



UNIVERSITI TEKNOLOGI MARA SARAWAK  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES  
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

INDUSTRIAL TRAINING PRACTICAL REPORT  
AT  
SARAWAK ENERGY BERHAD



PREPARED BY  
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## DECLARATION FORM

I declare that the work in this industry training report was carried out in accordance with the rules and regulations of Universiti Teknologi MARA (UiTM). It is original and is the result of student own work, with the help of organization, lecturer and other references. This industrial training report has not been submitted to any other academic or non-academic institutions for any other qualification. Any form of publishing, copying and so forth is prohibited and requires the consent of the student.

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## **ACKNOWLEDGEMENT**

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Grace Santih anak Malong

Bachelor of Administrative Science (HONS)

Faculty of Administrative Science & Policy Studies

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## CHAPTER 1

### INTRODUCTION OF ORGANIZATION

#### 1.1 BACKGROUND OF THE SARAWAK ENERGY BERHAD

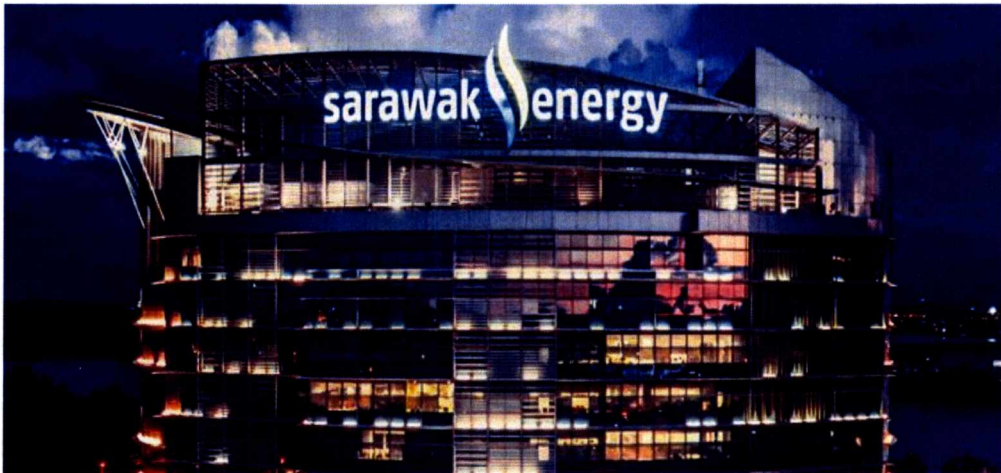


Figure 1.1

#### Menara Sarawak Energy Berhad

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

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

Sarawak Energy Berhad (SEB) is an energy development company and vertically integrated power utility with a vision to achieve sustainable growth and prosperity for Sarawak by meeting the region's need for reliable and renewable energy by providing electricity to 3 million Sarawakians in urban and rural areas.

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

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

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

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



**Figure 1.2**

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

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

## **1.2 COMPANY POLICY**

In 2010, Malaysia enacted the Whistleblower Protection Act which seeks to combat corruption and other wrongdoings by encouraging and facilitating disclosures of improper conduct in the public and private sector. Besides that, the Act was made to protect persons making those disclosures from detrimental and lastly, to provide for the matters disclosed to be investigated and dealt with. The purpose of this policy is to provide protection to employees and members of the public who disclose to Sarawak Energy Group allegations of improper conduct, in alignment with the objectives of the Act.

### **1.2.1 Applicability of this Policy**

#### **1.2.1.1 Staff of Sarawak Energy Group**

All staff which shall include the directors, officers and employees of Sarawak Energy Group, whether employed on normal or fixed term or casual contracts of employment.

#### **1.2.1.2 External parties dealing with Sarawak Energy Group**

External parties such as representatives, agents, consultants, independent contractors, suppliers and any other person/organizations having business relationship with Sarawak Energy Group, if appropriate.

### **1.2.2 Scope of Sarawak Energy Whistleblower Policy**

Sarawak Energy is committed to adhere to the highest standards of ethical, moral and legal conduct of all business operations. This Policy aims to provide an avenue for all parties described in Clause 4.1 and 4.2 of this Policy to disclose any misconduct, breach of policies and procedures and/or criminal offences which shall include, but not limited to;

- a) Fraud
- b) Bribery and/or Corruption
- c) Conflict of Interest
- d) Health, Safety, Security and Environment (HSSE) offences
- e) Road Transport Act 1987 offences
- f) All other criminal conduct
- g) Non-compliance with Sarawak Energy policies and procedures on prevention detection and response of fraud
- h) Non-compliance with Procurement Policies and Procedures

### **1.3 MISSION, VISION AND OBJECTIVES OF SARAWAK ENERGY BERHAD**

Sarawak Energy Berhad is an energy supply company and a vertically integrated power utility with the vision of achieving sustainable growth and prosperity for Sarawak by meeting the region's need for reliable, renewable energy. Besides that, the mission of Sarawak Energy Berhad is to provide clean and reliable power for the growth and prosperity of Sarawak and the region.

Sarawak Energy Berhad comes out with few objectives. One of their objectives is to emphasize health and safety excellence. Besides that, their objectives is to emphasize the efficiency of operational excellence. They also emphasize as well enhances project delivery excellence. Another objectives of Sarawak Energy Berhad is to emphasize and develop talent management excellence. Their last objective is to encourage and maintains staff high performance culture.

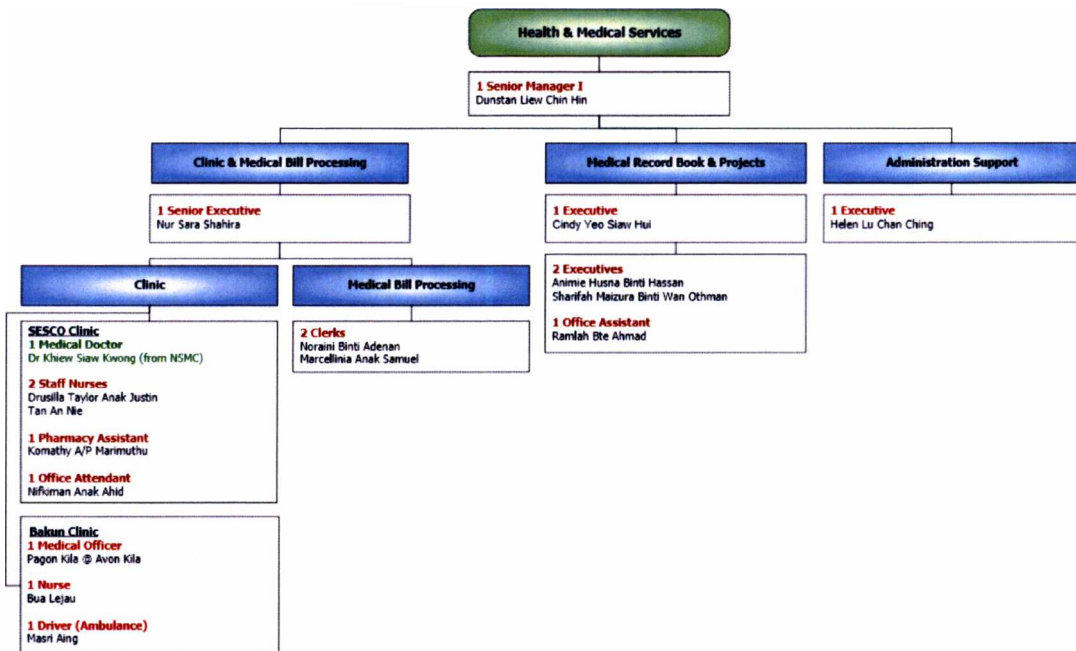


## 1.4 ORGANIZATION STRUCTURE



Figure 1.3

Organizational Structure in Sarawak Energy Berhad



RES Dec 2019 Human Resources (HR) 2019 v1.0 Files December 27, 2019

Figure 1.4

### Organizational Structure of Health and Medical Services Division (Human Resource Department)

#### 1.5 INDUSTRIAL TRAINING OBJECTIVES

Students who take whatever courses everywhere in Universiti Teknologi MARA (UiTM) must undergo industrial training in a prescribed period of 3-6 months. Students are compulsory to undergo and pass industrial training before awarded a diploma or bachelor degree from Universiti Teknologi MARA (UiTM). Among the main objectives of this form of industrial training are:

- i. Exposing students to the real working world.
- ii. Enable students to link theory they have learned at the university with the practical aspects of the firms or vice versa.
- iii. Cultivate the spirit of teamwork and good relationships with other employees in the firm.
- iv. Instill responsibility, accountability and confident during the training run industries and in the future.

- v. To adopt the regulations in the industrial sector after graduation in Universiti Teknologi MARA (UiTM) later.
- vi. In order to be able to provide official reports and other tasks as directed by the technical colleges provide book industry reports.

### **1.6 INDUSTRIAL TRAINING SCOPE**

The entire students from UiTM have to undergo the industrial training as a compulsory program before they graduate. These are the following industrial scopes:

- i. Gain knowledge and precious experience in the entire Human Resource Department field which related to Administrative Science and Policy Studies course.
- ii. Learn to know the proper way and procedure to run an administrative as well as Hurman Resource Department.
- iii. Understand the whole main operation of a specify firm from different angle and situation.

## CHAPTER 2

### TECHNICAL KNOWLEDGE/CONTENT/RELATED THEORY

#### 2.1 INTRODUCTION

Practical training is a mandatory course for all degree students of AM228 Part 6. It is a requirement to fulfill the course in order to complete the degree as well as graduates from the university. Therefore, based on my practical training in Sarawak Energy Berhad, there are 11 departments in Sarawak Energy which is Strategy and Corporate Development, Project Delivery, Finance, Operating, Contract and Procurement, Human Resources, Legal & Enterprises Risk, Corporate Services, Business Development, Health, Safety, Security and Environment (HSSE), Information and Communications Technology. I am assigned under Human Resources Department under unit Health and Medical Services. Along the practical training within 2 months 22 days, practical student has been through many assignments that must do during practical as a practical student in order to complete the achievement of practical training. The following are among the work that I have done over the period of practical training in this department.

WEEK	TASK
1	<ul style="list-style-type: none"><li>i. Gave identification card (IC) or driving license in order to get the visitor pass to enter the building.</li><li>ii. Reporting duty and short briefing about the company's rules and regulations in the meeting room at Level 7.</li><li>iii. Signed few agreements or declaration letters.</li><li>iv. Stamping the medical invoices or staff claims.</li><li>v. Key in all the medical invoices that has been stamped into Microsoft Excel.</li><li>vi. Find the company code or cost centre of the staff.</li><li>vii. Doing a medical book for staff.</li><li>viii. Doing VIM payments for the staff medical invoices or claims and send to Finance Department.</li></ul>

2	<ul style="list-style-type: none"> <li>i. Stamp the medical invoices before key in it into Microsoft Excel</li> <li>ii. Find the company code or cost centre of the staff</li> <li>iii. For claims from clinics, every medical expenses need to be calculated one by one and combine all the staffs' claims which have the same company code or cost centre.</li> <li>iv. For hospitals, medical expenses does not need to be calculate one by one as it is provided and key in according to the hospitals.</li> </ul>
3	<ul style="list-style-type: none"> <li>i. Stamp, key in and find company code or cost centre of the medical invoices before key in it into Microsoft Excel.</li> <li>ii. Sent memorandums to panel clinics by fax and by post.</li> <li>iii. Every memorandums that need to be post have to put it in envelope as it is confidential and the memorandums must be in a letter form.</li> <li>iv. Went to Dispatch Centre at Level 1 to send the memorandums.</li> </ul>
4	<ul style="list-style-type: none"> <li>i. Record the staff's name that their company code or cost centre cannot be found in Microsoft Excel.</li> <li>ii. Stamp, find company code or cost centre and key in the medical invoices in Microsoft Excel.</li> <li>iii. The medical invoices must have a copy and must be separate accordingly when it has difference in company code or cost centre for clinics.</li> <li>iv. Went to Finance Department at Level 8 to send all the medical invoices that already been key in into Microsoft Excel.</li> <li>v. Joined Sarawak Energy Leading Women Network (SELWN) gathering at Level 2.</li> </ul>
5	<ul style="list-style-type: none"> <li>i. Stamp, find company code or cost centre and key in the medical invoices in Microsoft Excel for both hospitals and clinics.</li> <li>ii. Sorted out the medical invoices accordingly to its clinics or hospitals.</li> </ul>



	<ul style="list-style-type: none"> <li>iii. Helped some staffs to carry an award or plaque for achievement's event that should be held on 17<sup>th</sup> January 2020.</li> <li>iv. Decorated the Human Resources Department at Level 4 in conjunction of Chinese New Year with other intern students.</li> </ul>
6	<ul style="list-style-type: none"> <li>i. Stamp, find company code or cost centre and key in the medical invoices in Microsoft Excel for both hospitals and clinics.</li> <li>ii. Sent all the Union Clinic's medical invoices to Finance Department at Level 8.</li> <li>iii. Transferred to Wisma SESCO specifically at SESCO's clinic to replace staff on leave.</li> <li>iv. Registered patients' daily attendance to the SESCO's clinic.</li> <li>v. The details needed for registration is name of the staff, age, gender, staff/dependent, employees id, name of the dependent and their division or position in the company.</li> </ul>
7	<ul style="list-style-type: none"> <li>i. Went to SESCO's clinic and register the patients' daily attendance.</li> <li>ii. Transferred back to Sarawak Energy Berhad and continue to stamp, find company code or cost centre and key in the medical invoices in Microsoft Excel for both hospitals and clinics.</li> </ul>
8	<ul style="list-style-type: none"> <li>i. Stamp, find company code or cost centre and key in the medical invoices in Microsoft Excel for both hospitals and clinics.</li> <li>ii. Doing an AR Bill and key in into Microsoft Excel.</li> <li>iii. Details needed to be key in into Microsoft Excel for AR Bill is name, reference number, cost centre and amount that has been stated in medical invoices.</li> <li>iv. The medical invoices need to be separated according to their cost centre.</li> <li>v. Scanned the original copy of AR Bill in PDF format and sent it to my supervisor.</li> </ul>

	vi. Joined Human Resources Department Chinese New Year gathering at Level 4.
9	i. Stamp, find company code or cost centre and key in the medical invoices in Microsoft Excel for both hospitals and clinics.
10	<p>i. Stamp, find company code or cost centre and key in the medical invoices in Microsoft Excel for both hospitals and clinics.</p> <p>ii. Key in Retirees Association Personal Information in Microsoft Excel.</p> <p>iii. Details need to be key in is retirees' name, staff number, NRIC number, retirees' dependent (wife or husband) name and dependent's NRIC number.</p>
11	<p>i. Stamp, find company code or cost centre and key in the medical invoices in Microsoft Excel for both hospitals and clinics.</p> <p>ii. Key in Retirees Association Personal Information in Microsoft Excel.</p>
12	<p>i. Stamp, find company code or cost centre and key in the medical invoices in Microsoft Excel for both hospitals and clinics.</p> <p>ii. Sent back the laptop at Level 3 as it is a company asset.</p> <p>iii. Give back the access card or internship id at Level 1.</p>

