii. Time consuming.
- iii. Difficult to locate when subject matter is not properly understood.

e) Chronologic Filing

Chronologic filing is filing by date. This system is necessary to file items according to the day or date received. In an office, several letters and documents may be received and dispatched. They all are arranged according to time and date when they were received and dispatched. For examples, applications for permits, licenses or the dates when vehicles in a company fleet were services.

Advantages:

- i. Simple to understand and easy to operate.
- ii. Quickly located if their dates are known.
- iii. Less expensive.

Disadvantages:

- i. Requires an index and explanatory backup system.
- ii. Time consuming.
- iii. Not suitable for large organizations.
- iv. Difficult when no clear dates.

3.6 Procedure of Filing System

a) Inspecting

Each document is inspected to see that it has been released. If not, it should be returned to the interested party.

b) Marking

Determine under what name or caption the paper is to be filed

c) Follow-up and Cross-reference

If the letter is marked for follow-up, then a record should be made and placed in the follow-up file. If there is more than one place in which to file the document, make a cross-reference.

d) Sorting

Sorting is the preliminary arrangement of papers according to the first filing unit of the name or number. This is the last step prior to actual filing. Sorting also makes documents easy to find if they are needed while out of the file. Documents should be arranged in sequence so they can be placed in the proper folders quickly, without moving back and forth.

e) Filing

Filing is the actual placing of documents in folders in a predetermined plan. Torn papers should be mended before they are filed. Raise the folders slightly in the file drawer when placing papers in them so the papers will go entirely to the bottom of the folder. Check the caption of the document and folder as a precaution against misfiling. Break them down by date, name or subject using additional folders.

3.7 Tasks Assignment of Filing System

I was placed at the Registration Department in this Land Office, so there are several tasks that I have been assigned to for the time period of eight weeks which are related to the Filing System. This task includes computerized filing system and manual filing system in which recorded into books.

(See Appendix C and Appendix D)

The tasks are:

- a) Make a receipt payment for the customer by using web system of "Sistem Hasil Tanah Johor" (SHTJ). This receipt will provide a record keeping in this system.
- b) Application of Inheritance by the customer. All documents received by them need to be filed in order to continue with next procedure according to Inheritance Office.
- c) Application of Transfer of Title of the land by the customer. This matter need to be recorded by using the web systems which are Computerized Land Registration System and Secured Land Management System (SELAMAT).
- d) Application for Missing of Grant. All document required must be filed and make a record in book for this cases. Computerized Land Registration System is used to keep the record.
- e) Application of Private Search and Official Search. The searching is done through the Computerized Land Registration System and kept a fingerprint record of customer through SELAMAT.

LAND OFFICE AND SUB-DISTRICT OF RENGIT

- f) Checking for ownership of the land from manual book in Vault Room and Computerized Land Registration System.
- g) Application for Copy of Legal Ownership. This task is required Practical Training student to take out the grant in Vault Room. The record of this matter will be kept in its files.

3.8 Application of Filing System

These are the main application systems of filing used in this Land Office:

a) **Computerized Land Registration System (SPTB)**

Computerized Land Registration System used by the Land Administration throughout Peninsular Malaysia for the purpose of registration of any matter relating to land ownership. SPTB first used at Johor Land Administration on 1 April 2001.

b) **Land Revenue Systems Corporation (SHTJ) (See Appendix A)**

Johor Land Revenue System has been developed in collaboration with the Science, Technology and ICT Unit of Johor for the harvesting of affairs in Johor Land Administration. This includes the payment of land tax, permit fees and so on. SHTJ first adopted in all the District Land Office State of Johor on June 6, 2005.

c) **Johor Land Administration Portal**

Portal combines all information from Johor Land and Mines Office and all District Land Offices under one place. It aims to introduce Johor Land Administration and the units under it.

d) **Secured Land Management System (SELAMAT) (See Appendix B)**

This system also associated with web pages Government Offices and others which record the fingerprint of customers.

CHAPTER 4

RECOMMENDATIONS

4.1 Introduction

In Chapter 4, it explained on the advantages of filing system in the Land Office. It also identified the advantages of filing system. This chapter also suggested on the recommendation of filing system for the Land Office.

4.2 Advantages of Filing System

The first strength of Filing System in Land Office is there has been used new method of filing which is computerized filing system. Computerized means the office used computers to record and keep the information. Usually, this computerized filing is use through the web applications system of Computerized Land Registration System. This system is used to keep records of all the transactions made between the Land Office with the customers. All the data and information about the customer is being record to be use in the future. The staff will find the data easily through this system.

The Land Office had the opportunities to improve their filing system to computerized filing system by full support from the government. When there is chances of many customers come to make a business at the Land Office, the government will help to provide more computerized system of filing to improve the effectiveness of Land Office management as well as government office. It is also benefit to the government image by providing full support, responsibility and accountability.

Other strength is all the computerized system used is linked to the main office in Johor Bahru. It is for the purpose to avoid misuse and fraud on transactions with the customers in that Land Office. All information about this Land Office in computerized filing also kept in the records of the main office. The main office can check the data and anything suspicious related to any district Land Office in Johor can be detected.

