

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES**



**PRACTICAL TRAINING REPORT
STRATEGIC MANAGEMENT AND PERFORMANCE DELIVERY DIVISION OF
SABAH ELECTRICITY SENDIRIAN BERHAD (SESB)**

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JULY 2018

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I have reviewed the final and complete practical report and approve the submission of this report for evaluation.

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DECLARATION

I hereby declare that the work contained in this practical report is my own except those which have been duly identified and acknowledged. If I am later found to have plagiarized or other forms of academic dishonesty, action can be taken against us under the Academic Regulations of UiTM's.

Signed

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Chapter Review

This chapter will focus on the background of Sabah Electricity Sendirian Berhad (SESB) and outlines the objectives of the SESB. Besides that, there will be the highlights of the Strategic Management and Performance Delivery and as well as the vision and mission.

1.1 Background of Sabah Electricity Sendirian Berhad



Electricity started in Sabah as early as 1910, in 1957 these three organizations combined to form North Borneo Electricity Board. When Sabah joined Sarawak and Malaya to form Malaysia in 1963, this entity was renamed as Sabah Electricity Board. On 1st of September 1998 Sabah Electricity Board was privatized and became Sabah Electricity Sdn. Bhd. Sabah Electricity Sdn. Bhd. (SESB) is an utility company that generates, transmits and distributes electricity mainly in Sabah and also Federal Territory of Labuan

Sabah Electricity Sendirian Berhad (SESB) is an 80% owned subsidiary of Tenaga Nasional Berhad (TNB) and 20% by the State Government of Sabah. It is a vertically intergrated utility providing reliable generation, transmission and distribution services in the state of Sabah and the Federal Territory of Labuan. SESB is committed to developing the electricity infrastructure in the state of Sabah and the

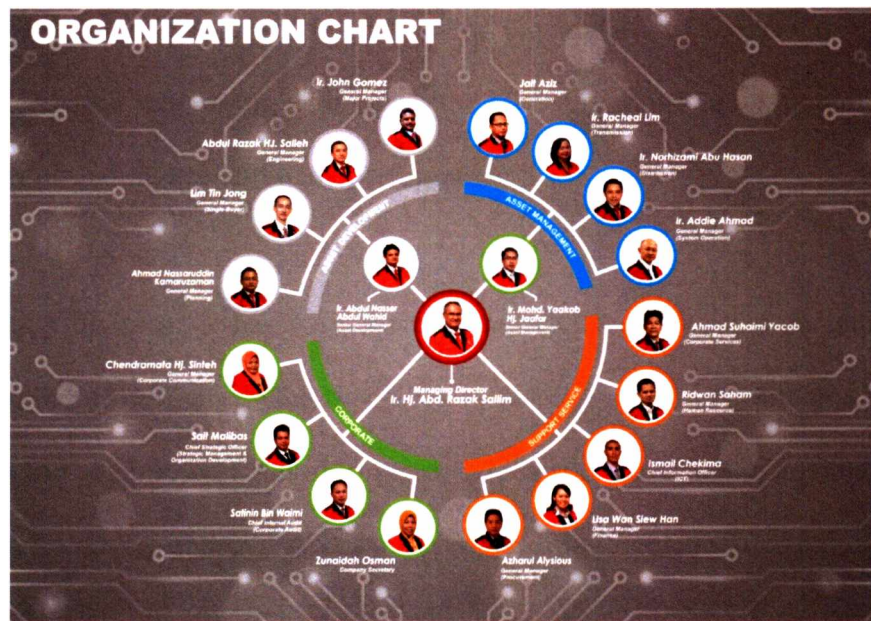
Federal Territory Labuan including the implementation of the Rural Electrification Programme.

SESB mission is they are committed in being the bridge between management and SESB masses to achieve excellence by driving transformation and change in their organisation. Then, SESB vision is to lead and facilitate driving SESB towards excellence. The SESB shared values are customer satisfaction, achievement, integrity, teamwork and caring.

SESB can be divided into Asset Development, Asset Management, Corporate, and Support Services and followed by several divisions and departments in SESB.

