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JERANTUT DISTRICT AND LAND OFFICE

PRACTICAL TRAINING REPORT

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In the name of Allah S.W.T, the Most Gracious and the Most Merciful.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 INTRODUCTION

On 20th January 2016, I had introduced myself in Jerantut District and Land Office. First on foremost, I need to elaborate about the organization before I further explanation my task in this organization.

1.1 BACKGROUND

Every state in the country is divided into several areas called Regions. The area is the implementation of development projects. Actually the projects planned in the center, but its implementation is at district level. An area will be governed by a chief known as District Officer. Jerantut District and Land Office is the main office at the district level Jerantut.

In the district administration is also divided into three stages, the first stage is the Regional Administration which represent the administration, Mukim Administration and lastly the Village Development and Security Committee (JKKK).

District officials also act as the secretariat to the Committee on Regional Development and Regional Planning Committee. Both committees will be chaired by the head of the administration itself which Jerantut District Officer.

In the area will also be broken down into several smaller areas called Reuters. Administrative management in each county will be headed by a civil servant who was named Chief. This is a task 'Penghulu' help the District Office and other government agencies to implement development programs and

development projects. His job also involves coordination of construction work at the village level.

At the administrative level, lowest in the district administration is the village level. Some villagers will join and eventually became parishes. These villages will be led by someone who is known as the village head. The village head appointed by the state government and they should be responsible for all matters that are present in the village. They usually act through the Village Development and Security Committee (JKKK) to assist the district administration in implementing development projects.

1.2 HISTORY JERANTUT DISTRICT GOVERNMENT OFFICE COMPLEX

Before being declared as a district, including Jerantut District Office under the administration of Kuala Lipis. By 1951, Clones were administered from Kuala Lipis and is regarded as one small area (*Sub. District*) and is administered by an Assistant District Officer (Assistant Collector of Land Revenue).

Whereas on 1 January 1959, the proclamation of Jerantut as an area has been perfected by His Royal Highness the Sultan of Pahang, and on that date also a district officer appointed for the purpose of helping to administer the area. So on that date began the construction of Jerantut District which was originally based in the old building (Rest House is now).

By 1990 when a new building was completed for the purpose of replacing the old building (the court). The new building houses Jerantut District and Land

Office and the building known as Government Offices Complex Jerantut and inaugurated on August 6, 1990 by His Royal Highness the Sultan of Pahang.

Recalling the history of the building Jerantut District Office is due to its rather scattered between each other with government offices that important.

Therefore the plans made in 1979 which is to build a complex of government has reached consensus and approved.

Complex new government has started construction on 4 November 1986 and the building was completed on 3 July 1989. The building of this complex is the two-storey.

Complex design was created by the architect Pahang Public Works Department. It reflects the local architecture making this building among the earliest government administrative complex built in Pahang. As is understood that this design has become a basic guide to the construction of various other administrative complex here as well as a landmark of this area.

Basically, the choice of location is very strategic because it is close to Jerantut which is certainly easy for the public to deal in situ.

Following the process of '*decentralization*' there are various departments and agencies operating in the area. District offices only is there an organization in the area. However, the Regional Office is the agency that seniority once at that level. In line with this position Regional Office was given responsibility for coordinating all departments and agencies in the area.

Thus, the complex has become the focus and center to the various departments and agencies, state and federal government are related. Among the

departments that are present in this complex are as District and Land Offices Jerantut, Jerantut District Public Works Department and the Department of Irrigation and Drainage District Jerantut.

To this day, the government complex which houses the District and Land Offices Jerantut is constantly making improvements in various aspects such as in terms of physical structure and also in terms of the facilities available in the building complex itself which is in line with the image as one of departments and agencies are foremost in this area.

1.3 OBJECTIVES

- Provide support services including General Administration, Finance, and staffing services to all members and the State and District Administration Program with friendly, efficient and effective in line with legislation and regulations.
 - Plan, coordinate and administer the registration process PAKR Home Jerantut District.
 - Jerantut District makes as a leading regional tourism and lives of its inhabitants are always prosperous and comfortable.
 - Provide the land development application process of land / developers to efficiently and effectively guided the placement of the structure plan for social and economic development of society in line with the National Development Policy.

1.4 VISION

District and land office makes Jerantut an eminent organization 2020.

1.5 MISSION

Managing the district administration and land efficiently, fairly and effectively on an ongoing basis in line with government policies.

1.6 FUNCTION

Jerantut District and Land Office consists of several functions divided into individual parts as follows:

- 1) The Management Services Division
- 2) Development
- 3) Division of Land Management
- 4) Legal Division

Functions Jerantut District Office included the following:

- Planning, administering and implementing policies of economic and social development with the requirements of National Development.
- Serve judicial and planning as well as law enforcement against the people.
- Coordinate the work / tasks in the area of government departments in planning and implementing development projects or services.
- Creating an atmosphere of peace and harmony among the members of a multi-ethnic society.
- Creating a system of land management that is efficient and effective.

1.7 CUSTOMER CHARTER

Our Land and District Office staff Jerantut hereby pledge to provide efficient and quality in all areas of the task that has been entrusted. Among other things sufficient as follows:

- i. Processing of Low-Cost Housing application form to be sent to the Pahang State Secretary Office within one week.
- ii. Processing entertainment license application form within one month after receiving the views of the departments involved.
- iii. Issuing liquor licenses, permits boat and so on in 10 minutes.

