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**INTERNSHIP REPORT 2020**  
**(INTERNSHIP MGT666)**  
**SABAH ELECTRICITY SDN. BHD.**

**TITTLE: Provision of services by Rentice Management  
to solve vegetation issues affecting electricity supply at  
Sabah Electricity Sdn. Bhd.**

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# COMPANY PROFILE

- Sabah Electricity Sdn. Bhd. manages and operate the electricity generation facilities.
- 20% by the State Government of Sabah.
- 80% own subsidiary of Tenaga National Berhad.
- Providing services to the customers such as restoration of supply, disconnection of supply, re-connection of supply, special meter reading, meter replacement, meter testing, vegetation management and inquiry services.
- The services that they distribute is in the state of Sabah and the Federal Territory of Labuan.

## MISSION

To honor the trust and meet expectations of stakeholders through;

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

## VISION

To be a trusted, sustainable and progressive power utility.

## VALUE

Integrity. Customer first. Business and service excellence. Caring.

## RENTICE MANAGEMENT DEPARTMENT

- Rentice Management is a department in Sabah Electricity Sdn. Bhd. in charge of maintaining overhead lines.
- Which means they will handle anything related to the vegetation issue that affect the disruption of electricity supply.
- In this department, they have five staff comprising Senior Manager, Clerk and three Executive Assistants that will handle working paper from different region which is around state of Sabah and the Federal Territory of Labuan.
- Contractors will prepare a working paper when there is a need for servicing a particular area.
- Rentice Management will provide work instructions to the contractor which is Purchase Order (PO).
- After done the job, the contractor will send their working paper to the staff at their area for same process before bring it to the Rentice Management.
- Rentice Management will process and proceed the working paper to the Finance Division for the claim. Then they will get the money.
- The info graphics below show this process.

## ISSUES IDENTIFICATION

- Provision of services by Rentice Management to solve vegetation issues affecting electricity supply at Sabah Electricity Sdn. Bhd.
- Vegetation issues that affecting disruption of electricity supply and business continuity towards services provided by Rentice Management at Sabah Electricity Sdn. Bhd.
- There are many root cause of disruption electricity supply that involve of vegetation issue. This issue makes Rentice Management very important to our safety and electricity supply.
- However, some of users did not know that Sabah Electricity Sdn. Bhd. has this services. Because of that, this is important to promote and make all the users know about this services.
- Rentice Management also has an impact on Business Continuity in Sabah Electricity Sdn. Bhd. As mention before, they will hire contractors in every area to make sure this issue can be handle properly.
- Overall they will spend RM2 million in a month and RM24 million in a year.

# RESEARCH OBJECTIVE AND RESEARCH QUESTION

- Research objective.

- To identify the effect of disruption electricity supply that causes of vegetation issue.
- To understand that Rentice Management Department in Sabah Electricity Sdn. Bhd. is doing services that related to the vegetation.
- To analyse the services provide and increase the awareness of the users.

- Research question.

- It is any root cause of disruption electricity supply that related to the vegetation issue?
- What is the services that Rentice Management Department in Sabah Electricity Sdn. Bhd. has provided?
- How that services can help the users and the important of the services?

## SCOPE OF THE STUDY

- The scope of study is focused on marketing, from the services that provide by Rentice Management Department in Sabah Electricity Sdn. Bhd. The sample is taken from around state of Sabah and the Federal Territory of Labuan because using all the data from it.
- This study will utilize qualitative method in methodology. Qualitative studies will be conducted to elicit the data from company which is the root cause of disruption electricity supply that is related to the vegetation issue and services that provide by Sabah Electricity Sdn. Bhd.
- Duration of this study is start from February until June which is around 5 months to finish. Unstructured interview being used in this study which is high flexibility in term of how long and when to conduct the interview. So that easy to collect the information while doing internship in that company.

## RELEVANT LITERATURE REVIEW

Based on the Data Analysis 2020 from Sabah Electricity Sdn. Bhd., there are 25 root cause that affecting electricity supply around state of Sabah and the Federal Territory of Labuan. Two of the root cause is vegetation and danger tree which is related to the scope of services that Rentice Management Department has provide. This year there are 913 cases of Vegetation and 686 cases of danger tree in total 1599 cases.

According to (Sig, 2011) The utility forest consists of the land base supporting tree species that could now or in the future interfere with safe, reliable electric service. The researcher believe of the vegetation is an issue that can impact the disruption electricity. This thing can open people mind, how important this services is. The population of trees in natural forest stands is high when the trees are small but as they grow and compete for light, water and nutrients. vegetation will always grow and that why need vegetation management day by day for the safety and continuity of electricity supply.



## RESERACH METHODOLOGY

- Primary data

- In-depth interviews with senior manager in Rentice Management Department. Talking about the services that they provide.

- Secondary Data

- Industry associations: Company report about the data of root cause of disruption electrical supply. Company website that contain the issue of vegetation and danger tree.

-By using primary data and secondary data, a lot of information can be collected.

-Fundamental types of interview is unstructured interview. It is high flexibility in term of how long and when to conduct the interview.

