



Universiti Teknologi MARA

**Faculty of Administrative Science & Policy Studies
Bachelor of Administrative Science (Hons)**

Sarawak Energy Berhad

Practical Training Report (ADS667)

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DECLARATION

I hereby declare that the work contained in this practical 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.

Signed



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TABLE OF CONTENTS

Content	Page
<u>CHAPTER 1 : INTRODUCTION OF THE ORGANIZATION</u>	
1.1 Introduction	1
1.2 Background of organization	1 - 2
1.3 Vision and Mission of the organization	2 – 3
1.4 Values in the organization	3
1.5 Board of Directors in the organization	3 - 4
1.6 Organization logo	4
1.7 Contract & Procurement Department	5
1.8 Organization Chart	5 - 8
1.9 Practical Training Working Hours	9
1.10 Conclusion	9
<u>CHAPTER 2 : SCHEDULE OF PRACTICAL TRAINING</u>	
2.1 Introduction	10
2.2 Practical training schedule	10 - 20
2.3 Conclusion	20
<u>CHAPTER 3 : TASK ANALYSIS</u>	
3.1 Introduction	21
3.2 Definition of counter service	21
3.3 Delivering of quality counter service	21 - 24
3.4 Principles of quality customer service	24 - 26
3.5 SERVQUAL Model	27 – 29
3.6 Conclusion	29

<u>CHAPTER 4 : RECOMMENDATION</u>	
4.1 Introduction	30
4.2 Strength and weakness of counter service	30 – 32
4.3 Strength and weakness of tender counter service in Sarawak Energy Berhad, Contract and Procurement department	32 – 34
4.4 Recommendation	34
4.5 Conclusion	35
<u>CHAPTER 5 : CONCLUSION</u>	36 - 37
REFERENCES	38
APPENDICES	39 - 42

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Introduction

This chapter focuses on the introduction of the organization. The organization that I have been working with for my practical training is Sarawak Energy Berhad. This chapter includes the background, vision and mission statement, values, organization structures and other relevant information regarding Sarawak Energy Berhad.

1.2 Background of the organization

Sarawak Energy Berhad is both an energy development company and a vertically integrated electricity utility. Sarawak Energy is wholly owned by the Sarawak State Government. Sarawak Energy is the head quarter of the company of all other subsidiaries company under them. Sarawak Energy is involve in the generation, transmission and the distribution of electricity through hydropower development. They are responsible for the production of clean, sustainable, renewable and affordable energy which enables economic activities that enriches the lives of Sarawakians.

Sarawak Energy have been proud to play a crucial role in supporting the businesses of commercial and industrial customers and homes of domestic customers. Their core businesses are hydro, thermal, grid system operator, transmission, distribution, retail and coal resources. The headquarter is located at Menara Sarawak Energy, No 1, The Isthmus, 93050, Kuching, Sarawak, Malaysia. One of the subsidiaries company under Sarawak Energy is Syarikat SESCO Berhad which is formerly known as Sarawak Electricity Supply Corporation (SESCO) which was privatised in 2005.

SESCO is responsible in generating, transmitting, distributing and selling energy either in bulk or to individual consumers in Sarawak and their specialty is transmitting clean, reliable

and uninterrupted electrical supply. Other than that, Sarawak Energy also owned a training centre which is called Sarawak Energy School which is located in SEB Training Centre, Sg. Biawak, Jalan Belian, 93450, Kuching, Sarawak. Other subsidiaries company under Sarawak Energy are Sejangkat Power Corporation Sdn Bhd, PPLS Power Generation Sdn Bhd, SESCO EFACEC Sdn Bhd, Sarawak Gas Distribution Sdn Bhd, Sarawak Energy Services Sdn Bhd, Sarawak Power Generation Sdn Bhd, Sarawak Hydro Power Generation Sdn Bhd, Mukah Power Generation Sdn Bhd, Sarawak Coal Resources Sdn Bhd, Dunlop Estates Holdings Sdn Bhd, Dunlop Agro-Management Sdn Bhd, Dunlop Properties Sdn Bhd, Dasar Untung Sdn Bhd and Naungan Pertiwi Sdn Bhd. The official website for Sarawak Energy is www.sarawakenergy.com.my.

1.3 Vision and Mission of the organization

Sarawak Energy has a vision and mission that has to be realise and maintained in order for them to become a trustworthy company in terms of energy supply for Sarawakians. Their vision is to achieve sustainable, growth and prosperity for Sarawak by meeting the regions need for reliable and renewable energy. This shows that they are responsible and accountable towards energy supply within the state as the company is built on an account that they achieved this vision. In order to achieve their vision, they have listed down the mission that they have to accomplish in order to reach their vision goals.

The mission listed are 1) Pursue opportunities for growth by fully developing the Sarawak Government's SCORE agenda, 2) Ensure our own safety and the safety of others with a commitment to do 'no harm to anyone at any time', 3) Provide a reliable supply of clean, competitively priced energy to support the economic and social development of Sarawak and our partners in the region, 4) Operate as a business, based on principle that reward our owners and employees and delight our customers, 5) Honour the trust placed in us by the people of Sarawak, by acknowledging and respecting them and contributing to their well-being, 6) Set

and achieve high ethical and corporate standards that are a source of pride for our employees, 7) 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, 8) Harness and utilise natural resources in a sustainable and responsible way, 9) Achieve operational excellence through a commitment to continual improvement and best practices.

1.4 Values in the organization

The values that Sarawak Energy holds on to are integrity, unity, respect, accountability and courage. They have integrity as they do what is right in every aspect of their business including every contact with their people, customers, contractors and the community. In unity, they are one with business by working together and sharing information and expertise to achieve their common vision for the future. For respect, they value their diversity, listening well and involve others to use their best judgement in all situations and actively care for their relationships. They are accountable through their hard work and take responsibility for their performance and deliver their commitments. They take courage by respecting and supporting each other to do what is right and in the best interest of their company and the community even when it is not easy to do so. Sarawak energy hold on to this value as a reminder on why they are important to the state and also to assist them in making sure that they carry on with their responsibility by remembering the values of their work.

1.5 Board of Directors in the organization

The chairman of Sarawak Energy is YBhg Datuk Amar Abdul Hamed Sepawi. He was appointed as chairman of Sarawak Energy Berhad on 27 June 2005. He has been awarded the titles of Panglima Gemilang Bintang Kenyalang on 11 September 1999 and Sarawak Entrepreneur in year 2004. He is also the finalist for the Entrepreneur of the Year Malaysia

Award 2005. Other than that, he was the Chairman of the Nomination and Remuneration Committee, SESCO, Naim Holdings Berhad, Executive Chairman of Ta Ann Holdings Berhad, Director of Sarawak Plantation Berhad. In addition, he has been Board of several other private limited companies. His professional educations are Bachelor of Science Degree from University of Malaya in 1971, he studied Forestry at Australian National University from 1974 to 1975 and he gets his Master's Degree in Forest Products Utilization from Oregon State University, USA.

The other four directors are the people who helped the chairman in establishing the company in order to achieve their company's goals. The Non-Independent Non-Executive Director is YB Tan Sri Datuk Amar Haji Mohamad Morshidi bin Haji Abdul Ghani. He joined the board of Sarawak Energy on 26 May 2010. The Independent Non-Executive Director is YBhg Tan Sri Dato Sri Mohd Hassan bin Marican. He joined the board of Sarawak Energy on 9 June 2010. The second Non-Independent Non-Executive Director is YBhg Datuk Fong Joo Chung. He joined the board of Sarawak Energy on 31 January 1996. The third Non-Independent Non-Executive Director is YBhg Dato' Haji Idris bin Haji Buang. He joined the board of Sarawak Energy on 24 June 2000.

1.6 Organization logo

Every logo of an organization contains their own meaning in their own way like Sarawak Energy's logo contains different explanation of each symbol. The blue wave represents the mighty rivers of Sarawak where it is the source of hydropower. The green waves symbolises the forest and the natural environment which draws energy from the sun. Together both waves represent clean and renewable energy, sustaining life and growth for Sarawak people. The use of lower case letters in their name signals the openness and humility towards their customers and their community. The slogan for Sarawak Energy is 'Power to Grow'.

