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**Practical Training Report
Sarawak Energy Berhad**

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The internship opportunity I had with Sarawak Energy Berhad was a great chance for learning and professional development. I consider myself very lucky as I was given the chance to be part of it. Alongside that, I am also grateful for having an opportunity to meet so many professionals who guided me through this internship period.

Hence, I would like to express my thankfulness to my respectful host supervisor, Mr. Hendrick Litor, who in spite of being extraordinary busy with his duties, took time to hear, guide and correct me in carrying out my tasks at their organization during the training.

Moreover, I would also like to express my gratitude to all Wayleave Officers of Sarawak Energy Berhad for giving me their useful advices and guidance which were extremely valuable for my career development and skills for my future use.

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ABSTRACT

Industrial training is a platform for students to gain new experience and knowledge on engineering field or more that cannot be thought through the syllabus. For this industrial training, a renowned company in Sarawak gave training to students for them to gain what they needed to. The company is Sarawak Energy Berhad (SEB) where its main activity is to provide electricity for the whole Sarawak. For a period of 8 weeks, students are learn as much as they could in the field specified for them.

The following pages are the reports on a brief overview about organization's structure, the activities and achievements of the division and department that were specifically assigned for the trainee. Tasks given and its achievements were elaborated in different approaches. Explanation on each activity including the problems and challenges, supervised tasks and challenges will be inside the following unit.

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CHAPTER 1

INTRODUCTION OF THE ORGANISATION



Figure 1.1 Sarawak Energy Berhad Logo

1.0 INTRODUCTION

Sarawak Energy Berhad (Sarawak Energy), is both an energy development company and a vertically integrated electricity utility with a vision to achieve sustainable growth and prosperity for Sarawak by meeting the region's need for reliable, renewable energy. With a multidisciplinary workforce comprising over 4200 employees, Sarawak Energy serves over 600,000 customers across the State.

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

As Sarawak Energy strives for excellence, we have garnered prestigious external validation of our achievements through winning various national and international awards.

1.1 VISION

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

1.2 MISSION

To realise our vision, we will:

- Pursue opportunities for growth by fully developing the Sarawak Government's SCORE agenda.
- Ensure our own safety and the safety of others with a commitment to do 'no harm to anyone at any time'.
- Provide a reliable supply of clean, competitively priced energy to support the economic and social development of Sarawak and our partners in the region.
- Operate as a business, based on principles that reward our owners and employees, and delight our customers.
- Honour the trust placed in us by the people of Sarawak, by acknowledging and respecting them and contributing to their well-being.
- Set and achieve high ethical and corporate standards that are a source of pride for our employees, customers and owners.
- Develop our people, leadership and teamwork to build an agile, open, corporate and customer focused culture that responds to challenges and the need for change with innovation and cooperation.
- Harness and utilise natural resources in a sustainable and responsible way.
- Achieve operational excellence through a commitment to continual improvement and best practices.

1.3 COMPANY'S VALUE

➤ **Integrity**

We do what is right in every aspect of our business, and in every contact with our people, customers, contractors and the community.

➤ **Unity**

We are one business, working together and sharing information and expertise to achieve our common vision for the future.

➤ **Respect**

We value our diversity, listen well, involve others, use our best judgement in all situations and actively care for our relationships.

➤ **Accountability**

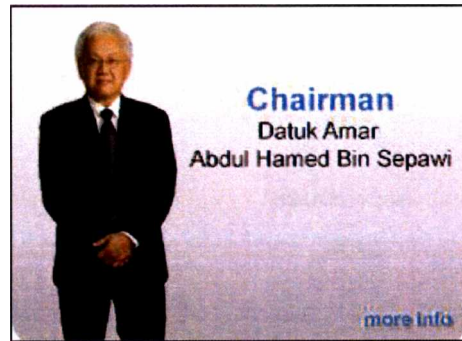
We work hard, take responsibility for our performance and deliver on our commitments.

➤ **Courage**

We respect and support each other to do what is right, and in the best interests of our company and the community, even it is not easy to do so.

1.4

BOARD MEMBERS OF SARAWAK ENERGY BERHAD



(Sources from www.sarawakenergy.com.my)

Figure 1.4.1 Board members of Sarawak Energy Berhad

1.5 MANAGEMENT TEAM OF SARAWAK ENERGY BERHAD



(Sources from www.sarawakenergy.com.my)

Figure 1.5.1 Management team of Sarawak Energy Berhad

1.6 CORE BUSINESS ACTIVITIES

Sarawak Energy is an integrated energy utility.

This means that we generate, transmit, distribute and retail electricity around Sarawak.

While we remain committed to providing a reliable and efficient supply to our domestic and commercial customers, Sarawak Energy is increasingly involved in the development of new hydropower, coal, gas and transmission projects related to the Sarawak Corridor of Renewable Energy (SCORE).

We currently operate a 210MW coal-fired steam-turbine power plant located at Kampung Geobilt, Kuching as well as a 330MW gas-fired open cycle power plant in Tanjung Kidurong, Bintulu. We also operate a coal-fired power station in Matadeng, Mukah with a total capacity of 270MW (135MW X 2 units). On hydro projects, we have also commenced construction of a 944MW Murum hydro-electric project in Belaga, Central Sarawak, expected to come online in phases starting Q4 2014.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 TRAINING SUMMARY

Basically, I was assigned to Wayleave Management and Strategy under shared services department of Sarawak Energy Berhad which was supervised by Mr. Hendrick Litor. The objective of this department is to ensure that the personnel are well informed and equipped with sufficient knowledge to provide quality wayleave services for all on-going and future projects for the company. In addition, this department generally is responsible to give out compensations in regard of crops and land damages caused by the purpose of constructing the transmission lines under the projects of the company. In other words, SEB will pay compensation based on the current government valuation rates to land owners who are affected by the company's constructions.

This industrial training has begun on 25th July 2016 and finished on 16th September 2016 which are corresponding to 8 weeks of training. Staffs of SEB are able to do their job within eight hours a day from 8:00 a.m. till 5:00 p.m. with an hour of lunch break. Below are the daily tasks list for 8 weeks duration of my training in Sarawak Energy Berhad.

2.1 Daily Task List

		TASKS
Week 1	Monday	Reported for the first duty and were assigned to a new department (Wayleave Management and Strategy)
	Tuesday	Introduction to the department
	Wednesday	Introduction in detail operations of the department
	Thursday	Site visit to Kampung Buso, Bau for negotiations and disputes

		with land owners
	Friday	Site visit to 7 th Mile Kuching, approaching land owners about the upcoming SEB transmission lines project
Week 2	Monday	Task given to use Microsoft Excel
	Tuesday	Doing online bookings for staffs' accommodation and hotels
	Wednesday	Doing online bookings for staffs' flights using Lotus Note System
	Thursday	Site check with wayleave officers, engineers and contractors in Kampung Buso, Bau
	Friday	Delivered official letter to the Despatch section to be mail to Bintulu
Week 3	Monday	Consulting land owners in Kampung Buso, Bau in granting permission to access land
	Tuesday	Attended a meeting with engineers and contractors in construction site
	Wednesday	Operating office equipments such as scanners and printers
	Thursday	Photocopied official documents and maps
	Friday	Attended a talk on safety (fire execution)
Week 4	Monday	Delivered some official documents to Despatch Section
	Tuesday	Delivered receipts of payments to the Finance and financial summaru to the Transportation division
	Wednesday	Attended a meeting with the IT team
	Thursday	Renaming files and folios of the Schedule of Cultivation Form