-Method of research interview that been using are telephone interview, Email interview and personal interview.

-Interview has been conducted by choosing someone that expert on that scope of study. The interviewee is Senior Manager in Rentice Management Department.

-The existing data which is company data is used to know the total of disruption electricity supply that related to the vegetation.

## FINDINGS AND ANALYSIS

-By using the company data, there are 25 root causes of disruption electricity supply. Two of the root causes is related to the Rentice Management which is vegetation and danger tree.

-In-depth interview with someone expert can get the information needed for this research. There are questioning and answering session with the Senior Manager. Note taking about the services that they provided which is anything related to the vegetation under Sabah Electricity Sdn. Bhd. Rentice Management has an impact on continuity business which is they have the contractors to do the services. Currently there are only 66 contractors compared to the original requirement of 70 contractors. This is need to be promoted so more people will know and joining if interest.

-Dealing with electricity is need to be more careful with skill and knowledge. That's why if any happen or facing any situation related electricity and danger tree, users can do report by call 15454 or WhatsApp to 019 - 852 5427.

## DISCUSSION

### **a) Discussion based on research objective.**

- By seeing this root causes, it clearly state how important the services that Rentice Management has provided. For electricity supply and safety of the user, Rentice Management play important role on it. Rentice Management can reduce the disruption electricity supply by remove the danger tree or hazard tree. Other than that, if there is incident because of the danger tree, they can remove that with safety equipment and restore electricity supply.
- Discuss about the services that they provide, what they do is remove the hazard tree and danger tree around the line. They also do pruning, tree trimming and line clearance for any species of vegetation near or under the power lines. This services will be handle by the contractor under Sabah Electricity Sdn. Bhd. The company will provide work instructions to the contractor named Purchase Order. After that, the contractor on that area will do their job then claim to the company. People who interest can join to became their contractors if can fulfil the requirement such as:
  - Company must be registered with Sabah Electricity Sdn. Bhd.
  - Number of workforce is minimum 2 teams with 5 members each.
  - Each member has NOISH Power Safety Passport and registered on behalf of company.
  - Not blacklist by Sabah Electricity Sdn. Bhd. And more others requirements.
- Dealing with electricity is high risk for the users. That's why, they should avoid to touch anything like remove the tree on the electricity pole or touch the electricity lines because of high voltage and it is too dangerous to handle. Also avoid to touch the metered to avoid burns due to electrical current. Contact Sabah Electricity Sdn. Bhd. For any inquires or any report regarding the issue and do not do it personally. Things like this should be promote more to increase their awareness towards the danger impact.

## **b) Discussion on COVID issue.**

### **i. Identification on business challenges during COVID-19**

1. Challenges to the worker because they had to adapt with new norm or new working environment which is work from home. Working in the office versus working at home is a different situation to adapt. Maybe some of the worker have children in their home and must do their job with the noise compare at the office. This is important so they can minima the time of go out from home during Covid-19.

2. Any meeting or seminar had to be postponed whether with customers, contractors and fellow workers. The plan or the business that already plan need to be postpone in another time that suitable.

3. Work at outside cannot be done as before. The company had to estimate the amount of electricity used based on previous month's bill. Because of that, the company received a lot of complaints from users.

4. Conditions out there are less safe and vulnerable. Exposed equipment outside is not a good choice. All electrical equipment and construction materials must be properly stored.

ii. Identification on businesses solution to overcome the challenges of a COVID-19 pandemic.

1. Other than initiative of work from home, other initiatives are also can be used such as changing work hours to just 5 hours of work time. This can minimize the time spent in the same space.

2. Use Google Meet and Zoom to replace meetings and seminars that have been plan before. Reduce the use of hardcopy in dealing with correspondence, electricity bills, work directories and the like. On the contrary, the use of the internet in the management of all files and letters in softcopy can reduce bilateral meetings.

3. Limit the presence of workers on the site at a time and practice social distance among them. The allocation of tasks to each employee should be systematically assigned according to their expertise to make them more efficient and effective. For the electricity bill issue, company already solve it by give them exact bill on that month.

4. Storage of materials such as iron and electric equipment more effectively. These materials and equipment should be kept in a clean, roofed and well-ventilated place. All these storage and transport processes need to be handled by the employees who take safety precautions against the spread of the virus.

## RECOMMENDATION

- Do more promotion about Sabah Electricity Sdn. Bhd., that they have provided services of Maintenance Overhead Lines that related to the vegetation and danger tree.
- They have contractors to make sure all the services can be serve and help the users. this promotion to increase awareness to the users and attract attention of people that interest to become a contractor under Sabah Electricity Sdn. Bhd.
- This is also good opportunity for the continuity business in two parties. Which is the company and the contractors. This opportunity to became contractor is already posted in company website but maybe the target audience there is less than using other tools. So it is need to be more promoting to attract more audience such as through social media and printed advertising.
- To avoid the users from handle anything that related to the electricity by their own, the impact of dangerous should be more promoted. - They should not touch or near to the electricity pole, electricity lines, electricity meter or anything related to the electricity due to the high voltage and dangerous.
- If any happen or facing situation related to the electricity, users can call 15454 or WhatsApp 019 – 852 5427. To make this care line number become more familiar and well known, it is should be promoted.
- So that users can report the issues and Sabah Electricity Sdn. Bhd. Can take action and solve the problem immediately.
- This company should have the official social media and not having more than one account in one tools. This is to avoid the unsystematic information that been share to the public and avoid the confusion of many account.
- For example, just make one account for Facebook, Instagram, Twitter and so on. Linked the account so that just need to post the information ones and other application will be posting automatically the same information.