1.7 Contract & Procurement Department

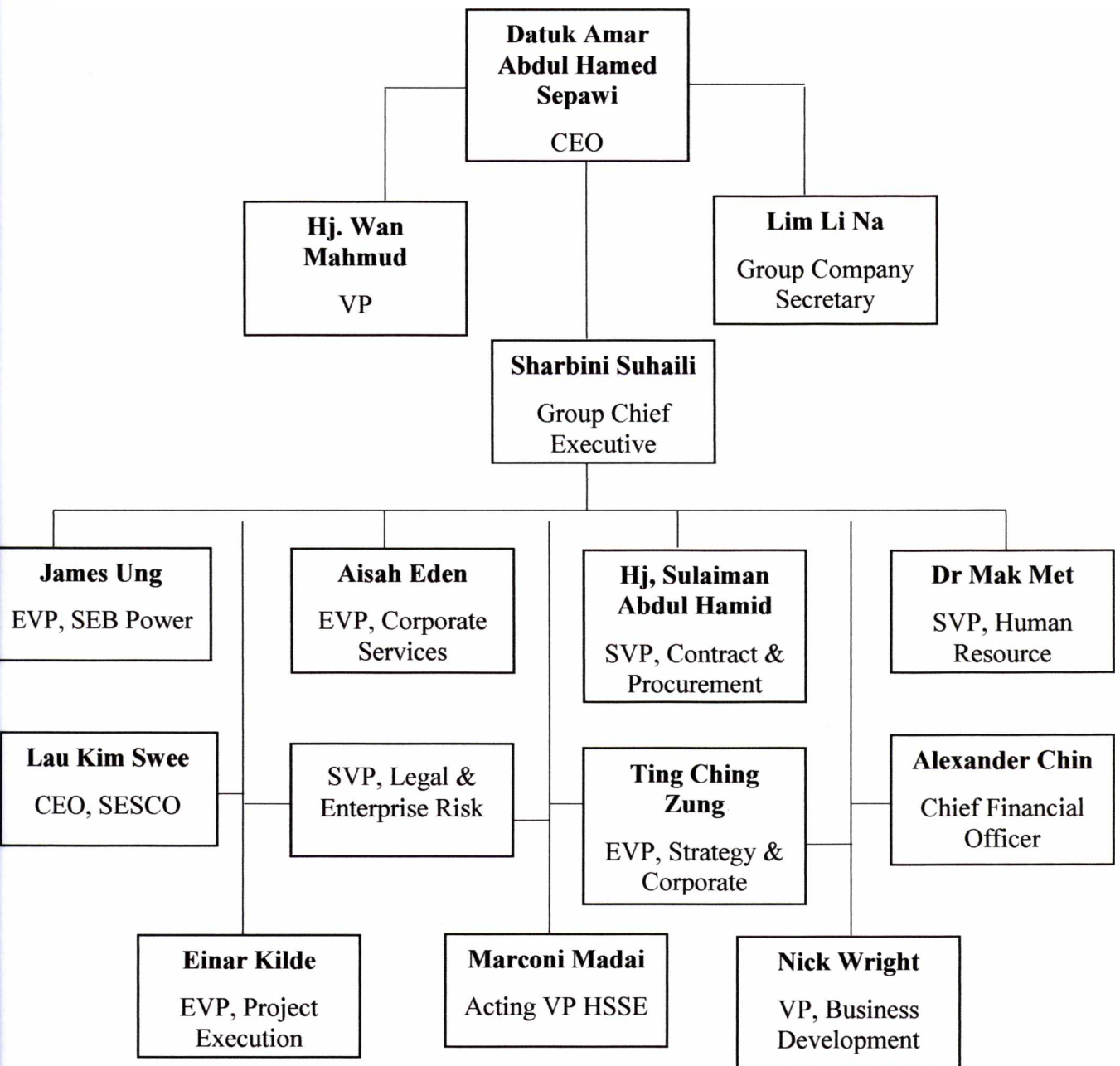
“Contract and Procurement Department is designated for the proses of buying and selling tender. There are two sections of work in this department which is Governance Compliance & Policy and Bumiputera Participation. The first section is Governance Compliance & Policy is responsible for enforcement of Procurement Policy & Procedures. Other than that, this section also involve in managing vendor, tender meetings, managing tender proses and procurement, policy and procedure advisor. The second section is Bumiputera Participation. This section consists of a few functions and one of them is Bumiputera Participation Board Committee. Other than that, this section also involve in handling policy procedure for bumiputera participation and enhancing initiative and program to increase vendor for bumiputera partnership with Sarawak Energy Berhad.” (Sarkawi, 2017)

1.8 Organization Chart

1.8.1 Sarawak Energy Berhad Organisation Chart

Sarawak Energy consists of one Chief Executive Officer, one Vice President, one Group Company Secretary and one Group Chief Executive. The Group Chief Executive is the one who leads the headquarter office of Sarawak Energy Berhad. Under the Group Chief Executive consists of four Executive Vice President, three Senior Vice President, two Vice President, one Chief Financial Officer each from different departments within Sarawak Energy Berhad and one CEO of the subsidiaries company under Sarawak Energy which is SESCO.

