

**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES**



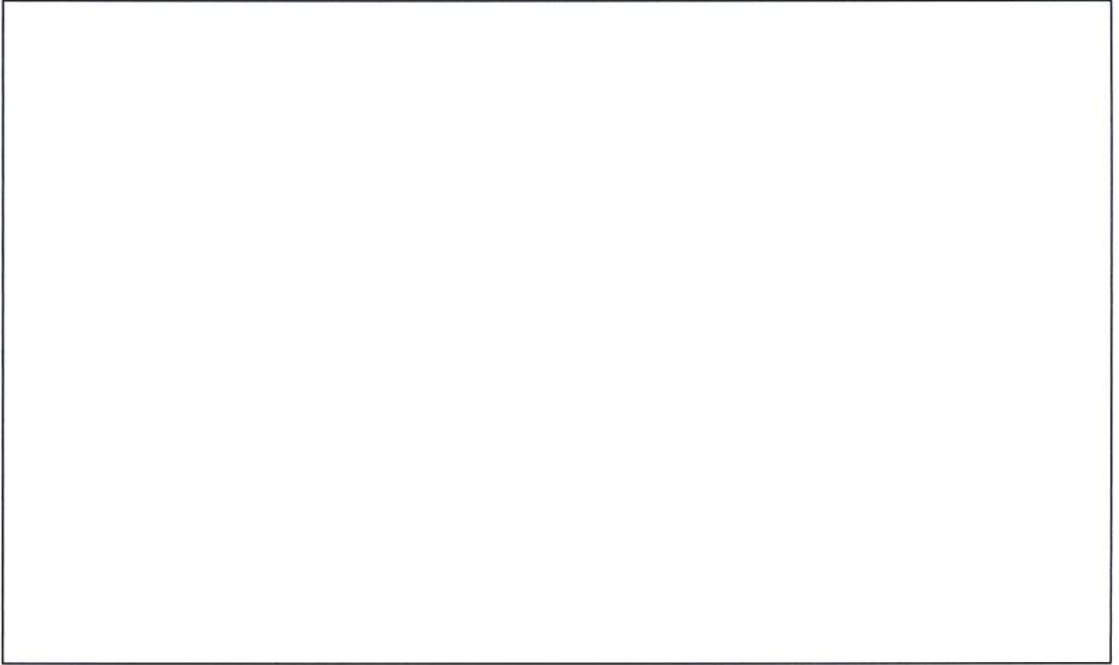
**AM228  
BACHELOR OF ADMINISTRATIVE SCIENCE (Hons)**

**PRACTICAL TRAINING REPORT  
SARAWAK ENERGY BERHAD**

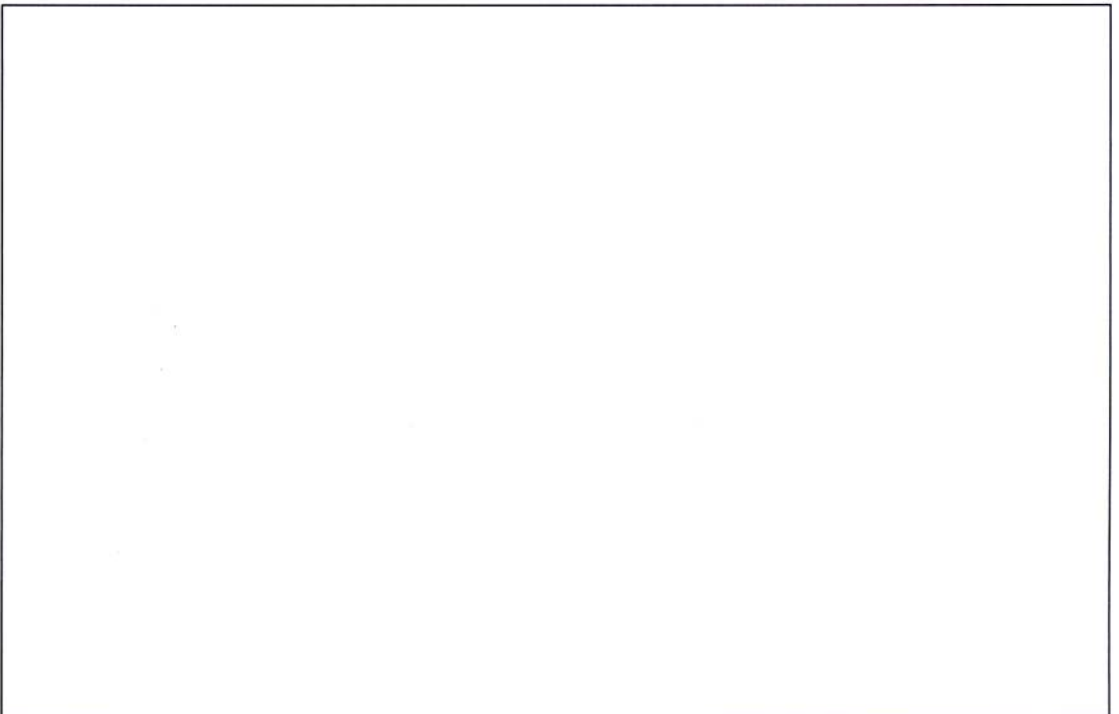
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**Supervisor's comment**

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I have reviewed the final and practical training report and approve the submission of this report for evaluation.