		guided by Ms. Tiffany
	Friday	Renaming files and folios on the 500kv Backbone Projects
Week 5	Monday	Renaming files and folios on the 500kv Backbone Projects (Completed Batch 1-10)
	Tuesday	Renaming files and folios on the 500kv Backbone Projects (Completed Batch 11-24)
	Wednesday	Site work to Limbang
	Thursday	Site work in Long Seridan, Limbang, preparation for dialog session
	Friday	Site work, Dialog session in Long Seridan
Week 6	Monday	Continued renaming files and folios on the 500kv Backbone Projects (Completed Batch 24-38)
	Tuesday	Consultation with Mr. Hendrick and Miss Tiffany regarding errors on the SCF files
	Wednesday	Malaysia's Independence Day
	Thursday	Correcting mistakes and errors on the folios of the 500kv Backbone Projects
	Friday	Renaming files and folios on the 500kv Backbone Projects (Completed Batch 40-52)
Week 7	Monday	Renaming files and folios on the 275kv Bakun to Similajau Transmission Line Projects (Completed Batch 131-135)
	Tuesday	Filling in Ex-Gratia Payment using the desktop in the office
	Wednesday	Filling in Schedule of Cultivation Form supervised by Mr. Billary

	Thursday	Sorting every forms filled (SCF & Ex-Gratia)
	Friday	Meeting with other staffs in other divisions
Week 8	Monday	Hari Raya Qurban
	Tuesday	Drop off official documents and letters to the despatch section
	Wednesday	Duplicated Log Sheet and Monthly Charges Transport Summary (MTCS)
	Thursday	Recorded all flight bookings made with its ticket numbers
	Friday	Malaysia Day

Table 2.1.1 : Summary of Training

2.2 Supervised Task

Week 1 (25-27th July 2016)

On my first day of job, I reported my first duty to Mr. James which was the officer in charged of practical trainee of the company at SESCO's Western Region. He also briefly explained about the rules and procedures of the company. Fortunately, I was assigned to Wayleave Management and Strategy department where my office was located at the Menara SEB itself and was under supervision of Mr. Hendrick Litor.



Figure 2.3.1 Wayleave Management & Strategy team



Figure 2.3.2 Wayleave Division Office

My supervisor had to explained every details and job scope of the departments to me during the first week. In wayleave department, its operations run before any construction of transmission line projects of SEB. Their main operations are:

- i. Crops compensation (easement, access road, danger trees, low crops)
- ii. Rituals - Pemali, Miring, Pelah Daleh, blessings and etc
- iii. Land Compensation (access road, land slides and other land damages)

The related laws and regulations abide with the department are:

- i. Electricity Ordinance (Revised 2002) Section 16
- ii. Sarawak Land Code: Section 4,5/46,47 & 48

On my first week, I had the opportunity to do site work straight away. I was directed to be involve in site visiting at Kampung Buso, Bau and also 7th Mile, Kuching which was to approach land owners. The purpose of meeting these land owners was to grant permission to access their land regarding thr 500kv Backbone Transmission Line Projects - Tada to Tondong (Phase II) [Section R]. Hence, any damages or clearance of crops and lands will be paid by the company as compensation to these land owners.

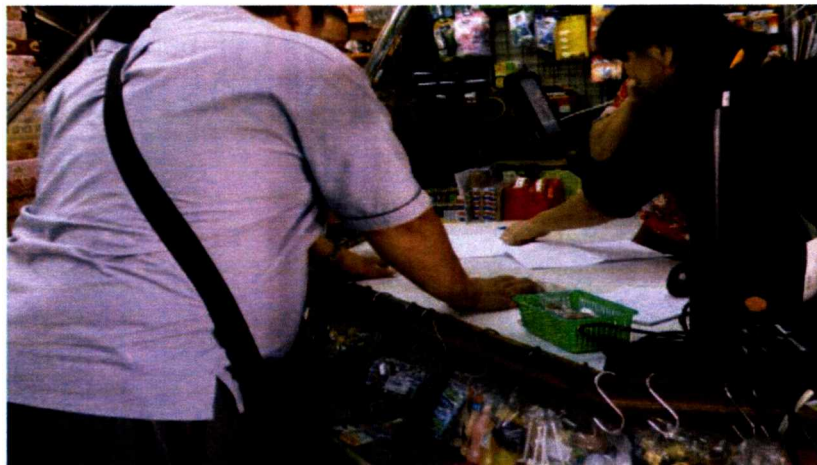
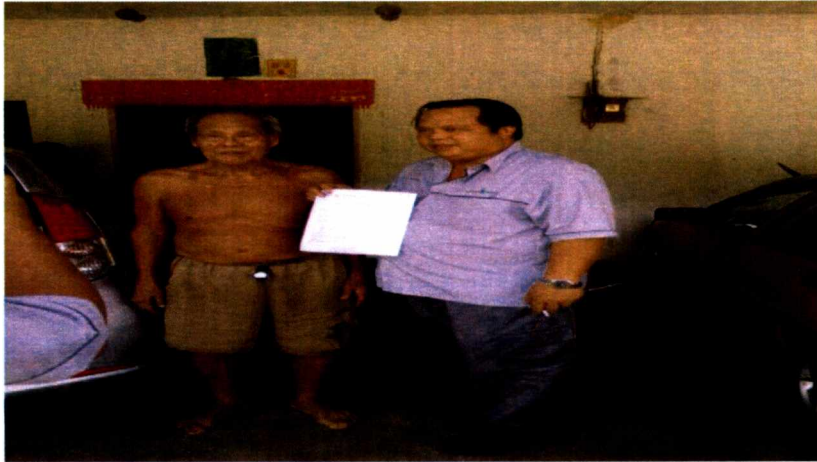


Figure 2.3.3 Negotiation process with land owner

Week 2 (1-5th August 2016)

The first day of the 2nd week, I was given a task using Microsoft Excel. I was required to type down list of land owners with their lot numbers and personal information respectively. The list will then be used for the purpose of engineering survey and association crop counting within the 50m easement transmission for the 500kv backbone transmission line project - Phase II. The land owner lists that I was required to type is classified under Section R, Land District-Senggi-Poak Lo.

Also, I was assisted by the clerk of the division, Mdm. Mary in delivering several official documents and letters to the Despatch Section which will later be mailed to other parts of SESCO's branches. Furthermore, Mdm. Mary taught me to do e-booking in purchasing flight tickets and also hotel booking for staffs who would go on travelling for work purpose. Online booking will be made

through Wah Tung Agency (travel agency partner of SEB) and later on will be recorded in Lotus Note System for proof of purchase order made.

Week 3 (8-12th August 2016)

Throughout this week, I have been working in both environment which was in the office and as well as on site. I followed the wayleave team for site checking with the engineers and contractors at Kampung Buso, Bau where the project will be held. Discussion with land owners also were made during the site check. Before the meeting, wayleave team need to prepare some documents that needed to be present to the engineers and contractors regarding of the project itself.

