



Human Resource Management

PENGURUSAN SUMBER MANUSIA

PGB recognises that its employees are its greatest asset. It has addressed the need for recruiting, training and maintaining a competent and effective workforce through structured learning and development initiatives.

Our focus during the past year has been to ensure the Company has the required manpower inventory to support its operations. The recruitment efficiency rate which was 90% at the beginning of the FY 2002/03 was improved to 95% as at 31 March 2003. This was achieved through a number of recruitment strategies including the internal promotion of experienced staff to fill up various senior vacant positions and the recruitment of fresh graduates to replace them.

For the year under review, the staff strength of the Company grew by 6.2% from 1,736 to 1,843 in response to the need for skilled manpower to support its operational expansion.

The primary thrust of PGB's human resource programme was on building the capabilities and competencies of our people through career assignments and learning and training opportunities. Planned staff movements within the Company involved 8% of our employees. This was aimed at exposing staff to the work experience opportunities required for career progression in line with PGB's operational needs.

To support the above, a mentoring programme has been put in place to assist young executive staff in their personal and career development through structured relationships with experienced staff. Currently,

PGB menyedari bahawa kakitangannya adalah aset yang paling berharga. Keperluan untuk mengambil, melatih dan mengekalkan kumpulan kerja yang cekap dan berkesan telah dilaksanakan melalui pembelajaran berstruktur dan inisiatif pembangunan.

Tumpuan kami pada tahun lepas adalah untuk memastikan bahawa Syarikat mempunyai inventori tenaga kerja yang diperlukan untuk menyokong operasinya. Kadar kecekapan pengambilan kakitangan sebanyak 90% pada awal tahun kewangan 2002/03 telah meningkat kepada 95% pada 31 Mac 2003. Pencapaian ini diperolehi melalui beberapa strategi pengambilan kakitangan termasuklah promosi dalaman kakitangan yang berpengalaman untuk mengisi pelbagai jawatan kanan yang kosong dan pengambilan graduan baru untuk mengisi tempat mereka.

Untuk tahun yang dikaji semula, kekuatan kakitangan Syarikat meningkat sebanyak 6.2% daripada 1,736 kepada 1,843 sebagai respons kepada keperluan tenaga manusia yang berkemahiran untuk menampung pengembangan operasi.

Teras utama program sumber manusia PGB adalah untuk membina kebolehan dan kecekapan kakitangan kami melalui tugas kerjaya dan peluang pembelajaran serta latihan. Pergerakan kakitangan yang terancang di dalam Syarikat melibatkan 8% daripada kakitangan kami. Ini bertujuan untuk memberi kakitangan pendedahan pengalaman kerja yang mereka perlukan untuk peningkatan kerjaya mereka sejajar dengan keperluan operasi PGB.

Untuk menyokong keperluan di atas, satu program 'mentor' telah dilaksanakan untuk

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79 mentoring pairs are involved in this two-year programme which will be completed in July 2003.

During the year, the Company launched various initiatives to develop leadership skills. These include 25 programmes under the Corporate Competency Development, Corporate Leadership Development and HSE Leadership modules which were conducted internally for 350 supervisors and managers.

In line with the PGB's Strategic Thrust on the expansion of Capability Based Advantage, it has implemented a number of recommendations of the Action Lab on Competency for Technicians and Operators and Staff Capability Assessment Study. One of the key initiatives carried out during the year was the engagement of eight line trainers to develop structured training modules and conduct training programmes for operators and technicians at the Plant Operations Division (POD).

POD undertook a Capability Assessment Study from May to August 2002 which helped established the critical capabilities of selected

membantu pembangunan peribadi dan kerjaya eksekutif baru melalui hubungan berstruktur dengan kakitangan yang berpengalaman. Buat masa ini 79 pasangan 'mentor' terlibat dalam program 2 tahun ini yang akan berakhir pada bulan Julai 2003.

