



**FACULTY OF ADMINISTRATIVE SCIENCE  
AND POLICY STUDIES  
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**BACHELOR OF ADMINISTRATIVE SCIENCE (HONORS)**

**PRACTICAL TRAINING REPORT  
SARAWAK ENERGY BERHAD**

**MOHD FARHAN AIZUDDIN BIN HASAN@HASSAN**

**2017944935**

**SUPERVISOR: MADAM CHAI SHIN YI**

**DECEMBER 2019**

## DECLARATION

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

-----  
Name: Mohd Farhan Aizuddin Bin Hasan@Hassan

Matrix No: 2017944935

Date: 30 November 2019

**Supervisor's Comment(s):**

**Moderator's Comment(s):**

**CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR**

Name of Supervisor : Chai Shin Yi

Name of Student : Mohd Farhan Aizuddin Bin Hasan

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

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(Signature)

Date:

## **ACKNOWLEDGEMENT**

Praise to Allah that I have completed my practical training at Sarawak Energy Berhad which began from 24<sup>th</sup> of June this year till 13<sup>th</sup> of September 2019. First of all, I would like to thank Sarawak Energy Berhad for giving me the opportunity to undergo my practical training in this organization. I would like to extend my appreciation to my industrial training supervisors, Puan Tunku Intan Suhaila Binti Tunku Yahya, for their advices as well as patiently guided me while I was here. Not forgetting, to all the staffs of Sarawak Energy Berhad, I appreciate their entire kindness for helping and teaching me in completing my tasks. It was an honour to have the chance to work together with you.

I also would like to extend my thankfulness to my parents for all their moral support, financial support and also to my friends who are very committed and always there to share their ideas. As for my supervisor from Universiti Teknologi Mara (UiTM), Madam Chai Shin Yi, I thank you for all the reprimand, guidance and support in assisting me with this report. Without your proper guidance, I may not be able to achieve what I have achieved now. All the parties involved had taught me a lot and at the same time, it kept me motivated in doing this practical training.

Completing this practical training was a challenging task as I was exposed to many new things which were very valuable for me to learn and carry out with devotion when I faced the real world of working environment back then. This exposure has shown me how working environment will be in the next phase of my life. Besides, it also polished my soft skills especially on how to communicate with people and learned to do tasks in a group.

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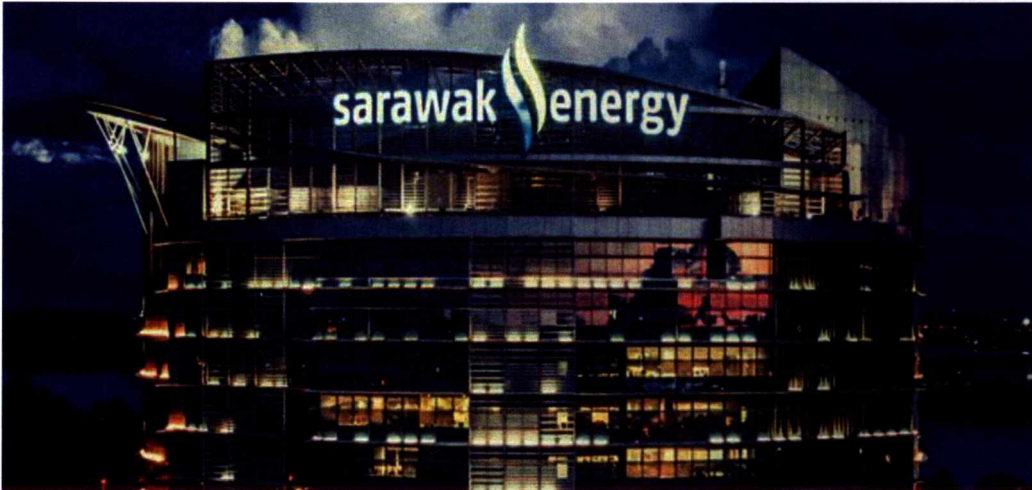
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## CHAPTER 1

### INTRODUCTION OF THE ORGANIZATION

#### 1.0 INTRODUCTION



**Figure 1.1**

#### **Menara Sarawak Energy Berhad**

As for the introduction, in order to complete the bachelor's degree of Administrative Science (Hons), the student trainee need to take on the Industrial Training (ADS667) that provides undergraduates with the working experiences that required them to finish certain tasks or responsibilities, depending on job at hand.

Sarawak Energy's history began in 1932, with the formation of "Sarawak Electricity Supply Company", by the Brooke Administration, to operate electricity supply to the public within Sarawak. In 1921, an Electrical Section within Public Works Department was created to provide the public electricity supply. Thus, in 1962, under the Sarawak Electricity Supply Corporation Ordinance 1962, the Sarawak Electricity Company was dissolved, and later created into a Corporation, known as Sarawak Electricity Supply Corporation (SESCO). In 1996, Sarawak Enterprise Corporation Berhad bought over 45% stake of the Corporation from the Sarawak Government. Then, in 2005, SESCO was privatized and known as syarikat SESCO Berhad, and bought over by Sarawak Energy Berhad.

Sarawak Energy Berhad (SEB) is an energy development company and a vertically integrated power utility with a vision to achieve sustainable growth and prosperity for Sarawak by meeting the region's needs for reliable and renewable energy providing electricity to 2.8 million Sarawakians in urban and rural areas.

Built on a foundation of almost 100 years of experience, SEB role is to provide reliable, safe, and competitively priced power. Their energy predominantly comes from Sarawak's rich hydropower resources, making their energy supply environmentally friendly and sustainable. SEB are the primary electricity provider in Sarawak, with an expanding consumer base of more than 680, 000 account holders throughout Sarawak and a growing multidisciplinary workforce of 5,000 Sarawak Energy is the largest employer of professional Sarawak talent.

SEB are now taking bold steps to support Sarawak's goal of becoming a developed Sarawak by 2030. In advancing the agenda of sustainable and continuous growth, a strategy roadmap is designed to consolidate, protect and optimize the value created from the transformation of a traditional utility into a corporate power house and digital utility of the future by focusing on excellence in operation and Health Safety and Environment (HSE), project delivery and talent management enabled by a high-performance organizational culture.

Their brand tagline **Power To Grow** embodies SEB mission to provide clean and reliable power for the growth and prosperity of Sarawak and the region. Sarawak Energy is committed to providing affordable 24/7 electricity access for all Sarawakians through a modern and reliable power system. SEB are also harnessing Sarawak's abundant indigenous natural resources to catalyze Sarawak's economic progress and development via SCORE, the Sarawak Corridor of Renewable Energy.

In realizing their regional ambition, they are progressing the Borneo Grid with first export of power to West Kalimantan, Indonesia in 2016 and planning for expansion through interconnections with Sabah and Brunei. The future is digital, and Sarawak Energy is embracing the technologies in the way they do their business and manage SEB people.



**Figure 1.2**

**Logo of Sarawak Energy Berhad (SEB)**

1. The blue wave represents the mighty rivers of Sarawak the source of hydropower.
2. The green wave symbolizes the forest and the natural environment, drawing energy from the sun. Together the waves represent clean and renewable energy, sustaining life and growth for Sarawak and its people.
3. The use of lower-case letters in our name signals our openness and humility towards our customers and our community.

## **1.1 BACKGROUND OF SARAWAK ENERGY BERHAD**

### **1.1.1 SEB Mission**

- To provide clean and reliable power for the growth and prosperity of Sarawak and the region.

### **1.1.2 SEB Vision**

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

### **1.1.3 SEB Objectives**

- To emphasize health and safety excellence.
- To emphasize the efficiency of operational excellence.

- To emphasize as well enhances project delivery excellence.
- To emphasize and develop talent management excellence.
- To encourage and maintains staff high performance culture.