1.9 LIST OF SERVICES MANAGEMENT SERVICES

Management Services role is to provide the best service to the citizens of District and Land Offices Jerantut through quality management more effective, efficient and customer-friendly.

1.9.1 The services provided by the four (4) units are:

1.9.1.1 Administration and Finance Unit

- a) Managing matters related posts, confirmation / extension of the probationary period, the suspension / acting work, transfers, promotions, admission to the post of pension, retirement, resignation, death, time of service and disciplinary action.
- b) To manage matters relating to the provision and payment of salaries and allowances, order items of office equipment, payment and local orders, maintenance contracts and the supply and preparation of the annual allocation.
- c) Take care of things on the boat license application, goods control, public entertainment licenses, cinemas, license appeal letter writer, rubber license and liquor license.
- d) Maintain and prepare statements / records / on the revenue / tax and arrears.
- e) Take care of things on the revenue / taxes, housing and various.

1.9.1.2 The Council and Entertainment

- a) Coordinate, organize and implement programs in the form of welcome, hospitality and official functions of the State and Federal governments at the district, sub-district and village.

1.9.1.3 Information Technology Unit

- a) Provide technical support services in Information Technology and Communication to the Public Servants and the Community towards the realization of the Electronic Government Program at the district level.
- b) Coordinate and supervise the use of application systems, equipment, and other server related.
- c) Developing and updating the official website of the department.
- d) Provide training to all officers and staff.

1.9.1.4 Security Unit

- a) Act as the Secretariat of Regional Security, disaster management, social problems, illegal immigration, infectious diseases and rehabilitation of drug problems in the area.

1.10 LIST OF SERVICE DEVELOPMENT DIVISION

Development Division in a position to handle the administration of the district administration on the basis of Directive No. JKKK 1 issued by the Prime Minister. The division is also responsible for carrying out physical projects and the economy in rural areas.

This part plays a role in poverty alleviation programs undertaken by Program Development Scheme in rural areas, the District Office through the Division of Regional Development acts as the implementing agency to implement various programs or projects that cater specifically to rural communities from either the State or Federal government.

Rural programs and projects derived from various sources such as the following:

- i. State / Government PersekutuanSkop of Physical Development:
 - o Pahang State Economic Development Division (BPENP)
 - o State Development Office (PKNP)
 - o Ministry of Rural and Regional Development (MRRD)

Development Division is divided into two (2) main units:

1.10.1 Physical Development Unit

The scope of the implementation of the Physical Development Unit:

1. Village Road Project (CBC)
2. Rural Water Supply (BALB)
3. Rural Electrification Scheme (RES)
4. Program Social Amenities
5. Public Infrastructure Maintenance Project (PIA)

6. Rural Basic Infrastructure Project (PIAS)

7. Village Street Light Project (LJK)

1.10.2 Community Development Unit

The scope of the implementation of the Community Development Unit:

1. Rural Economic Program

2. People's Welfare Development Scheme (SPKR) ICU:

i. E-Love

ii. Income Enhancement Program

iii. Human Capital Development Program

3. HAS provision PM,DPM, Minister and Members of Parliament:

i. The Chairman of JKKK

1.11 LIST OF SERVICES PART LAND MANAGEMENT

Land Management Division responsible for planning and managing development. Development land in Jerantut District in line with the government based on provision of the National Land Code 1965 and the related circulars.

1.11.1 Land Management Division is divided into five (5) main units:

1.11.1.1 Land Development Unit

1.11.1.2 Technical and Enforcement Unit

1.11.1.3 Disposal unit

1.11.1.4 Registration unit

1.11.1.5 unit Results

The services provided by five (5) units are:

1.11.1.1 Land Development Unit

- a) Application for conversion of agriculture to agriculture under 4 hectares and an application to amend the conditions of real estate.
- b) Applications abolish restrictions interests.
- c) Application category of land use change from agriculture to building.
- d) Applications simultaneously subdivision and conversion of land use.
- e) Application for subdivision.
- f) Application subdivision.
- g) Application for amalgamation.
- h) Application return the land.
- i) Application return part of the land (section 200 ktn).
- j) Return application and re-alienation of land.

- k) Application of passersby.
- l) OSC applications for planning permission.
- m) Application for land acquisition.
- n) Permit application and TNB.
- o) Application for review of PTG mine:
 - i. Exploration license
 - ii. exploration license
 - iii. mining license

1.11.1.2 Technical and Enforcement Unit

- a) To receive and process applications for permits for rock material:
 - i. government land
 - ii. property
 - iii. land mines
 - iv. reserve land
- b) Receive and process applications for permits airspace on government land and reserve land.
- c) Receive and process applications for permits to collect agricultural products.
- d) To receive and investigate public complaints received in cases of an offense under Section 425 and Section 426 of the National Land Code.

1.11.1.3 Disposal Unit

- i. Disposal of land alienation of the individual.
- ii. The application for a temporary occupation license.
- iii. Application for extension of the lease term ownership.

- iv. Disposal services for reservation of government land for public use.
- v. Land disposal services in the form of ground plan of the group (RTK).

