

**UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI**



**THE EFFECTIVENESS OF TRAINING IN SARAWAK
ENERGY BERHAD: COMPETENCY TRAINING DIVISION**

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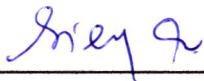
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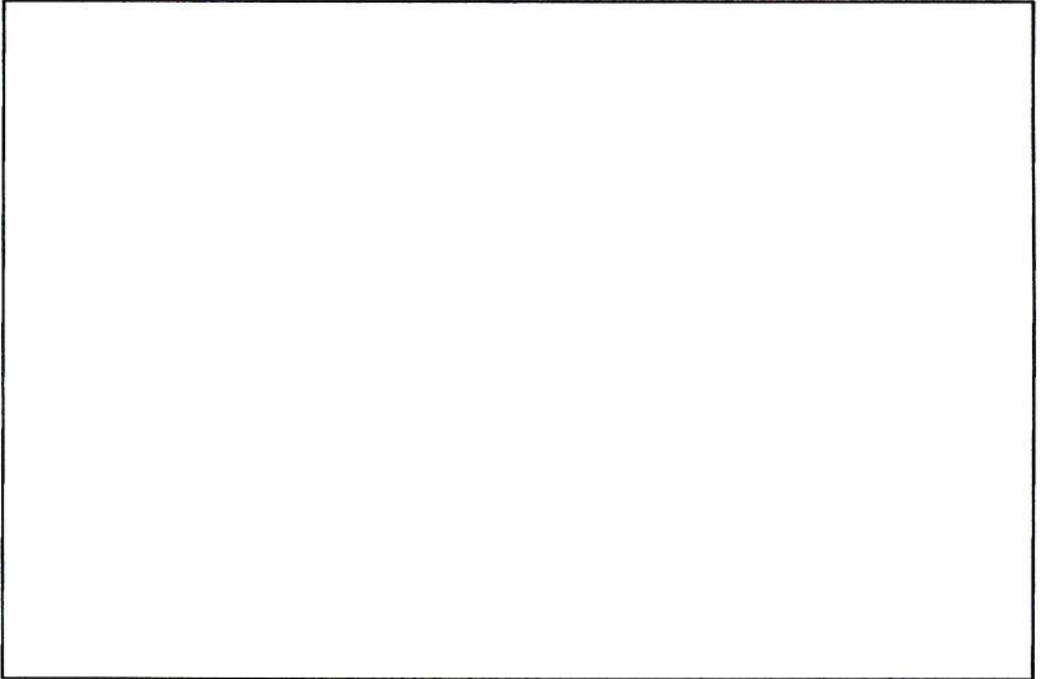
I have reviewed the final and complete practical report and approve the submission of this report for evaluation.



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Date: 10th JANUARY 2014

Supervisor's Comments

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

In this chapter, I will discuss on the background of the organization. Sarawak Energy Berhad (SEB), or also known as SESCO, is an investment holding company, engages in the generation, transmission, distribution, and supply of electricity in the State of Sarawak. It generates electricity from coal, hydro, and gas sources. It belongs to the people of Sarawak, being 100 per cent owned by the State Government. It also engages in the manufacture, fabrication, galvanizing, and sale of steel structures; manufacture of transformers and switch gears; and contracting electrical works. In addition, SEB is involved in the provision of management services; mechanical, electrical, and electronic engineering and contracting activities; and undertaking engineering and construction projects.

The company has a proud history of more than 70 years of service to the Sarawak community and now provides electricity to more than 500,000 account holders. While its name has changed from time to time, their respect for the people that they serve has never wavered.

In recent years, they have made strong progress on an exciting transformation journey, focused on harnessing the State's abundant energy resources in hydropower, natural gas and coal to create new opportunities for the Sarawak community. With firm plans for further rapid growth, SEB is on track to become the leading producer of renewable energy in South East Asia.

By supporting the State Government's Sarawak Corridor of Renewable Energy or SCORE program, Sarawak Energy is helping the community reach the goal of becoming a high-income State by 2020.

1.1 Company's Logo



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

1.2 Vision and Mission

Vision

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

Mission

- Pursue opportunities for growth by fully developing the Sarawak Government's SCORE agenda.
- Harness and utilize natural resources in a sustainable and responsible way.
- Provide a reliable supply of clean, competitively priced energy to support the economic and social development of Sarawak and the partners in the region.
- Operate as a business, based on principles that reward the owners and employees, and delight the customers.
- Achieve operational excellence through a commitment to continual improvement and best practices.

1.3 Management Team



Chief Executive Officer
Torstein Dale Sjøtveit



Chief Operating Officer
Lu Yew Hung



Chief of Corporate Services
Aisah Eden



Senior Vice President Project Execution
Einar Kilde



Senior Vice President Transmission
Victor Wong



Senior Vice President Thermal
James Ung



Vice President Internal Audit
Haji Wan Mahmud



VP Group Governance for Procurement & Contracts Covering Chief Financial Officer
Haji Sulaiman Abdul Hamid



Vice President CEO Office
Zuraimy Kushaili



Vice President Business Development
Nick Wright



Vice President Hydro
Polycarp Wong



Vice President Distribution
Tan Ah Hock



Vice President Retail
Lau Kim Swee



Vice President People & Leadership Development
Siti Aisah Bte Adenan



General Manager Research & Development
Dr Chen Shiun



General Manager Corporate Risk & HSE
Marconi Madai



General Manager Legal
Stephanie Gae Chin



General Manager Planning & Strategy
Alvin Lim



General Manager Corporate Shared Services
Yusri Safri



Assistant General Manager Capital Works Procurement & Contracts
Shawn Liu



Senior Manager II Corporate Communications
Haniza Abdul Hamid



Senior Manager II Corporate Social Responsibility
Jiwari Abdullah

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

In this chapter, I will discuss regarding the tasks that I had been given during my practical attachment. The tasks will be presented in a tabular form so that it is easier to be read and understand.

The six weeks during my practical training at SESCO Training Centre or known as Sarawak Energy Berhad is whereby I have been exposed to the core functions of the section such as arranging the training courses, key in the data for training courses as well as handling training provider. This can be seen through the orientation programmed that held at Rajah Court Hotel and Grand Continental Hotel. I also learn about supporting functions of the section such as helping staff to key-in data, filing, office administration, 5S activities and other office work such as faxing, answering phone calls and so forth. Thus, the table below is the summarized activities of my daily activities extracted from my log book.

2.2 WEEK 1 (22 JULY 2013 – 26 JULY 2013)

22 July 2013 (Monday)	<ul style="list-style-type: none">- First day of my practical training at SESCO Training Centre / Sarawak Energy Berhad.- I have been introduced to all staff.- Fill a form of declaration form and given temporary pass- Briefing about rules and regulations i.e ethics, working hours and other confidential matters.- I am assigned to fax letter.- I am assigned to scan a hardcopy of training attendance list to be saving in computer and send it to the internal staff via computer G and it will automatically generate.- Arranged 300 copies of electrical book procedure in a rack.- I am responsible to update database for employees who has attended courses in a year 2012.
23 July 2013 (Tuesday)	<ul style="list-style-type: none">- During my second day of practical training.- I am responsible to update filing data checklist External Training Payment for year 2012.- Basically, all document in hardcopy and need to be key-in started from File January 2012.- The checklist also contain employees participant from engineering field.- All courses that attended by staff SEB was paid by the company itself.- As I go through all the invoices, different courses and field of work incurred cost around RM500 to RM1000 per person depending to the level of management and field of work- Miss Yanny (Engineer) asked me to bind her 3 reports

	of Electrical courses.
24 July 2013 (Wednesday)	<ul style="list-style-type: none"> - During my 3rd day of practical training, I keep continuing to key-in data of checklist External Training Payment in year 2012. - All the data contain the invoice, name of participants who attended the courses that held in different places such as India, Singapore, New Zealand, and within country in Malaysia. - The participants including staff SEB located at other branch such as from Mukah, Sibul, Miri, Limbang, Belaga as well as from head quarters in Kuching.
25 July 2013 (Thursday)	<ul style="list-style-type: none"> - Continue key-in the data of checklist External Training Payment in year 2012. - It is including staff SEB in all branches in Sarawak. - In any courses, SESCO Training Centre will responsible to provide courses for employees in their related field such as for Secretarial course, Engineering course which have many major such as Mechanical, Electrical and OSHA.
26 July 2013 (Friday)	<ul style="list-style-type: none"> - Continue key-in data of checklist External Training Payment in year 2012 (File August and September) - Fill in the details of employees that attended course of "Acknowledgement for Distressed Customer Engagement 2012" that held in Kuala Lumpur for 2 days. - All document such as invoice, organizer, participant and employee's details need to be kept in the file as a record.

2.3 WEEK 2 (29 JULY 2013 – 2 AUGUST 2013)

29 July 2013 (Monday)	<ul style="list-style-type: none">- The training Centre made 3 days orientation for new staff at the Rajah Court Hotel- Miss Dayang (Engineer) asked me to type the name of trainee who seated for examination.- The trainee is the one who being trained at SESCO Training Centre that able them to be part of staff if passed all the exam.- The examination was all about Chargeman 1 and Chargeman 2.- Those trainee who has seated for test, the name was key-in under the column of have seat for the test.- It is easier to know the trainee who has seated for exam.
30 July 2013 (Tuesday)	<ul style="list-style-type: none">- Continue key-in data of checklist for November and December.- Retype the name of employees to be saved in softcopy.- Photostat document that being asked by the staff.- Decorating departments' office as Raya Celebration is just around the corner.- We do handcraft together to decorate office workplace such as <i>ketupat</i>, <i>Angpow</i> as well as card for Raya Eid.- After done for decoration for Raya Eid, we do some of the 5S such as labelling and record the description of the stationery task.
31 July 2013 (Wednesday)	<ul style="list-style-type: none">- Today, helping Miss Siti registered participants for external training program.- Filling in the registered form which includes name of employees, cost centre, designation, course title, date of start, the date of end and the organizer.

