



**FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
UNIVERSITI TEKNOLOGI MARA
BACHELOR OF ADMINISTRATIVE SCIENCE**

**PRACTICAL TRAINING REPORT
SABAH ELECTRICITY SDN.BHD
(KENINGAU BRANCH)**

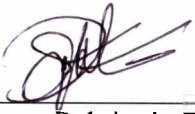
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2015442564**

MARCH – JULY 2018

DECLARATION

We hereby declare that the work contained in this research proposal is our own except those which have been duly identified and acknowledged. If we are later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against us under the Academic Regulations of UiTM's.

Signed



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ACKNOWLEDGEMENT

Praise to God for giving me strength and health to complete this industrial training until it is done. I also would like to extend my thankfulness to the most precious persons in my life, my parents for all their moral support and financial support all completing this industrial training in SESB Keningau.

I also would like to thank to my supervisor, Madam Noor Fadhleen Binti Mahmud for guiding me throughout finishing this report. Thank you, also to Mr. Fairuz Hidayat Merican Bin Wan Merican my coordinating lecturer, ADS666 for this support knowledge and effort. Not forget to SESB Keningau staffs who helps me and teaches me along the journey in completing this training. When I am having difficulties in doing this task, they taught me patiently until I complete any tasks given. They also never given up on me, instead has been encouraging me not to give up and to continue to give out the best. Their inputs, ideas and guiding me back to the right path when I have lost my way.

Last but not least, my friends who have helped directly or indirectly and contribute to the completion of this training. Without them I would not complete this industrial training on time. With that, I am blessed and thankful for all.

This process has taught me a lot about my selves, what I can overcome and what I can accomplish. I am so proud to have achieved this goal by completing this task, and I offer my profound gratitude to all who helped, supported and guided me all this time.

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CHAPTER 1

INTRODUCTION OF ORGANIZATION

1.1 Introduction

This chapter is consists of 8 sections where the first section is the introduction of this chapter. The second section is the background of study where it will be briefly reviewed the area that student have choose to do training. The third section consists of the objectives, organisation vision, mission and shared values, followed by safety and health policy and also the organisation core business. In the last section will be the summary of this chapter which is located in section of this chapter.

1.2 Background of Study

Electricity in Sabah has started as early as 1910 and had being supplied by three separate organizations. These separate organizations combined to form North Borneo Electricity Board. When North Borneo joined Malaysia in 1963 and changed its name to Sabah, this entity was renamed as Sabah Electricity Board. On 1st of September 1998, Sabah Electricity Sdn. Bhd. was established and simultaneously being privatized.

Sabah Electricity Sdn. Bhd. (SESB) is an organization which is privately owned. Sabah Electricity Sdn. Bhd. (SESB) is an electrical company that generates, transmits and distributes electricity mainly in Sabah and Federal Territory of Labuan. As in Sabah, SESB is divided into several zones and one of them is Interior Zone which is also known as *Zon Pedalaam Keningau*. It also covers three more places

which are known as *Stesen Janakuasa Hydro Tenom Pangi*, Tenom area and Tambunan area.

1.3 Organization Objectives, Vision, Mission and Shared Values

Every organisation should have their own objectives, mission and vision. This is because by having objectives, mission and vision they can plan their activities and achieved their target and goals of the organisations. Besides that, they can improve their job performance and always in line with the organisation's rules and regulation of the organisation.

1.3.1 Objectives of SESB

- i. Provide electricity to the customers.
- ii. Responsible to collect revenue from sold electric.
- iii. Provide engineering

1.3.2 Vision

- i. To be a Trusted
- ii. Sustainable
- iii. Progressive Power Utility

1.3.3 Mission

To honour the trust and meet expectations of stakeholders through;

- i. Delivery of quality, efficient and reliable power and services
- ii. Sustainable business growth
- iii. Development of vibrant, competent and self-driven workforce

1.3.4 Shared Value

- i. Integrity
- ii. Customer First
- iii. Business & Service Excellence
- iv. Caring

1.4 Organisation Chart

A good organisation, meaning to say to have good balance in task efficiency and effectiveness. If a business' systems are not properly organized, tasks pile up, paperwork gets lost and valuable time is spent on finding information that should be readily available.