1. Generation Division
2. Transmission Division
3. Distribution Division
4. Grid System Operation
5. Major Project Division
6. Planning Division
7. Engineering Division
8. Single Buyer Division
9. Human Resource Division
10. Procurement Division
11. Finance Division
12. Corporate Services Division
13. Corporate Communication Division
14. ICT division.
15. Audit Corporate Division
16. Fuel Management Department

- 17. Civil and Building Services
- 18. Sustainable Energy Development
- 19. Health, Safety and Environment
- 20. Utility, Tariff and Economics
- 21. COSEC (Company Secretary)



SESB ORGANIZATION CHART

1.2 Strategic Management and Performance Delivery Division

For my practical training, I have been assigned to Strategic Management and Performance Delivery Division (SMPD). There are four main function of this division, which cover strategic management, drive transformation, promote vibrant work culture and performance monitoring.

1. Strategic Management is to develop short, medium and long term strategic business plan. Besides, it is to implement short and long term initiatives that determined by the Management to stimulate, generate, obtain and to

maintain commitment and involvement of the employees physically, intellectually and emotionally.

2. Drive transformation is to oversee the implementation, assess the progress, facilitate as well as support the delivery and drive the progress of the SESB turnaround and transformation programme.
3. Promote vibrant work culture is to drive, coordinate and promote activities/initiatives under the scope of quality and productivity.
4. Performance monitoring is to set-up the KPI, align, roll down monitoring, analysis and review company performance.

Under this division, it has Key Result Area (KRA) objectives to address financial and technical challenge. The first KRA is shaping regulatory outcome. It is to provide electricity at lowest possible price, while still covering operating and financing costs. Secondly, improve security of supply. It is to reduce interruptions to level of Peninsula Malaysia (for similar segments and areas). Thirdly, boost customer service. It is to improve customer experience to best-in-class for utilities. Fourthly, it is to sustainable cashflow. It is to improve substantially SESB cash position by reducing cash cost (OpEx/CapEx) and optimizing balance sheet. Lastly, organization transformation, it is to strengthen organization structure and enhance staff capabilities to enable SESB to compete professionally.

SMPD also have three departments, which are Performance Delivery Department (responsible all KPIs in SESB), Corporate Risk Management Department and Special Task Department.

CHAPTER 2

JOB DESCRIPTION

2.0 Chapter Review

This chapter focuses on the practical training schedule. It begins with section 2.1 for introduction. Section 2.2 explains in detail the schedule of practical training of the trainee and finally Section 2.3 is the chapter summary.

2.1 Introduction

During the 8 weeks of the practical training period, I was assign in SESB under Strategic Management and Performance Delivery Department starting on 29th January 2018 to 23rd March 2018 and under the instruction of supervisor Mr Sait Malibas. I was assigned with various tasks which are relevant to my scope of study. On the other hand, the trainee also had the opportunity to learn to improve my soft skills, time management as well as management techniques when dealing the superior and the subordinates.

Management section is one of my internship at the Sabah Electricity Sdn Bhd (SESB). Management is the organization and coordination of the activities of a business in order to achieve defined objectives. It can encourage the student to acquire their knowledge, skills and capabilities arising to be more efficient and effective management.

2.1.1 Log Book

I was provided with log book by UiTM Sarawak. All activities that being assigned is recorded in the log book as the daily routines. And then it must be signed by the supervisor incharged.

2.2 Schedule of Practical Training

2.2.1 Week 1

On 29th January 2018, I went to SESB Human Resource Department (JPSM) and met Puan Umy to report myself as an industrial trainee for 8 weeks. Puan Umy is incharge and responsible to handle all practical student or trainee at SESB. She gave me some documents to be fill up such as “Borang Aku Janji”, punch card, dress code guideline and explain the rules and regulations at SESB.

After the procedure was done, I went to Strategic Management and Performance Delivery (SMPD) to meet Encik Sait Malibas. He is Chief Strategic Officer of SESB and my supervisor during eight weeks of internship. Before I start my task, he explained to me some information and overview about the background of SESB and SMPD, what their roles to SESB, and a little bit about my task.

Then, I went to Jabatan Prestasi dan Produktiviti for first week of internship. At there, I met Mr Ripin Sijim as Senior Manager for Performance and Productivity Department. He also gave explanation about department roles, they also responsible for productivity, quality and performance of the SESB.

For my first task in the department is file management. It is a manual work procedure to arrange and ensure all the report is in the right file and file is in the right place. All files contain about KPI analysis, KPI Sitrap and TTP Performance.

On 30th January 2018, I did double check all ISMS reports for every division of SESB. I have arranged all reports according the name of division and place them into the right file. Besides, I also have to make sure that there is no mistake on that report.

On 31st January 2018, Performance and Productivity Department held a workshop/training for Performance Monitoring System. The purpose for this workshop/training to ensure all the report has been submitted to the department for compiling and reporting. From there, I have learnt that, to organize a workshop or training, we must be punctual to attend and clearly give instruction and the place must be comfortable and suitable for the staff.