Besides, the computerized filing systems are able to scan the fingerprint of the customers in Land Office. The scanning of fingerprint will recorded the information about customers exactly like in their identification card. The customer's full name, picture, address, telephone number and other details related to their land also being saved into the computerized system. For instance, Secured Land Management Systems (SELAMAT) is the system to scan fingerprint of the customers.

When the Land Office successfully improved their filing system, the business with customers will become easier and faster. There will be less problems related to manual filing. Besides, the staffs have minimum task than before and can focus more on other tasks which more important. The customer will feel satisfied with the service of Land Office and give good feedback which highly used of computerized systems as well as make it easy for the customers.

4.3 Disadvantages of Filing System

The office still used filing system for some transactions with the customer. The Land Office still recorded the transactions into the manual book by writing. The staff need to record in the book, collect documents and filed all the documents according to their matters. For example, the receipt and other documents that related to the matters will be kept according to files with blue colour or orange colour. Then, all the files kept in the Vault Room by the year it opened.

Other weaknesses are old files in this Land Office still being kept in the Vault Room and not arranged properly. Some of the files mix together with new files of transaction matters, and dispersed to other place. So, it might make it harder for the staff to find the files. Then, it might cause the staff to take more time for them to complete their task. If the files still not found, it might make the customer get mad and not satisfy with the service of Land Office in case of file management.

The files which not organized properly will cause the files to go missing. Usually, the files are found missing is when the customers come to make an enquiry in this Land Office. Some problems also occurs when files go missing and the staff is unable to complete the request of the customer because of information related to the customer's land matters is incomplete. It will complicate the staff to make a proper decision making. The staff needs to find other alternatives that can be used to complete the request from customers. The alternatives used to replace the steps for the cases or wait the time for the files missing to be found.

The files that placed in Vault Room might burn in case of fire at Land Office. The fire can appear at any time. It may appear due to electrical problems or fire from outside of the Land Office. Other than that, fire also can appear because of small reasons in the Land Office.

Moreover, the staffs who are irresponsible may steal the files or information related to land for their personal reasons. This problem might happen due to the lack of security system in this Land Office. The staffs whose are not related to the task in managing the files can easily enter the Vault Room and steal the files of customers. This is very important for the Land Office for managing the privacy of the files which includes all the information of the customers.

4.4 Recommendations

In my opinion, I recommend that the Land Office to improve their filing system into all computerized filing system. Nowadays, the world become busy, and everyone need to move faster to achieve something. Therefore, many countries had created advanced technology for big companies to increase their productivity. So, this Land Office must also improve their computerized system to work faster in easy way and to compete with the world as well as increase the effectiveness of government office.

Besides, the management department can also add more security system of Land Office relating in managing the files of customers. One of the ways is by providing CCTV at the files storage. The management may also hire the person in charge to take care all the files. This way is where the person in charge must write the name of any person who wants to look or take the files in the Vault Room. If something bad happen, the person must responsible to answer when the managers ask the real reason they enter the room. This situation can also give minimum problems to the Land Office in managing ethics among the staffs as well as taking cares the privacy of the customers by managing the files properly.

In addition, the Land Office must start to take an action to dispose old files that are not in use anymore. The Land Office can get rid some of the forms and things that has been expired too. This way is to provide more space for the new files to be arranged properly. The files that too old can be disposed and the paper in the files can change into new files. So, all the files that still in used will look nice and arranged according to new standard of filing system.

The Land Office may also assign one of the staff for updating files as soon as every transaction made with the customer. This is very important for Land Office to control file management. By controlling the management of files, the problems like overload task of transaction files can be avoided. It can also helping other staff to give more times in doing another tasks that much more important to be settled. So, the management department must concerns this matter into a solution.

My last recommendation to this Land Office relating to files management system is to provide training to all staff in all departments. Whether there are old staffs or new staffs needs to learn how to manage files properly. Old staffs can learn new computerized filing system that just used by the office through participation in any outside training program. Meanwhile, new staffs can learn through on job training from the old staffs. From this training, all staffs of the Land Office must be able to work more efficiently and effectively. The productivity of the staff must be high in completing all the tasks on time because they have been exposed and become expert into file management system.

CHAPTER 5
CONCLUSIONS

5.1 Introduction

This chapter is the summary for all chapters of Chapter 1, Chapter 2, Chapter 3 and Chapter 4 for this practical training report in Land Office and Sub-District of Rengit.

5.2 Summary of Chapter 1

In Chapter 1, I have explained about the organizational background of Land Office and Sub-District of Rengit. Besides, I also identified vision, mission, and organization chart. This also includes the roles of organization and functions of organization that explained the structure of the organization in Land Office. From this chapter, I am able to clarify the hierarchy from the lower management until the top management lever and their roles to the organization. All the staffs have different roles according to their departments like Administration Department and Registration Department. However, the staffs worked together to achieve their goals and they have a good leader which is District Office in this area of Rengit.