**Table 1.1**

**Weekly Report**

## 2.2 TEAMWORK

Teamwork is also a vital part of a company, as partners often have to work well together and do their best in any situation. Teamwork ensures that people should seek to collaborate despite any personal disagreement between individuals, using their individual abilities and offering positive input (Business Dictionary, 2019). Teamwork is an integral aspect of a productive workforce. Unlike a football team working together to set up the optimal goal, each member of the team has a special role to play in accomplishing tasks at work. While it will appear as if one person scored the basket, the preparation, teamwork and collaboration of other people made this basket possible in order to get that person the ball. If everybody on the job works hard to achieve goals, everyone achieves better (McGraw, 2000).

Teamwork includes building relationships and collaborating with other individuals using a variety of essential strengths and habits such as communicating together, contributing to projects with thoughts, feedback and commitment, contact (both sharing and receiving), sense of duty, mutual regard for diverse views, practices and individual interests and willingness to engage in community decision-making (McGraw, 2000)

Effective collaboration systems include a variety of thinking, imagination, experiences, incentives and solutions to problem-solving within the company. A good collaboration atmosphere encourages people to actively collaborate, which in turn enhances their ability to problem-solve and more quickly and successfully find solutions. Successful teams will encourage the effort to evolve and in effect build a competitive advantage for meeting targets and objectives. Sharing diverse viewpoints and perspective increases transparency and can help make informed decisions more easily than when achieved alone. Team effort improves performance through direct input and increasing skill sets come into play to help the work. If a team is running together, you can do the design, preparation and execution processes even more effectively (Wehbe, 2017).

Teams allow individuals to inspire themselves and maximize the advantages of collaborating as a collective on cooperative research. Along with others, people can now help understand the value of teamwork and how the organization works as well as foster the philosophy of productive teamwork. Teamwork of the company is the only direction in which productivity and performance are accomplished and a big explanation why economic growth is under regulation and the progress of the business is tracked by top management to achieve the necessary goals (Boakye, 2015).

Besides, teamwork also provides excellent learning opportunities. Operating as a team helps one to learn about each other's failures. It can prevent potential mistakes, gain knowledge from multiple experiences and learn new ideas from more seasoned colleagues.

In addition, individuals are encouraged to develop their skills sets, learn fresh ideas from younger peers and thereby consider more successful strategies and alternatives to the challenges at hand. This constructive participation stimulates potential articulation, promotes and creative capacity to more easily and efficiently solve challenges and produce ideas (Wehbe, 2017).

During my practical training, I have learned on how to use the photocopy machine and the printing machine. With the help of the staff in the organization, I am able to use the printing and photocopy machine during my practical training. I often help the staffs to photocopy the documents such as staffs' medical claims or invoices, also help the staffs to shred the unused documents. Besides that, I'm helping my supervisor and one of the staff to key in the staffs' medical claims or invoices into Microsoft Excel. I also helping my supervisor to key in the AR Bill as she asked me to help her.

I also can relate the term of teamwork with the activity I have done during my practical training at Sarawak Energy Berhad (SEB). During my internship at SEB, I have been asked to help in decorating the office by one of the staff in conjunction of Chinese New Year. We worked together with other intern students to decorate the office at Level 4 which is Human Resource Department. Apart from that, I also helped the staff to carry boxes which contain plaques for the upcoming award event at Auditorium Level 2.

I also help the health and medical staff to send the memorandums and other medical invoices to the Dispatch Centre which is the place where the staffs sending all the important documents to the specific places. As for the example, the medical invoices need to be send to the Wisma SESCO. The medical invoices contain the staff's name, id, NRIC and the amount of their medical expenses. I also helped one of the staff, Miss Marcellinia to key in all the outstanding medical claims from various hospitals and clinics since March 2019. End of the internship, I was able to clear up most of the outstanding medical claims by the staffs which this can help to reduce the burdens of health and medical teams.

## **2.3 DECISION MAKING**

Decision-making is an important aspect of democratic government. Essentially, the primary role of management is taking fair or sound decision-making. Any manager subconsciously or actively takes hundreds of decisions making it the main component of a manager's position. Decisions play critical roles in deciding corporate as well as strategic operations (Juneja, 2015). A decision may be defined as a course of action intentionally selected from a range of alternatives to attain organizational or managerial goals or objectives.

Decision-making is a continual and essential part of the management of every company or corporation. Decisions are made to support both company operations and the internal working. Decisions are taken at all executive levels to ensure the accomplishment of the corporate or company goals. Furthermore, the decisions represent one of the key organizational principles embraced and applied by each company to ensure maximum development and drivability in terms of services and or goods provided (Juneja, 2015).

Management is in fact a package of decision-making. Decision-making is a method of selecting the right course of action from a variety of alternatives. An enterprise's administrators are responsible for taking decisions and making sure that the decisions taken are made in compliance with established priorities or objectives. This is important for carrying out effective management tasks. The policy defines all of the administrative tasks such as planning, scheduling, managing and controlling. Fair judgement gives the workers encouragement. It is how the workers are driven to make informed decisions. If the sound decisions are applied large gains are made by the company. This will also give the workers financial and non-financial benefits (Assignment Point, 2018).

Hence, decision-making is necessary for the institution as a whole as it provides the institution with energy, continues to function, offers a higher outcome at low cost and ensures the institution's presence (Google Sir, 2018). In co-ordination, decision-making is essential to achieve continuity in policy. Within power, it would have to determine whether to set the standard, how to rectify the variations from the standard, how to define the rules of how to give orders and so on. The willingness to make sound decisions is fundamental to a positive result of management. Most profit-seeking firms' executives are always required to make a wide range of important decisions on pricing, product selection, cost control, advertising, capital investment, dividend policies, personnel issues and so on. Meanwhile, non-profit administrators addressing complaints and public undertakings often face the challenge of making critical decisions on many important issues (Sharma, 2019).

During my practical training at Sarawak Energy Berhad (SEB), I have consulted one of the manager in Health and Medical Services, Mr. Dustan Liew regarding on how they make the decision making as we interns does not invited or involves in any meetings. The meeting only involves specific staffs that facing problems and want to solve the problems together with other staffs in the same units or division. The meeting is about brainstorming the problems and must come out with solutions. A meeting without any clear agenda or objectives is a waste of time. The manager need to inform the staffs that involves in the meeting about the objectives of the meeting.



During the meeting, they discuss the problem statement and come out with excellent idea on how to achieve the certain goals and need to meet the goals. After they discuss what problems they are facing, the manager will give time to the staff to solve the problems. In the next meeting, the staffs have to submit the solution that has been done. The manager will supervise the progress within the given time frame. If there is any problems occurred from that, they will do another meeting and come out with different solution. As for the example, the Health and Medical teams held a meeting with all the staffs in SEB regarding on the Corona Virus or COVID-19 case in SEB. The staffs has been told that they are not allowed making physical contact with other staffs to avoid the virus from spreading.