Figure 1.1 SEB Organisation Chart

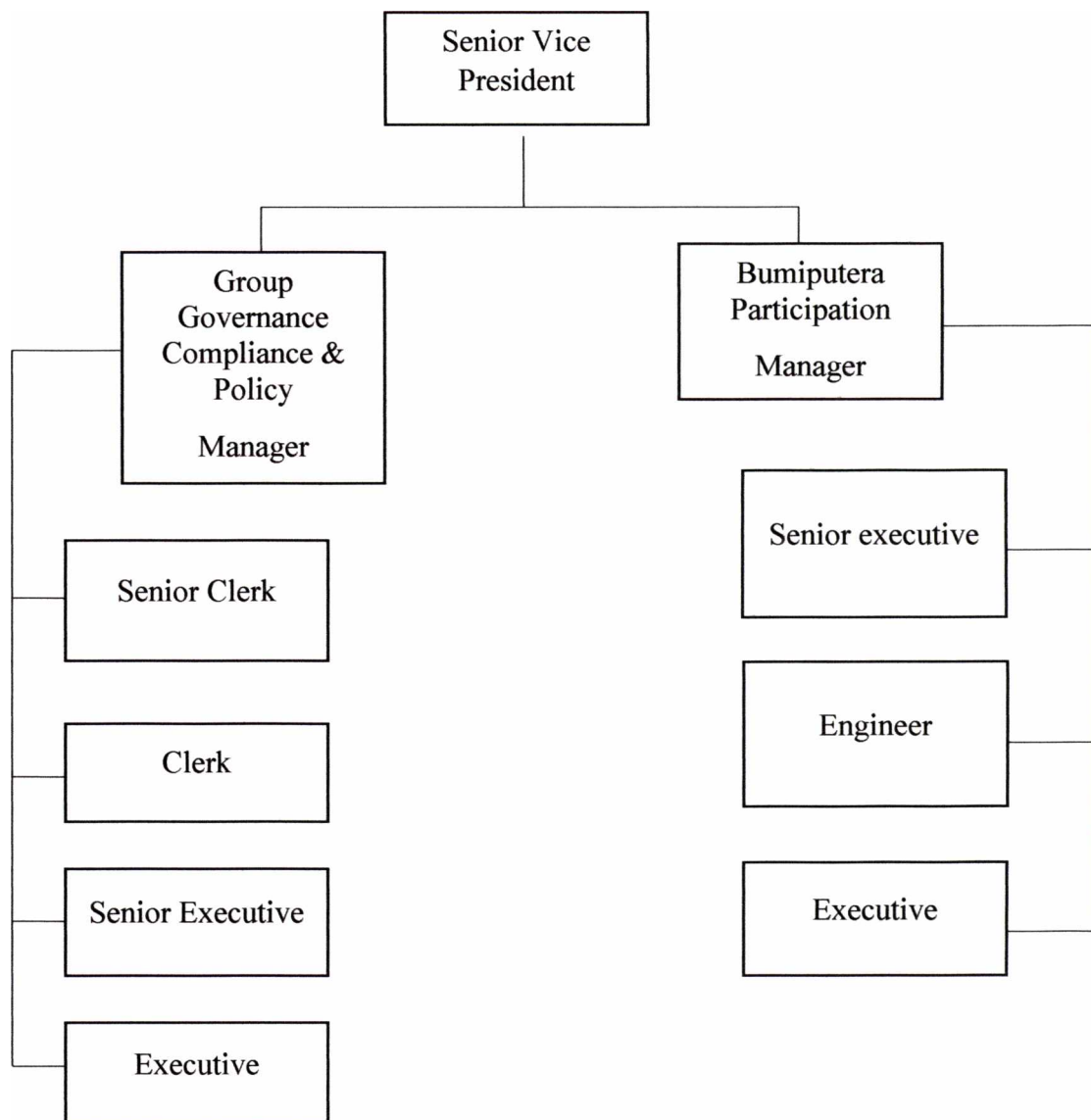


(Source: Official website of Sarawak Energy, www.sarawakenergy.com.my)

1.8.2 Contract & Procurement Department Organisation Chart

Contract and Procurement Department is headed by Senior Vice President. This department has two sections which is Group Governance Compliance and policy and the second section is Bumiputera Participation. Under the Group Governance Compliance and Policy section consists of a manager, senior clerk, clerk, senior executive and executive. Under Bumiputera Participation section consists of a manager, senior executive, engineer and executive. The different sections indicates different kinds of work they are engage in.

Figure 1.2 C&P Organisation Chart

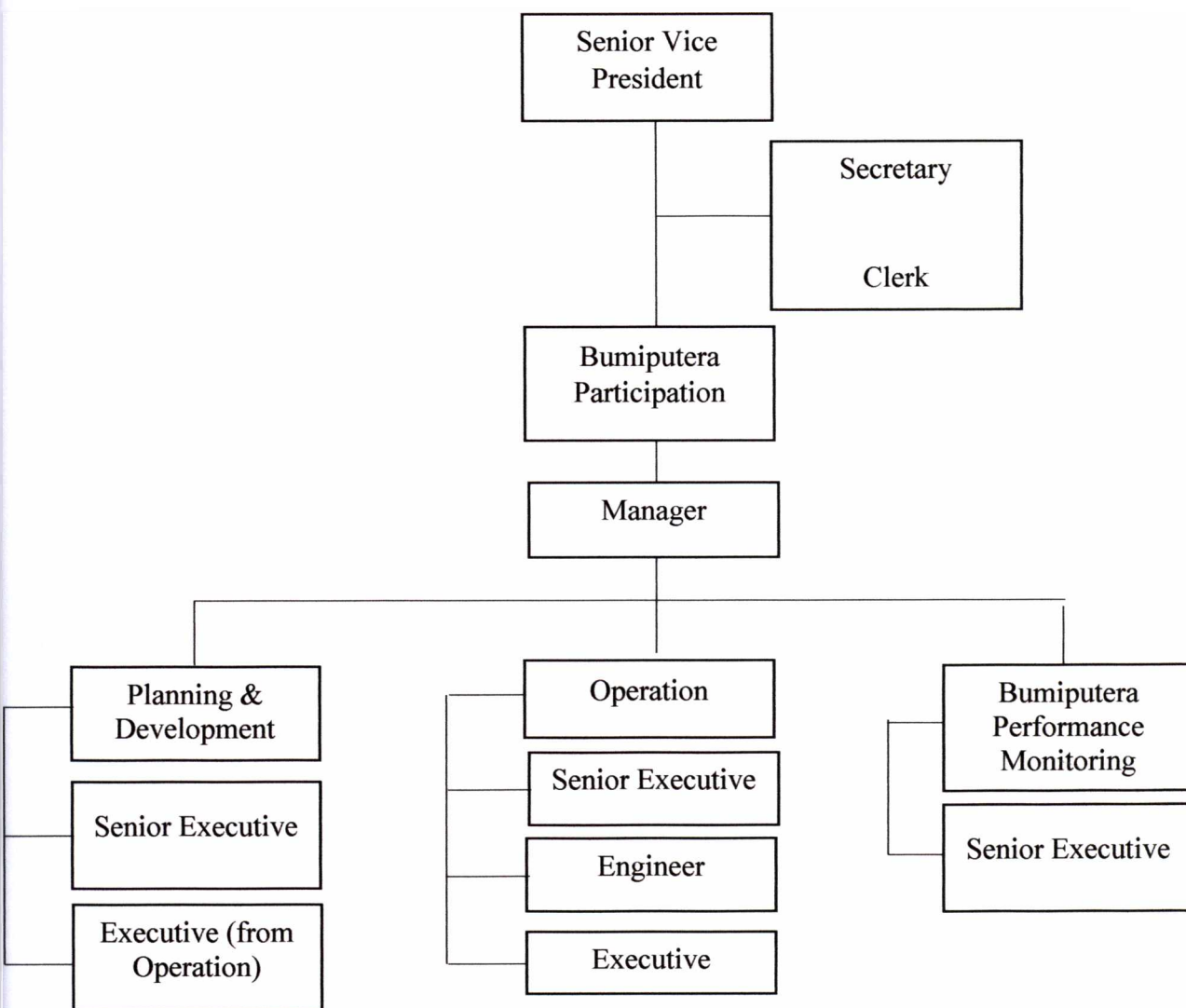


(Source: Official website of Sarawak Energy, www.sarawakenergy.com.my)

1.8.3 Bumiputera Participation Section Organisation Chart

Bumiputera Participation is one of the sections included in Contract and Procurement Department. This department is led by Senior Vice President and is supervised by the Manager. This section has three functions which is Planning and Development, Operation and Bumiputera Performance Monitoring. Under the Planning and Development, a Senior Executive and an Executive is responsible whilst in the Operation, a Senior Executive, an Engineer and an Executive is responsible in this section. The Bumiputera Performance Monitoring is put under the Senior Executive responsibilities.

Figure 1.3 BP Organisation Chart



(Source: Official website of Sarawak Energy, www.sarawakenergy.com.my)

1.9 Practical Training Working Hours

The time range for practical training is for two months starting from 24 July 2017 until 15 September 2017. Below is the time table that has been provided during the practical training in Sarawak Energy Berhad:

Table 1.1 Sarawak Energy working hours

DAY / TIME	8.00 AM – 1.00 PM	1.00 PM – 2.00 PM	2.00 PM – 5 PM
MONDAY - FRIDAY	WORK	REST	WORK
SATURDAY & SUNDAY	REST	REST	REST

In Sarawak Energy Berhad, working days starts from Monday to Friday. Working time is from 8 am until 5 pm whereas rest time is form 1 pm until 2 pm for one hour. Saturday and Sunday is a non-working day for Sarawak Energy Berhad.

1.10 Conclusion

As a conclusion, Sarawak Energy is mainly the organization that generates electrical power for the usage of the whole state. They are responsible to ensure that everyone in the state has electrical utility. Other than generating and supplying electrical utility, they also give chance to other companies to invest in Sarawak Energy in order to increase their revenue.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

This chapter focuses on the schedule of practical training that has been recorded in my log book which has been provided for me to be used daily during my practical training. The task and activities that has been recorded in my log' book is based on the department that I have been assigned to which is the Contract and Procurement department and I am supervise by an Engineer under the Bumiputera Participation Section, Puan Azleen binti Abu Talib. This chapter will further explain on the tasks and activities that I have carried out during my practical training.