On 1st February 2018, I have been asked to print all report for SAIDI (System Average Interruption Duration Index) analysis and attached them into right file. On 2nd February 2018, I have been asked to organize and update SMPD organization chart.

2.1.2 Week 2

On 5th February 2018, I have been assigned to SMPD first floor office under Key Result Area 4 (KRA 4) for the second week of internship. Encik Sharifful gave me task to digitalize the open innovation handbook from hardcopy to softcopy for the SMPD office use. It is about tools, methods and tips for tapping creativity to drive innovation. On 6th February 2018, I have done digitalized the open innovation handbook. On 7th February 2018, helps to design a cover page for open innovation handbook. Then the next day, submit the softcopy of open innovation handbook to Encik Sharifful and help him to staple all the slides regarding innovation.

2.1.3 Week 3

On 12th February 2018, I have been assigned to Corporate Risk Management Department (CRMD) under supervision Puan Emelinah. She asked me to read the circular on the process of Risk Management. To be in CRMD, she wants every trainee or practical student under her to understand Risk Management framework structure and risk review thinking flow.

On 13th February 2018, Mr Julio and Mr Taimin (CRMD Staff) gave briefing and explaining about what their roles, duty on Risk Management. From the briefing session, they explained to me and I understand the definition and whole process of Risk Management.

- Risk: From my understanding, risk can be defined as anything which has the potential to prevent the organisation from achieving its objectives.
- Risk Management: Basically, Risk Management is how the individual or the company coordinated activities to address the risks of the organisation.

All divisions/departments and employees of SESB are responsible to manage risk. Meanwhile for the procedure, there are five steps SESB Risk Management process.

1. Business Overview – Business Objectives are clearly defined and communicated.
2. Risk Identification – Cause and Consequence.
3. Control identification – To reduce the likelihood of the risk occurring and/or the impact should the risk occur.

4. Risk rating – Basically, it has the risk ratings are low, medium, significant and high. It is to set priority which to handle first.
5. Risk treatment – Select one or more options to treat the risk and implement mitigation plan(s) where necessary. The option are :
 - Terminate (avoid)
 - Reduce
 - Accept (retain)
 - Pass on

On 14th February 2018, attended risk identification session requested by Generation Division. From there, it is noted that risk management is not easy to do and need CRMD to facilitate and guide them to do so. The main challenge of Risk Identification is identifying division objectives. The more detail the objective of divisions the easier to identify the risk. We were discussing about risk that they faced and how they reduce it and solve it.

On 15th February 2018, continue with the risk identification session with Generation Division. From my understanding of all this, they need to do the risk management to reduce risk that give impact to SESB and need to achieve the KPI that had been given to them.

2.1.4 Week 4

On 20th February 2018, helping one of the staff in the department to do the document organisation or filling for performance KPI. It is to ensure the document and file easy retrievable.

On 21st February 2018, I asked Mr Taimin about the Risk Management challenges that they have to face in order to get the risk register for every department or division in SESB. There are several challenges they faced:

- Certain departments/divisions do not have clear department/division objectives. Because of that they faced difficulty in identifying risk and create risk register for their departments or divisions.
- Late submissions of risk register to CRMD. They also required assistant from CRMD to identify their risk and discuss it with their head of department.
- No commitment from divisions/departments regarding Risk Management.

With these challenges, they overcome the problems by:

- CRMD trained the Risk Coordinators for each division to provide assistance and guidelines to Divisions.

On 22nd February 2018, attending risk challenge meeting for Engineering Division, Planning Division and followed by Utility, Tariff and Economics Department. The meeting chaired by Senior General Manager Asset Development, General Manager and facilitated by CRMD. The Head of Division (HOD) will defend or justify why it is a risk and proposed the mitigation plan to overcome or reduce impact of risk to their division/department.

On 23rd February 2018, attending risk challenge for transmission division. We have gone through the risk register and the discussion will be continued.

Lesson learnt: If HODs have not gone through the risk register there is a possibility of the internal control and mitigation plan will not be addressed the causes of the risk and thus the impact and likelihood will not be reduced.