## **1.2 ORGANIZATIONAL ACTIVITIES AND SERVICES**

### **1.2.1 Operating Time of working hour**

- Monday until Friday
- 8:00 AM to 5:00 PM
- Close only on holiday

### **1.2.2 Company System and Policy**

Those who want to enter the building of Sarawak Energy must provide their identification card or license to the security at the front gate. It is also applicable for new interns to report duty at the front gate before entering the building. Then, the security guard will give the visitor access card. People who want to visit or enter the building then need to continue walking to the front desk at level 1, there will be several auxiliary police that ready to entertain and their task to give the visitors another access card. This is because, in Sarawak Energy the security is tight as they need to ask the visitors floors to go and they will provide with certain levels card. For example, as the visitor need to go to Level 4, Human Resources Department, hence, level 4 access card shall be given. Plus, the access card only applicable to the level they wish to go, and it entitled to block the visitors to access to different levels as SEB comprised of nine levels overall. Then, the visitors can go back and repeat the same thing again.

### 1.3 ORGANIZATIONAL CHARTS



**Figure 1.3**  
**Organizational Structure in company (Sarawak Energy Berhad)**

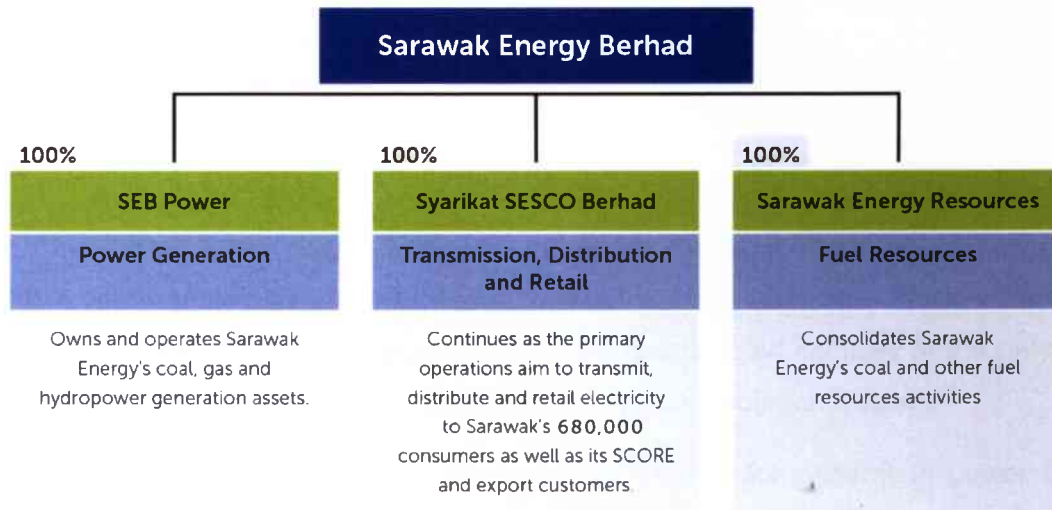
Sarawak Energy Berhad is wholly owned by the State Government of Sarawak (Sarawak Energy Berhad, 2019). As for the board members, the Chairman of Sarawak Energy Berhad is YBhg Datuk Amar Abdul Hamed Sepawi, Non-Independent Non-Executive Director is YBhg Dato Sri Fong Joo Chung, Non-Independent Non-Executive Director is YB Tan Sri Datuk Amar Haji Mohamad Morshidi Bin Haji Abdul Ghani, Independent Non-Executive Director is YBhg Tan Sri Dato Sri Mohd Hassan Bin Marican, and the Non-Independent Non-Executive Director YB Dato' Haji Idris Bin Haji Buang.

The establishment of Sarawak Energy Berhad is based on the primary producer of electricity in the state, which to occupy the needs over 2 million people in the state of Sarawak. Beside of establishing a safe and sustainable energy supply in the state, Sarawak Energy also has started exporting electricity to Kalimantan. Sarawak Energy Berhad are known to be a very successful company as it is the only electricity producer in ASEAN that has more than 75% of energy mix from a renewable source.

The successful of Sarawak Energy Berhad has led the organization to gain several awards from:

- a) Alliance for ural Electrification (ARE) Awards 2018 Sicily, Italy
- b) Sarawak Energy Annual Report 2016 – Silver AustralasianReportingAward (ARA)
- c) 11th Annual Alpha Southeast Asia Deal & Solution Awards 2017
- d) Best Domestic M&A Deal in Southeast Asia 2017
- e) Gold – Best Community Programme (More than USD 1 Billion in Market Cap)
- f) Platinum – Empowerment of Women Award (More than USD 1 Billion in MarketCap)

## 1.4 MAJOR BUSINESS ACTIVITIES



**Figure 1.4**

### **Group Structure in the company (Sarawak Energy Berhad)**

Basically, Sarawak Energy Berhad (SEB) is an energy company that is mainly responsible for the **generation, transmission and distribution** of electricity for the state of [Sarawak](#) in [Malaysia](#). It is wholly owned by the [State Government of Sarawak](#). As time passed, to be specific on May of 2016, Sarawak Energy Berhad had estimated to have around 600,000 customers in the state. The organization generates power by capitalising on Sarawak's abundant indigenous resources—hydro, coal and gas—and supply electricity to our customers throughout Sarawak and beyond through an extensive network.

#### **(i) POWER GENERATION**

Sarawak Energy harnesses the state's abundant indigenous natural resources to generate predominantly renewable hydropower, complemented by thermal (gas and coal) for energy security and diversity. The total installed capacity of the 8 major power stations connected to the Sarawak Grid (the network of extra high voltage transmission lines and substations that connect generating power plants to the distribution network that serve the towns and cities of Sarawak) is 4640 MW.

Currently in construction is Balingian Power Plant, which will be fully commissioned in 2019 and will boost the installed capacity to 5264.4 MW. In addition, to meet the demand of Northern

Region in Limbang and Lawas, there are 2 urban rural diesel and mini-hydro power stations with a total installed capacity of 43.5MW. The installed capacity under Sarawak Energy totals up to approximately 5307.9 MW across Sarawak.

## **(ii) TRANSMISSION**

Transmission is one of the most important state Grid infrastructures in Sarawak Energy Berhad. The Rm2.7 billion 500kV backbone to provide Sarawak with a second transmission grid. This massive state infrastructure was completed in 2017, stretching for over 500km from Similajau to Kuching Division. The second backbone has doubled capacity of the network and enhanced reliability particularly in the more densely populated southern region.

The new grid helps to transmit electricity supply from major generation power plants in northern Sarawak to load centres where SCORE customers are located as well as the densely populated southern cities of Kuching and Sibul

The Northern Grid Expansion (by 2021) will mean that the State Grid will now span the whole length of Sarawak, connecting the last major towns of Limbang and Lawas. This will allow us to eliminate diesel generation and allow these areas to benefit from the hydropower developments in the State.

## **(iii) RURAL ELECTRIFICATION**

Another project of Sarawak Energy Berhad is rural electrification. In 2015, a strategy to electrify the remaining rural households was formulated under the Rural Power Master Plan. The plan is aimed at accelerating rural electrification through a variety of programmes with government funding.

This plan will see the expansion of high voltage distribution network from the existing grid under RES; RPSS in extending Extra High Voltage (EHV) transmission network into rural areas; and Hybrids and Sarawak Alternative Rural Electrification Scheme (SARES) for standalone renewable alternative systems for the most remote inaccessible areas. The simultaneous implementation of these programmes will speed up the government's electrification plan, enabling Sarawak's digital economy agenda to reach rural communities to help realise Sarawak's vision to become a developed state by 2030.