1.11.1.4 Registration Unit

1. Registration of title

- i. Temporary ownership
- ii. Freehold

2. Registration of business

- i. Transfer of land
- ii. Charge / Remove pledge

3. Registration is not a transaction

- i. Caveat
- ii. court order
- iii. Duty
- iv. note

4. Order of the sale (auction)

5. Truth transactions

6. Applicant's small estate distribution

7. Verification Survey (PU)

8. Confirmation of the pre-count

1.11.1.5 Unit Results

- 1. Coordinate and collect revenue

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

In this chapter 2 of practical training report, it will summarized the daily activities and tasks done in the Jerantut District Office which was being recorded in the daily log book given to the students. Here, the description of job and tasks executed throughout training will be explained in this chapter.

2.1 TABLE OF DAILY ACTIVITIES AND TASK DONE BY WEEK

2.1.1 Week 1 (20th-23th January.2016)

BIL	DATE/DAY	SCHEDULE OF ACTIVITIES
1	20/01/2016 (Wednesday)	<ul style="list-style-type: none">- Reporting on duty at 8.00 am at Jerantut District Office.- Briefly meeting with Jerantut District Officer, Encik Zarul Afifi bin Zaki regarding the practical training, the rules and regulations that need to be follow.- Then, use the thumbprint system as a proof that I attend in the first day I started my practical training.- After discuss, I have decided to be place at "Unit" where I will do my internship.- Ice breaking with all staff.- On the first day, I try to learn and try to understand

		<p>what are the procedure that their applied in that organization. Plus, I will gain a new experience as a practical student here.</p>
2	<p>21/01/2016 (Thursday)</p> <p style="text-align: center;">↓</p> <p>22/01/2016 (Friday)</p>	<ul style="list-style-type: none"> - Help staff by doing several task that they asking me to do such as: <ol style="list-style-type: none"> 1. Getting a signature from the top management in different department to be approval for some of confidential letters of forms. 2. Make the checklist of number of invoice to keep in in the financial account check by audit account.

2.1.2 Week 2 (25th-29th January 2016)

3	<p>25/01/2016 (Monday)</p> <p style="text-align: center;">↓</p> <p>29/1/2016 (Friday)</p>	<ul style="list-style-type: none"> - Move to unit disposal of land office. New supervisor Mr. Ridzuan Bin Jamil. - Mr. Ridzuan explained task and joined team task force to settle about Rancangan Tanah Kelompok (RTK). - Filing: <ul style="list-style-type: none"> ✓ Open filing Rancangan Pembesaran Kampung (RPK) at Kampung Merting in area Tembeling. ✓ Open file Felcra at Durian Hijau 1 area Burau. <ul style="list-style-type: none"> • Write the name of applicant, address, number of lot, wide of area land applicant. • Attached the list of name • Attached the plan • Number of voting • Attached the draft of value land - Help staff by doing several task that they asking me to do such as: <ol style="list-style-type: none"> 1) Write no invoice for completed the voucher payment and it will be audit by auditor. 2) Prepared the formal letter to the director of Pahang state election. Purpose of the formal
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		letter is the electoral register as voters.
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2.1.3 Week 3 (1st-5th February 2016)

4	<p>01/02/2016 (Monday)</p> <p style="text-align: center;">↓</p> <p>05/02/2016 (Friday)</p>	<ul style="list-style-type: none"> - Filing: <ul style="list-style-type: none"> ✓ Open file Felcra at Durian Hijau 1 area Burau. <ul style="list-style-type: none"> • Write the name of each file applicant, address, number of lot, wide of area land applicant. • Attached the list of name • Attached the plan • Number of voting • Attached the draft of value land - The entry of new partners in the practical disposal unit Nor Syazlida. - Assist the staff Mr. Helmi accept delivery of application form and the form of acceptance of the application on client: <ul style="list-style-type: none"> • Write the name and address that they register to apply land. • Place that client apply. • Area of land. • Wide of land. • Use of land.
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		<ul style="list-style-type: none"> • Joint down the reference number of file. <p>- Recorded the record of application (RA) for area Pulau Tawar:</p> <ul style="list-style-type: none"> • Write the name, address. • Write the no file and number of RA
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2.1.4 Week 4 (10th-12nd February 2016)

BIL	DATE /DAY	SCHEDULE/ACTIVITY
5	10/02/2016 (Wednesday)  12/02/2016 (Friday)	<p>- Emergency leave (10/2/2016)</p> <p>- Completed the form of confirmation of receipt of application.</p> <p>- Create an official letter rejected the land and stating the reasons why the application is rejected.</p> <ul style="list-style-type: none"> • Write the name and address of applicant • Write place of client apply • Write area of land • Write wide of area • Write the use of land • Write the reasons of rejected the land. <p>- Make the total draft for each applicant that must be pay by applicant each lot:</p> <ul style="list-style-type: none"> • Find the area of land in listing of value land

		<p>use of building (home)</p> <ul style="list-style-type: none"> • Write the wide area of land • Total the value that client need to pay.
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2.1.5 Week 5(15th-19th February 2016)

6	<p>15/02/2016 (Monday)</p> <p style="text-align: center;">↓</p> <p>19/02/2016 (Friday)</p>	<ul style="list-style-type: none"> - Create an official letter rejected the land and stating the reasons why the application is rejected. <ul style="list-style-type: none"> • Write the name and address of applicant • Write place of client apply • Write area of land • Write wide of area • Write the use of land • Write the reasons of rejected the land. - Recorded the record of application (RA) for area Pulau Tawar: <ul style="list-style-type: none"> • Write the name, address. • Write the no file and number of RA
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2.1.7 Week 7(29thFebruary - 4th March 2016)

BIL	DATE /DAY	SCHEDULE/ACTIVITY
8	29/02/2016 (Monday) ↓ 04/03/2016 (Friday)	<ul style="list-style-type: none"> - Provide information to customer that must be filled in before make an application. - Give an explanation about the form “ Borang Pindah Milik Tanah”. It need good from officer to customer. - Guiding the customer to settle filled in the form successfully. - Recorded RA book area Lepar Utara 3. <ul style="list-style-type: none"> • Write the name, address. • Write the no file and number of RA - Guiding the person to filled in form of “Tukar syarat”. <ul style="list-style-type: none"> • Must be attached with the “carian rasmi”. • Need to pay the total are RM 110 process fee and “carian rasmi” • Attached with photocopy of process of fee. - Help the client check status of application.

CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

The chapter will analyze the practical training report, in which concentrated on every area of task being done as covered in the practical training log book. Besides, the chapter also discusses on the application of the theoretical aspects that had been covered in the classroom into the workplace, within the period of practical training is being held. For information, this aspect will be explained in detail by comparing the knowledge that had been learned in various subjects during class in my studies since diploma till now with the real-life situation of the organization.

3.1 TASK ANALYSIS

During this practical training period, I experienced a new set of environment that I have never feel before this during class. In this period, I have exposed to the real working experience in the Jerantut District Officer. In this case, I need to apply all the theories that I have learnt in the classroom in the practical training during carrying out every tasks assigned to me.

There are various tasks that I need to carry out as assigned by the tasks. This is because, Jerantut District Officer is much concerned with trying to meet or fulfill the demand of the clients or customers in their every project whether it is small or big project. In this situation, I need to cope with the various situations in

order to cater with the demand of clients involved. But not only that, we also need to cooperate together with the staffs in the office during carrying out the tasks in order to serve with them. From this practical training, I also learn from the staffs on how the tasks is done in the office, how does the office operates, how to handle different cases or situations in the office operates, how to handle different cases or situations in the office and sharing their experiences during working in the office.

3.1.1 FILLING SYSTEM

During the practical training, I had been assigned many task such as the filling. It is the basic things that I need to learn when in the department of the Disposal Unit. It is because so many file that need to separate it in the unit such as the file of Rancangan Pembesaran Kampung, Rancangan Tanah Kelompok, Felcra, Felda, Government Rizab , each application of client to apply the land and etc. It will involve the thousands file in this unit. During my practical, I need to accomplish the task of filling about the Rancangan tanah kelompok. We attached the file with the list of the name of applicant, number of lot, number of voting land, plan value of draft and the list of value of lot.

Outside of the file, I must label the file with the necessary information such as the name, address of applicant, number of lot, wide of area land and the place of land. The file needs to write of the number of file to avoid the file loss. It is the way that organization used to reduce of time to find the file later. Then the file will recorded in the book of file that will write in the column of name, address, identity

card number, place of area, wide of area, and the number of file. This book also have column of the notes. It is important to staff to write and update where the file is ongoing. It reduces the probability of the file to loss. The staff must alert and all the staff must update and know where the file is.

Then, the file must safely in the stock of the cabinet. In this unit, we have own cabinet arrange the many file that each applicant apply the land and the file of many purpose arrange it based on their categories of file. The arrangement file is based on the number of file that register at the beginning of the client apply the land. So it is easily for the staff to find the file as fast as they can later. The arrangement in the cabinet must be written in the book of file that allocate in the vault to make the file from loss.

In this task, we have a theory about the filling system there are two types of access used in filing systems: direct access and indirect access. Direct access allows a person to find a record by going directly to the files and looking under the name of the record. Alphabetic systems are usually direct access systems.

Indirect access requires the use of an index or authority file to determine the code assigned to a record. Alphanumeric and numeric systems are usually indirect access systems. In deciding which access system is best for your agency, consider the following features.

Select an Appropriate Filing System. All filing systems fall into three general classification categories: subject, numeric, and alphanumeric. There are several common filing systems in each of these general categories:

1. Subject Filing System organizes names or subjects by letters of the alphabet.

a) Topical (direct access) systems (also known as dictionary systems) one file follows another in alphabetical order. Related subjects are not grouped. Usually labeled folders are placed behind simple alphabetic guides. Topical systems are usually used for small numbers of files, since numerous subjects would require the use of an index to navigate the files.

A typical topical filing system might look like this:

- Accounts Payable
- Accounts Receivable
- Brochures
- Capital Improvement Projects
- Grants
- Office Supplies
- Personnel

b) Encyclopedia systems are ideal for large volumes of records arranged by subject and easily conform to an office's records retention schedules. Subjects are grouped under broad categories. These are then broken down alphabetically into more precise subjects. Major subject headings appear on dividers and secondary headings as well as major headings appear on individual folders.

The advantage to the encyclopedia system is that members of the office staff do not need to remember specific names and subjects, but rather the record series identified by the retention schedule. A good example is found in "Committees--Non-Smoking Policy Committee". If simply placed alphabetically, without the category "Committees", one may not be able to remember the name of such a committee.

c) Structured – Functional systems are based on the organizational structure and functions of the office. The filing system is similar to the encyclopedic model, except that the files are organized around the major functions of the office.

Such a filing system also works very well with office records retention and disposition schedules, since these are usually established to document the various functions an office carries out to accomplish its mission.