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## THE DECLARATION

### Declaration

I hereby declare that the work contained in this research proposal is original and my own except those duly identified and recognised. If I am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

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Wan Nur Amirah binti Wan Hady

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## CHAPTER 1

### INTRODUCTION TO SARAWAK ENERGY BERHAD (SEB)

#### 1.0 Introduction

In this chapter I will discuss about the basic background of Sarawak Energy Berhad, vision, mission as well as will explain more about the logo of Sarawak Energy Berhad. Besides that, I also will show or present the organizational chart of the organization and value that has been implemented in Sarawak Energy Berhad.

#### 1.1 Basic background of Sarawak Energy Berhad



Figure 1.1 Head Quarters of Sarawak Energy

On 1932, Sarawak Energy started with the formation of Sarawak Electricity Supply Company Limited in Brooke Administration era to operate public electricity supply within Sarawak. Prior to that, in 1921 a Electrical Section within the Public Works Department was set up to look after the public electricity supply.

In 1962, under the Sarawak Electricity Supply Corporation Ordinance 1962, the Sarawak Electricity Co. Ltd. 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.

Sarawak Energy Berhad formerly known as Sarawak Electricity Supply Corporation (SESCO) was privatized on 1<sup>st</sup> July 2005. On 2012 it has been re branded as Sarawak Energy Berhad. It is owned by Sarawak Enterprise Corporation Berhad (SECB) and responsible for the generation, transmission, and distribution of electricity in the State of Sarawak in Malaysia.

Sarawak Energy is an integrated energy utility which means SEB generate, transmit, distribute and retail electricity around Sarawak. Even though SEB act providing a reliable and efficient supply to their domestic and commercial customers, they also increasingly involved in the development of new hydropower, coal, gas and transmission projects related to the Sarawak Corridor of Renewable Energy (SCORE).

Sarawak Energy currently operate a 210MW coal-fired steam-turbine power plant located at Kampung Geobilt, Kuching as well as a 330MW gas-fired open cycle power plant in Tanjung Kidurong, Bintulu. Besides that, Sarawak Energy also

operates a coal-fired power station in Matadeng, Mukah with a total capacity of 270MW (135MW X 2 units).

## **1.2 Organization Vision and Mission**

Vision and Mission is the important element for all organization. Within these elements the organization can plan their strategy in order to achieve their target and help to improve organization performance.

### **1.2.1 Vision**

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

### **1.2.2 Mission**

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

- Set and achieve high ethical and corporate standards that are a source of pride for our employees, customers and owners.
- Develop our people, leadership and teamwork to build an agile, open, corporate, and customer focused culture that responds to challenges and the need for change with innovation and cooperation.
- Harness and utilise natural resources in a sustainable and responsible way.
- Achieve operational excellence through a commitment to continual improvement and best practices.

### 1.3 Logo of SEB



**Figure 1.2: Sarawak Energy logo**

All elements in this logo have its own meaning. The blue wave in the middle represents the mighty rivers of Sarawak which is the source of hydropower. While, the green wave symbolises the forest and the natural environment, drawing energy from the sun.

The blue and green waves were putting together because to show that SEB providing clean and renewable energy to the Sarawak. Besides that, it also represents sustaining life and growth for Sarawak and its people.

As showed in the logo, all the words are using lower case letters. The use of lower case letters in the name of Sarawak Energy is the signal openness and humility towards their customers and community.