## **2.4 SOCIETY/ORGANIZATION**

Society assumes the individual is the core of society. Individuals communicate with each other, giving birth to a community. The social classes connect and establish relationship with each other, which contribute to a community. The teams who have come together in football or other sports are not a group but just an aggregation of individuals. There are variations and groupings within culture dependent on similarities and distinctions. "Likeness" establishes a chain of relationships between individuals with similarities in the same occupation, same home, same caste, same family and kinship, college, age, sex and so on.

Such understanding is established and people with common interests are joined in the creation with various communities and divisions, rustling together. Without gaps in a society's cultural circumstances, human life would have been monotonous and potentially restricted in which no change can be expected. The partnership give and take mechanism establishes equal functions in human life. Such variations occur in a number of human activities and social division of labour, the specialization mechanism is established. Man depends on society for the fulfilment of basic needs such as food, security, education and more. Societies exist at both the local and regional levels (Farooq, 2011).

While for the organization, it was defined as a group organization of individuals organized and achieved in fulfilling a need or achieving common goals. Both organizations have a management system that establishes the relationships between the different operations and the participants, and subdivides and assigns duties, obligations and authority to execute various tasks. Organizations are open networks, they impact their ecosystems (Business Dictionary, 2019). Organization is often the process of creating or developing anything (like an organization). It can also refer to an organization or order scheme or to a classification structure for objects. Strangely enough, this term comes from the Old French, where it organizes in respect to the internal organs, liver, heart and more. This verb originally

meant giving something an organic structure, knowing the role is expected to serve some portion of the greater whole, and making it happen (Vocabulary, 2019).

From what I see in Sarawak Energy Berhad, they provide reliable, safe and competitively-priced power. Their energy predominantly comes from Sarawak's rich hydropower resources which making the energy supply environmentally friendly and sustainable. Sarawak Energy Berhad (SEB) are the primary electricity provider in Sarawak, with an expanding consumer base of more than 680,000 account holder throughout Sarawak and growing multidisciplinary workforce of 5,000. SEB also provide an employment opportunity with those who are interested in this company.

SEB provides many benefits to their staffs which gives an advantages to each staffs. The benefits provided by SEB is promotion, raining, employer's house loan, health and medical care, traveling benefits, annual leave, maternity and paternity leave, flexible working hours, salary increment and bonuses, healthy living claims such as gym session and reflexology, motorcycle loans, personal computer loans and pensions. These benefits helps to reduce the burdens of the staffs.

## **CHAPTER 3**

### **RECOMMENDATION/CONCLUSION/PROBLEM SOLVING**

#### **3.1 INTRODUCTION**

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

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

##### **3.2.1 Comfortable Environment in a Workplace**

During my internship, the Human Resources Department has prepared all the tables and chairs for the intern students. They also provide a stationeries not only for the staffs but also for intern students. Sarawak Energy Berhad (SEB) also provide a laptop for their intern students so intern students does not need to bring their own laptop. Besides that, whenever there is a meeting, the one who handles the meeting need to order or prepare foods and beverages for the staffs that joined the meeting. These are the advantages of Sarawak Energy.

##### **3.2.2 Teamwork**

The strength of the organization is defined by the strength of its employees. In Sarawak Energy, I have learned that teamwork is everything. It takes a group of people that aim for the same mission could establish the vision of the organization. In Sarawak Energy, there is no gap between the Senior Manager and the other employees, and still there is an existence of respect among them. For example, our Senior Manager in Human Resources under Health and Medical Services, Mr. Dunstan Liew, he has this habit of wishing good morning to everyone even to the cleaner. This type of leader creates the healthy working environment. People always feel welcoming toward him and that is what leader supposed to be. Besides, he always smile with other employees and other intern students. A good leader will be born a good team member and hence, a good teamwork. His strong leadership skills can motivate his employees to work at their highest level to the reach the goals of the organization.

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

Multi-tasking is an ability to perform more than one task, or activity, over a certain period. In Sarawak Energy, most of the employees in HR department have this multi-tasking skill required them to manage more than one thing in one time. For example, in my own unit, Health and Medical Services, the one that doing the medical book is also the one that key in or record all the staffs' medical claims or medical invoices.

I took an example of myself, which is I am an internship student of the Health and Medical Services unit, there are many medical invoices need to be record or key in into Microsoft Excel. Even so, I still managed to do medical book for other staffs and able to key in Retirees' Personal Information. This is because, I learned to be multi-tasking in every job I did by encouragement from the staff there and mostly my supervisor. She taught me that during my early day of internship, as she always shows me that the staff there and herself can multi-task to get the jobs done quickly and efficiently.

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

### **3.3.1 Too many outstanding medical invoices**

One of the weaknesses of Human Resource Department, specifically in Health and Medical Services unit, I realized when doing my internship is that they have too many outstanding medical invoices. For example, there are still a lot of medical invoices that have not key in from May 2019. As an intern student under Health and Medical Services, I helped one of the clerk, Ms. Marcellinia to key in the outstanding medical claims for hospitals and clinics as it can help to reduce her burdens. Hence, I need to key in or record all the outstanding medical invoices everyday so that I can send it to Finance Department only then they can proceed in paying all the medical expenses. In other words, it took a long period of time to key in and stamping all the medical invoices as the medical invoices came in everyday.

### **3.3.2 Lack of photocopy machines**

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

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

Sarawak Energy is well known as a private company. They do not easily expose or revealing their data to public or outsider especially in terms of the matters that involve companies confidential parts. During my internship, my task was limited to certain type of jobs. I was only being given the same repeated task every day. Everything about the company is private and confidential. Even I asked for the organizational structure for Human Resources Department, I need to sign an agreement as the organizational structure cannot be disclose to other people.

After I get my own laptop from Sarawak Energy, I was not able to access to the printer as I need to inform my supervisor so that she will email to the IT department at Level 3 to register my laptop in order to access the printer.

## **3.4 RECOMMENDATIONS**

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

### **3.4.1 Too many outstanding medical invoices**

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

In the issue of too many outstanding medical invoices, I would like to suggest that Sarawak Energy Berhad need to hire or recruit new staffs or intern students for health and medical services in order to help the other clerks to key in all the medical invoices. Besides that, Sarawak Energy Berhad need to open a new job opportunity for Diploma holder so that they can help in settling all the outstanding medical invoices. Other than that, the staffs need to brainstorm and come out with new ideas or innovation on how to key in all the medical invoices without taking too much time.

### **3.4.2 Lack of photocopy machines**

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

I suggest that in Sarawak Energy Berhad have many high technology photocopy machines. It can be in every levels and department to avoid slow progress of work. This is because, in our HR level the photocopy machine was outdated, and it causes lots of problems. Hence, they should have put the high technology photocopy machines at least two or three in every department.



### **3.4.3 Limited access for intern student**

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

I suggest that Sarawak Energy should trust their internship student and can give full access in the system. This is to ensure that the intern can perform their task as being asked by their supervisor. Since the beginning of my internship, I have signed the form to ensure I am not going to reveal any confidential data of Sarawak Energy Berhad. For example, my supervisor need to ask for the permission to access the printer by writing an email and send it to IT department at Level 3.