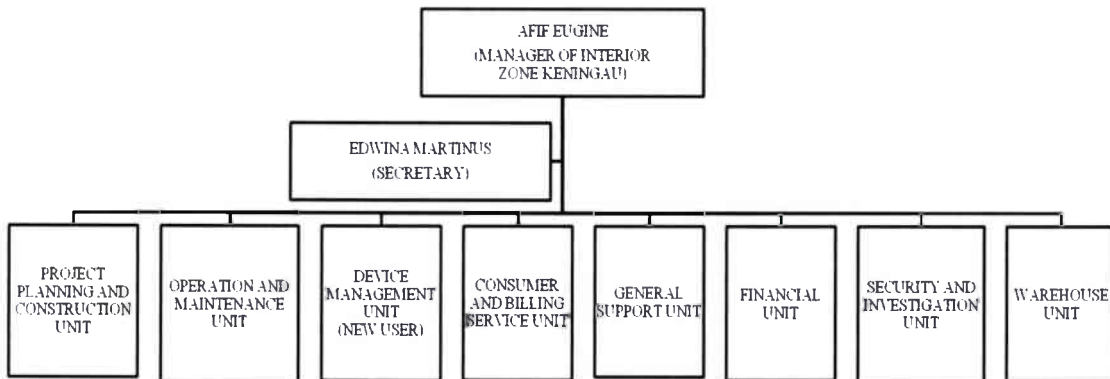


Diagram 1: *SESBKeningau organization chart*

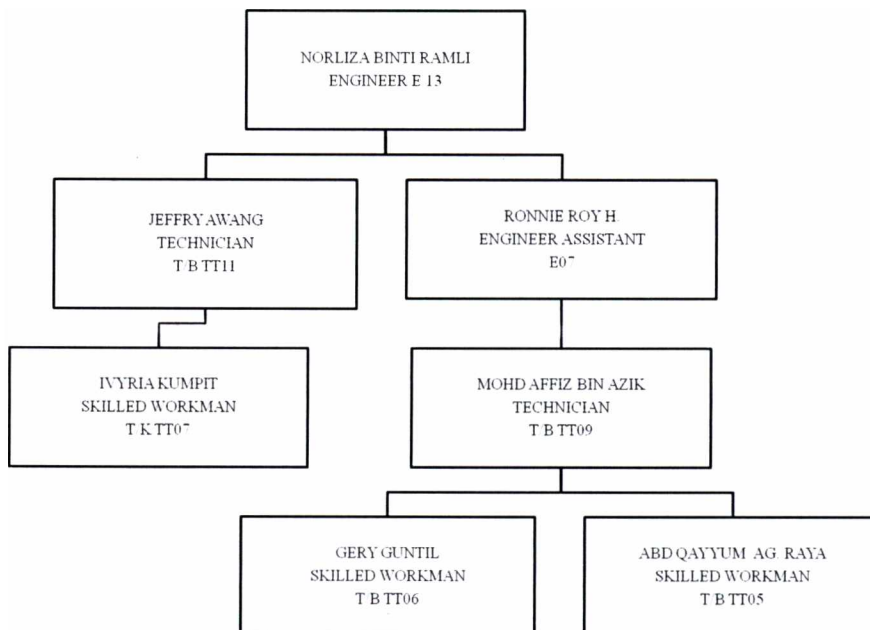


Diagram 2: *Project Planning and Construction unit*

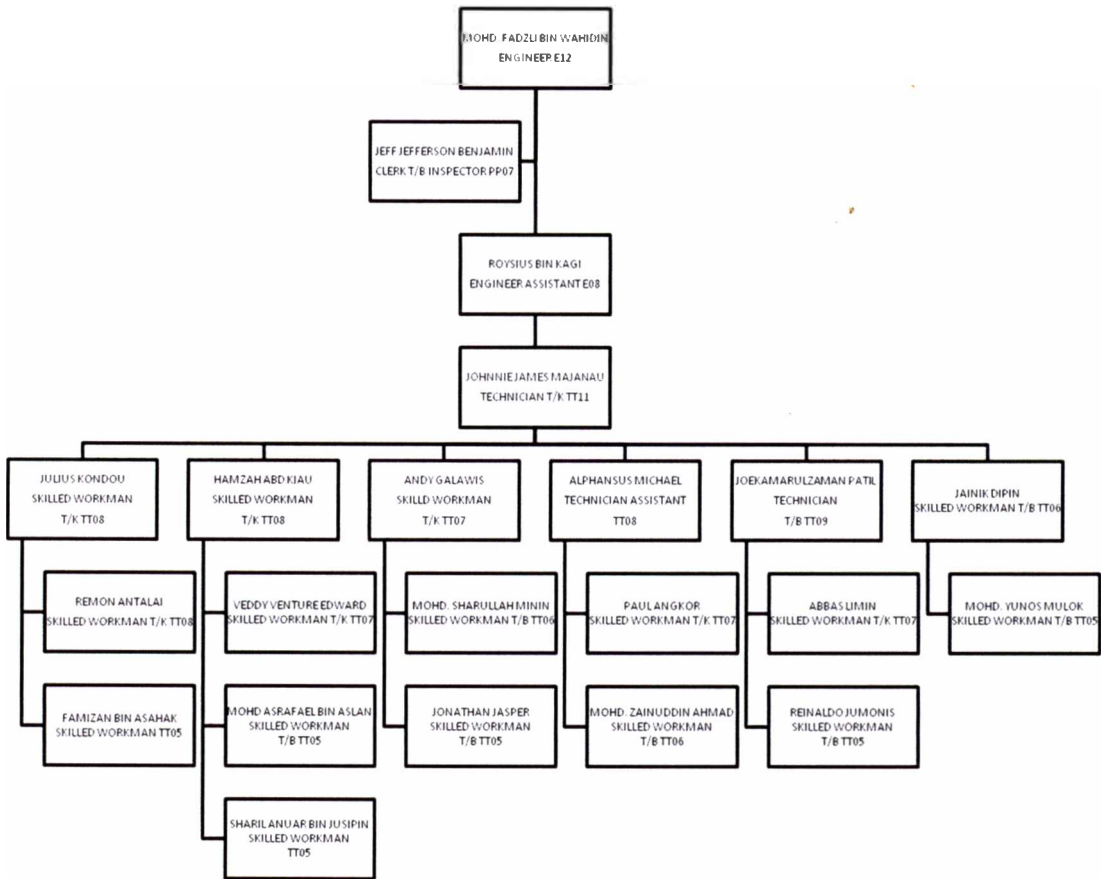


Diagram 4: *Operation and Maintenance Unit*

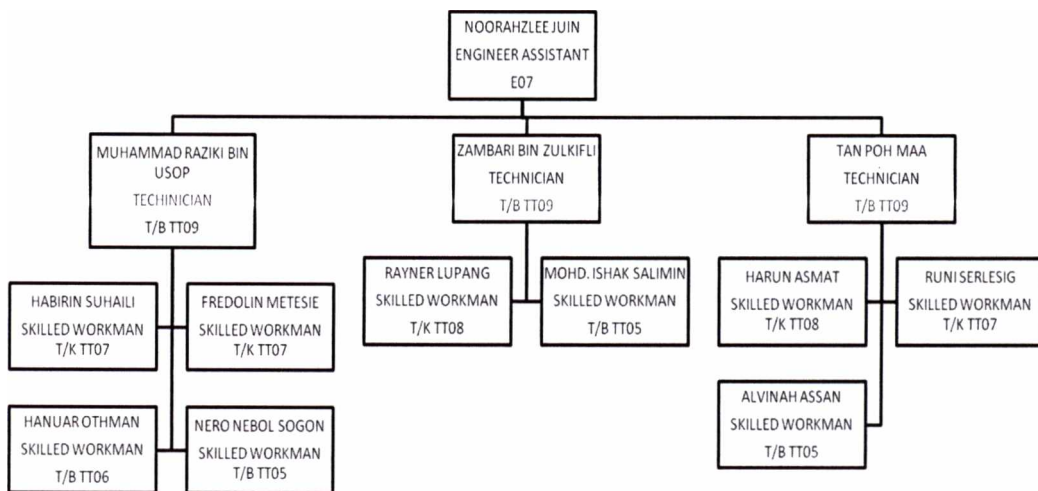


Diagram 5: *Device Management unit (New user)*

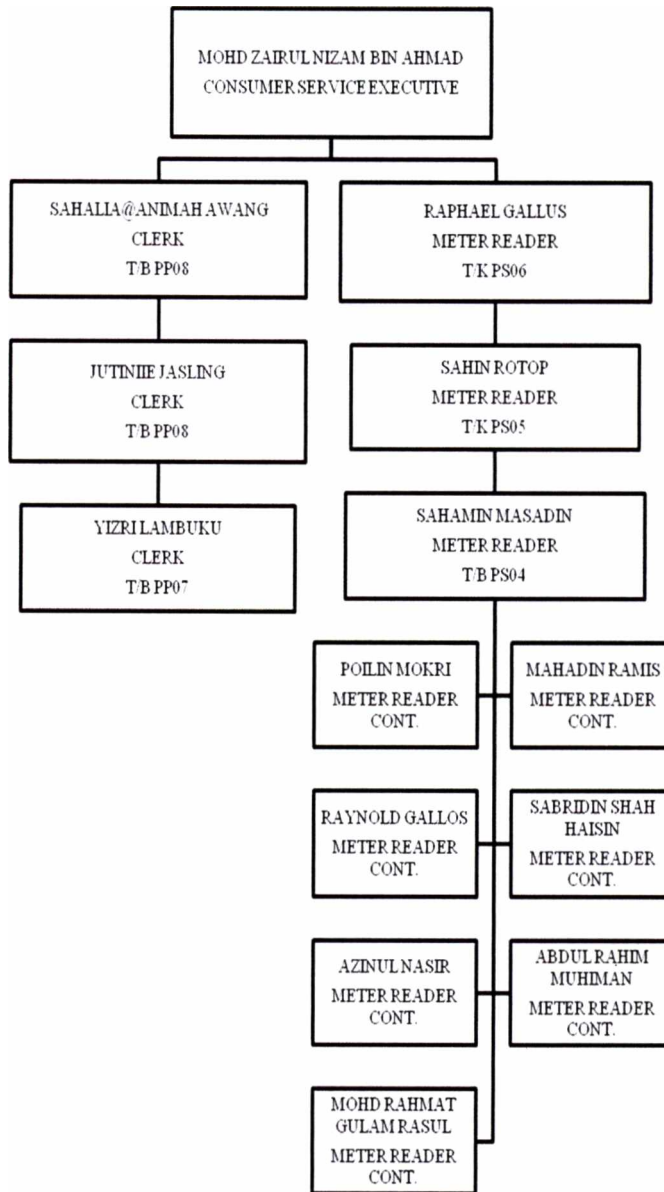


Diagram 6: Customer and Billing Service Unit

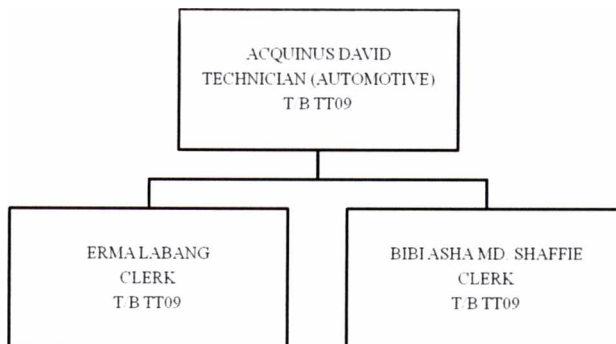


Diagram 7: General Support Unit

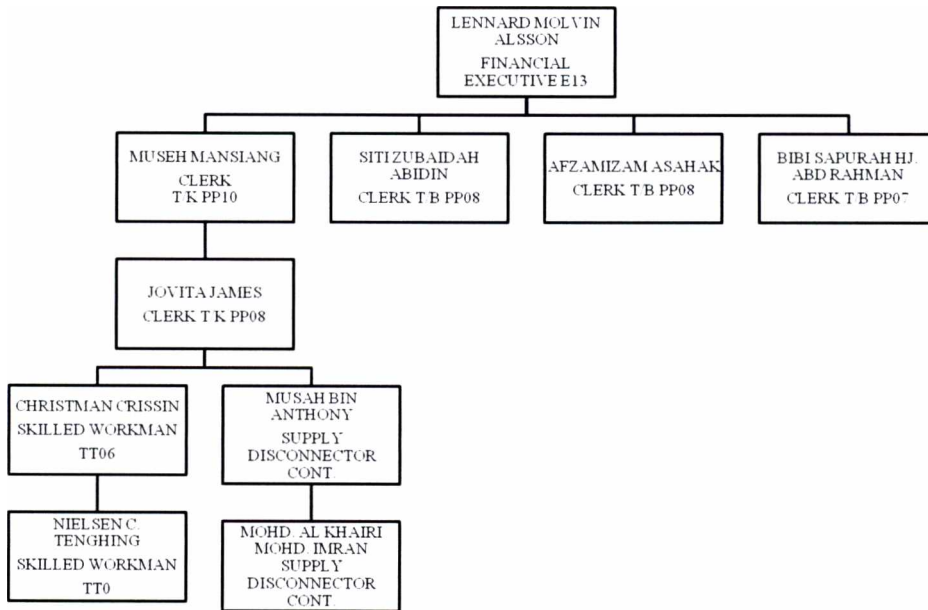


Diagram 8: Financial Unit

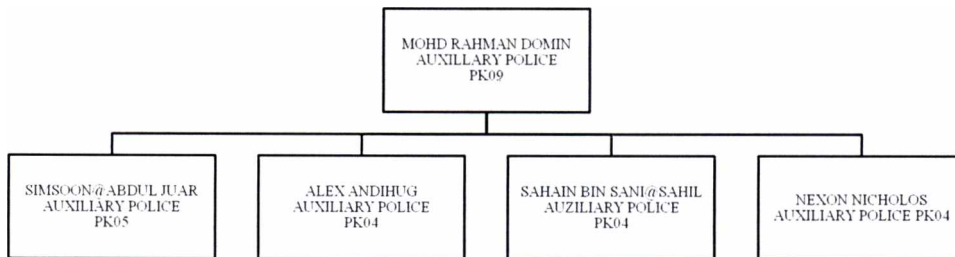


Diagram 9: Safety Unit

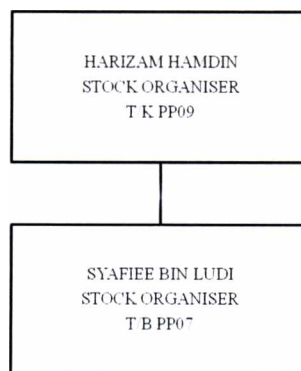


Diagram 10: Warehouse Unit

1.5 SESB Core Businesses

SESB is the largest electricity utility in Sabah. With their core business of providing electricity to the state's businesses, homes and industries, we are a key contributor to Nation building. Their activities represent the entire electricity production and supply value chain in Sabah. SESB in Keningau consist mainly of commercial, industrial and residential customers.

1.6 SESB Logo



The Logo – The logo depicts a stylized three-pin plug in a red circular background

The Shape – The slanting plug denotes continuous electricity supply through innovation, technology driven work force and good work habits

The Colour – The red circular background indicates improvement in providing services to the customers for which is the foundation of SESB's corporate philosophy in Powering Sabah and Federal Territory Labuan into the New Millennium.

1.7 Safety and Health Policy

SESB is committed to provide and maintain a safe and secure workplace and environment which is align with current legal requirements.

SESB prioritize safety and health of working people, contractors and the general public who may exposed to danger in the SESB daily operation.

Accordingly, SESB management have established safety and health policies for the following purposes:

- Ensure safety and health aspects of occupation are included in all planning work, design, evaluation and administration of projects
- Ensure the arrangement and setting of safe working procedures during operation and maintenance work
- Prioritize occupational safety and health in all areas of service and procurement
- Provide information and training to staff members and contractors who may be exposed to hazards at work
- Ensure that all accidental events, occupational hazards and occupational illnesses are reported, investigated and corrective measures taken to avoid recurrence
- Conduct regular checks, monitoring and auditing of occupational safety and health at work.

To support the effectiveness of this policy, the workforce shall

- Accept, understand and affirm all relevant rules, regulations and industry codes for safety of officers, employees and other employees

- Always work with elite and ensure the workplace is safe.
- Maintain and use all personal safety information provided
- Report all accidents, dangerous events, poisoning of workers and occupational diseases
- Support and apply all occupational safety and health programs

We are confident that occupational safety and health is the key to the quality, efficiency and success of our business. Monitoring of this policy will be monitored to ensure the achievement of the company's objectives and be reviewed in accordance with the requirements of the consultation and organization

CHAPTER 2

TASK SCHEDULE

2.1 Introduction

This chapter identifies the content which involves in this industrial training. Besides, it also includes summarization of daily training extracted from the log book. The description of jobs and tasks given is important in order to support the need of this industrial training as well as to execute all the tasks given to me.

2.2 Daily Practical Training Report

Daily report for practical training is essential for me so that other people and myself can see what are the progress of every task been given to me every day.

2.2.1 Week 1(29 January – 2 February 2018)

| | |
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| 29 th of January 2018 | <ul style="list-style-type: none">• Arrived at SESB Keningau and need to introduce myself to my host-supervisor Mister Lennard Molvin Alsson, Financial Executive of SESB Keningau.• Had a briefing on rules, policies and procedures as a trainee in this organisation.• Started to learn how to post bank reconciliation statement through financial unit by using Systems Application Products or known as SAP system.• Preparing financial report for invoices received from Promende Apartment Sdn. Bhd. and Hotel Deleeton Sdn. Bhd.. |
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| <p>30th of January 2018</p> | <ul style="list-style-type: none"> • Preparing issued refund deposit cheques properly and arrange them accordingly to several places such as: <ol style="list-style-type: none"> 1. <i>Kawasan Tenom</i> 2. <i>Stesyen Janakuasa Hidro Tenom Pangi</i> 3. <i>Kawasan Tambunan</i> 4. Vendor 5. Deposit cheque • Arranging staffs documents or applications such as '<i>Kelulusan Pilihan untuk Menukar Cuti Rehat Tahunan kepada Wang Tunai Tahun 2018</i>'. |
| <p>31st of January 2018</p> | <ul style="list-style-type: none"> • Preparing list for scope of task for SESB staff whereby they are divided accordingly into several locations such as: <ol style="list-style-type: none"> 1. Electrical workshop building unit 2. <i>Surau</i> 3. Storage building 4. Etc. • Preparing the staff punched cards and placed them to an appropriate place. • Preparing report for activities, projects and applications and other documents received for SESB Keningau. |

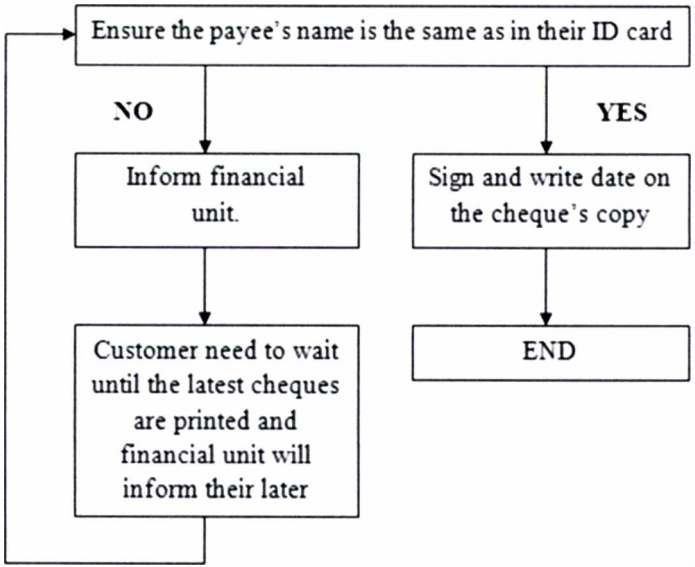
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| <p>1st February 2018</p> | <ul style="list-style-type: none"> • Financial – Doing cheque engagement through SAP system. This is done to recheck if there is any information left behind or had not being posted in the system. |
| <p>2nd February 2018</p> | <ul style="list-style-type: none"> • Financial – doing reverse cheques for month of August 2017 for unclaimed cheques • Financial – doing cheques engagement for month of October 2017 through SAP system. • Data Processing – learn how to post information in vehicles log book through SAP system (this is done to keep on track of vehicles usage and for future audit). • Prepare report for invoices received from SESB Keningau vendors. |

