



Lembaga Air Perak



# INDUSTRIAL TRAINING REPORT

1st September 2023 -  
9th February 2024

PREPARED BY  
**NUR FARAH IZLYN BINTI ABDUL  
JALIL (2021101965)**

PREPARED FOR  
**NOOR AFEEDA RAMLI**

🎓 Bachelor of Human Resource Management (BA243)

✉ farahizlyn@gmail.com

# Table of Contents

---

Executive Summary	<b>i</b>
Acknowledgement	<b>ii</b>
Student's Profile	<b>1</b>
Company's Profile	<b>2 - 8</b>
Training's Reflection	<b>9 - 14</b>
SWOT Analysis	<b>15</b>
Discussion & Recommendation	<b>16 - 24</b>
Conclusion	<b>25</b>
References	<b>iii</b>
Appendices	<b>iv</b>

# EXECUTIVE SUMMARY

I recently finished a six-month internship that was full of pleasant memories, juice and coffee breaks, and hours spent perfecting my undergraduate talents. Starting on September 1st, 2023 and lasting until February 9th, 2024, it was a series of harrowing obstacles that I will undoubtedly remember till I have my gray hairs.

I was able to secure my internship at Lembaga Air Perak, and I am still humbled that I was given the chance to work as an intern at the only Water Board in Perak. I gained knowledges that I would not have had if I were on a university campus, demonstrating the value of an internship in exposing students to real-world situations.

An overview of the business and myself, as well as the student and business profiles, are provided in this report. The report's conclusion includes evidence from my internship experience as well as thorough details about what I did during training, what I observed (SWOT) in the organization, and my thoughts on it.

# COMPANY'S PROFILE



Figure 1: Company's Logo

## LEMBAGA AIR PERAK

Company's Name



Figure 2: Company's Location

Menara Air Perak, Jalan Basco Keping 3, Basco Avenue @  
Keping, 31400, Ipoh, Perak Darul Ridzuan



Monday - Friday  
8 a.m. until 5 p.m.

Company's Operation Hours

# MISSION & VISION



## MISSION

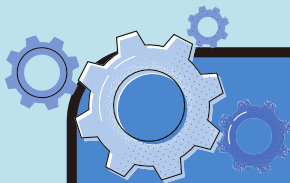
We will fulfil our mission by being an efficient and responsible enterprise which will continually strive:

- To become a leader in the water industry in Malaysia.
  - To provide quality service to our customers.
- To operate with utmost concern for public health and safety as well as for the environment.
  - To give value to all our stakeholders.



## VISION

To supply clean water to meet the needs of the population, both urban and rural, and the requirements of commerce and industry



## OBJECTIVE

To supply the most basic necessities of life based on quality standards that guarantee their health and happiness.

# BACKGROUND ESTABLISHMENT

Lembaga Air Perak (LAP) is a corporation established under the Lembaga Air Perak Enactment 1988 to provide water supply services in the state of Perak. LAP was established on 1 January 1990. Before the establishment of LAP, water supply services in Perak were initially run by the Perak Public Works Department (Jabatan Kerja Raya Perak) and later by the Perak Water Supply Department (Jabatan Bekalan Air Perak). Lembaga Air Perak which supplies clean water to more than 2.5 million people is the third largest water operator in Malaysia after Selangor and Johor.

The General Manager appointed by the Board of Directors is responsible for planning, implementing, and managing operations and financial and administrative affairs of the Lembaga Air Perak. The Lembaga Air Perak is supervised by an acting General Manager as both CEO and General Manager. The first General Manager is YBrs. Ir. Aziz Bin Yazdani, followed by Tuan Haji Sani Bin Sidik and then YBhg. Dato' Ir. Mohd Yusof Bin Mohd Isa. YBhg. Dato' Hj. Ishak Bin Abd Rahman is now the General Manager of the Lembaga Air Perak. When the Lembaga Air Perak was first established, the region was separated into four regions: central, northern, western, and southern. In 1996, Central Region II was established in Manjung district to handle transferred operations. The Central Region was rebranded as Central Region I. All regions are managed by a Regional Manager responsible for managing daily affairs in their respective regions. There were a total of 6 districts of Lembaga Air Perak as of 2023, which were Ibu Pejabat, Wilayah Tengah I, Wilayah Tengah II, Wilayah Barat, Wilayah Utara and Wilayah Selatan. The total number of employees in Lembaga Air Perak is 1024.