### **3.5 SUMMARY AND CONCLUSION**

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

#### **3.5.1 Chapter 1**

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

#### **3.5.2 Chapter 2**

This chapter discussed the tasks that I have done during my 12 weeks of practical training. This chapter consists of description of theoretical parts and types of tasks that were given to me which is mainly recruitment process. Most of the tasks given to me were related to my field which is in Administrative Science. I have gained a lot of experiences during my practical training. Besides on gaining experience of managing tasks, I also learned the culture

that is being practiced in the organization. Lastly, everything that I have learned in class, I managed to apply it on every task that I handled at SEB.

### **3.5.3 Chapter 3**

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

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

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# APPENDIXES

MEDICAL TRACKING LIST - GRACE - MARCELL - Excel

**TRACKING OF INVOICE SUBMISSION AND PROCESSING PROGRESS**  
Sarawak Medical Center / NORMAH

**TO BE UPDATED BY HR**

Batch Number	Company Code	Month	Invoice No	Total amount (RM)	Date of Submission	Person in charge	Remarks
SEP-1	1000	Aug-19	INV 789	700.00	8/10/2019	PERSON X	
	2000		INV 854	2,060.00			
	1000	Nov-24	2018-095835	1,319.00			
	2300	Nov-15	2018-092787	1,671.45			
	8000	Nov-24	2018-095586	607.05			
	2200	Nov-24	2018-095537	386.15			
	2200	Nov-15	2018-093178	3,961.25			
	8000	Nov-15	2018-093276	4,662.55			
	8000	Nov-15	2018-093035	1,621.05			
	8000	Nov-18	2018-093044	4,129.25			
	1000	Nov-15	2018-093067	2,380.60			
	1000	Nov-18	2018-093758	286.80			
	1000	Nov-18	2018-093768	2,141.80			
	1000	Nov-18	2018-093748	282.30			
	8000	Nov-18	2018-093701	373.40			
	1000	Nov-25	2018-095823	78.65			
	1000	Nov-26	2018-096184	437.50			
	8000	Jan-21	2018-007850	270.25			
	1000	Nov-15	2018-092752	253.10			
	1000	Nov-15	2018-092886	429.20			
	2200	Nov-15	2018-092896	482.75			

Medical tracking list for hospitals or clinics

Copy of Full Combined Cost Center List Apr 2019 - Excel

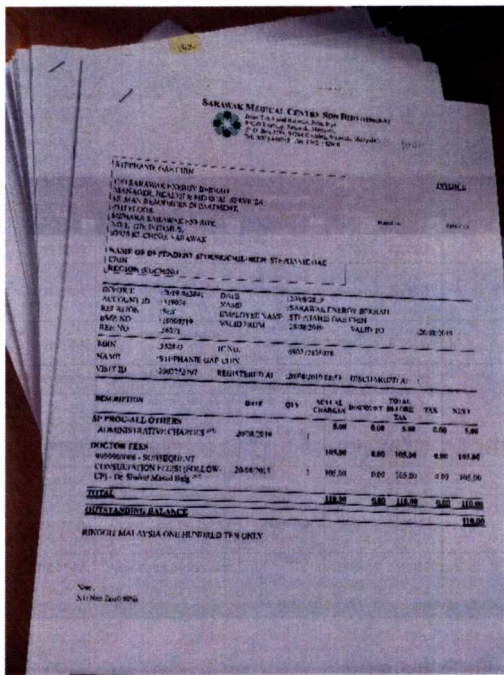
Inv No	Formal Name	First Name	Cost Center / WBS (Medical)	CC Desc (Medical)	Company code	Employment Status
4962	10000846	Mathew Anak Jimba	SESCO 730126	1000		
4964	10001277	Sayd Muhpin Bin Wan Mohamad	SESCO 510103	1000		
4965	10000934	Mohd. Firdaus Bin Ibrahim	SESCO 710129	1000		
4966	10000868	Faradiana Binti Zulkpli	SESCO 610112	1000		
4967	10000921	Zulhamizzudin Bin Abdul Rahman	SESCO 510172	1000		
4968	10000987	Mohamad Azhar Yaman	SESCO 320154	1000		
4969	10001266	Azreen Bin Haron	SESCO 510171	1000		
4970	10001193	Mohammad Haziq Abdullah	SESCO 710110	1000		
4971	10000248	Frankie Romie Anak Ruso	SESCO 310105	1000		
4972	10000805	Mohammad Ezzy Azizuddin Bin Mahmud	SESCO 170101	1000		
4973	10000997	Sidratul Hakim Bin Mohamad Kerta	SESCO 710103	1000		
4974	10000687	Sri Zahriah Binti Ishak	SESCO 510144	1000		
4975	10000975	Mohd. Fazil Bin Dall @ Sekawi	SESCO 710125	1000		
4976	10000921	Zulhamizzudin Bin Abdul Rahman	SESCO 510172	1000		
4977	10000183	Lizam Bin Mat	SESCO 310105	1000		
4978	10000719	Stephanie Gae Chin	SESCO 510102	1000		
4979	10001230	Brian MacIair Phillip	SESCO 320102	1000		
4980	10000825	Abdul Aziz Ismail Bin Mohamad Ibrahim	SESCO 710124	1000		
4981	10000765	Sri Hea Hie	SESCO 510165	1000		

To check on employees' cost centre or company code

RES - BPG staff namelist (with cost centre) - Excel

Employee ID	Employee Name	Immediate Supervisor	Company	Cost Centre	Remarks
10001095	Aaren Anak Charles	Aisul Bin Azman	BPG	2310112	
10001108	Abang Abdul Aziz Bin Abang Abdofiah	Muhammad Syahmi Raimi Bin Rais	BPG	2310112	
10001104	Abdul Rahim Bin Abdul Rasit	Izzat Al-Muzakkar Bin Mohain	BPG	2310112	
70000020	Abdul Rahman Bin Mohd Sapawi	Allandi Abdullah	BPG	2310113	
10001092	Abdul Razzaq Bin Abdul Nazhar	Aisul Bin Azman	BPG	2310112	
70000018	Affandi Abdullah	Ling Seng Kiat Raymond	BPG	2310113	
10001306	Ahmad Azim Bin Indra @ Chindra	Aisul Bin Azman	BPG	2310112	
10001093	Ahmad Yazid Bin Haironi	Muhammad Syahmi Raimi Bin Rais	BPG	2310112	
70000027	Alban Bertna Anak Murat	David Anak Gunda	BPG	2310112	

Employees' list name for Balingian Power Generation (BPG)



Medical invoices/claims





*Health and Medical Services (HMS) staffs*



*Chinese New Year Gathering with all staffs in Human Resource Department*



UNIVERSITI TEKNOLOGI MARA  
CAWANGAN SARAWAK

**PRACTICAL TRAINING  
LOG BOOK**

# Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

## **Student's responsibilities for keeping log book up-to-date**

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the detail required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that:

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your training officer for retention on your return to UiTM and this will later be handed to the head of school for grading.

## **Recording**

The log book should contain the following information:

1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being under taken.
4. Constructive comment on the work being undertaken and your considered opinion as to its value as training.