3.1.2 ORGANIZATIONAL BEHAVIOUR.

During my practical training, in the disposal unit, we have two way communications that have interact with the subcontract staff, permanent staffs and client or customer. For the subcontract staff, they need to ensure that the office and the whole environment in the better condition. They also a staff and have communication between them. This helps the relation between them become more closed and not clumsy when interact with them. The communication is also the important part to be scrutiny because from that, we can build the self-interest each of staff to do their performance very well. This is

because it will avoid the subcontract staff with permanent staff stress and tension to do their job because has discrimination between two groups.

Interaction between the staff is the also priority relation that need to be closed. Even though we have learned theory about the organizational behavior, but it is not enough and has the difference theory with the practical because it will involve mental and also physical as normal person. Interaction between the staff needs to be details because we want the staff moves in team. It will build spirit of group members and will improve their motivation to do their job effectively. In the disposal unit, they move as a team. They not just specified and done their own job lonely, if the staff has settled his or her job, she or he will help to done the task together.

Interpersonal factor is the priority that led to the staff to be effective in their job. The association between the staff will come out and lead the staff to be influence to do the better job. It will influence the staff when the environment and the harmonies of the each staff will come out with the better result or performance because it will increase self-motivation between them. In the disposal unit, they have built the harmonies environment with discuss each other, shared the idea together, shared the problem that can be settled together and sometimes they will enjoy the meal together such as dinner time or tea time.

When a meeting in disposal unit during practical training, communication with the professional staff and other staff will build the relation not only in term of working, but sometimes it have some slot to share the problem with the other

staff and professional staff. From that, the problem that exist can be settle and simultaneously will improve the performance more efficient and effectively.

For a group of people to be an organization rather than just a random collection of individuals, they need to communicate with each other and coordinate their activities. The more effective the communication, the more efficient and productive the activities will be. A well-organized workplace features transparency through hierarchies so that everyone is clear about his role and purpose at work.

In the theory, four type of communication in organizational behavior that is communication hierarchical organization. Communication runs up and down chains of command between management and labor. The larger a company is, the more complex the hierarchy is likely to be, with a CEO, CFO, board of directors, vice presidents and regional managers. All of these people need to know who they report to and who they manage. When these roles and channels of communication aren't clear, the result is inefficient operations and lost profits. Good leadership is responsive to the needs of employees but also unambiguous about its own role at the top.

Next is the cooperation. The smooth functioning of a workplace is dependent on cooperation between coworkers. In order to cooperate well, coworkers need to be able to communicate effectively. In a cooperative team that is pursuing a particular project, tasks are delegated to different individuals to get everything done with maximum efficiency. Good communication prevents people

from duplicating their efforts, and allows all of the different delegated tasks to be fitted together into a completed project. Good communication must also exist between the team as a whole and the rest of the company.

Feedback is the type of the communication in organizational behavior. Experienced managers understand that their jobs are made easier when they have access to a constant stream of information from their employees. Managers who neglect feedback from workers are losing their best source of information about the health and functionality of their company. Both positive and negative feedback should be sought out from the people on the front lines of production to constantly improve efficiency and productivity. Soliciting feedback from workers also improves staff morale by showing that management takes their opinions seriously and wants to include them in the ongoing improvement of the organization.

Waste is the enemy of a profitable company. Waste exists not only in the material realm but in the realm of function and labor as well. Clear communication throughout an organization helps to efficiently organize labor and tasks to eliminate wasted effort and time. This improves the profitability of the company and the returns that can be enjoyed by everyone. Good communication also improves efficiency by providing a channel of information which lets everyone know about initiatives being undertaken by the company.

3.1.3 PUBLIC RELATION

In organization, we have to interact with many people. During my practical training, I have learn so many things about the process of work about the process of change conditions, apply the land process, discussing about the causes of the land rejected, the process of transfer of land, and the process of pay results. This several process was needed to be clear because I need to give information to the customer that came and wanted to apply that process. I need to understand deeply because when we give information to the customer, it needs the confident and all the information was right. The customer will believe and they will understand and easy to implement it. They knew what the process is going on and could bring the information that need to be fill in.

In example of my real practical training, I must to be clear about the process of apply the land. I as a staff must be give information smooth and clearly. The customer able to know the process and clear what they need to do. In the process of the apply the land, the customer need to buy the form which has some payment to get it. The form is only RM 1. Then the customer must fill in the form completely. Then after settled bought the form, they need to go to plan unit to buy the plan that they want to apply. The customer must know the place that they want to apply. In the unit plan, the customer can know the land have owner or not. If the land was not had owner, they can apply the land. They need to pay for the plan. For 10 hectares and below, the plan is RM 13 and for the 10 hectares and above, they need to pay RM 23. Some charges that customer need to pay is for revenue of government. Then the process of applied of land

begins. The staff gave summary of the process after they sent the form completely. The process takes time to settle and got answer. It is because the process has involved many institutions to approve the land.

James E. Grunig who has been practicing public relations for over 20 years and is widely regarded as a public relations guru and Todd Hunt suggested models that have helped tremendously to create advances in the field of public relations. His theories have guided practitioners to become better and more ethical in their field. What are the theory by Grunig and Hunt? Public Relations Theories/Public Information Model.

This model is still a one way communications method but accuracy of the message become more vital. This model does not consider information about the audience to be essential in constructing messages and releases. In the early 20th century there was move among some enlightened public relations practitioners towards more truthful and accurate messages.

The move away from half-truths and outright falsehoods was the precursor to increasing ethical practices. Although this model still does not have any methods for quantitative analysis of the results practitioners are slightly more inclined to gather feedback from their audiences. This model is used mostly by government agencies, military units, and law enforcement agencies.