2.2 Practical Training Schedule

A practical training log book is provided for me and the purpose is to record every activities I have carried and done during my practical training in Sarawak Energy Berhad. The log book is checked and signed through initials by my supervisor, Puan Azleen binti Abu Talib as prove that I have carried all the tasks and activities that is assigned to me. My practical training time range is in within two months from 31 July 2017 until 22 September 2017. The following are my practical training schedule of the list of activities and tasks that I have carried during my internship in Sarawak Energy week by week.

2.2.1 Week 1 (31 July – 4 August 2017)

On the first day of my practical training dated 31 July 2017, I report for my duty in Sarawak Energy Berhad to Mr. James Nazri Abdullah. He is the industrial training conductor for Sarawak Energy. He brief me regarding the rules and regulations of Sarawak Energy and filling the required forms needed to fulfil the requirements to be a part of industrial trainee in Sarawak

Energy. I have also been introduced to my host supervisor in Contract and Procurement Department which is Puan Azleen binti Abu Talib, an Engineer under Bumiputera Participation division under C & P department. The task that has been assigned to me is regarding administrative work where I am required to manage file for departments meeting purposes.

The second day of my training dated 1 August 2017, the task assigned to me is regarding administrative work where I have to do filing for departments meeting purposes. Other than that, I have to do data processing for which I am required to look for information regarding contractors' details in the Contractors Registration Information System (CORIS). This system can only be open in a specific computer as the website is bought by Sarawak Energy personally for C & P department's usage to look for contractor's company details and it is unavailable for unauthorised personnel. The information will then be transferred into Microsoft Excel 2016 for which the data that has been transferred will be kept as a database for current and future usage. The contractor's detail can be found through their class, head and subheads according to their contractor's license which is called *Unit Pendaftaran Kontraktor dan Juruperunding (UPKJ)* license.

The next day dated 2 August 2017, the task assigned to me is despatching works where I am required to arrange tender letters to be despatched back to the respective companies. The tender letter will be despatched through Skynet and the details that is required for the request for courier is the name, address and telephone number of the respective companies. I am also required to do part of an administrative work where I have to do filing for department's meeting purposes. Furthermore, I am required to do data processing for which I will look for information regarding contractors' details in the Contractors Registration Information System (CORIS). The information found will then be transferred into Microsoft Excel 2016 for which the data that has been transferred will be kept as a database for current and future usage. The contractor's detail can be found through their class, head and subheads according to their

contractor's license which is called *Unit Pendaftaran Kontraktor dan Juruperunding (UPKJ)* license.

The following day dated 3 August 2017, I am assigned to do data processing for which I am required to look for information regarding contractors' details in the Contractors Registration Information System (CORIS). The information will then be transferred into Microsoft Excel 2016 for which the data that has been transferred will be kept as a database for current and future usage. The contractor's detail can be found through their class, head and subheads according to their contractor's license which is called *Unit Pendaftaran Kontraktor dan Juruperunding (UPKJ)* license. In addition, I am doing a part of an administrative work where I have to do filing for department's meeting purposes.

2.2.2 Week 2 (7 August – 11 August 2017)

On 9 August 2017, I am instructed by Mr. Iskandar, a senior executive, to subscribe for 'SESCO e-tender notice'. This subscription is for the purpose to track which tender documents have been posted online and is ready to be purchased by any contractors that fulfils the requirements needed for the specified tender for the buying and selling process. This e-tender notice also involves tender online bidding submission where the contractors' company is able to purchase the documents through online. The subscription is done through online using personal email at www2.sesco.com.my.

The next day dated 10 August 2017, I am engage with my customer relationship skills whereby I am obliged to make phone calls to contractor's company to invite them for a contractor briefing that is organized by C & P department. The contractor's will be required to provide their email address in order for us to send the invitations and registrations forms to them. This contractor briefing involves explanation of the process of buying tender and any other relations to tender that is offered by Sarawak Energy Berhad and also other requirements needed, for instance, the explanation of requirement by CIDB officers. Any eligible contractor

that fulfils the requirement needed by the tender owner will be approved when buying the tender.

The day after dated 11 August 2017, I continued with engaging with customer relationship skills in making calls to contractor's company to invite them for the contractor's briefing. The contractor's will provide us with their email to allow us to send the invitations and registration forms to them. At the same time, the same work is done whereby I called the contractor's company to invite them for a tender briefing and their email is required to send the invitations over to them.

2.2.3 Week 3 (14 August – 18 August 2017)

On 14 August 2017, I am assigned to handle checks which is to be arrange according to their tax invoices. These checks are the payment that has been made by all the contractors company whom bought the tender documents. The contractors company must fulfilled the specific requirement that has been set by the tender owner which is through their *Unit Pendaftaran Kontraktor dan Juruperunding (UPKJ)* license, Construction Industry Development Board (CIDB), *Suruhanjaya Syarikat Malaysia (SSM)* Forms and Bumiputera confirmation letter.in order to buy the tender requirement. Other than that, despatching works are assigned to me where I am required to arrange tender letters to be despatched back to the respective companies. Skynet is used to send the letters and the details that is required for the request for courier is the name, address and telephone number of the respective companies.

The next day dated 15 August 2017, I have attended a Contract Process Briefing by Mr. Iskandar, senior executive. He explains clearly on the process that Contract and Procurement is actually involved in. He uses a hierarchal way to explain each process with the task and also the people that is involve in that process. He made the briefing just to ensure that the trainees know what are the activities they are involve in and who are they working with. Other than that, I have been assigned to create a database which consists of the names of Contractors

Company and their details which include their telephone number, fax number, email address, region, their grades of CIDB license and their Bumiputera status. An online information search is used to detect whether or not the contractors company has Bumiputera status which is from 'State Contractor and Consultant Information' website.

On the day after dated 17 August 2017, I am assigned to do despatching works where I am required to arrange tender letters to be despatched back to the respective companies. Skynet is used to send the letters and the details that is required for the request for courier is the name, address and telephone number of the respective companies. The despatched letters will be pass to the despatch centre which is located in the building.

On 18 August 2017, I have attended a contractor briefing which is held in level 5. This contractor briefing is between Sarawak Energy representatives and Hyundai and JEFFA Engineering representatives. Hyundai Engineering is form South Korea and they came showing their interests in joining tender with Sarawak Energy. This contractor briefing is where the company will present all their companies qualifications and their past and current projects that they are working on.

2.2.4 Week 4 (21 August – 25 August 2017)

On 21 August 2017, I am engaged in administrative works where I am required to do filing for past tender documents in order to be kept as database for current and future usage. Other than that, I am also asked to do an arrangements for claims by the employees regarding their booking of tickets, transportation and also meal when they are travelling under work purposes.

The next day dated 22 August 2017, I am assigned to enhance more on my customer relationship skills whereby I am required to make phone calls to contractor's company to invite them for a contractor briefing that is organized by C & P department. The contractor's will be required to provide their email address in order for us to send the invitations and registrations forms to them. This contractor briefing involves explanation of the process of buying tender

and any other relations to tender that is offered by Sarawak Energy Berhad and also other requirements needed, for instance, the explanation of requirement by CIDB officers.

The following day dated 23 August 2017, I am assigned to do data processing where I am required to look for information regarding contractors' details in the Contractors Registration Information System (CORIS). The information will then be transferred into Microsoft Excel 2016 for the data will be kept as a database for current and future usage. The contractor's detail can be found through their class, head and subheads according to their contractor's license which is called *Unit Pendaftaran Kontraktor dan Juruperunding (UPKJ)* license.

The day after dated 24 and 25 August 2017, I am assigned to enhance more on my customer relationship skills whereby I am required to make phone calls to contractor's company to invite them for a contractor briefing that is organized by C & P department. The contractor's will be required to provide their email address in order for us to send the invitations and registrations forms to them. This contractor briefing involves explanation of the process of buying tender and any other relations to tender that is offered by Sarawak Energy Berhad and also other requirements needed, for instance, the explanation of requirement by CIDB officers.