	<ul style="list-style-type: none"> - Photostat document that been asked by Miss Siti. - Fax document to Kuala Lumpur that been asked by Miss Siti. - Binding report of Electrical courses that been asked by Miss Yanny (Engineer).
1 August 2013 (Thursday)	<ul style="list-style-type: none"> - Filling the training centre application form by manually for employees who requested for external training. - They need to fill the form started from the database system and sent the file to Miss Aisyah for her references. - Proceed with registering the participant and send the request to the training centre by using telefax. - After that, call them for confirmation of receiving the registered form. - Photostat certificate of courses - Label the certificate based on the file that need to be kept.
2 August 2013 (Friday)	<ul style="list-style-type: none"> - Last day of orientation at Rajah Court Hotel for new staff. - Helping the staff who in charge for the orientation to update and follow up his or her job. - Received claim forms from the security department. - I am Photostat the staff's claim form. - Put it in the KIV file for Mdm Khairunnisa attention later.

2.4 WEEK 3 (5 AUGUST 2013 – 7 AUGUST 2013)

<p>5 August 2013 (Monday)</p>	<ul style="list-style-type: none"> - Continue filling in the training centre application form by manually for employees who requested for external training. - Ask them to fill the form in the database system and send the file to Miss Aisyah for her references. - Proceed with registering the participant and send the request to the training centre by using telefax. - After that, call them for confirmation of receiving the registered form.
<p>6 August 2013 (Tuesday)</p>	<ul style="list-style-type: none"> - Continue filling in the training centre application form by manually for employees who requested for external training. - It was included to all staff at all branches. - SESCO Training Centre will in charge regarding the courses or program that provider by the course provider. - Helping Miss Dayang to arrange the Electrical Book Procedure to be used by the upcoming new trainee.
<p>7 August 2013 (Wednesday)</p>	<ul style="list-style-type: none"> - Last day before Raya Eid Celebration. - Few staff still in the office and together with the staff continue a little bit of decoration. - As usual, after the decoration activities, we made some 5S activities that need to be improved. - Cleaning a meeting room.

2.5 WEEK 4 (12 AUGUST 2013- 15 AUGUST 2013)

<p>12 August 2013 (Monday)</p>	<ul style="list-style-type: none"> - Helping Miss Siti to fax document to Kuala Lumpur. - Record all documents that have been fax in the log book for references. - Photostat all certificates of participants who attended the training courses. - The photocopies of certificates need to be filled in the File External training 2013.
<p>13 August 2013 (Tuesday)</p>	<ul style="list-style-type: none"> - Continue helping Miss Siti to record all documents that have been fax in the log book. - Continue to fill in the photocopies of certificates in the File External training 2013. - Rearrange file in the File Room in proper order according to the alphabetical order.
<p>14 August 2013 (Wednesday)</p>	<ul style="list-style-type: none"> - Continue rearrange file in the File Room in proper order according to the alphabetical order. - Helping Miss Siti to fax document of registration of course to course provider. - Call the course provider for confirmation of fax. - Handling incoming call.
<p>15 August 2013 (Thursday)</p>	<ul style="list-style-type: none"> - Continue helping Miss Siti to fax document to Kuala Lumpur. - As usual, document that have been fax need to be recorded in a log book for future references. - All documents is regarding the courses of training provider. - Photostat all certificates of participants who attended the training courses. - There are various certificates of participants who attend different courses according to their field.

	<ul style="list-style-type: none"> - Filled in the certificates on the File of External Training 2013.
16 August 2013 (Friday)	<ul style="list-style-type: none"> - Assigned by Miss Dayang Aiza to retype the name of candidates for interview session. - Double check the list name for interview. - Categorize the list name according to the performance during training.

2.6 WEEK 5 (19 AUGUST 2013 – 23 AUGUST 2013)

19 August 2013 (Monday)	<ul style="list-style-type: none"> - Continue helping Miss Dayang Aiza for interview session for trainee. - All candidates are the trainee at SESCO Training Centre itself. - Handling incoming and outgoing call. - Make a call for selected name that was listed for interview session. - The interview session will be held at Wisma SEB near BCKK.
20 August 2013 (Tuesday)	<ul style="list-style-type: none"> - First day of orientation course. - Facilitating orientation course for non-executive level such as technician. - This orientation held at Grand Continental Hotel. - Assigned by Mr. James to monitor the participants if there is any inquiries during the orientation. - This orientation is to develop their skills while handling their work in jungle area. - I also indirectly can gain knowledge from the course provider which is related to learn how to use compass, GPS and in the jungle.

<p>21 August 2013 (Wednesday)</p>	<ul style="list-style-type: none"> - Mr. James asked me to come early at the Grand Continental to tick the attendant list of participant. - The second day of orientation, it was conducted by PDRM. - The course was regarding how to use the compasses and teach how to look at the map. - Besides that, they show the flora and fauna that always be found in the jungle because those technician need to go to the jungle to check the tower.
<p>22 August 2013 (Thursday)</p>	<ul style="list-style-type: none"> - Third day of orientation, all 17 (technician) participant including 1 engineer when to KEM Police located at 17th Mile. - Those technicians have an activity to explore in the jungle. - They need to expose with the jungle seem that they will face obstacle when conducting their work. - The explore starts from 9 a.m. and end up to 12.30 p.m. until the pit-stop.
<p>23 August 2013 (Friday)</p>	<ul style="list-style-type: none"> - During the last day of orientation for non-executive level, my task was to monitor those participants if there are any inquiries. - I am assigned by Mr. James to distribute questionnaires after the session completed. - The participants have been divided into 4 groups and presents regarding the experience they have gone through. - Towards the end of the training, we have a photo shoot session and collect all the questionnaires.

2.7 WEEK 6 (26 AUGUST 2013 – 30 AUGUST 2013)

26 August 2013 (Monday)	<ul style="list-style-type: none">- Has been assigned by Miss Dayang Aiza to call a number of trainees regarding an interview that will be conducted on Thursday.- The outcoming call was just to remind those candidates.
27 August 2013 (Tuesday)	<ul style="list-style-type: none">- Helping Mdm. Laila to key in the application of practical training internship.- All data need to key-in using the database that has been created.- Besides that, all application of intership was from Sri Aman, Sibul, Miri, Bintulu and so forth.- Handling incoming call from future candidate of internship in SEB.- Check the name of future candidate using the database.
28 August 2013 (Wednesday)	<ul style="list-style-type: none">- Continue helping Mdm. Laila to key-in the internship application.- Wait the document to be signed or approved by Manager.- Fax the letters to the institution such as UiTM, UNIMAS, Politechnic as well as other private college.
29 August 2013 (Thursday)	<ul style="list-style-type: none">- Has been assigned by Miss Siti to photocopied a number of certificates of courses that attended by participants.- File the certificate in the External Training year 2013.- Fax document to Kuala Lumpur regarding the courses to training provider.- Call them for confirmation of the letter that has been fax.

30 August 2013 (Friday)	<ul style="list-style-type: none">- Being assigned by Mr. James to key in those questionnaires.- It is for evaluation purpose.- Preparing for operational meeting that will be held once a month.- Potluck.
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CHAPTER 3

ANALYSIS

3.1 Introduction

During my six weeks practical training at Sarawak Energy Berhad, I have been attached to Competency Training Division. The main functions of the section are to handle on induction courses and external courses and training for their employee since their taking the responsibility given by Human Resource Development Division.

However, in this chapter I will focus on the first function of the section which is handling induction and courses for the new employee in the organization. Every new employee should attend the courses organized by the section before they can be confirmed as permanent staff. The main reason for me to choose this topic because training can be seen as the most crucial part in managing human resource in the organization as it will benefits both organization and the new employee as well but without proper care, the process can backfire and organization may loss the best talent and new employees might feel demotivated.

Hence, in this chapter, I will described on both the concept of training according to Human Resource Management Gurus such as the importance of training to organization and employee, benefits of training process and on the other hand, we will see the reality of the training process implemented by the Sarawak State Government that in line with the private sector. In the end, I will make a comparison between the theory and the practicality of training so that we can have a clear view of the process as a whole.

3.2 Definition of concept

According to Bohlander and Snell (2004), the concept of training and development in human resource management can be described and classified as followed:

- i. **Orientation:** The process of giving new employees the information they need in order to do their work comfortably.
- ii. **Training:** Effort initiated by an organization to foster learning among its members. The process tends to be narrowly focused and oriented toward short-term performance concerns. It aims to increase the skills that will enable employees to better meet the organization's goals.
- iii. **Development:** Effort that is oriented more toward broadening an individual's skills for the future responsibilities.

Hence, from the definitions given above we can conclude that the training and development is crucial for both organization and new employees as it will assist organization in managing new talent and their potential in accordance with the organization's needs and the new employees will know their roles, responsibilities, and what to expect from the organization.

3.3 The concept of training and development in human resource management

After we defined what is employee's training and development, now we can move on to the concept of training in human resource management. According to Bohlander and Snell (2004), in conducting training, there should be systems approach which consists of four main phases. These phases were need assessment, program design, implementation, finally; evaluation. The phases will further be divided into several processes within the stages.

3.3.1 Need assessment

Before any training program can be implemented, the organization should conduct a need assessment. This assessment will help the manager to identify what kind of training that should be conducted for his or her employees. The assessment also focuses on the employees' competency as it will try to analyze the sets of skills and knowledge needed for decision-oriented and knowledge-intensive jobs.

