

Human Resource Management And Administration: PGB Continues To Enhance Technical Competencies

Pengurusan Dan Pentadbiran Sumber Manusia: PGB Terus Mempertingkatkan Kemahiran Teknikal

Non-executives staff undergo the QWG classes where they are exposed to the quality principles and its application in their everyday work

Kakitangan bukan eksekutif mengikuti kelas Kumpulan kerja kualiti di mana mereka didedahkan kepada prinsip kualiti dan penggunaannya dalam kerja harian mereka



In its continuing quest to attain superior Human Resource capabilities and performance in the Company, PGB's efforts in the financial year were largely focussed on enhancing the technical competencies of its approved manpower through structured training and development activities.

PGB's manpower strength grew by 6.0% to 1,676 compared to 1,581 in the previous year. The growth is consistent with the increasing scale and complexity of its operations and in line with PGB's strategic focus in ensuring its human resource is robust and capable enough to handle the new demands and challenges.

During the year, PGB strengthened the implementation of its mentoring scheme, which is aimed at facilitating the development of new recruits and also high potential staff within the organisation. By focussing on its PEOPLE as its NUMBER ONE asset, PGB believes that it will reap handsome rewards by way of greater productivity and also operational reliability and availability.

PGB also continued with its intensive efforts to implement technical training programs covering all areas of its operations. Despite the increase in the number of personnel, PGB maintained its average of 8 training mandays per staff during

Dalam usahanya yang berterusan untuk mencapai keupayaan dan prestasi Sumber Manusia yang unggul dalam syarikat, usaha PGB dalam tahun kewangan sebahagian besarnya tertumpu untuk mempertingkatkan kemahiran teknikal tenaga manusianya yang diluluskan, melalui aktiviti latihan dan pembangunan yang tersusun.

Keupayaan tenaga manusia meningkat 6.0% kepada 1,676 berbanding 1,581 dalam tahun sebelumnya. Peningkatan ini adalah konsisten dengan bertambahnya skala dan kerumitan operasinya dan selari dengan tumpuan strategik PGB adalah untuk memastikan sumber manusianya tahan uji dan mampu menghadapi cabaran dan permintaan baru.

Dalam tahun itu, PGB memperkukuh pelaksanaan skim mentornya, yang bertujuan untuk memudahkan pembangunan kakitangan baru dan juga kakitangan berpotensi tinggi dalam organisasi. Dengan menumpukan kepada KAKITANGAN sebagai aset NOMBOR SATUnya, PGB percaya bahawa ia akan meraih ganjaran menarik menerusi produktiviti yang lebih tinggi dan juga keandalan serta dapatan operasi.

PGB juga terus dengan usaha gigihnya melaksanakan program latihan teknikal yang meliputi semua kawasan operasinya. Walaupun bilangan kakitangan bertambah, PGB dapat mengekalkan purata 8 hari berkursus bagi setiap kakitangan pada tahun itu. Di bahagian Penyaluran Gas, tidak kurang daripada 46 program teknikal dilaksanakan. Dalam operasi Memproses Gas, kakitangan menyertai 76 program teknikal luaran dan dalam. Kepentingan latihan HSE juga diberi penekanan, banyak program korporat tentang Sistem Pengurusan Kesihatan, Keselamatan dan Alam Sekitar (HSEMS) dan Sistem Arahan Tuju (ICS) dijalankan pada keseluruhan operasi syarikat.



Classroom training for
new intake
Latihan di dalam kelas
bagi pengambilan baru



The first group of clerical non-executive staff at HQ attending the regular Financial Accounting lectures

Kumpulan pertama kakitangan bukan eksekutif di Ibu Pejabat menghadiri kelas Perakaunan Kewangan

the year. In Gas Transmission, no less than 46 technical programmes were implemented. In Gas Processing operations, staff participated in a total of 76 internal and external technical programmes. The importance of HSE training was also emphasized, with numerous corporate programmes on the Health Safety and Environment Management System (HSEMS) and the Incident Command System (ICS) being conducted throughout the company's operations.

In the non-technical areas, PGB had also implemented functional training programmes such as Financial Accounting for all clerical non-executives.

For the purposes of networking, benchmarking and keeping abreast of the latest technology, PGB participated in selected domestic and international conferences and seminars. PGB also presented a paper each at the International Pipeline Conference in Canada and the 2001 Measurement Science Conference and Workshop Symposium in USA.

PGB also proceeded with further roll out of the Quality Culture education process, in the form of the Quality Work Group training modules that were carried out to cover all levels of staff. As a new initiative, the company had also introduced Organisational Learning (OL) concepts and practices to compliment the Quality Culture Process. Two workshops on "Foundations of Organisational Learning" were conducted for sixty of PGB's senior level personnel. Through the OL concepts and methodology, the executive staff within PGB will be able to contribute more effectively to the company's improvement

Dalam bidang bukan-teknikal, PGB juga melaksanakan program latihan fungsian seperti Perakaunan Kewangan untuk semua kakitangan perkeranian bukan-eksekutif .