2.2.5 Week 5 (28 August – 30 August 2017)

On 28 August 2017, in continuation of week 4 of the task that has been assigned to me, I am required to enhance more on my customer relationship skills whereby I am required to make phone calls to contractor's company to invite them for a contractor briefing that is organized by C & P department. The contractor's will be required to provide their email address in order for us to send the invitations and registrations forms to them. This contractor briefing involves explanation of the process of buying tender and any other relations to tender that is offered by Sarawak Energy Berhad and also other requirements needed, for instance, the explanation of requirement by CIDB officers.

The next day dated 29 August 2017, I attended a tender briefing which is held by Sarawak Energy. The tender briefing is regarding the transmission line project that will be conducted by Sarawak Energy. Every contractors company that has been involved before with Sarawak Energy and also the contractors whom are interested with the projects are invited to attend the briefing. This is in order for them to understand more on the project and not just only depending on the tender documents that has been provided more and the contractors can also asked questions directly to the project owners regarding on the information that they are not sure of. In addition, a briefing was made by Mr. Awang Suffian and Mr. Ezhan Fahmi regarding the contractor briefing where they want to see the progress of the feedback made by the contractors companies.

The following day dated 30 August 2017, I am assigned with an administrative works where I have to arrange the name list of the contractors that will attend the contractor briefing and also, a meeting regarding the contractor briefing was also conducted in order to see the progress of tasks that has been completed.

2.2.6 Week 6 (5 September – 8 September 2017)

On 5 September 2017, I attended a Health, Safety and Environment Week 2017 organized by Sarawak Energy. This is to launch the new health and safety measures to ensure that Sarawak Energy is in compliance with the Health and Safety policy to ensure their workers adapt with the new policy. Other than that, I am involved in an operations works which is the process of buying and selling tender documents to interested and qualified contractors. In addition, I am also dealing with receiving quotations which is submitted by the contractors companies.

On the following day dated 6 September 2017, I have been assigned to do an operation work which involves tendering processes. I am obliged to receive submission of quotations and tender from contractor's company. I would acknowledge both the quotations and tender to indicate that our department's counter have received the submissions with a date, time and

signature. Other than that, I am also given a responsibility to sell tender documents from the counter. This helps me to improve my customer service skills. The selling of tender documents require to check thoroughly the eligibility of the contractor's company in order for them to successfully buy the tender documents. Amongst the important documents and licenses that needs to be checked is their *Unit Pendaftaran Kontraktor dan Juruperunding (UPKJ)* license, Construction Industry Development Board (CIDB), *Suruhanjaya Syarikat Malaysia (SSM)* Forms and Bumiputera confirmation letter. In addition, I am required to look for information regarding contractors' details in the Contractors Registration Information System (CORIS) and then it will be transferred into Microsoft Excel 2016 for which the data will be kept as a database for current and future usage.

The next day dated 7 September 2017, I am obliged to receive submission of quotations and tender from contractor's company. I would acknowledge both the quotations and tender as prove that our department's counter have received the submissions with a date, time and signature. Other than that, I am also given a responsibility to sell tender documents where it helps me to improve my customer service skills. The selling of tender documents require to check thoroughly the eligibility of the contractor's company in order for them to be qualified in buying the tender documents. The important licenses and documents that needs to be checked is their *Unit Pendaftaran Kontraktor dan Juruperunding (UPKJ)* license, Construction Industry Development Board (CIDB), *Suruhanjaya Syarikat Malaysia (SSM)* Forms and Bumiputera confirmation letter.

The day after dated 8 September 2017, I am assigned to continuously be responsible in the selling and buying of tender and also receiving quotations and tender sent by contractor's company. The requirements for the selling of tender documents will be consistent where the requirements needed are the contractor's company *Unit Pendaftaran Kontraktor dan Juruperunding (UPKJ)* license, Construction Industry Development Board (CIDB),

Suruhanjaya Syarikat Malaysia (SSM) Forms and Bumiputera confirmation letter. The receiving of tender and quotations must be acknowledge as proof.

2.2.7 Week 7 (11 September – 15 September 2017)

Date 11 September 2017, my responsibility is in continuous terms as I am acquired to still be responsible to take over tender counter. This includes my tasks to be selling and buying of tender documents and receiving and acknowledging tender and quotations pass to our counter. This will continuously enhance my customer relationship skills more as I have to face the behaviour and attitude of different kinds of people.

On the following date, 12 September 2017, I still handle the responsibility of taking over the process of buying and selling of tender and receiving and acknowledging tender and quotations. Other than that, I am acquired to do a database tasks where I am supposed to key-in raw data for the contractor briefing evaluation forms for records for future and current usage.

The next date, 13 September 2017, I still continue with my responsibility in handling the selling and buying of tender documents and receiving and acknowledging tender and quotations. In addition, I am assign to look for information regarding contractors' through Contractors Registration Information System (CORIS). The information will be transferred into Microsoft Excel 2016 and the data is kept as a database for current and future usage.

The date after which is 14 September 2017, I still continue with my information seeking tasks which involves the Contractors Registration Information System (CORIS) and making a database out of the information found. Other than that, I am assigned to arrange tender documents that have been bought by cheque in order to request for a tax invoice from the Finance Department. On this day also, my department organized a sharing session. This sharing sessions is where the executives share their experiences in attending programs which could be useful in the department. The sessions is led by Mr. Iskandar, senior executive, Mr. Danial, senior executive and Mr. Amir, executive. In addition, I am obliged to make phone calls to

Contractors Company to invite them for a contractor briefing. This briefing will explain on how to buy tenders from Sarawak Energy and other requirements that is needed to be a part of a project alongside Sarawak Energy Berhad.

On the last date of the week which is 15 September 2017, I continued with my phone call tasks for inviting the contractors for a contractor briefing. At the same time, I am responsible in the operations process of buying and selling tender and also sorting out quotations.

2.2.8 Week 8 (18 September – 21 September 2017)

On 18 September 2017, I am still continuously assigned to make invitation phone calls to contractors company regarding the contractor briefing organised by my department. At the same time, I am obliged to be responsible in the process of selling and buying tender documents. The selling of tender documents require to check thoroughly the eligibility of the contractor's company through important licenses and documents such as their *Unit Pendaftaran Kontraktor dan Juruperunding (UPKJ)* license, Construction Industry Development Board (CIDB), *Suruhanjaya Syarikat Malaysia (SSM)* Forms and Bumiputera confirmation letter. Other than that, I am also helping Ms Tracy, senior executive, to do paperwork regarding our departments' team building. This paperwork will be required to be presented to the head of the department, Tuan Haji, Senior Vice President for approval.

On the next day dated 19 September 2017, I continued my responsibility in handling the tender counter for which the process of buying and selling of tender and also acknowledging the submission of tender by the contractors company. At the same time, I also continued to do paperwork for the departments' team building.

On the following day dated 20 September 2017, I still continue to take over the tender counter for the purpose of buying and selling tender documents process. At the same time, I

am responsible for acknowledging the quotations and tender documents that is sent to our tender counter.

The last day of my internship dated 21 September 2017, I am on an alert for which quotations owner come to pick up the quotations that has already been sent by the contractors company. At the same time, I am responsible to handle cheques from the buying of tender documents and arrange it accordingly in order to request for a tax invoice from Finance Department. Other than that, the administrative works that I am assigned with is to handle the filings for the departments meeting purposes and also key-in database on the contractors list of attending for the contractor briefing organised by the department.

2.3 Conclusion

As a conclusion to this chapter, the log book contains all the activities and tasks that I have performed in Sarawak Energy. It is as a proof that I am responsible when it comes to the tasks assigned to me. All the activities that I have done is monitored not only by my supervisor but also the whole department is there when there is tasks given to me and they monitored the way I do my job. This is to ensure that I am doing my tasks in the right way.

CHAPTER 3

TASK ANALYSIS

3.1 Introduction

This chapter focuses on one particular task that I have done the most during my practical training which is handling tender counter service. It will explain both the theoretical and practical terms of the task that I have chosen. Hence, this chapter will explain on the definition, delivering of counter service, principles of quality counter service and SERVQUAL model.

