

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



*Checked*

**PRACTICAL TRAINING REPORT AT SARAWAK ENERGY BERHAD KUCHING**

**NIDZAM ADZHAR BIN HASHIM**

**2015798677**

**SUPERVISOR**

**MDM NUR AIDA BT KIPLI**

**JANUARI 2018**

**CLEARANCE FOR SUBMISSION OF THE RESEARCH PROPOSAL BY THE  
SUPERVISOR**

Madam Nur Aida binti Haji Kipli,

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

-----  
(Signature)

Date:

## DECLARATION

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

Signed

-----  
Name: Nidzam Adzhar Bin Hashim

Matric No: 2015798677

## TABLE OF CONTENTS

Particular	Page
<b>Chapter 1: Introduction To The Organization</b>	
1.1 Company Background	1
1.2 Vision and Mission	1-2
1.3 Core Business and activities	2-3
1.4 Organization Structure	3-4
<b>Chapter 2: Schedule Of Practical Training</b>	
2.1 Introduction	5
2.3 Practical Training Schedule	5-7
2.4 Chapter Summary	7
<b>Chapter 3: Analysis</b>	
3.0 Introduction	8
3.1 Task Description	8
3.2 Event management	8-9
3.3 Event management process	9-12
<b>Chapter 4: Recommendations</b>	
4.0 Introduction	13
4.1 Strengths of the event	13
4.2 Recommendations	14

<b>Chapter 5: Conclusion</b>	
5.1 Conclusion	15-16
References	17

## **ACKNOWLEDGEMENT**

Firstly, I would like to express my sincere gratitude to my advisor Mdm Nur Aida Binti Kipli for the continuous support, for her patience, motivation, and immense knowledge. Her guidance helped me in all the time of my practical training and writing of this report. I could not have imagined having a better advisor and mentor.

Besides my advisor, I would like to thank to the Sarawak Energy Berhad who provided me an opportunity to join their team as intern, and who gave access to the facilities. It has been a great experience for me. I have gained a lot of useful knowledge and information during my time there, and hopefully I can apply them in my future career path.

My sincere thanks also go to my supervisor of department, Puan Nur Ainsyah Nur Fatwa for her insightful comments and encouragement. I am also thankful to all the staff for being such a great friends during my interns. It such a great pleasure to work with them.

Lastly, I am so grateful to Allah S.W.T for blessing me during my internship program. Thank you to my family: my parents and to my brothers and sister for supporting me spiritually throughout writing this report and my life in general.

## CHAPTER 1

### INTRODUCTION TO THE ORGANIZATION

#### 1.1 Company background



Sarawak Energy Berhad is both an energy development company and a vertically integrated electricity utility with a vision to achieve sustainable growth and prosperity for Sarawak by meeting the regional's need for reliable, renewable energy. With a multidisciplinary workforce comprising about 4500 employees, Sarawak Energy serves more than 630,000 customers across the State.

Building on a strong foundation nearly 100 years as an effective utility company, Sarawak Energy is taking bold steps to support the transformation of Sarawak in its division to become a develop state by the year 2030. In line with their broader roles and responsibilities, Sarawak Energy has embarked on a massive transformation journey since 2010, to advance from a traditional utility company into modern and agile corporation.

#### 1.2 Mission and Vision

##### 1.2.1. Mission:

- a) Pursue opportunities for growth by fully developing the Sarawak Government's SCORE agenda.
- b) Ensure our own safety and the safety of others with a commitment to do 'no harm to anyone at any time'.
- c) Provide a reliable supply of clean, competitively priced energy to support the economic and social development of Sarawak and our partners in the region.

- d) Operate as business, based on principles that reward our owners and employees, and delight our customers.
- e) Honour the trust placed in us by the people of Sarawak, by acknowledging and respecting them and contributing to their well-being.
- f) Set and achieve high ethical and corporate standards that a source of our pride for our employees, customers, and owners.
- g) Develop our people, leadership and teamwork to build an agile, open, corporate and customer focused culture that responds to challenges and the need for change with innovation and cooperation.
- h) Harness and utilize natural resources in a sustainable and responsible way.
- i) Achieve operational excellent through a commitment to continual improvement and best practices.

### 1.2.2 Vision

To achieve sustainable growth and prosperity for Sarawak by meeting the region's need for reliable, renewable energy.