Then public relations theories / press agentry model. During the 19th century press agents labored to create news to influence public opinion. A press

agent does not conduct surveys or research they just want to manipulate behavior. Accuracy and credibility are not priorities with this kind of model.

This is a one way communication from the press agents to their publics that uses persuasion and manipulation to influence behavior of an audience. This method is usually employed by practitioners for one way communications to sell products or services without any quantitative analysis of the results.

Next is the public relations theories / two way asymmetric model. Feedback is more important to practitioner but the aim is not to improve organizational practices but rather to influence attitudes of their audiences. After World War I there was an increase in consumer products which also dictated the need for marketing that was targeted specifically for a definite demographic or audience.

Although this models advocates two way communication practitioners are hardly thinking about balanced communication. The goal of this model is to get into the psychology of their audience so that messages can be tailored to get the most effective reaction. This is the method most used by advertisers all round the world.

Two way Symmetric Model. This is probably the most ethical method of all the models. The aim of this model is dialogue not monologue. The feedback that the organization gathers is used to change organizational practices.

Negotiation, resolution of conflict, mutual understanding, and mutual respect between the organization and its publics are the desired results of this

model. This model is often employed by business or non-profit organizations that find themselves in a conflict situation. This model attempts to find a mutually advantageous solution to a problem.

3.1.4 ETHICS

Ethics conduct in the office is the priority of the staff to be follow. During my practical training, important person like the Mr Ridzuan Jamil who is assistant district officer have showed the right ethical conduct to the staff. He came to the office early morning on 7.45 at morning and went to house 5.15 past morning. Then, he also showed the good ethics in office, he always punctual with the event that he attended and did not go anywhere without any dealings simultaneously give the good image and can be a role model to other staff.

Next, the staffs in the office also showed the ethical conduct. They respect each other especially their leader. This ethical conduct made them more harmonies in the office. It will build self-interest to move as a team. Good ethics also in term of appearance and also the relation between leader and staff.

My practical training has built team of 'Task Force' which was performing the "Rancangan Tanah Kelompok" who is led by Azwan Ali. In this team, the leader had responsible to perform and settle the task before 2 months. The task was include open advertisement to client, open table to register the client that vacant 200 client in this task. Mr Azwan Ali gave instruction clearly and he distributed the task fairly. He also showed the good attitude and not broke the

rule. He want the team respect each other and help as a team. It is the good ethical conduct to harmonies the team successfully.

All slot and section that we need to move as a team is led by him. He also want the team conduct as a good ethic staff in term of appearance and it will make the other staff and especially customer trust with us. When was in meeting, the leader will give some instruction to us and gave some advice to group member move as a team. The leader also must know the ethics in communication. Give some advice and use the support word to group members to move in the brilliant group. The staff or group member feel enjoy to move as a team and the support from the leader and team will come out with the quality work performance.

In the theories that we know about the ethical of conduct of office, ethics on workplace and behavior are a crucial part of employment, as both are aspects that can assist a company in its efforts to be profitable. In fact, ethics and behavior are just as important to most companies as performance as high morale and teamwork are two ingredients for success. Every business in every industry has certain guidelines to which its employees must adhere, and frequently outline such aspects in employee handbooks.

All companies specify what acceptable behavior, and what is not, when hiring an employee. Many even summarize expected conduct in job descriptions or during the interview process. Behavior guidelines typically address topics,

such as harassment, work attire and language. Workers who don't follow codes of conduct may receive written and verbal warnings, and ultimately be fired.

A key component to workplace ethics and behavior is integrity, or being honest and doing the right thing at all times. For example, health care employees who work with mentally or physically challenged patients must possess a high degree of integrity, as those who manage and work primarily with money. Workers with integrity also avoid gossip and sneakiness while on the job.

Next is the accountability. Taking responsibility for your actions is another major factor when it comes to workplace ethics and behavior. That means showing up on scheduled workdays, as well as arriving on time and putting in an honest effort while on the job. Workers who exhibit accountability are honest when things go wrong, then work toward a resolution while remaining professional all the while.

A vital aspect of the workplace is working well with others. That includes everyone from peers to supervisors to customers. While not all employees will always like each other, they do need to set aside their personal or even work-related differences to reach a larger goal. In many instances, those who are not considered "team players" can face demotion or even termination. On the other hand, those who work well with others often can advance on that aspect alone, with teamwork sometimes even outweighing performance.

Then, the commitment in the workplace. Ethical and behavioral guidelines in the workplace often place a high amount of importance on dedication.

Although possessing the necessary skills is essential, a strong work ethic and positive attitude toward the job can carry you a long way. Plus, dedication is often viewed in the business world as “contagious,” meaning employees who give a strong effort can often inspire their co-workers to do the same.

3.1.5 HUMAN RESOURCES MANAGEMENT

During my practical training, I have joined the District office in department of Administration. I have stayed one week in this department before I moved to the Land office. In this department, I have learned about the function of the service book refer to Appendix. This book is confidential. The function is noted the everything update about the staff and each of staff have one book. The book is noted about the increases of the salary, the leave of staff, benefit that she or he get, the award or certificate that she or he awarded, misconduct of staff and everything that each of staff do is noted in this book. So I help the Assistant District Officer (ADO) to chop the book and later the ADO will check and signed the book each of staff.