3.2 Definition of counter service

Counter service is a service which involves the customer to interact with the public officers that is able to provide various types of services for which it is often essential like for example, identity cards, passports, licenses and other types of required service. Improving quality of customer service has become one of organizations aims at improving their strategy for quality services. This can be more improve when the organizations become more customer centric approach. This is where the customer will become the priority for the organization so that they could fulfil their customers' wants and needs and at the same time they are able to increase their revenues. A quality of public counter service will lead to customer satisfaction and ensuring a positive image of the organizations. The organizations should aim to provide their customers with effective, courteous and rapid services.

3.3 Delivering of quality counter service

The head person that is posted at the counter whom is responsible in dealing with customers must deliver their services in a professional manner. They must be knowledgeable on various information regarding the services provided and the activities of the organization. They must be effectively and efficiently attending to their customers when they are at the counter. This is

to ensure that they are practical in attending their customers professionally and prioritize their customers' wants and needs. The quality of the delivery is such as when opening the counter, responsible conduct is expected and the good and bad habits of delivering services.

The first quality is when opening the counter, in theoretical terms, it is important to ensure that the required activities are carried out before starting each day of counter service delivery runs smoothly. The activities required are ensuring the availability and adequate quantity of documents such as application forms, information sheets, explanatory notes and others, second is the equipment's like stamps, date stamps are in good condition, third is the working environment around the counter and waiting areas are clean and in order and lastly, to ensure that the counter opens up on time as stated.

In practical terms, in Sarawak Energy, the tender counter service runs smoothly each day as the head person ensure that all the activities listed theoretically is practiced in order to deliver a smooth quality of good counter service. In terms of availability and adequate quantity of documents such as application forms, information sheets, tender documents, invoice documents and others, the head person has always ensure that there is enough copies before starting the process of selling and buying of tender documents. When the head person found out that the documents are not adequate and available, she will contact the tender owner to ask for more required documents. Next is in terms of equipment's such as the department's stamp, date stamps is available and place at a visible place to make it easier for her to reach out for the equipment's when she is attending to customers. Thirdly, the janitor will always come before the official time of working hours' time to ensure the cleanliness of each department's office and waiting areas surroundings are clean. Lastly, the head person will always ensure that the tender counter opens on time and if she is not around, she will delegate her duty to others which she deemed to be responsible.

The second quality is to ensure responsible conduct is expected. In theoretical terms, this can be seen through the behaviour and attitude of the person in charge of the counter. In

delivering quality counter service, it is the duty and responsibility of the person in charge to abide by the 'Code of Ethics for Public Officers' to ensure that they will take responsibility of their own actions. Among the codes which are listed are, do not cause embarrassments, do not drink alcohol, do not smoke, do not harass or bully other workers, be polite to everyone especially customers and colleague mates, help customers' to understand their rights and obligations and respect confidential information's disclosed to them by the customers or their colleague mates.

In practical terms, in Sarawak Energy, I have been put I charge to take care of the tender counter on behalf of the head person. It is my duty and responsibility to ensure that I abide by ethics codes in order for me to be professional in my work. I am obliged to entertain the contractors when it comes to the process of selling and buying of tender and at the same time, I receive and acknowledge tender and quotations documents that is sent to the counter. With professionalism, I entertain all the attitudes and behaviours of the contractors which varies from time to time and from one person to another.

The third quality is the good and bad habits in delivering good counter service. Among the good habits are being punctual or having someone to replace oneself in case of lateness, maintain a smart and neat appearance, being polite and courteous at all times, maintain same positive attitude at all times, being patient and open up for suggestions. The bad habits are arriving late and make customers wait, dressing inappropriately, being rude to customers, discriminating customers, read, eat, drink and speak loudly, misdirecting customers to other sections or their specific requirements. The good habits should be practice daily so that it became a positive habit that can be spread in within the organizations while the bad habits should be taken care of so that it will not offend any parties.

In practical terms, in Sarawak Energy, attending to contractors for the process of buying and selling of tender documents has really taught me all the listed good habits and taught me to avoid the bad habits as I realize that working world is different than other reality. It requires

patient and all other positive attitudes to attend to different kinds of people's attitude and behaviours. For two whole months, I have learnt that being patient and do not rush things have kept me going while working and kept my professionalism as a worker.

3.4 Principles of quality customer service

In delivering a quality customer service, the main key idea is the action steps taken in order to fulfil customers' wants and needs. In attending to the customers in the counter service, the person in charge must have all the required knowledge on the information regarding the services that is offered at the counter. This is to ensure that person in charge is able to perform their work professionally when it customers arrived at the counter. Customer will not hesitate in inquiring information as the person in charge is able to provide them with needed information right away. According to Harrington (2013), the four basic principles are know your customers and their needs, deliver quality products and services, correct deviations from customers' expectation and strengthen customer loyalty and services.

The first principles is know your customers and their needs. It requires effort in order to continuously learn on who your customers are and what are they expecting from your services. The customer that came in today will not be the same as tomorrow. In simple words, customer are individuals who is depending on you to provide the services and products. Paying attention to your customers will be of big help to you in learning who they are, from where they come from and what do they expect from you. Many people would like to be valued, appreciated and recognized by their customers. That is why one should study others attitudes and behaviours in order to smoothly deal with them when it comes to professional works.

In relation to practical terms at Sarawak Energy, when it comes to dealing with contractors who come to purchase tender documents or submitting tender and quotations' documents, the person in charge at the counter must know the reason for their customer to come to the counter. This is by asking them questions on whether they want to submit the

documents or they want to purchase the documents. The contractors will provide their requirements and we will provide them with the documents they required. This is on the account that they have fulfilled the required documents upon purchasing. It is a win-win situation for which we know what the contractors want and are able to provide them what they want.

The second principle is deliver quality products and services. Customers has their rights to express their voice and you as a public worker are obliged to listen to their desires. This is to ensure the products or services that is delivered are in a professional manner which would satisfy both sides, the customer and also the person in charge at the counter. A quality products and services will standardize the service level agreements in order to provide a clear expectations and consistency in delivering services.

In Sarawak Energy, the second principles can be seen through the process of buying and selling tender documents. This is where the contractors' will show the reference number of the tender documents that they want to buy and the person in charge at the counter will look for the documents that have been displayed at the counter and provide the correct set of documents. The person in charge must know how to detect the right document to be given to the customers and what are the requirements needed in purchasing the documents so that the delivery of services is based on professionalism.

The third principle is correct deviations from customers' expectation. This is where all employees should become responsible of knowing what their customers expect from them for service delivery and getting the required training and decision making process to meet the performance expectations. All levels of management team levels should make it a priority to address the differences that might occur during their service delivery process and the expectations by their customer. Giving as many directions to their customer as possible could help gain information much needed in order to cater to the wants and needs of the customer.

In Sarawak Energy, this principle is practice through which before the process of buying and selling of tender documents, the contractors should read up on the requirements listed in the information sheets or they read it in the tender notice for the requirements needed to be brought and the eligibility of their company to buy the tender documents. Among the listed requirements and eligibility that is ruled out are such as *Unit Pendaftaran Kontraktor dan Juruperunding* (UPKJ) license, Construction Industry Development Board (CIDB), *Suruhanjaya Syarikat Malaysia* (SSM) Forms and Bumiputera confirmation letter. These will play a part for which to inform the contractors their eligibility to buy the required documents before they come to our tender counter to purchase the documents.

The fourth principle is strengthen customer loyalty and services. This principle encourages the organization to respond to any customer complaints. Successfully resolving the complaints made by their customer will be the fastest way to build customer loyalty towards the organization. When the customers know that the organization is able to attend to customers issues, they will be more likely to place their full loyalty and it will be a great opportunity to build brand and company loyalty. This would result in more customers and more sales.

In Sarawak Energy, customers' complaints came in directly to the tender counter for which they are not satisfied with the requirements listed down by the tender owner of the project made by Sarawak Energy. This is where the person in charge at the counter at the time of complaints will explain properly and in a professional manner to the contractors on the requirements detailed out by the tender owner. The reason the tender owner listed out the required requirements which varies is because they want the specific contractors to be involve in the projects after buying the tender documents. This will help them to ensure that they are hiring the right person for the job or so to say the right contractors company for the right project. This will help a lot in the success of the project that they are doing.