### 1.3 Core Business and activities

- a) Hydro: Renewable energy through hydropower development.
- b) Thermal: Generates thermal power mainly through our coal and gas plants.
- c) Grid System Operator: Power generation scheduling despatch.
- d) Transmission: Sarawak energy is responsible for the maintenance and operation of the network to ensure reliable electricity supply throughout Sarawak.
- e) Distribution: Operates and maintains an efficient distribution network to ensure reliable supply to our customers. Data collection, providing policy,

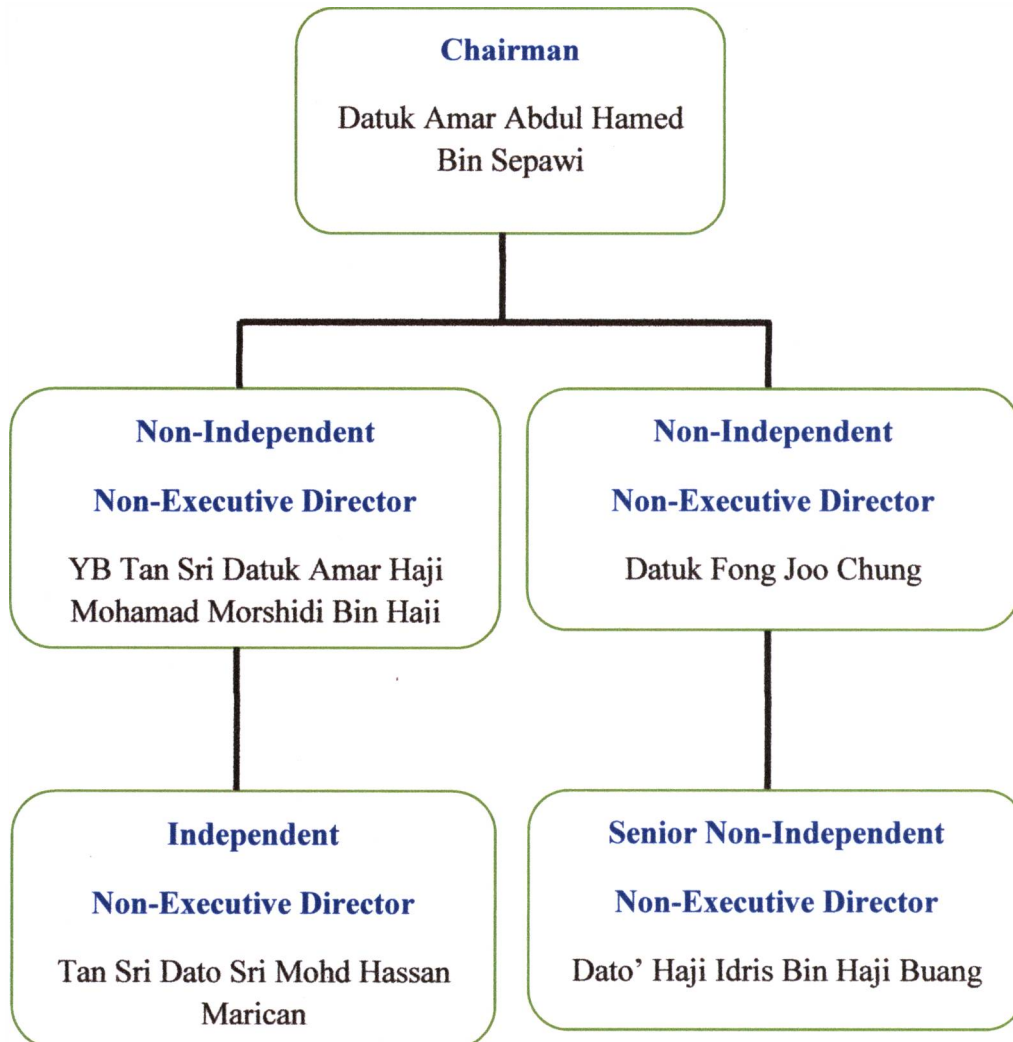


and technical specification and undertaking maintenance installation planning. Improve the system operation of the distribution of network and to reduce the duration of outages.

- f) Retail: Handle inquiries on technical and customer services.
- g) Coal Resources: Secure stable coal supplies for the operations and strengthen our ability to leverage on Sarawak's indigenous coal resources.