5.3 Summary of Chapter 2

In this chapter, I have explained all my tasks during the practical training. My practical training consists of eight weeks altogether. I have learned the tasks and jobs of Registration Department in this Land Office. This chapter also explained briefly what I learned in theory and what I did in practice during my practical training. The tasks I did during practical training were really different compared to what I learned in theory. However, the tasks given to me were mainly related to my degree program in UiTM which is Degree in Administrative Science. The subjects that I take from Semester 1 until Semester 5 have some similarities and inter-related to what I did during my practical training in Land Office. I am able to apply what I had learned in the classroom and relate tasks to the theory into practice. Therefore, it is such a great experience that I can learned what I did not know before.

5.4 Summary of Chapter 3

In this Chapter 3, I focused on one area of my tasks during my practical training. The task that I choose which I did the most and important task for this organization is filing system. I have analyzed the filing system and their management in this Land Office. I explained the concept of filing system, importance of filing system, qualities of good filing system. I also described the advantages and disadvantages for methods of filing system. Then, I identified the procedure of filing system which explained the steps in completing filing system for the organization. Next, I clarified all the assignment of tasks relating to filing system in this Land Office. For the task assignment in this organization, there are several applications that had been used in completing the tasks.

5.5 Summary of Chapter 4

In this chapter 4, I highlighted the advantages and disadvantages of the tasks I have been analyzed in Chapter 3 which is filing system. The advantages of filing system can be used for improvement for this organization. Meanwhile, the disadvantages of filing system can be used for future corrections and become better than before. In addition, there are several recommendations that I suggested to improve the weaknesses of the filing system of this Land Office. The purposes for analyze the advantages and disadvantages of filing system is to identify the mistakes and make corrective actions to have a better management in the future. This way, I am able to increase my knowledge about this filing system and identified the criteria that I need to take into consideration before I making a decision. In the future, I will be skilled in evaluating what is good and bad for any organization I choose to work.

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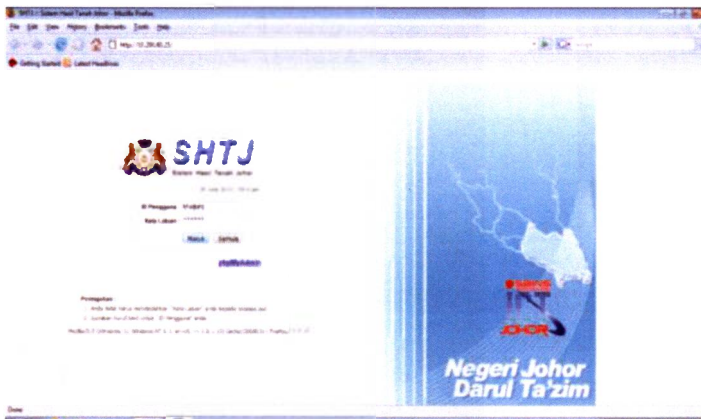
Speed Up Your Filing With These 5 Tips. (n.d.). Retrieved June 20, 2016, from

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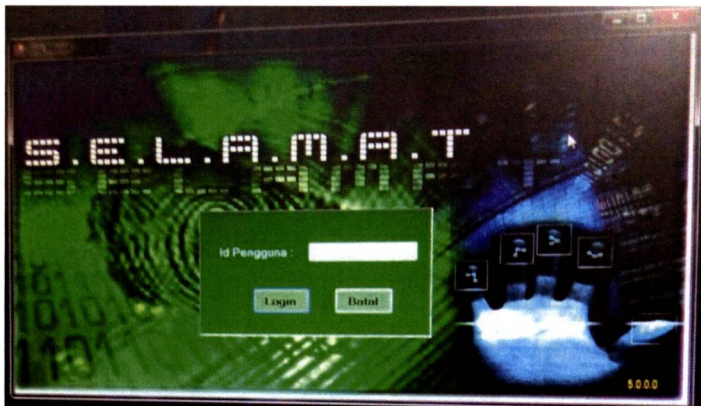
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APPENDICES

Appendix A – SHTJ Web Application



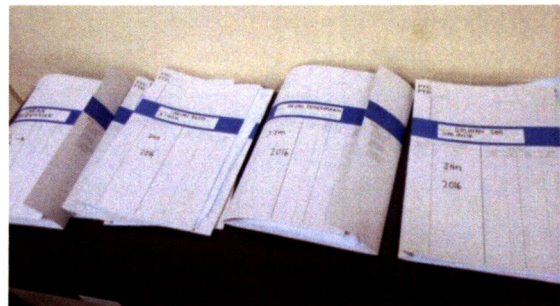
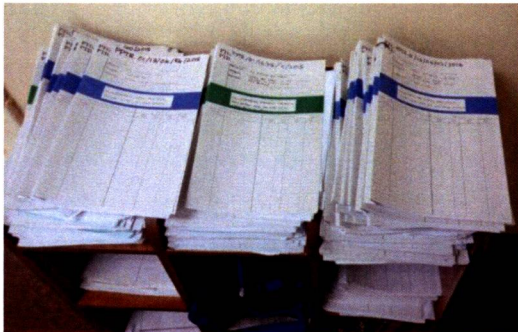
Appendix B – SELAMAT Web Application



