

SABAH ELECTRICITY SDN.BHD

INTERNSHIP REPORT 2020

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1.0 COMPANY PROFILE

1.1 COMPANY BACKGROUND

Sabah Electricity Sdn. Bhd was founded in 1998 and is a subsidiary of 80 percent of Tenaga Nasional Berhad (TNB), and 20 percent of the Sabah state government. It is a vertically integrated utility providing reliable generation, transmission, and distribution services in Sabah state and Labuan Federal Province. The only power utility in Sabah, SESB is committed to developing electricity infrastructure through generation, transmission, and distribution in the state of Sabah and the federal territories. The Sabah Grid consists of 66kV, 132kV, and 275kV which connects all major cities in Sabah and Labuan Federal Territory. SESB will continue to apply an innovative technology approach and will support the growing demand for electricity, various projects for generation, shipping and distribution. SESB hopes to continue its "You Light Our Pride" tagline to serve its customers with innovation and improvement in the improvement and supply of electricity.

1.2 MISSION AND VISION

MISSION

To honor trust and meet stakeholder expectations through;

- Quality delivery, efficiency and reliability of power and services
- Enterprise growth sustainably
- Develop vibrant, skilled and self-driven workforce

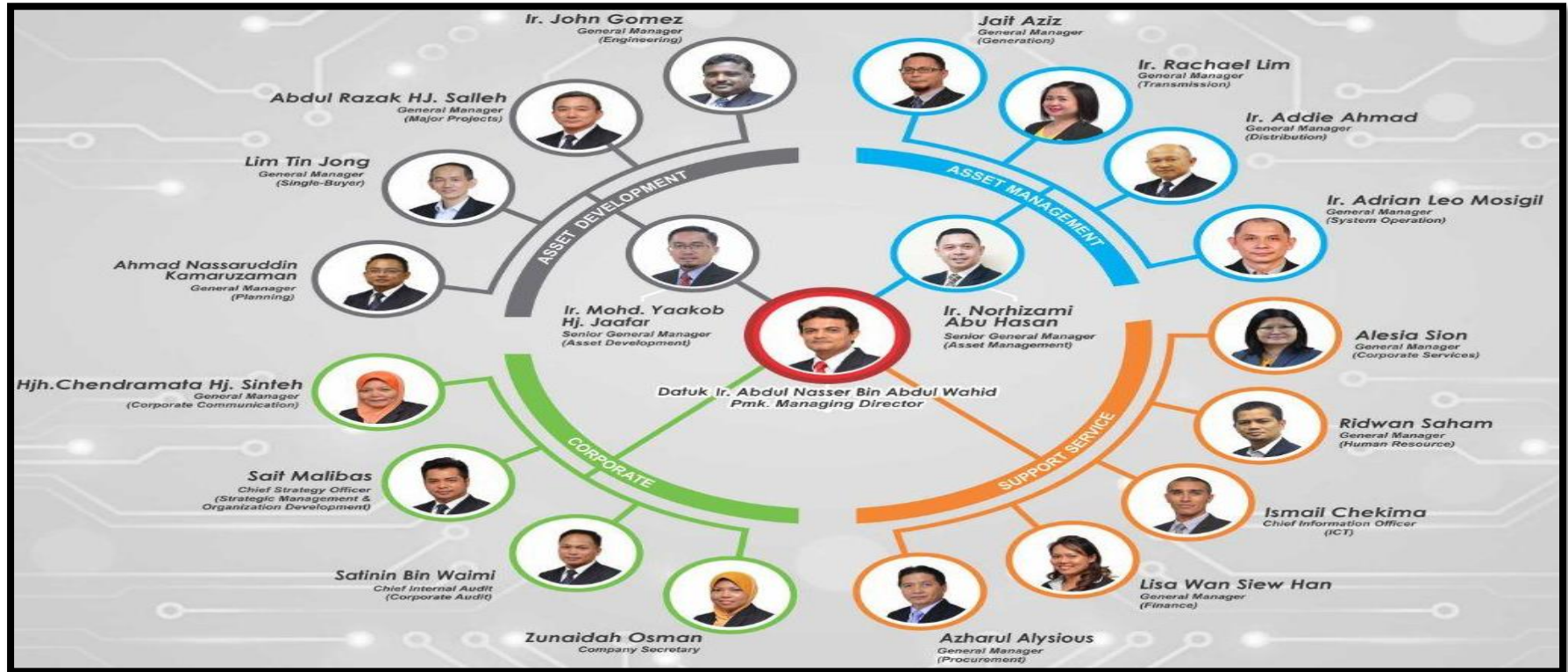
VISION

To be a trusted, sustainable, and progressive power utility.