2.2.2 Week 2 (5 February – 9 February 2018)

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| <p>5th of February 2018</p> | <ul style="list-style-type: none"> • Financial – doing cheque clearance for October and November for 2017 also for January 2018. This is done to issue cheques to SESB vendors or customers by taking budget form ASB Bank to CIMB Bank. • Counter Services – attend customers who want to take their issued refund deposit ethically. |
| <p>6th of February 2018</p> | <ul style="list-style-type: none"> • Data Processing – doing posting information for vehicles log book through SAP system. • Financial – calculating EP (staff's own medical expenses) and BL (staff's dependents medical expenses) for invoices received from any clinics that their go. Such as; <ol style="list-style-type: none"> 1. Polyclinics TMC Keningau 2. Permai Polyclinic Keningau • Financial – doing posting for staff's official travel claims such as hotel accommodation and vehicles usage during work. • Financial – doing invoice posting for Sandapak and Bintas Stationary through SAP system to further analyse and issue cheques for them. Also to keep record all the organisation expenditure. |
| <p>7th of February 2018</p> | <ul style="list-style-type: none"> • Data Processing – using SAP system to post <i>Smartpay</i> documents received from vendors and further issued cheque done by SESB HQ (Headquarters). • Financial – posting clinics bills or invoices through SAP |

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| | <p>system. This is done to keep record of the staffs and their dependents medical expenses and further calculate GST.</p> |
| 8 th of February 2018 | <ul style="list-style-type: none"> • Scan and get to know what impress requisition form is. • Learn how to prepare and fill in ‘payment monitoring form of payment document’ for; <ol style="list-style-type: none"> 1. Polyclinic TMC Keningau 2. Permai Polyclinic Keningau <p>(This form was completed and send to HQ for further process)</p> • Prepare report for letters received from SESB Keningau clients. • Prepare report for invoices or bills received from; <ol style="list-style-type: none"> 1. Permai Polyclinics Putatan 2. Hotel Delecton 3. The Palace Venterus Sdn. Bhd. |
| 9 th of February 2018 | <ul style="list-style-type: none"> • Administration (file management) – make copies and organize staffs’ time sheets (overtime) for SESB Keningau. • Contacting customers and remind them to come and take their issued refund deposits on 12th of February 2018 to avoid the cheques from expiring and reversed which will leads to data redundancy in the future. |

2.2.3 Week 3 (12 February – 16 February 2018)

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| <p>12th of February 2018</p> | <ul style="list-style-type: none">• Counter services – act as front line staff and handle customers who want to take their refund deposits cheques. The process that need to be followed shown on the diagram bellow;  <pre>graph TD; A[Ensure the payee's name is the same as in their ID card] -- NO --> B[Inform financial unit.]; B --> C[Customer need to wait until the latest cheques are printed and financial unit will inform their later]; C --> A; A -- YES --> D[Sign and write date on the cheque's copy]; D --> E[END];</pre> <ul style="list-style-type: none">• Make copies for staff time sheets documents (overtime documents).• Data Processing – Revise and check staffs’ medical documents through SAP system. This is to check whether all the documents that have being attached into the system are the same as in the hardcopies documents. |
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| <p>13th of February 2018</p> | <ul style="list-style-type: none"> • Data Processing – posting staff’s medical cost through SAP system. • Make copies for staffs’ time sheets documents for Keningau Zone. • Counter Services – act professionally and naturally handling customer who want to take their refund deposit cheques. |
| <p>14th of February 2018</p> | <ul style="list-style-type: none"> • Prepare report for documents that need to be sending to Settlement Department in HQ. <div data-bbox="623 794 1173 1487" data-label="Diagram"> <pre> graph TD A[Write the documents names] --> B[Documents date] B --> C[Documents reference number] C --> D[Documents receiver] D --> E[Write documents tracking number into courier's book] E --> F[Call courier to take the documents and sent it according to written address] </pre> </div> <ul style="list-style-type: none"> • Financial – calculating EP and BL for staffs’ medical documents manually to post it into the SAP system. • Write letters for representative confirmation to manage the organisation’s cheques for SESB Tambunan and SESB Tenom. • Preparing issued cheques for month of February 2018 and |

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| | <p>placed them accordingly into provided places.</p> <ul style="list-style-type: none"> • Financial – update payment run for inactive account (customer accounts) through SAP system. |
| <p>15th of February 2018</p> | <ul style="list-style-type: none"> • Data Processing – posting medical invoices into SAP system. • Counter Services – manage customers who want to take their refund deposit cheques. • Contacting customers regarding to their refund deposit cheques. <div data-bbox="610 858 1195 1541" style="text-align: center;"> <pre> graph TD A[Contact customer] --> B[Greet and ask whether they want SESB to help bank in their cheque into their bank account.] B -- NO --> C[Remind them to come and pick their cheque] B -- YES --> D["- Bank account number - Bank name"] C --> E[END] D --> F[Financial unit staff, take action on proceeding process to bank in customer cheques.] F --> G[END] </pre> </div> |

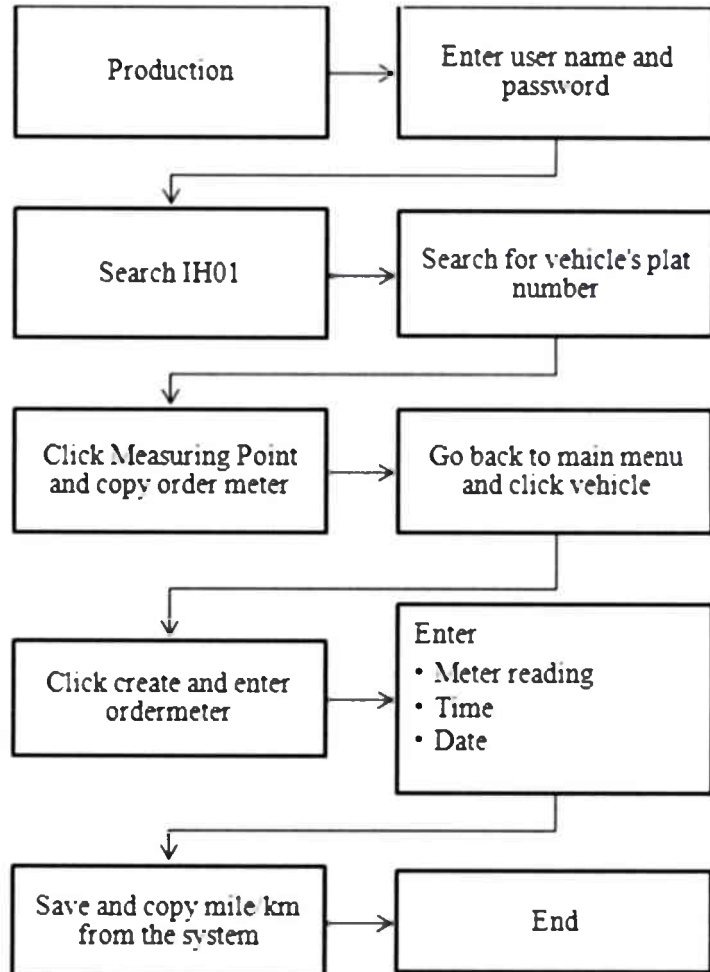
2.2.4 Week 4 (19 February – 23 February 2018)

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| <p>19th of February 2018</p> | <ul style="list-style-type: none"> • File Management – update documents for practical students file in SESB. <div data-bbox="633 410 1164 884" data-label="Diagram"> <pre> graph TD A[Ensure documents needed are complete] --> B[Scan documents into addressed computer] B --> C[Email scanned documents to HQ for data recording] C --> D[END] </pre> </div> <ul style="list-style-type: none"> • Preparing report for documents received from SESB clients. • File management – updating payment cheques for Keningau /Interior Zone for year 2011, 2012, 2013, 2014 and 2015 |
| <p>20th of February 2018</p> | <ul style="list-style-type: none"> • Counter services – manage customer who want to take their refund deposit. • Updating Assisted Rural Wiring Scheme (ARWS) project’s documents accordingly. (To facilitate further process in making PO). • Update invoices from hospitals, hotels and cheques cancellation. |
| <p>21st of February 2018</p> | <ul style="list-style-type: none"> • Counter services – Manage customer who want to take their refund deposit and customers’ complaints. • Preparing report for documents received from SESB Tenom. • Preparing staff and practical students punched cards for |

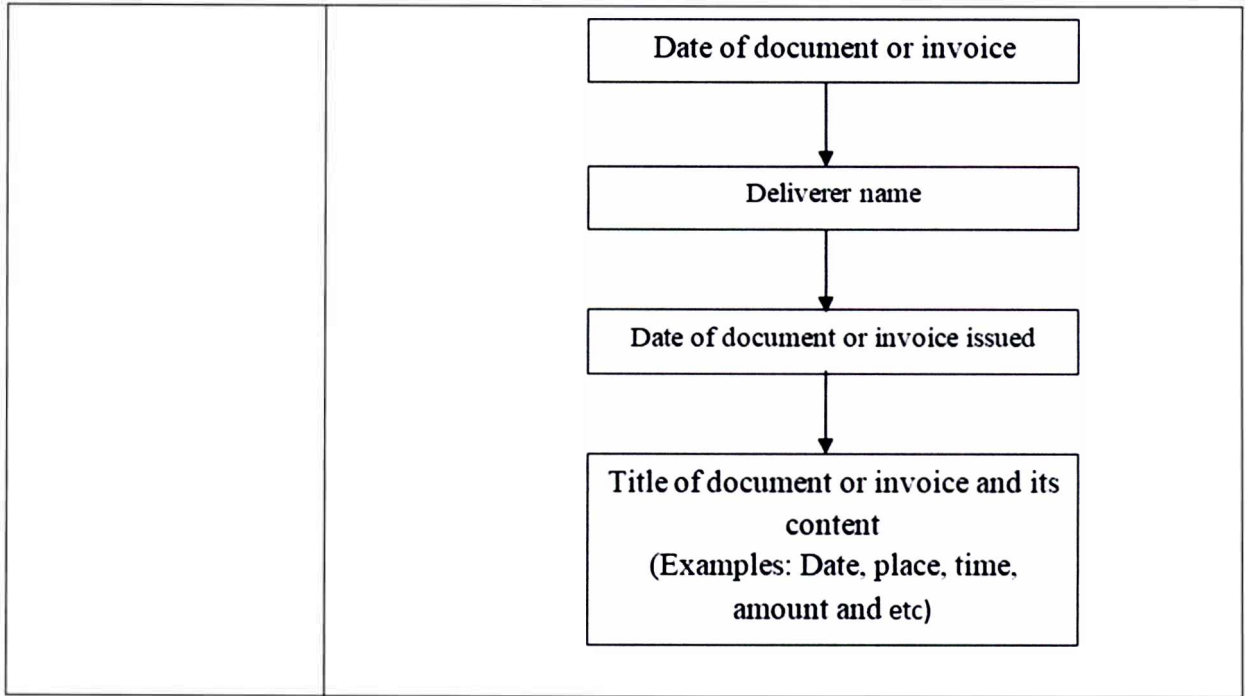
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| | <p>month of March 2018.</p> |
| <p>22nd of February 2018</p> | <ul style="list-style-type: none"> • Customer services – manage customer who want to take their issued refund deposit cheques. • Office administration - Preparing report for invoices or documents received from hotels and clinics. The process need to be followed as below; <div style="text-align: center; margin: 20px 0;"> <pre> graph TD A[Date of document or invoice] --> B[Deliverer name] B --> C[Date of document or invoice issued] C --> D["Title of document or invoice and its content (Examples: Date, place, time, amount and etc)"] </pre> </div> <ul style="list-style-type: none"> • Assist customers on how to use SESB’s kiosk to pay their electric bill using cash money or cheque. • Preparing or completing purchase requisition from (Non-Stock item) for: <ol style="list-style-type: none"> 1. D&S Marketing 2. Sutiah Kitchen & Catering |

23rd of February 2018

- Data processing – posting for vehicles log book for Keningau through SAP system.

