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JUDUL: DEVELOPMENT OF PENILAIAN TAHAP KECEKAPAN SUPPORT SYSTEM FOR MINISTRY OF HUMAN RESOURCE, MALAYSIA

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Development of Penilaian Tahap Kecekapan support
system for Ministry of Human Resource, Malaysia /
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**DEVELOPMENT OF PENILAIAN TAHAP KECEKAPAN SUPPORT SYSTEM
FOR MINISTRY OF HUMAN RESOURCE, MALAYSIA**

KHAIRUNNIZA BINTI KHALID

**This report is submitted in partial fulfillment of the requirements for the Bachelor
of Computer Science (Software Development)**

**FACULTY OF INFORMATION AND COMMUNICATIONS TECHNOLOGY
KOLEJ UNIVERSITI TEKNIKAL KEBANGSAAN MALAYSIA**


2006

DECLARATION

I hereby declare that this project report entitled
**DEVELOPMENT OF PENILAIAN TAHAP KECEKAPAN SUPPORT SYSTEM
FOR MINISTRY OF HUMAN RESOURCE, MALAYSIA**

is written by me and is my own effort and that no part has been plagiarized
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DEDICATION

To my father,

Khalid Bin Hj. Md Zaid.

To my mother,

Jamaliah Binti Hashim.

To my brothers and sisters,

Khairun Elini, Khairun Farina, Khairun Nazihah, Muhammad Fakhru Asyraf,

Muhammad Fakhru Hakim,

Who inspired me with their love of learning, scholarship, and teaching

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ABSTRACT

Penilaian Tahap Kecekapan (PTK) Support System is a computerized system that develops to solve the manual business problems. PTK is an examination that all government staff needs to take it. This exam will evaluate the skills, knowledge and attitude of the staff. PTK System is developing for all candidates to check their result. PTK Support System is a system for use only Ministry of Human Recourses Malaysia (MOHR) staffs and administrator. Before this, JPA had been built online application about PTK but the only for *GUNASAMA* and *Pegawai Tadbir Diplomatik (PTD)* candidates. For the others classifications or levels such as B, J, L, N, R and S, they can make a phone call to MOHR to get the result. Otherwise, they can wait at home until the result arrives. It will take for a long time to get the result. The objective of this project is to provide a web-based MOHR candidates examination registering and management functions and to build a system that can act on immediate response for candidates. For PTK Support System, it will use Object Oriented Analysis and Design (OOAD) methodology because this method is suitable with the flow of the system. The OOAD, which are based on Object Oriented programming concepts, can help analyst respond to organizational demands for new systems that must undergo continuous maintenance, adoption and redesign. Using this PTK Support Ssystem, they can save their time and cost. They can apply anytime. Besides that, the candidates can see the schedule of PTK examination, general calendar, new information or latest news about examination and also guidelines to take the examination. It will be useful to prepare before they take the PTK examination. This system also gives good benefit to user of this system.

ABSTRAK

Sistem Sokongan Penilaian Tahap Kecekapan (PTK) adalah merupakan sistem yang dibina untuk menyelesaikan masalah penggunaan secara manual. PTK merupakan peperiksaan yang perlu diambil oleh semua kakitangan kerajaan. Ia bertujuan untuk menilai kebolehan, pengetahuan dan perilaku kakitangan. Sistem Sokongan PTK dibangunkan untuk semua calon untuk menyemak keputusan peperiksaan. Sistem PTK hanya digunakan untuk kakitangan-kakitangan dan pihak pengurusan Kementerian Sumber Manusia (KSM). Sebelum ini, Jabatan Perkhidmatan Awam (JPA) telah membangunkan system yang sama mengenai PTK tetap hanya untuk kegunaan calon GUNASAMA dan *Pegawai Tadbir Diplomatik (PTD)*. Untuk klasifikasi yang lain seperti B, J, L, N, R dan S, mereka perlu membuat panggilan telefon ke KSM untuk mendapatkan keputusan peperiksaan. Selain itu, mereka boleh menunggu sahaja di rumah sehingga keputusan sampai dan ia akan mengambil masa yang agak lama. Tujuan sistem ini dibangunkan adalah untuk menyediakan pendaftaran peperiksaan berasaskan web dan untuk membangunkan sistem yang boleh berinteraksi dua hala dengan pengguna. Metodologi yang digunakan untuk sistem ini ialah Object Oriented Analysis and Design (OOAD) kerana ia bersesuaian dengan perjalanan sistem ini. OOAD merupakan konsep yang berasaskan pengaturcaraan yang mampu menolong penganalisa memenuhi permintaan organisasi untuk sistem baru yang sentiasa diselenggara, dijaga dan mereka semula. Dengan menggunakan Sistem Sokongan PTK, calon-calon boleh menjimatkan masa dan kos. Selain itu, calon juga dapat mengetahui jadual peperiksaan, kalendar umum, maklumat terkini atau pekeliling mengenai peperiksaan dan panduan menghadapi peperiksaan. Ia amat berguna sebelum mengambil peperiksaan PTK. Sistem ini juga akan memberi banyak kelebihan kepada pengguna.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Chapter 1 will describe about the introduction of Penilaian Tahap Kecekapan (PTK) Support System. It covered about the project background, problem statements, and the objectives of the system, scopes, project significance, and expected output and also the conclusion of this chapter.