1.3 SERVICES OFFERED

As the major supplier of electricity to Sabah and Labuan Federal Territory, SESB has a duty to provide its customers with satisfactory services. SESB personnel, particularly those serving at the counter, are expected to provide customers who require SESB services satisfactorily. If customers are not satisfied with the services rendered, they may submit their complaints in person or in writing to the relevant local SESB office.

1.4 ORGANIZATIONAL STRUCTURE



Source: Sabah Electricity Sdn. Bhd Official Portal

2.0 ISSUE IDENTIFICATION

There are seventeen departments in Wisma SESB, Kota Kinabalu, one of which is the procurement division. This department has another seven departments such as policy management and administration department, supplier and tender management department, contract services department, stock purchasing management department, warehouse and logistics management department, monitoring and compliance contract unit, and unit secretariat tender. From the departments in the procurement division, supplier and tender management department has several issues that want to studies.

Supplier and tender management provides tender request, tender document issue, tender advertising, tender opening, data entry to tender monitoring system, vendor registration, monitoring of vendor performance, tender monitoring system, and data entry to a vendor monitoring system and monitoring contract system.

Several issues have been identified at the supplier and tender management department, Procurement Division, Wisma SESB Kota Kinabalu, Sabah which is;

1

Good tangible facilities lead to higher vendor satisfaction, and poor tangible facilities can lower down vendor satisfaction.

In the procurement division, the officer does not provide a registration form at the front office to register vendor companies in the procurement division system. The vendors need to download the registration form on the website of SESB and print it then send it to the officer in charge so that the vendors can quickly deal with the procurement. Some vendors may not know or aware when dealing with the procurement division. Vendors must register first for the procurement system to ensure that the vendor is active if their company is inactive in procurement system they cannot deal with the procurement and need to re-register for verification of the company's activities. The registration processing time is within fourteen business days, and the procurement division will issue a certificate to the vendor. Registration in the system is the main requirement to record the activities or the purchase of tender documents between the vendor and the procurement division. This issue from procurement make the poor tangible facilities and can lower down vendor satisfaction.

2

Willingness helps the vendor and provide the vendor with accurate service with the eligibility requirements.

Some vendors do not carefully look at the license field code on their "PUKONSO" or "CIDB" certificates before purchasing a document tender because each tender document has a different field code based on the work that is requested. If a vendor does not have a specific field code in their license, they cannot purchase a document tender that is not related to their field code license as this would violate the terms or conditions set by the procurement team. This issue must be responsiveness from the officer in charge to help the vendor with accurate service to make sure that the vendor can buy the document tender.

3

Firm need to understand vendor problems complaint about tender advertisement.

Every single day, some vendor who is coming to the procurement division asking and complaint about the tender advertisement because they do not know where to look or can see for tender advertising. Other than outside the procurement office and that will make them come back only to see an advertisement. Every tender ads has a different closing date of purchase if the vendor misses seeing the announcement that they want to and they cannot buy the tender document because it is already close. The firm still cannot settle down this issue because until now, some vendor even asked about that.

Firm need give vendor confidence in the firm and make them feel safe about the certification renewal.

Some vendors who want to buy tender document have a problem with their certification, which are the expiry date of the license. That can affected the purchase of tender documents because if the vendor buy the tender document and their certification is expiry, the procurement division cannot proceed or issue their document. The vendor needs to settle down their problem regarding their certification issue, and the officer who is in charge will help for certification renewal.

4

3.0 RESEARCH QUESTIONS AND RESEARCH OBJECTIVES

3.1 RESEARCH OBJECTIVES

- To understanding service quality process leads to for the vendor who deals with procurement division, Wisma SESB Sabah.
- To understanding service quality offered by the procurement division, Wisma SESB Sabah.

3.2 RESEARCH QUESTIONS

- What is service quality process leads to for the vendor who deals with procurement division, Wisma SESB Sabah?
- What is service quality offered by the procurement division, Wisma SESB Sabah?