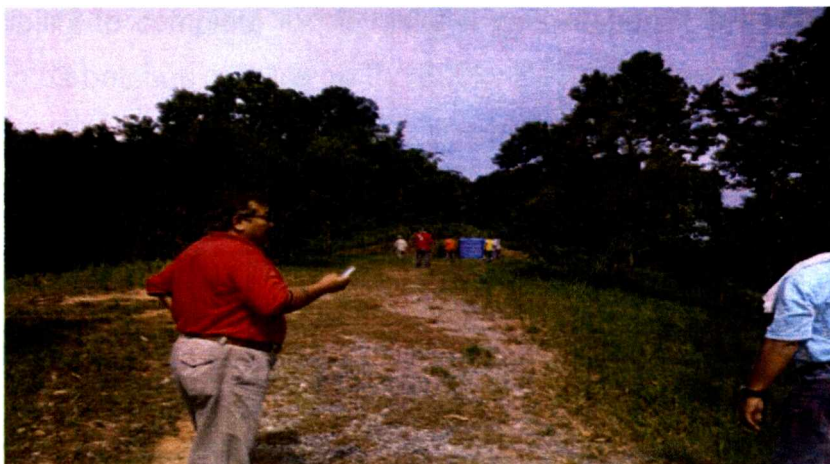


Figure 2.3.4 Site check with engineers and contractors

Along side that, I was accompanied by Mr. Robert Lihan (assistant officer of the division) to consult land owners of Lot 120 located in Kampung Buso, Bau. However, the owner has not yet to confirm on allowing SEB to enter the

land. Thus, negotiation process need to be done to ensure that both parties will have mutual agreement.



Figure 2.3.5 Consulting land owner Lot 120

Week 4 (15-19th August 2016)

Our division (wayleave), was asked to attend a meeting with the IT team led by Mdm. Siaw Ping and assisted by Miss Tiffany. The purpose of the meeting was to inform all wayleave staffs regarding on their filling system. Due to many errors and confusion, wayleave staffs were required to rename all filrs based on their projects, by sorting them using the Schedule of Cultivation Form serial number. Hence, I was given the responsibility to complete those tasks. I was responsible to complete in renaming 52 batches of folios on the 500kv Backbone projects.

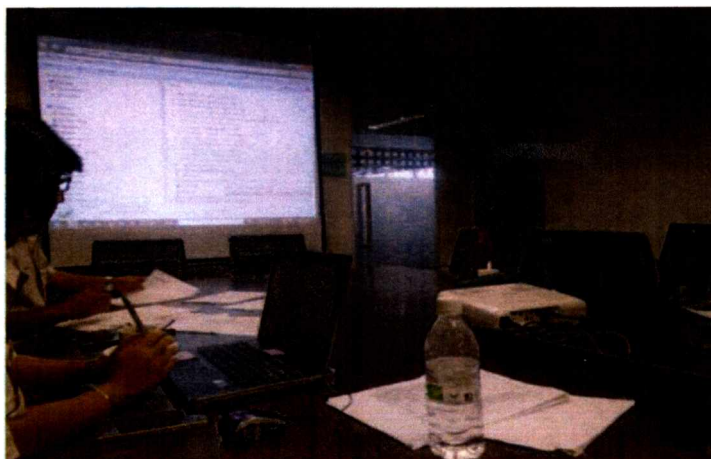


Figure 2.3.6 Meeting with IT team

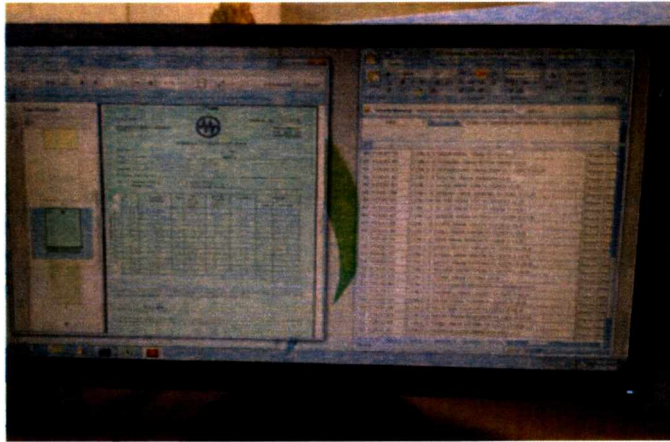


Figure 2.3.7 Renaming Files using SCF serial number

Week 5 (22-26th August 2016)

During this week I had the opportunity to join the wayleave staffs on travel to Limbang for site working. It was very exciting as I get to enjoyed long journey to Long Seridan where the dialog session will be held. Accompanied by few land surveyors and security guards, we need to travel on land to reach the location and there was no proper road access to that land.



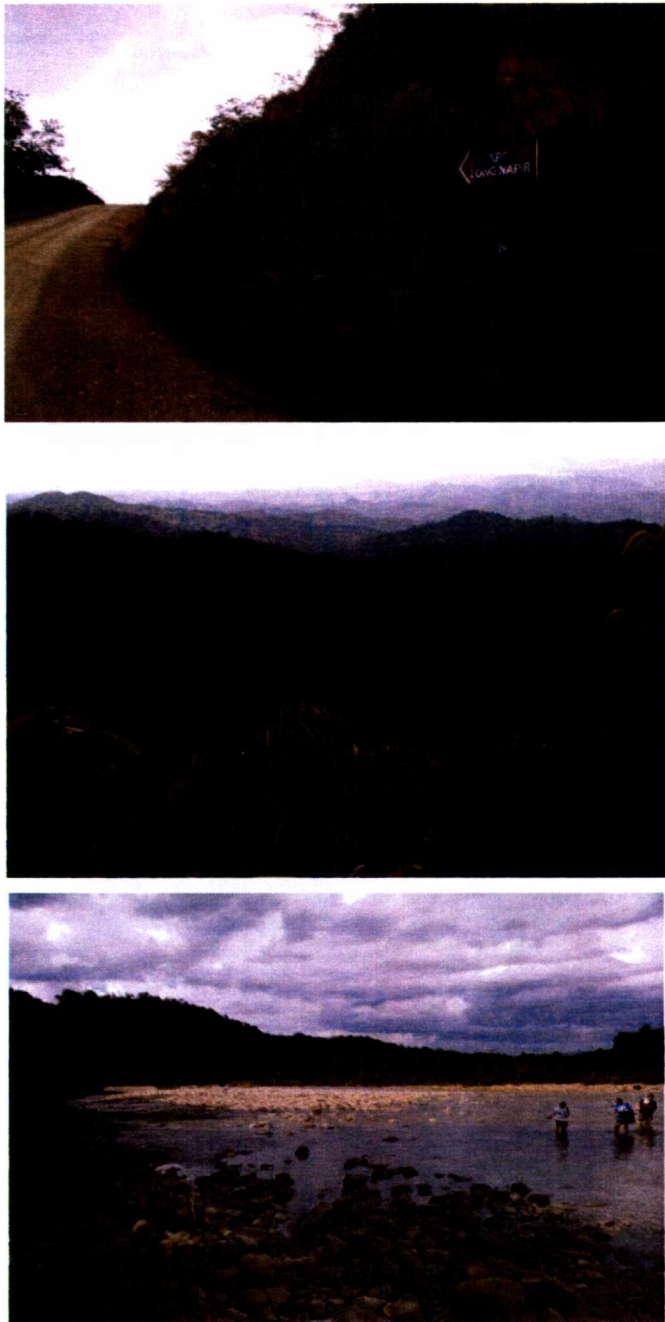


Figure 2.3.8 Journey to Long Seridan, Limbang

The purpose of this dialog session is to held civil assembly with land owners. This session will be used to inform land owners about SEB upcoming project, 275kv Transmission Line, Which will affect on the land of these people. The session was held by my supervisor and I was assigned to control on the presentation slides. Throughout this session, I can see that having good communication skills can enhance negotiation process to become much more easier.