The need assessment can be classified into three levels which are organizational analysis, task analysis, and individual analysis. Organizational analysis is conducted to assess the environment, organizational strategies, and resources available to determine on the area to emphasize training. Task analysis will view on the activities to be performed in order to determine the knowledge, skills, and ability (KSAs) needed. Finally, the individual analysis will assess on the employees' performance, skills, and knowledge to determine who needs training.

3.3.2 Program design

The second phase of training program is designing training program. Before designing training program, the organization must first set the instructional objectives. These objectives represent the desired outcomes of a training program and provide a basis for choosing methods and materials; and for selecting the means for assessing whether the instructions will be successful.

Then, the manager must identify the trainee readiness and motivation. This will ensure that the trainee will be motivated and ready to embrace the training programs so it will be successful. In creating a highly motivated training environment, manager may use positive reinforcement where threats and punishment should be eliminated, be flexible, allow participants to have personal training goals, design interesting instruction, and breaking down physical and psychological obstacles to learning.

In designing effective training program, manager must also instill the principle of learning to all the participants. This will focus on the learning and knowledge transfer as the result of training program. Among the principle of learning that can be applied in the training program are creating values by goal setting, instill meaningfulness of presentation, create behavioral modeling, recognize individual learning differences, apply active practice and repetition, implement whole rather than part learning, massed rather than distributed learning, and gain feedback and knowledge of training progress.

Finally, a well-designed training program alone is not sufficient to ensure a successful training. It must be complimented with good characteristics of the trainer for the program. Among the main characteristics for a successful trainer is wide knowledge of the subject, high adaptability, sincere, have a sense of humor, interested to conduct training program, having clear instruction, enthusiast, and ready to give personal assistance to trainee.

3.3.3 Implementation

After choosing the best methods and materials for training, now it has come to training implementation stage. At this stage, there are several of training programs that can be chosen by manager according to their type of organization, nature of business, and type of trainees. Among the training programs is on-the-job training (OJT), apprenticeship training, internship training, classroom instruction, programmed instruction, audiovisual method, computer based learning, and simulation training.

The most common training method adopted by organization is on-the-job training, apprenticeship training, and internship training program. OJT is a method by which employees are given hands-on experience with instructions from their supervisor or other trainer. Apprenticeship training on the other hand, is a system of training in which a worker entering the

skilled trades is given thorough instruction and experience, both on and off the job, in the practical and theoretical aspects of the work. Different from apprenticeship, internship training is a programs jointly sponsored by colleges, universities, and other organizations that offer students the opportunity to gain real-life experience while allowing them to find out how they will perform in work organizations.

However, the emerging of technology advancement has creates new type of training program such as web-based training. There are two type of web-based training but most of the time they come in hand to hand namely computer-assisted instruction (CAI) and computer-managed instruction (CMI). CAI delivers instructional materials directly through a computer terminal in an interactive format while CMI normally employed in conjunction with CAI that uses computer to generate and score tests and determine the level of training proficiency. Web-based training has its own advantages such as training is self-paced; it is more interactive, new employees do not have to wait for a scheduled training session, and Training can focus on specific needs as revealed by built-in tests.

3.3.4 Evaluation

After training program has been conducted, it is important to evaluate the training effectiveness. The evaluation can be classified into four main categories which is trainee reactions, the extent of learning, identify learning transfer to job, and results assessment.

The simplest and most common approach to training evaluation is assessing trainees. Manager will have a face to face or create set of questions to assess the trainees' reaction toward the training program. Some of the questions that they may ask to trainees are "What is the achievement of the training program?" and "What suggestions do you have for improving the program?"

Manager should also test on the extent of learning after training program has been conducted. This is to check whether they actually learned anything. Testing knowledge and skills before beginning a training program gives a baseline standard on trainees that can be measured again after training to determine improvement. However, in addition to testing trainees, they must first test employees who did not attend the training to estimate the differential effect of the training.

Effective training program must be able to transfer the learning to job and employees' behavior. Transfer of training can be described as effective application of principles learned to what is required on the job. In evaluating learning transfer, manager may need to maximize the transfer by featuring identical elements in training and real job, focusing on the general principle of training, establish climate for transfer, and give employees transfer strategies.

The final criterion in training evaluation is assessing the training result. In evaluating the result of training program, manager must identify the benefits derived from the program that can improve the employees' KSAs. Then, manager should also view training in terms of the extent to which it provides knowledge and skills that create a competitive advantage and a culture that is ready for continuous change.

3.4 Orientation as part of training and development in organization

According to definition stated above, the main intention for orientation of newly appointed employee is to give him or her information needed that is required to perform the tasks given. Orientation is the most crucial process in training as it is the first training for the employee. Hence, effective and meaningful orientation will equip the employee with skills needed and will lessen the organization's cost for training programs in the future.

Orientation training includes such things as explaining where the lunchroom and restrooms are located, where to get supplies, as well as how to operate the equipment basic to their job. The primary reason for orientation programs is that the sooner employees know basic information related to their job, the sooner they can become productive. It also reduces their nervousness and uncertainty, and leads to more satisfaction so they are less likely to quit.

Besides that, orientation training is used to develop a positive attitude in employees. The time spent conducting a session shows that the organization values the new employees. Employees with positive attitudes are more likely to do good work. Hence, we can see that another function of orientation is to serve as a motivational tool that can enhance the new employee's morale and reduce their anxiety.

In small organizations, supervisors are often responsible for orienting their employees. In fact, the supervisor may decide what is covered in the orientation. This approach can be seen in a positive or negative manner as well. The advantage of direct orientation by supervisor is he can give in depth explanation of the nature of work done and personally close to the trainee. However, it may also backfire if the supervisor is lack of knowledge in giving orientation, resulted in wrong information pass down to the employee thus affecting his work performance. This situation is different in large organizations where a more formal orientation program is conducted by the human resource department. The process is more standardize and well-managed where all the area interested to the new employee will be covered.

The effectiveness of orientation training can be achieved when the human resources department and supervisor share responsibility for conducting the orientation. The human resources department typically covers topics related to the organization's policies and procedures, and has the employee fill out the necessary paperwork. On the other hand, the supervisor is responsible for topics related to performing a particular job in a particular department and the involvement of co-workers. If the department has any policies and procedures of

its own, the supervisor should explain these. Furthermore, the supervisor should prepare and follow a checklist of topics during orientation of new employees to avoid any wrong information being disseminated.

In conducting orientation, the most important tool needed is Employee Handbook: A document that describes an organization's conditions of employment, policies regarding employees, administrative procedures, and related matters. This will make it easier for the employee to understand more on the organization besides formal speech and practical during the orientation program. In large organizations with a human resources department, a handbook of information may be provided for new employees and will spell out orientation procedures to follow. However, in small organizations, it may be up to the individual supervisor to develop and use the orientation methods. The supervisor should tell the employee what topics are in the handbook and describe how to use it to find answers to questions.

Another important orientation method is to give the employee a tour. The tour can start with the employee's work station, and include such things as the restrooms, coffee station, photocopier, and storage areas for supplies, parts, or other materials needed to do the job. Supervisor should also introduce coworkers along the way, telling a little about what they do in the organization.

Organization should bear in mind that orientation program must involve coworkers in the process. Among the approaches that can be taken is ask all employees to help welcome newcomers, encourage coworkers to invite a new employee to join them on breaks and at lunch, and the supervisor can also help the new employee feel welcome on the first day by inviting him or her to lunch. Apart from it, the supervisor should also check with new employees at the end of their first day and their first week in order to make sure they understand what they are supposed to be doing and know where to get what they need.

3.5 Importance and benefits of induction and training to employees

A good induction and training program can create a lasting first impression, which can serve to keep employees motivated even when they faced inevitable frustrations that are likely to occur while on the job. The importance and benefits of good induction and training program are:

- i. Familiarizes the employees with organization rules and procedures;
- ii. Ensure all information needed to perform the task is available for the employees;
- iii. Help in boosting employees' productivity;
- iv. Create long-term commitment and developing organizational citizenship;
and
- v. Provide a bridge for establishing good workplace relationship.

3.6 Induction courses implemented by Competency Management Section, HRMU

3.6.1 Introduction

Induction course can be described as a comprehensive training program for newly appointed officials and promoted by appointment (KPSL) in the public service prior to taking over the duty. It is a mandatory under the Malaysia Remuneration System (SSM) and the induction course can be divided under two categories which are Kursus Induksi Khusus (KIK) and Kursus Induksi Umum (KIU).

3.6.2 Objectives of induction course

The implementation of induction course is to serves six main objectives which are:

- i. Give the same exposure to all public officials regarding government's objective, public policy and national priorities;
- ii. Provide an explanation with respect to the administrative system, the main procedures, instructions and circulars as well as government guidelines;
- iii. Understanding the basic needs or specific to any one service or agency;
- iv. Inculcate values and excellent work ethics among public officials;
- v. Instilling self-motivation and orientation for officers towards achieving productive and quality state civil service officials; and
- vi. Integrating the state civil service officials towards a common culture.