Appendix C – Record Books



Appendix D – Files



(Source: Land Office and Sub-District of Rengit)

**Appendix E –
Attendance Form (Appointment with Supervisor)**



FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 667)

NAMA PELAJAR : Uzwatul Akma Binti Bahroddin

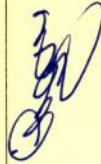



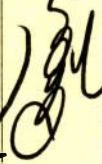
NO MATRIK UiTM : 2013253306

NO KAD PENGENALAN : 930605 - 01 - 5258

PROGRAM : AM228/AM225*

NAMA PENSYARAH PENYELIA : Madam Sharon Pearl Henry Serub

* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

Bil	TARIKH	MASA	TANDATANGAN	CATATAN
1	1.4.2016	2pm		<ul style="list-style-type: none"> ① Draft Chap. 1 + Chap. 2 ② Next appointment : 8.4.2016 @ 2pm.
2	8.4.2016	2pm		<ul style="list-style-type: none"> ① Submitted Chap. 1 + 2 ② To draft Chap. 3 ③ Next appointment : 20.4.2016 @ 2pm
3	20.4.2016	2pm		<ul style="list-style-type: none"> ① Returned chap. 1 + 2 ② Submitted Chap. 3 ③ Next appointment : 13.5.2016 @ 10am
4	16.5.2016	4.34pm		<ul style="list-style-type: none"> ① returned Chap. 3 ② Submitted Chap. 4 + 5 ③ Next appointment : 23.5.2016 @ 10am.
5	23.05.2016	1.45pm		<ul style="list-style-type: none"> ① returned chap. 4 + 5 ② checked Chap. 2 ③ To submit final draft before 17/6/2016
6				
7				
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9				
10				

Appendix F – Log Book



UNIVERSITI TEKNOLOGI MARA SARAWAK


PRACTICAL TRAINING


LOG BOOK


1. Student's name: UZWATUL AKMA BINTI BAHRODIN
2. Date & Place of Birth: 5 JUNE 1993 / HOSPITAL PONTIAN
3. UiTM No.: 2013253306
4. Program: AM228
5. Year: 2016 Part: 5
6. Home address: NO. 14 KAMPUNG PARIT DAHLAN 82200 BENUT,
PONTIAN, JOHOR.
7. Address during practical training: NO. 14 KAMPUNG PARIT DAHLAN,
82200 BENUT, PONTIAN, JOHOR
8. Place of training: PEJABAT TANAH DAN DAERAH KECIL RENGIT,
666 JALAN PEJABAT, 83100 RENGIT, BATU PAHAT, JOHOR.
9. Name of Supervisor in-charge: _____
10. Duration of training : From : 20 JANUARY 2016 to 16 MARCH 2016


FOR OFFICE USE ONLY


11. Remarks: (Dean/Course Tutor)

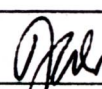
EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
<p>016 y) On my first day practical training, I have learned to arrange the files of Land Office of Rengit in Vault Room. The files consist of Mortgage and Mortgage Release form. It arranged according to the volume number, year, folio and presentation number.</p>	
<p>Next, I also learned to arrange the files of Inheritance cases. This files are arranged by divided into completed, waiting for grant, and cancel. Thus, it arranged according to the year and number. Inheritance is the matter of customer who wants to change appoint new administrator of the land when the first administrator has died. So, there is the process that need to be follow by the customer.</p>	
<p>All the files of Land Office must be manage properly to ensure there is no missing files and make the officer or staff more easy to find the files.</p>	<p style="text-align: center;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

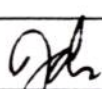
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
/2016 day)	<p>Today, I learned how to manage trial of the cases of Inheritance. From this situation, I learned to serve the customer. The first step is I will ensure all the document bring by the customer is complete for trial with the judge. The document is like death of certificate, original identification card, DDA form (if the applicant absent) and original grant of the land. The customers of the cases of Inheritance will enter the trial room one by one. Once the trial end, I will make the receipts payment for the customer. This situation also let me to learn make the receipts payment by using web system which called as "Sistem Hasil Tanah Johor (SHTJ)". This receipts must include the name of the customer, the grant number and the amount payment for the cases.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>
/2016 day)	<p>Thaipusam (Public Holiday)</p>	

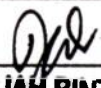
	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2016	<p>On this day, I learned to use photostat machine that place in Vault Room - Besides, Puan Norliza teach me how to serve and handle the customer who wants to make Private Search (carian persendirian).</p> <p>Firstly, I asked the customer to fill in the form of private search. Then, I make the receipt payment with RM 40 for each private search. Next, I start searching through web system which called as Computerized Land Registration System (Sistem Pendaftaran Tanah Berkomputer - SPTB). After the searching end, I make SELAMAT which means Secured Land Management System. This system is used to avoid fraud and fake on the land matters by scan and record fingerprint of the owner who dealing with Land Office. SELAMAT also includes in making biometric for the customer.</p>	<p style="text-align: right;">  KHALLIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