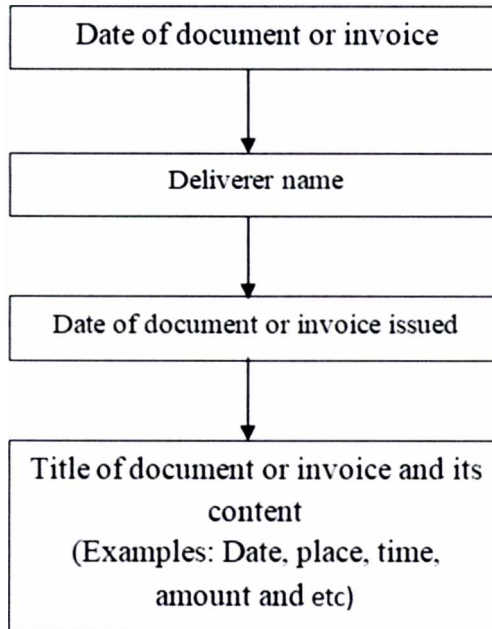


- Preparing report for documents received from
 1. Chief Engineer Protection (Transmission)
 2. Nabawan District Office
 3. Keningau District Office
 4. Power Project Consultant Sdn. Bhd.

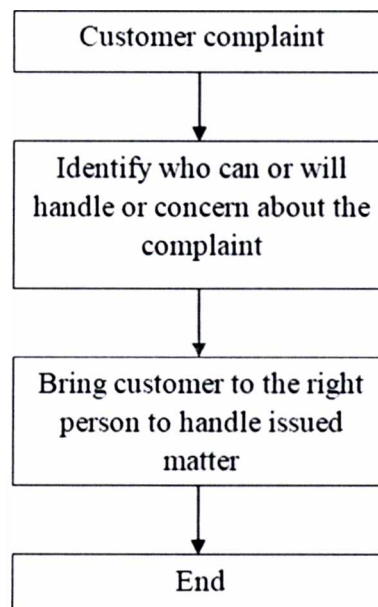


2.2.5 Week 5 (26 February – 2 March 2018)

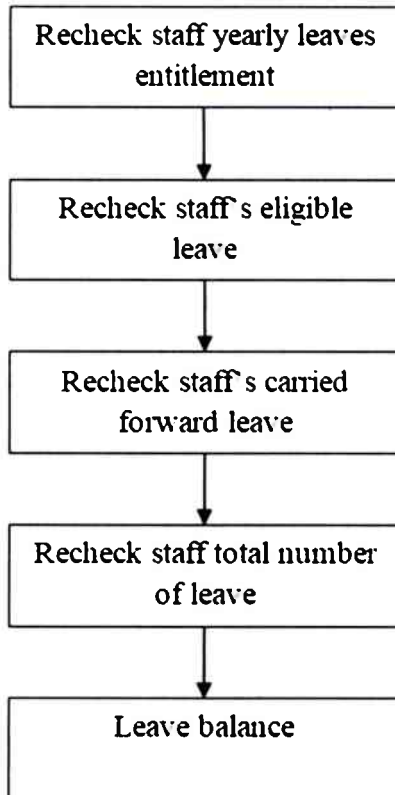
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| <p>26th of February 2018</p> | <ul style="list-style-type: none"> • Financial – preparing and fill in purchase requisition form (Non-Stock Item) for D&S Marketing. • Continue updating ARWS documents and preparing list of applicants' names for this project. Example of villages names: <ol style="list-style-type: none"> 1. Kg. Dua Ria Sook 2. Kg. Murni Sook 3. Kg. Sarikan Sook <div data-bbox="560 836 1241 1102" data-label="Diagram"> <pre> graph TD A[Village's name] --> B[Applicant's name] B --> C[Identification Card number] C --> D[Applicant's contact number] </pre> </div> • Customer services – giving service to customer or consumer ethically. |
| <p>27th of February 2018</p> | <ul style="list-style-type: none"> • Data processing – posting data into Excel for updating ARWS documents • Preparing report for documents received from the government officials such as officer from Keningau District Office and etc. • Preparing report for invoice received from vendor and documents received from customer or clients. The process that need to be followed as bellow; |



- Preparing and completing PO form requirements.
- Counter services – administer the counter ethically when the person in-charge is unavailable.
- Treat customer who gives any complaints ethically.



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| <p>28th of February 2018</p> | <ul style="list-style-type: none"> • Data processing – key in data into the system for ARWS project’s documents. • Preparing report for invoices and documents received from vendors and SESB clients or customers. • Data Processing – posting clinics invoices for SESB staff into the SAP system. <div data-bbox="681 620 1126 1122" style="text-align: center;"> <pre> graph TD A[Posting clinics invoices in HR department] --> B[Financial unit will proceed in calculating EP and BL] B --> C[Financial unit post invoices to issue vendor’s cheques] </pre> </div> |
| <p>1st of March 2018</p> | <ul style="list-style-type: none"> • Data processing – posting staff official travel claim by using SAP system. • Data processing – posting staff outdoor or outstation completed application form. |
| <p>2nd of March 2018</p> | <ul style="list-style-type: none"> • Updating report for SESB Keningau monthly leave for 2018 through SAP system. |

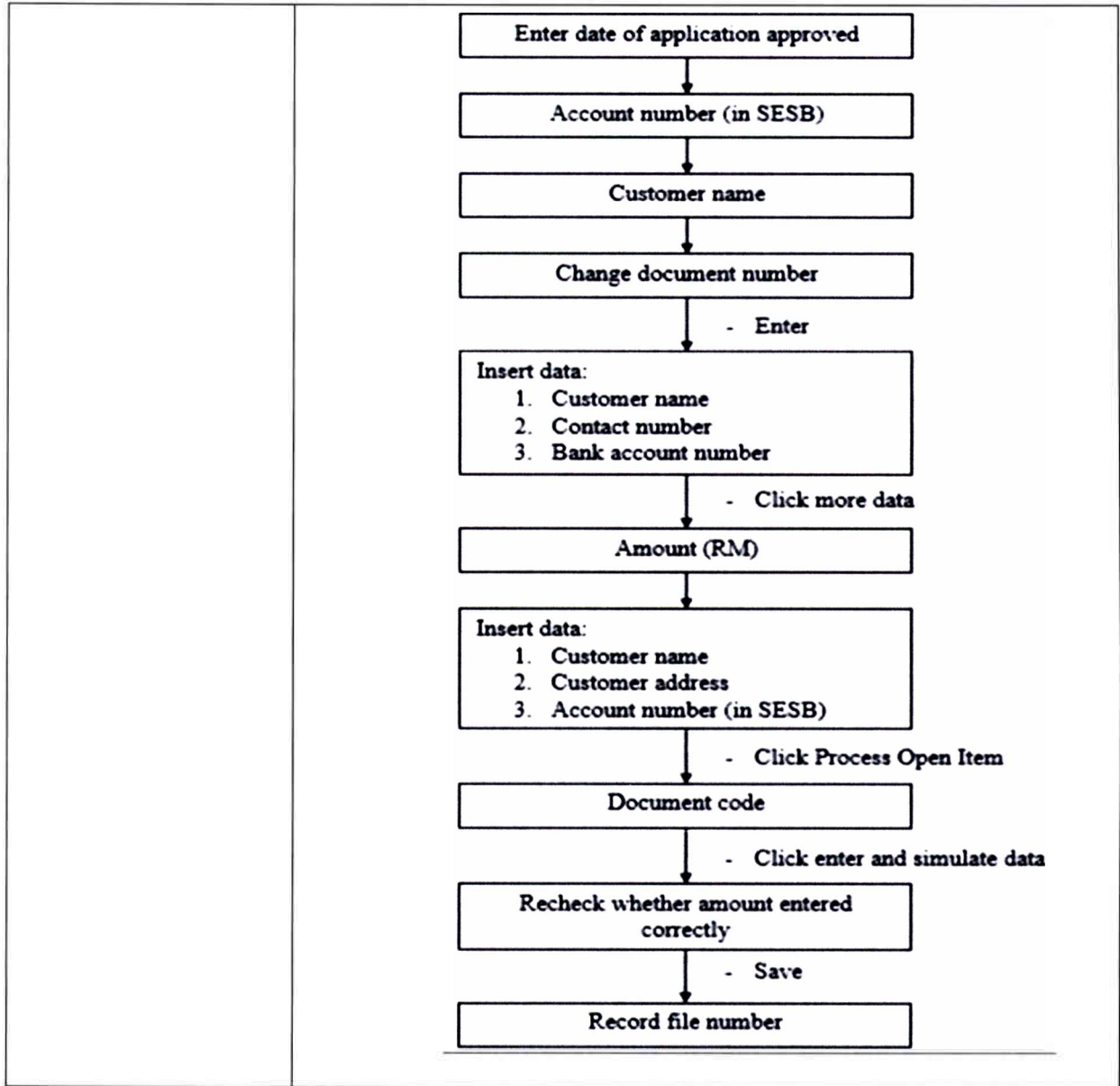


- Preparing report for invoices received from SESB Keningau vendors.

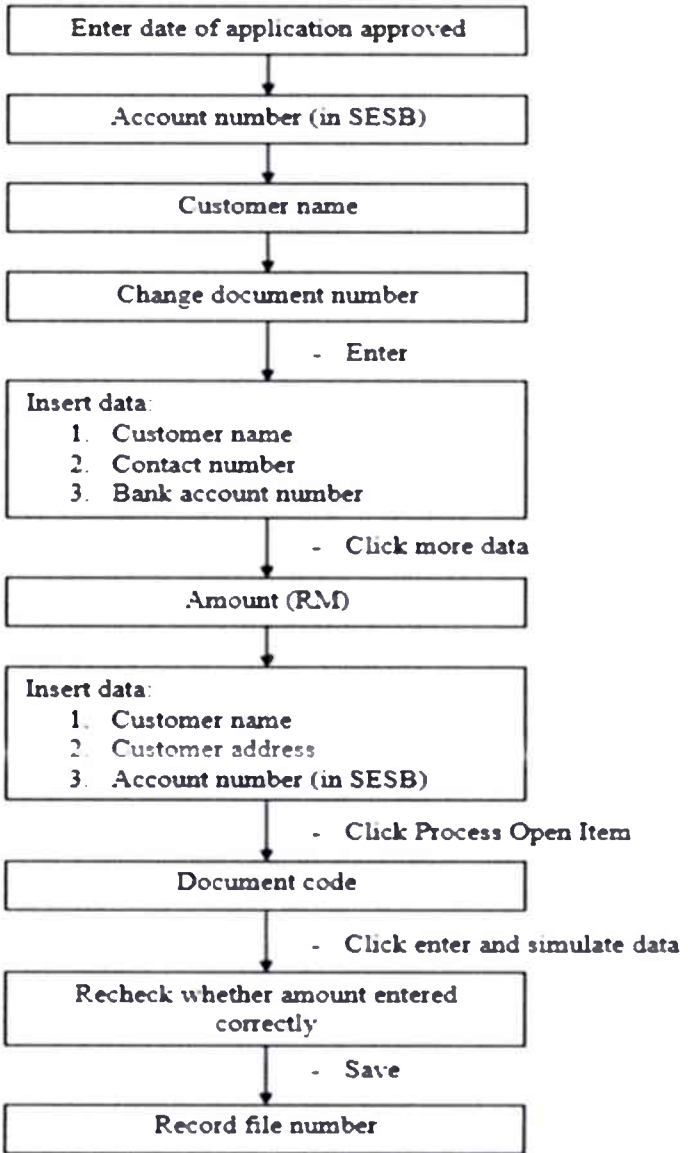
2.2.6 Week 6 (5 March – 9 March 2018)