3.6.3 Teaching and learning methodology adopted in induction course

In implementing induction course, the Sarawak State Government has adopted several methodologies that are suitable for the courses needs and the participants. Among the methodologies are:

- i. Self and group development;
- ii. Speech;
- iii. Group discussion;
- iv. Public speaking;
- v. Practical and workshop;
- vi. Recreation; and
- vii. Socio-cultural visit

3.6.4 Important attributes for participants involved in induction course

During the course, all participants will be evaluated based on five major attributes that all state government officials should have. The five attributes are:

- i. Discipline

- Self-attire
 - Diligence and perseverance
 - Time management
 - Respect
 - Willingness to accept and execute command
- ii. Adaptation
- Personality
 - Adaptability to dynamic environment
 - Communication skills
- iii. Initiative and responsibility
- Ability to contribute ideas and suggestion to solve a problem
 - Self-dependent in executing task given
 - Sense of responsibility and willingness to perform a task
 - Productive within time and quality
 - willingness to perform work regardless of time
- iv. Involvement and co-operation
- Level of involvement and participation during course
 - Interpersonal relationship during course
 - Honesty and sincerity in contribution
 - Always give priority to group activities than self-interest
- v. Leadership
- Ability to set direction and establish goal for the group
 - Leadership ability
 - Noble attitude
 - Ability to make decision under pressure
 - Willingness to listen
 - Maintaining good interpersonal relationship
 - Having wide knowledge of task given

3.7 Comparisons of concept and practicality of training and development

In this subtopic, I will give a comparison between the concepts of training according to the scholars with the implementation of training program by the Sarawak State Government that implement by Sarawak Energy Berhad. Therefore, this comparison will touch on the concepts of training which are need assessment, program design, program implementation, and program evaluation.

3.7.1 Need assessment

As been discussed in previous subtopic, before any training can be done, there must be a training need analysis to determine what area of training is needed and also the level of employees' competency so that training can be effectively implemented.

Referring to the state government's practice, the training need analysis is to be done by the employee's respective departments or agencies. For new employee that serves below two years, induction training is compulsory and it is the responsibility of the departments or agencies to inform the Human Resource Management Unit (Section 7) so that the employee can be listed for training program. Under the State Government, new employee must attend two compulsory training that have been set which are the KIK and KIU in order to be confirmed in the post.

3.7.2 Program design

In designing training program, the scholars argued that the manager must first set the instructional objective for the training program for choosing the best method to be use and also set evaluation criteria. Then, the manager should also assess the employees' readiness in order to create a high motivation climate for the training program. By taking into account all of this matter, it will increase the chances for the training to be successful.

A good training program must also instill the principle of learning in its program so that it will enhance the employees' knowledge, skills, and attitude

(KSA) once they have completed their training. Besides that, trainer's ability and capability should also become a priority in designing effective training program to ensure the quality of training given to the trainees later.

3.7.3 Program implementation

At the implementation stage, there are several of training programs that can be chosen by manager according to their type of organization, nature of business, and type of trainees. Among the training programs is on-the-job training (OJT), apprenticeship training, internship training, classroom instruction, programmed instruction, audiovisual method, computer based learning, and simulation training.

In the State Government practices, the implementation approach adopted is off-job training with various instructions such as classroom instruction, programmed instruction, and simulation instruction. In Sarawak Energy Berhad, the training program is held at the Rajah Court Hotel with the collaboration from the staff from training center as the coordinator for the training.

Most of the training program is held in the meeting room with various topics that will be discussed by the trainees. However, they will also be a socio-cultural visit during the training program where trainees will be exposed to the socio-cultural uniqueness of Sarawak. Besides that, the training program also stressed on healthy lifestyle by having recreational program such as aerobic and sports at the evening.

3.7.4 Program evaluation

After training program has been conducted, it is important to evaluate the training effectiveness. The evaluation can be classified into four main categories which is trainee reactions, the extent of learning, identify learning transfer to job, and results assessment.

In assessing the training program that have been done, the organization use a specific questionnaire that aim to collect data regarding trainee reactions

and extent of learning gained by the trainee. This data then will be transferred into useful information by using software such as Microsoft Excel and SPSS. The information will be used to evaluate the training effect to the trainee and to see if there is any improvement regarding their KSAs after the training. This report will also be used as a tool for evaluation and improvement of the training program in the future.

CHAPTER 4

RECOMMENDATIONS

4.1 Introduction

In chapter three, we have discussed on the comparison between the theoretical concept of training and the implementation by the Sarawak State Government in line with the private sector. Therefore, this chapter will discuss on the training implementation by the Sarawak Energy Berhad and propose possible recommendations to improve the training effectiveness in the organization.

The recommendation will touch on four basic concept of training and development where we will give suggestions that can improve certain areas of the concept in line with the current practice by the Sarawak Energy Berhad. Then, we will discuss on the recommendations for future improvement that can be adopted in the training program by the organization.

4.2 Need assessment

In practice of Sarawak State Government, training need analysis is only done by the respective department of the employee and this information will then pass to the Human Resource Management Unit so that the employee can be included in the training program. The analysis was only based on the duration of service of the employees; most of them must serve below two years and in some cases, there are employees who serve above two years but still yet to be confirmed in their positions. Therefore, it is suggested that the training need analysis should be improved in order to get the right person for the training and help in designing more effective training program that will benefit the employee in his job later. Among the recommendations are:

- i. Undertake a research to investigate the reasons why there are still employee that not yet been call for induction training even though after three years and what can be done to address these problem;
- ii. Survey staff about career aspirations, flexible working options and barriers to progressing in their careers, providing an opportunity for free format comments, and then develop specific actions to address any issues uncovered by the survey; and
- iii. Set targets to improve the participation of new employee in the induction program so that no new employee will be left behind and have to wait until their contract nearly end before they have the opportunity to go for induction training.

4.3 Program design

In creating effective program design, the Sarawak State Government has emphasize on four major determinant that contribute to it which are the training objectives, high motivation climate, principle of learning, and trainer competency. In designing the training program, the State Government has taken into account all the factors that will determine the success of training program. Therefore, there is no recommendation as it is perceived that the State Government has done a good job in designing effective training program for the new employee that implement by Sarawak Energy Berhad.

4.4 Program implementation

During the implementation of training program, most of the modules are conducted in ballroom except for recreation and socio-cultural visit. However, the content and approach for each module has been structured to fulfill the need of the employee such as public speaking, group discussion, presentation, and speech.

4.5 Program evaluation

The evaluation of training program is done by the participants of the training program along with closing report prepare by the management of Competency Training Division. The questionnaire is design using the Likert's scale approach to identify the participants' perception regarding the training objectives, implementation, modules, and overall training program. On the other hand, the closing report only emphasize on the overall program and summarizing the achievement of the training held by the Training Center and Training Provider. Hence, it is suggested that:

- i. Comprehensive evaluation of training should be introduced. This 360 degree evaluation will not only assess the participants' perception but the evaluation also be done by the training coordinator from Training Center, and also speakers and trainers of each module. the complete evaluation

will increase the chance of pin pointing any weaknesses that can be improved in the next training program; and

- ii. Instead of using Likert's scale alone in the questionnaire, Sarawak Energy Berhad may improve the evaluation form by adding some open ended questions that enable the employee to give their point of view regarding the training program. This type of question will enhance the effectiveness of the evaluation form and more information can be obtained from the feedbacks.

4.6 Recommendations for future improvement

4.6.1 Towards a Knowledge-Based Employee

Knowledge workers in today's workforce are individuals who are valued for their ability to act and communicate with knowledge within a specific subject area. For instance, a programmer who works with multimedia is considered to be a knowledge worker within his field while a traffic engineer is an expert within his engineering field. They will often advance the overall understanding of that subject through focused analysis, design and development. The knowledge workers use their research skills to define problems and to identify alternatives for it. Fueled by their expertise and insight, they work to solve those problems, in an effort to influence company decisions, priorities and strategies. What differentiates knowledge work from other forms of work is its primary task of "non-routine" problem solving that requires a combination of convergent, divergent, and creative thinking (Reinhardt et al., 2011).

In Malaysia, knowledge workers are now becoming the crucial resource for the growth of Multimedia Super Corridor status companies. Accordingly, all Malaysian workers who possess any higher qualification are considered as knowledge workers even though they may not necessarily continue to work in their field of study. Furthermore, the Malaysian definition of knowledge workers shows that information technology is the main requirement for being classed as

such. In addition, Malaysia does not have any problems with a shortage of knowledge workers because it has a large number of universities graduates without permanent jobs.

However, the term knowledge workers is not that closely related with the public administrator as the current situation portray a knowledge worker in Malaysia to have the skills in professional field such as engineering, architecture, constructions, and medical. Hence, it is time to expand this narrow view to the extent of public administrator generally, and specifically as a knowledge worker by introducing the need for it in the induction and training program implemented..

First, there should be a training need analysis that will identify the need for a proper training program that can transform the new employees to become knowledge worker during their early stage of their employment. During my practical training, the need assessment was made based on the employee's duration of service and they will be selected solely base on that criterion. Hence, in my opinion, there should be more that duration of service to be an indicator for a need of training. For instance, during the early stage of the employment, the employees' respective departments and agencies might want to conduct a survey or test to measure the knowledge and skills possess by these newbie. The result will help the department to make sure what training does their employee need and can make recommendation to the Competency Training Division for action. By knowing the employees' training need, effective training can be implemented and knowledge-based education can be thought to them.

In program design, there should also a space for instilling life-long learning to the employees in the organization. As being mentioned in the previous chapter, a good training program must also instill the principle of learning in its program so that it will enhance the employees' knowledge, skills, and attitude (KSA) once they have completed their training. Besides that, trainer's ability and capability should also become a priority in designing effective training program to ensure the quality of training given to the trainees later.

In the previous chapter, the training implementation adopted by the Sarawak Energy Berhad is off-job training with various instructions such as classroom instruction, programmed instruction, and simulation instruction.