4.0 SCOPE OF THE STUDY

The research studies include service quality from the supplier and tender management department in the Procurement Division, SESB. This organization is doing B2B business as they do not have a customer like an ordinary individual. These researches are using descriptive research, which is to describe the population and situation. The sampling is stringent on representativeness and not randomness. Other than that, the data collection is structured and flexible. The outcome is to initial understanding of the problem and results. The duration taken to do this research study is during the internship training.

5.0 LITERATURE REVIEWS

The aim was to review current literature from previous studies.

5.1 Service Quality

Providing quality service in today's competitive world is considered to be a crucial strategy for success (Parasuraman et al. 1985; Reichheld and Sasser 1990; Zeithaml et al. 1990, 1996). Companies providing outstanding high-service services are the market share higher than average and income growth (Buzzell and Gale, 1987), with improved market share and premium pricing available (Philips et al., 1983). Parasuraman et al. (1985) suggest that five dimensions, reliability, response, empathy, assurance and tangible, in the service known as SERVQUAL model.

5.2 Quality of Service dimensions

5.2.1 Reliability

Parasuraman et al. (1985), Parasuraman et al. (1988), and Parasuraman et al. (1994) found that reliability meant that, for the first time, the Procurement Division did a service to the vendor correctly. This also indicates that the procurement division strives to meet objectives and concentrate on performance. The first dimension of the SERVQUAL service quality model has been classified as reliability. Lam (2002) studies identified reliability as the first aspect of in-service quality models.

5.2.2 Assurance

Assurance has been defined as employee courtesy and knowledge and their ability to transfer trust and trust to vendors (Parasuraman et al. 1994). Researchers' views on the assurance ranking among the quality of service dimensions are diverse. Assurance is ranked first, according to Gronroos (1988), while it was ranked fourth by the author of (Parasuraman et al., 1994). Parasuraman et al. (1994) state that assurance reflects employee attitudes and behavior and the ability of employees to provide services that is friendly, confidential, courteous, and competent.

5.2.3 Responsiveness

Parasuraman et al. (1994) pointed out that the responsiveness of willing employees involves telling vendor when things are going to be done correctly, giving them undivided attention, promoting services, and responding to their requests. Responsiveness in SERVQUAL 1994 was ranked third in dimension.

5.2.4 Tangibles

Parasuraman et al. (1985), Parasuraman et al. (1988), and Parasuraman et al. (1994) identify materials that are tangible as physical facilities (equipment, personnel, and communication materials). It is the visible image of the service that vendors will be used to assess quality. Tangibles are synonymous with the physical structures, equipment, and machinery used to deliver the service, as well as service representations. Several privileges included in tangibles such as external appearance, procurement division counters, opening times, and speed. Parasuraman et al. (1988) stated that empathy is identical to the importance of tangibles.

5.2.5 Empathy

Vendors need to feel they are made a priority by the organization providing the services. Empathy means care, customer care, and personal care (Parasuraman et al. 1994). The core of understanding is to convey a sense that the vendors are unique. Parasuraman et al. (1994) stated that quantitative studies that identified the dimensions of service quality models used empathy measurement for safety, credibility, and access.

5.3 Vendor Satisfaction

Vendors are the value creators of the organization. Vendors have emerged as a value- business partner (Johnston and Lawrence, 1988). These values can be derived effectively if the purchasing organization maintains a long- strategic relationship with the vendors. The long-term and sustainable partnership is at the heart of the current business trend. One of the key drivers of this relationship is the satisfaction of the vendor. Vendor satisfaction is defined as the vendor's sense of fairness concerning the purchaser's incentive and the vendor's contribution to the industrial buyer- relationship concerning the needs of the seller (Essig and Amann, 2009). Satisfied suppliers can make a significant contribution to manufacturing flexibility, production life- compression, cost advantage, and innovation.

6.0 RESEARCH METHODOLOGY

This chapter discusses the idea of research to be formulated before the collection and analysis of data.

6.1 Sources of Data

6.1.1 Primary Data

Primary data is obtained through original and direct analysis and is used in this study itself to answer the issue. As a result a questionnaire is distributed by a self-administered questionnaire to the specified sample.

6.1.2 Second Data

Secondary data is the information gathered and generally accessible online or in written form. Secondary data are also collected, analyzed and arranged for a specific purpose. Information released and free by established public bodies, while information collected and processed by private organizations can require the authorisation to be used. Secondary data can be accessed by companies. The research subject chosen is to gain an understanding of the service standard of the satisfaction of the vendor dealing with the procurement division, Wisma SESB Kota Kinabalu, Sabah.