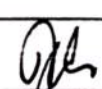
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1/2016 (day)	<p>This morning, I serve the customer who wants to take new grant, so I give the form of Declaration Receipt of Grant Document to fill in by the customer. Then, I collect the old grant from the customer and I pass the new grant to him later.</p>	
	<p>Next, I make the receipt payment of Private Search, Copy of Legal Ownership, Transfer of Title of the Land, Missing of Grant, and Fines of Release of Restriction for the customer.</p>	
	<p>I also make a photocopy of Presentation Statements, charge payment and others that asked by Puan Norliza. Puan Norliza also asked me to help her in making a document of list name of Auctioneer by using Microsoft Word.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

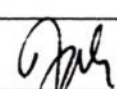
EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
<p>2016 day) This day, I have arranged the files of Transactions, Non-Transactions, and others. Transactions files are consist of Transfer of Title of Land, Mortgage and Mortgage Release forms. Meanwhile, Non-Transactions files consist of Cavaet, and Cancelling Cavaet. All this files are arranged according to the year it open. Then, I labelled all the files to arrange it at the shelf that has been available.</p>	
<p>In the evening, I have been asked by Puan Janisah to open file for Missing of Grant. This file need to be open by write the names of customer, address, and number of ownership or grant. Then, each file is write by different number or code of file.</p>	
<p>Besides, I also make the receipt payment for Missing of Grant, Private Search and others.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>


DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1/2016	Today, I have learned new	
day)	things in Land Office which is	
	dealing with customer who wants	
	to make Transfer of Title of Land.	
	This case is where the customer	
	needs to fill in the form of 14A.	
	This is related between two parties	
	which are seller or given and	
	buyer or receiver. From this	
	situation, I used Secured Land	
	Management System (SELAMAT) to	
	complete all the information of those	
	parties and print the biometric.	
	Then, they will get the signature of	
	District Officer to continue with	
	next step.	
	Next, I also deal with the	
	customer who wants to make Inheritance,	
	and make new grant.	
	On this day, I have an	
	introduction session with the	
	District Officer who known as the	
	leader of Land Office of Rengit.	
		 KHALLIAH BINTI JELANI KETUA PEMBANTU TADBIR


	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2016 y)	<p>On last day of January, I help Puan Jarisah to make stamp of Land Office on new grant for the customer to be sign by the District Officer.</p>	
	<p>Besides, I served the customer who come to make Inheritance of the land. This situation is where the customer need to pass the old grant and trial letter to the officer. Before the customer pass the document, they need to fill in the form of Declaration Receipt of Document, then I make a photocopy of that form to be keep by the customer in order to proceed the next step later.</p>	
	<p>Then, I learned to find plan of grant DHKK in the Vault Room. Other task is make the receipt payment for Copy of Legal Ownership.</p>	<p style="text-align: right;">  KHALLIJAH BINTI JELANI KETUA PEMBANTU TABBIR </p>


EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
<p>2016 On second day of February y) 2016, I have been asked by Puan Norliza to recycle all the printed paper that still can be use later like for the purpose to make the receipt payment. Then, all the paper that cannot be use anymore are being disposed by using the shred machine.</p>	
<p>I also doing the task of make a photocopy of Achievement Report of Registration Department with quantity of 12 sets and some other documents related to the matter of customer.</p>	
<p>Then, I deal with the customer who wants to get new grant which called as "Computerized Ownership".</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

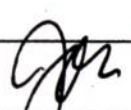
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2/2016 (esday)	<p>Today, I deal with the customer who wants to make Private Search by using Computerized Land Registration System and SELAMAT which the fingerprint of customer need to record.</p>	
	<p>Besides, I making Copy of Legal Ownership for the customer. The procedure is by finding the grant of that land. Then, make a copy of the grant. So, it will be sign by the District Officer to be approved. Before it being approve, the customer need to pay with RM100 for each Copy of Legal Ownership.</p>	
	<p>In the evening, I help Puan Norliza in saving DHDK grant of the land according to the mukim. I also help in taking out the DHKK plan of grant for the customer. This task is called as deviation (sisihan).</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>


	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
016	This day is the day for	
day)	Trial of Inheritance cases that	
	has been set by the Judge.	
	As usual, the customers will wait	
	for their turn of the trial with	
	the Judge. Then, I make the receipt	
	payment for the customer after	
	the trial of the cases ended.	
	After lunch hour, I served	
	the customer who wants to take the	
	grant of the land. This process	
	include of record the Collect grant	
	by using the Computerized Land	
	Registration System (SPTB). Next,	
	the grant like Transfer of title	
	of the land matter also using	
	SELAMAT to record it,	
	Other than that, I make	
	the receipt payment for Private	
	Search and make a photocopy	
	of some document.	
		 KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR

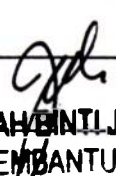
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
<p>1/2016 ay)</p>	<p>In the morning, there is customer who come to take the grant from Land Office with the matter of Transfer of Title of the land. Like before, I make the collect record by using SPTB and SELAMAT.</p> <p>I also dealing with the customer who want to make Inheritance. The procedure is the same as before by ask the customer to fill in the Form A and DDA form as well as complete all the documents. Then, tell them to submit all documents of Inheritance to continue with next process.</p> <p>The task that usually done by the practical training students is making the receipt payment for any business like Private Search, Copy of Legal Ownership and Transfer of Title of the land.</p>	<p></p> <p style="text-align: right;">  KHALIAH BINTI JELANI KETUA PEMBANTU TADQIR </p>
<p>2/2016 02/2016</p>	<p>Chinese New Year</p>	<p></p>


EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
<p>016 On this day, I open the files of Inheritance cases for the customer who comes yesterday. The files are open by write the name of the died person, the date of death, the applicant name, the address and the number of grant of the land.</p>	
<p>I also make the Collect record of the grant for the customer by using SPTB and SELAMAT. Besides, I make the receipt payment for Transfer of Title of the land, Private Search and Charge of Release of Restriction.</p>	
	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>


DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
/2016 (day)	<p>The Trial of Inheritance cases are being conducted on this day. As the same task before, I will ensure all the documents for this trial must be completed by the customer. Then, the customer can enter the Trial Room and ended it well with the Judge.</p>	
	<p>Other task on this day is make Private Search for the customer on the land that they wants to know the detail. Like always, the customer will confirm their fingerprint through SELAMAT.</p>	
	<p>I also serve the customer who wants to take the grant of the land. Any customer who wants to take the grant must write on the record book and it will confirm that there is no wrong record by the staff of the Land Office.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

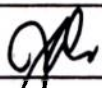
	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2016	<p>Today, I am helping Puan Norliza to make Private Search for the customer. Besides, I make the Collect record of the grant by using SPTB and SELAMAT to scan the fingerprint of customers. This grant is on the matter of Transfer of Title of the land.</p>	
	<p>Before lunch hour, I also helping Puan Norliza in making a deviation. This task is where I need to save the DHDK grant and DHDK plan that separate from DHKK grant and DHKK plan for the customer.</p>	
	<p>In the evening, my task is arrange the form of documents based on the matters related to the land.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

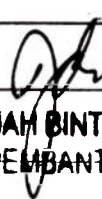
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2/2016 (Monday)	<p>This morning, I deal with the customer who wants to make Transfer of Title of the land. After the customer fill in the form 14A, I will doing SELAMAT for both the giver/seller and the receiver/buyer to take their fingerprint as a prove in making Transfer of Title of the land. Then, the customer will meet the District Officer to make witness (penyaksian) and approval of the Transfer of Title. The matter of Transfer of Title of the land is related with the matter of Release of Restriction (Lepas Sekatan). The customer need to make Release of Restriction to be able continue with the matter of Transfer of Title of the land. This matter will be valid within 6 months to make the Transfer of Title.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>


EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
<p>2016</p> <p>y) There is customer come to make Copy of Legal Ownership of their land (Salinan Sah Hakmilik).</p> <p>The officer of Land Office can use two steps to make the Copy of Legal Ownership. First, new grant can be print out if there is the District Officer. Second, the DHDK grant will be photostat and get the sign from the Officer to give to the customer. The customer need to pay RM100 to get this Copy of Legal Ownership for one grant.</p>	
<p>Next, I am helping Puan Jarisah in doing a deviation of the DHDK grant and DHKK grant as well as the plan. All the grant matters under Puan Jarisah is like Inheritance (Pusaka) and Computerized Ownership (Hakmilik Berkomputer).</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>


DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
/2016	Puan Norliza ask me	
(uesday)	to prepare approval letter of ownership of the land which related to Official Search (Carian Rasmi) for school.	
	Then, I send this letter in District Officer's room to be sign by him.	
	<p>My other task on this day is deal with the customer who wants to apply for Inheritance matter in which they need to fill in Form A. Then, there is also the customer who comes after the Trial (Bicara) to send the old grant in order the Land Office to print out the new grant for them. I also open the file of Inheritance cases when the customer completed the Form A and all the documents needed.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

E	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
016	As usual, this day	
ay)	the Trial of Inheritance cases.	
	All the customer come follow	
	the time that Inheritance Office	
	book for them. The customer is	
	called one by one to meet	
	the Judge.	
	The customers also come	
	to make Private Search (Carian	
	Persendirian). The data will be	
	recorded on Computerized Land	
	Registration System and SELAMAT	
	for fingerprint of the applicant.	
	Puan Jamisah asked me	
	to help her in finding the	
	grant of Inheritance matter	
	that already print out to give	
	to the customer.	
		 KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/2016 14)	<p>Today, there is lawyer come to apply for Transfer of Title of the land (Daftar Pindah milik). The lawyer must pay according to the value of the land. So, I make the receipt payment for that application of Transfer of Title.</p>	
	<p>In the evening, Puan Norliza ask me to find the list of owner of the land for Abandoned Land Data that apply from Agriculture Office. All the data could be get from SHJ and the grant of the land. I find the list of owner and match with the land by using Lot and broadness of the land.</p>	<p> KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR</p>