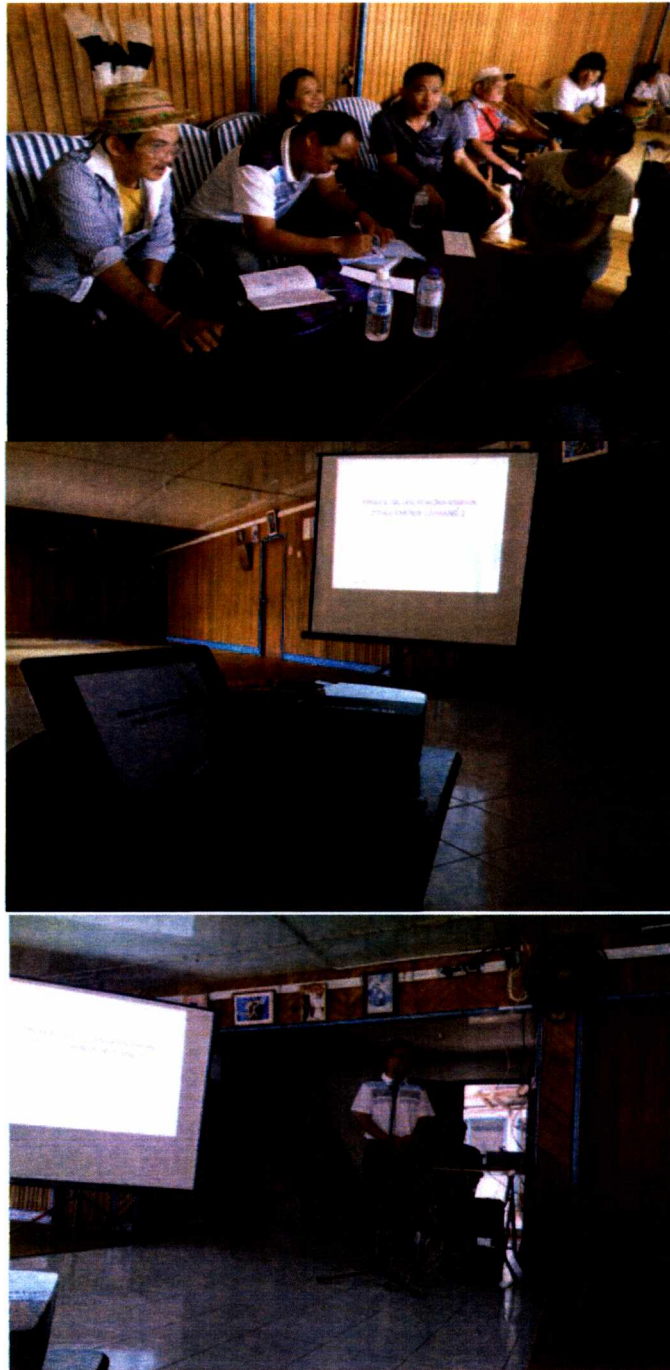


Figure 2.3.9 Dialog Session

Week 6 (29th August - 2nd September 2016)

Work in the office began again in this week. I continued my previous work which was to complete renaming files of 500kv project folios according to its batches. However, there were still few errors in the folios which I needed to consult Mr. Hendrick and Miss Tiffany about some missing SCF files.

Hence, Mr. Hendrick directed me to make few corrections and discard all irrelevant files in the folios. Renaming those files was quite confusing when there are few same names that have different serial numbers. Fortunately, Miss Tiffany never failed to assist and guide me on sorting those files and made it easier to identify names and forms in many batches of folios.

However, I managed to complete all my task by this week. Throughout completing this task, it taught me to be extra careful when it comes in recording the names of land owner. This is because name errors will cause inappropriate records or can be considered as irrelevant information.

Week 7 (5-9th September 2016)

In this week I learn new task which taught and explained by Mr. Billary Cornelliious (wayleave staff). The task was to fill in Ex-Gratia Payment, Schedule of Cultivation Form by using the computer. The fillings of the SCF form must be done after crops counting from lands. This form also is used to record every crop that need to be chop down for the purpose of SEB project constructions.

In the forms, there are several lists of various types of crops with its maturity:

- i. B1 - Bearing/Matured/Tappable
- ii. B2 - Non-bearing/Non-matured/Untappable
- iii. B3 - Seedling

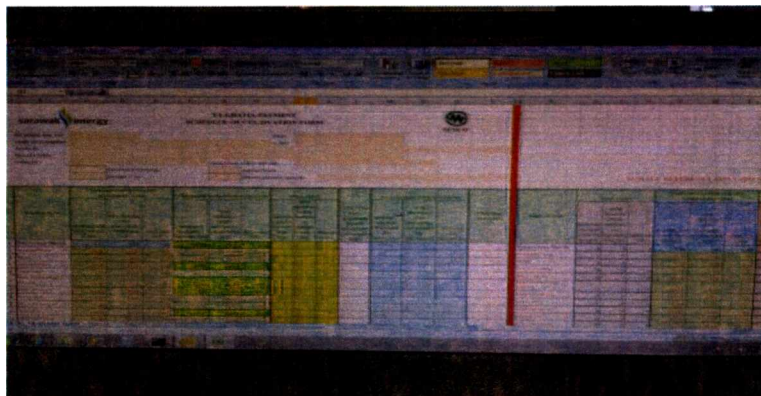


Figure 2.3.10 Ex-Gratia Schedule of Cultivation Form

The rates of compensation paid per tree (RM) to land owners is different based on its maturity. I filled about three SCF forms before Mr. Bill had taken over to complete the task.

Week 8 (12-16th September 2016)

This week marked my last week of doing practical training in Sarawak Energy Berhad. As there are only few days left for my training in the department, there was not much task given. Thus, only simple tasks were given which are:

- i. Delivering documents and letters to Despatch Section
- ii. Duplicating Log Sheets and Monthly Charges Transport Summary (MTCS) using printers
- iii. Assisting the clerk to arrange and record flight booking numbers and tickets

In this company, all scanners and photocopier machines required ID number and password to access the use of these office machines. I realized that by this way, all staff will use office equipments responsibly and not for self purpose.