6.2 Research Design

6.2.1 Descriptive research

Descriptive research is conclusive research and the main objective that explains the problem regularly. This research describes the functions, characteristics, features, and the association of interest. Descriptive research is research methods that reflect the characteristics of the population that is studied. This methodology is more focused on "what" the subject of research instead of "why" the subject of the study. In other words, descriptive research mainly focuses on describing the nature of the demographic segments, with no focus on the "why" certain phenomena occur. It is "describes" the subject of an investigation, without including the "why" it happened. The purpose of this research is to understand the issue of service quality among the vendor satisfaction who visited the procurement division, Wisma SESB Sabah. The issue is related to the satisfaction that wants to understand the service quality among the vendor who visited the procurement division, Wisma SESB Sabah will conduct a demographic survey of this region, gather population data and then conduct descriptive research on this demographic segment. The study will then uncover details on "what is the service quality of vendor satisfaction", but not cover any investigative information on "why" the pattern exists.

6.3 Research instrument

6.3.1 Design Questionnaire

The questionnaire is described as an instrument of research consisting of a series of questions that seek to provide the respondent with information. These are generally a mixture of closer questions and open-ended questions that allow the respondent to elaborate their thoughts. They are long-form questions. The survey may or may not have a sample, but there is always a questionnaire. The questionnaire is a data collection tool in which a respondent addresses a set of questions. It takes an effort and time to design the questionnaire which will collect the data. In addition, it can devise an efficient way of gathering data by taking a step-by - step approach to the production of questionnaires that will address the various research questions. The design of the questionnaire depends on the type of information required for the sample. There are seven parts to this analysis in the questionnaire. Section A asked about the respondent profile information, section B asked about reliability, section C asked about responsiveness, section D asked about the assurance, section E asked about the empathy, section F asked about tangibles and section G asked about the vendor satisfaction. The respondent answered all the questions of each section B to G by using a Likers scale varying from 1(strongly disagree), 2(disagree), 3(neutral), 4(agree), and 5(strongly agree).

7.0 FINDINGS

The results of a full-scale survey are discussed in this findings. It has two sections. It is made up. The first section deals with descriptive analyzes, which include sample characteristics by frequency distribution. The second part deals with the measurement result.

7.1 Distribution of the frequency: profile of respondents

Table 7.1: Distribution of the frequency: profile of respondents

Demographic variables	Categories	Frequency	Percentage
Gender	Male	81	79.4
	Female	21	20.6
	TOTAL	102	100
Age	20-29	8	7.8
	30-39	41	40.2
	40-49	45	44.1
	50-59	6	5.9
	60-Above	2	2.0

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	TOTAL	102	100
Marital Status	Married	76	76.5
	Single	24	23.5
	TOTAL	102	100
Occupation	Government Sector	3	2.9
	Private Sector	5	4.9
	Self-employed	94	92.2
	TOTAL	102	100
Frequency deals with Procurement Division, Wisma SESB	Weekly	9	8.8
	Monthly	81	79.4
	Yearly	12	11.8
	TOTAL	102	100

From the table 7.1 indicates the proportion of frequency distribution respondents' profile such as gender, age, marital status, occupation and frequency deals with procurement division at Wisma SESB, Kota Kinabalu. The total sample size is 102

7.2 Scale Measurement

It is crucial to make sure that the measures used for a particular concept can indeed accurately measure the variables and measure the intended idea. Item analysis could be applied to see whether the items in an instrument belong there. After that, the test of reliability and validity carried out.

7.2.1 Reliability Analysis

Reliability refers to the degree to which the different test items assess the same characteristic (Nunally, 1970). It reflected an internal consistency of the instrument (Churchill, 1979) and indicated the degree of consistent results (Malhotra, 2002). The reliability of the scale used checked using Cronbach's Alpha coefficient. Cronbach reliability test commonly used to evaluate the reliability of the measurement scale of each construct. The approved point cut of Cronbach's Alpha is 0.7 and is considered a strong indicator of reliability for the construction (Churchill, 1979; Nunally, 1978; Hatcher, 1994).

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Table 7.6 below summarizes the reliability analysis on each variable. As the result shows, the Cronbach's Alpha was range between 0.868 and 0.919 are considered good indications of construct reliability in the research instrument.