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| <p>5th of March 2018</p> | <ul style="list-style-type: none"> • Preparing report for documents received from SESB Tambunan: <ol style="list-style-type: none"> 1. Contract of Service • Preparing purchase order documents need to be send to HQ: <ol style="list-style-type: none"> 1. L.A. Electrical Wiring & Maintenance Sdn. Bhd. 2. Able Choice Sdn. Bhd. • Assign by Mrs. Edwina to prepare letters for SESB Keningau vendor. • Assign by Mr. Lennard to prepare issued cheques for staffs from: <ol style="list-style-type: none"> 1. SESB Keningau 2. SESB Tambunan 3. SESB Tenom 4. SESB Hydro Tenom Pangi |
| <p>6th of March 2018</p> | <ul style="list-style-type: none"> • Preparing report for invoices received from vendors. • Preparing report for documents received from SESB Hydro Tenom Pangi (check whether all the documents that have being received are complete) |
| <p>7th of March 2018</p> | <ul style="list-style-type: none"> • Preparing report for documents received from school and villages regarding to electricity disruptions in their place. • Finding and discover what is the solution on how to reverse cheque through SAP system. • Preparing staffs and practical students punched cards for |

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| | <p>month of April and May.</p> |
| 8 th of March 2018 | <ul style="list-style-type: none"> • Preparing documents for purchase order from: <ol style="list-style-type: none"> 1. L.A. Electrical Wiring and Maintenance Sdn. Bhd. 2. Able Choice Sdn. Bhd. • Review and update staff medical from <ol style="list-style-type: none"> 1. Klinik Dr. Chia 2. Permai Polyclinic Keningau • Mr. Norazhlee Bin Juin assigned task to me to prepare list of obsolete meter applicants. This list will be use to assist OPS Usang Project from 12th to 16th of March 2018. • Customer Service – attend customer who want to make their reports. |
| 9 th of March 2018 | <ul style="list-style-type: none"> • Update financial information for SESB Tambunan’s vendors by using excel. • Preparing report for documents and invoices received. • Data processing – posting applicants information into the system for their meter collateral or refund deposit. This is done through SAP system; |



2.2.7 Week 7 (12 March – 16 March 2018)

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|--------------------------------------|---|
| <p>12th of March 2018</p> | <ul style="list-style-type: none"> • Data processing or Financial – posting customers information through SAP system. • Personnel – do filing by arranging staff medical documents from September 2017 to February 2018. |
| <p>13th of March 2018</p> | <ul style="list-style-type: none"> • Data processing - posting applicants information into the system for their meter collateral or refund deposit. This is done through SAP system;  <pre> graph TD A[Enter date of application approved] --> B[Account number (in SESB)] B --> C[Customer name] C --> D[Change document number] D --> E[- Enter] E --> F["Insert data: 1. Customer name 2. Contact number 3. Bank account number"] F --> G[- Click more data] G --> H[Amount (RM)] H --> I["Insert data: 1. Customer name 2. Customer address 3. Account number (in SESB)"] I --> J[- Click Process Open Item] J --> K[Document code] K --> L[- Click enter and simulate data] L --> M[Recheck whether amount entered correctly] M --> N[- Save] N --> O[Record file number] </pre> |

| | |
|--------------------------------|--|
| | <ul style="list-style-type: none"> • Preparing report for documents received from vendors and customers • Customer services – administer counter ethically when the person in-charge is unavailable and attend customers who want to give complaint. |
| 14 th of March 2018 | <ul style="list-style-type: none"> • Mr. Acquinnus assigned me to do posting for Smartpay documents which is regarding to the payment of vehicles fuel. • Data processing – posting invoices from clinics, Telekom Malaysia (TM) and many more to issue cheques . • Preparing report for documents and invoices received from SESB clients and customer. <ol style="list-style-type: none"> 1. The Executive Hotel 2. CIMB 3. Leong Hwa Metal Works 4. Permai Polyclinics Keningau |
| 15 th of March 2018 | <ul style="list-style-type: none"> • Continue posting for Smartpay documents which is regarding to the payment of vehicles fuel. • Mrs. Ivy assigned me to do posting new meter into SAP system. The process that must be followed is as below; |

| | |
|--------------------------------------|---|
| | <div style="text-align: center;"> <pre> graph TD A[Received documents from department of project] --> B[Enter contact account (customer account in SESB system) into SAP] B --> C[Remove or uninstall old meter] C --> D[Install new meter] D --> E[End] </pre> </div> <ul style="list-style-type: none"> • Preparing report for documents and invoices received from SESB Keningau clients, customers and vendors. |
| <p>16th of March 2018</p> | <ul style="list-style-type: none"> • Continue to install new meter through SAP system. • Continue to do posting for applicants who applied for their meter collateral. • Prepare report for document received from SESB Stesyen Janakuasa Hidro Tenom Pangi. • Mrs. Edwina assigned me to prepare a letter to notify customers about electricity disruption due to some activity or project done by SESB Keningau in several locations. • Prepare report for invoices received from vendors. |

2.2.8 Week 8 (19 March – 23 March 2018)

| | |
|--------------------------------------|---|
| <p>19th of March 2018</p> | <ul style="list-style-type: none"> • Mr. Lennard assigned me to prepare issued cheques for SESB Tambunan, SESB Stesyen Janakuasa Hidro Tenom Pangl and SESB Keningau. • Preparing report for documents received from clients and customers. • Preparing report for invoices received from clinics and hotels. • Counter services – assist customer who want to take their refund deposit. |
| <p>20th of March 2018</p> | <ul style="list-style-type: none"> • Prepare report for documents received from customer and clients. • Continue to prepare issued cheques for vendors and customers refund deposit. • Mrs. Edwina assigned me to prepare a letter to book a hotel for SESB Keningau staff because she was in leave. |
| <p>21st of March 2018</p> | <ul style="list-style-type: none"> • Continue to uninstall old meter and install new meter code through SAP system. • Prepare report for invoices received from hotels. • Mr. Acquinus assigned me to do posting for vehicle log book through SAP system. |
| <p>22nd of March 2018</p> | <ul style="list-style-type: none"> • Continue to do data processing or posting vehicle log book through SAP system. • Prepare report for invoices received from vendors such as clinics, hotels and CIMB bank. |

| | |
|--------------------------------|--|
| | <ul style="list-style-type: none"> • Continue to prepare new issued cheques for SESB Keningau, SESB Tambunan, SESB Tenom, vendors and customer refund deposit. |
| 23 rd of March 2018 | <ul style="list-style-type: none"> • Preparing latest vendors issued cheques that need to be bank into their registered bank account. • Customer services – attend customers who want to give reports or complaints towards SESB Keningau electricity services and identify who is the actual person should handle the issue (who are the customer need to refer to). • Continue to uninstall old meter code and install new meter code through SAP system. |

CHAPTER 3

ANALYSIS SCHEDULE

3.1 Introduction

In this chapter, the application of theory or knowledge of several subjects been studied in UiTM will be relate throughout the industrial training was conducted. Meaning to say, in this chapter should reflect the demonstration of practical and theoretical aspects as how the student will relates all the concepts learned in classroom at the work place; and how student transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. The chapter also should be able to demonstrate a reflection of student's personal experience during training.

3.2 Task Analysis

During the practical training, I completed several types of responsibilities which cover the syllabus in my course. As for this chapter I will focus on the syllabus that are related to task given to me during my practical training.

3.2.1 Intermediate Financial Accounting and Reporting (ACC406) and Management Accounting (ACC516)

Financial accounting is a specialized branch of accounting that keeps track of an organisation financial transaction. By using standardize guidelines, the transaction are recorded, summarized and presented in a financial statement and presented in a financial report or financial statement such as income statement or balance sheet.

Financial accounting produced annual reports mainly for stake holders (Deegan, & Rankin, 1997).

Management accounting is different from financial accounting where responsible person generates monthly or weekly reports for an organisation's internal audiences such as department managers and chief executive officer. These report typically shown the amount of available cash, sales revenue generated, amount of orders in hand and state of account payable and account receivable, outstanding debts, raw material and inventory and etcetera (Horngren, Sundem, Stratton, Burgstahler, & Schatzberg, 2002).

As we know financial administration is one of the essential parts in the private sector. Theoretically, as we know private sector is seeking for profit aside from giving service towards their customers. Private sector measures their performance base on how much profit they gained. Financial unit in SESB Keningau produces both annually report and monthly report for the review of their executive.

Closing account is also one of the components in management accounting. Closed account is any account that had being closed out or terminated, either by customer, custodian or counterparty (Trkman, 2010). It is also called as closing journal entities where they are entities made at the end of an accounting and transfer their balances to permanent accounts. During my practical training, I also have experienced on how to handle matters regarding to customer closing account in financial unit. Closing account on SESB Keningau may happen due to customers want to move from their old house to their new home. There is also a situation where customer closed their account because their business suffers from bankruptcy which forces them to close their account. So customer will fill in a form of refund deposit and submitted it to

financial unit, and then at the end of the month SESB Keningau will issue cheques for those applicants.

3.2.2 Organisational Behaviour (ADM 501) and Human Resource Management (ADM551)

Bohlander, and Snell, (2013), defines organisational behaviour as an evaluation of human practices in organisational settings, chemistry between human behaviour and organisation and the organisation itself. Meaning to say, it evaluates the way of people within the organisation act in accordance with organisation system as well. A practice of organisational behaviour (OB) is crucial as human tool for human benefit (Bohlander, & Snell, 2013). Hence, OB is about leadership, job satisfaction and reward management and personal's personality. During my practical training, I realise SESB Keningau practices good leadership which is for sure helping in increasing motivation for the employees to work harder and efficiently and effectively. In addition, I also learned that such a conducive and safe workplace is vital in ensuring warm work environment.

Meanwhile human resource management (HRM) define as to achieve the goals of individual, organisational and social by planning, organising, guiding controlling of procurement, development, compensation, incoperation, maintenance and segregation of human resources (Filippo, n.d). Meaning to say, it involves planning personnel needs, employing the right people for the job, conduct orientation and training, administer wages and salaries, and etcetera. During my practical training, there are several tasks that have being exposed to me regarding to HRM which were very helpful. Where, I have being assigned to handle managers and employees medical documents by using filing system and SAP system. Besides, I also have the chances to

handle organisational personnel leave entitlement documents, managing their punched cards and updating documents for practical students in SESB Keningau.

3.2.3 Ethics in Administration (ADS452)

Ethics can be defined as the definition of moral conduct. Furthermore, ethics also important in administration for good business conduct. Ethics also can provide accountability between the public and the organisation. Adhering to code of conduct may help to ensure public received what it needs in a fair manner. It also gives the organisation administration guidelines for integrity before, during and after their operations. That integrity may help to develop trust between the customer and the organisation. By creating this environment of trust, the administration helps the public to understand that they are working with their best interest in mind.

Additionally, when ethics become one of the cultures in an organisation it can help to get things done in time and informative communication between the manager and the employees. This kind of transparency will build trust between the employees and can prevent from any potential issues to happen in the future, when information is disclose from outside sources. Communication is also important so that all employees get involved so that they all can work together towards achieving common goal. Good communication ensures the employees can get engage with their managers on important issues. This will simultaneously help delivering services towards customers become more effective and efficient.