1.4 Organization chart of SEB

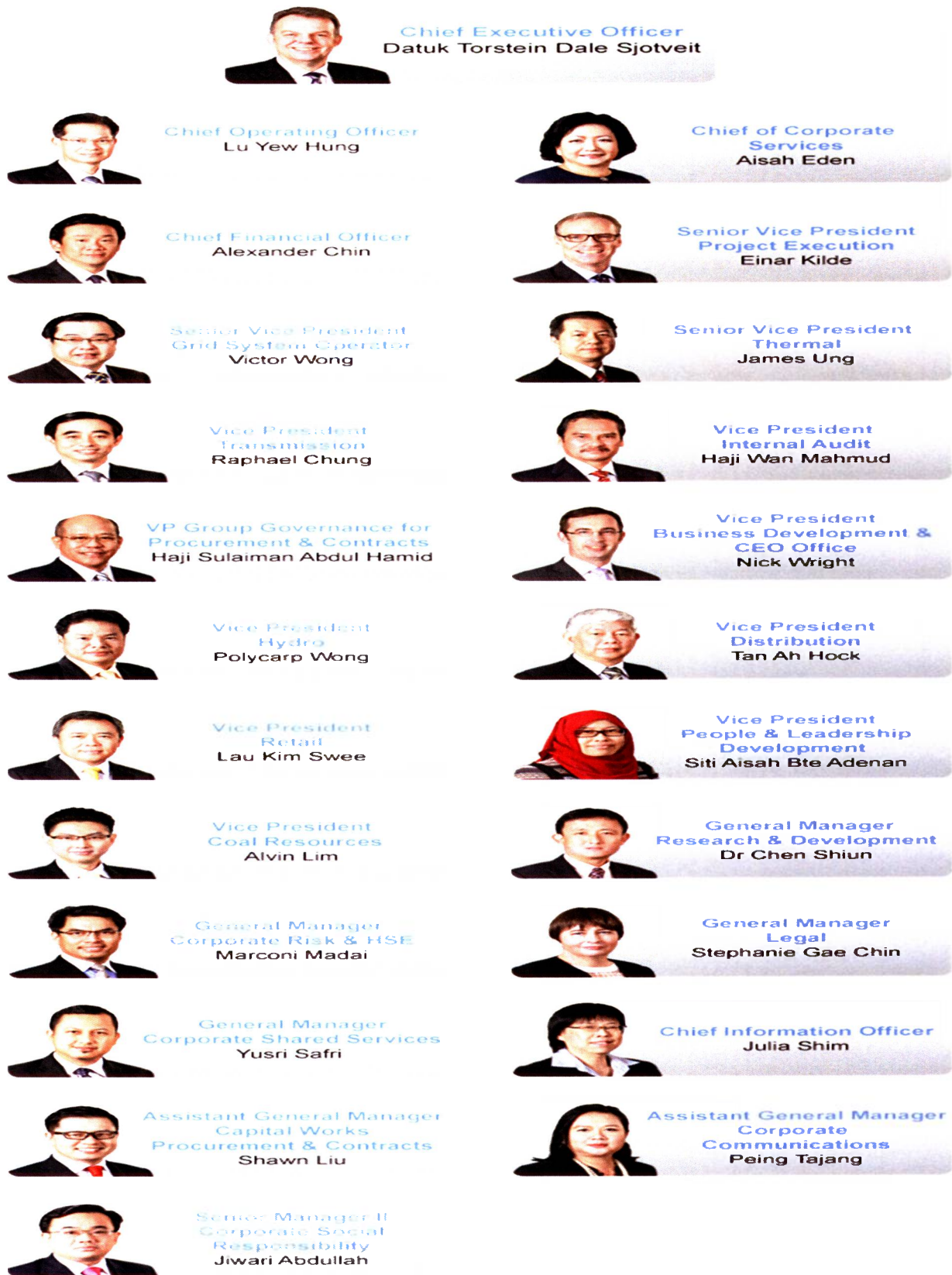


Figure 1.3 Sarawak Energy Management Team

## 1.5 Values

According to business dictionary, values define as Important and lasting beliefs or ideals shared by the members of a culture about what is good or bad and desirable or undesirable. Values have major influence on a person's behaviour and attitude and serve as broad guidelines in all situations. Some common business values are fairness, innovation and community involvement. Values in SEB referring to the work ethics that staff apply in their work task. There are five values in SEB:

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

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

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

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

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



## **CHAPTER 2**

### **SCHEDULE OF PRACTICAL TRAINING**

#### **2.0 Introduction**

I undergo my practical training at SEB for 6 weeks. I was assigned to Corporate Administration Department. I was assigned at Despatch Centre section for whole period.

#### **2.1 Summary Schedule of Practical Training**

First day of my practical training is started on 20 January 2015 where I reported myself at SESCO Training Centre at Jalan Belian, Pending. I met Mr. James Lipin Abdullah who is Penyelaras Latihan at SESCO. He gave short briefing about Sarawak Energy and what the do's and don'ts during practical training period. After that, I was sent by Mr. James to Sarawak Energy headquarters which is SEB at The Isthmus. I have been attached to Corporate Administration Department. I was introduced to Miss Maslina, Executive Corporate Administration who is my supervisor for the whole period of practical training at SEB. She then brought me to meet the manager of Corporate Administration Department to acquire some information's about the department. I also did ice breaking session with the other staffs.

### 2.1.1 First Week

Date	Task
21/01/15 - 23/01/15	<p><u>Sent to Despatch Centre</u></p> <p><u>Hand over the document</u></p> <ul style="list-style-type: none"> <li>• Hand the documents and letters that received from previous day to the staff.</li> </ul> <p><u>Receive the document</u></p> <ul style="list-style-type: none"> <li>• Receive the document and letter from PosLaju or other companies and stamp it for acknowledgment.</li> </ul> <p><u>Packing document</u></p> <ul style="list-style-type: none"> <li>• Packed the document in envelope for courier service delivery and record the information in courier service form.</li> </ul> <p><u>Key in data in Microsoft Office Excel</u></p> <ul style="list-style-type: none"> <li>• Record courier service mail information based on its sender, receiver, reference number and subject.</li> <li>• Record hand delivery mail information based on its sender, receiver, and date.</li> </ul> <p><u>Sorting mail</u></p> <ul style="list-style-type: none"> <li>• Sorted incoming mail that received.</li> <li>• Official letter were put in pigeonhole and personal parcels recorded in incoming delivery record book based on its sender, receiver, and tracking number.</li> </ul>

### 2.1.2 Second Week

Date	Task
26 January- 30 January 2015	<p><u>Receive the document</u></p> <ul style="list-style-type: none"> <li>Receive the document from the staff and filled hand delivery form before the document been send by the office boy.</li> </ul> <p><u>Hand over the parcels</u></p> <ul style="list-style-type: none"> <li>Hand the personal parcels to the staff and asked them to acknowledge after receive the parcel.</li> </ul> <p><u>Packing document</u></p> <ul style="list-style-type: none"> <li>Received and packed the document in envelope for courier service delivery and record the information in courier service form.</li> </ul> <p><u>Record data</u></p> <ul style="list-style-type: none"> <li>Record personal incoming delivery in record book based on its sender, consignment number, and receiver.</li> </ul> <p><u>Sorting form</u></p> <ul style="list-style-type: none"> <li>Sorted request for courier service form with its consignment form after the parcel collect by Nationwide express courier service staff.</li> </ul> <p><u>Key in data in Microsoft Office Excel</u></p> <ul style="list-style-type: none"> <li>Record courier service mail information based on its sender, receiver, reference number and subject.</li> </ul> <p><u>Receive phone call</u></p> <ul style="list-style-type: none"> <li>Answered the phone call when the staff were busy and not available.</li> </ul>