Table 7.2: Summary of Scale Reliability Analysis (n=102)

Variable	No. Of Items	Cronbach's Alpha
Reliability	3	0.911
Responsiveness	4	0.919
Assurance	3	0.906
Empahty	3	0.880
Tangible	3	0.868
Vendor Satisfaction	3	0.885

7.3 Descriptive Statistics: Univariate Data Analysis

Table 7.3: Descriptive Statistics: Univariate Data Analysis

	N	Min	Max	Mean	Standard Deviation
Reliability	102	3.00	5.00	3.8725	.63980
Responsiveness	102	3.00	5.00	3.9118	.59249
Assurance	102	3.00	5.00	3.8824	.60005
Empathy	102	3.00	5.00	3.9118	.61145
Tangible	102	3.00	5.00	3.9020	.56207
Vendor Satisfaction	102	2.00	5.00	3.9216	.59550
Valid N (listwise)	102				

The output of basic descriptive statistics for four variables reported in Table 7.7 as the variables measured on the 5-point Likerts scale, the average rating 3 considered as neutral. The mean rating on Responsiveness and Empathy is “3.91” is close to strongly agree scale. It indicates that in general, the vendors agreed to responsiveness and empathy variable. Furthermore, the standard deviation measures the consistency of response on a particular variable. Lower the value of standard deviation, higher is the consistency in the reactions of the respondent and vice versa. From table 7.7, the smallest standard deviation obtained for the tangible variable, where vendor visited alike on the issues that they are satisfied with the service because of service quality.

8.0 DISCUSSIONS

8.1 Discussion (based on research objective)

This study has adopted a quantitative methodology involving the questionnaire and distribute it to the vendors who are deal with the procurement division to understanding the issue of service quality. Service quality is more of a function of attitude than technology, which is people make the quality, not technology or machine, and need to overcome the myth that technology equals benefits. Poor quality of service does not necessarily cost less than the superior quality of service. Service quality can improve by focusing on vendor problems. Problem-based research programs can determine the type and distribution of vendor problems and assess their impact on the vendor's satisfaction and dissatisfaction. This information, in turn, allows for identifying critical problem areas and setting service priorities accordingly.

8.2 Discussion on Coronavirus issue (internship company/industry perspective)

8.2.1 Identification on business challenges during Coronavirus

Coronavirus (CoV) is a virus capable of causing infections in the respiratory tract. There are several types of coronaviruses, such as severe acute respiratory syndrome coronavirus (SARS) and the Middle East Respiratory Syndrome-related coronavirus (MERS-CoV). The virus infection can cause a spectrum of symptoms of the common cold to pneumonia (pneumonia) severe. The novel Coronavirus or 2019-nCoV is a new coronavirus, and the Ministry of Health is always in touch with international organizations, including the World Health Organization (WHO) to study the characteristics and behaviour of the virus. Ministry of Health of Malaysia and world health bodies all have no experience in handling the 2019-nCoV virus. In addition to severe implications for the health of people, COVID-19 (coronavirus) has a significant impact on business and the economy it is also can challenge Sabah Electricity Sdn.Bhd industry during Covid-19 such as:

1

Complaints of high billing issues faced by some consumers.

Sabah Electricity Sdn Bhd (SESB) explained that the increase in consumer electricity bill currently experienced by consumers is due to the declaration of the Movement Control Order (MCO) beginning March 18, 2020. The key factor in the increase in electricity bills was the increased use of energy due to the Movement Control Order whereby the people were required to sit indoors to cut the transmission COVID-19.

Sacrifice for the continuation of the electricity supply throughout the movement control order.

When the Movement Control Order (MCO) came into force on March 18, 2020, it was then that people daily lives began to change. The need for electricity supply is increasingly important not only to drive development in various sectors of the economy as well as enhance the socio-economic well-being of the people but also in the wake of the COVID-19 epidemic, the supply of electricity to hospitals, clinics, and quarantine centers is critical. And these precious moments are an important responsibility to Sabah Electricity Sdn.Bhd (SESB) frontliners and the benefits it will not have been possible without those who work hard to keep the supply of electricity to consumers intact. The task involved is not an easy task as they sometimes have to climb hills, down valleys, and across rivers and marshes in hot and rainy weather to ensure electricity is always available to consumers. A variety of consumer trends and challenges are among the challenges that SESB technicians have to deal with during the movement control order following the COVID-19 outbreak, to ensure customer satisfaction is priority.