During the first report duty in the organisation, the supervisor had laid down several guidelines that needed to be followed during the time in the organisation which includes the dress code, attitude and behaviour as well as integrity morale in performing every task that were given to me. The supervisor also advice me to handle

every given task with high ethical conduct in order to avoid any issue that might happen especially in dealing with the customers financial documents, applications and etcetera. Respecting the managers and employees also had being emphasized by my supervisor as this is essential to show a person's attitude to the senior employees in the working place. Handling customer behaviours ethically had also being highlighted by my supervisor as customer is their priority in delivering electricity services.

3.2.4 Management Information System (CSC408)

A management information system is a system that allows an organisation to run efficiently by providing the relevant information the company needs. Nowadays, management information system use specialized software that runs on a computer. A management information system is usually targeted at economic aspects of running a company, while an executive information system is usually designed for managing staff.

Management information system here also refers to the processing of information through computer and other intelligent devices to manage and support managerial decisions of the organisation. The concept may include system termed transaction processing system, decision support system, or executive information system. The term uses in the academic study of businesses and has connections with other areas, such as information system, information technology, informatics, e-commerce and computer science; as a result, the term is used interchangeably with some of these fresh cut areas.

In the office, I was given chances to go online and access through organisation SAP system. There were several tasks given to me that need me to do posting key in SAP. They are posting personnel medical expenses. This is done to keep record of the staff

health and for future use, which will facilitate HQ to help pay for their medical expenses. Next I also have being assigned to do posting key in for employee monthly wages. From financial unit, I also learn on how to update payment run for inactive accounts, posting invoices (example: clinics invoices, hotel invoices, water invoice and stationary invoices) to the system, posting key in customer who applied for closing account or who applied for their meter collateral and posting travel claim of the manager and employee through SAP system.

3.2.5 Total Quality Management (ADM510)

The concept of quality is not new anymore, it always being part of any organisation. Crosby (1979) defined quality as conformance to requirements. Meanwhile Goetsch and Davis (2010) says that, quality is a dynamic state which related with products, services, people, processes and environments which fulfil one's desires. They also mentioned that by meeting customer's expectations can develop greater value of their services towards their customers. Meaning to say, quality management ensure the product or service delivery provided by an organisation happens on time, at significant cost and to the right spec.

There are seven principles listed in quality management and they are known as customer focus, leadership focus, engagement of people, process approach, continuous improvement, evidence-based decision-making and relationship management. A better guaranteed quality should have its own benchmarks to make certain the organization is able to identify their own discipline.

I learned that SESB Keningau practices Occupational Safety and Health Act of 1994 (OSHA 1994) in which their make sure the security of estate facilities and equipment. For example, SESB Keningau, especially at the warehouse and also field area, there

are existence design of dangerous or hazardous machinery and electrical equipment. It is to ensure the design are ratified and meet the standards been executed.

CHAPTER 4

RECOMMENDATIONS

4.1 Introduction

This chapter will be discussing on the strength and weaknesses of the task that have been given by the organisation to me. Further, in this chapter there will be some recommendation and solution that can help in giving improvement of this organisation.

4.2 Strengths or Merits

Good strength or merits that are owned by an organisation will not only give benefits towards the whole organisation but also lead to good impressions by the customers at foremost. By having their own strengths, SESB Keningau will able to identify their own uniqueness that makes their organisation different than others, especially toward the same company that producing same services.

4.2.1 High Motivation and Dedication

Strength on task assign during practical training is the existence of high motivation on each of the employees in SESB Keningau. I felt very motivated to finished task given to me. I realise that mostly individual in this organisation are looking forward to goal attainment that will satisfy their experience, so that state of equilibrium will be restored. Therefore, goal accomplishment results in the modification of individual' inner state.

While doing my internship my core strength is my goal setting. I must have my own goal in conducting any of tasks given to me such as posting key-in customers

information into SAP system. This task requires me to be patient and feel motivated to finish it up, because I am dealing with ample information which needs to be extracted into the system and it might take some time. Goals are important to me as well as the employees in this organisation. This is because with goals employees know what their vision and mission that need to be completed in order to achieve that goal. When an employee is highly motivated they will simultaneously give dedication towards responsibilities and tasks given to them effectively and efficiently. Meaning to say they will give their best in performing their work. In contrast, employees who without any goal will be having a lack of motivation in conducting their work. As a result their productivity level may be substandard or poor. Hence, when I am having unattained goals, I tend to feel motivated in looking forward for the fulfilment of those goals.

Feedback is an example of goals' important attributes. Receiving progressive feedback can help an employee to work in a motivating atmosphere. What I have learned is that employees' strengths shine when they receive regular feedback regularly. Especially individuals which require a high need of achievement tend to be highly motivated as compared to those employees who received minimal feedbacks. This shows that, when I am done with posting key-in information through the SAP system my supervisor gives us the best feedback. If there are any mistakes shown after tabulating the keyed-in data he teaches me on how to reverse the data and make corrections on wrongly keyed-in data patiently. He adds, employees' performance should be evaluated and feedback should be given every time they do their work. This is to ensure the quality of their work is great and sustained. The received feedback makes me feel more motivated to look forward for another task given to me. Hence, effective

feedback from supervisor is one of the characteristics to produce quality service towards the organisation customers in the future.

4.2.2 Highly Emphasizing on Database System

This strength can be seen whereby mostly all the data in SESB Keningau are stored in SESB database system which is SAP system. It helps the entire SESB branches in Sabah to access to it and monitories by the SESB HQ. By doing this it can save lot of time and reduces data redundancy compared to filing system. Filing system can cause data redundancy, and after some appropriate time the old files may be discarded. Files are being discarded so that the organisation has sufficient spaces to store new files in the files storage. When files are being discarded it can lead to data losses, where the employees may experience hard time to review on any cases that is obsolete when customer come and raise issue such as electrical bills from the past 10 years or cases regarding to customer's electric meter collateral or refund deposits that have not being claimed. Hence, by emphasizing database system in an organisation can benefits them in term of low data redundancy and minimization of data losses due to discarded files.

Furthermore, SAP system make it convenient for the staffs when some of them having their meetings or courses in other SESB branches they can always get access towards their SAP system account to do their official tasks. They do not have to bring many files to that particular place just to fulfil their responsibilities as employee. Such as, reviewing posted key-in data in the system. Hence, database system helps employees to be effective and efficient in completing their tasks.

4.3 Weaknesses or Demerits

When there is existence of the good strength or merits of something in an organisation there will be also having weaknesses or bad side of course. Nevertheless, sometimes weaknesses can be taking into account to let us know what are the mistakes that we have done in order for us to improve ourselves in the future.

4.3.1 Lack of Access to Company System

To get access to the SAP system it must be registered computer under SESB ICT management first. The issue happen when not all of the computers in SESB can get access to SAP system. Only certain computers and certain people can get access to the system. Such as leaders in the financial unit, human resource unit, automotive unit, customer service unit and project unit. Not everyone can have the access to the system only certain appointed persons can get the access through it. Besides, one account in SAP system can only be accessed through one person only. This may takes time for the employees to done their work due to this problem. They cannot gather people and do one pile of task which requires helps from the other employees.

I experienced this issue when I have being assigned a task with my partner (practical student from Polytechnic Kota Kinabalu,Sabah). The task required us to do posting key-in data through the SAP system. But unfortunately, only one computer can get access through the SAP system in the financial unit during that time. It burdened us, and we cannot finish our works just in one day due to this raising issue. We, have to take turn to finish task that have being assigned to us.

Therefore, it was advisable for the organisation to not only depending on the system to get things done. In order to avoid wastage of time as example, the organisation

should take consideration to invent or implement another ways instead too depending onto the existed system. Plus, it was preferable if the company itself ponder to increase the user account so that employee can get help from the other employee in together completing a huge task assigned to them such as dealing with pile of customer documents that need to be key-in into the system.

4.3.2 Limited and Unstructured Tasks for Practical Student

As far as some concern private organisation is a closed company. They do not easily revealed their information towards the outsiders especially regarding to critical issues such as cases that may includes safety of their employees in doing their field works and many more. During my practical training at the SESB Keningau, I was only given the same tasks time after time. Besides the tasks that are given to me are not pretty challenging or complicated, which refrain trainee to experience new challenging tasks.

The purpose of practical training is to gain the knowledge that related to the syllabus that have being learned in the studies and to feel the real work station. Hence as organisation selected as the place for internship, the person in charge should know their responsibility to know that practical student should get suitable task related to their courses and studies. Although the task that being given to me consider as good but the training that given to me were unstructured. They just assigned tasks to me when they felt that they need help in completing their tasks. Furthermore, they need to have a deeply understanding on the course so that they can match which task that are very suitable for the trainee to do.

CHAPTER 5

CONCLUSION

5.1 Introduction

Under this chapter it will consist of five sub topics in where covered on the Section 5.2 until Section 5.6. All of these sub topics will conclude every chapter of this report.

5.2 Chapter 1 (Introduction of the Organisation)

In this chapter, I am able to clarify the background of the organisation; Sabah Electricity Sdn. Bhd. (SESB) Keningau. Besides, I also explained the vision, mission, core activities and values upholds by SESB Keningau as a whole. By having the information of this organisation, it helped me to identify about the background of the organisation itself and define my tasks.

5.3 Chapter 2 (Schedule of Practical Training)

This chapter discuss about the daily activities that I have being going through for eight weeks. The summary of my daily jobs as reflected of my practical logbook in listed in the table form. In the logbook, I have listed my entire tasks that I have done, where it help me to know how well I performed while having my practical session in SESB Keningau.

5.4 Chapter 3 (Analysis)

For chapter three, the application theory or knowledge of several subjects been studied in UiTM will be related in throughout the industrial training was conducted. In this chapter, I am able to reflect the demonstration of practical and theoretical

aspects as how the student will relate all the concepts learned in classroom at work place, and how student transforms knowledge gained in workplace to reinforce understanding on concepts learned in classroom.

5.5 Chapter 4 (Recommendation)

This is where I have explained and discuss on the strength and weaknesses of tasks given to me during my practical training session. Furthermore, there are some recommendations suggested by trainee itself in helping organisation to improvise their functions much better.

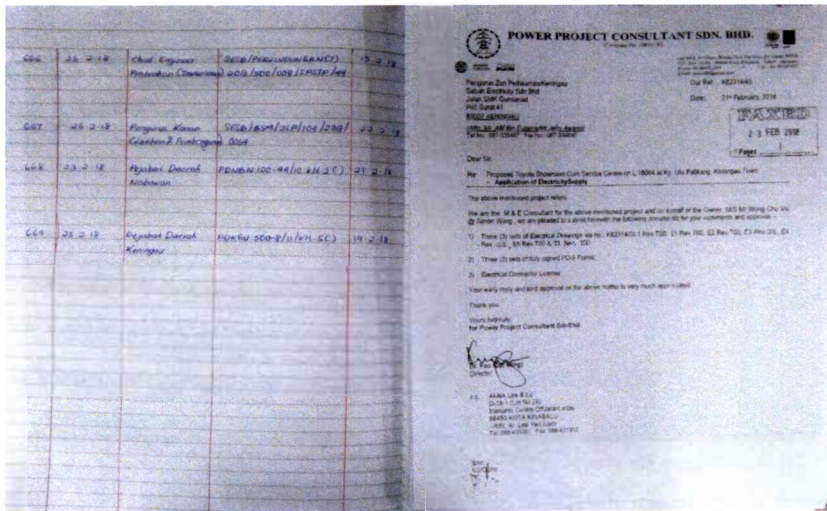
5.6 Chapter 5 (Conclusion)

Overall, I can conclude that industrial training are essential for a students during their learning process. This is because by undergo practical training, students able to enhance their skills and capabilities. Further, they are able to experience new knowledge and adapt themselves in the real working world.