### 2.1.3 Third Week

Date	Task
2 February – 6 February 2015	<p><u>Sorting form</u></p> <ul style="list-style-type: none"> <li>Sorted request for courier service form with its consignment form after the parcel collect by Nationwide express courier service staff.</li> </ul> <p><u>Packing document</u></p> <ul style="list-style-type: none"> <li>Received and packed the document in envelope for courier service delivery and record the information in courier service form.</li> <li>Put the cheque in envelope and packed it for courier service delivery.</li> </ul> <p><u>Hand over the document</u></p> <ul style="list-style-type: none"> <li>Hand the documents and letters in the pigeonhole to the staff.</li> </ul> <p><u>Receive the document</u></p> <ul style="list-style-type: none"> <li>Received and acknowledged letter that need to be deliver.</li> </ul> <p><u>Hand over the parcels</u></p> <ul style="list-style-type: none"> <li>Hand the personal parcels to the staff and asked them to acknowledge after receive the parcel.</li> </ul> <p><u>Record data</u></p> <ul style="list-style-type: none"> <li>Record personal incoming delivery in record book based on its sender, consignment number, and receiver.</li> </ul> <p><u>Hand over the cheque</u></p> <ul style="list-style-type: none"> <li>Check the availability of the cheque and hand it to the receiver who is the staff from other companies.</li> </ul> <p><u>Sent tender to level 8</u></p>

	<p><u>Key in data in Microsoft Office Excel</u></p> <ul style="list-style-type: none"> <li>Record hand delivery mail information based on its sender, receiver, and date.</li> </ul>
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#### 2.1.4 Fourth Week

Date	Task
<p>9 February – 12 February 2015</p>	<p><u>Sorting form</u></p> <ul style="list-style-type: none"> <li>Sorted request for courier service form with its consignment form after the parcel collect by Nationwide express courier service staff.</li> </ul> <p><u>Hand over the cheque</u></p> <ul style="list-style-type: none"> <li>Check the availability of the cheque and hand it to the receiver who is the staff from other companies.</li> </ul> <p><u>Receive the document</u></p> <ul style="list-style-type: none"> <li>Receive the document and letter from PosLaju or other companies and stamp it for acknowledgment.</li> </ul> <p><u>Receive phone call</u></p> <ul style="list-style-type: none"> <li>Answered the phone call when the staff were busy and not available.</li> </ul> <p><u>Key in data in Microsoft Office Excel</u></p> <ul style="list-style-type: none"> <li>Record courier service mail information based on its sender, receiver, reference number and subject.</li> <li>Record hand delivery mail information based on its sender, receiver, and date.</li> </ul> <p><u>Packing document</u></p>

	<ul style="list-style-type: none"> <li>Received and packed the document in envelope for courier service delivery and record the information in courier service form.</li> </ul> <p><u>Record data</u></p> <ul style="list-style-type: none"> <li>Record personal incoming delivery in record book based on its sender, consignment number, and receiver.</li> </ul> <p><u>Hand over the parcels</u></p> <ul style="list-style-type: none"> <li>Hand the personal parcels to the staff and asked them to acknowledge after receive the parcel.</li> </ul>
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### 2.1.5 Fifth Week

Date	Task
16 February – 18 February 2015	<p><u>Sorting form</u></p> <ul style="list-style-type: none"> <li>Sorted request for courier service form with its consignment form after the parcel collect by Nationwide express courier service staff.</li> </ul> <p><u>Hand over the parcels</u></p> <ul style="list-style-type: none"> <li>Hand the personal parcels to the staff and asked them to acknowledge after receive the parcel.</li> </ul> <p><u>Receive the document</u></p> <ul style="list-style-type: none"> <li>Receive the document and letter from PosLaju or other companies and stamp it for acknowledgment.</li> </ul> <p><u>Hand over the cheque</u></p> <ul style="list-style-type: none"> <li>Check the availability of the cheque and hand it to the receiver who is the staff from other companies.</li> </ul>

	<p><u>Record data</u></p> <ul style="list-style-type: none"> <li>Record personal incoming delivery in record book based on its sender, consignment number, and receiver.</li> </ul> <p><u>Sorting mail</u></p> <ul style="list-style-type: none"> <li>Sorted incoming mail that received.</li> <li>Official letter were put in pigeonhole and personal parcels recorded in incoming delivery record book based on its sender, receiver, and tracking number.</li> </ul> <p><u>Sent tender to level 8</u></p> <p><u>Packing document</u></p> <ul style="list-style-type: none"> <li>Received and packed the document in envelope for courier service delivery and record the information in courier service form.</li> </ul> <p><u>Key in data in Microsoft Office Excel</u></p> <ul style="list-style-type: none"> <li>Record hand delivery mail information based on its sender, receiver, and date.</li> </ul>
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### 2.1.6 Sixth Week

Date	Task
23 February -27 February 2015	<p><u>Hand over the parcels</u></p> <ul style="list-style-type: none"> <li>Hand the personal parcels to the staff and asked them to acknowledge after receive the parcel.</li> </ul> <p><u>Packing document</u></p> <ul style="list-style-type: none"> <li>Received and packed the document in envelope for courier</li> </ul>

service delivery and record the information in courier service form.