## 1.4 Organization Structure

### 1.4.1 Board of Director



### 1.4.2. Management Team



**CHAPTER 2**  
**SCHEDULE OF PRACTICAL TRAINING**

**2.1 Introduction**

During the practical training attachment, the trainee was provided with a log book by UiTM Samarahan. All tasks were recorded in the log book and the recorded activities has been signed and approved by the supervisor, Ms Ainsyah Nur Fatwa weekly.

Table 2.2: Practical training schedule

*Practical Training Schedule*

<b>Weeks (2017)</b>	<b>List of Activities</b>
<b>Week 1 ( 24 July – 28 July )</b>	<ul style="list-style-type: none"> <li>• Briefing by Mr James.</li> <li>• Being assigned to Hydro Department.</li> <li>• Building relationships and interpersonal skills.</li> <li>• Filing</li> <li>• Key in data for asset.</li> </ul>
<b>Week 2 ( 31 July – 4 August )</b>	<ul style="list-style-type: none"> <li>• Arranging monthly document report</li> <li>• Filing</li> <li>• Building relationships and interpersonal skills.</li> <li>• Key in data of maintenance.</li> <li>• Key in form for evaluation.</li> </ul>
<b>Week 3 ( 7 August – 11 August )</b>	<ul style="list-style-type: none"> <li>• Contacting hotels for reservations</li> <li>• Filing</li> <li>• Key in data for asset records</li> <li>• Attending safety at workplace talk.</li> </ul>

<p style="text-align: center;"><b>Week 4</b> <b>( 14 August – 18 August )</b></p>	<ul style="list-style-type: none"> <li>• Make a proper filing for Hydro stations in Sarawak.</li> <li>• Updating asset data.</li> <li>• Compiling monthly reports.</li> <li>• Preparing questionnaires for evaluation.</li> <li>• Filing.</li> </ul>
<p style="text-align: center;"><b>Week 5</b> <b>( 21 August – 27 August )</b></p>	<ul style="list-style-type: none"> <li>• Updating name list for team building at Batang Ai Resort.</li> <li>• Contact hotel managements and making reservations.</li> <li>• Filing.</li> <li>• File labeling.</li> <li>• Prepare things for team building.</li> <li>• Team Building at Batang Ai Resort.</li> </ul>
<p style="text-align: center;"><b>Week 6</b> <b>( 28 August – 30 August )</b></p>	<ul style="list-style-type: none"> <li>• Filing</li> <li>• Arranging monthly progress report.</li> <li>• Binding reports.</li> <li>• Double checking hydro stations reports.</li> </ul>
<p style="text-align: center;"><b>Week 7</b> <b>( 4 September – 8 September )</b></p>	<ul style="list-style-type: none"> <li>• 5S: file, furniture and office equipment labeling.</li> <li>• Replacing old designs with new ones.</li> <li>• Filing</li> <li>• Printing and binding reports.</li> </ul>
<p style="text-align: center;"><b>Week 8</b> <b>( 11 September – 14 September )</b></p>	<ul style="list-style-type: none"> <li>• Making tender templates for hydro stations projects.</li> <li>• English class.</li> <li>• Updating the outgoing reports for</li> </ul>

	hydro stations. <ul style="list-style-type: none"><li>• Arranging monthly reports.</li><li>• Filing.</li></ul>
--	--

### **2.3 Chapter Summary**

The trainee had explained about the tasks that being carried out during the practical training. The task given to the trainee is accordingly to the standard guidelines as provided by Faculty of Administrative Science and Policy Studies. Apart from that, it also can be concluded that the trainee is able to understand the Sarawak Energy Berhad working environment especially in this department. Besides, it is a valuable experience that can be gaining from the internship program where all the tasks that are being given by the supervisor can be useful for reality of working environment in the future.

## **CHAPTER 3**

### **ANALYSIS**

#### **3.0 Introduction**

This chapter explains on the analysis of the practical training by focusing on one specific task done along the period of practical training. The definition concept and theoretical aspects of the work and how the theory was applied to the task and the selected organization is included in this chapter.

#### **3.1 Task description**

I was assigned by Mr James, the SEB Human Capital officer to work under the Hydro department for the whole period of practical training. Under Hydro department, Ms Ainsyah Nur Fatwa is supervisor for my internship program. I was given various tasks for the department which gave me the opportunities to gain many experiences and exposed me to the real working conditions. In this chapter, it focuses on the *Team Building event at Aiman Batang Ai Resort*. This special event is made for all employees in the hydro department. This program is annual event for this department.. The event was organized by the hydro department itself. As the trainees have been given a chance to involve in this event, I have involved in the planning process and required to join the meetings. Among related activities involved were share some ideas, preparing the invitation list, making reservations and attending the event.