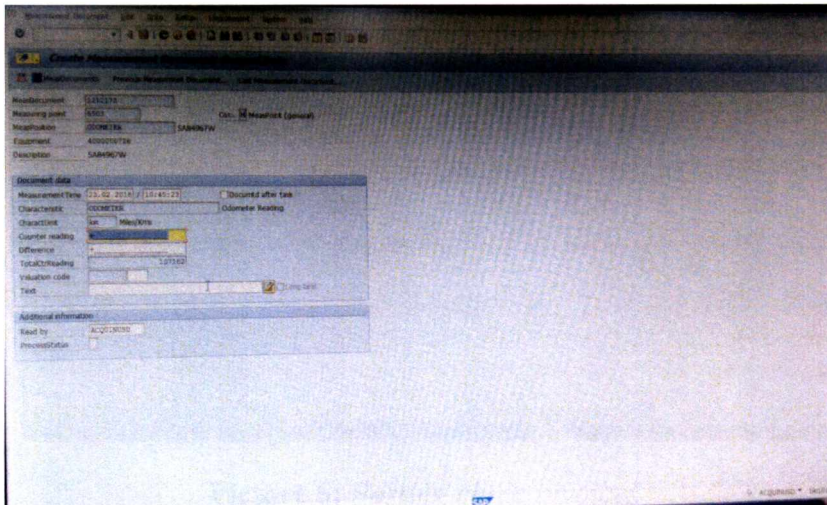
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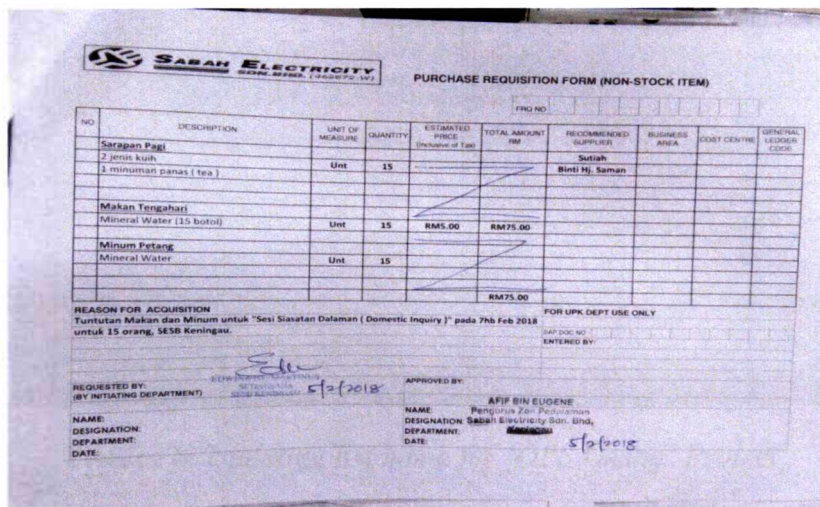
APPENIXES



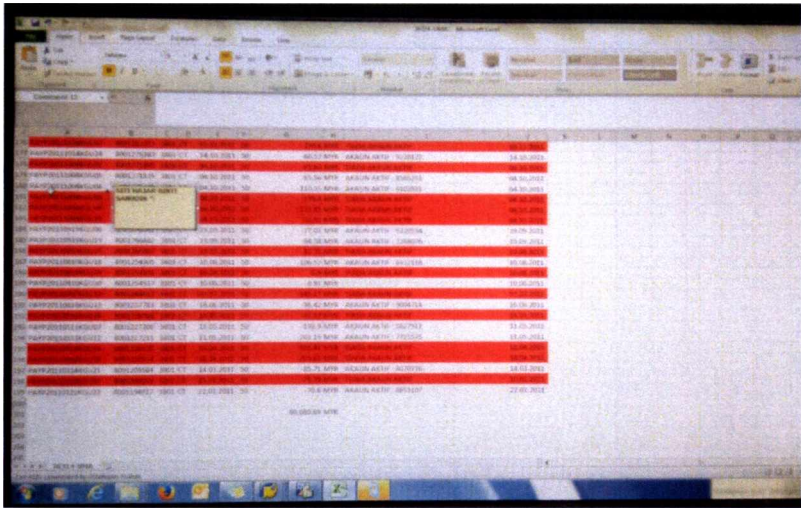
Picture 1: Preparing report for document received



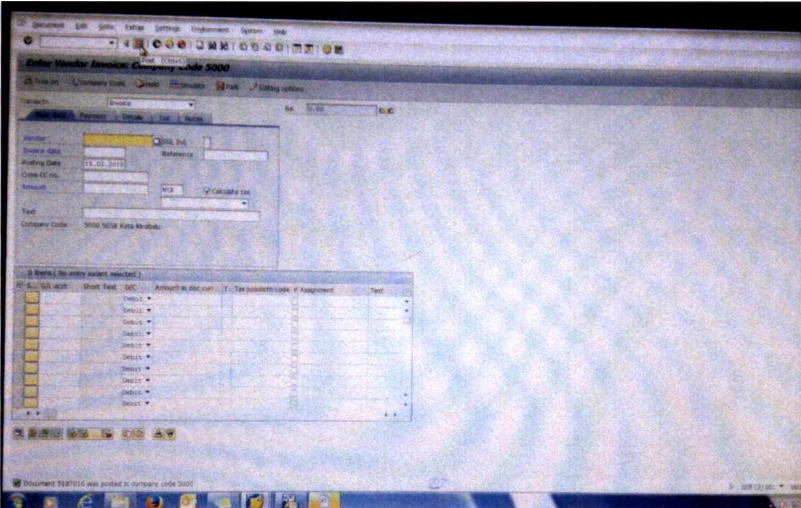
Picture 2: Posting for vehicles millage



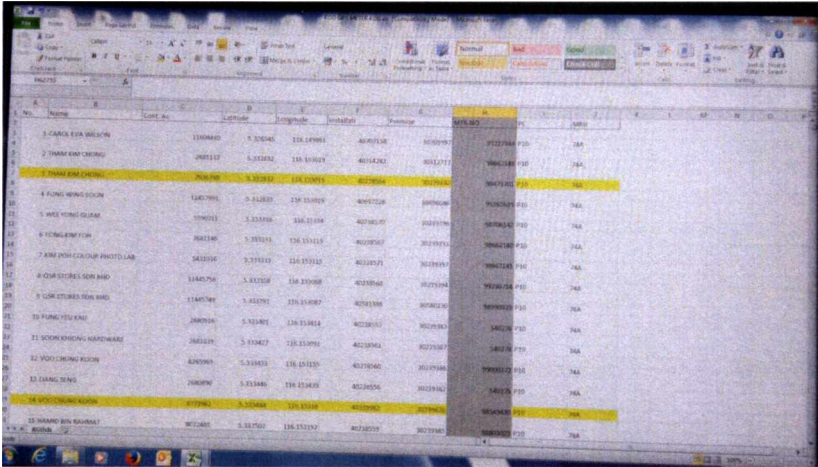
Picture 3: Prepare a complete Purchase Requisition Form



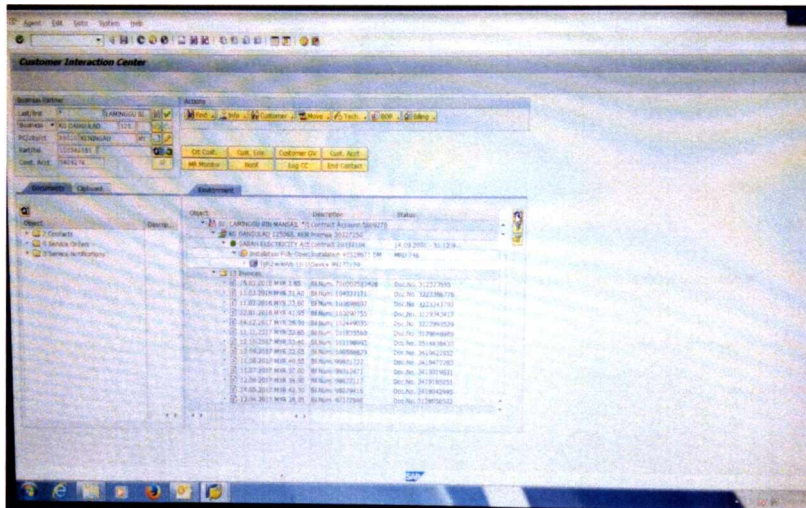
Picture 4: Cheque engagement



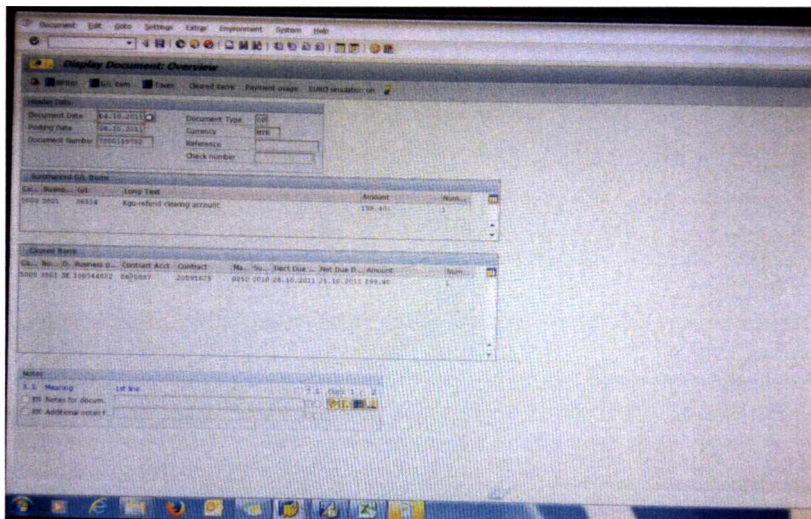
Picture 5: Posting clinic invoices



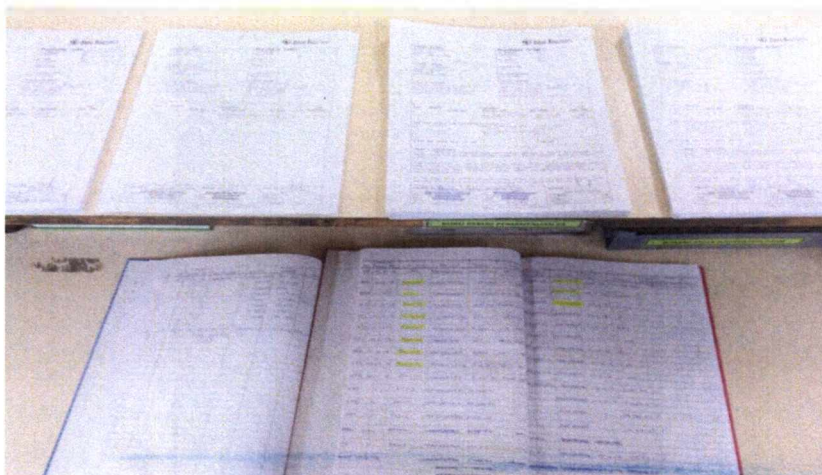
Picture 6: Updating list name for 'OPS Usang' Project



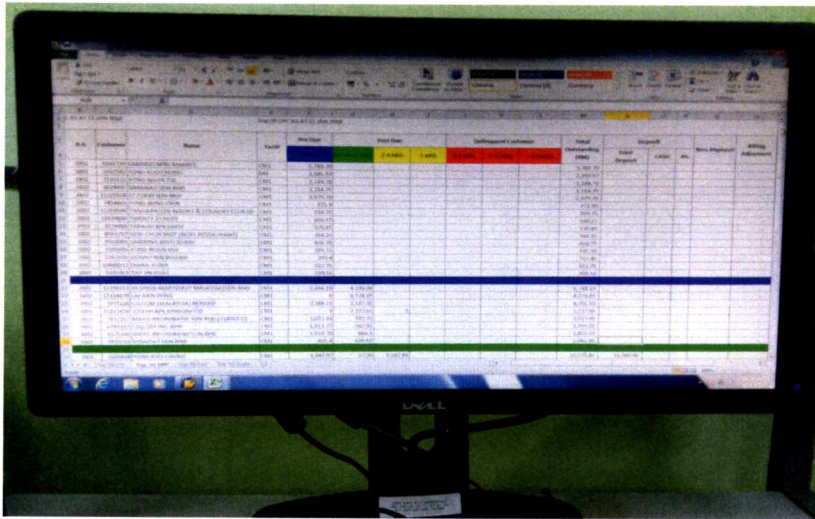
Picture 7: Installing new meter through SAP system