Receive the document

- Receive the document and letter from PosLaju or other companies and stamp it for acknowledgment.

Record data

- Record personal incoming delivery in record book based on its sender, consignment number, and receiver.

Receive phone call

- Answered the phone call when the staff were busy and not available.

Hand over the cheque

- Check the availability of the cheque and hand it to the receiver who is the staff from other companies.

Transferred boxes from Despatch Centre to the clinic.

Sorting form

- Sorted request for courier service form with its consignment form after the parcel collect by Nationwide express courier service staff.

Key in data in Microsoft Office Excel

- Record hand delivery mail information based on its sender, receiver, and date.



## 2.2 Conclusion

All in my entire task at SEB is a routine where I did same task for everyday and every week. Almost all the task that I have been done are related to the mail/post services. The task includes receive and acknowledge item from mail company, packed the document in envelope for courier service, and sorted incoming mail into pigeon hole. Besides that, I also did administration task such as key in data, answered call, and record hand delivery mail. However, it is a great experience to feel work environment and I also realise that not all that we study theoretically can be practices at practical place. I learnt a lot of new knowledge and gain new experiences that are hardly to find in the textbook. During this industrial training, I had the opportunity to practice related principles or theory that I learnt in my study into real the working environment. These experiences can guide me to perform better in the real working environment. I learnt how work is done in practice and this allows me to prepare myself better for joining career in the future. I also realized that there are differences exist between what we learnt in theory with what practiced in the real life situation. This indicates not everything we learnt in our academic is applicable into real life situation. Therefore, we need to have creative thinking that allows us to adapt to changes in the real world with good flexibility.

## **CHAPTER 3**

### **ANALYSIS**

#### **3.0 Introduction**

In this chapter, it is about the analysis of practical training. Analysis of training specially focuses on area of task as covered in the Practical Training Log Book. This mean that the chosen task will reflect the definition of the concept, demonstration of practical and theoretical aspects and how to relate all the concepts learned in the classroom at the workplace. Besides that, this chapter also consists of a reflection of student personal experience during the training.

#### **3.1 Task Analysis**

During the short period of the practical training at Sarawak Energy Berhad, I have learnt many new things which also related to my studies in the classroom. The tasks are such as recording and updating data, counter services, dealing with the customers, administrative tasks, sorting mail and many more.

Therefore, among of these things, I have chosen recording data tasks that have been highlight on the area of data processing as I had key in some records during the practical training. Recording data are important in SEB especially in Despatch Centre in order to know the movement of the mail and document in Sarawak Energy.

### **3.2 Definition of data processing**

According to Business Dictionary (2015) the general definition of data processing is the operations performed on a given set of data to extract the required information in an appropriate form such as diagrams, reports, or tables. Data processing also can be applied by using electronic technology. For example the use of computer in data processing is more consume time rather than manual way.

For computing version, data processing define as the manipulation of input data with an application program to obtain desired output as an audio/video, graphic, numeric, or text data file. (BusinessDictionary, 2015). In the other words, it is the process of putting information into a computer so that it will become more organizes.

### **3.3 Function of data processing**

Data are the collection of facts that represented in the form of letter of words. While information is the processed data organized in a meaningful way which are useful to people who review them. Thus, data are sometimes referred to as the raw materials from which information is generated. Within the data processing it actually the processing data into useful information. Here are several functions of data processing that helping business organization to become more productive:

### **3.3.1 Validating**

To validate is the action of proving something which based on fact and acceptable. In data processing validating are use to give official sanction and legally valid. Data processing is ensuring that the existed data is clean, correct, and useful. As the result the information will be stored in the correct format and can be review by easily by the staff in order to search the information.

### **3.3.2 Sorting**

Sorting define as the process by which sedimentary particles become separated according to some particular characteristic or subject. Sorting process will reduce or resolve the problem of information overload in the organization. As in data processing, it will arrange the data or item in some sequence or in different sets. Sorting will help the staff to separate different data and collect them within its similarity.

### **3.3.3 Summarization**

Summarization is the act of expressing the most important facts or idea in concise form. In the other words, data processing make the data become more simple and easy to be understand. Summarization is reducing details data to become main point only. For example the long address of sender of the letter can be summarize by only mention the organization name and the place of the organization. As a result, the staff will be able to detect how many letter or mail sent by the organization.

### **3.3.4 Aggregation**

Aggregation is a collection or the gathering of things together. Data processing will be combining multiple pieces of data that have relationship. For example, the invoice that sent by the client can be record by key in its value and the subject of the invoice.

### **3.3.5 Analysis**

Analysis define as a systematic and evaluation of data or information by breaking it into its components part to uncover their interrelationship. It help the staff to understand what is the information for and able to solve the problem that arose. In data processing it is the actual processing of the data using formulas and other transformative techniques. Besides that, this function help the staff to collect, organize, and interpret the data before can be recorded in the computer.

### **3.3.6 Reporting**

Reporting is a document containing information organized in narrative, graphic, or tabular form, prepared on ad hoc, periodic or as required basis. This report will become the information for the staff to communicated or present the information to the client.

### **3.3.7 Classification**

Classification is separates the data into various category. For example, in order to record the data incoming delivery the staff classified into hand delivery mail or courier service mail.