During my involvement in this department of HRM, I involving and involve about the training or courses that must be involve by each staff. It is the role of the HRM to take care of welfare and must know the improvement of staff by held the training especially the staff and also the professional staff.

Then, I also have checked the attendance of the staff via finger print system. In this system, we must to print out the list of attendance each of month. When the system is highlighted the staff that have leave without any permission, i

have responsible to go to staff that have problem to ask them why they not attend office on that day. The staff must have proved to take the emergency leave.

I also have learned about the financial of the office. I have checked the list of staff that claimed their shoes that government gave them subsidy each of staff. They also have claimed about the fuel money when they attend course or event that related to the organization. It also the detail job that I need to specifies and keep in the data on system to avoid any double claimed by staff. In this department, I have learn about the steps to calculate the salary of a month based on my basic accounting that I had learn in semester 1 until 3. It also include the other benefit such as bonus at the end of year that include in the salary.

In the theory of human resources management is the HR is a product of the human relations movement of the early 20th century, when researchers began documenting ways of creating business value through the strategic management of the workforce. The function was initially dominated by transactional work, such as payroll and benefits administration, but due to globalization, company consolidation, technological advances, and further research, HR as of 2015 focuses on strategic initiatives like mergers and acquisitions, talent management, succession planning, industrial and labor relations, and diversity and inclusion.

Human Resources is a business field focused on maximizing employee productivity. Human Resources professionals manage the human capital of an

organization and focus on implementing policies and processes. They can be specialists focusing in on recruiting, training, employee relations or benefits. Recruiting specialists are in charge of finding and hiring top talent. Training and development professionals ensure that employees are trained and have continuous development. This is done through training programs, performance evaluations and reward programs.

Employee relations deals with concerns of employees when policies are broken, such as harassment or discrimination. Someone in benefits develops compensation structures, family leave programs, discounts and other benefits that employees can get. On the other side of the field are Human Resources Generalists or Business Partners. These human resources professionals could work in all areas or be labor relations representatives working with unionized employees.

In startup companies, trained professionals may perform HR duties. In larger companies, an entire functional group is typically dedicated to the discipline, with staff specializing in various HR tasks and functional leadership engaging in strategic decision-making across the business. To train practitioners for the profession, institutions of higher education, professional associations, and companies themselves have established programs of study dedicated explicitly to the duties of the function. Academic and practitioner organizations likewise seek to engage and further the field of HR, as evidenced by several field-specific publications. HR is also a field of research study that is popular within the fields

of management and industrial/organizational psychology, with research articles appearing in a number of academic journals.

CHAPTER 4

RECOMMENDATION

4.0 INTRODUCTION

In every organization have their own strength and weaknesses. It cannot be avoided because the organization is implementing by people. So it have strength that have too proud of it and improve it and repair it. In this chapter discuss on the strength and weaknesses of the job and organization itself in order to give the suggestion or recommendation towards improving the organization performances.

As I have been attached in Jerantut District and Land Office, I have learnt a lot and gained new experienced. During practical training, I have been exposed in real life situation regarding in the working environment whereby in this organization, I need to discipline myself. It is regarding my attire, punctuality, focused when there has a task to do and also give a full commitment in order to finish the task given.

4.1 STRENGTH

4.1.1 Responding to people's need.

In Jerantut Land Office, they are responsible to fulfill the needs and demands of the public. Previously, I have been explaining about the some instruction or steps to be done to apply the land to make sure when they apply the land, it completed with the all information that must be fulfill. I realize that I

need to respond as good as I can because the public demand is my priority. Staff receives customers from various forms of service such as the customer wants to land conversion, land alienation and so forth that require a strong commitment to staff to explain to customers about the procedure and step. As we concern that customers have different types and requires patience high. Staff at the land office must handle the matter and respond to the public need.

4.1.2 Peace and harmony atmosphere.

In chapter 3 that have created atmosphere of peace and harmony among the people in the Jerantut Land Office. As far as I concern, this organization achieve this because all the staff make a good environment among themselves. Besides, they corporate among ech other when there have job or task that need to be done by doing a discussion. Not only that, I also have a very good communication staffs in Jerantut Land Office are friendly and willingly share their experienced with me in how they can manage to work in that organization. So, in this organization, the peace and harmony atmosphere have been achieved.

4.2 WEAKNESSES

4.2.1 Lack of the facilities and tool.

Based on my observing and my experience during practical training, the machine photocopy is limited. In my level, we just have one, shared with the 4 departments. This problem will be make the staff low efficiency in making their job. The machine photocopy is very useful and need more machine photocopy to them. Many probability that we can predict when the machine photocopy is

limited. If the machine was running out the ink or have the stuck machine or hanged, it will give the staff trouble because we do not have any machine to done the job in the right time. it will make the task delay because of the technical problem. For me, the administration must alert with the problem that staff faced in Land Office.

4.2.2 Obsolete of filling system

Generally, filling system in an organization is very important due to it will keep data records and also documents which may be contained confidential documents. Furthermore, it was also act as references for the staff to refer the previous procedure, plan of place, details about the client and data that need to implement the project. As what I can saw from Land Office, manual filling is more cost spending because it use more papers, photocopy process and so on. Especially as this office is a organization which involved in project development such as 'Rancangan Tanah Kelompok' that need to be done in the time period. It is also deal with a lot of forms and letters. Thus, manual filling is not really effective as for their record system.

