



**THE IMPLEMENTATION OF THE PROJECT SAPPHIRE IN PETRONAS
CARIGALI SDN BHD, SABAH OPERATIONS**

WAAFUANI BINTI MOHD PARDI

2009685524

BACHELOR OF BUSINESS ADMINISTRATION

(HONS) INTERNATIONAL BUSINESS

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA (UiTM) PUNCAK ALAM

JULY 2012

ACKNOWLEDGEMENTS

Assalamualaikum,

Alhamdulillah, praise and gratitude to Allah S.W.T. whose mercy has enabled me to finish up the work of my project paper accordingly and sufficiently. Here I would like to extend my utmost appreciation to every single party and individual who has contributed their time, materials, support, knowledge and other form of efforts in completing this project paper.

First and foremost, I would like to express my appreciation to my dedicated and attentive advisor, Prof. Madya Puan Rosdiana Binti Sukardi for her valuable guidance and beneficial information that are necessary and important for me in order to produce a project paper that adheres to the course requirement, as well as her words of encouragement and support.

I would also like to extend my thanks to En. Zainal Abdul Kadir, the Manager of Human Resource Department for this internship opportunity. Not to forget my supervisor En. Ezramian B. Jamian, Miss Dauris Bt. Mausi and all Human Resource Department staffs for their knowledge, information, opinion and advice sharing throughout the entire process of producing this project paper. Many thanks also to the staffs that have participated and giving their generous cooperation in assisting to complete my report.

Special thanks also to my parents, En. Mohd. Pardi Bin Gombikin and Pn. Azizah Binti Amat and family for their understanding and morale support to me throughout undergoing this internship course and of course in completing this report. Not to forget my friends, Miss Sherer Mac Alister, Miss Atiqah Mardiah Aaseri, Miss Nur' Alia Ismail, Miss Elvera Rose George, Miss Gynnyevy Geoann Majutin and Miss Mary Magdalene Richard for their share of additional ideas and help in various ways possible.

Words may not be enough to conclude all my utmost appreciation and thank you wishes, for all the assistance, help, guidance, comments, criticisms and supports once again thank you very much. Thank you.

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CHAPTER 1

1.0 INTRODUCTION

1.1 Background of Study

1.1.1 Introduction

The PETRONAS CARIGALI SDN BHD/ SABAH OPERATIONS (PCSB/SBO), is a fully subsidiary company by the PETROLIAM NASIONAL BERHAD (PETRONAS), one of the leading Malaysia's Multinational Oil and Gas Company have implemented the Project SAPPHIRE starting in January 2012. It is a new system for the staffs as the end user to replace the previous system that has been used before, which is the Systems Applications and Products (SAP) Malaysia.

The PETRONAS Human Resource Management Division (HRMD) has set its target to become a 'Strategic HR Partner to the Business'. To achieve this platform, HRMD will need to build its capabilities, and the decisions were derived to anchor upon these 6 HR imperatives to achieve these strategic goals which are Global Workforce and Leadership Mobility, Rapid Global Talent Sourcing, Differentiated Workforce, Flexible Employee Benefits, Customer-centric Employee Experience and Global HR Shared Values. The HRMD then developed various HR initiatives in fulfillment of the HR imperatives, and of its major initiatives is Project SAPPHIRE.

SAPPHIRE stands for: Services, Applications, People, Process – HR Innovations Our Road to Excellence. The formation of Project SAPPHIRE aims to introduce two major workstreams, which are the implementation of myPASSPORT and the establishment of a dedicated HR Service Centre to support HR activities and service PETRONAS employees. With the 6 key imperatives in mind, Project SAPPHIRE aims to deliver the following outcomes:

(http://pww.nextgcollab.petronas.com.my/hrxchange_v2/hrxchange_v3/SS/HRICTSS/SAPPHIRE/default.aspx)