2.1.5 Week 5

On 26th February 2018, CRMD discussed about Strategic Risk under 5 Key Result Area (KRA) in SESB. There are 5 KRAs in SESB as follows:

- i. Shaping Regulatory Outcome
- ii. Improve Security of Supply
- iii. Boost Customer Service
- iv. Improve Cashflow
- v. Organization Transformation

The owner and the project sponsor responsible to ensure mitigation plans are effective to tackle the Risk that could prevent SESB from achieving company objective. Strategic Risk Sponsor has different role from Strategic Risk Owner. Sponsor means that they provide the business expertise and guidance to relate risk owner. They need to coordinate requirement and distribution of resources as well as determine priority to ensure smooth implementation. Besides, they also review effectiveness of internal control and mitigation plan on a regular basis. They also responsible to ensure risks are monitored and updated accordingly and periodically, meanwhile owner means they do responsible and monitor the strategic risk.

Lesson learnt: Without identifying Risk for whole SESB, it would bring huge negative impact towards reputational, profit of company and electricity supply could be affected by the Risk.

On 27th February 2018, I helped to verify calculation of staff competency gap in SESB. On 1st March 2018, I was participating in discussion of Strategic Risk under 5 KRA's with CRMD.

Lesson learnt: To achieve objective company in must manage risk. They must think broadly and strategize what initiative to take for the company, same goes for SESB, is to serve or provide electricity supply in Sabah, they must identify Risk that could prevent SESB from achieving the objective to provide electricity in 90% of Sabah and sustain business.

On 2nd March 2018, attended risk challenge meeting for Generation Division with CRMD.

2.1.6 Week 6

On 5th March 2018, attending risk challenge meeting for Generation Division with CRMD.

- Review risk register for Generation Division.
- Identify Impact Parameter of the Risk.

After that, attended risk challenge meeting for Corporate Audit with CRMD. The business objective of Corporate Audit is to provide assurance on the effectiveness

of the internal control established by the management of SESB in achieving company objectives.

On 6th March 2018, attending risk challenge meeting for Major Project with CRMD, Senior General Manager Asset Development and Senior General Manager Major Project were present. The objective of Major Project Division is to implement and complete major projects at a specified quality, timely and within budget.

On 8th March 2018, I attended final risk challenge meeting for Generation Division as well as discussion with Finance Division.

1. Generation Division

- Review risk register for Generation Division.
- Identify Impact Parameter of the Risk.

2. Finance

- Help them to specify their objectives and identifying their risk for finance division.
- Risk challenge meeting will be later.

On 9th March 2018, attended risk challenge meeting for Distribution Division with CRMD. Basically, the objective of Distribution includes distribute or supply electricity to the consumer, maintain accurate metering the electricity (tariff) and supply connection to establish new project. After the risk challenge meeting with Finance, we met Chief Strategic Officer to discuss about Risk Management Sitrep. Sitrep is situational report for every department in HQ, what activities have been done in their department. It is a preparation for Risk Management Committee meeting.

2.1.7 Week 7

On 13th March 2018, attended Risk Challenge Meeting for ICT division with CRMD and Head of Department ICT to discuss and review ICT risk register. Objective of ICT Division is providing ICT services to SESB system, control the SESB system, and backup services.

On 14th March 2018, attended risk challenge meeting for procurement with CRMD and Heads of Departments and Divisions of Procurement. Basically Procurement is the process of finding, agreeing terms and acquiring goods, services or works from an external source, often via a tendering or competitive bidding process. Besides, the normal objectives Procurement Division also provide proper physical storage management system for machinery spare parts of consumable stock. The department also prepare or responsible to manage procurement contract taking into consideration warranty and workmanship.

On 16th March 2018, Risk Management Policy was distributed to every division and department in SESB Headquarters for reference and implementation.

- Awareness on risk and risk management is an auditable issue for all staff.

After distributing Risk Management Policy, I attended Risk Challenge Meeting for Sustainable Energy Development Department (SEED) with CRMD and then Head of Department. The functions of SEED department are:

1. Technical Services.
2. Project Unit.
3. Hydro Power.

4. Finance and Administration.

SEED basically a relatively new department, the discussion with CRMD involves identifying specified objectives, identify risks, assess risk ratings for before and after internal control, list all established internal control and planned mitigation action where necessary.

2.1.8 Week 8

On 19th until 23rd March 2018, I was asked to absorb the learning behind all that have been experience. CRMD review risk register for Distribution Division, however need to arrange new appointment to discuss about their risk register due to their lack of commitment. After that, went to Human Resource Division to meet General Manager Human Resource to discuss about related Strategic Risk. GMHR is the owner and sponsor of the Strategic Risk relating staff capabilities.