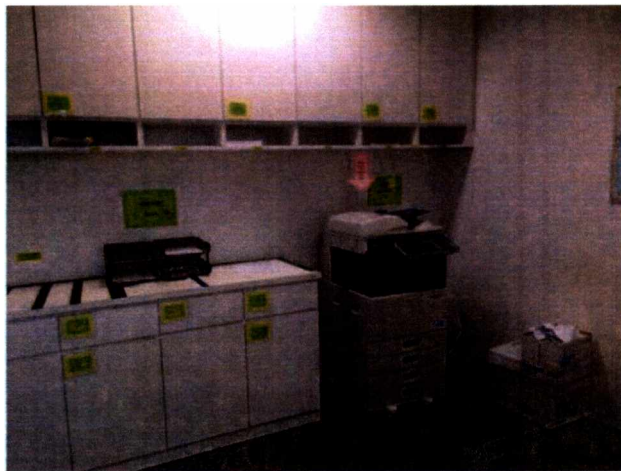


Figure 2.3.11 Printing & Sorting area

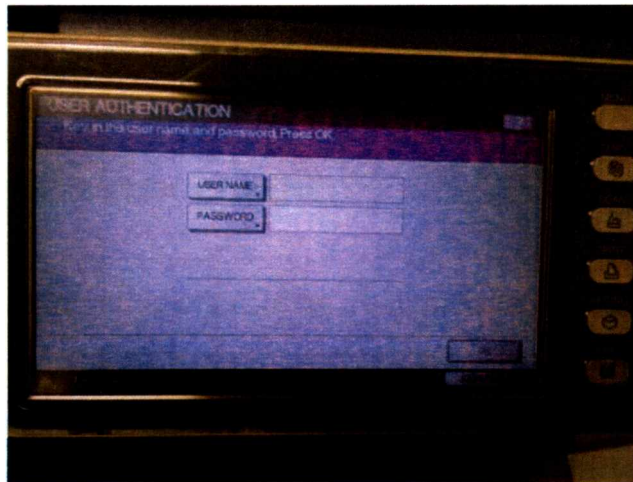


Figure 2.3.12 User Authentication for Printers

CHAPTER 3

ANALYSIS

3.0 AREA OF TASK COVERED

During my whole period of practical training in SEB, I have discovered that there are several tasks that cover both practical and theoretical terms that I have learnt in the classroom under certain subjects. In Wayleave Management and Strategy department, I can see that the role of Public Relation is significant and is regularly being used in the job scope. As the department is dealing with the public, public relation plays as a major role in order to achieve certain objectives to get their jobs done. Hence, the department is responsible to take into account to build good relationship with the public via the organization's social responsibilities.

Basically, dealing with the public in the job scope of the department, Outdoor Tasks are usually done. For example, meeting with the public at the location site (mostly at lands belong to the public). Hence, negotiation process is done nearby these lands whereby there will be demonstrations and bench marking of lands that will be affected during the construction of any SEB projects.

Moreover, the department also crucially practices on Management in managing their strategies to overcome and reduce challenges while dealing with the public. As such, management practices must be take into account in every decision making process in the department.

3.1 DEFINITION OF CONCEPTS

3.1.1 PUBLIC RELATIONS

Public Relations can be defined as the practice and action of managing the spread of information between an individual or an organization including business, government agency, or a nonprofit organization and most importantly, the public. Public relations may include an organization or individual gaining exposure to their audiences using topics of public interest

and news that does not require direct payment from the public (Public Relations Society of America, n.d).

Public relations is a tool use to create services for clients without granting any payments. For example, public relations will provide sufficient information on what the public should know, without advertising those information as a gate away to gain profits. Therefore, public relations is use to inform and persuade the public about an organization, so that, both parties can compromise and eventually have mutual agreements. A good public relation will have deep concern and interest on issues affecting the public. Thus, effective public relations must have the capability to gain trust from the public.

Apart from that, public relation is a strategic communication process that builds mutually beneficial relationship between organization and their public. Hence, it is a communication process that is strategic in nature and emphasizing that it must be simple and straightforward. Moreover, public relation process can also be use as a management function to control top-down or one-way communication. In management function, public relation encompasses in anticipating, analyzing and interpreting public opinion, attitudes and issues that might impact the operations and plans of the organization.

3.1.2 MANAGEMENT

Management is a functional tool that is usually used in planning, organizing, staffing, leading or directing, and controlling in an organization. With available resources, the functions of management will help an organization to accomplish set objectives and goals in a more systematic way by which it will be more effective and efficient. Also, it can be considered as a technique use to enhance leadership, decision-making and coordinating in an organization (Wikipedia, n.d).

There are three levels of management that are typically found in and organization. It includes low-level management, middle-level management and upper-level management. Each level has different responsibility in directing work or decision-making process. On the top level management, managers are responsible for controlling and overseeing the entire organization. Next,

middle management managers are responsible in executing organizational plans which comply with the company's policies. They also act as an intermediary between top-level management and low-level management. Alongside that, low-level management on the other hand, focus on controlling and directing. They are the role models for the employees they supervise.

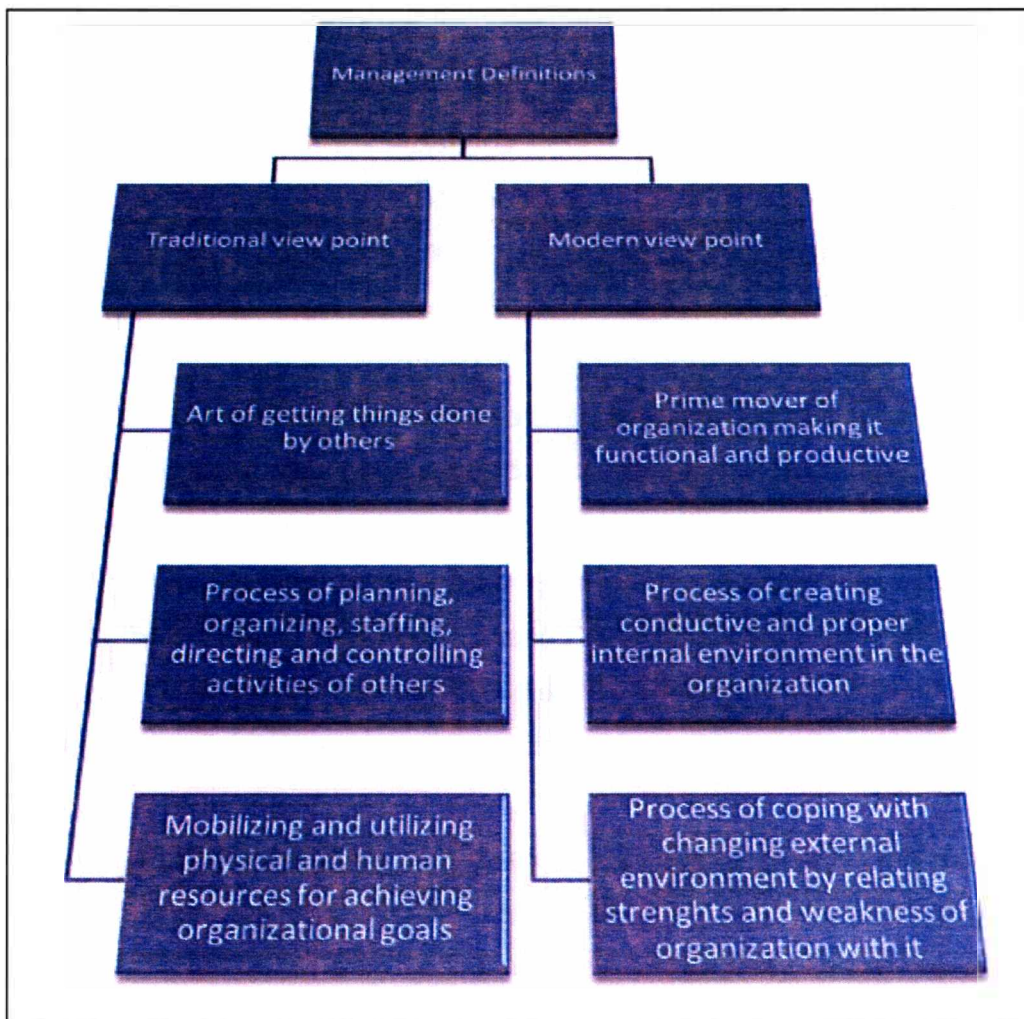


Figure 3.1.2.1 Management Definitions

3.2 ANALYTICAL REVIEW

3.2.1 PUBLIC RELATIONS IN WAYLEAVE MANAGEMENT AND STRATEGY

Most of tasks in the department involve public relation including negotiation, persuasions and also informing process. Wayleave department need to inform the public especially land owners when there is any upcoming project done by SEB, that will affect the land of these people. Thus, informing the public is really important before starting to construct any project, so that these land owners acknowledge what will happen or will be done in or nearby their lands.