Pada tahun itu, Syarikat telah melancarkan pelbagai inisiatif untuk membina kemahiran kepimpinan. Ini termasuklah 25 program di bawah modul Pembangunan Kecekapan Korporat, modul Pembangunan Kepimpinan Korporat dan modul Kepimpinan HSE yang dikendalikan dalam syarikat untuk 350 penyelia dan pengurus.

Sejajar dengan Teras Strategik PGB tentang pengembangan Kelebihan Berdasarkan Keupayaan, syarikat telah melaksanakan beberapa saranan Makmal Tindakan tentang kecekapan untuk Juruteknik dan Operator serta Kajian Menilai Keupayaan Kakitangan. Salah satu inisiatif penting yang dilaksanakan pada tahun itu adalah pengambilan lapan pelatih untuk membina modul latihan berstruktur dan mengendalikan program latihan untuk operator dan juruteknik di Bahagian Operasi Loji (POD).

POD telah melaksanakan Kajian Menilai Keupayaan dari bulan Mei hingga Ogos 2002 yang telah membantu dalam memastikan keupayaan kritikal kakitangan yang terpilih melalui penubuhan 26 profil peranan penting. Beberapa program latihan telah dikenal pasti untuk meminimalkan jurang kecekapan khusus dalam kepimpinan, kesedaran komersil dan sebagainya. Program latihan Dale Carnegie - Ke Arah Kecemerlangan, Pembangunan Pengurusan dan Pembangunan Pengurusan Tertinggi INSEAD telah dilaksanakan untuk kakitangan eksekutif manakala Program Pembangunan Penyeliaan telah dijalankan untuk kakitangan bukan eksekutif. Pembangunan keupayaan kakitangan kekal sebagai tumpuan utama untuk ditangani Syarikat supaya kakitangannya sihat dan cergas serta berupaya menguruskan permintaan dan cabaran baru sebagai peningkatan prestasi dan imej.



Left to right: Kamaruzaman, Faizal, Suhaimi and Razali from Land Administration Department discussing on land matters.

Kiri ke kanan: Kamaruzaman, Faizal, Suhaimi dan Razali dari Jabatan Pengurusan Tanah sedang berbincang mengenai perkara-perkara berkaitan dengan tanah.

staff through the development of 26 pivotal role profiles. A number of training programmes were identified to minimise specific competency gaps in leadership, commercial awareness, etc. Training programmes such as Dale Carnegie's – The Breakthrough To Success, Manager Development and INSEAD Senior Management Development have been conducted for executives, whilst the Supervisory Development Programmes have been conducted for non-executives. Staff capability development remains as the main area of focus for the Company to address so that its staff are robust and are capable of managing new demands and challenges for the enhancement of its performance and image.

Learning Needs Identifications and Assessments have been carried out to address the training needs of the staff based on feedback from the Performance Management System, several surveys, audit findings and dialogue sessions. Based on these Learning Needs Identifications and Assessments, a number of training interventions have been implemented, including 209 technical programmes for 2,755 staff and 214 non-technical programmes for 3,205 staff.

Recognising the critical need for effective internal communications to create a harmonious and conducive working environment, PGB launched a number of programmes at the different locations. Among these were interactive communications sessions with the Managing Director/ Chief Executive Officer, Staff Communication Sessions at the plants, Regional Offices and Head Office, HR Service Desk and IT Help Desk.

In addition, the Company has organised social and recreational events such as sports events, family days, mystery drives, hari raya gatherings etc. for staff and their families to foster cohesiveness and goodwill.



Communicative English Programme were conducted for the non-executives.

Program "Communicative English" diadakan untuk kakitangan bukan eksekutif.

Proses Mengenal pasti dan Menilai Keperluan Pembelajaran telah dijalankan untuk menangani keperluan latihan pekerja berdasarkan maklum balas dari Sistem Pengurusan Prestasi, beberapa kaji selidik, hasil audit dan sesi dialog. Berdasarkan Proses Mengenal pasti dan Menilai Keperluan Pembelajaran, beberapa latihan telah dilaksanakan termasuklah 209 program teknikal untuk 2,755 kakitangan dan 214 program bukan teknikal untuk 3,205 kakitangan.