## CONCLUSION

In conclusion, services that provide by Rentice Management Department is Sabah Electricity Sdn. Bhd. which is Maintenance Overload Lines is very important for the users for their safety and electricity supply. However not everyone knows about this services and it is need to be promoted to make them know and increase their awareness and knowledge about it. If anything incident happen, users should not handle it personally instead of contact the company, make a report or ask for help to avoid dangerous. Same goes to some situation like incident happen at road that involve tree and electricity, do not simply remove the tree and be careful if it near to the electricity to avoid any bad things happen.

In addition, this company also provide the opportunity to the people who interest to become contractors to serve this services to the users. Large number are needed because every area must be a several contractors to handle all the vegetation issue in that place. This also become a business continuity in Sabah Electricity Sdn Bhd.

Apart from that, word of mouth is really effective and believable if it is being use. So that, it is important to the staff to tell their relative and friends about this thing. Printed advertising is also important to target the audience that do not have a social media such as newspaper and billboard.

With all this services, opportunity and information, there is need to be marketed so it can spread and increase the awareness of the users and people out there. As we know nowadays, people more to social media platform so we can use this as a tools to spread all the information and business that have by this company.

## SIGNIFICANCE

- To the organization.

-The services that they provided will be well known.

-The continuity of business can be increase because of people that interest to become a contractor will know about this.

-They will be more alert how to spread the information effectively so that they can reach all the target audiences.

- To the society.

-Their awareness about the services provided by this company will be increase

-People who interest to become the contractors under Sabah Electricity Sdn. Bhd. Can apply for it.

- People's safety will be more secure after knowing the dangers and effect of handling anything about electricity by their own. They know where to ask for help or report the incident to the number that they should contact.



## SELF REFLECTION

Doing internship in Sabah Electricity Sdn. Bhd. is gives me an opportunity to dive right into my careers soon. I can experience the real situation of working. It is bringing excitement and curiosity. I also face new environment which is new places, meet new people and of course new norm to accept and adapt. This is need to be study so I can adapt easily such as what the right requirement of the attire, time management, way of communication and so on. It is because different place is different way. I believe if I can follow this, I can bring a good image of university.

There is strength and weaknesses in every place and things. One of it is it shows me a future challenger of real working life. It is because what we have learned in the university or the subject we a taken is not necessarily what we will apply soon in the job. That's why in university we also learned about soft skill and hard skill to help us adapt with any situation or any job given easily. Everything will be okay if we are willing to learn. For example, communication skill. This is important to help me make a better connect with the manager and other staff in that company. This skill also important to help my decision making and problem solving. Also, it is better to ask if we do not know, keep asking because they are willing to help us.

Other than that, I need to be independent. By choosing to do my internship in Kota Kinabalu that far from home, I need to rent a room that near to my workplace so that easy for me to go there. This is cost me but decide to do so because easy for me to meet my advisor. Every day I will walk to my workplace and considered is as my exercise so I can enjoy it without hard feeling. In this period, I also need to save on spending and manage my financial carefully. Sometimes I will bring food from home so I do not need to buy it from the restaurant. I can spend less if I bring food from home. This is challenging but I take it as my preparation for my future. I believe that soon will be more challenging than what I going through now. I need to be strong now so I can be more strong someday. Challenges make me to be more prepare and learn a way how to survive in another day. It is a good lesson.

Apart from that, every company or department have their own pros and cons itself. What I like about my department of internship is although there is a lot of work but the supervisor and the staff have a good manners and personality. This thing is all I need there which is a good environment because it's give me a positive vibe and positive mind. This thing can reduce my stress and feeling happy. I will have a meeting session with my supervisor minima ones a week. We will discuss the progress of internship, logbook and my condition here. This make me feel comfortable and increase my focus there. In addition, because of the pandemic covid-19, I cannot be meeting face to face with my advisor like before to discuss about the research. However, it is not a big deal because we are able to keep communicate through online. I am glad and thankful to have supportive advisor.

In conclusion, internship is really help me to be more prepare before I am in a working life soon. It is help me to see the reality scenario that I need to be stronger then what I am now. I really thankful to have a good industrial training coordinator that keep reminding us about many important things and appreciate all the people who involve in this internship. It gives me many interesting experience that make me more mature and cannot wait to have career, make money, increase knowledge and get more experience. After going through all this, it's teach me that things will be good in time, believe in Allah S.W.T, do good things and good things will back to you. Keep learning and Keep fighting.