Since most of the training program is held in the ball room with various topics that will be thought, it is suggested that during this classes, trainers should be more flexible and encourage the trainees to engage with the topic. In the training module, various approaches are suggested to enhance the trainees' involvement with the session. Among the approaches are group discussion, presentation, public speaking, and brainstorming. However, in practical, trainees' involvement are minimal and only few that are able to give their thought and opinion while others just be a passive listener. Thus, the trainer should be able to create a climate to encourage all the trainees to take part and give their opinion, thought, and ideas. This will create more innovative and creative employees.

Besides that, instead of relying on the off-job training for the training, the Competency Training Division might also want to consider new approach for training such as web-based training. This will not only enhance their skills and knowledge but at the same time expose them to the management information system which is crucial in a knowledge-based economy.

The evaluation stage after training implementation can be classified into four main categories which is trainee reactions, the extent of learning, identify learning transfer to job, and results assessment. The organization use a specific questionnaire to collect data regarding trainee reactions and extent of learning gained by the trainee. This data then will be transferred into useful information by using software such as Microsoft Excel and SPSS. The information will be used to evaluate the training effect to the trainee and to see if there is any improvement regarding their KSAs after the training. However, this questionnaire is limited as it only uses Likert's Scale to evaluate the trainee reaction and the extent of learning gained by them.

Apart from the recommendation above, the Competency Training Division may also implement a test for each employee before the training program end. Even though there is existing test for the employee as their pre-condition to pass the course, this test is merely based on facts in the General Order and government circulars. Thus, this test will only evaluate their understanding but not assessing their critical thinking. Therefore, it is suggested that the test may also include a case study that may enhance their critical thinking skills.

Hence, by adding knowledge-based education and instilling innovation in the training and induction program, knowledge workers can be mould within the early stage of the employment.

CHAPTER 5

CONCLUSION

5.1 CHAPTER 1 – INTRODUCTION OF THE ORGANIZATION

In Chapter 1 of Introduction, it discussed on Sarawak Energy Berhad (SEB), or also known as SESCO, is an investment holding company, engages in the generation, transmission, distribution, and supply of electricity in the State of Sarawak. It generates electricity from coal, hydro, and gas sources. It belongs to the people of Sarawak, being 100 per cent owned by the State Government.

The Vision of Sarawak Energy Berhad (SEB), is to be "To achieve sustainable growth and prosperity for Sarawak by meeting the region's need for reliable, renewable energy".

The management team is lead by Mr. Torstein Dale, Chief Executive Officer with the help of 12 officers under him. Their mission is to pursue opportunities for growth by fully developing the Sarawak Government's SCORE agenda, harness and utilize natural resources in a sustainable and responsible way, provide a reliable supply of clean, competitively priced energy to support the economic and social development of Sarawak and the partners in the region, operate as a business, based on principles that reward the owners and employees, and delight the customers and also achieve operational excellence through a commitment to continual improvement and best practices.

5.2 CHAPTER 2 - SCHEDULE OF PRACTICAL TRAINING

In my first week, I was introduced to host supervisor, Mr. James Nazri at Training Center for a briefing regarding the general administration aspect of the Human Resource before I can start with my practical training before being attached to Competency Training Division.

The first task that I have experienced was registering employees who wanted to attend for the external training program. Once CTD had received the external course application from the employees through their system which is called lotus note, the clerk will print out the employee's application form and the external training registration form. Then, it was my responsibility to handle the external training registration. Firstly, I must filled in the applicant's details in the registration form such as name, designation, company name, contact person and so forth, and sent the completed registration form to the training provider via fax. Next, I need to call the training provider to follow-up and get feedback about the training program whether the course was confirmed, canceled or postponed. If the course was confirmed, the employees will be reminded about the date and venue of the training program.

When the external training was confirmed, my next task was preparing the payment letter to be sent to the payment section at the SEB's finance department. Then, the payment section will issue the cheque for the payment of the training's fee. After CTD received the cheque from the payment section, I need to write down the details of the training provider such as its company name, account and telephone number. There are two ways to make the payment for the training provider, one is through telegraphic transfer or cheque deposit, and another one is through courier, depends on the option provided by the training provider. If the payment made through courier, I must put the cheque into an envelope and fill in the courier form and sent it to dispatch to deliver the payment.

CTD was also in-charged in providing orientation program for the new employees. The orientation program is divided into two categories, which are

orientation program for executive groups and orientation program for non-executive groups. I have involved in facilitating of orientation program for three times, one for executive groups and another two for non-executive groups. Usually, the orientation program will be held at Rajah Court Hotel, Kuching for five days. Before the orientation program start, I helped Mr. Zabree and Mr. Vincent in preparing the materials needed for the orientation such as handouts, file, stationery, attendance list, evaluation form and so on. During the orientation program, I am the one who monitored the participants to ensure that they obeyed the rules along the orientation period in term of their punctuality, dress code, and so forth. Besides, I should make sure that all the participants gave attention while the speakers presented their lecture at every session. Usually, the speakers were from the upper management of SEB. At the end of every lecture, I had to distribute an evaluation form to the participants and collect it immediately.

Data entry is another task that I have learned during my five weeks practical training. The purpose of data entry is to make record regarding the participants that have involved in the induction courses for record keeping and certificate issuance. This will ensure proper record keeping for all participants. In performing data entry, Microsoft Excel is used. After all the data has been entered, the next task is to key in the serial number for participants. I was taught on how to create a serial number for each participant of the courses so it will be more convenient to access their record in case of occurrence of errors pertaining their personal information or omission of the certificates issued.

Apart from that, I also voluntarily involved in 5S activities. The main objective of the activities is to reorganize the section vault that contains past examination papers and questions for a better record keeping. Among the tasks done are cleaning the vault, disposing obsolete past year examinations questions and papers, and cleaning the office compartment.

Six weeks of my practical training in Competency Training Division at Sarawak Energy Berhad, has been filled with knowledge regarding the core

functions of the section such as induction courses for newly appointed employee and external training for employee. Besides that, I also learned about the supporting functions of the section such as organizing a meeting, office administration, 5S activities, and record keeping. Therefore, this chapter summarize on the daily training activities extracted from the practical training log book according to the core functions and supporting functions of the section which I am attached.

During my practical training, I gain a lot of exposure not only in the office but also outside of the office as my supervisor want me to gain knowledge by actually go to the field and experience the process of the training and induction implement by the Section. In the office, I was exposed with office administration and specific task of the Section such as preparing certificates and listing participants' names for the next induction course.

During my practical training, most of my time is filled with learning on the implementation and process of training, examination, and induction as I have been attached to Competency Training Division. From there, I have gained a lot of experience regarding the actual training process. This is useful as before this I was only exposed to training and development in Human Resource subject under my program. Besides that, I also learned about office management from the most basic things such as photocopying and faxing to more complicated tasks such as record keeping and data management.

The tasks and jobs that been assigned in Competency Training Division is not ordinary and traditional of Human Resource Management (HRM) tasks as it covers mostly all concepts and topics in public management administration. When the tasks are related to every scope of the public management administration, it will develop competence public servants to produce a quality and efficient work. I believed that the work tasks that been exposed during practical training may give valuable information and benefits to me that prepare me to enter the working environment after graduating and eventually creating me to be a competent graduate.

As a conclusion, through the work tasks that been covered in practical training, I may able to apply the tasks and jobs to the courses that I studied in Universiti Teknologi MARA (UiTM) either during taking Diploma in Office Management and Bachelor in Administrative Science (Hons.) such as, organizational Behavior, Project Management, Human Resource Management, Total Quality Management, Office Management and Ethics in Administration. There are the similarities with the concepts I learned in classroom at workplace.

5.3 CHAPTER 3 - ANALYSIS OF TRAINING

In chapter three, I need to make an analysis of one specific area of my practical training. The main functions of the division is to handle on induction courses and external training for Sarawak Energy Berhad's employee since their taking the responsibility given by Human Resource Development and Quality Division in managing test for the employee.

This chapter focuses on the main function of the section which is handling induction courses for the new appointed employee. Every new employee should attend the courses organized by the section before they can be confirmed as permanent staff in the organization. The main reason for me to choose this topic because training can be seen as the most crucial part in managing human resource in the organization as it will benefits both organization and the new employee as well but without proper care, the process can backfire and organization may loss the best talent and new employees might feel de-motivated.

I have made a comprehensive arrangement in this chapter where I started with the definition of concept regarding training and development for employees. Then, I focused on four main concepts of trainings which are need assessment, program design, program implementation, and program evaluation.

Later, I touched on the importance of induction program to new employee as part of the training and development process. Then, I started to explain on Induction courses implemented by Competency Management Section, section which I am attached to. I discussed about the objectives, teaching and methodology, important attributes for participants involve in the course, and the course module. The final part in this chapter is a comparison between the theoretical concept of training and development with the actual practice by my section.

Hence, this chapter described on both the concept of training according to Human Resource Management Gurus such as the importance of training to organization and employee, benefits of training process and on the other hand, we will see the reality of the training process implemented by the Sarawak Energy Berhad in line with the Sarawak State Government.

5.4 CHAPTER 4 - RECOMMENDATIONS

In chapter three, we have discussed on the comparison between the theoretical concept of training and the implementation by the Sarawak State Government. Therefore, this chapter discusses on the training implementation by the Sarawak Energy Berhad and proposes possible recommendations to improve the training effectiveness in the organization.

The recommendation touched on four basic concepts of training and development where suggestions are meant to improve certain areas of the concept in line with the current practice by the Sarawak State Government. Then, I have discussed on the recommendations for future improvement that can be adopted in the training program by organization.

The first recommendation is regarding need assessment where the section should undertake a research to investigate the reasons why there are still

employee that not yet been call for induction training even though after three years and what can be done to address these problem.