#### **3.2 Event management**

##### **3.2.1 Definition**

Event management means ‘Event’ and ‘Management’ need to be define separately which is event, an event is something that happens at a given place and time for a reason with someone or something involved, while management could be defined as the act of applying necessary skills in all business and all human resourceful activities to accomplish desired goals and objectives (Steve John, 2015). Thus, based on Steve John (2015), the definition of event management after joining the two is “the process of creatively applying necessary professional skills in organizing a focused event for a target audience to achieve a desired objective.” Other expert such as Glenn Event management requires the process of planning, executing and evaluation and

every stages of the event process are important to ensure the attainment of the events. The event management begins with several processes from initiation of the event to the evaluation of the events. In addition, events management also requires strong organizational, budgeting, cooperate and creative skills tools and techniques.

### 3.2.2 Purpose of the event

Every events planned has a specific aim and value, whether it is for celebrations or act as marketing strategy. According to Goldblatt (2001), special events are recognition of a moment in time with ceremony and rituals to achieve purpose of event. Team Building program is an annual program that have been made by Sarawak Hydro department of Sarawak Energy Berhad. As for the event of *Team Building at Aiman Batang Ai Resort*, the purpose of this program are to strengthen the relationship between the employees themselves and also improving their work ethics. Other purpose of this event is to increase the potential of the employees not only in the workplace. This event also can foster a spirit of teamwork and healthy competition as they will be competing with each other throughout the program.

### 3.3 Event Management Process

In managing the event, the application of knowledge, skills, tools and techniques to a broad range of activities in order to meet the requirements of a particular event are needed in conducting the events. The process of event management is as follows:-



*Figure 3.1: Event Management Process*

#### 3.3.1 Project Initiation

The first process of event management is project initiation. It is the most important of phase in the event management process because it will define the scope and skill of the team members. It can be defined as an idea for a project or event

whereby it will be examined carefully to identify whether it is benefit the organization or not (Metafus, 2017). Besides, it will help the team members define the objectives, scope, purposes and deliverables to be produced. During this phase, a decision making team will identify if the project can realistic be completed.

### 3.3.2 Project Planning

The second process is project planning. It can be defined as outlining the work to be performed for the project. Planning is very crucial part in implementing a successful event. As trainee, I have been assigns to help them to equipment, making reservation, prepare power point slides and also providing name and food list. This all task have been guide by my supervisor and teammates. Project planning requires us to go to meetings to discuss on particulars such as venue and date, as well as budgeting.

#### a) Meeting

Meeting can be defined as regular events that involve everyone communicate and discuss the relevant issues, making a proposal, approving or rejecting offer and so forth. The purpose conducting meeting is to proving group decisions and ideas which can contribute to the quicker project delivery, based on the planned goals and expected results (McConnell, 2010). As for the Team Building Program, the organizing team has carried out several event management meetings. The first event meeting conducted was discussing several issues which are the budget for the program, venue and date; and assign the committee task and roles. The second event meeting conducted to discuss the issues or matters pertaining to the event which are including the tentative program, invitations, facilities, food catering, risk management and so forth. I have to join the event meeting with all staff at my department. My supervisor wants me to feel real jobs situation and use this opportunity for my future use in the working world. My Colleagues and me have been assigned several tasks and responsibilities.

#### b) Venue and date

The venue of the event is located at Aiman Batang AI Resort. The reason of choosing this place is because it is located near other hydropower stations. Hence, it is easier for other employees from other stations to come, rather than doing it in



Kuching. The date for the event is on 26<sup>th</sup> until 29<sup>th</sup> August 2017. I was responsible to make phone calls and making enquiries on the availability of the venue on the particular date. Reservation was made.

#### c) Budget

In project planning, the project manager needs to prepare the financial statement or budget statement for the event. It is very crucial part in project planning in order to avoid overspend or loss. Event budget can be defined as a financial plan which sets out an estimate of proposed expenditure for a given events. Besides, the event management is a forecast of the income and expenditure that the event will incur based on the plans made and information gathered. It is very essential part of event management. It can control of the event finances and it enable the coordinator easy make decision about choice of venue, food catering and other expenditure on a whole range of things including equipment, staffing and others.