## 1.5 ORGANIZATION INFORMATION

### 1.5.1 Organization Structure

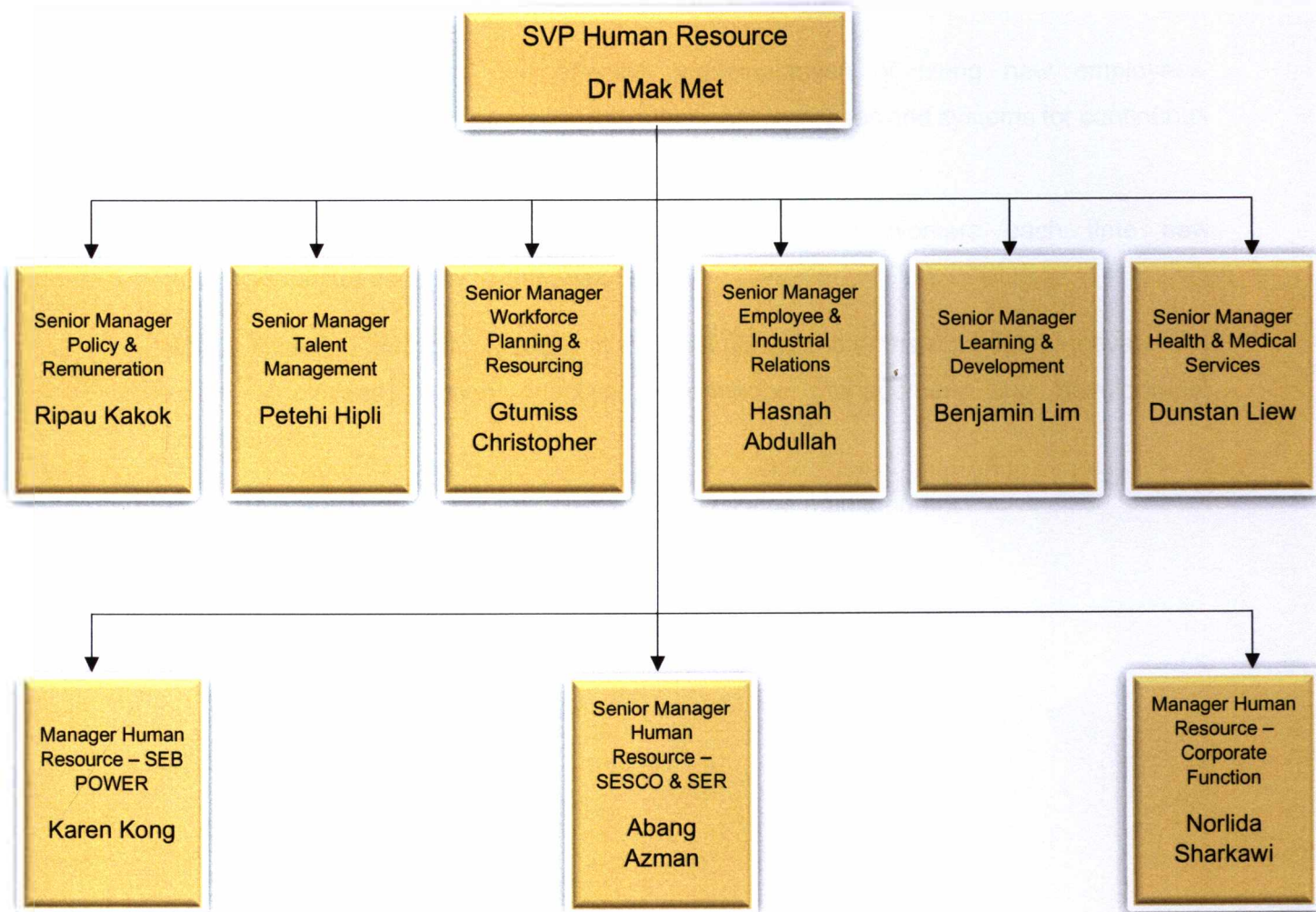


Figure 1.5

Departmental Structure in Human Resources Department, HQ Office

## **1.6 Department Function**

- Facilitating employee engagement through effective communication of HR policies, procedure, guideline, process and systems.
- Ensuring efficient and effective implementation of hiring new employees' accordance of HR procedures, policies, guidelines, processes and systems for continuous improvement of workforce section.
- Drive operational excellence in recruiting new workers each time new advertisement of vacancy in Sarawak Energy.
- Ensuring the right person is at the right place, and at the right time, motivate and retain employees through effective performance management and development opportunities.
- Drive organizational effectiveness and change management.

## **CHAPTER 2**

### **TECHNICAL THEORIES WITH ACTIVITY**

#### **2.0 Introduction**

In this chapter, it describes the analysis of practical training and specifically focuses on one area of task as covered in practical training handbook. It also reflects the definition of concept, demonstration of practical and theoretical aspects as how to relate all concepts learned in classroom at the workplace and how to transform knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. Based on my schedule of practical working experience, it shows that my practical training experience was more focused on the job of being recruiting and was practices at Workforce Planning and Resourcing unit.

#### **2.1 Task Analysis**

I have completed several types of responsibilities that have been assigned to me during my practical training such as filing, sending emails, answer phone calls and et cetera. However, I will be focusing on recruiting system in this chapter as it was the most core job that had been given to me by my supervisor.

#### **2.2 Recruitment Process (Radhika Kapur, 2018)**

Recruitment is the process of identifying, screening, shortlisting and hiring of the potential human resources for the purpose of filling up the positions within the organizations. It is the central function of human resource management. Recruitment is the process of selecting the right person, for the right position at the right time. The educational qualifications, experience, abilities and skills of the individuals need to be taken into consideration when recruitment takes place.

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Recruitment takes place internally, such as within the organization and externally and from the usage of external sources. Internal factors include, the size of the organization, recruiting policy, image of organization and image of job. External factors include, demographic factors, labour

market, unemployment rate, labour laws, legal considerations and competitors. Efficiency in the recruitment processes generates productivity and builds a good working environment and good relations between the employees. Furthermore, recruitment is called a positive process with its approach of attracting as many candidates as possible for the vacant positions. It is the process of identifying and making potential candidates to apply for the jobs.

Hence, the employers must put into practice recruitment strategies and methods that would be the most beneficial to achieve organizational goals and objectives. So, recruitment process is important for the effective functioning of the organizations and they take place simultaneously for the development of the organization.

#### **Reflection during my internship:**

Based on my times of internship in Sarawak Energy Berhad, I was put in Workforce, planning & Resourcing (WPR) unit in HR department. My core job was in recruitment process. I undergone lot of recruitment process starts from screening until employ a real employer. Moreover, my task was basically helping my supervisor to have a smooth and efficient interview session. As I was working under Tunku Intan Suhaila, one of the executives in WPR unit and also my supervisor, I was taught by her on how to practice recruitment strategies to be more beneficial to achieve organizational goals and development of personnel. The process was quite hard at first, but I realized it was fun and full of new knowledge, as I got to learn how Sarawak Energy commit the interview session and the do's and don't to be employ by them. Hence, I can use that knowledge in apply for myself for future attempts in having an interview to Sarawak Energy itself or other company as well.

### **2.3 Purpose of Recruitment Process (Priya C, 2018)**

#### **1) Ensures uninterrupted business process**

This is the first objective of recruitment. In human resources department, recruitment process aims at providing the required number of skilled employees to the organization to keep the business process going. So, these processes should be done in the basis of the nature of an organization.

#### **Reflection during my internship:**

This is important in recruitment. During my internship, my unit which is Workforce Planning & Resourcing is the one responsible on carefully choosing and shortlisting capable applicants and doing interview to access required number of skilled employees for the basis of the organization.

## **2) Identifies present and future personnel requirement**

To determine the present and future needs of the organization, with the combination of their personal plan and job analysis activities. It is the initial step for detecting and analyzing the workforce requirement in the organization, at present as well as in future say within a year.

### **Reflection during my internship:**

In Sarawak Energy Berhad, their goal is to have outstanding staffs in terms of their number and skills. So, as I was taught in HR department their objective basically to increase number of labors across Sarawak departments for the sake of present and future of the organization. The interview session I undergo with my supervisor was almost every day as the organization in dire to have new recruitment consist of new talents, fresh ideas and produce credible employees and managers.

## **3) Identifies of maximum number of relevant Curriculum Vitae (CV)**

Before doing the recruitment process, it is a must to see through people CVs and choose only that are applicable for the job they requested. This is an order to avoid too much CVs that are not related to the job prospect, as it can cause mismatch in the interview session later.

### **Reflection during my internship:**

In my worktime in Sarawak Energy Berhad of HR department. The task of seeing through people CVs and choose the right people was my supervisor. I was just helping on printing and sorting the CVs based on the vacancies they applied in their respective employment files. Thus, this process needs the attention from my supervisor who had good experiences on choosing and screening the CVs in SEB website as it does cause mistake but only minimum mismatch in interview session.