3.5 SERVQUAL Model

Service quality gap model or SERVQUAL is a method of identifying gaps in measuring a service quality which can be a tool for an organization to measure their counter service. This model was developed by Parasuraman, Zeithalm and Berry in 1985. The aim in developing this model is to identify the gaps between customer expectation and the actual services provided during service delivery and closing the gap to the delivery of service and to improve the customer service in the organization. There are five different gaps that has been identified by Parasuraman et. al (1985) which includes, i) the customer gap, ii) the knowledge gap, iii) the policy gap, iv) the delivery gap and v) the communication gap.

The first gap is customer gap. This gap shows the different between customers' expectation and customers' perceptions towards the service given at the counter service. Customers' expectation is based on the resources and influence during the delivery of the service and customers' perception is based on the interaction between customers and the products and services delivered to them. In Contract and Procurement department tender counter, this gap can be seen when the proses of selling and buying of tender document commence. One of the situation is where a contractor wants to buy a tender document but they realize that they are not eligible due to certain requirement and they have to pull back from buying the documents. In order to close this situation gap, the person in-charge during the proses have to explain clearly to the contractor to make them understand the requirements made by the tender owner and propose to them to fulfil the requirement so that it is easily for them to purchase in the future.

The second gap is the knowledge gap. This gap shows the difference between customers' expectation and the organizations provision of the service. This can be seen when the organization did not clearly explain their provisions to their subordinates and the message relay to customers will be clearly misunderstood. In Sarawak Energy, the head person must clearly explain the steps required in the proses of selling and buying of tender documents and

how to fill in the forms after receiving cheques from the contractor in order for the proses to go smoothly. This knowledge have to be properly remembered in order for no false step to occur during the process.

The third gap is policy gap. According to Kasper, Helsdingen and Gabbott (2006), this gap indicate the incorrect translation of service policy rules and guidelines for employees. In Sarawak Energy, the policy of the tender counter service is that the counter does not receive cash payment when buying tender documents. There is a process that is needed in order to pay cash when buying tender documents but it is not clearly specified to the contractors and this has caused confusion to the customers. In order to close this gap, the department have to know process that is needed for the customer to pay cash when buying tender documents so that they can clearly explain the process to the contractors and they will have clear understanding on the payments terms and they can proceed with buying tender documents successfully.

The fourth gap is the delivery gap. This gap exposes the weakness in employees' performance the counter service delivery. Among the weakness is lack of knowledge regarding service and product, inability to deliver and poor human resource policies. In Sarawak Energy, this gap can be seen when the tender documents is out of stock. This enables the counter to sell the documents since it is the bestselling tender documents and it is insufficient supplied by the tender owner. This enables the person in-charge to sell the documents since it is not available and they are not able to deliver their service quality to the contractors'. In order to close this gap, the person in-charge should be alert on the decreasing of the tender documents and ensure that they contacted the tender owner and request for more documents to be sold to the contractors'.

The last gap is the communication gap. This gap can be seen between the service delivery and the external communications of the service delivery. In Sarawak Energy, when it comes to buying tender document, it does not mean that they are fully qualified to be involve in the project stated on the documents even though the contractors has fulfilled other

requirements of the tender eligibility. The contractors have to attend the tender briefing first, then they have to successfully purchase the tender documents and attending the site visit in the latter and that will help them to successfully be involved in the tender project. In order to close this gap, it must be clearly communicated to the contractors so that they are able to clearly know the steps in successfully be involved in the tender project. Therefore, communication is important between seller and buyer.

3.6 Conclusion

In conclusion, I have explained the definition and other relevant information regarding the particular task that I have chosen during my practical training in Sarawak Energy. I have relate the theoretical and practical part of the particular task that I have chosen to further explain what I have learned during class and what is actually practiced during my practical training. This can help me to practice it for the usage in the future.

CHAPTER 4

RECOMMENDATIONS

4.1 Introduction

This chapter focuses on pointing out the strength and weaknesses of the task I have elaborate in the previous chapter which is counter service. Therefore, I will point out in detail the strength and weakness of the particular task based on the organization. I will provide as well, a few recommendations in my own opinion.

4.2 Strength and weakness of counter service

Counter service provides services for the customer which involves the interaction between the customer and the service provider. There will be both strength and weakness to every counter service that reflects on how well the organization interacts with their customer. In general, there are a few strength of counter service that can be identified.

The first strength is communication skills. This can be seen where the service provider is able to help customers when they have problems, concerns or complaints. The service provider must speak, listen and evaluate well on how to help solve the problems faced by customer. They require the ability to interpret customers' concerns and effectively communicate with their customers' to solve the problems together. They must be able to understand the problems faced by their customers' in an effective manner.

The second strength is personality. A service provider must have a calm, patience and pleasant attitude and behaviour so that it makes work easier when it comes to dealing with customers'. Different people will have different types of attitudes and behaviours and have different ways of expressing it. The only way is that a service provider would have to train themselves in dealing with different kind so people with different kinds of personality. They should not have negative personality and only spread positivity.

The third strength is decision-making skills. Some service provider may have to make decisions on their own even though it is not written in the organizations policy as the decision can benefit both the provider and also the customer. A service provider must be able to provide quick and sound decisions in order to not make the customers wait longer than necessary. Other than that, the service provider must also have the ability to judge which choices that satisfies their customer and it is fair for the parties involved.

In contrast to the strength that has been mentioned regarding counter service, counter service also has their own weaknesses. In general, there are several weaknesses that can be identified in counter service.

The first weakness is desire to please. This can be seen where there are times that certain situation that causes the difficulty of service provider to refuse request, grant a favor, overwhelmed with aggressive customers or doing their subordinates more harm than good. It could be a difficult situation when the service provider is the type to not be able to say no in certain types of situations mentioned before. Sometimes when service provider is able to please their customer but it also jeopardize the policy of the organization or it could be in vice versa. It is hard to please both sides of the parties.

The second weakness is argumentative personality. This is where the service provider is in a mood to debate on certain information as they think they are right. Someone who debates on what they themselves think is right will cause a problem to the other party since there are few evidence to indicate whether they are right or wrong. This will cause, a misunderstanding towards the service provider and their customer and this would lead to not loyalty and unsatisfied customer and the reputation of the organization will damage.

The third weakness is lack of follow-up. This situation does not only involve the service provider and the customer but it also affects the whole organizations. This situation is where it requires the service provider or anyone involve to inform back the information or other relevant information inquire by the customer but fails to do so. Follow-up is important in order to ensure

that they are responsible towards the information that they hold and it requires to get back to their customers'. When the service provider fails to follow up, this make the customers think that their lingering issues are not the organizations concern and it will definitely lead to misunderstanding.

4.3 Strength and weakness of tender counter service in Sarawak Energy Berhad, Contract and Procurement department

During my practical training in Sarawak Energy Berhad, I experience handling and dealing with customers at the tender counter the most. Every organization have their own strength in dealing with their customers especially when it comes to counter service department. They must be knowledgeable in a professional manner when it comes to dealing with their customers as it has become part of their duty and obligations. There are two strength of tender counter that I have discovered in Contract and Procurement department that I will point out.

One of the strength is that the person in charge is most knowledgeable when it comes to dealing with any information or issues regarding tender section. This can be seen where the head person, when it comes to dealing with the contractors who request to buy tender documents or submitting tender document, the key is to not be in a rush and patience. The head person is particular in every detail when it comes to the process of selling and buying or submission of tender documents. When it comes to selling and buying of tender documents, all the required documents, forms to be filled and the tender documents must be checked thoroughly. When the required requirements listed on the tender invitations is left out, then the contractor is deemed to be not eligible under any circumstances. In terms of the submission of the tender documents, the title of the tender must be based on the closing date for which the documents have to be submitted either before or on the closing date at a specific time before the closing of the tender for which the head person will print it out from the tender system. The head person also, when delegating jobs to me, the trainee, have explained all the required details

in a manner that can be easily understand and the trust placed on the trainee too is important. This gives the chance for me to learn and experience new way on how to deal with people when it comes to reality of working environment.