However, even though informing process has been done, some public may not agree and some may even oppose the company to do constructions on their land. It is important to have a good public relation when it comes into this situation. This is because good public relation will help the department to achieve the informed land owners to understand the necessary of SEB to gain success in their project plan. For instance, the importance of the project in constructing transmission lines by SEB must be well informed to the public. As a mutually beneficial process of public relation, the public will get better electricity supply.

The department also uses public relation as a part of their management function. For instance, the department will analyze and interpret the public opinion when it comes to negotiation process. During any Dialog Session or Civil Assembly, there will always be a question and answer session. Any opinion or dispute rise from the negotiation process will be take into consideration. In this case, Wayleave officers must be able to explain and make the public understand the benefits and importance of constructing SEB projects into the public's land. Therefore, both sides will have mutual understandings that will enhance the department to achieve its objective.

3.2.2 MANAGEMENT PRACTICES IN THE DEPARTMENT

Wayleave operation runs before any construction and building of SEB's projects. That is why management practices is really crucial in carrying out tasks in the department. Management practices in the department is a tool used to ensure that the department's project implementation work flow runs smoothly especially when issuing crops and land damages compensation. It includes on the preparation and proper planning of wayleave operation. for example, there are few steps and stages of work flow that need to be done before issuing any crops and land damages compensation. Every stages of work flow must be plan and done as shown in Figure 3.3.2.

Every step of work done need to be manage in proper and in accordance with procedures. The wayleave department practices management by using organized work flow to carry out their task in more functional and productive. Hence, the work flow is also use to ensure that any task done will not breach any policy and regulations of the organization itself. As in the work flow shown, every activities done are monitored and controlled by few levels of management which is the senior manager (top management) and wayleave officers (middle management). In the bottom management, generally it is consist of wayleave staff and clerks.

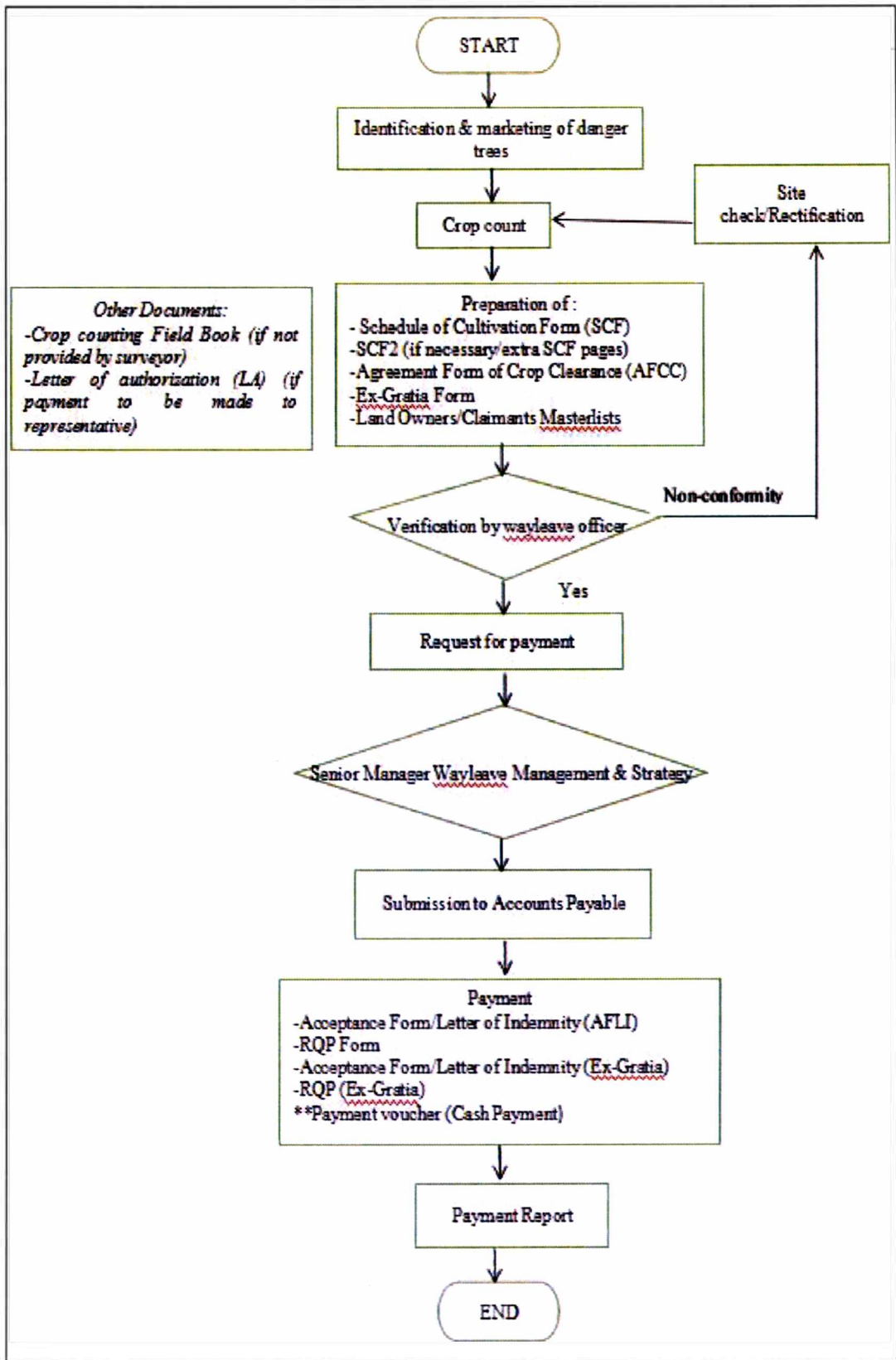


Figure 3.2.2.1 Crops Compensation (Danger Trees) Work-flow

3.2.3 OUTDOOR TASKS OF THE DEPARTMENT

Outdoor tasks are never separated from the job scope of wayleave management and strategy department. This is because the staffs in the department work in both office and location sites. The outdoor tasks are including site visit and check, meet-up with clients (land-owners), crop counting in location sites, and conducting civil assembly or dialog session with the public regarding any matters that involve SEB's project construction. In some cases, the department also need to conduct rituals (Pemali, Miring, Pelah Daleh, Blessing and etc) as a sign of respect to the traditions of the public (usually the native groups) before entering their land and so as granting permission to have access on the lands of these people.