## **4) Improves cost-effectiveness**

In recruiting process, the organization must adhere on doing recruitment many times as requested by the vacancies. So, it is a systematic and well-planned process and it has proved to be more cost-effective.

### **Reflection during my internship:**

During my internship, I did experience lots of interview sessions that came from different type of position and departments. The reason Sarawak Energy would like to do many recruitments is because of they want a systematic and well-planned process to prove that the organization is more cost-effective on applying budgets. The cost incurred usually came from recruitment process. In

other words, they can increase number of workers and improve their performance by having new recruitment every time.

### **5) Accelerates the selection process**

The objective of a good recruitment process is to make rapidity of quality in terms of new hirer. It backs the recruitment process with a pool of candidates' Curriculum Vitae (CV), which helps in quick performance of selecting and recruiting candidates for an official interview.

#### **Reflection during my internship:**

As my task in Workforce Planning and Resourcing (WPR) my responsible is basically aiding my supervisor in recruitment. I did the administration work such as filing CVs, printing documents and so on. So, before any interview will be held, I need to go the interview room and pass the employment file consist of the required documents such as CVs of the applicants, evaluation forms and many more. This is because, by this the process of selection can be accelerate by having and effective interviews.

## **2.4 Importance of Recruitment Process (Kimberlee Leonard, 2019)**

### **1) Finding quality candidates**

Having good quality employees is the number one goal for any employer. Establishing a job description and advertising in places where you know you will be able to attract people with the right set of skills is the first step. It's important to identify which tasks needed so the recruitment can be complete.

#### **Reflection during my internship:**

In Sarawak Energy Berhad (SEB), the vacancies established in their website online. Most of the time people want to apply job needed to sign up and fill the application post online. By then, HR can do the screening process on finding quality candidates. The one that send false CVs consist of incomplete informations and lack of requirement will be not chosen in order to establish good new candidates for interview later.

### **2) Save training time and money with proper selection**

Go through a systematic set of questions and even skills tests to determine if candidates can fulfill the job needs. This helps establish confidence in knowing that you have logically gone through a recruiting process and choose people based on defined metrics rather than gut feelings. Thus, it can increase the chances of having someone succeed in the job they requested to work to.

### **Reflection during my internship:**

During an interview, most of the time the candidates need to answer some set of questions or examination in order to fulfill good establish employee. This is due when the candidates waited in the waiting room and they need to go through systematic examinations such as personality test and so on. In other words, it can help on choosing people to be recruited by not just following gut feeling from the recruiters. So, they can choose the best among all candidates during the interview session.

### **3) Reduce potential legal ramifications**

It is a systematic process in place that you follow for every candidate, as it reduces the chances of finding yourself in employment-related legal issues. Employers can get sued for bias if a candidate feels there was some level of discrimination that resulted in not getting the job. Keeping interview questions professional and not asking personal questions is important to prevent any misconceptions. Giving the same skills tests to all candidates means that no one was given preferential treatment. Employers are not allowed to discriminate based on age, gender, religion or disabilities.

### **Reflection during my internship:**

During my days in internship there, I learned a lot about interview. The one of their biggest criteria in recruiting new employee is by considering the candidates' body mass index. They do not discriminate people based on age, gender, religion or even disabilities. So, the main reason they wanted this BMI implemented is to have a good, fit and healthy worker. This was not considered as discrimination as it is their requirement after all. Thus, in terms of interview sessions, they usually asked on work-related questions and some personal matters, as they did not shown preferential treatment in choosing new employees such as recruiting relatives in the same company.

## **2.5 Benefits of Recruitment Process (Neil Kokemuller 2019)**

### **1) Strong pool of applicants**

A planned recruitment effort includes identifying the best methods to connect with qualified applicants. Newspapers, company websites, job boards, broadcast media and career fairs are among the common recruitment methods. By putting your time and resources into the most efficient methods, you generate a larger and more qualified pool of applicants.

**Reflection during my internship:**

As what I know during my internship in Sarawak Energy is, they use the recruitment medium is mostly company websites followed by newspaper spreads and so on. These was their tradition in having efficient method of recruiting new applicants into the company.

**2) Accurate screenings**

The selection process focuses on applicants, interviews, tests and other mechanisms used to evaluate the qualifications and traits of candidates. While job interviews are a common and important means of evaluating applicants. For example, a civil engineer job, candidates typically present portfolios of projects completed in school, internships or previous work experiences. These samples provide evidence of task completion and performance, which contributes to precision in hiring the best person for a role.

**Reflection during my internship:**

During my internship, new employments was at booming. Almost three to four times a week interview were held in different types of positions. In doing the accurate screening, my tasks were basically focus on getting applicants ready at the waiting room before interview start, and my supervisor tasks is to evaluate the candidates by viewing their qualifications and traits. Most of the time, an accurate screening needs to be done once there was interviews from Engineering department as they wanted good and worthy workers.

**3) Proactive strategic alignment**

Companies map out the types of workers and skills needed to fill vacancies. Open positions are established based on company goals and hiring plans to achieve them going forward. Planning out human resources needs in advance enables more focused job screenings. Hence, companies can establish training and development programs when they recognize the need to grow people into more elaborate roles after initial hiring decisions.

**Reflection during my internship:**

In my days of internship, I realized that this company always map out new workers and advertised vacancies for public. Then, the crucial part on evaluating on job screenings was the Human Resources department, as they need to be precise on viewing their qualifications, applications people had applied, oversee their CVs and many more. So, the proactive strategic alignment will be held when there were new employees and they need to attend training to elaborate roles after initial hiring decisions done.

#### **4) Reduced turnover and high morale**

When an organization hires people with the right personality types and job skills, the result often is more happy workers. A culture that fits well with employee preferences and makes them happy. Lower turnover rates and more positive workplace morale ultimately contribute to greater efficiency and higher profits as well.

#### **Reflection during my internship:**

This really shown during interview were done during my internship, as the panels for interview turn out were mostly hiring managers, few employees from respective department and one HR department executive. The panels were solely having experience attending and evaluating people so the result often producing more happy efficient workers. This is the culture of Sarawak Energy Berhad as they often produce positive workers, in good workplace so that work efficiency and higher profits can be achieved.

### **2.6 Key elements of Recruitment Process (Talent Corner, 2019)**

#### **1) Plan Development**

In order to find the appropriate candidate, it is important to identify the vacant position first. In the first phase, the description of the position to be filled is given along with job specification as well. This usually involves in analyzing the vacancies in terms of the number positions and posts to be filled, job description and its nature is a most important document and is descriptive in nature where it need to be introduced in the first phase in filling new positions. Hence, qualification and skills also needed to apply for the vacant positions.

#### **Reflection during my internship:**

During my internship, before interview were held, they need to print job description that consist to be filled for new applicants. So, it is important to have the job description and along with job specifications when they want to analyze vacancies such as number positions. Most of the interview I assisted, only one applicant chosen among others, that is the reason why they like to file for new positions, shout out vacancies through Sarawak Energy website. It is surely a good plan on development of the company.

#### **2) Establishing a strategy**

A strategy is devised for recruiting the candidates. Various factors are considered, like whether or not to prepare the candidates themselves or hire from outside or to check the recruitment sources that are available and find the most appropriate among them.

It looks for a suitable geographical area for the hiring process along with the method of recruitment for the potential candidates.

**Reflection during my internship:**

In my days of internship, candidates were chosen basically from outside as they were the one filled the position. The vacancies were advertised in their official website via online. The strategy implemented basically when is the right time screening the applicants and find the most appropriate among them. The suitable geographical area usually in interview rooms and method used are mostly external recruitment and face to face interview.

**3) Searching Process**

Searching involves attracting the candidates who are seeking jobs. There are broadly two categories under the searching process which is internal process and external process.

**Reflection during my internship:**

During my internship, the searching for new candidates were usually using external process where they advertised employment online and people can apply online. Thus, after that the searching process continued around one month, the searching and screening will be done after that.