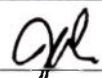
E	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2016	<p>I continue with yesterday tasks which is find the data of the owner of the land for Agriculture Office. After all the data is being completed, I am using Microsoft Word to prepare a new list of the Abandoned Land including the owner, identity card and address of the owner.</p>	
	<p>I am also make the Private Search for the customer by record the information and scan the fingerprint into SELAMAT. SELAMAT must be make everytime the customer wants to make Private Search.</p>	
	<p>Besides, the customer also come to apply for Inheritance (Pusaka). So, Form A need to be complete by the customer to continue with the next process.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>


E	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
/2016 ay)	<p>On this day, the customer comes to apply for Transfer of Title of the land in which they need to fill in the form 14A. Then, the customer completed all the documents for this matter to continue with SELAMAT process which is scan the fingerprint of both party involved in this Transfer of Title.</p>	
	<p>Other than that, my task is make the Collect record of the grant for the customer. This customer involved in the matter of Transfer of Title, so I make the record on Computerized Land Registration System and SELAMAT for fingerprint scan.</p>	<p style="text-align: right;">  KHALIJATI BINTI JELANI KETUA PEMBANTU TADBIR </p>


	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2016 (day)	<p>I am continue with the last two days task which is finding the list of the land owner for Agriculture Office. This task is where I need to check all the information are completed and then print out the data of this Abandoned Land that I have been finish it to pass to them.</p>	
	<p>Besides, there is customer who wants to repeat the Trial of Inheritance because of the problem happens during the first Trial. In order to repeat the Trial, the customer must complete the Form P and waiting for the feedback from Inheritance Office.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

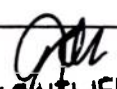
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
-/2016 (sday)	<p>On last day of the week, I deal with the customer who comes to make the Copy of Legal Ownership. This Copy of Legal Ownership are signed by the District Officer before give to the customer.</p> <p>Then, Puan Annida ask me to help her in making a copy of grant for the customer and some other documents related to the land matters.</p> <p>I also learn new thing on this day which is learn to use fax machine. This is because Puan Nortiza ask me to send some letter for the lawyer.</p>	

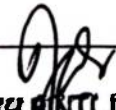

KHALIJAH BINTI JELANI
KETUA PEMBANTU TADBIR


	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2016	<p>Today, the customer comes to make SELAMAT in which to get the biometric that consist of the information of both parties in making of the Transfer of Title of the land. After the SELAMAT process is done, the customer must make the witness (penyaksian) with the District Officer before go to LHDM.</p>	
	<p>I am also make the Collect record for Transfer of Title of the land for the customer of Registration Department at Land Office. I am using the Computerized Land Registration System and SELAMAT.</p>	
	<p>There is also customer who come to apply for Missing of grant. One of missing grant must be paid by the customer for RM 250.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2/2016	<p>I serve the customer (day) who wants to make Release of Restriction (Lepas Sekatan). After the application is completed by the customer, I open file for this matter. Then, I need to make admission letter (Surat Akuan) and Official Search (Carian Rasmi) for each case of Release of Restriction. Last process is I completed the minute paper for each cases.</p>	
	<p>Next, there is customer apply for Transfer of Title of the land. I ensure all the document prepared by the customer is complete in order to continue with next process.</p>	<p style="text-align: right;">  KHALJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

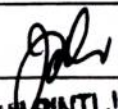
E	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2016 (19)	<p>In this morning, I serve customer who make Private Search (Carian Persendirian). The information of the customer are recorded on the Computerized Land Registration System and SELAMAT-</p>	
	<p>I also make the Collect record for Rezab Melayu grant in the record book that signed by the customer who take the grant.</p>	
	<p>After lunch hour, my task is searching for Inheritance file due to the customer who comes to repeat the Trial of the Inheritance. The file are saved in Vault Room (Bilik Kebal).</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>


DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
3/2016 (Wednesday)	<p>This day, my friends and I helping the cleaner of Rengit Land Office for co-operation in cleaning the surroundings of Land Office.</p>	
	<p>Then, the customer comes to take new grant for the land related to Mortgage Release. So, I make the collect record into the system of Land office and book record.</p>	
	<p>I am also help Puan Norliza in making the deviation of the grant. There is many new DHKK grant for the customer.</p>	
	<p>Besides, I make the Official Search for Release of Restriction matter.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADQIR </p>

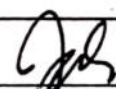
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
3/2016	<p>On this day, I serve the customer who comes with "Surat Perintah" by Inheritance Office (Pejabat Pusaka). "Surat Perintah" is received by the customer after the talk of Inheritance requiring customer to submit the original grant involve in the process of Inheritance for new grant. The customer need to fill in the form of acceptance for confirmation that the original grant has been accepted. A copy will be made for customer's keeping.</p>	
day)		
	<p>Then, there is also customer who want to apply for cutting the caveats. The customer need to fill in the form of Cutting Caveat Application and complete all documents needed.</p>	
		<p> KHALIAH BINTI JELANI KETUA PEMBANTU TADBIR</p>