2

3

Interruption of meter reading and electricity bill delivery.

For the sake of the safety of SESB customers and employees under the Movement Control Order (MCO), meter reading operations and delivery of electricity bills to the premises will be temporarily halted from March 19 to April 14, 2020. Customer billing on these dates will be calculated based on the previous three months' usage. Apart from that, the customer bill will be adjusted when the meter reader from SESB takes actual readings on the consumer's premises next month.

8.2.2 Identification on business solution to overcome the challenges of a COVID-19 pandemic.

There are a few solutions that Sabah Electricity Sdn. Bhd has to overcome the challenges of a COVID-19 pandemic.

1. Sabah Electricity Sdn Bhd (SESB) provides a boost to the electricity consumption boost for the affected sector following the spread of a new coronavirus (Covid-19) in Sabah. SESB Managing Director, Datuk Ir Abdul Nasser Abdul Wahid, said the stimulus discount of 15 percent to the tourism sector was from April 1 to September 30. SESB also offers a two percent discount on electricity, commercial, industrial and domestic use for the same period. Scheduled supply closures and power supply delays for outstanding user accounts will also be temporarily halted until a later date. For customers who have been cut off before the Movement Control Order is executed and made a payment within the time of the Movement Control Order, the supply will resume on the same day, if payment is made before 1 pm. For payments made after 1 pm, a connection will be made the following day SABA Electricity Sdn Bhd (SESB) provides a boost to the electricity consumption boost for the affected sector following the spread of a new coronavirus (Covid-19) in Sabah.

2. It is not an easy task for the SESB staff to carry out their daily tasks and at the same time, the SESB staffs is facing a very high probability of COVID-19 infection. With the help provided by SESB management such as disinfectant fluids, gloves, and face masks, the SESB staff and their team can continue their day-to-day work to ensure a continuous supply of electricity to customers when they are at home. SESB safety work procedures require eight pillars must be followed before, during and after repair of damage, there are now nine additional precautions that require SESB staff to take preventive measures during work such as washing hands and

maintaining social distance while working. SESB has taken several steps during its service during the government-issued order to curb the spread of Covid-19. Among the steps announced by SESB are as follows:

- i. Always monitor the movement of employees to comply with all directives issued by SESB authorities and internal authorities to prevent them from COVID-19 infection.
- ii. Closing all SESB customer service counters. Users can use the following channels such as payment using a 24-hour kiosk operating at SESB branch, online Banking and agent quotes

3. Sabah Electricity Sdn Bhd (SESB) has resumed on-premises meter reading activities since April 17, which will be implemented by SESB staff to all users expected to be completed by May 16. Senior General Manager (Asset Management) Ir. Norhizami Abu Hasan said that by implementing meter readings on sites or accessible premises, users would get actual meter readings and receive regular bills. The implementation is to help consumers get the bill with the right amount and this is important as the usage is very different during the movement of the Move Control Order. Users whose premises are not accessible for meter reading will be read on a budget basis and users will also be advised to enroll in SESB's online customer service system, 'Online Customer Service SESB'. Through this system, users can find out the latest amount of their electricity bill including discounts provided by specified categories as well as online payment facilities. Users who are having trouble signing in to OCS SESB are required to contact SESB Careline at 088- 515000 or through their WhatsApp application at 019-852 5429 for more information and registration assistance. Also, SESB staff members who perform meter readings on the premises will wear uniforms that have the SESB logo along with the employee's card as well as comply with the precautionary measures set by the Ministry of Health Malaysia.

SESB Managing Director, Datuk Ir Abdul Nasser Abdul Wahid, said the stimulus discount of fifteen percents to the tourism sector was from April 1 to September 30. SESB also offers a two percent discount on electricity, commercial, industrial and domestic use for the same period. Scheduled supply closures and power supply delays for outstanding user accounts will also be temporarily halted until a later date. For customers who have been cut off before the Movement Control Order is executed and made a payment within the time of the Movement Control Order, the supply will resume on the same day, if payment is made before 1 pm. For payments made after 1 pm, a connection will be made the following day.