- 1. Student's Name : GRACE SANTI H ANAK MALONG
- 2. Date & Place of Birth : 13 DEC 97 (KUCHING GENERAL HOSPITAL)
- 3. UITM I/C No. : 931213-13-5542 (2019667137)
- 4. Course : BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)
- 5. Year : 2019 Part 5
- 6. Home Address : NO 49 LOT 989 KPE BATU KAWA FASA 1 JALAN  
BATU KAWA 93250 KUCHING, SARAWAK
- 7. Address During Practical Training : MENARA SARAWAK ENERGY  
NO. 1 THE ISTIMUS, 93050 KUCHING
- 8. Place of Training : SARAWAK ENERGY BERHAD
- 9. Name of Supervisor In-Charge : NUR SARA SHAHRA /  
DUNSTAN LIEW
- 10. Duration of Training  
From : 16 DECEMBER 2019 To : 06 MARCH 2020

**FOR OFFICE USE ONLY :**

11. Remarks : [Dean / Course Tutor]

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Date	Exact Nature Of Work Done	Supervisors Remarks
06/12/19	<p>First day, all trainees are required to wait in the visitor / meeting room. We have to pass or give our license or identification card to the police in the visitor room to get pass in order to enter the building. The pass only can access to which level the trainees are required to go.</p> <p>I was assigned to level 4 which is Human Resource Department (HRD) under Health and Medical Services Division.</p> <p>Reporting on duty and briefing at the meeting room which at level 4. The briefing is about rules and regulations in Sarawak Energy Berhad (SEB). Besides that, they also make a short introduction about what SEB do.</p> <p>After the briefing, we have given a few agreements or declaration letters for us to sign and then pass to the supervisor.</p> <p>At the internship student, we show where I am going to sit.</p> <p>I have given the task by one of the SEB staff, (Ms. Marcellina) which I need to do a billing.</p> <p>Before I start to key-in the billing, I need to stamp the invoice or medical claims and find the company code. To get a company code for each staff, I have to key-in the employee number in the <del>excel</del> Microsoft Excel that has been given</p>	


Date	Exact Nature Of Work Done	Supervisors Remarks
17/12/19	<p>I went to visitor /waiting room to get the visitor pass in order to enter the building until we have our own SEB id.</p> <p>I continue the unfinished task given by Ms. Marcellina which I have to <del>do</del> the Stamp and write the company code.</p> <p>After all this has been done, I need to do a billing which I have to key-in the company code, month, invoice number and the total amount under the Medical tracking list in Microsoft excel.</p> <p>The format or <del>the</del> template for Medical tracking list has been created by the SEB staff.</p> <p>Medical tracking list is the tracking of invoice submission and processing <del>stage</del> progress under Sarawak Medical Center or NORMAH.</p> <p>Different company have different company code such as:-</p> <ul style="list-style-type: none"> <li>Syarikat SESCO Berhad - 1000</li> <li>Sarawak Energy Berhad - 3000</li> <li>BALINGIAN (BPG) - 2300</li> <li>SEB POWER - 2000</li> <li>MUKAH POWER GENERATION (MPG) - 1500</li> <li>SARAWAK ENERGY RESOURCES - 7000</li> </ul> <p>Job finished at 5pm and I have to send back the <del>visit</del> visitor pass.</p>	

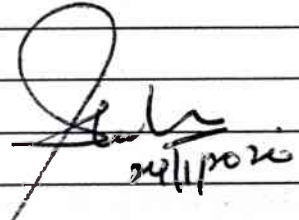


Date	Exact Nature Of Work Done	Supervisors Remarks
12/12/19	<p>I went to visitor office to get the visitor pass.</p> <p>I start doing work at 7:15am and continue the 17 DEC 2019 tasks which I have not finish due to so many billings and number that I have to key-in.</p> <p>I filled in the company wide, invoice number, date and amount in the medical tracking ISTS.</p> <p>389 <del>to</del> medical invoice has been key-in before 12pm.</p> <p>In order to avoid, a duplicate amount in the medical tracking ISTS, I can check it by doing some steps in the Microsoft <del>of</del> excel. The following steps are:-</p> <ol style="list-style-type: none"> <li>① Conditional-formatting</li> <li>② highlight cells rules</li> <li>③ Duplicate values</li> <li>④ choose what colour you want to identify the duplicate amount.</li> </ol> <p>After lunch, I have been taught how to issue a medical book to the staff.</p> <p>Before issuing the medical book, the staff have to fill in the "Medical Book Acknowledgement Form".</p> <p>The staffs have to prepare all the requirements in order to get the medical book.</p> <p>As for the example, if the staff</p>	

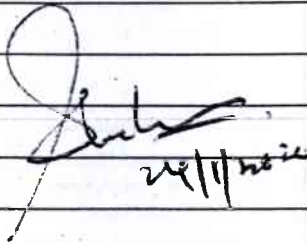
Date	Exact Nature Of Work Done	Supervisors Remarks
19/12/19	<p data-bbox="276 234 955 327">Went to the visitor room to get the pass.</p> <p data-bbox="276 338 1080 599">Went to Level 4 HRD under Health and medical services Division. Complete all the billings <del>from</del> from Savannah Medical Center / NORMAN before pass to the Financial department.</p> <p data-bbox="276 610 1040 802">I has been taught to send all the claims to the financial department through SAP Logon which only from computer.</p> <p data-bbox="276 814 955 964">The following steps are the ways to send the staffs' claims to the financial department :-</p> <ol data-bbox="276 975 1040 1908" style="list-style-type: none"> <li data-bbox="276 975 783 1019">① <del>Go</del> click SAP LOGON</li> <li data-bbox="276 1030 664 1075">② PRD (Production)</li> <li data-bbox="276 1086 1006 1174">③ Enter the employee's username and password.</li> <li data-bbox="276 1185 639 1229">④ VIM workplace</li> <li data-bbox="276 1240 605 1285">⑤ click execute</li> <li data-bbox="276 1296 970 1384">⑥ Focus only at "Basic Data" and "Line Items".</li> <li data-bbox="276 1395 1040 1539">⑦ Enter the document id, Vendor name (what clinics they went to), vendor number.</li> <li data-bbox="276 1550 857 1594">⑧ Enter the invoice number</li> <li data-bbox="276 1605 654 1650">⑨ Put the amount</li> <li data-bbox="276 1661 946 1705">⑩ enter the G/L code medical</li> <li data-bbox="276 1716 872 1760">⑪ Enter text : medical fees</li> <li data-bbox="276 1771 788 1816">⑫ Enter the cost center</li> <li data-bbox="276 1827 550 1871">⑬ Then save</li> <li data-bbox="276 1882 862 1908">⑭ <del>App</del> click "Apply Rules".</li> </ol>	

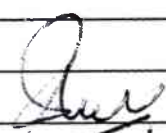


Date	Exact Nature Of Work Done	Supervisors Remarks
20/12/19	<p>Went to the visitor room to get the pass to <del>enter</del> in order to enter the building.</p> <p>Went to HRD at level 4.</p> <p>Complete all the VIM process before sent to the Financial Department.</p> <p>The VIM <del>process</del> process as same as the steps I have shown on 19 DEC 2019.</p> <p>After finish all the 50 VIM Process Report, I started to stamp the medical invoice from Timberland Medical Centre and find their company code.</p> <p>The job done at 5pm and we have to send back the visitor pass.</p> <p>END OF WEEK 1.</p>	<p>Grace had been brief by Marcellina when they first come in as I was away travelling.</p> <p>During this week, she had been taught to do data entry, VIM process and Medical Proc. Next week target is 80 invoices of data entry.</p> <p>Grace is to produce daily productivity reports via email.</p>
23/12/19	<p>Key in all the remaining medical invoice stamp and find the cost centre for the medical invoice for Columbia Asia Miri, Columbia Asia Bintulu, Bintulu Medical Centre &amp; other clinics.</p> <p>After finish all the stamping and searching for the cost centre, the amount of and the cost centre must be record or key-in in the medical tracking list under MICROSOFT EXCEL.</p>	
24/12/19	<p>Key-in, stamping &amp; find the cost centre for 132 data entry.</p> <p>Half day <del>with</del> due to CHRISTMAS EVE (8am - 12pm)</p>	
25/12/19	CHRISTMAS DAY - PUBLIC HOLIDAY	

