

DECLARATION OF ORIGINAL WORK

# A STUDY ON THE EFFECTIVENESS OF SESB BILLING SYSTEM TOWARD HOUSEHOLD IN PUTATAN AREA

BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (MARKETING)  
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DECLARATION OF ORIGINAL WORK

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I hereby declare that

This work has not previously been accepted in substance for any degree or diploma or certificate, and not being concurrently submitted

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All verbatim extracts have been distinguished by quotation marks and sources of any information have been specifically acknowledged

Signature

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Date

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## CHAPTER 1

### INTRODUCTION

#### 1.1 Introduction

SESB is a short form of Sabah Electricity Sdn Bhd. During the colonial era, the British Government formed the Central electricity Board in 1946 to support colonial economic activities in Malaysia. In 1955, the National Electricity Board was formed to replace the Central Electricity Board, and then it was corporatized in 1990 to become Tenaga Nasional Berhad.

In Sabah, the electricity supply has been available since before World War II, which is as early as year 1910. It was provided by three different organizations, Sandakan Light & Power Co. Ltd and Jesselton Ice Co, while in Labuan was run by The Rural Board. After independent of Sabah in Malaysia on 31<sup>st</sup> August 1963, Colony of North Borneo changed it's name to the State of Sabah, hence the North Borneo Electricity Board appropriately became known as the Sabah Electricity Board (SEB) and was reporting to the Minister of Communication and Public Works.

Sabah Electricity Act 1983 (Act 278) came into effect on 1<sup>st</sup> January 1984 and the Sabah Electricity Board (SEB) became a Federal Agency under the jurisdiction of Ministry of Energy, Telecommunication and Post.