### **3.4 Stages of data processing**

Every business or organization has their own way on processing data. However the stages of data processing are similar. It's only the way how they apply the process in their organization. Here is the stage of data processing in order to record the data:

#### **3.4.1 Collection of data**

Data collection is a systematic approach to gathering information from a variety of sources to get a complete and accurate picture of an area of interest. This is the first stage of data processing which is crucial because the data collected will give impact to the organization if the data is wrong. The collection process needs to ensure that the data gathered are accurate to the sources. The staff will need to recheck the data after been key in to ensure the accurateness.

#### **3.4.2 Preparation of data**

Data preparation defines as checking or logging the data in, checking the data for accuracy, entering the data into the computer, and transforming the data. It is the manipulation of data in a form of suitable for further process. The result of the preparation will be made ready for further use. It includes classifying and rearranging of raw material. For example, to record hand delivery mail data the staff need to know the address and the date before they can record the information.

### **3.4.3 Input of data**

Input is the task where verified data is coded or converted into machine readable form so that it can be processed through a computer. Data entry is done through the use of keyboard or data entry from an existing source, for example Despatch Centre of SEB using Microsoft Excel to record their data. For example, the input of courier service mail is code of courier service company, the sender and receiver, date, and weight of the parcel.

### **3.4.4 Processing**

In the stage of processing, the data are manipulated by sorting, calculated, updating, and et cetera. Usually in this stage the staffs of the company needs to follow the procedure of the process in order not to make any mistake during the process that can lead to contradictory on information. After finish the process of record the staff may save and store the data for future use.

### **3.4.5 Output of information**

Output of information is the stage where processed information is now transmitted to the user. Output is the end of the result that will be produces in suitable form. Some of the output may be produce in printed or only on monitor. The output may be presented to the other staff for their reference if they have problem with the flow of incoming and outgoing mail.

### **3.5 Data processing in Despatch Centre of Sarawak Energy Berhad**

Six weeks in Sarawak Energy Berhad, I had been attached to Despatch Centre. Despatch Centre is the department that responsible to receive or delivering the mail or letter and documents from/to clients. One of my task in Despatch Centre is to record the moving of the mail or letter and documents in the SEB. Every day in early morning, Despatch Centre will receive letters and parcels from PosLaju or from courier service companies. After receiving the particulars, it will be sorted according to its categories. There have several types of particulars that receive by Despatch Centre such as official letter and documents, personal letters, tender, and personal parcel. Then, the particular will be recorded as follow:

#### **3.5.1 Personal Incoming delivery**

Personal incoming delivery is the personal parcel for the staff. This personal delivery will be recorded manually in Incoming Delivery Record Book. The purpose of Incoming Delivery Record Book is to record the personal parcel that receive by the Despatch Centre. The parcel then will be collected by the receiver. After receiving the parcel, the receivers need to acknowledge in the record book that they had collected. The data of the personal parcel are recorded in the table based on the date received, sender, consignment number, and the receiver. At the last row of the table will be the place for the receiver to sign follow by the date of signature which means they had collected the parcel.



### **3.5.2 Courier Service Mail**

Courier service mail refers to the mail or letter that had been received by Despatch Centre from courier service company such as Airpak, GDEX, ABX, Aramex, and NationWide Express. The mail or letter might be personal or official letter. Courier service mail data will be recorded in computer by using Microsoft Excel file. The purpose of this file is to record what had been received by Despatch Centre. In order to record the data, staffs needs to identify the information in the consignment. The data will be recorded based on its date received, consignment number, sender, department/receiver and reference number. After had been recorded, the letter will be store in the pigeonhole. The staff will collected the letters or the office boy will send the letter to their department.

### **3.5.3 Hand delivery mail**

Hand delivery mail refers to the mail or letter that receives by Despatch Centre from PosLaju or sent by the office boy of other companies personally to Despatch Centre. Same as courier service mail, the data of the mail or letter will be key in Microsoft Excel file. Before collecting data the staffs needs to open the letter in order to the content of the letter. However, some of the letter cannot be open. For example, personal letter and the letter for higher management staff. After open the letter the staff will identify and prepare the data that need to be key in. The input of the data will be based on date received, name of the organization, reference, subject, date of the letter, department/receiver.

#### **3.5.4 Registered mail**

Registered mail refer to the mail service offered by postal service in the country, Pos Malaysia, which allows the sender proof of mailing and/or proof of delivery. Registered mail can avoid from loss, theft, and damage. The data processing process of registered mail same as hand delivery mail. The date that need to be key in is based on date received, registered number, address, reference, date of letter, subject, and department.

### 3.6 Conclusion

As a conclusion data processing is an operations performed on a given set of data to extract the required information in an appropriate form such as words data, diagrams, reports, or tables. As in my understanding, data processing is the act of recording the data whether manually or electronically. The purpose of data processing is to store the information for a long period so that people can refer to the data anytime they want. Data processing gives advantage to SEB where it helps to find and share the information need. It promotes thecreation of full and accurate data in the first place. It also involves storing andmanaging data appropriately so that the information will be available when it needed. Besides that, data processing may shorten the length of time that an audit takes to be completed. For data processing through computer, speed is a huge advantage in doing data processing.Computer is much faster as compared to human beings. A computer can perform task in minute that may take days if performed manually. Besides that, computers can store a large amount of information in very small space.

## **CHAPTER 4**

### **RECOMMENDATION**

#### **4.0 Introduction**

This chapter highlights the strength and the weaknesses of job or task assigned during training as discussed in Chapter 3. This chapter also provide the solution for improvement on data processing that can be used in the future.