Besides that, there should also be a survey about career aspirations for the staff, flexible working options and barriers to progressing in their careers, providing an opportunity for free format comments, and then develop specific actions to address any issues uncovered by the survey. Finally, in need assessment, the section should set targets to improve the participation of new employee in the induction program so that no new employee will be left behind and have to wait until their contract nearly end before they have the opportunity to go for induction training.

In program design, based on my observations, the section has done their job well in designing the training program. The program is design based on four major determinant that contribute to it which are the training objectives, high motivation climate, principle of learning, and trainer competency. This approach was in line with the suggestion by Human Resource Management Gurus as all the aspects emphasize in the concept has been taken into account by Competency Training Division. Therefore, there is no suggestion or recommendation from me in the program design of the training.

However, in program implementation, I have noticed that some improvement can be made in implementing the training program. My first concern is regarding the training modules. Since the program mostly done in ballroom, Sarawak Energy Berhad may opt to have various approaches to each modules and its places rather than ballroom alone. This will increase the new employees' motivation towards the training program. For instance, the public speaking slot may use the main hall with proper setting of audience and judges, so that they can feel the experience of giving speech to public. This will increase their self-confident to speak in front of audience.

Finally, it comes to program evaluation. This part is important as at this stage we can identify the weaknesses of the implemented program. From there,

we can take corrective measures to improve on the training program to ensure it can run effectively and efficiently. Therefore, in evaluating the training program, I have suggested that a comprehensive evaluation of training should be introduced. This 360 degree evaluation will not only assess the participants' perception but the evaluation also be done by the training coordinator from Competency Training Division or Training Provider, and also speakers and trainers of each module. The complete evaluation will increase the chance of pin pointing any weaknesses that can be improved in the next training program.

In addition to that, to enhance the effectiveness of the evaluation form and more information can be obtained from the feedbacks, adding some open ended questions that enable the employee to give their point of view regarding the training program will be helpful.

In future recommendations, I have stressed on the importance of having innovation, creativity, and knowledge in an employee hence came with a suggestion to include innovation module in the induction and training courses implemented by the Sarawak Energy Berhad. In the new public management agenda, having a knowledge workers is an advantage for an organization. Hence, it shows the importance of instilling this quality in training and induction as it is easier to mould the quality in new employees rather than the existing employees.

In order to ensure that the employees are knowledge workers that possessed necessary KSAs to perform their job, it is recommended that the implementation is start with the initial stage of the employment which is the induction training for every new employee.

5.5 Conclusion/Reflection

The work tasks that were assigned to me during practical training are recommended to the other practical trainers as it covers a lot of subjects or topics that was learned in UiTM especially for those students that took Diploma of Public Administration and Bachelor of Administrative Science. Moreover, the work tasks are not the traditional human resource functions as it covers every aspects of public administration. Thus, it will expose the students in real working environment with various tasks to create multi-task employees in the future.

Unfortunately, when the degree holders finished their studies, they will become the Assistant Director of any public department say they want to serve in the State Government. The job description will be more specific such as doing observations and leading certain programs. The task that were assigned during practical training are more multi-tasks such as writing and taking a minute and photocopy. This chores usually being done by lower scale officers. Even though those tasks are not been assign to Assistant Director but the tasks is important for the new employee to learn from basic so they can master whatever the tasks given.

During practical training, it is easier as when the trainees do not know how to do certain tasks, they still able to ask from supervisors or lecturers but when in real working environment, they need to come out with their own ideas and formula to solve any problems and matters that may lead to inefficiency. It is up to them on how to deal with the problems by applying the theories and models with what they have studied and learned in university according to certain scholars.

Real working environment will be more challenging as the students will confront with a lot of adaptations on policies and bureaucracies in administration. As government servants, they need to be ready with any changes made by the top management and political governance. They should portray discipline employee by practicing ethical conduct of behaviors.

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APPENDIX



UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

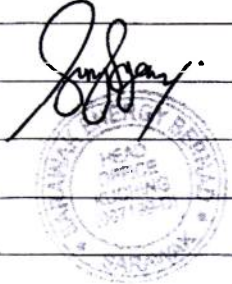
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SULTAN TENGAH, 43050 PEIPAJAYA, KUCHING, SARAWAK
7. Address during practical training: SESIO TRAINING CENTRE, JALAN BELIAN
SG BIPAKAK, 43450 KUCHING, SARAWAK
8. Place of training: SARAWAK ENERGY
9. Name of Supervisor in-charge :
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10. Duration of training: From: 22/7/2013 to 30/8/2013

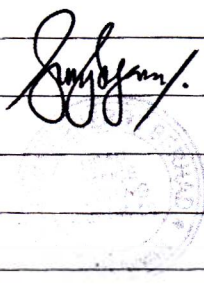
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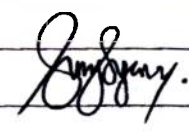
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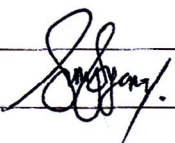
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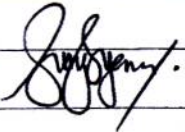
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/7 (Monday)	<ul style="list-style-type: none"> - Reporting myself at Sarawak Energy Berhad. Mr. James explain to me about the department, working hour, confidentiality of work, and signing trainee's forms. 	
	<ul style="list-style-type: none"> - Introduced myself to the other staff. 	
	<ul style="list-style-type: none"> - Learn how to use the fax machine and how to photocopy using fax machine and photocopy machine. 	
	<ul style="list-style-type: none"> - Fax training form to the training centre. 	
	<ul style="list-style-type: none"> - Scan data and document of training attendance list and send it to the internal staff by sending it to user (G) in computer file. 	
	<ul style="list-style-type: none"> - Sorting and organize 300 copies of Electrical procedure books as instructed by Miss Dayang Aiza, our senior engineer. 	

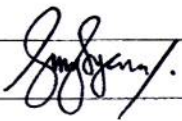
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/7 (Tuesday)	<ul style="list-style-type: none"> - Type a softcopy for JESCO Training circular no 7/95 title 'Survey For Majlis Latihan & Vokasional kebangsaan (MLVK) Programs' as in the past they only used typewriter and softcopy is needed for future use. 	
	<ul style="list-style-type: none"> - Binding Electrical project as instructed by Miss Yanny, our senior engineer for record. 	
	<ul style="list-style-type: none"> - Helping Ms. Helena type and listing the listname for CIDB Greencard and their region and section 	
	<ul style="list-style-type: none"> - Assigned by Miss Siti Aisyah, the clerk to make a softcopy of Training record 2018 using Microsoft Excel. 	
	<ul style="list-style-type: none"> (i) Doing checklist for external training payment (January) 	
	<ul style="list-style-type: none"> (ii) Continue the February file on the external training payment 	
	<ul style="list-style-type: none"> # AS Sarawak Energy Berhad sent their staff for training everyday, the 	<p style="text-align: right;"><i>Suzany</i></p> 

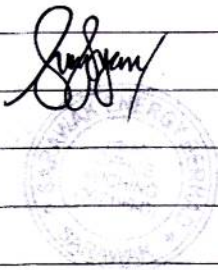
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1 day)	<p>number of payment and record needs to be updated is a lot.</p>	
	<p>- Sorting out the external training payment 2013 file as the some programs has been postponed.</p>	
	<p>- Fax the list name of the participants to the training centre for their confirmation. The training centre are Asia Knowledge, The Training Hub (M) Sdn Bhd and so forth.</p>	
	<p>- Filling the payment form such as claim for training payment. The vendor's name, references number and total of the course / programs.</p>	
	<p>- made a complete form for payment and need to be send to the finance department at Wisma SEB. send it - in the outgoing mail. The form need to be approved by the finance department in order to proceed the payment to the training centre.</p>	<p></p>


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4/7 Wednesday	<p>- still continuing the task assigned by Miss Aisyah, proceed to the March file of external training payment which need to be in a softcopy using Microsoft Excel. In the softcopy of training record 2012, it needs employee's name, staff ID, cost centre, IC number, gender, rate, designation, station, division and department.</p>	
	<p>- On March 2012, there are almost 83 staff going for a training either local or overseas.</p>	
	<p>- In the External training payment 2012 (training record 2012), it also needs cost centre, staff ID, course title, date start, date end, venue and vendor.</p>	
	<p>- Faxing to several training centre confirming or registering of the employees for the offered course / training. The form that has been faxed need to be stamp & using the fax stamp</p>	

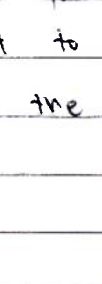
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
25/7 (Thursday)	<ul style="list-style-type: none"> - proceed on the external training payment 2012 (Refer training 2012) for April and May files 	
	<ul style="list-style-type: none"> - Helping Mdm Khairunnisa photostating staff claim form that has been approved by Mr Benjamin Lim, our senior manager for record. 	
	<ul style="list-style-type: none"> - Fill in the form of participant's name, vendor, course title, date start, date end and cost centre for registered into the database system: and to be file for record keeping. 	