9.0 RECOMMENDATIONS (based on research objectives)

9.1 Maintain good vendor relationships

Professional procurement requires a community of satisfied and skilled vendors to be around. Whenever the procurement division wants a product and service, a small offer may be made to new suppliers, but such offers can take a substantial period of time to finalize. It requires a long process of looking at every potential supplier, figuring out what their role in the market is and defining their negotiation strategies, any time the procurement division has to start an appointment. The streamlining the procurement would make a job more effective. All they need to do is be honest in their business relations with the vendors, ensure they are paid on time, set out in detail, and transparent and respect the expertise and skills of the vendor.

9.2 Incorporating a registration management system

Technology creates wonders. So why not make the most of it as it can help the procurement division save lots of time and be more efficient. One way of using technology to improve the procurement process is by incorporating a registration management system. Let's admit that creating a registration form is time-consuming, and businesses often work with hundreds of vendors every year. Using a registration management system will alleviate the whole task of creating new registration whenever the procurement division boards a new vendor. It will help the vendor not waste time printing out the form and sending it back to the procurement division.

10.0 CONCLUSION

Achieving vendor satisfaction and business success have long been critical to the organization's future. Although much attention and resources have directed toward this issue, the quality of vendor satisfaction services generally does not improve, which is due, in part, of changing society and the lack of understanding of the nature of vendor satisfaction and the issues around it. It hoped that the vendor's work satisfaction would provide a unique and practical perspective on the challenges and opportunities facing the industry in general.

11.0 SIGNIFICANCE OF THE STUDY

Understanding of the new concept in business is crucial for developing an effective marketing strategy, to regulate marketing practice or to cause socially desirable behaviours. Although it generally accepted that quality and vendors satisfaction do have a positive impact on outcomes, but the precise nature of the relationship has opened to debate. Therefore, the researchers hoped to shed lights on these issues.

12.0 SELF REFLECTION

(Internship experience and how it has impact on their knowledge and practical skills)

As a final year semester student, to meet the requirements to complete the program in Bachelor of Business Administration (Hons) Marketing, each student is required to undergo practical training for 24 weeks in the institutions concerned. I am very grateful have been accepted into practical industries at Sabah Electricity Sdn. Bhd to acquire knowledge as a preparation step in the future. I was placed in the Procurement Division, Wisma SESB Kota Kinabalu. In the Procurement Division, there were seven departments, and i was allowed to set up three departments, namely Policy Management and Administration Department, Unit Secretariat Tender, and Stock Purchasing Management Department.

My first position was in the policy management and administration department. I was assigned the task of reviewing and updating the tender files in the DMS system, recording GRN reports in Microsoft excel, and transferring documents in the main file room to the file store for disposal. I learned a lot of knowledge and skills while on the job like learning to use a photocopier machine to scan documents for updating the DMS system, also I use the knowledge I have gained in the subject of business analytic for recording the GRN reports in Microsoft Excel and the process of entering the data should be done carefully. I learned the process of moving documents for disposal which is the file age must be two years and above.

My second position is in the stock purchasing management department. I was assigned the names of the vendors who received the SESB registration certificate in the vendor management system, made copies of the tender documents for sale to the vendor, learned the process of selling the tender documents and learned how to fill out the details in the documents that the vendor would

like to purchase. In that department, I learned that each document sold has certain conditions, has its code number, and has two types of documents, such as tender and quotation. Also, learning the process of selling this document can improve communication skills in the right way with the vendor and develop the skills in managing customer service.

My last position was placed in the tender secretariat unit. I was assigned to record a list of worksheets of JTIP and JTP documents for presentation in the meeting. Also, submit confidential documents to SESB's assistant general manager. Recording a list of sheets should be done carefully to avoid misspelling and numbers.

But due to coronavirus disease (Covid-19) spread throughout the country, including Malaysia. UiTM issued an official letter to students undergoing industrial training to be ordered to leave before it was announced to withdraw from the industrial training to prevent outbreaks. That means my industry training is only six weeks to two days.

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APPENDICES

Questionnaire instrument

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Service Quality of Vendor Satisfaction Who Deals With Procurement Division, Wisma SESB Kota Kinabalu, Sabah.

Dear respondents, I am Nordyiana Fitri binti Hamid, currently pursuing my Bachelor of Business Administration (Hons) Marketing in UiTM Kota Kinabalu, Sabah. I am conducting a survey on Service Quality In The Satisfaction Of Vendor Who Deals With Procurement Divison, Wisma SESB Kota Kinabalu, Sabah. I would be grateful if you could answer the enclosed questionnaire. Your cooperation is highly appreciated thank You.