Lembaga Air Perak made history when it became the first water operator in Malaysia that built the dam by using the Roller Compacted Concrete technique. This dam which is called Sultan Azlan Shah Dam which is located in Ulu Kinta was inaugurated by DYMM the 34th Sultan of Perak, the late Sultan Azlan Muhibbuddin Shah ibni Almarhum Sultan Yussuff Izzuddin Shah Ghafarullahu-lah on August 2, 2007.

Lembaga Air Perak is licenced by SPAN as required by the Water Services Industry 2006 Act (Act 655). It became a licenced water operator in May 2012. Currently, the Lembaga Air Perak operates as a statutory entity under the Perak state government. In the same year, Lembaga Air Perak and the Federal Government reached an agreement to restructure the service industry water sector. Lembaga Air Perak decided to transfer RM999 million in water assets to Pengurusan Aset Air Berhad (PAAB) for 45 years. PAAB was established as a special body to provide CAPEX financing for state-owned water agencies.

# ORGANIZATIONAL STRUCTURE

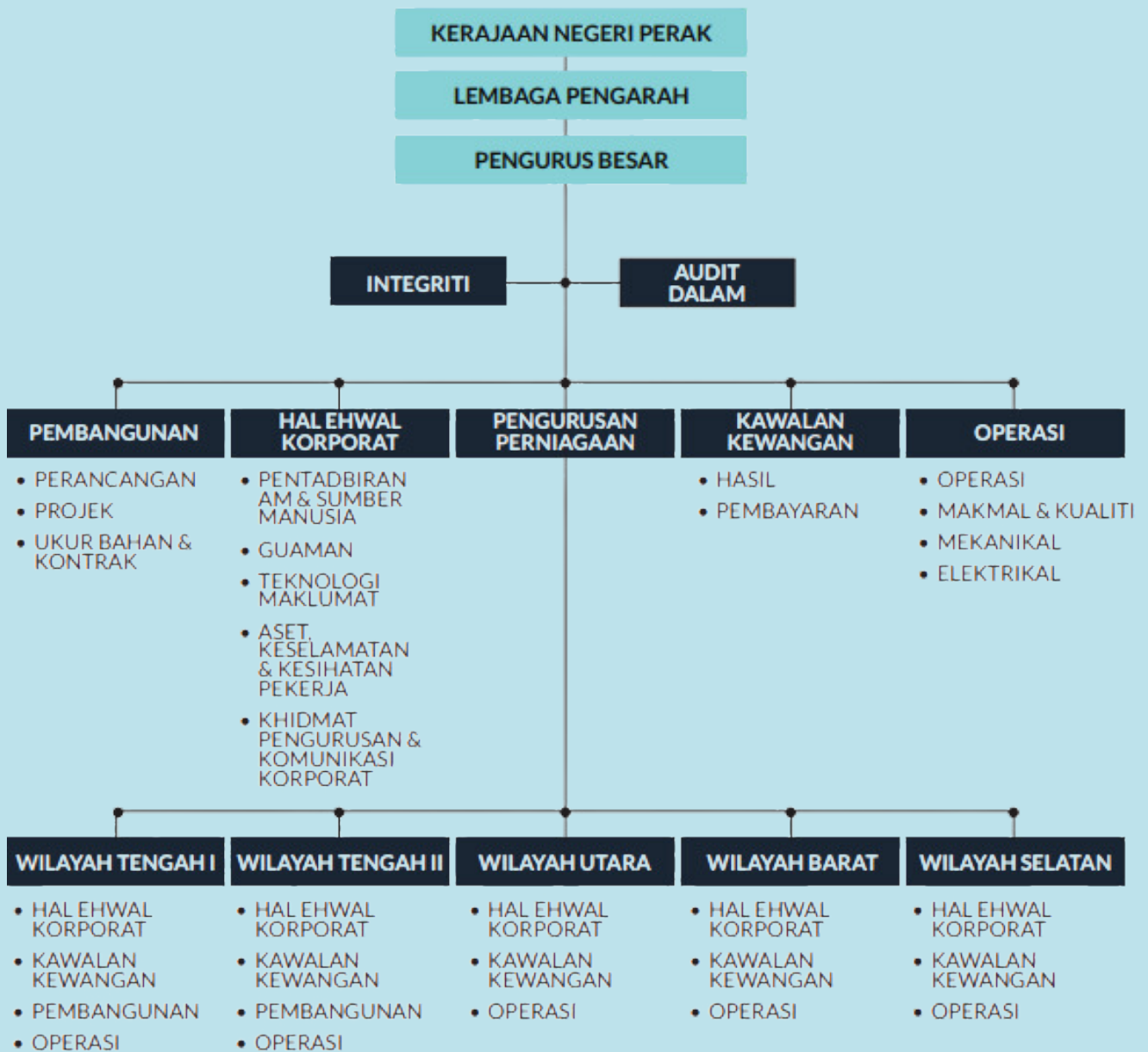


Figure 3: Company's Organizational Structure

# BOARD OF DIRECTORS

**ANGGOTA LEMBAGA**  
LEMBAGA AIR PERAK

**YAB. Dato' Seri Saarani bin Mohamad**  
Pengerusi Lembaga  
Menteri Besar Perak






 <p>YB. Dato' Ahmad Suaidi bin Abdul Rahim Setiasaha Kerajaan Negeri Perak Darul Ridzuan</p>	 <p>YB. Encik Choong Shin Heng Anggota Lembaga</p>
 <p>YB. Dato' Azmir Shah bin Zainal Abidin Penasihat Undang-Undang Negeri Perak Darul Ridzuan</p>	 <p>YBhg. Dato' Ir. Mohd Yusof bin Mohd Isa Anggota Lembaga</p>