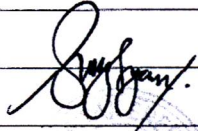
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/7 (Friday)	<p>Today, our department has an operation meeting that usually done every once in a month in order to update everyone on the progress task, problems, events and so forth. In this meeting everyone is allowed to give their ideas and complain on the problem and solve at the end of meeting. This operation meeting is more like post-mortem of every end of the month about everybody performance and productivity on their job.</p>	
	<p>- Proceed on External training Payments 2012 for June till (Record Training 2012)</p>	
	<p>- organize the registered form into the file and invoice form into its file on Miss Siti Asyiah's desk for her record.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
29/7 (Monday)	<ul style="list-style-type: none"> - Continuing on External Training payment 2013 for June - July file (Training Record 2013). This softcopy is needed in order to keep track which employees / staff that has attended the course that are related to their coursework / job and also reliable training centre which offer related program / course for the employee on their section / area of job. 	
	<ul style="list-style-type: none"> - The training centre made 3 days orientation for new staff that had join them recently at the Rajah Court Hotel. 	
	<ul style="list-style-type: none"> - Helping the staff who incharge for the orientation to update / catch up their job. eg: Photostating staff claim form : Received claim forms from the security department and put it on in the HU file for mdm Chairunisa attention 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
30/7 (Tuesday)	<ul style="list-style-type: none"> - Decorating departments' office as Hari Raya is just around the corner and also doing some of the SS labelling and record the description of the stationary stock. 	
	<ul style="list-style-type: none"> - continuing external training payment 2012 (Training Record only) for August etc. 	
	<ul style="list-style-type: none"> - Calling training centre for offered course / program and the date for the course. Asking for in charge person and brochure to attach to the participants form for training department's record. 	
	<ul style="list-style-type: none"> - Doing invoice for the registered training program (local & overseas). The invoice will be sent to the finance department for their references and made the payment to respective training centre. 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21 / 7 (Wednesday)	- Helping Miss Siti Hasyah registered participants for external training course / program . . .	
	- filling in the registered form which includes the employees name, cost centre, designation (to know whether the course / program related to the nature of work), course title, date start, date end, and the organizer.	
	- filling the training centre application form, for employees who requested external training. They need to fill the form from the database system and send the file to Miss Hasyah for her references and to proceed with registering the participant and send the request to the training centre using telefax and telephone for confirming received the registered form.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
11/8 Thursday	<ul style="list-style-type: none"> - Proceed to September - October file on External Training payment (Training Record 2012) - Faxing registered & requested employers list name to training centre for their concern and confirmation. - Telephone respective training centre to confirming the fax sent earlier. - Binding miss Yanny's Electrical Project for Sarawak Energy's client / contractor for record-keeping. - Photostating staff claim form that has been approved by Mr. Benjamin Lim for record and to be sent to the individual who claimed for the working hour. 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/8 (Friday)	<ul style="list-style-type: none"> - Proceed on External Training payment (Training Record 2012) for November - December file and updating the soft copy for the cost centre and Staff ID. 	
	<ul style="list-style-type: none"> - Taking the registered employee for course offered by respective Training Centre. 	
	<ul style="list-style-type: none"> - Doing training center invoice and send to Finance Department at Wisma SEB 	
	<ul style="list-style-type: none"> - Registered the requested employee for training program and fill the form for file record. 	
	<ul style="list-style-type: none"> - Sorting the external training payment from April 2013 to June 2013 as the program has been postponed. 	
	<ul style="list-style-type: none"> - Registered employee who will be replaced the colleague for the training program. 	

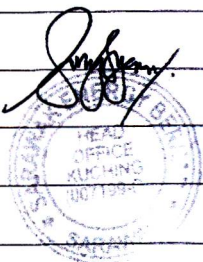
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/8 (Monday)	<p>Faxing the registered employees name for program / course to respective training centre.</p> <ul style="list-style-type: none"> i) Asa Knowledge ii) The Training Hub (M) Sdn Bhd iii) Asa Pacific Sdn Bhd <p>- Faxing the confirming course to be held at Rajah court.</p> <p>- Faxing to 360 Urban Hotel for quotation.</p> <p>- Registered form of employee for training and file into the local file and overseas file.</p> <p>- Doing invoice and filing invoice form and file it into the waiting for invoice file.</p> <p>- Photocopy staff claim form and invoice for payment that has been signed by Mr. Ben for record and to be send back to</p>	

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[Circular Stamp]

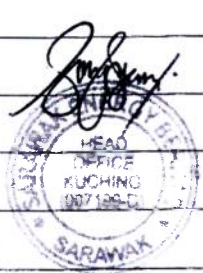
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/8 (Monday)	the applicant-	
	- filing the training form into the oversized training non-PC and request of payment - local	
	- filing the training form and invoice into the LM course Database system.	
	- calling Training Centre for follow up about the course they offered and confirmation as the participant	

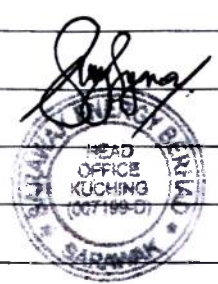
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DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/8 (Tuesday)	<ul style="list-style-type: none"> - Filing remittance advise for payment to the requested vendors: <ul style="list-style-type: none"> > ESRI MALAYSIA SDN BHD > gem consultancy Sdn Bhd > Total Power Solutions sdn Bhd > Nicosit > The Training Hub (M) sdn Bhd > KPMG management & Risk Consulting Sdn Bhd. 	
	<ul style="list-style-type: none"> - filing receipt for payment 2012/2013. The evident of payment to the course organized by the vendors. 	
		


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/8	- Ring the registered external course	
(Wednesday)	the is the course waiting for	
	invoice sent.	
	- During the registration of the	
	employee's name ^{for} the course	
	offerer	
	of by the organizer.	
	- Print and prepare invoice for	
	the vendors and sent to the	
	HLS it. ^{is} the charge /	
	element	

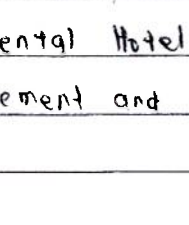
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DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/5 (Monday)	<p>- Registered the requested employee's name for training program / course offered by the training centre and fill in the form for file record.</p>	
	<p>- Filing the invoice of vendors in the original invoice 2012/2013 for the proof of payment and also as a record for the training provider.</p>	
	<p>- Filing the LN Course Database system for their record keeping. LN Course Database system is course that has been registered. The course are Finance, Legal, Quality Management, IT, management, Electrical, Civil, Mechanical and safety. This is types of course etc / category offered by the training provider to SEB</p>	

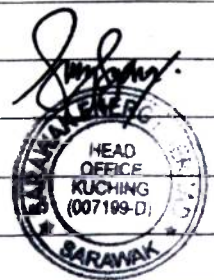
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/5 Tuesday)	<p>Type a set letter for soft copy for Miss Dayang. this copy will be save and use in the future as their reference or forward in the email for upper level referencies.</p>	
	<p>- Assigned by miss Siti Aisyah to registered the participant's name, information and fax to the respective training provider. While waiting for the training provider to confirm, the form of participant needs to be registered in the system using the PL. if there are no feedback from training provider, I need to call to make sure they have received the participant's form.</p>	
		

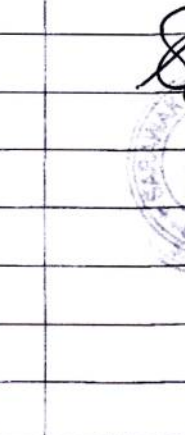
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14/5 (Wednesday)	<p>Helping Miss Siti Aisyah filled in the training center application form (manual) for employees who have requested to go / join courses / program (external training). The employee need to fill in the form from their database (system) and send the file to Miss Siti Aisyah for her references and to fillod in their details to be send to the training provider. using telefax / email.</p>	
	<p>The application form which direct send to training provider by employees without going through to ^{SESCO} training center will not be paid and responsible.</p>	

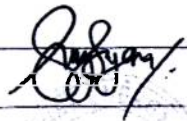
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DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/8 (Thursday)	<ul style="list-style-type: none"> - Registered the employees' name in the application form sent by the training provider. - Filed all the application to the respective training provider and call for their confirmation. - File the registered form in the registered external course file for reference and proof of registering the course / program - Attached the remittance advice to the invoice and form for key in data and also filing to the ROP / miscellaneous letter file. - Typing and updating the list name of participant for upcoming Jungle Survival Training on 20 - 23 August at Grand Continental Hotel, Kuching. "Performance Improvement and Motivation Training". 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/8 (Friday)	<p>- Making evaluation report using microsoft excel which had been done / filled in by the participants of the respective courses. Usually there are two types of evaluation report which are inhouse or internal. The evaluation report is to evaluate the trainer for the course / program and also to evaluate whether the program has gives the participants ability to develop recipe through feedback and appraisal by answer answering the questionnaire and open ended question for their opinion.</p> <p>- calling training provider to make sure they have confirm the course on the respective date and also asking them to send their brochure through email.</p> <p>- Taking the participant details and name to the training provider for their course.</p>	

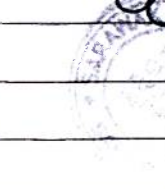


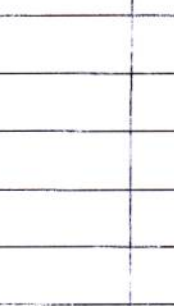
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/8 (Tuesday)	<p>- An induction courses / program held at Wisma SEB (HQ) and compass, gps and jungle tracking skill course held at Grand Continental Hotel.</p> <p>- This courses</p> <p>- We are assigned to help assisting the course at Grand Continental Hotel. This course is participate by the engineer and technicians. This course is relevant to their scope of job as they need to use compass / gps to go to the power station which located out of town or usually at the in the jungle.</p>	

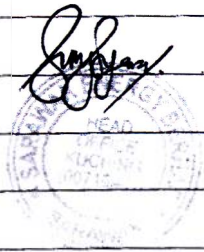
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
22/8 (Thursday)	- Still assisting the compass, GPS & jungle tracking course at Grand Continental Hotel. - The participant of the course is practicing the course by going on a jungle tracking at PULAPOL using GPS & compass and given coordinate. This course is help by the policeman from PULAPOL lead by PSE SAGA,	

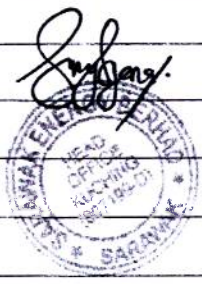
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/8 (Friday)	<ul style="list-style-type: none"> - Today is the last day of compass, GPS & jungle tracking skill course. - Today the participant is asked to give a presentation about the experienced and what they had learn for these few days. - End the course by giving them training evaluation form. - Doing the ^{training} evaluation form form using microsoft excel and sent it to Mr. James for his record and to be represent to the manager. 	