2.3 Lesson learnt and experience in SESB

The task on Corporate Risk Management Department in SESB is actually not easy to be finished. It also required continuous learning process from risk coordinator every division in order to understand the risk for their departments and the impact of risk toward SESB. I have learnt that communication and understanding to do the risk register is very important to avoid miscommunications or misunderstood during risk review between the division/department and CRMD. There are several challenges CRMD faced, certain departments/divisions do not have clear department/division objectives. Because of that they faced difficulty in identifying risk and do risk register for their departments or divisions. In addition, late submissions of risk register to CRMD. They also required assistant from CRMD to identify their risk and discuss it

with their head of department. Besides, no commitment has been given from divisions/departments regarding Risk Management. With these challenges, they overcome the problems by CRMD trained the Risk Coordinator for each division to provide assistance and guidelines to divisions.

2.4 Chapter Summary

In this chapter, I had explained about all the task carried out and events joined by me during 8 weeks of practical training. Most of the tasks given to me were consistent with the guidelines provided by the faculty. The tasks mainly related to the scope of administration. I was able to apply what has been learnt in the classroom and relate the theory into practice throughout the period of practical training. It can also be concluded that I able to understand and experience the working environment of private agency especially in Sabah Electricity Sendirian Berhad the work ethics applied in the each department.

CHAPTER 3

ANALYSIS

3.0 Chapter Review

This chapter is the reflection of theories that have been studied in the classroom and relates it with work done during training. By specifically focusing on one subject, I relate the personal experience during the training with the knowledge gained in the classroom.

3.1 Work Scope

During the practical training period, I was assigned under Strategic Management and Performance Delivery (SMPD). This unit is responsible for strategic management, drive transformation, promote vibrant work culture and performance monitoring for whole departments of SESB.

I was mainly involved with documentation process related with KPI and audit report of all departments and went to meeting with my supervisor to observe the process of discussion and decision making. During the practical training, I apply most of the knowledge I learned in Management Principles and Practices (ADS460) subject.

3.2 Subject Related

Based on what I had been study before, I choose to focus on the subject of Management Principle and Practices (ADS460), since it mostly related with my studies during the practical training. This is because my section area is basically focused on Administration. I apply most of the communication skills and management skills in my job and it helps me indirectly to improve my soft skills. By observing

staffs in my department I get to understand the importance of the SMPD as the agent to drive transformation, promote vibrant work culture and performance monitoring for whole departments of SESB.

3.3 Theoretical

In this part, all the theories related are explained in detail before relate it with work experience during practical training.

3.3.1 Definition of Administration

According to Simon (1950), Administration can be defined as the activities of groups cooperating to accomplish common goals. It is defined as cooperative human action or cooperative group behaviour. Besides, in other definition it can be defined as an activity or process mainly concerned with the means for carrying out prescribed end.

3.3.2 Functions of the Administrator

3.3.2.1 Planning

Planning is an activity that concerns itself with proposals for the future, with the evaluation of alternative proposals, and with the methods by which these proposals may be achieved. From an organizational viewpoint, planning is concerned with setting organizational goals or objectives and determining the approach by which the goals are to be established.

3.3.2.2 Organizing

Every administrator works within an organizational framework. The administrator must have a solid understanding of the principles of organization and must realize that the structure of an organization plays a vital role that cannot be overlooked. As a function, organizing is the establishment of the formal structure of authority through which departments, divisions and subdivisions are arranged, defined and coordinated for the accomplishment of the defined objectives. Organizing is a continuous activity of every administration; once the formal structure of the organization is established, this does not necessarily mean that the very same structure will be in effect in the future indefinitely.

3.3.2.3 Staffing

Staffing is the whole personnel function, of bringing in and training the staff and maintaining favorable conditions of work. One of the essential needs of every organization is to have qualified manpower for undertaking activities related to its goal accomplishment. Staffing principally deals with the recruitment of employees for organization positions, with the separation of employees from the organization through retirement, dismissal, or resignation, with the training of employees, with their salaries and wages, and with their health, safety and welfare.

3.3.3.4 Directing

Directing is the continuous task of making decisions and embodying them in specific and general orders and instructions, and serving as the leader

of the enterprise. Directing involves insuring cooperation among the employees, making sure that each employee contributes his/her mental or physical efforts for accomplishing the objectives of the organization.

3.3.3 Concept of Management

3.3.3.1 Management as a Discipline

Discipline refers to a field of study having well-defined concepts and principles. When we refer to management as a discipline, we include in it the various relevant concepts and principles, the knowledge of which aids in managing.