4.2.3 High Level of Red-tape in procedures.

As I mentioned before, Jerantut Land office bureaucracy system. Here, bureaucracy may give a good result in maintaining the quality of the decision making. However, the problem that may cause by bureaucracy will be delay in decision making and slow process. This is because this office is very dependent on the high-rank officers due to meetings or outstation, it cause delay to the

process and may easily violate or contradict one of their content in Client Charter. Moreover, the high amount of procedures in fulfilling the service needs may also increase the temporal risk to them and making the process the process becomes more slower.

4.3 RECOMMENDATION

4.3.1 Provide more facilities according to units.

First, Jerantut Land Office should improve in allocating facilities and equipment which is needed by the staff to do their work. This is because, through my observing, the number of facilities such as photocopier machine is insufficient. As an organization which specialized in project development, it will require for the staff to provide the documents and the structure of each of one process in the project was done. Therefore, the staff may need to print or photocopy the documents again and again. However, with insufficient number of facilities and equipment provided by the management, it will create some trouble for the staff and they also might not be able to finish their task in the allocated time. The organization should provide one machine photocopier in each of department of unit in that organization.

4.3.2 Improve the filing system.

Then, I suggested that Jerantut Land Office should change their manual filing system. This is because due to technology advancement that we achieve today, the system that should be used in the organization is by using e-filing. This is because, e-filing system is a system where the electronic submission of

information that is required by the organization. However, it is up to the organization itself to decide the criteria for what types of information must be filled electronically and what type of information that can be submitted in hard copy form. Furthermore, by using e-filing, it is also cost saving due to it will not need for the organization to spend more on buying the paper, file and so on. Besides, it will also friendly user where all the staff can access through it in order to make as their references.

4.3.3 Flexibility in decision making.

Other than that, it is important for an organization's management to have flexibility in the decision making. This is because it will help to reduce the workload of the upper level of management. Thus, by practicing decentralization in decision making, it also can give efficiency in management especially for the decision maker only needs to be focus to more important task which involve the organization reputation and also their performance. For example when there has a meeting, not all the staff is involved in that meeting. If Jerantut Land Office maintain their attitude, it will give inflexibility in decision making. So, a lot of misunderstanding will occur.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

I will summarize the whole chapter in the practical training report. However, it is the main focus each of chapter.

5.1 CONCLUSION

5.1.1 SUMMARY CHAPTER 1

For information, chapter 1 is discussed on the introduction and the summarizing of the Jerantut District and Land Office. In this chapter, the details of the background and profile of the organization have been explained. It is involved the history, mission and vision, objective, organization structure, roles and functions and client charter. From this chapter, I also know that the organization have divide into two organization that are District Officer and Land Office that are have 3 departments and 1 department respectively. In District office we have Development, Law, Service Management and in Land office we have Land Management.

5.1.2 SUMMARY CHAPTER 2

Chapter 2, discussed about my task in practical training. Within 8th week I have trained in that organization. The task that I implemented in the practical training not a big different with the theory that I have learn in university. For example, about the ethics that I have learn in semester 4. Ethics give me

guidance about the ethical conduct in the workplace. The staff and also the leader have practice the ethical conduct and have move as a team. They punctual in every of event or meeting they have involved, respect each other and help each other to improve the motivation between them and also shared the problem together. Chapter 2 is refer to the log book that uitm have prepared to using during practical training. It must be checked and stamp by host supervisor, Mr Ridzuan bin Jamil and submitted to the Madam Sarehan binti Sadikin.

5.1.3 SUMMARY CHAPTER 3

Chapter 3 is summarized about the every task that I have done during practical training. It also discusses about the theory is compare with the practical. I must to detail and scrutiny each of task that want to compare with the practical. Several task that compare with the theory are the Ethics, Public relation, Human resources management, organizational behavior and Filling system. It is very useful to make sure that all the things that we learn is same or not. If not, it must be alert by student to understand and it useful to use for the experience. As we know that not all the things in the world can be write and learn in book. The practical training is the crucial time to compare and learn something new.

5.1.4 SUMMARY CHAPTER 4

Chapter 4 is more about the further analysis that carried out in Chapter 3. Here, this chapter is focus on the strength and weakness of the organization. For information, Jerantut district and land office has various strength and weakness can make as a bench making for they improve their performance to become

much better from time to time. This organization cannot depend on their strength only. They must have improvement to produce the quality product. As we know that not all the things in the world is perfect, so this organization have their own weakness that can be identified and must to be improve by them. It is also have recommendation of the organization that need to improve by themselves.

5.1.5 OVERALL SUMMARY

Overall summary, in my conclusion, my practical training in Jerantut District and Land Office starting from the 20th January until 16 March 2016 is considered to be very valuable to me. In eight weeks in this organization, various experience that I have learned during that period. This learning process that I get in the office gave image that before I getting a job. It is not easy as we see when in the government organization. during practical training, I have learned so many things about the habit of people, mentality people especially this organization is in the rural area. We must face many people to fulfill their demand with various behavior.

From the practical training, I can improve my communication skills and off course I cannot stand alone and learned something without staff. Meet them and learned something from them is the pleasant experienced that I have get. Although, many challenges, from that I can bring it the experienced to the future during my job. I conclude that, Jerantut District and Land Office can be the best place for the UiTM Student especially Bachelor Administrative Science to get the experienced in this organization.

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APPENDICES

Appendix A - Rancangan Tanah Kelompok (RTK)



Appendix B - Vault Room Filling



Appendix C - Service Book



Appendix D - Counter room services