Menyedari keperluan kritikal untuk komunikasi dalaman yang berkesan untuk melahirkan persekitaran yang harmoni dan sesuai untuk bekerja, PGB telah melancarkan beberapa program di berbagai-bagai lokasi. Ini termasuklah sesi komunikasi interaktif dengan Pengarah Urusan/Ketua Pegawai Eksekutif, Sesi Komunikasi Kakitangan di loji-loji, Pejabat Operasi Serantau dan Ibu Pejabat, Meja Perkhidmatan Sumber Manusia dan Meja Bantuan Teknologi Maklumat.

Selain itu, Syarikat menganjurkan aktiviti sosial dan rekreasi seperti aktiviti sukan, hari keluarga, mencari harta karun, perjumpaan hari raya dan sebagainya untuk kakitangan dan keluarga mereka bagi menggalakkan semangat bersatu padu dan perasaan muhibbah.

Financial Calendar

FINANCIAL YEAR FROM 1 APRIL 2002 TO 31 MARCH 2003

RESULTS

First Quarter ended 30 June 2002	Announced On	13 August 2002
Second Quarter ended 30 September 2002	Announced On	6 November 2002
Third Quarter ended 31 December 2002	Announced On	18 February 2003
Fourth Quarter ended 31 March 2003	Announced On	23 May 2003

DIVIDENDS

Interim	Announced On	6 November 2002
	Entitlement Date	10 December 2002
	Paid On	20 December 2002
Final	Announced On	23 May 2003
	Entitlement Date	28 July 2003
	Payable On	14 August 2003

DISTRIBUTION OF ANNUAL REPORT	24 June 2003
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TWENTIETH ANNUAL GENERAL MEETING	21 July 2003
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Kalendar Kewangan

TAHUN KEWANGAN BERMULA 1 APRIL 2002 HINGGA 31 MAC 2003

KEPUTUSAN

<i>Suku Pertama berakhir 30 Jun 2002</i>	<i>Diumumkan Pada</i>	<i>13 Ogos 2002</i>
<i>Suku Kedua berakhir 30 September 2002</i>	<i>Diumumkan Pada</i>	<i>6 November 2002</i>
<i>Suku Ketiga berakhir 31 Disember 2002</i>	<i>Diumumkan Pada</i>	<i>18 Februari 2003</i>
<i>Suku Keempat berakhir 31 Mac 2003</i>	<i>Diumumkan Pada</i>	<i>23 Mei 2003</i>

DIVIDEN

<i>Interim</i>	<i>Diumumkan pada</i>	<i>6 November 2002</i>
	<i>Tarikh Kelayakan</i>	<i>10 Disember 2002</i>
	<i>Dibayar Pada</i>	<i>20 Disember 002</i>
<i>Akhir</i>	<i>Dibayar Pada</i>	<i>23 Mei 2003</i>
	<i>Tarikh Kelayakan</i>	<i>28 Julai 2003</i>
	<i>Akan dibayar Pada</i>	<i>14 Ogos 2003</i>

PENGAGIHAN LAPORAN TAHUNAN

24 Jun 2003

MESYUARAT AGUNG TAHUNAN KEDUA PULUH

21 Julai 2003

Calendar of Events 1 April 2002 – 31 March 2003

URUTAN PERISTIWA 1 APRIL 2002 – 31 MAC 2003

20 MAY • **MEI** 2002

Familiarisation visit by Land Officers to the Gas Processing Plants.

Lawatan Pentadbir Tanah ke Loji Memproses Gas.



26 JUNE • **JUN** 2002

Emergency Response Exercise 'Eksesais Tangkas'.

Latihan Tindakbalas Kecemasan Eksesais Tangkas.



22 JULY • **JULAI** 2002

Familiarisation visit by PGB shareholders to the Gas Processing Plants.

Lawatan pemegang-pemegang saham PGB ke Loji Memproses Gas.



27 & 28 JULY • **JULAI** 2002

PGB Headquarter's Family Day celebrations

Sambutan Hari Keluarga Ibu Pejabat PGB.



