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THE EMPLOYEE'S SATISFACTION TOWARD THE TRAINING PROGRAMMES IN SABAH ELECTRICITY SDN.BHD

Prepared For:
MADAM JENNIFAH BT NORDIN

Prepared By:
MS RATNA BTE RAHIM (2006831845)

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Abstract

This research is investigating the level of employee's satisfaction toward the training programmes in Sabah Electricity Sdn.Bhd. The objective of this research is to examine the factors associated with employee's satisfaction toward training programmes, to identify the most important training programs in SESB, to identify the level of satisfaction among SESB employees towards their training programs and to come out with opinion or recommendation on overall training programmes in SESB. The measurement test that been use in this research is frequency test and Spearman Correlation test. The findings in this research shows that the employees is highly satisfied with the training programmes that been provided in SESB. Even though the employees is satisfied with the training programmes that they had receive but there is some area that SESB should cope with.

INTRODUCTION

1.1 Introduction

Electricity started in Sabah as early as 1910 supplied by 3 separate organisations. In 1957 these three organisations merged to form North Borneo Electricity Board. When North Borneo joined Malaysia in 1963 and changed its name to Sabah, this entity was renamed Sabah Electricity Board. On 1st of September 1998 Sabah Electricity Board was privatised and became Sabah Electricity Sdn. Bhd.

SESB generates, transmits and distributes electricity. It is the only power utility company in Sabah supplying electricity to 391,780 customers distributed over a wide area of 74,000 sq.km. 83.4% of the customers are domestic customers contributing only 28% of the sale. The total generation capacity is 866.4 MW, 50.3% of the total units generated are purchased from the independent power producers.

The SESB installed capacity (excluding IPP) of the Sabah Grid which supplies electricity for major towns from Federal Territory Labuan to Tawau is 430.9 MW and the maximum demand is 642 MW. The East Coast Grid 132kV Transmission Line connecting the major towns in the East Coast has an installed capacity of 333.02MW and the maximum demand is 203.3MW.

The forecast demand growth of electricity is in a region of 7.7% per annum up to the year 2010. In order to support the growing demand, various generations, transmission and distribution projects will be implemented. A fully integrated grid connecting the West Coast Grid to the East Coast Grid was completed on 28 July 2007, and about 90% of the customers are now connected to this integrated grid.