3.3.3.2 Management as a Group of People

Management can be referred as a group of people in which we include all those personnel who perform managerial functions in organizations. It also can be refer as two distinct classes or groups of personnel in the organization. In the first category, we include all those persons who are responsible for managerial functions and in the second category, we include non-managerial personnel.

3.3.3.4 Management as a process

In studying management discipline, we generally refer to management as a process. A process can simply be defined s systematic method of handling activates. However, the management process can be treated as a complex one which can be referred to as an identifiable flow of information through interrelated stages of analysis directed towards the achievement of an objective or set of objective. It is a concept of dynamic rather than static existence in

which events and relationships must be seen as dynamic, continuous, and flexible, and as such, must be considered as a whole. Thus, management as a process includes various activities and sub activities.

3.4 Office Administrator

During my practical training, I also exposed with the office administration in my department. Basically, the office administrator is a set of day-to-day activities that are related to financial planning, record keeping & billing, personnel, physical distribution and logistics, within an organization.

The main job responsibility of an office administrator is to ensure the efficient performance of all departments in an organization. They act as a connecting link between the senior management and the employees and then job tasks are assigned to each employee with specific deadlines.

For example in my division, the chief officer for Strategic Management and Performance Delivery give an order or task to the entire department under this division. He also needs to ensure that all the task done by specific date for better performance of the department and then their KPI. I've been asked to did some task like digitalize the innovation open handbook given by my supervisor. It is for reference for division when they want to brainstorm some idea or need to implement in that division.

I can conclude that without the administrator that can lead the staffs, the company will not run smoothly and also not accomplish mission and vision of SESB.

3.5 File Management

File management basically to organize the file according their label or name of file. It is to ensure the entire file in suitable place and easy to find it when have any audit or meeting that need to refer report or else. It is important because it determines the methods of access, efficiency, flexibility and storage to use.

During my practical training, when I have been assign in Performance and Productivity Department. My first task at there was file management. It is basically a manual work procedure to arrange and ensure all the report is in the right file and in the right place. Besides, all the files contain of KPI analysis, KPI sitrap and TTP performances for SESB.

All the report is for auditing purpose to ensure that any KPI or short term goal has been achieved and as a benchmark for SESB. Besides, it also for future reference when problem occurs.

3.6 Process Flow

Process flow basically is a method to visually the stages involved in performing a certain business procedure. It is a type of process flow popular among management that show inputs or information requests, followed by each of the steps required to create deliverable outputs such as products or services from the inputs.

For example, process flow of the Risk Management Process.

As I mentioned on my job schedule, I have been assigned to Corporate Risk Department (CRMD) and basically in that department review risk that could prevent for whole department and division in SESB headquarters to achieve their objectives. The process flow usually being used and there are five stages of Risk Management Process as follow:

1. Business Overview – The function of the divisions/departments
2. Risk Identification – Causes and consequence
3. Control Identification
4. Risk Rating – Likelihood and Impact
5. Risk Treatment – Mitigation Plan

With these Risk Management Process, it will help all risk coordinators for each departments and divisions to do the risk register and how to reduce or resolve the risk. This is because, if they are not clear about their objectives of their departments and divisions, they will face difficulty to identify the risk and give impact to the SESB.

CHAPTER 4

RECOMMENDATION

4.0 Introduction

In chapter three, I have discussed Management Principles and Practices at Sabah Electricity Sdn. Bhd. During my practical training at there, I have found that the practice of management have their own strengths and weaknesses. Therefore, this chapter will discuss the strengths and weaknesses of the practices in management and also propose possible recommendations in order to improve the management process and practices in the future specifically in Corporate Risk Management (CRMD).

4.1 Strength

Management is an art of getting things done through and with the people in formally organized groups. It is an art of creating an environment in which people can perform and individuals and can co-operate toward attainment of group goals. It is very necessary to have a Corporate Risk Management in SESB.

This is because in my division of practical training which is Strategic Management and Performance Delivery (SMPD), they are responsible to develop short, medium and long term strategic business plan. Besides, it is to implement short and long term initiatives that determined by the management to stimulate, generate, obtain and to maintain commitment and involvement of the SESB employees physically, intellectually and emotionally.

This means, this division responsible for whole departments and divisions for Sabah Electricity Sdn. Bhd. To keep updating or developing and implementing initiatives to ensure the electricity supply to be supplied or distributed to industry and household without any interruptions. It is also have risk management department that

responsible to review any risks of the organization regarding of the company coordinated activities that has been planned before.