1.2 Project Background

Penilaian Tahap Kecekapan (PTK) Support System is intranet computerized systems that develop to solve the manual business problems using web-programming language, Personal Homepage (PHP). PTK is an examination which is conduct under Public Services Department (JPA) that all government staff needs to take it. This exam will evaluate the skills, knowledge and attitude of the staff. PTK Support System is developing for all candidates (MOHR staffs) to check their result by intranet. PTK Support System is a system for use only Ministry of Human Recourses Malaysia (MOHR) staffs and administrator.

Before this, JPA had been built online application about PTK but the only for *GUNASAMA* and *Pegawai Tadbir Diplomatik (PTD)* candidates. For the others classifications or levels such as B, J, L, N, R and S, they can make a phone call to MOHR to get the result. Otherwise, they can wait at home until the result arrives. But it will find a lot of problems. It will take for a long time to get the result. Besides that, if the candidate wants to apply examination by online, they should search at JPA website.

From the problems, PTK Support System is developing only for use Ministry of Human Recourses Malaysia (MOHR) staffs and administrator. PTK Support System is developing for all candidates to check their result by intranet, apply the examination by intranet, schedule of PTK examination, general calendar, latest news, and also guidelines to take the examination. For administrator, they can update all of data, and also view reports. This application is secured with password.

PTK Support System that will be developing is to provide a web-based Ministry of Human Resources Malaysia (MOHR) candidate examination registering and management functions. The candidates can apply the examination by intranet check the result, and others. For this system, the methodology that will be use is Object Oriented Analysis and Design (OOAD) because this method is suitable with the flow of the system

1.3 Problem Statements

The main problem of the current system is to check a result. Before this, JPA had been built online application about PTK but the only for *GUNASAMA* and *Pegawai Tadbir Diplomatik (PTD)* candidates. So, the others classifications should follow the manual system.

Ministry of Human Resources Malaysia (MOHR). Putrajaya still using manual system, which all the candidates that in B, J, L, N, R and S classifications should makes a phone call to Human Resources Department. But if a staff that control the result not in office, they should make a phone call again. Otherwise, they can wait at home until the result arrives. It will take for a long time to get the result. It will take until 2 years to get the result.

Sometimes, it will cause a bad effect to candidates. They should wait for a long time to get the result. If they did not get the best result in PTK examination, they must repeat the exam. Sometimes it will make them take an exam twice just because the result very late. This manual system can cause many unnecessary problems that can bring bad effects to the candidates, administrator and Ministry of Human Resources Malaysia itself.

Besides that, if the candidate wants to apply examination by online, they should search at JPA website. In this website, they have many things and the candidates should find about PTK examination itself. For the new user or candidates, they will confuse about the classifications. In JPA website only for *GUNASAMA* and *Pegawai Tadbir Diplomatik (PTD)* level. While the others still using manual system that they should fulfill a form to apply PTK examination and submit the form by themselves. For this system, the methodology that will be use is Object Oriented Analysis and Design (OOAD) because this method is suitable with the flow of the system.