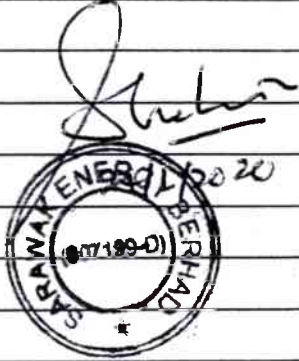
Date	Exact Nature Of Work Done	Supervisors Remarks
26/12/19	<p>As I arrived at the office, I continued key-in data entry for medical invoice (November) - as MISS <del>MA</del> Marcellina still on her leave and I was given a responsibility to key-in data entry for medical invoices.</p> <p>I key-in 62 data-entry.</p>	
27/12/19	<p>I went to the visitor centre to get access card to Level 4. As I arrived at the office, I continued key-in medical invoices.</p> <p>on this day, I received another medical invoices for month December for Sarawak Energy Berhad (SEB). I continued to key in <del>data</del> 105 data entry.</p>	
END OF WEEK TWO		
30/12/19	<p>For the Intern Students, we get our own ID for access the building.</p> <p>I continued key-in medical invoices. I able to key in 185 medical invoices.</p>	
31/12/19	<p><del>Fax me</del> I've been asked by other staff to fax the memorandum to panel clinics.</p> <p>After that, I printed 9 memorandum to 9 panel clinics respectively. Then, <del>I photocopy the memorandum</del> I put each memorandum (in a letter form) into the envelope and sent it to the <del>Despatch</del> Despatch Centre of Level 1. After <sup>sent</sup> all the letters, I stamp, find company code, and key-in</p>	

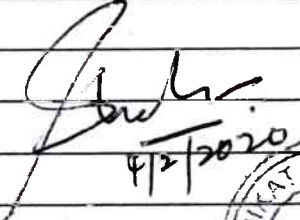



Date	Exact Nature Of Work Done	Supervisors Remarks
	29 data entry for BMC.	
1/1/2020	NEW YEAR 2020 - PUBLIC HOLIDAY	
2/1/2020	OFF DUTY	
3/1/2020	<p>After I came back, <del>after</del> for me I continued to send the letters to the Despatch centre.</p> <p>I photocopy 55 memorandums and put it into the envelope and then sent it to despatch centre at Level 1.</p> <p>END OF WEEK THREE</p>	
6/1/2020	<p>I Key-in, stamp and find company code for 139 data entry under KPS.</p> <p>I have been asked by Miss Marcellina to record the staffs that their cost centre cannot be found in a new Microsoft Excel, there are 41 staffs that does not have their cost centre.</p>	
7/1/2020	<p>Stamp and find company code</p> <p>I Key-in, 133 data entry. I calculated all the amount of medical claims for clinics.</p> <p>For SARAWAK Energy Berhad (SEB), any different in company code, must be separate and calculate the company code.</p> <p>For SESCO, the amount of the medical claims can be calculated together because SESCO only have <del>the</del> one company code (1000)</p>	
8/1/2020	After I came to the office, I continued	

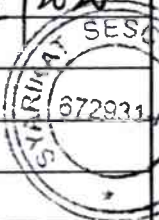
Date	Exact Nature Of Work Done	Supervisors Remarks
	to key-in, stamp and find company code for clinics and hospitals. I able to key-in 133 data entry for medical invoices.	
9/11/2020	I continued to key-in, stamp and find company code for clinics and hospitals. I able to key-in 160 data entry for medical invoices. I went to finance Department at Level 2 to sent all the medical claims that has been key-in and stamp. I'm helping other intern student to attached all the company policy as it is a part of teamwork.	
10/1/2020	I continued to key-in, stamp and find company code for clinics and hospitals. I able to key-in 103 data entry. Went to level 2 to join Sarawak Energy Leading Network (SELWN) Gathering at 3pm-5pm. END OF WEEK FOUR.	 10/1/2020
13/1/2020	I continued to key-in, stamp and find company code for clinics & hospitals. I able to key-in 208 data entry for the whole day.	
14/1/2020	I continued to key-in, stamp and find company code for clinics and hospitals. I able to key-in 136 data entry. I went to finance Department at Level 2, to send the medical invoices that has been key-in.	

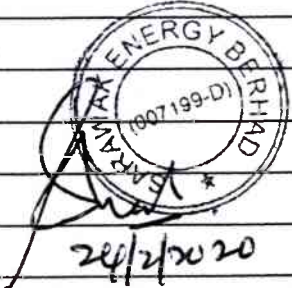


Date	Exact Nature Of Work Done	Supervisors Remarks
15/1/2020	<p>‡ key-in, stamp and find company code/cost centre for 94 medical invoices.</p> <p>I'm helping Ms. Maxwell to sort out the medical invoices according to its clinics / hospitals.</p>	<p>Grace is able to increase her data entry as instructed. She is able to work as per instruction. She also able to give cooperation and work with other</p>
16/1/2020	<p>1 key-in, stamp and find company code or cost centre for 170 medical invoices.</p> <p>I'm helping some <del>stuff</del> staffs to carry an award plate for 17 January 2020 event at Level 2 from 3pm-4pm.</p>	<p>division. Volunteering herself to help during town hall is a good initiative of her own. Good work &amp; keep up the working with other division.</p>
17/1/2020	<p>Decorate the HR department at Level 4 (North wing) in conjunction of Chinese New Year with other intern students.</p> <p>‡ key-in, stamp and find company code for 83 medical invoices.</p> <p>END OF WEEK FIVE</p>	<p></p>
20/1/2020	<p>Find company code for 408 medical claims under <del>clincs</del> clinics, by employee Ed. Then calculate the amount of claims depends on the same <del>company</del> cost centre.</p> <p>key-in and stamp 20 data entry for clinics.</p>	
21/1/2020	<p>Find company code, stamp and key-in 55 data entry <del>code</del> for Union Clinic.</p> <p>Sent all the <del>thir</del> Union Clinic's invoices to Level 8 (Finance Department.)</p>	

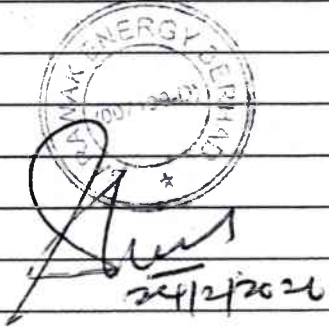
Date	Exact Nature Of Work Done	Supervisors Remarks
22/1/2020	I key-in, stamp and find company code or cost centre for 125 medical invoices.	
23/1/2020	I continue to key-in, stamp and find company code for clinics. I <del>am</del> able to key-in 125 medical invoices.	
24/1/2020	<p>Today, I report duty at SESCO clinic at Wisma SESCO, Jalan Bako. I arrived at SESCO clinic around 7:30 am. I am well-welcomed by staffs there. Mdm Cindy taught me on how to register the patients as I will replaced Mdm Cindy on 28/1/2020. My task at SESCO clinic is to register patient daily attendance. The detail needed for registration is <del>the</del> name of the staff, age, gender, staff/dependent, employee id, name of the dependent and their division/position.</p> <p>END OF WEEK SIX</p>	 
27/1/2020	PUBLIC HOLIDAY - CNY	
28/1/2020	<p>I went to SESCO clinic on this day to replaced Mdm Cindy as she on leave on this day.</p> <p>My task for today was registered patient daily attendance and their details just like yesterday.</p> <p>On this day, due to after Public Holiday there are so many patients compares to last week.</p> <p>There were 123 patients on this day.</p>	