In addition, it also has Corporate Risk Management (CRMD) under Strategic Management and Performance Delivery. This department is responsible to identify the risk that prevents the organisation from achieving its objectives. There are five steps of risk management process, firstly to identify the business objectives are clearly defined and communicated, secondly identify the cause and consequences of the risk, thirdly control identification which is to reduce the likelihood of the risk occurring or the impact of the risk occur. Then, identify the risk ratings are low, medium, significant and high, it is to set priority which to handle first. Lastly, risk treatment, it is to select one or more options to treat the risk and implement mitigation plans where necessary.

With the strength of Corporate Risk Management (CRMD), they can help the organization to identify any of risk that can prevent to achieving the objectives of the company. Without identifying risk for whole SESB, it would bring huge negative impact toward the performance of the management and it also lead to interruption of electricity supply in Sabah. All the risk management processes must be discussed in a meeting and identify specifically the problems that occur and what is the best solution to overcome or reduce the risk.

4.2 Weaknesses

The task on Corporate Risk Management (CRMD) in SESB is actually not easy to be finished. This is because it also required continuous learning process from risk coordinator every division in order to understand the risk for their divisions/departments and the impact of risk towards SESB. In addition, lack of

communication and understanding to do the risk register can lead to miscommunications or misunderstood during risk review between the division/department and Corporate Risk Management (CRMD).

Furthermore, there are several challenges that CRMD faced, certain departments/divisions do not have clear objectives. Because of that they faced difficulty in identifying risk and do risk register for their departments/divisions. In addition, CRMD also faced late submissions of risk register to them. They also required assistant from CRMD team to identify their risk and discuss it with their head of department.

Another weaknesses that I have found, there is no commitment has been given from departments/divisions regarding Risk Management. Without the continuous commitment from the departments/divisions, it will bring negative impact to the performance of the organization and also will affect the KPI of the organization. With these challenges, CRMD overcome the problems by provide assistance and guidelines to every departments/divisions in SESB.

4.3 Recommendation for future solution

From my opinion, there are few things that should have to be improved by Sabah Electricity Sdn. Bhd. My recommendations for future solution are, firstly, employ more staff that has expertise in technology or IT. This is because, all divisions and departments of SESB faced some problem regarding of computer issue like software issue that the company always use for daily work routine. When troubleshoot happens, it will affect the works and need to wait until the ICT department resolve the problems.

Secondly, employ more staff in Corporate Risk Management Department. This is because there are only three staffs in that department. When they need to review the risk register with other divisions it consume more time. Besides, they also need to give training or workshop for risk register to ensure all the divisions know what they are supposed to do with the risk register.

Thirdly, the file cabinet must be organized and label it according section or unit for the file. This is because, my division for practical training always need report or data from all the division and they need to keep it for future reference or audit purpose. It is also to avoid these files difficult to find or lose, because all the data are confidential and only for internal use only.

Lastly, need to conduct training for staff development. This is because all the staff need to be prepared and enhanced their skills or knowledge about what their roles and duty in SESB and also can promote vibrant work culture at the same time. Because when they are exposed with different training, they will work not only for their division or department but can work also in other division or department because SESB can transfer their staff from other department to another department that they are suitable to work.

CHAPTER 5

CONCLUSION

5.0 Introduction

This chapter will present the first chapter until the fourth chapter are going to be sum up briefly.

5.1 Summary of Chapter 1

In this chapter, I had explained about the background of Sabah Electricity Sdn. Bhd. (SESB) and whole divisions and departments. I have identified and understood the mission, vision and the organization chart of SESB. I acknowledge the organizational structure and well informed about each divisions and departments.

5.2 Summary of Chapter 2

In this chapter, it can be concluded that I able to adapt with the work environment of Sabah Electricity Sdn. Bhd. and the culture as well as had been able to learn further on work ethics as an employee in private organization. I also fully understand the process of the documentation, conduct a meeting and also how to deal and make decision making with the head of department for every division in order to achieve the same agreement between them.

5.3 Summary of Chapter 3

This chapter is the reflection of theories that have been studied in the classroom and relates it with work done during practical training. By specifically focusing on one subject, I relate the personal experience during the practical training with the knowledge gained in the classroom. As for me, being a trainee in Sabah Electricity Sdn. Bhd. is such a great opportunity as the organization has provided me with appropriate task that are relevant with my studies.

5.4 Summary of Chapter 4

In this chapter, it can be concluded that management principle and practice can affect the organizational performance in SESB. Based on the analysis done in Chapter 3, I had identified several strengths and weaknesses and I also suggested some recommendations to tackle the weaknesses associated with the task. This would in turn improve the effectiveness and efficiency of the organization.