Picture 8: Cheque clearance



Picture 9: Preparing Purchase Order Documents



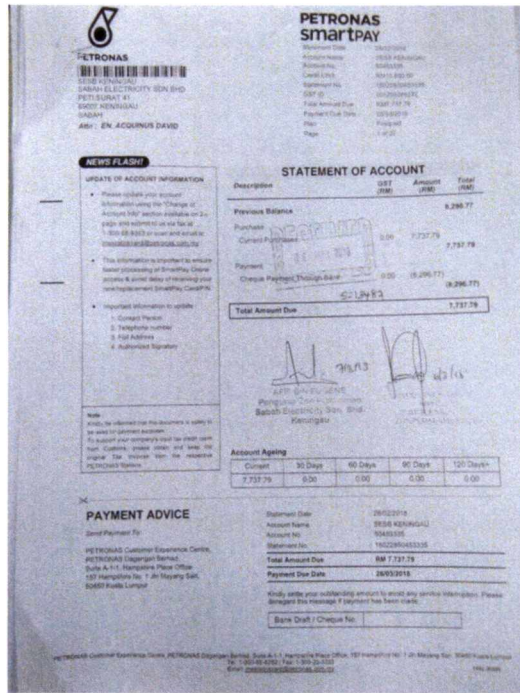
Picture 10: Updating SESB Tenom's financial record



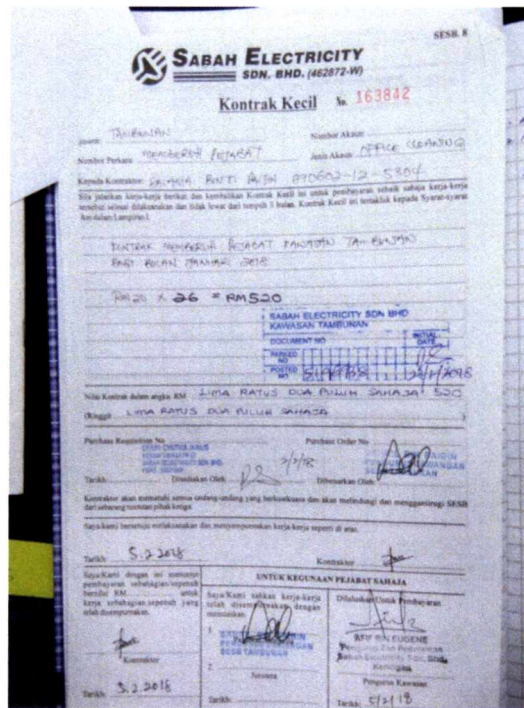
Picture 11: Issued cheques for SESB Keningau staff and customers

| No | Nama | ID No | Tgl | Jumlah | Uraian | Total (RM) |
|----|---------------------|-------|----------|--------|---|-----------------|
| 1 | Mardiana Bin Yusoff | 18761 | 22/02/18 | 100.00 | Adanya Chua Bin, untuk keperluan (untuk perjalanan) | 100.00 |
| 2 | Geoffrey Bin Yusoff | 18880 | 23/02/18 | 450.00 | Baru di Kanan Bin Keningau (Chua) | 450.00 |
| 3 | Rafiq Bin Yusoff | 18823 | 23/02/18 | 50.00 | Franklin Edan (Franklin) (untuk makan) | 50.00 |
| 4 | Franklin Bin Yusoff | 18822 | 23/02/18 | 60.00 | Franklin Yusoff (Franklin) (untuk makan) | 60.00 |
| 5 | Franklin Bin Yusoff | 18821 | 23/02/18 | 270.00 | Franklin Yusoff (Franklin) (untuk makan) | 270.00 |
| 6 | Franklin Bin Yusoff | 18820 | 23/02/18 | 270.00 | Franklin Yusoff (Franklin) (untuk makan) | 270.00 |
| 7 | Franklin Bin Yusoff | 18819 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 8 | Franklin Bin Yusoff | 18818 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 9 | Franklin Bin Yusoff | 18817 | 23/02/18 | 40.00 | Franklin Yusoff (Franklin) (untuk makan) | 40.00 |
| 10 | Franklin Bin Yusoff | 18816 | 23/02/18 | 50.00 | Franklin Yusoff (Franklin) (untuk makan) | 50.00 |
| 11 | Franklin Bin Yusoff | 18815 | 23/02/18 | 90.00 | Franklin Yusoff (Franklin) (untuk makan) | 90.00 |
| 12 | Franklin Bin Yusoff | 18814 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 13 | Franklin Bin Yusoff | 18813 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 14 | Franklin Bin Yusoff | 18812 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 15 | Franklin Bin Yusoff | 18811 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 16 | Franklin Bin Yusoff | 18810 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 17 | Franklin Bin Yusoff | 18809 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 18 | Franklin Bin Yusoff | 18808 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 19 | Franklin Bin Yusoff | 18807 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 20 | Franklin Bin Yusoff | 18806 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 21 | Franklin Bin Yusoff | 18805 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 22 | Franklin Bin Yusoff | 18804 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 23 | Franklin Bin Yusoff | 18803 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 24 | Franklin Bin Yusoff | 18802 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| 25 | Franklin Bin Yusoff | 18801 | 23/02/18 | 100.00 | Franklin Yusoff (Franklin) (untuk makan) | 100.00 |
| | | | | | Total (RM) | 3,000.00 |

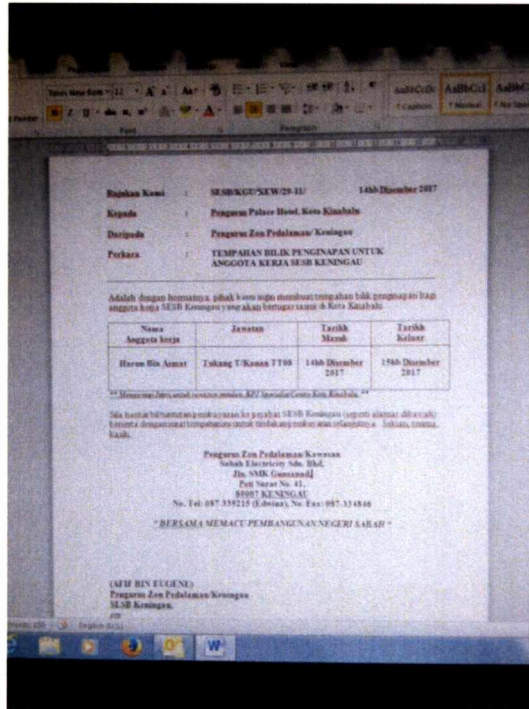
Picture 12: SESB Keningau staff's medical expenses documents



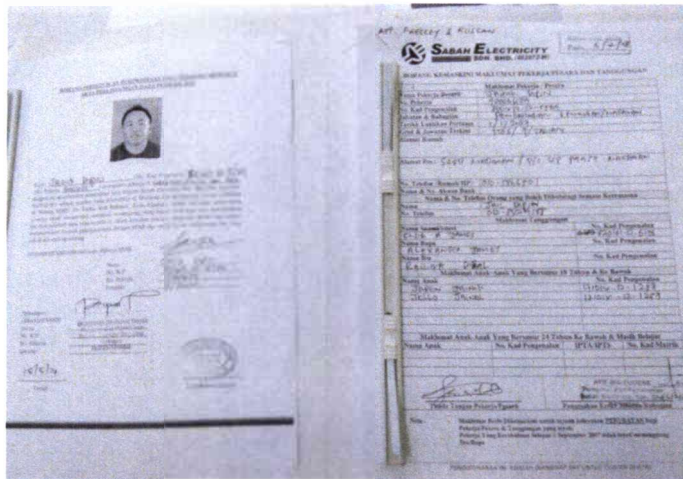
Picture 13: Petronas Smartpay document



Picture 14: Approved job application form



Picture 15: Staff hotel booking document



Picture 16: Staff personal documents

SABAH ELECTRICITY
SABAH POWER CORPORATION

TIME SHEET KERTAS KIRAN KERJA LEMBU MASA
KAWASAN ZON PEDALAMAN KEMINGGAU

Nama Pemohon: FABRICAN BIN AKRAM
No. Perkhidmatan: 100221
Bulan: APRIL 2017
Jumlah Bilik: 11 Bilik
No. K.P: 100221-12-5169

| No. | Bilik | Waktu Berapa Lelah Bilik | | Jumlah Bilik Lelah Bilik Yang Dibunkan | | | | | | Jumlah Bilik Lelah Masa |
|-----|-------|--------------------------|--------|--|---------|---------|---------|---------|---------|-------------------------|
| | | Masi Bekerja | T.Masi | 1 Bilik | 2 Bilik | 3 Bilik | 4 Bilik | 5 Bilik | 6 Bilik | |
| 1 | 100 | 1.5 | 1.35 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 2 | 101 | 1.5 | 1.35 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 3 | 102 | 1.5 | 1.35 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 4 | 103 | 1.5 | 1.35 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 5 | 104 | 1.5 | 1.35 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 6 | 105 | 1.5 | 1.35 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 7 | 106 | 1.5 | 1.35 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 8 | 107 | 1.5 | 1.35 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 9 | 108 | 1.5 | 1.35 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 10 | 109 | 1.5 | 1.35 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 11 | 110 | 1.5 | 1.35 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

APRIL 2017

APRIL 2017

Picture 17: Staff Time Sheet

| Pemata Perjalanan | | | | | | Pemata Perjalanan | | | |
|-------------------|-------------|------------|--------|---------|------------|-------------------|------------|--------|--------|
| Tarikh | Masa Keluar | Masa Masuk | Jarak | Mile/Km | Perjalanan | Masa Keluar | Masa Masuk | Tempat | Tempat |
| 7-3-15 | 08:00 | 10:00 | 111355 | 111455 | 100 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 111555 | 100 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 111655 | 100 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 111705 | 100 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 111825 | 50 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 111825 | 50 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 111885 | 50 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 111945 | 50 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 112005 | 50 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 112015 | 50 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 112015 | 50 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 112015 | 50 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 112015 | 50 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 112015 | 50 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 112015 | 50 | | | | |
| 7-3-15 | 08:00 | 10:00 | 111355 | 112015 | 50 | | | | |

Disahkan oleh Pejabat berkuatkuasa bagi tiap-tiap Bilik Pemegang Kertas Kiran Kerja

Picture 18: Vehicle Log Book

Rujukan Kami: SESB/KGU/AD/HR/200(10)18/

Tarikh: 23hb Mac 2018

Wakil Fakulti (Latihan Industri AM228)
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Samarahan 2
94300 Kota Samarahan
SARAWAK

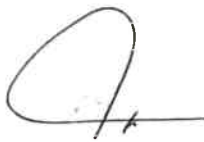
Tuan,

PENGESAHAN TAMAT LATIHAN INDUSTRI

NAMA PELAJAR : SYLVIANIE DOMINIC
NO. PELAJAR : 2015442564
KURSUS : IJAZAH SARJANA MUDA SAINS PENTADBIRAN
AWAM (AM228)
TEMPOH LATIHAN : 29hb Januari hingga 23hb Mac 2018

Merujuk kepada perkara di atas, sukacita dimaklumkan bahawa pelajar berkenaan telah menamatkan latihan industri di syarikat kami dengan jayanya.

Sekian, terima kasih.



Tandatangan Pegawai :

Nama Pegawai :Lennard Molvin Alson.....

Ekskuff Kewangan
Zon Pedalaman / Keningau
Sabah Electricity Sdn. Bhd.

Jawatan :

Tarikh :23/3/2018.....