Bagi tujuan perangkaian, panduan ukuran dan terus seiring dengan teknologi terkini, PGB menyertai persidangan dan seminar terpilih di dalam negeri dan antarabangsa. PGB juga telah membentangkan dua kertas di International Pipeline Conference, Kanada dan 2001 Measurement Science Conference dan Workshop Symposium, di Amerika Syarikat.

PGB juga telah meneruskan usaha dalam proses pendidikan Budaya Kualiti, dengan membentuk modul latihan Kumpulan Kerja Berkualiti yang dijalankan terhadap semua peringkat kakitangan. Syarikat juga memperkenalkan konsep dan amalan Pembelajaran Organisasi (OL) sebagai usaha baru untuk melengkapkan Proses Budaya Kualiti. Dua bengkel tentang "Asas Pembelajaran Organisasi" telah dijalankan untuk enam puluh orang kakitangan kanan PGB. Melalui konsep dan metodologi PGB, kakitangan PGB dapat menyumbang dengan lebih berkesan dalam mempertingkatkan aktiviti syarikat. Untuk merealisasikan usaha ini, dua forum kerjasama telah diadakan dalam tahun ini yang melaluinya kakitangan eksekutif dapat berkongsi apa yang telah dipelajari melalui projek OL bagi mengurangkan ketidakpatuhan.

Memandangkan bidang operasinya meluas, perhubungan yang berkesan telah dipermudah melalui sesi dialog antara kakitangan dengan Pengarah Urusan dan Ketua Pegawai Eksekutif di semua operasi serantau PGB (dari Gurun di Kedah

activities. To realise this, two sharing forums were held within the year whereby the executive staff were able to share their learning through OL projects to reduce non-conformances.

In view of the widespread nature of its operations, effective communications were facilitated through numerous staff dialogue sessions with the MD/CEO throughout PGB's regional operations (from Gurun in Kedah to Miri in Sarawak). Among the topics covered business performance, organisational improvements and current issues and concerns. Staff of all levels participated actively at these sessions and follow-up actions on issues raised were speedily addressed to maintain high staff morale and welfare.

As part of these ongoing efforts to enhance communications within PGB, the HRMA department had also launched its Home Page within the year. To date, the total number of "hits" since its launch has been very encouraging. The Homepage was developed inhouse. Besides disseminating information, it also serves as one of the platforms for staff of all levels to contribute their ideas and opinions. Regular updating of its contents is being carried out to keep the Home Page interesting and up-to-date.

PGB believes that whilst staff development activities are critical, staff morale and motivation are equally important to attain and sustain superior performance. With the increasing complexities of PGB's expanding business activities, these two aspects must be constantly monitored and addressed. Through this process, PGB hopes to build a workforce that is customer-focussed and of world-class standard; that will continuously enhance PGB's performance and reputation.

hinggalah ke Miri di Sarawak). Antara aspek yang diliputi untuk perbincangan ialah prestasi perniagaan, peningkatan organisasi dan isu serta hal penting semasa. Kakitangan di semua peringkat terlibat secara aktif dalam sesi ini dan tindakan susulan terhadap isu berbangkit telah ditangani segera untuk menjaga ketinggian moral dan kebajikan kakitangan.

Sebagai sebahagian daripada usahanya yang berterusan untuk mempertingkatkan perhubungan dalam PGB. Jabatan PSTM juga telah melancarkan Laman pada tahun ini. Hingga kini, jumlah bilangan "hits" sejak pelancarannya sangat menggalakkan. Laman ini telah dibina sendiri. Selain penyebaran maklumat, Laman ini juga berperanan sebagai salah satu platform untuk semua peringkat kakitangan menyumbangkan idea dan pendapat mereka. Kandungannya sering dikemas kini untuk menjadikannya menarik dan terkini.

PGB percaya walaupun aktiviti perkembangan kakitangan adalah penting, namun moral dan motivasi kakitangan juga penting untuk mencapai dan mengekalkan pencapaian yang unggul. Dengan bertambahnya kekompleksan aktiviti perniagaan PGB yang sedang berkembang, kedua-dua aspek ini mesti sentiasa diawasi dan ditangani. Melalui proses ini PGB berharap dapat membina tenaga kerja yang menjurus pelanggan dan bertaraf antarabangsa; yang akan terus meningkatkan pencapaian dan reputasi PGB.



The first group of clerical non-executives in POD that completed the Financial Accounting Programme

Kumpulan pertama kakitangan bukan eksekutif di Bahagian Operasi Loji yang telah menamatkan Program Perakaunan Kewangan