5.5 Report Summary

The Industrial Training is important in order to apply my knowledge from what I have learnt from class and apply into real working job. The programme or meeting that was held by the organization to me is good to enhance the communication skills. With this exposure of working environment or working culture, I can apply and prepare with suitable skills to meet the employer criteria to hire an employee. Hence, the eight weeks of industrial training is a good opportunity for me learns more and gains as much knowledge as possible before entering the real working environment.

As for me, being a trainee in Sabah Electricity Sdn. Bhd. is such a great opportunity extraordinary experiences. The organization has provided me with appropriate task that are relevant to my studies in Bachelor of Administrative Science. From all the tasks given to me, I am able to apply the knowledge I had learnt during my degree especially managing the works and improve my skills to strive for better performance.

Sabah Electricity Sdn. Bhd is a very suitable private organization especially for administration students to gains and learns more knowledge and gets new experiences a preparation for future career. In addition, I have become more confident and more knowledgeable on how the private organization works.

All in all, I have learned a lot in Sabah Electricity Sdn. Bhd. especially the communication skill and how to adapt in new environment which have a different cultures and the staff at there have different personality. It is important for me to be independent in order to explore more in the real working life. I also learn how to build a good relationship with all the staffs especially with the seniors. As for me, respect plays a vital role when I am surrounding by those very experienced people. So, I have to show my respect and work with full commitment and responsibility.

During the industrial training in SESB, I realized that in management level, we must consider the problem that occurs and find solution for that. We also must be productive and innovative in order to achieve the KPI and also can bring better performance for the organization. Communication is the key to achieve objectives of the organization and also can lead them toward better performance and avoid any issue that can give negative image for them.

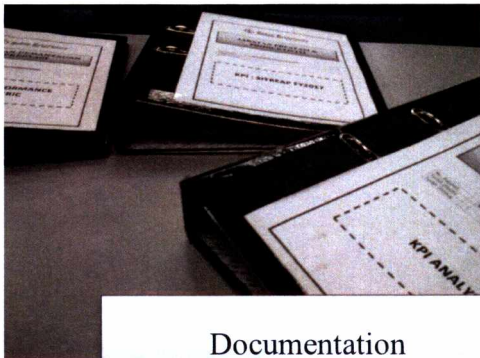
Appendixes



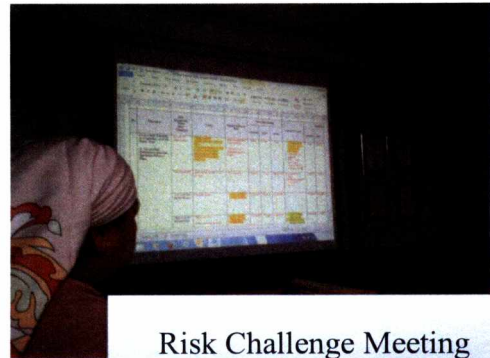
Risk Challenge Meeting with
ICT Division



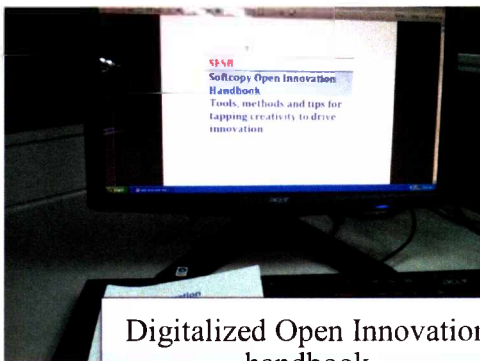
Risk Challenge Meeting With
Procurement Division



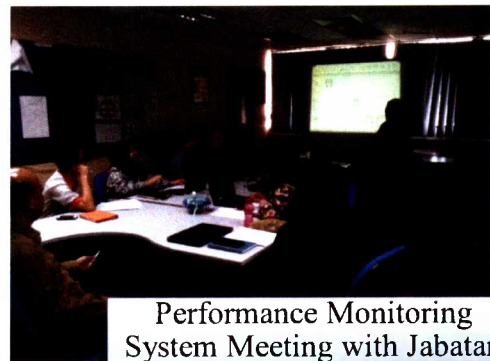
Documentation



Risk Challenge Meeting



Digitalized Open Innovation
handbook



Performance Monitoring
System Meeting with Jabatan
Prestasi dan Produktiviti