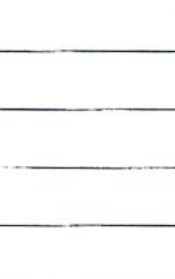



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/8 (Monday)	<p>- Doing the evaluation training form using microsoft excel of the previous program - courses. This evaluation training is being calculate in percentage form. The reason is to know whether the courses / programs give benefit / knowledge to the participant.</p> <p>- Doing invoice for the registered training program (local & overseas). The invoice will be send to the Finance Department at the HQ (KISMA SEB) using outgoing mail. The invoice will be use as their references and they will issue a cheque to be deposited to the training provider.</p> <p>- Helping miss Siti Asyiah registered participant for upcoming courses / program offered by the training provider.</p>	

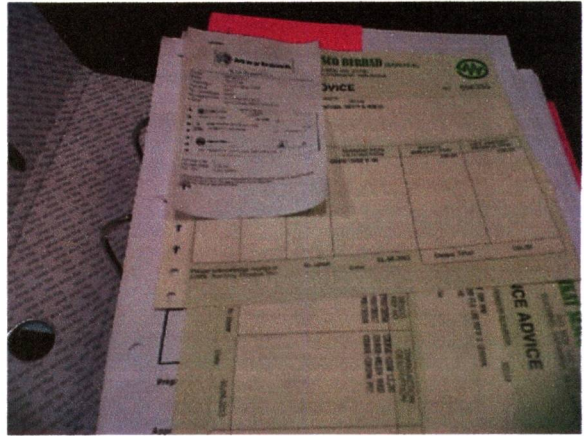
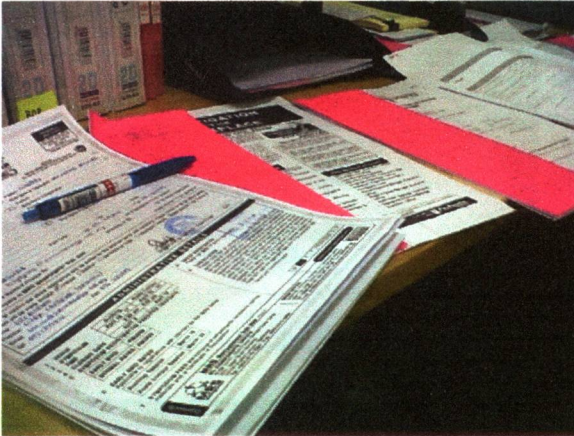
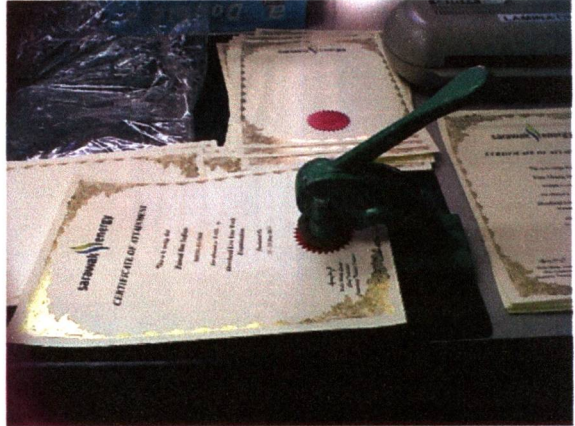
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/8 (Tuesday)	<ul style="list-style-type: none"> - Doing record filing for registered courses & participants of the courses according to the month (January 2012 - Dec 2012), (Jan 2013 - August 2013) - - Organized the registered form of training in to the file and an invoice form according to the training provider's company for future information. - Organize and check for the participant's certificate (course certificate) and send it to the participant according their department and section using outgoing mail. 	

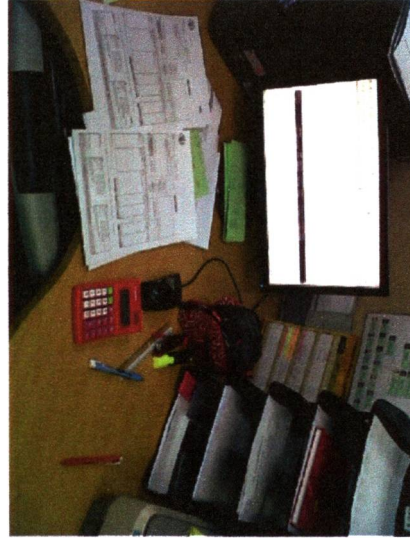
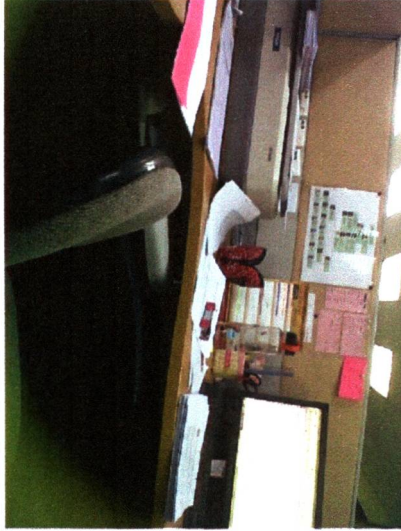
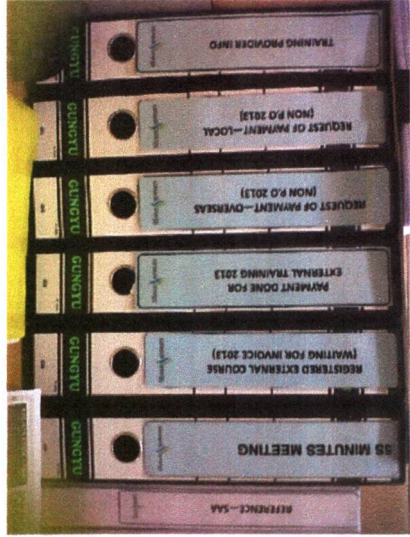
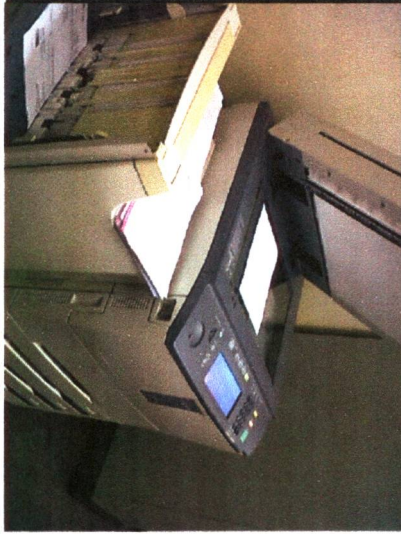
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/9 (Wednesday)	<p>- Doing evaluation training for 'communication strategies training' courses that held at Wisma S&S for professional group.</p> <p>This evaluation is to know the feedback from the participants about the content and effectiveness of the course towards the job description of the participants.</p> <p>- photocopy the registration form and fax to the respective training provider according to the courses of par.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
29/8 (Thursday)	<p>- Doing evaluation training feedback using microsoft excel.</p>	
	<p>- Faxing to several training provider confirming or registering the participant for the offered courses / program / training. The form that has been faxed need to be stamp using the fax stamp as a record keeping.</p>	
	<p>- calling training provider for offered course / program that they advertised. Asking for the date for the courses and incharge person organizing the course and also asking for brochure to be attached to the participants form and also for training department's record.</p>	

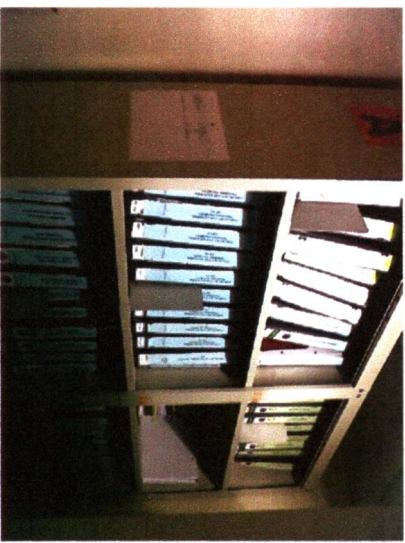
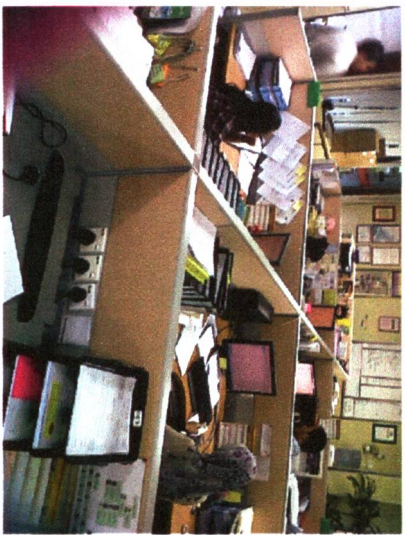
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
30/8 (Friday)	<p>- Today, our department has an operational meeting where as they need to update everyone on what they are up to. This operational meeting is held on every end of the month.</p> <p>- Registered training for employees and fax the form to training provider.</p> <p>- Prepared the account number of the respective training provider to be deposited.</p>	

APPENDIX 1: Task Assigned





APPENDIX 2: Pictures of Office



APPENDIX 3: Orientation Program