**4) Screening and shortlisting**

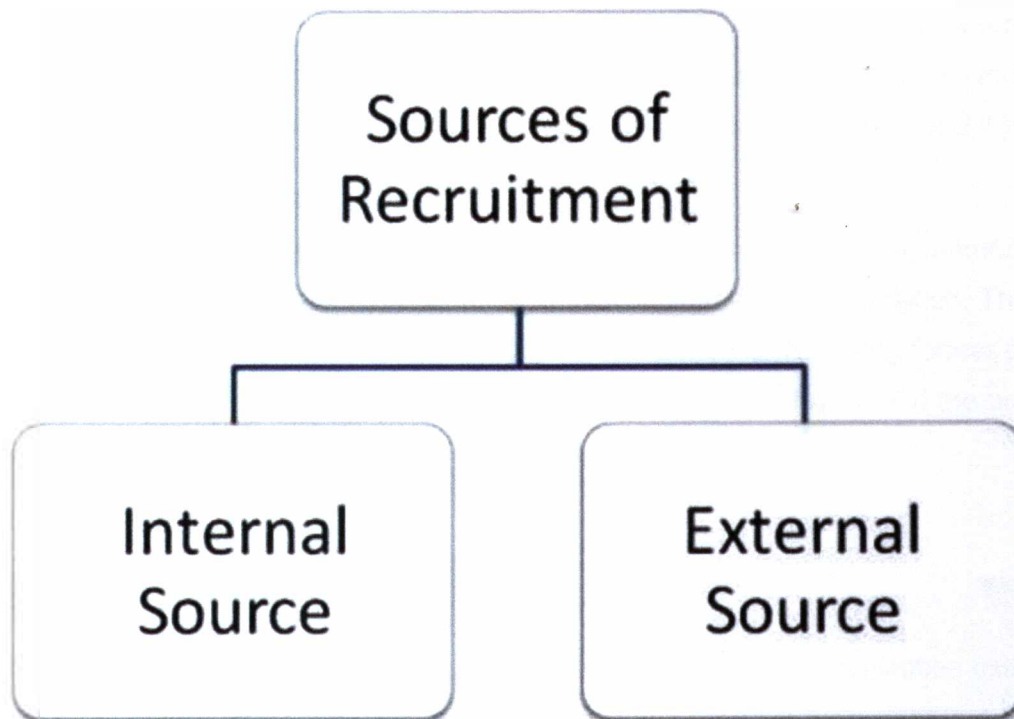
This is a reviewing process. Once the applications come in, the recruiter along with his or her team analyzes the resumes and reviews the applications. A second round could be conducted if the organization wishes, to shortlist the candidates. This does not necessarily have to be a formal interview. It can be carried out through a telephonic call or a video interview.

**Reflection during my internship:**

During my internship, the recruiter which is my supervisor is responsible on analyzing the resumes and reviews the applications. Then, shortlisted happened. Once shortlisted were done, my task is to call the candidates to go for the interview. Some consideration takes into account which is to have video interview such as Skype interview, but mostly they do not encourage on using other than face to face interview to avoid disability during interview.

## 2.7 Types of recruitment process (Prachi Juneja, 2015)

For any organization, recruitment is a crucial part of developing and maintaining an effective and efficient team. A good recruitment strategy will cut down the wastage of time and money, which would have incurred for extensive training and development of unqualified resources. There are two types of recruitment process which are internal recruitment and external recruitment.



### 1) Internal Recruitment

It is a recruitment which takes place within the concern or organization. Internal sources of recruitment are readily available to an organization. Internal sources are primarily three - Transfers, promotions and Re-employment of ex-employees.

Internal recruitment may lead to increase in employee's productivity as their motivation level increases. It also saves time, money and efforts. But a drawback of internal recruitment is that it refrains the organization from new blood. Also, not all the manpower requirements can be met through internal recruitment. Hiring from outside must be done. It is primly divided into three:

- Transfers
- Promotions (through internal job postings)

- Re-employment of ex-employees

By transfers it is referring to the process of interchanging from one job to another without any change in the rank and responsibilities. It can also be the shifting of employees from one department to another department or one location to another location, depending upon the requirement of the position.

Moreover, in terms of promotions is a process of posting/advertising jobs within the organization. This job posting is an open invitation to all the employees inside the organization, where they can apply for the vacant positions. It provides equal opportunities to all the employees working in the organization. Hence, the recruitment will be done from within the organization and it saves a lot of cost.

Then, the re-employment of ex-employees is a process of internal sources of recruitment, wherein the ex-employees are called back depending upon the requirement of the position. This process is cost-effective and saves plenty of time. The other major benefit of recruiting former employees is that they are very well versed with the roles and responsibilities of the job and the organization needs to spend less on their training and development.

## **2) External Recruitment**

External sources of recruitment refer to hiring employees outside the organization externally. In other words, the applicants seeking job opportunities in this case are those who are external to the organization.

External employees bring innovativeness and fresh thoughts to the organization. Although hiring through external sources is a bit expensive and tough, it has tremendous potential of driving the organization forward in achieving its goals. There are few ways of external recruitment.

Firstly, by having recruitment. It is referred to refers to the external source of recruitment where the recruitment of qualified candidates is done by placing a notice of vacancy on the notice board in the organization. This method of sourcing is also called as factory gate recruitment, as the blue-collar and technical workers are hired through this process.

Next, by using employment exchanges. As per the law, for certain job vacancies, it is mandatory that the organization provides details to the employment exchange. Employment exchange is a government entity, where the details of the job seekers are stored and given to the employers

for filling the vacant positions. This external recruitment is helpful in hiring for unskilled, semi-skilled, and skilled workers.

Moreover, employment agencies. It is known as good external source of recruitment. Employment agencies are run by various sectors like private, public, or government. It provides unskilled, semi-skilled and skilled resources as per the requirements of the organization. These agencies hold a database of qualified candidates and organizations can use their services at a cost.

Furthermore, by using advertisements. It is the most popular and very much preferred source of external source of recruitment. The job vacancy is announced through various print and electronic media with a specific job description and specifications of the requirements. Using advertisements is the best way to source candidates in a short span and it offers an efficient way of screening the candidates' specific requirements.

To conclude, the HR department should be flexible enough to choose between internal or external methods of recruitment, depending upon the requirement of the organization.

#### **Reflection during my internship:**

During my internship, my task basically assisting my supervisor and other HR team on recruitment. The process of recruitment that we used mostly from external process as it is more convenient to have outside people with fresh ideas, new skills and developed talents. It is surely a source of the company to have flexible and efficient employees and increasing day by day such as employing non-skilled, semi-skilled and skilled workers. Hence, not only in Headquarters, the interview from other area such as in Miri and Bintulu were also practicing external interviews. In other hand, internal interview rarely happened due to requirement of the organization such as evaluation of cost and they wanted to have new employees from outside. Example of internal interview is when the actual employee in the company itself wanted to have another position in the organization and to be promoted.

## 2.8 Five steps involved in Recruitment Process (Smriti Chand, 2019)

The five steps involved in recruitment process are as follows:

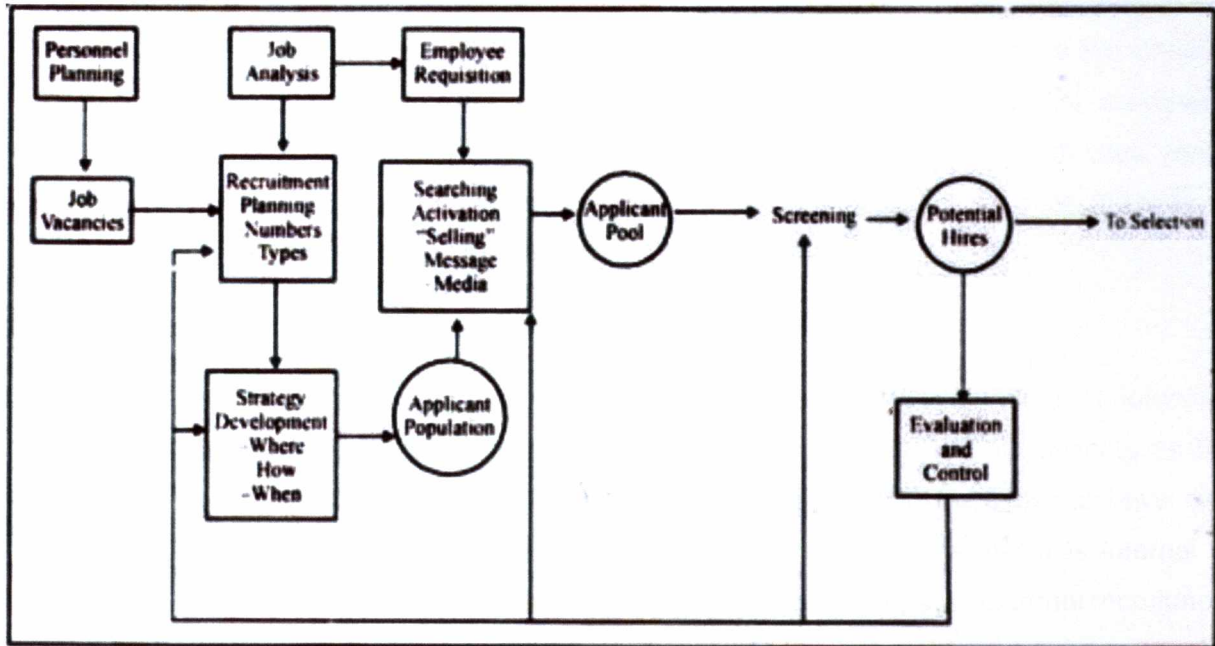


Fig. 6.2 : Recruitment Process

Figure 1.6 Recruitment Process

### 1) Recruitment Planning

The first step involved in the recruitment process is planning. Here, planning involves to draft a comprehensive job specification for the vacant position, outlining its major and minor responsibilities; the skills, experience and qualifications needed; grade and level of pay; starting date; whether temporary or permanent; and mention of special conditions, if any, attached to the job to be filled.

#### Reflection during my internship:

During my days in Human Resource Department, the recruitment planning is a major thing. This is because, every vacant position, there must be an outline consists of major and minor responsibilities and many more. Thus, this job description is usually already been done by their own respective department. Such as, in Finance Department as they wanted to have an interview session, they must make sure all the job specifications are ready. My task basically printed the job descriptions and put inside the employment file for my supervisor to refer during an interview session. So, the planning of the job specification is well executed.

## **2) Strategy Development**

Once it is known how many with what qualifications of candidates are required, the next step involved in this regard is to devise a suitable strategy for recruiting the candidates in the organization. The strategic considerations to be considered may include issues like whether to prepare the required candidates themselves or hire it from outside, what type of recruitment method to be used, what geographical area be considered for searching the candidates, which source of recruitment to be practiced, and what sequence of activities to be followed in recruiting candidates in the organization.

### **Reflection during my internship:**

During my time of internship, the strategic consideration is a part of HR department. Interview session came almost every single day, first thing in the morning up until evening as the organization needed new employees. We need to prepare to choose either to have own candidates or considered to hire outside. The types of recruitment either it is internal or external. Most of the time, we in Sarawak Energy Berhad likes to have an external recruitment as it can develop new fresh ideas from different people. In terms of recruitment, we also adhere to have an interview outside of Kuching area such as in Mukah, Bintulu and Miri. So, all and all my part was helping the interview session, which was getting the activities in sequence accordance to the organization rules and regulations.

## **3) Searching**

This step involves attracting job seekers to the organization. There are broadly two sources used to attract candidates. These are internal sources and external sources.

### **Reflection during my internship:**

In Sarawak Energy Berhad(SEB), I experienced that they always use external sources in having new recruitment. They posted the advertisement online in their own website then people will seek for the job and fill the vacancies. Then, as an intern in HR, placed in workforce, planning and resourcing unit, my core part is to get the flow of the recruitment process ready. In terms of printing their resumes, get the employment file ready, taking the external candidates from the entrance floor to the respective interview rooms in certain levels and whatnot. So, by this external source is a major usage of recruitment of (SEB) up until now.

#### **4) Screening**

Though some view screening as the starting point of selection, we have considered it as an integral part of recruitment. The reason being the selection process starts only after the applications have been screened and shortlisted. Job specification is invaluable in screening. Applications are screened against the qualification, knowledge, skills, abilities, interest and experience mentioned in the job specification. Those who do not qualify are straightway eliminated from the selection process.

The techniques used for screening candidates vary depending on the source of supply and method used for recruiting. Preliminary applications, de-selection tests and screening interviews are common techniques used for screening the candidates.

#### **Reflection during my internship:**

During my internship, I help my supervisor on the screening process. She will choose first the applicants first by shortlisting them based on qualification, knowledge, skills, abilities, interest and experiences at the resumes that they had send. Then, my supervisor will ask my help to do the second screening where is there any adjustment on choosing the best applicant. This is because, certain applicants were not fit on the certain roles of the vacant position.

Then, after the applicants were chosen, the candidates were called and email by me. As during the day of the interview, I brought them to the interview room and asked them to do preliminary examinations by having de-selection personality test and so on. Thus, the chosen candidate that were hired mostly efficient and accordance to the screening process.

#### **5) Evaluation and control**

It is imperative as it is given the considerable cost involved in the recruitment process, its evaluation and control.

The cost generally incurred in recruitment process which include:

- Salary of recruiters
- Cost of time spent for preparing job analysis, advertisement
- Administrative expenses
- Cost of outsourcing or overtime while vacancies remain unfilled
- Cost incurred in recruiting unsuitable candidates

### **Reflection during my internship:**

During my internship in (SEB), as the recruitment process was completed. I need to arrange the employment file in accordance to the labels which consist of job description, resumes, evaluation forms and many more. Then, I rushed to the managers that followed during the interview and also my own HR manager to sign for confirmation of recruiting new employee. So, the cost incurred during the process is low because, the interview was done inside the organization by having internal recruiters too. The cost of advertising the vacancies also low, as it only advertises through Sarawak Energy own website. Then, the administrative expenses also been allocated in HR annual budget, by having their own photocopy machines and interns the administrative duties were low cost and easier. In addition, in terms of outsourcing or having overtime while vacancies remained unfilled cost zero value. This is because, my supervisor will tell me to rearrange another interview session to do other interviews until they find the right applicants. So, the cost incurred during my internship in recruitment basically low cost as all the interviews happened were done by ourselves and not by the help from outside.

All and all, the evaluation and control were managed by our own in workforce, planning and resourcing unit and it does not incur too much charges even most of the interview sessions were made three to four times a week.

## **CHAPTER 3**

### **RECOMMENDATIONS**

#### **3.0 CHAPTER REVIEW**

Section 3.1 begins with introduction. Section 3.2 focused on the strength of the organization. Section 3.3 focused on the problems encountered throughout the Industrial Training. Section 3.4 focused on recommendation for improvement. Section 3.5 is highlighted the summary and conclusion.

#### **3.1 INTRODUCTION**

This chapter explains on strength, weaknesses, recommendation, conclusion, idea and problem solving assigned during practical training as mentioned in Chapter 2. This chapter will provide suggestion or recommendation for improvement in the future that may help to improve the management of Sarawak Energy Berhad, Kuching.

#### **3.2 STRENGTH OF THE ORGANIZATION**

##### **3.2.1 Comfortable Environment for interview session**

During my internship, I have organized many interviews for different positions. In Sarawak Energy, if you are being invited to their interview, all your expenses such as flight ticket and accommodation can be claim to them. Moreover, during the interview session, the one that manage the interview should also order foods and beverages for the interview candidates. This is to ensure all the candidates feel welcome by the organization. Plus, I was asked to prepare a room for the candidates waiting areas. This is one of the advantages for the people that go to Sarawak Energy's interviews.