1 AUGUST • *OGOS* 2002

PETRONAS Gas Berhad 19th Annual General Meeting.
Mesyuarat Agung Tahunan ke-19 PETRONAS Gas Berhad.



17 AUGUST • *OGOS* 2002

Long Service Award Presentation Ceremony for PGB staff
Majlis Penyampaian Anugerah Perkhidmatan Lama kakitangan PGB



5 SEPTEMBER • *SEPTEMBER* 2002

Steam Turbine Generator Completion Ceremony.
Majlis Penyiapan Penjana Turbin Stim.



5 OCTOBER • *OKTOBER* 2002

PGB's Bowling Invitation.
Kejohanan Bowling Jemputan PGB.



Calendar of Events 1 April 2002 – 31 March 2003

KALENDAR PERISTIWA 1 APRIL 2002 – 31 MAC 2003

14 OCTOBER • OKTOBER 2002

Emergency Response Exercise 'Ex Kembara'.

Latihan Tindakbalas Kecemasan 'Ex-Kembara'.



25 OCTOBER • OKTOBER 2002

Signing Ceremony of the Sale & Purchase Agreement of Intermediate Pressure Steam.

Majlis Menandatangani Perjanjian Jual Beli Stim Tekanan Sederhana.



28 OCTOBER • OKTOBER 2002

Transmission Operations Division's 'Hari Anugerah Kualiti dan Keselamatan'.

Hari Anugerah Kualiti dan Keselamatan Bahagian Operasi Penyaluran.



31 OCTOBER • OKTOBER 2002

PGB received the National Annual Corporate Report Award (NACRA) for Excellence Award under the Industrial Product and Technology category.

PGB menerima Anugerah Kecemerlangan NACRA bagi kategori Barangan Industri dan Teknologi.



5 NOVEMBER • **NOVEMBER** 2002

Signing Ceremony of Contract Packages for Gas Processing Plant 2, 3 & 4 Ethane Extraction Improvement Project.

Majlis Menandatangani Perjanjian Pakej-Pakej Kontrak untuk Projek Penambahbaikan Pengekstrakan Etana Loji Memproses Gas 2, 3 & 4.



28 NOVEMBER • **NOVEMBER** 2002

'Majlis Berbuka Puasa' with orphans and the elderly from welfare home.

Majlis Berbuka Puasa bersama anak-anak yatim dan warga tua dari rumah kebajikan.



19 DECEMBER • **DISEMBER** 2002

PGB's Headquarters Hari Raya Gathering with customers and local authorities.

Majlis Hari Raya PGB Ibu Pejabat bersama pelanggan dan pihak berkuasa tempatan.



23 DECEMBER • **DISEMBER** 2002

Familiarisation visit by PGB shareholders to the Gas Processing Plants.

Lawatan pemegang-pemegang saham PGB ke Loji Memproses Gas.



Calendar of Events 1 April 2002 – 31 March 2003

KALENDAR PERISTIWA 1 APRIL 2002 – 31 MAC 2003

19 JANUARY • **JANUARI** 2003

Familiarisation visit by Land Officers to the Gas Processing Plants.

Lawatan Pentadbir Tanah ke Loji Memproses Gas.



23 JANUARY • **JANUARI** 2003

PGB Risk Management Road Show.

'Road Show' Pengurusan Risiko PGB.



30 JANUARY • **JANUARI** 2003

Emergency Response Exercise 'GEMA 3'.

Latihan Tindakbalas Kecemasan GEMA 3.



30 JANUARY • *JANUARI* 2003

Launching of PETRONAS Standardised Permit To Work.
Pelancaran Permit Kerja Standard PETRONAS.



14 MARCH • *MAC* 2003

Signing Ceremony of the Sale & Purchase Agreement of
Utilities.
Majlis Menandatangani Perjanjian Jual Beli Utiliti.



31 MARCH • *MAC* 2003

Emergency Response Exercise 'GASTEX'.
Latihan Tindakbalas Kecemasan 'GASTEX'.