CHAPTER 4

RECOMMENDATIONS AND SUGGESTIONS

4.0 INTRODUCTION

Recommendations are being regarded as a new key measure of determining whether or not products, services and business are successful. For a better explosive growth, every company or industry must look into their customers feed backs and recommendations. Through recommendation, costumer can express their experiences, may it be positive or negative feed backs. It is important for every company to understand what customers consider a recommendation because it can enhance companies to focus on how best to engage with customers, indirectly it has an impact for other customers. As such, even though Sarawak Energy Berhad is known with its successful business and great quality in providing electricity for whole Sarawak, it is always best to have more improvements through recommendations. Therefore, this chapter will cover on the elaborations of recommendation to the organization and the university.

Particularly, this chapter will stress on few challenges faced by the Wayleave Management and Strategy department in Sarawak Energy Berhad, and also few recommendations to improve their services. During my internship in the department, I have benefited a lot in the field attachment in a way that the I managed to apply the theoretical knowledge from my university into practice through many activities,tasks and assignments that I have been instructed to do. My internship in Sarawak Energy was fun and I would encourage the company to continue giving students this opportunity to do their academic requirement of internship from their organization. However, being a trainee in the department, I observed that there are few challenges and recommendations that need to be take into considerations by the department to make the practical work to be more useful for the purpose of future preparation for students in engaging with working environment.

4.1 CHALLENGES

4.1.1 LIMITATIONS OF PRACTICAL TRAINING

The department of Wayleave Strategy and Management gives limited training activities to trainees. For example, students are only required to observe and not doing by hand any of the tasks done in the department. Only simple tasks were given such as photocopying, delivering documents to other departments and also limited use of computers. Thus, this causes the outcome of the practical training to be less effective. This is because, the closer to practical training, the more effective the knowledge transfer will become. Unfortunately, limitations happen because of several causes. For instance, safety (the company have to avoid risk in being responsible to any accidents), availability of training equipment, planning, and (recurring) cost are limitations that come with training in practice. Reasons of limitations in the practical training are as follow :

i. Personal safety

Some locations of visiting task in the department can be risky and also dangerous. Site work such as crop counting may take place in the forest. Therefore, it is risky to bring along practical students because they may have not enough outdoor skills to adapt in the outdoor environments.. Training equipment and assets can be large in size or heavy in weight. Also equipment might be confined, holding hazardous energy e.g. toxic substances, electric energy, heat, extreme cold or pressure or on height or depth. Therefore, (personal) safety might be an issue to create a safe training environment in real life.

ii. Recurring cost

Training is often seen as a cost to the organization, where in fact it should be a long term investment. Cost for training can be distributed over various categories. First, there is the cost of personal unavailability. The trainee will not be available for production which is a cost to the organization. Secondly, there

is the cost of the training asset. Whether this is the unavailability of an asset for training, or a separate training device. Thirdly, there is the cost of failure. Efficient training enables the trainee to (safely) make mistakes. Mistakes might turn into a cost since making mistakes might damage equipment or the training arena and require repair or maintenance.

4.1.2 LACK OF TRAINING AND ACTIVITIES

Students are often being given the simplest tasks. There is lack of exposure and training whereby the trainees are only asked to observe what is happening around the office. Also, this makes trainees to feel like their tasks are not challenging enough and it may cause them to be bored. Sometimes, there is not enough work given. Hence, interns are often faced with the problem of not having enough work, or being given busy work that does not add value to the company. This leads trainee to feel like they do not know what they are doing and also, they may have no idea on what the department is really doing.

During my entire period in the department, some days I was not given any task or training on the job related to the department. For instance, I was not given any proper training on public relations skills. Thus, this has become a constraint for me to deal with real people during Dialog Session or Civil Assembly. Instead, I was not given the chance to explore my communication skills as it has all been done by the wayleave officers and staffs during any negotiation process done with the public.

Moreover, I was not given the opportunity to learn a proper computer skills as required to enter data in SEB's online system (schedule of cultivation form and ex-gratia form). Despite of having no proper computer, it has been a difficulty to work on the system because I have to share the same computer with other wayleave staffs. This is because there is no computers provided specifically for practical students in the office. Therefore, the opportunity to

learn computer skills is not confirm as trainee needs to wait for available computers (if there is any).

4.2 RECOMMENDATIONS AND SUGGESTIONS

After experiencing my 8 weeks in Sarawak Energy Berhad under the department of Wayleave Strategy and Managment, I have learn and explore many things in the working environment. Although it was a memorable one, I would like to suggest few recommendations to both university (UiTM) and Sarawak Energy Berhad. The recommendations and suggestions that I will discuss in this section might be useful to both university and company to make better improvements (for company) and as a refferal (for university) to make industrial training even more effecient and challenging in the future.

4.2.1 RECOMMENDATION FOR UNIVERSITY

Sarawak Energy Berhad is a great company for learning internship students. It has great facilities and working environment. Sarawak Energy Berhad is a big well-known company in Sarawak, with its three thousands over of staffs and various departments, it is suitable for students to apply their internship into the company. Hence, it also helps interns to explore, improve and develops their skills. The most interesting part is that, the company provides allowances for students for as much as RM250 per month.

4.2.2 RECOMMENDATION AND SUGGESTIONS FOR COMPANY

i. Public relation training

As the department is responsible in engaging with the public before any construction of SEB are build, whereby they need to negotiate with public in granting permission to enter the lands of the public. All tasks and services done in the department are almost depending on their public relation strategy,

which they need to ensure that there will be mutual agreements between the company and the public at the end of the day. However, it has always been a challenge for practical students when it comes in engaging with the public. This is because students may be overwhelmed by a new environment where they need to meet new people and perform an effective communication skill.

Therefore, I recommend that the company should give proper public relation training to the students. Not only for working purpose in the department, but also to prepare them to have great communication skills for future use. Also, it can give, mutual benefits to both student and company. This is whereby the company can train these students to be better and hire them later. On the other hand, the students can gain benefits whereby they have better communication skills to market themselves in attracting companies and industries to hire them in the future.

ii. Managing industrial training students in a proper way

The coordinator who is responsible to assign students in the departments should acknowledge the major or courses taken by the students in their universities. As for this point, I suggest that practical students should be assigned appropriately based on what course they study in the university. As for my case, I should be assigned in the administrative related departments as I am taking bachelor degree in Administrative Science. However, I was assigned to Wayleave Strategy and Management department where the job scope of the department is slightly different from what I theoretically learn in my university.

iii. Proper file management

It is better that the department should have more proper file management. I observed that batches of files in the department (especially files on SCF and ex-gratia) are not updated and is not recorded in a proper system. During my practical work, I had to renamed several batches of files based SEB projects because there was no proper filing made. Although there was a system, however, it is not used efficiently whereby errors and duplication of file still can be found.

Also, file managements are done by the IT team and not by the staffs in the department itself. This is because staffs were not properly trained in using computers, hence, making significant errors in their filing systems. Therefore, it is well suggested that not only trainee should be given training on computer skills but also for the staffs too.

iv. Providing proper equipment for trainee

Computers are very essential when it comes into working in the office. Unfortunately, I had to share computers with other staff during my internship period there. It is really difficult to not have any computer when the is work available to be done. It was really frustrating for me when I had to wait for available computer and also needed to wait for other staffs to finish their job in order to use a single computer. This situation not only delays my work, but also it gave me pressure where I had to rush in finishing my job because others would wait for their turn to use the computer.

v. Assigning enough activities and training

The company should undertake the activity according to student's strength and ability based on their major. This is to ensure students can really apply on what they had studied in university to be carried out it real situations. Through this step, students can understand and adapt their skills and knowledge for future use one they graduated. Also, this is to prepare students to be more motivated and prepared in improving their skills.