##### **3.2.2 Teamwork**

The strength of the organization is defined by the strength of its employees. In Sarawak Energy, I have learned that teamwork is everything. It takes a group of people that aim for the same mission could establish the vision of the organization. In Sarawak Energy, there is no gap between the Senior Manager and the other employees, and still there is an existence of respect among them. For example, our Senior Manager in Human Resources under Workforce Planning &

Resourcing, Mr. Gtumiss Bin Christopher, he has this habit of wishing good morning to everyone even to the cleaner. This type of leader creates the healthy working environment. People always feel welcoming toward him and that is what leader supposed to be. A good leader will be born a good team member and hence, a good teamwork. His strong leadership skills can motivate his employees to work at their highest level to the reach the goals of the organization.

### **3.2.3 Multi-tasking in doing works**

Multi-tasking is an ability to perform more than one task, or activity, over a certain period. In Sarawak Energy, most of the employees in HR department have this multi-tasking skill required them to manage more than one thing in one time. For example, in my own unit, Workforce Planning & Resourcing, the one that doing the filing is also the one that picking up the phone calls from the customer regarding interviews and any questions related.

I took an example of myself, which is I am an internship student of the Workforce, Planning & Resourcing unit, there are many tasks to be handled in terms of filing and recruitment. Even so, I still managed to the filing, recording data and even answering the calls. This is because, I learned to be multi-tasking in every job I did by encouragement from the staff there and mostly my supervisor. She taught me that during my early day of internship, as she always shows me that the staff there and herself can multi-task to get the jobs done quickly and efficiently.

## **3.3 PROBLEMS ENCOUNTERED THROUGHOUT THE INDUSTRIAL TRAINING**

### **3.3.1 Lack of interview rooms**

Under unit of Workforce, planning and resourcing in Human Resources Department, the major problems encountered was lack of interview rooms. The lack of interview rooms in the organization can be a problem especially when there are going to be interview coming soon. In addition, it is getting worse when another official events or meetings happened at the same time and wanted to use the same room for interview. This situation has led to clashes in their aligning of their tasks. Sarawak Energy need to create more rooms or in fact enforce an empty space inside the building to make the work of interviewing can be done at ease. This is because, sometime the employees from other department has to use the same room that we booked for the interview session. Hence, there is unbalance in term of human resource recruiting function where the hirer, employer and even higher manager needs to consider of other people using the same exact rooms for interviews and it will affect the quality of interview session.

### **3.3.2 Too many repeated procedures**

One of the weaknesses of Human Resource Department, specifically in workforce, planning and resourcing unit, I realized when doing my internship is that they have too many repeated procedures in recruitment process. For example, I need to go to certain level other than HR level just to find other departmental managers in order to sign the employment file report. This problems went on and on when the managers was not in their own room. I need to wait for them to have approval on the interview result they agreed on before. Once both Head of Department have approved the employment report, only that the employment will be proceed successfully. Hence, I did this procedures repeatedly when the moment was not right as the manager went to overseas and so on. In other word, it took lots of my time and energy.

### **3.3.3 Lack of photocopier machines**

In my department which is Human Resources Department office, there is lack of photocopier machines. In fact, it only in my department still using the problematic out-dated photocopier machines. This is causing problems for the employees and mostly interns to print or photocopy their works as they requires to make lots of photocopy and printing documents. Therefore, when other employees and I wanted to print documents from laptop, the photocopier machines will start to get slow and then stucked. Thus, it will lead to low productivity in terms of lack of work done as everyone needs to use same photocopier machines at the same time.

### **3.3.4 Limited access for Intern student**

Sarawak Energy is well known as a private company. They do not easily expose or revealing their data to public or outsider especially in terms of the matters that involve companies confidential parts. During my internship, my task was limited to certain type of jobs. I was only being given the same repeated task every day.

During my first week, I was not able to log in my Lotus Note applications. This is because only registered employees can log in the application. This problem has causes difficulties in doing my task as been given by my supervisor. For example, I need to find the managers name and other employees' name for sending interview invitation as recruiters along with my supervisor

during interview day. Even when I already got registered by the IT department, I still do not have full access because I am only an internship student. This somehow make me unable to perform my task perfectly because my supervisor thought I get the full access of the applications.

### **3.4 Recommendations**

As a practical student, I am obligated to pinpoint the issues that may affect to the organization that I am working with and recommend some valuable ideas to overcome them.

#### **Issue 1: Lack of interview rooms**

##### **Recommendation for the issue:**

In the issue of lack of interview rooms, I would like to suggest that Sarawak Energy Berhad need to have their own interview room. With a proper and empty big space inside the building, I recommend building a space just for interview. Inside there, complete with many interview rooms that can be use by different recruiters on other interviews. The problem of lack of interview room is that it wastes time and it shows inefficiency in doing interview session.

#### **Issue 2: Too many repeated procedure**

##### **Recommendation for the issue:**

As what I have observed, in term of doing filing on employment files and ask for signature from managers, Sarawak Energy should have a proper systematic online system for the managers to do confirmation by signing their electronic signature via online. Plus, it is paperless, and employee or intern student does not need to meet at the office just to ask for signature. Doing signature manually by handwritten is not reliable anymore in this digitalize world. It would save much more time for both parties which are the managers and staffs/interns as they can do their own signing agreement of new recruits through online system. If to compare system work and human work, system have minimum rate of failure as compare to human being. Hence, by doing so, it can prevent errors in doing and having signatures for any agreement purposes.

#### **Issue 3: Lack of photocopy machines**

##### **Recommendation for the issue:**

I suggest that in Sarawak Energy Berhad have many high technology photocopy machines. It can be in every levels and department to avoid slow progress of work. This is because, in our HR level

the photocopy machine was outdated, and it causes lots of problems. Hence, they should have put the high technology photocopy machines at least two or three in every department.

#### **Issue 4: Limited access for Intern student**

##### **Recommendation for the issue:**

I suggest that Sarawak Energy should trust their internship student and can give full access in the system. This is to ensure that the intern can perform their task as being asked by their supervisor. Since the beginning of my internship, I have signed the form to ensure I am not going to reveal any confidential data of Sarawak Energy Berhad. For example, my supervisor always needs my help on booking an interview room and adding few names of Managers that can only be found in their system, as I cannot access to it, it caused problems for me. So, they should have just trusted the interns to have full access of the Sarawak Energy's staffs in the system.

### **3.5 Summary and conclusion**

Throughout practical life attached at Sarawak Energy Berhad (SEB), trainee has gained a lot of experiences and knowledges with the task given especially the working environment. Trainee also can find out what "do and don't" during work. Therefore, trainee has fully analyzed the chosen scope of work to be in the industrial report. There were strength and weaknesses mentioned previously which showed the trainee acknowledge the job given and made full of it.

#### **3.5.1 Chapter 1**

In this chapter, it explained on the background of Sarawak Energy Berhad (SEB). During my internship at SEB, I have learned a lot about SEB. I have known their objectives, vision, mission and roles of every sector. SEB is known as the largest organization that produces natural energy such as electricity, coal, turbines and so on. Besides, SEB also have divisional companies all throughout Sarawak such as in Tanjung Kidurong, Batang Ai, Sejingkat and many more. The environment of Sarawak Energy Berhad is very comfortable as the facilities are complete. It is truly a place for learning and reflecting with its beautiful environment where it completes with full structural glass building, underground parking, huge space for carparks, art exhibitions, canteen and flower gardens.

### **3.5.2 Chapter 2**

This chapter discussed the tasks that I have done during my 12 weeks of practical training. This chapter consists of description of theoretical parts and types of tasks that were given to me which is mainly recruitment process. Most of the tasks given to me were related to my field which is in Administrative Science. I have gained a lot of experiences during my practical training. Besides on gaining experience of managing tasks, I also learned the culture that is being practiced in the organization. Lastly, everything that I have learned in class, I managed to apply it on every task that I handled at SEB.

### **3.5.3 Chapter 3**

This chapter discusses the strengths and weaknesses of the company itself. It helps to have a better understanding on the organization as well as the tasks given during my practical training. It also discussed the recommendations that need to be done to overcome the problems that has been listed and what I learned during my internship. This summary is a statement of how a trainee concluded his tasks in the organization. It gave me lots of experience and knowledge throughout the practical training. Thus, I hope that I can be a better employee when I face my real job in the future.