#### d) Risk management

Risk management is the process of identification, analysis and acceptance or mitigation of uncertainty in investment decisions. In planning, the event manager must look into the risk that may occur during the event. The risk assessment is one the best ways to determine potential risks and taking steps to eliminate those (Shone & Parry, 2004). Negative risks can be defined as a part of risk management plan. The team members need to manage and find a ways to avoid negative risks in their project. Thus, the team member of event management must be carefully analyze and identify any potential harm that could pose risk to the event. For the hydro department, the committee is prepared for any safety incidents that might happen to the participants during the activity conducted. A group of workers are responsible to provide first aid and help to participants throughout the event.

### **3.3.3 Project Implementation**

Project implementation is a third process of event management which is the project plan is performed. It is very crucial to maintain control and communicate continuously monitor and appropriate adjustment will be made. In any project, the project manager spends most of the time in make sure the tasks, and progress

information is being reported the managers uses this information to keep control over the direction report with the project plan in order to measure the performance of the project needed (Adrienne, 2016). In other words, the project execution is where all the event planning activities will be carried out. During the event, the committees were struggling to avoid any mistakes and also alert with new instructions from project leader. The committee will carry out their task which has been delegated by the coordinator or the project leader. The trainee also has been assign by the coordinator to assist committee in updating name list and making updates of the activities. During the event implemented, several minor changes have occurred.

### **3.3.4 Project evaluation**

The last phase of event management process is the event evaluation. Evaluation takes place once the event has ended. During the evaluation phase the event management team must evaluate whether the objective of the event is achieve and analyze what are the weakness that can be improve (Shone & Parry, 2004). The termination process may require the event management team to seeking feedback from participants of the event. After project tasks are completed, evaluation is necessary to highlight project success and as a means for future improvement.

The evaluation of *Team Building at Batang Ai Resort* has been done by conducting post-mortem after the event termination. The post-mortem takes place in the meeting room. During the post-mortem, the event management team has addressed few areas that need to improve for future undertakings. The areas that need to be improvised were on the communication between the teams regarding changes of plans. Overall the participants were happy with the event and looking forward to the next team building event in the future.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.0 Introduction**

Based on the overview of the event management process that are being applied in the organization that trainee attached during internship, the trainee come out with recommendations from the overview of event management process that already been describe in Chapter 3. Apart from that, the recommendations that are being made can help the organization in term of effectiveness and efficiency as the strengths and limitation have been recognized.

#### **4.2 Strengths of the event**

Strength can be defined as internals of project or organization which are helpful in achieving project's objectives (Himanshu, 2017). In addition, every organization has their own strengths such as in term of their management, human resource, physical equipment and so forth which can help them to build up opportunity which means can give benefit to their organization. From the event organized, I was able to identify a few strengths of the event.

##### **4.2.1 Affective commitment from committee**

Affective commitment is the worker's emotional appendix to identification with and involvement in a particular organization (McShane, 2013). During the event, each team performed well. Overall, planned activities were carried out successfully with a low amount of mistakes. This can't be done without the commitments and helps given by all committee members. From my observation, team members were able to work together effectively without personal conflicts occurred.

##### **4.2.2 Experienced event management team**

Apart of that, the strength of the event also includes the experienced event management team. The project leader especially, had wide experience in the past since he has been conducting several team building before. He knows every important tasks and of the event. Apart from that, the committee also consists of a few number of senior employees. They help each other even though it is not their tasks and responsibilities.

### **4.3 Recommendations**

#### **4.3.1 Train staff to preserve self-control**

During the event, the committees were able to maintain the calm environment even though the committees facing several problems. It is good to enhance this attitude so that the committees can solve any problems without any confusion or problem. However, the other non-committees such as the other staff, was panicking and creating unpleasant situation during the physical outdoor activities. This action to shows bad image to others especially the resort guest due to lack of professionalism in controlling emotions. Hence, a special course should also be given for the staffs in order to improve their self-control skills.

#### **4.3.2 Train new staffs in event management**

The units and staffs that involved in the event are used to organizing the organization's event in the past. In order to strengthen the dynamic of the event management in Hydro department, the units related should train and exposed the new staff and interns with the planning of the event, not just stick with the old structure. The exposure could be a good experience to them and the organization would be able to produce more skilled and competent staffs.