The second strength of the tender counter service is authority to decide. In the process of selling and buying of tender documents, the specified department has the authority to decide whether the contractor who wish to buy the tender documents is qualified or not. This is by thoroughly checking all the license that is required by the tender owner such as *Unit Pendaftaran Kontraktor dan Juruperunding (UPKJ)* license, Construction Industry Development Board (CIDB), *Suruhanjaya Syarikat Malaysia (SSM)* Forms, Bumiputera confirmation letter and other relevant documents. The person in-charge has the authority to reject the request of the contractor to buy the tender documents as the requirements are not fully fulfilled.

In contrast to the strength found in the tender counter service in Sarawak Energy, there are also weakness to the tender counter. There are two weakness that I have discovered in tender counter of the specified department which I will point out.

The first weakness is insufficient tender documents. This is where the tender documents which has already been sold out takes time to be restocked by the tender owner. This has caused a delay in the process of selling and buying of the tender documents since it takes time to photostat the tender documents because it is as thick as a dictionary depending on the information inside the documents. The contractors who is unable to buy the tender documents have to wait for the documents to be ready then they can pick it up from the counter. This causes hassle for the contractors to have to come back to the counter and there may be a situation where the contractors office is far from Sarawak Energy headquarter.

The second weakness is too much procedure for cash payment of tender documents. This is where the contractors who wish to buy in cash the tender documents is required to go to Wisma SESCO to fill in a document and make the cash payment and come back to the

headquarters to ask for a tax invoice from the finance department then they will be able to purchase the tender documents. This causes hassle to the contractor as the location of Wisma SESCO and Sarawak Energy headquarter is quite far.

4.4 Recommendations

According to the weaknesses that I have identified in Sarawak Energy Berhad, Contract and Procurement department, which is insufficient tender documents and many procedures for cash payment of tender documents, I have come up with several recommendations to cater to this situations in my own opinions. This is based on how I will cater to the weaknesses found at the tender counter service.

The first recommendation to cater to insufficient tender documents, the tender owner should printed out at least twenty copies of the tender documents. Ten is to be send to the tender counter to be sold first badge and the other ten is for back up. It should continuously be photostatted so that the documents will not run out. When it comes to the closing date of the tender documents and some of the documents are not able to be sold then it could be used as a recycled paper since organization should practice recycling for the betterment of their office environment. The backup documents should be available at all times whether or not the first badge has already been sold out.

The second recommendations for too much procedures for cash payment of tender documents can be solved when one officer from Wisma SESCO in charge of the cash payment is transferred to the headquarter. This will make it much easier for the contractors to pay cash and request for the tax invoice from the department all in the same building. This does not require the contractor to hassle themselves to move from one building to another just to buy a document. This will also be much easier for the organization to tally their payment processes with one department to another department all in the same building.

4.5 Conclusion

As a conclusion, strength and weaknesses can be found in any organizations or in any types of tasks or activities. The strength and weaknesses that I have found is based on what I have experience during my practical training. The recommendations that I have suggested is based on my opinion and I thought that it would make a change and improve the tender counter service in Sarawak Energy.

CHAPTER 5

CONCLUSION

I have chosen Sarawak Energy Berhad as my practical training organization. It took me two months to complete my training and I have completed my training successfully. Everything that I have done and received will be concluded according to each chapters.

Based on chapter 1, I have introduced the organization that I have chosen to conduct my practical training. Introduction of the organization includes background, vision and mission statement, values, organization structures and other relevant information regarding Sarawak Energy Berhad. All information are facts and taken from reliable sources.

Based on chapter 2, I have explain on my schedule during my practical training. The schedule are explained according to each week for the whole two months. I have conducted my training for 14 weeks and therefore, I explained the activities that I have carried out in those 14 weeks in Sarawak Energy Berhad.

Based on chapter 3, I have explain on one particular task that I am assigned to do most, which is handling tender counter service. Therefore, I explain on the definition, delivering of counter service, principles of quality counter service and SERVQUAL model. Furthermore, I also include the explanation regarding the real situation happen in Sarawak Energy Berhad.

Lastly in chapter 4, I point out the strength and weakness of the task in general meanwhile I also point out on the strength and weakness of tender counter service in Sarawak Energy Berhad.. Along with that is a recommendation that I made as a suggestion on how to improve certain areas that are lacking in the organization's counter service.

In conclusion, I have learned and received a lot of information as well as knowledge from my practical training. From knowing the organization, to learn and experience based on actual

working experience is very challenging. However, I cherish it as a good experience as I am exposed to real working situation. Practical training has really give me a positive impact on how to deal with the real working world.

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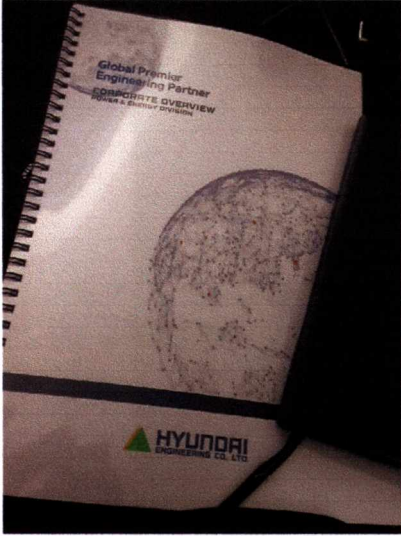
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APPENDICES

Appendix A

Picture 1.1 Contractor Briefing by Hyundai Presentation & JEFFA Engineering dated 18 August 2017



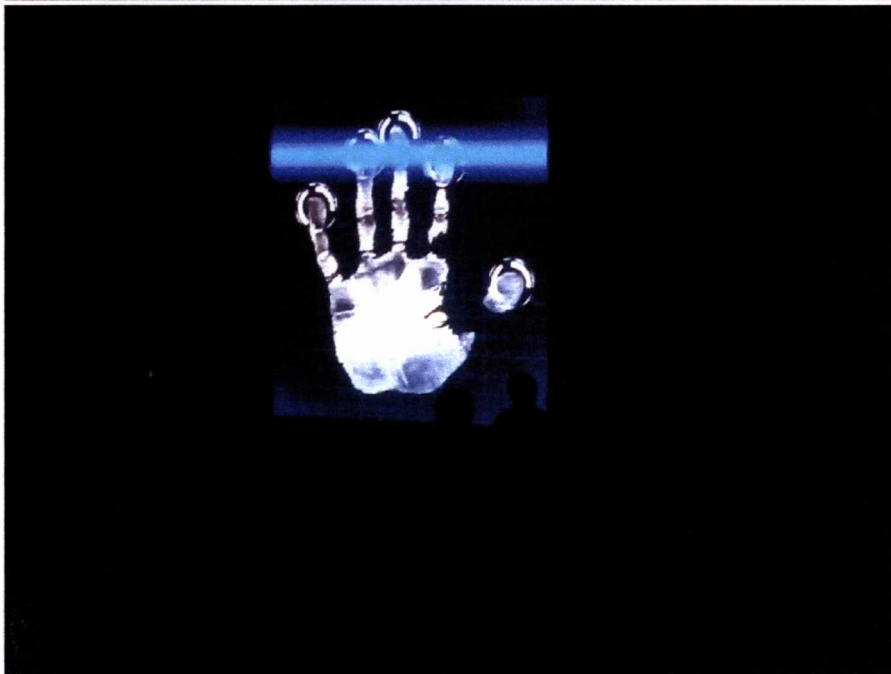
Appendix B

Picture 1.4 Tender Briefing for Transmission Line Project dated 29 August 2017



Appendix C

Picture 1.2 Launching of Health, Safety & Environment Week 2017 dated 5 September 2017



Appendix D

Picture 1.3 Sharing Sessions by department colleagues dated 14 September 2017

