

**CAPACITY BUILDING IN AN ORGANIZATION:  
THE CASE OF ENERGY COMMISSION OF MALAYSIA**

**By**

**ABDUL RAHIM IBRAHIM**

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## **Abstract**

Organizations are means to ends, not ends in themselves, their existence is to serve the needs of people who are outside of them. This study is to suggest some suitable improvement approaches to the regional offices of Energy Commission, based on the present ability and the feedback from the people they are serving. Energy Commission as a regulatory organization has its purpose to ensure safety, adequacy, and reliability of electricity in accordance to the laws. However, their presence seems not to appear so in the eyes of the public. Wrong-doing activities such as illegally carrying electrical works and dishonestly using the electricity were not given a thought of something erroneous and could be punished. Survey results showed that the people's perception in electrical safety and compliance to laws has not been satisfactorily regulated. Studies also notified that the regional offices themselves have shortage of staff strength. To enhance the capability, recruiting to a right sizing is an ideal situation. However, other practical means are also being discussed towards the end of the chapter. Despite the limited number of staff, capacity building could be developed by means of proper restructuring work, collaborating with other departments, setting strategies and targets, enhance skills and technical ability and also developing staffs' organizational commitment. Above all it is the employees' dedication with strong internal drive and good faith that want something positive to happen, will make it happen, *InshaAllah*.

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