1.4 Objectives

From the study made towards PTK examination process, the objective of the project is to ensure and to prove that:

1. To provide a web-based Ministry of Human Resources Malaysia (MOHR) candidate examination registering and management functions. It will make an easier way for the candidates easy to apply the examination using intranet. With this system, it can save their time.
2. To build a system that can act on immediate response for candidates. With this system, they can know they can apply the examination or not because to take the PTK exam they should follow a few guidelines and terms. So, they can apply when the time is coming.
3. To provide a system that is user friendly and easy to use. It will make an easier way for the candidates to check their own result. They do not have to wait for a long time to get the result.
4. To reduce data loss, costs and the using of manpower. With this system, percentages of data loss are quite low. This new system will helps the user save the data from disaster such as flood and fire. The new system also will helps administrator to save their energy and time to search data because with the current system administrator need to check one by one files or books for the specific data.
5. To build a system with a security. The system was complete with the password because some of the data may contain sensitive and private information.
6. To deliver essential services to candidates via the system. With this system, the candidates also can get any information about PTK examination such as new information, examination schedule, general calendar and else

1.5 Scopes

PTK Support System is an intranet application, which is developed only for staffs and administration of Ministry of Human Resources (MOHR), Putrajaya. This system will use when they want to know the status that they have qualified to take PTK examination or not, to check the result and to use the others functions that have state in the system. PTK Support System can be use with Windows platform and more to the administration field.

This is an intranet application, which is developed for Ministry of Human Resource Malaysia, which is state at Putrajaya staffs and administrator from Human Resource Department. The PTK Support System is divided into 2 modules; module of staff, module of administrator. The purposes of these modules are to ensure that the planning and development of the system become easier. These scopes also needed to ensure the system is built consistent with objectives and goals of project and to fulfill user's requirement.

1.5.1 Module of staff or candidate

1. The system was complete with security. This is to make sure that only the authorize staff can access their own personal data and result because it may contains sensitive information.
2. If candidate who do not have a qualified to take the examination but still continue to fill the form, when they want to submit the form, the system will appear a warning message and the reason why they still do not have a qualified.
3. To go through with the system, they should key in their IC number and the password. The password is an ID worker.

4. Candidates or the staffs also can check their result (if they have taken the PTK examination), can see the schedule of PTK examination, general calendar, new information about examination and also guidelines to take the examination.
5. The staff also candidates can check a sample questions of PTK examination. With this function, they can prepare before they take the examination. If they want to print the result, they can print it from this system.

1.5.2 Module of administrator

1. The system was complete with security. This is to make sure that only the authorize staff can access their own personal data and result because it may contains sensitive information.
2. For administrator, they needs to key in the username and password before access the system.
3. The administrator will store the candidate's information into database. If any changes about the information, the administrator can update, delete, save the information.
4. Administrator also can search data or candidates by IC number, status, and index number.
5. The reports also support with this system. Administrator can view the reports about candidates or examination. If administrator wants to print out the reports, they can do it with this system.

1.6 Project Significance

PTK Support System is an online application has many advantages to the staffs and administration of Ministry of Human Resources (MOHR), Putrajaya. PTK Support System had been dividing into 2 type of login. Administrator and User or called candidate. It is very useful for MOHR candidates. By using this system, they can check whether they have qualified to take an examination or not.

Candidates also can apply PTK examination through with system. Using this PTK system, they can save their time and cost. They can apply anytime from their office. The candidates also can check their PTK examination results through with system. Before this, JPA had been built online application about PTK but the only for *GUNASAMA* and *Pegawai Tadbir Diplomatik (PTD)* candidates. For the others classifications or levels such as B, J, L, N, R and S, they can make a phone call to MOHR to get the result. Otherwise, they can wait at home until the result arrives. It will take for a long time to get the result. It will take until 2 years to get the result. So, with this system they did not have to wait for a long time.

Besides that, the candidates can see the schedule of PTK examination, general calendar, new information or latest news about examination and also guidelines to take the examination. It will be useful to prepare before they take the PTK examination. In current system, they should fine themselves in JPA website or MOHR website about PTK examination. It is hard to find because these websites have many thing or information. But with PTK Support System that has developing, it is a website that has everything that candidates needs about PTK examination.

Compare with current system, in this system, the result not only appears only the result but it will support with explanations why they get that result such as if a candidate get pass with condition. It support with a level. memo they should take an examination again or not. Current system only appears the result.