#### **4.1 Strengths of data processing in Despatch Centre**

##### **4.1.1 Faster and efficient in processing information**

Within data processing Despatch Centre staffs become more efficient doing their work. The information become more organize and easy to understand by key in it in the table according to its data. For example when the high management asking about important letter whether it has arrived or not, the staff able to find the information of the letter only in a minute by searching in Microsoft Excel based on who's the sender and the subject of the letter. Apart from that, it reduce the time for the staff to find the information of the as they don't have to find the letter from pigeonhole.

##### **4.1.2 Accuracy**

Accuracy means the quality or state of being correct or precise. As the staff needs to collect and the data before process it, the data will become more organize and will be systematically recorded. The data processed by the computer are highly accurate. This is because the data had been simplified before been key in and it eases the staff to understand what the information is for. Besides that, SEB become more trusted among their client because of the accurate information provided.

#### **4.1.3 Storage capacity**

Storage capacity means how much disk space or the storage of the device. As SEB using computer to process their information the storage for them to record information are large as long as the computer has the large capacity of hard disk. This means the information of the document will not be deleted even though they are from previous year. Apart from that, computer can store volumes of data and can retrieve the desired information quickly. It also will avoid the redundancy of the information.

#### **4.1.4 Reduction in paper work**

The use of computer for data processing has helped the management of the SEB to cope the increasing of paper handling problem. If paper been use in recording information it will have a large number of paper use to keep the record. As the result, it will become a mess for the staff to search the information if the higher management needs it immediately. The use of computer has speed up the process and eliminated the paper needs through the storage of data in computer file. Even though the investment to install the computer is high, but it substantially reduces the cost of each of the transaction data processing. Cost reduction occurs due to processing of huge data and record keeping.

#### **4.1.5 Reduce the space requirements**

The use of computer for office activities reduces the requirements of office space which otherwise is required. For example, the organization doesn't need to prepare a space for the storing of paper or file that contained the data and information.

## **4.2 Weaknesses of data processing in Despatch Centre**

### **4.2.1 Power failure**

Power failure refers to the problem of the electricity. As everyone know computer or other electronic devices need electricity power to operate and functions. Sometimes the electricity might be cut off due to the bad weather or other problem. This will lead to loses of unsaved data. Besides that, the task of key in the data will be delayed and it will make the lateness of the staff to receive the letter or mail because the letter must be register in system first before can be deliver to the staff.

### **4.2.2 Computer virus or hacker**

Computer virus refer to the malware program that, when executed, replicates by inserting copies of itself into other computer programs or data files. Virus perform some type of harmful activity on infected hosts, such as stealing hard disk space or CPU time, accessing private information, corrupting data, displaying political or humorous message on the screen, spamming and others. Hacker is someone who seeks or exploits weaknesses in computer system or computer network. If there is virus or hacker the computer and its data will be insecure. For example, the information in the computer will lose or the software in the computer cannot be use properly.

### **4.2.3 Training issues**

Some of the staff might not know or not expert in using personal computer, especially the old generation staff. It might become difficult for them to handle the computer. Besides that, the work of key in the data will be slow due to the inexpert worker.

#### **4.2.4 High cost of maintenance**

As mentioned in chapter 3, the use of electronic devices is priority in data processing. The computer is needed in order record the information. The price of personal computer is expensive. Apart from that, the computer need to service from year to year to avoid it from problem and broken. However, the cost of maintenance of personal computer is high, same goes to the cost of repairing it. The company needs to come out with large budget for electronic devices.

#### **4.2.5 Information redundancy**

The term redundant can describe computer or network system components, such as fans, hard disk drives, servers, operating systems, switches and telecommunication links that are installed to back up primary resources in case they fail. A well-known example of a redundant system is the redundant array of independent disks (RAID). Redundant information is unneeded or duplicated information. Redundant information might occur if the staff accidental repeat key in the same data. Besides that, it also might occur if there have more than one staff that record the data and using same computer.

### **4.3 Solution/ Recommendation**

#### **4.3.1 Backup system**

I suggest that SEB comeout with backup system or backup file in order to recover all the record from loss. If there electricity problem or missing information, the staff need to wait for the recovering of electricity, the can refer to backup file in order to continue their work. Besides that, SEB can provide laptop for each of their staff. For example, the backup file can be save in flash drive or other hard disk. In order to continue their work, the staff can use laptop that has been provided and use the information in the flash drive/hard disk.

#### **4.3.2 Increase security**

If SEB face the problem of virus or hacker, they need to increase the security of their computer. For example, by providing the password at the computer or in SEB network line it might be help to control the hacker to do harmful activities. Besides that, the staff must alert with ingoing and outgoing information in the system. The security of internal and external system must be priority by adding security system in their electronic devices.

#### **4.3.3 Provide training**

Apart from providing training for the new employer, I suggest that SEB to provide computer skill training for their employer. This computer skill training can be join by new and current staff. It can be organize once a year in order to make sure all the new staff will join it. The purpose of providing training is to ensure that the staff in SEB aware about computer system and can be an expert in using electronic devices.



#### **4.3.4 Provide special personal pc for data processing**

In order to avoid redundant information, I suggest that SEB provide Despatch Centre with one personal computer that only for data processing. SEB can provide one space for data processing where all the staff can access the data processing. This personal computer can be use for the other staff to check on their own mail. The purpose of this personal computer is to avoid information redundant and to avoid the personal computer jammed from due to other task except the data processing.