## CHAPTER 5

### CONCLUSION

The trainee has done the practical training at Sarawak Energy Berhad from 24<sup>th</sup> July 2017 until 14<sup>th</sup> September 2017 for eight consecutive weeks. During the practical training at Sarawak Energy Berhad, trainee has been placed at Hydropower department. There are lots of experience that trainee gained from the practical training in working environment for the first time. Trainee also able to make use most of the knowledge in studies to be apply to the real working environment, particularly in the task of handling event. Through that, trainee has able to understand better on how the work process to be done through the exposure during practical training period.

Furthermore, trainee has also gained other benefits in enhancing trainee's personal development. In terms of self-confidence level and also communication skills. The improvement that trainee's obtain was through the tasks that has been carried out during the practical training in the department, the trainee need to communicate and discuss with other staffs and department in completing tasks given. Hence, trainee has adapted on how to use proper language and approach when communicating with the staffs, customer and also external agencies that differs in position and seniority. Trainee has also polish the communication skills when trainee was assigned to contact the external agencies regarding the team building events. Dealing with external organization was fret moment for trainee since the way trainee deals with other organization would give impact to the organization's image. However trainee has able to counter it with the support and guidance from other staffs. In addition, during the practical training, trainee has been involved with few department and operational meetings that require trainee to give some ideas on the issues that had been discussed on the meeting. Indirectly, this has boost up the confidence level in trainee.

On top of that, the practical training has aid the trainee to improve the knowledge and other skills that definitely are useful for trainee's future endeavors. The task and duties been performed by trainee has taught the spirit if teamwork, interpersonal skills, technical skills, critical thinking and also problem solving skills. The knowledge that trainee get are important as it will help trainee in dealing and adapting with the real life work environment once trainee started to work in future. Other than

that, trainee would be able to know the abilities and this help trainee to search for the right job and planning for the career path.

Next, the trainee has able to establish good rapport with the staffs in the organization. Trainee's effort to understand and completing the task, trainee has constantly interact and communicate with the other employees by using few modes of communication that is face to face communication, emails and also phone calls. Through this, trainee has able to understand the work process and procedures that need to be done plus adding up the circles for acquaintance. The Public Relation's staffs are very cooperative and helpful in many ways that help the trainee to go through the internship. Apart of that, the supervisor was very concern and professional on the trainee wellbeing during the period of practical training. The supervisor would give advices and constructive comments to trainee for every that had been done.

Last but not least, the trainee was able to learn about the company's workplace culture. The working culture of Sarawak Energy Berhad such as values, norms, systems, process, language, beliefs was progressive and practical that has always been the gene of the organization itself. In addition, the friendly behavior of the staffs also makes the trainee feel comfortable and welcomed to the organization. This is not only lay at office but also outside the office. Their professionalism has also been portrayed whereby the staffs have been seen high work ethics in delivering their job.

To conclude, the experience gain by the trainee is very valuable and it helps the trainee to improvise the skills and knowledge. The gains that trainee had will aid trainee in the future choice of career. The practical training has prepared trainee with essential skills that trainee may needed as part of trainee training before trainee enters working environment. Apart of that, the trainee has also understood on the importance of having good relationship and training has helps in understands the working environment and assists in embracing the future career path.

## References

(n.d.). Retrieved October 4, 2017, from [http://www.sarawakenergyberhad.com.my/1\\_profile.htm](http://www.sarawakenergyberhad.com.my/1_profile.htm)

(n.d.). Retrieved October 12, 2017, from  
<http://www.sarawakenergy.com.my/index.php/hydroelectric-projects>

Event management- The career of the future (n.d.). Retrieved October 12, 2017, from  
<http://www.independent.co.uk/student/shu/events-management-the-career-of-the-future-10384808.html>

The four phases of project management. (n.d.). Retrieved November 2, 2017, from  
<https://hbr.org/2016/11/the-four-phases-of-project-management>

What is event management. (n.d.). Retrieved November 2, 2017, from  
<https://www.thebalance.com/what-is-event-management-4067066>

Anonymous. (2009). Event management. Tasmania: Sports and Recreation Tasmania.

McShane (2013). Organizational Behavior. Communication

Christie, M., & McAteer, L. (2006). Events management: a practical guide. Edinburgh, Scotland: EventScotland. Retrieved from [www.eventscotland.org](http://www.eventscotland.org)

Event management guide. (2012, February 14). Meander Valley Council. Retrieved from  
[www.meander.tas.gov.au](http://www.meander.tas.gov.au)

Shone, A., & Parry, B. (2004). Successful event management (2nd ed.). London: Thomson Learning