Researcher Name: Nordyiana Fitri Binti Hamid

2017707477

INSTRUCTION

Each part accompanied by information, your goal is to rank the question according to your own knowledge and experiences. Please tick (/) on the box and circle the number that must accurately reflect the importance of these values to you.

Instruction: Please read the statement starts from section B to section G carefully. On the right side of the statement, you will see the number that indicates your feeling and the number represent as given. Please circle the number that most accurately reflects your knowledge an opinion on the statement. For example, if you disagree with the statement, you may circle or tick either number 1 or 2. If you agree with

the statement, you may circle or tick either number 4 or 5, and
if you have natural feeling circle or tick number.

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SECTION A: RESPONDENT BACKGROUND

1. Gender

<input type="checkbox"/>	Male
<input type="checkbox"/>	Female

2. Age

<input type="checkbox"/>	20-29
<input type="checkbox"/>	30-39
<input type="checkbox"/>	40-49
<input type="checkbox"/>	50-59
<input type="checkbox"/>	60-Above

3. Marital status

<input type="checkbox"/>	Married
<input type="checkbox"/>	Single

4. Occupation

<input type="checkbox"/>	Government sector
<input type="checkbox"/>	Private sector
<input type="checkbox"/>	Self-employed
<input type="checkbox"/>	Student

5. Frequency deals with Procurement Division, Wisma SESB

<input type="checkbox"/>	Daily
<input type="checkbox"/>	Weekly
<input type="checkbox"/>	Monthly
<input type="checkbox"/>	Yearly

SECTION B: RELIABILITY

INSTRUCTION

Please tick (/) the appropriate box that is relevant to you.

Please indicate your degree of agreement on the following statement by ticking (/) the most suitable number based on the scale of 1 to 5.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

1.	Providing services as promised	1	2	3	4	5
2.	Dependability in handling vendor's service problem.	1	2	3	4	5
3.	Performing services right the first time.	1	2	3	4	5

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SECTION C: RESPONSIVENESS

INSTRUCTION

Please tick (/) the appropriate box that is relevant to you.

Please indicate your degree of agreement on the following statement by ticking (/) the most suitable number based on the scale of 1 to 5.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

1.	Keeping vendors informed about when services will be performed.	1	2	3	4	5
2.	Prompt service to vendors.	1	2	3	4	5
3.	Willingness to help vendors.	1	2	3	4	5
4.	Readiness to respond to vendors enquiries	1	2	3	4	5

SECTION D: ASSURANCE

INSTRUCTION

Please tick (/) the appropriate box that is relevant to you.

Please indicate your degree of agreement on the following statement by ticking (/) the most suitable number based on the scale of 1 to 5.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

1.	The staff who are consistently courteous	1	2	3	4	5
2.	The staffs that has the knowledge to answers vendors questions.	1	2	3	4	5
3.	Making vendors feel safe their certificate renewal, registration and other.	1	2	3	4	5

INTERNSHIP REPORT 2020

SECTION E: EMPATHY

INSTRUCTION

Please tick (/) the appropriate box that is relevant to you.

Please indicate your degree of agreement on the following statement by ticking (/) the most suitable number based on the scale of 1 to 5.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

1.	Convenient business hour	1	2	3	4	5
2.	Giving vendors individual attention.	1	2	3	4	5
3.	Employees who deal with vendors in caring fashion.	1	2	3	4	5

SECTION F: TANGIBLES

INSTRUCTION

Please tick (/) the appropriate box that is relevant to you.

Please indicate your degree of agreement on the following statement by ticking (/) the most suitable number based on the scale of 1 to 5.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

1.	Visually appealing facilities	1	2	3	4	5
2.	Employees who have a neat, professional appearance	1	2	3	4	5
3.	Modern equipment	1	2	3	4	5

SECTION E: VENDOR SATISFACTION

END OF QUESTION

INSTRUCTION

Please tick (/) the appropriate box that is relevant to you.

THANK YOU FOR COOPERATION

Please indicate your degree of agreement on the following statement by ticking (/) the most suitable number based on the scale of 1 to 5.

1	2	3	4	5
Strongly Dissatisfaction	Disagree	Neutral	Agree	Strongly Satisfaction

1.	Satisfied with the employees services.	1	2	3	4	5
2.	The employees can communicate well, friendly, and effective.	1	2	3	4	5
3.	The employees efficient in performing tasks	1	2	3	4	5