#### **4.3.5 Produce new system for data processing**

As mentioned before, Despatch Centre only use Microsoft Excel file to store the data. Microsoft Excel can be categorized as outdated software for data processing. I suggest that SEB come out with new system that more efficient for data processing. The new system may become more time consume, efficient and systematic for the staff to store information.

#### **4.4 Conclusion**

In everything that we do, there are always its strengths and weaknesses. The strengths need to be strengthened and the weaknesses need to be eliminated. The task that I have done have many good points rather than the bad points. It has taught me many different things such as how to be a competent and discipline worker that is able to do multitasking; how to handle stress and work under pressure; and how to divide time in completing many different tasks. The task has also measure the level of knowledge towards the theories that I have learned. I would like to suggest to SEB to focus on both types of data processing which is manually and electronically. This is to ensure that the data will not lose even though the books or file damages or the computer itself will be broken. The one that left will be the backup for the data record. Besides that I would suggest to SEB to hire one employee at Despatch Centre. This is because during the practical training on of the PC had broken and the clerk needs to share with other clerk to update data process. Even though there have IT department at SEB but they failed to response immediately. So with hiring employee that have knowledge in computer system it will help the clerk to repair the computer in little time.

## CHAPTER 5

### CONCLUSION

#### 5.0 Introduction

This chapter will summarize the entire chapter in this report. Furthermore, this chapter will also discuss on my experience in doing tasks that has never been taught in the class or any other subjects.

In chapter one, the background of the Sarawak Energy Berhad been discussed in details. As I mentioned before, SEB is a Private company that deals with the public. They provide electricity power to the public. This chapter includes history, vision, mission, and the value of SEB. In this chapter also we discuss about the mission, vision of the company. Mission and vision of the company is very important for an organization so they know what they are going to aim or achieve. During the internship, I had been attached to Despatch Centre section which is under Corporate Administration Department.

In chapter two, it is about the summaries of the daily work from the practical training which is extracted from the log book. My practical training period was about six week started from 20 January 2015 until 27 February 2015. This chapter is about the description of tasks done during the practical training. The important things is the all tasks given are related to the courses or subjects that been learned before this and it has a little different between theories learned with actual practices of the tasks. This is because the core activity of Despatch Centre is providing service to the staff or the client. It is related to the counter service subject that had been studied. Through the daily task, we can also identify whether the company misuse the practical student by giving them unnecessary tasks to be done. Practical training is provided for the final year students so that the student can apply the subjects they

learnt in class in the working environment. Moreover, the students will also gain new experience in the real working environment. By analyzing to the schedule in this chapter, we can see that the company does not fully utilize the practical students because of factor such as giving the tasks which are sometimes not suitable and unrelated with our scope of study. Sometimes the tasks that are given are relevant and sometimes it does not relevant at all. The good thing is, the company does bring me to the real work situation as not all the theory in the book are going to be use during work.

Chapter three shows the relationship between the theories learned in class and the tasks that were given to me. In this chapter, we identifies which area of the tasks that had been done relate with the tasks given. The relationship can be in various fields of subjects.

During the practical training, the task that I have done is related to the subject that learned in Management Information System subject which is data processing. Data processing is the process of key in data or transforms the data into good information. I had been assigned to record data either in manual or electronic data processing. For manual record data I had been asked to record data of incoming delivery of personal parcel. The record need to be writes Incoming Delivery Record Book. The personal parcels are received from PosLaju or other courier services company. The data that need to be record in Incoming Delivery Record Book is based on the parcel date receive, sender, consignment number, and the receiver. For electronic data processing I had key in data for Hand Delivery Mail, Courier Service Mail, and Registered Mail. All the data of these mails need to be key in into computer by using Microsoft Excel. The data will be recorded in table based on its date, sender, receiver, consignment number, subject, and the receiver. To conclude this chapter help us to indentify or learn how to process the data to become accurate information.

From chapter 4, I have opportunity to study the strength and weakness of the tasks or jobs that have been done. I also can bring the outcome of the study analysis and required to think and make recommendation on the best solutions for improvement of the weakness in future. The summarization of chapter four as following:

There are five strengths of data processing in SEB that had been observed during my practical training period which is :

- Faster and efficient in processing information
- Accuracy
- Storage capacity
- Reduction in paper work
- Reduce the space requirements

There are five weaknesses of data processing in SEB that had been observed during my practical training period which is :

- Information redundancy
- High cost of maintenance
- Training issues
- Power failure
- Computer virus or hacker

In order to overcome the weakness of data processing in SEB, I have recommended five recommendations for organization to improve their work process:

- Backup system
- Increase security
- Provide training
- Provide special personal pc for data processing
- Produce new system for data processing

## **5.2 Conclusion**

This internship was a very nice experience for me because I had to cover many different tasks. I have learned new concepts and new ways of working. Besides that, I have learned and experience in doing tasks that has never been taught in the class or any other subjects. I gained a valuable knowledge and meaningful memories that will never being forgotten including the real working situation in the private sector. I have learnt so many things and help me to suit myself with working environment. This is a great rewarding experience for me. It becomes my first step for beginning of working career and gives me the strength for preparation to face the real working life in future.

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## APPENDICES



Packed documents for courier service delivery



Weigh the document for reference



Sorted mail into pigeon hole



Key in data in Microsoft Office Excel



Personal parcels after been record in record book



Boxes that need to be transfer from Despatch Centre to SEB clinic