CHAPTER 5 CONCLUSIONS

5.0 INTRODUCTION

This chapter will conclude and summarize all chapters in this industrial training report. All of the chapters have been concluded based on the highlights of each chapter respectively.

5.1 CONCLUSION ON CHAPTER 1

In Chapter 1, this report highlights on the history and also organizational background of Sarawak Energy Berhad. Sarawak Energy Berhad is well-known with its provision of electricity throughout the whole Sarawak. Sarawak Energy Berhad (also known as SESCO) covers all the areas in Sarawak. Just like Tenaga Nasional Berhad (TNB) in Malaysia Archipelago, SESCO supplies electricity to all residents in Sarawak. Since the size of Sarawak is huge, SESCO region is divided into three sub-parts; Northern Region (which includes Miri, Marudi, Bekenu, Baram, Sebauh, Limbang, Lawas, Long Lama, Merapok & Bintulu), Central Region (Sibu, Kanowit, Kapit, Mukah, Dalat, Bakun, Sarikei, Bintangor, Julau, Belawai, Matu & Daro) and Western Region (Kuching, Lundu, Bau, Sematan, Asajaya, Kota Samarahan, Siburan, Simunjan, Sebuyau, Serian, Sri Aman, Betong, Pusa & Saratok). Sarawak Energy is now being transformed into a major energy and utility player in Sarawak as well as the region via the consolidation of the state power generation, transmission, the power and energy provider, spearheading the thrust as the state's flagship energy and utility group, hence complementing the rapid development growth of Sarawak.

In the reflection of the success of Sarawak Energy Berhad, it is essential to have a complete and quality board of members who come from different professions. This also has triggered Sarawak Energy as an undeniable to be one of the quality government link companies in Sarawak. Therefore, Sarawak Energy remain committed to providing a reliable and efficient supply to our

domestic and commercial customers, Sarawak Energy is increasingly involved in the development of new hydropower, coal, gas and transmission projects related to the Sarawak Corridor of Renewable Energy (SCORE).

5.2 CONCLUSION ON CHAPTER 2

Based on the report made earlier, this chapter focused on the tasks that had been done and conducted throughout my practical training period in Sarawak Energy Berhad (under the department of Wayleave Strategy and Management). All tasks explained in this chapter were extracted from the Practical Training Log Book. From that log book, students are required to jot down every task or job that has been done daily. Particularly, any participation of activities and job done must be explained in details in the log book.

Alongside that, in this chapter also, tasks done have been summarized and written in weekly scale. Hence, there were a total of 8 weeks of practical training and explanations of every task made were discuss in this chapter. From week 1 till 8, all essential details must be highlighted so that it can be related to next report in chapter 3.

5.3 CONCLUSION ON CHAPTER 3

Basically this chapter focuses on the analysis of few tasks conducted during the whole 8 weeks of internship period in Sarawak Energy Berhad. The analysis done is based on the relation of theoretical knowledge learn in the classroom which then applied in the real working environment in the organization. The tasks conducted should reflect on what we have theoretically learn in the classroom. The analysis is also to test on how we apply theoretical knowledge learned into real situations. Thus, it shows what are the correlation between theories and practices that may have significant aspect which students may be able to compare and relate withn these two different scope.

Along side that, analysis is also an important part to be done as it encourage students to have further understanding in what they have learned. This will enhance better learning when theoretical knowledge is being adapt and implied in real life situations experienced by the students themselves. In this chapter, I have covered few theoretical aspects that can be related into the job scope of wayleave department in Sarawak Energy Berhad. As such, I observed that public relation and management practices are really important in this department. Particularly, these two practices are being used in every task done in the department. Also, it has become a functional tool for the department to ensure that their work are done in proper way, hence, in order to achieve their objectives.

5.4 CONCLUSION ON CHAPTER 4

Chapter 4 generally emphasize on the challenges faced in the company, recommendations and suggestions for both university and company. This chapter briefly explain on what challenges I have confronted during my internship period in Sarawak Energy Berhad. The challenges are based on my observations and also experiences working under the department of Wayleave Strategy and Management. Challenges in the department comes in few aspect which include limitations of practical training and lack of training activities. These challenges have made me feel like my job were not challenging enough as there were lack of activities and training given. Therefore, in this section, I recommended few suggestions for the company to improve its efficiency and effectiveness in handling practical students. So that, it will give valuable preparations and experiences for any practical students in the future.

Recommendations and suggestions in this chapter might be helpful for better solutions or improvement that the company wish to do specifically in training practical students. Also, these recommendations might be a solution for improvement based on the challenges stated earlier in this chapter. Moreover, solutions provided are based on genuine opinions and also critical thinking of students by deliberating essential aspect to overcome those occurred challenges and weaknesses at some point.

5.5 CONCLUSION ON CHAPTER 5

As the final conclusion, at the end of this industrial training at Sarawak Energy Berhad, I gained many valuable knowledge and working experiences that involves the process of management and public relation practices, filing system management and also had been involved in many site works which include site project visiting and also meeting up with the public. Also, this internship has taught me the importance to have great communication skills when dealing with outsiders. Not only that, I also had the opportunity to explore things which is I never can learn only from the textbooks and the inside classroom lectures. Moreover, I have learnt on how to work in a team, approach people/customers, commit with communities, and the ways to communicate with different levels of people. These knowledge and experience are very hard for us to learn in a formal way especially in classes during our university life and it mostly can only be gained in our life together with the community. Besides, it gives me the chance to work and cooperate with the professionals and also works like a professional.

Along my training period, I realize that observation is a main element to find out the root cause of a problem. Not only for my project but daily activities too. During my internship period, I cooperate with my colleagues and also executive officers to determine the several problems when doing filing (especially on renaming SCF & ex-gratia forms). Moreover, the tasks given indirectly help me to learn independently, discipline myself, be considerate/patient, self-trust, take initiative and the ability to solve problems. Besides, my communication skills is strengthen as well when communicating with others. During my training period, I have received criticism and advice from my supervisor and also wayleave staffs when mistakes were made. However, those advices are useful guidance for me to change myself and avoid myself making the same mistakes again.

Furthermore, in working environment, I realized that teamwork is vital in contributing to a strong organization. Teamwork is also essential in reaching the goals of the organization as an entity. Thus, communicating and sharing is

much needed in the working environment. Therefore, we should be respecting each other in work, and working together as a team, instead of working alone. This is because working together as a team is easier in reaching our targets, rather than operating individually.

In a nutshell, this internship has been an excellent and rewarding experience. I can conclude that there have been a lot I've learnt from my working experience in Sarawak Energy Berhad. Not only did I gain practical skills but I also had the opportunity to meet many fantastic people. Also, not to deny, I enjoyed my practical training there as I get to joined in an adventurous work trip which I had to travel to Limbang. Overall, my internship at Sarawak Energy has been a success. I was able to gain practical skills, work in a fantastic environment, and make connections that will last a lifetime. I could not be more thankful for such memorable experiences.

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