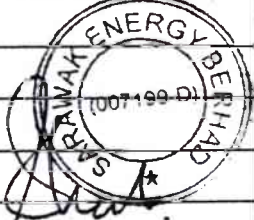


Date	Exact Nature Of Work Done	Supervisors Remarks
29/1/2020	<p>As usual, I worked at Menara Sarawak Energy on this day.</p> <p>I continue to key-in, stamp and find company code for 73 medical invoices.</p> <p>Today, I took half day because I need to go the bank as I need to get a passbook.</p>	
30/1/2020	<p>I continue to key-in, stamp and find company code for clinics. I able to find 481 cost centre and key-in 13 medical invoices for clinics.</p>	<p>Keep up the good work.</p>
31/1/2020	<p>I continue to key-in, stamp and find company code, cost centre for clinics. I able to find 301 cost centre and key-in 18 medical invoices / data entry for clinics.</p> <p>END OF WEEK SEVEN</p>	<p><i>[Signature]</i></p> <p>4/2/2020</p> 
3/2/2020	<p>I continue to key-in, stamp and find company code or cost centre for clinics. I able to find 289 cost centre and key-in 27 medical invoices or data entry for clinics.</p>	
4/2/2020	<p>I continue to key-in, stamp and find company code or cost <del>cost</del> centre for clinics. I able to find 139 cost centre and key-in 13 medical invoices or data entry for clinics.</p>	
	<p>I have been asked by my supervisor to do and key-in AR bill in a new <del>new</del> Microsoft Excel. I have to key-in the</p>	

Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>name, reference number, cost centre and the amount that has been stated in the medical invoices. Besides, I need to separate the medical invoices according to their cost centre (1000, 1500, 2000 and 2300). I key-in 36 data entry into AR Bill.</p>	
5/2/2020	<p>I continue to key-in, stamp and find company code or cost centre for clinics. I able to find 230 cost centre and key-in 28 medical invoices or data entry for clinics. Besides, I'm helping Miss Cindy, one of the executive to send a declaration chit to the Dispatch Centre at Level 1.</p>	
6/2/2020	<p>Joined Human Resources Department Chinese New Year Gathering from 9:00 am until 12:00 pm at Level 4. I continue to key-in, stamp and find company code or cost centre for clinics. I able to find 120 cost centre and key-in 7 medical invoices or data entry for clinics.</p>	
7/2/2020	<p>As usual, I continue to key-in, stamp and find company code or cost centre for clinics. I able to find 254 cost centre and key-in 32 medical invoices or data entry for clinics.</p> <p style="text-align: center;">END OF WEEK EIGHT</p>	 <p style="text-align: right;">24/2/2020</p>
10/2/2020	<p>I continue to key-in, stamp and find company code or cost centre for clinics.</p>	



Date	Exact Nature Of Work Done	Supervisors Remarks
	I able to find 92 cost centre and key-in 17 medical invoices or data entry for clinics.	
11/2/2020	OFF DUTY DUE TO PERSONAL PROBLEM	
12/2/2020	I continue to key-in, stamp and find company code or cost centre for clinics. I able to find 105 cost centre and key-in 43 medical invoices or data entry for clinics.	
13/2/2020	I continue to key-in, stamp and find company code or cost centre for clinics. I able to find 107 cost centre and key-in 89 medical invoices or data entry for clinics.	
14/2/2020	I continue to key-in, stamp and find company code or cost centre for clinics. I able to find 120 cost centre and key-in 26 medical invoices or data entry for clinics. END OF WEEK NINE	
17/2/2020	I continue to key-in, stamp and find company code or cost centre for clinics. I able to find 34 cost centre and key-in 5 medical invoices or data entry for clinics. After that, I was asked to ask help of one of the staff to key-in a Retirees Association Personal Information in Microsoft EXCEL. I need to key-in their the retiree's name, staff number,	

Date	Exact Nature Of Work Done	Supervisors Remarks
	IC Number, retiree's dependents (wife or husband) name and their IC number. Today, I am able to key-in 200 retirees.	
18/2/2020	I continue to key-in the Retirees Association Personal Information. Today, I was able to key-in another 320 retirees.	
19/2/2020	As for today, I continue to key-in the Retirees Association Personal Information. Today, I was able to key-in another 255 retirees in Microsoft Excel.	
20/2/2020	Today, I continue to key-in the Retirees Association Personal Information. I was able to key-in another 286 retirees in Microsoft Excel.	
21/2/2020	As for today, I continue to key-in Retirees Association Personal Information. I was able to key-in another 291 retirees in Microsoft Excel. END OF WEEK TEN	 24/2/2020
24/2/2020	As for this week, I continue to key-in Retirees Association Personal Information. I finished all the 1546 retirees in Microsoft Excel.	
25/2/2020	OFF DUTY TO REGISTER COLLEGE AT UTM	
26/2/2020	Today, I continue to key-in, stamp and find company code or cost	



Date	Exact Nature Of Work Done	Supervisors Remarks
	Centre for clinics. I am able to <del>key</del> find 174 cost centre and key-in 17 clinics.	
27/2/2020	I continue to key-in, stamp and find company code or cost centre for clinics. I am able to find 206 cost centre and key-in 22 clinics.	
28/2/2020	I continue to key-in, stamp and find company code or cost centre for clinics / hospitals. I am able to find 14 cost centre and for clinics and key-in 110 for both Bintulu Medical Centre and Borneo Medical Centre.	<p>Handwritten: S</p> <p>Consistency</p> <p>WORKING</p> <p>1007199-D</p> <p>2/3/2020</p>
	END OF WEEK ELEVEN	
2/3/2020	As for this week, I key-in and find cost centre for clinics. I was able to find 5 cost centre and key-in only 4 data entry under <del>key</del> clinics. After that, I <del>start</del> continue to stamp, find <del>cost</del> cost centre and key-in data entry for hospitals. I was able to key-in 163 data entry for NORMATH specialist, Borneo Medical Centre and Bintulu Medical Centre.	
3/3/2020	Today, I continue to stamp, find cost centre and key-in data entry for hospitals. I was able to key-in 203 data entry for NORMATH, BMC and Bintulu Medical Centre.	
4/3/2020	As usual, I continue to stamp, find cost centre and key-in data entry for	

Date	Exact Nature Of Work Done	Supervisors Remarks
	Hospitals. I was able to key-in 131 data entry for NORMAH, and Borneo Medical Centre (BMC)	
5/3/2020	As for today, I continue to stamp, find company code / cost centre and key-in data entry for hospitals. I was able to key-in 230 data entry for NORMAH.	
6/3/2020	Nothing much to do today as it is our last day of practical. I was stamping all the remaining medical invoices for hospitals specifically for NORMAH. Sent <del>the</del> back the laptop as it is a company's property at level 3. Sent the access card or internship id at level 1.	<p data-bbox="1127 906 1335 962">Good job.</p> 