In a nutshell, Sarawak Energy Berhad (SEB) has provided an excellent practical training for any students. SEB fully utilize the strength of practical students for them to achieve their company goals. Besides, SEB also provide and expose their practical student with various task and working life experience especially on how to handle any overload work. Moreover, SEB itself organized many events not only for their employees but also collaboration with other agencies and whatnot. Honestly, it was fun experience having practical training at Sarawak Energy Berhad and surely will be unforgettable experience for me as I learnt how to polish my ability at the organization level. This experience is truly made me utilize my knowledge and I hope that SEB would consider my recommendations in improving their organization in the future.

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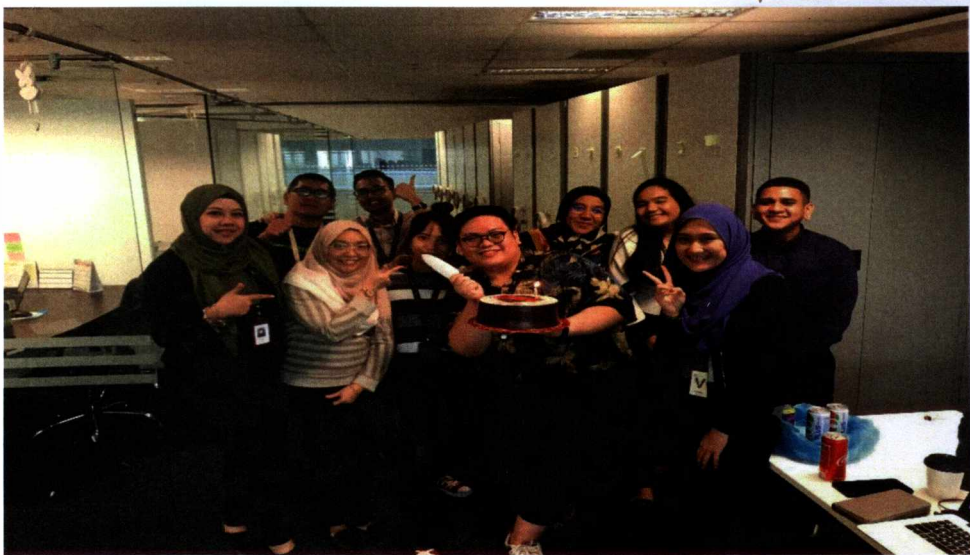
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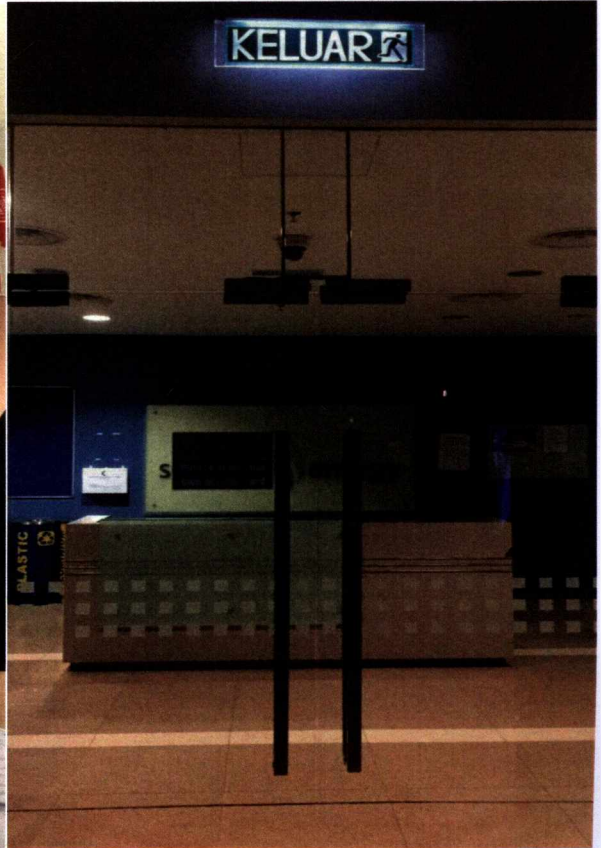
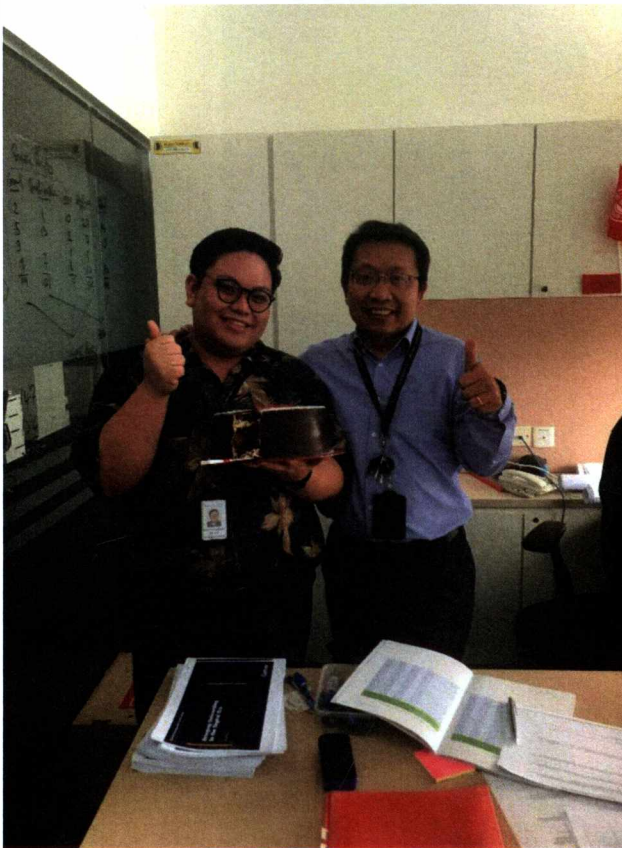
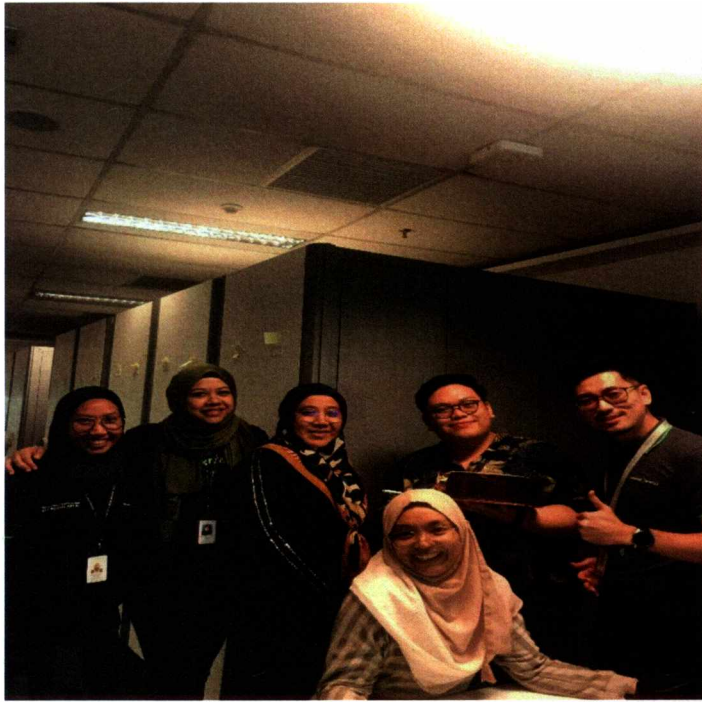
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Tunku Intan Suhaila (2019), Human Resources Department.

## APPENDICES







**Syarikat SESCO Berhad**  
A Subsidiary of Sarawak Energy Berhad  
P.O. Box 149, 93700 Kuching, Sarawak, Malaysia

**REMITTANCE ADVICE**

VENDOR NUMBER: 900050  
MOHD FARHAN AZLIDDIN BIN HASSAN @ HASSAN  
SC050 KUCHING  
Sarawak, Malaysia

INVOICE NO	INVOICE DATE	SESCO REF NO	TRANSACTION DESCRIPTION
	31.08.2019	1901427457	Trainee allowance