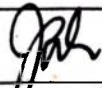
E	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2016 ay)	<p>Today, I deal with customer who come to submit their application for Transfer of Title of the land that have been completed. I will ensure the form and the documents is complete. Then, I make the receipt payment for registration of Transfer of Title. The payment for one registration is depend on the value of the land that determined by LHON.</p>	
	<p>Then, I deal with customers who want to take grant after settle with Inheritance cases. I need to check the letter brought by customer and find the grant in locker at Vault Room. After I found the grant, I make the Collect (kutipan) record by using Computerized Land Registration System and SELAMAT. The customer also required to fill in the form of acceptance.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

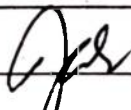
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
/2016	This day, I have to prepare	
(day)	files for Release of Restriction	
	(Lepas Sekatan). This task is	
	required to check if the document	
	is complete or not. The documents	
	is like identification card, copy of	
	birth certificate, copy of grant,	
	copy of current tax and official	
	search. Then, I will write	
	the details in record book for	
	checking purposes in the future.	
	All this task is compulsory to	
	avoid mistake or missing information	
	of the applicant.	
	Besides, I also making	
	Private Search, Collect record,	
	and manage the matters of	
	Inheritance. Make a receipt	
	payment for customers who wants	
	to register Transfer of Title,	
	Private Search and others is	
	a general task I have to do.	



 KHALIJAH BINTI JELANI
 KETUA PEMBANTU TADBIR

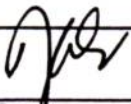
E	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2016 uesday)	<p>This morning, I make a deviation with Puan Norliza. A verification form is being keep at the Vault Room, while the grant is separate between DHDK and DHKK. The old grant will be eliminated for the purpose to avoid redundancy of the grant with new grant.</p>	
	<p>There is also customers who want to register Power of Attorney (PA). So, the customer need to pay for RM60 for basic PA in order to proceed with the process. Then, Puan Norliza will check all the documents needed before approval.</p>	 KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR
	<p>I also learn to prepare a letter of permission of transfer of title (Kebenaran Pindahmilik Tanah). This letter need to be print out as a formal letter to the customer.</p>	

	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
016 y)	<p>This day, there is customer comes to take new grant. So, I need to make a Collect record into Computerized Land Registration System and verify the fingerprint of customers by using SELAMAT. The customer must write their name, identification card, the number of grant and the date of grant being taken. The form of acceptance grant will be print out and signed by the customer. Then, the form will be kept in files of acceptance.</p> <p>I also serve the customer who want make a private search. After the customer fill in the form, I make the receipt payment for RM 40. The private search will be print and pass to the customer. In this matter, the customer fingerprints also being taken into SELAMAT.</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADRIR </p>

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
3/2016 (Monday)	<p>Today, the customer come in the morning to apply for registration of Inheritance Form A must be fill by the customer completely and attach all the document required to continue with new process. Acceptance form will be fill by customer as a prove that Rengit Land Office have accept their application for Inheritance.</p>	
	<p>I also make the receipt payment for customers who make private search, caveat, transfer of title and others. Then, the customer will pay for that registration.</p>	
	<p>Next, I am helping the staff to arrange the files in Vault Room. The files is like Transfer of Title, Mortgage and Caveat.</p>	<p> KHALIDAH BINTI JELANI KETUA PEMBANTU TADEIR</p>

EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
<p>016 y) This day, I deal with customer who wants to make a Copy of Legal Ownership. One copy of Legal Ownership or called as grant is for RM 100. The customer will give the number of grant and then I will search for that grant to be print out or photostat. This Copy of Legal Ownership will be sign by the District Officer before pass to the customer.</p>	
<p>In the evening, Puan Norliza ask me to fax the document that consist of Private Search by lawyer.</p>	
<p>Then, I also find the new grant for the customer who has been doing Inheritance before. The customer write in the books to keep as a record for future matter.</p>	<p style="text-align: center;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1/2016 uesday)	<p>This morning, I deal with the customer who come to send apply for Missing of Grant (Hakmilik Hilang). The customer fill in the form of application and pay for RM 250. The documents needed is like Admission Letter, police report, identification card of all owner of the grant and receipt payment of the Missing Grant.</p> <p>In the evening, there is customer who want to make the transfer of title of land. If there is restriction on the land, the customer need to apply for Release of Restriction first before apply for Transfer of Title of the land. This matter of Release of Restriction is required customer to pay for RM 50.</p> <p>Then, the customer also come to apply for register</p>	<p style="text-align: right;">  KHALIJAH BINTI JELANI KETUA PEMBANTU TADBIR </p>

E	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	Power of Attorney (PA).	
	In order to do that, the	
	customer must pay for RM60	
	and submit all the documents	
	needed to continue with next	KHALIJAH BINTI JELANI
	process.	KETUA PEMBANTU TADBIR