 <p>YB. Tuan Mohd Zaki bin Mahyudin Pegawai Kewangan Negeri Perak Darul Ridzuan</p>	 <p>YBhg. Dato' Elango a/l Vadiveloo Anggota Lembaga</p>
 <p>YB. Dato' Seri Ir. Haji Mohamad Nizar bin Jamaluddin Pengerusi, Jawatankuasa Infrastruktur, Tenaga, Air dan Pengangkutan Awam Negeri Perak</p>	 <p>YBrs. Encik Mohamad Hairul Amir bin Sabri Anggota Lembaga</p>
 <p>YB. Encik Kesavan a/l Subramaniam Anggota Lembaga</p>	 <p>YBrs. Encik Teong Duong Woon Anggota Lembaga</p>

Figure 4: Board Of Directors



# ORGANIZATIONAL CHART



Figure 5: Company's Organizational Chart

# SERVICES



The main service of the Lembaga Air Perak is to supply clean water throughout the State of Perak and at the right time are also responsible for using the available water resources in the most prudent way because of the water resources is also shared with other sectors and industries such as fishing, agriculture and tourism.

Each service requires payment. The user will be charged proportionally to the amount of water utilised. Payments collected from this bill are the primary source of income for water delivery agencies, covering development, operation, and maintenance expenditures for the system.



## WATER TREATMENT PLANT LOCATION IN PERAK

There is a total of 43 water treatment plant located all across Perak.

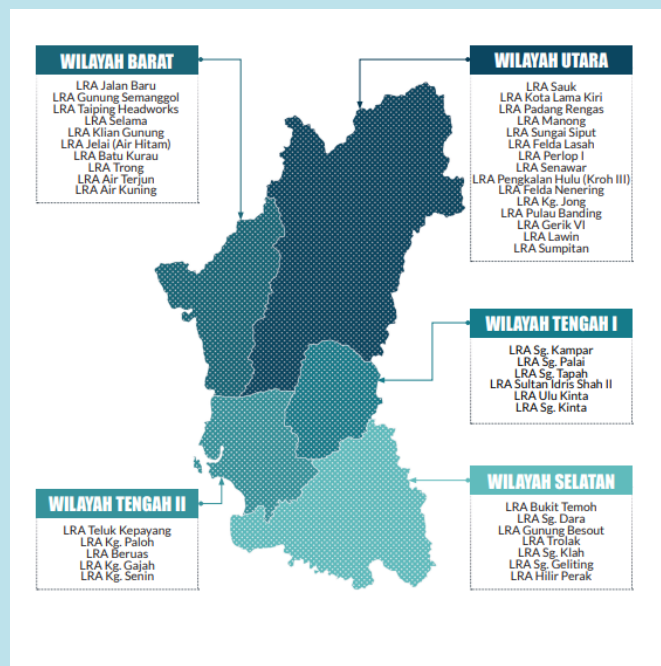


Figure 6: Water Treatment Plant Location

# TRAINING'S REFLECTION

## DURATION:

- My internship duration is 24 weeks long (equivalent to 6 months) starting September 1, 2023 until February 9, 2024.
- My working days are from Monday to Friday.
- Working hours are 9 hours long (8 hours work + 1 hour break). It begins at 8:00 A.M. until 5:00 P.M.

## DEPARTMENT:

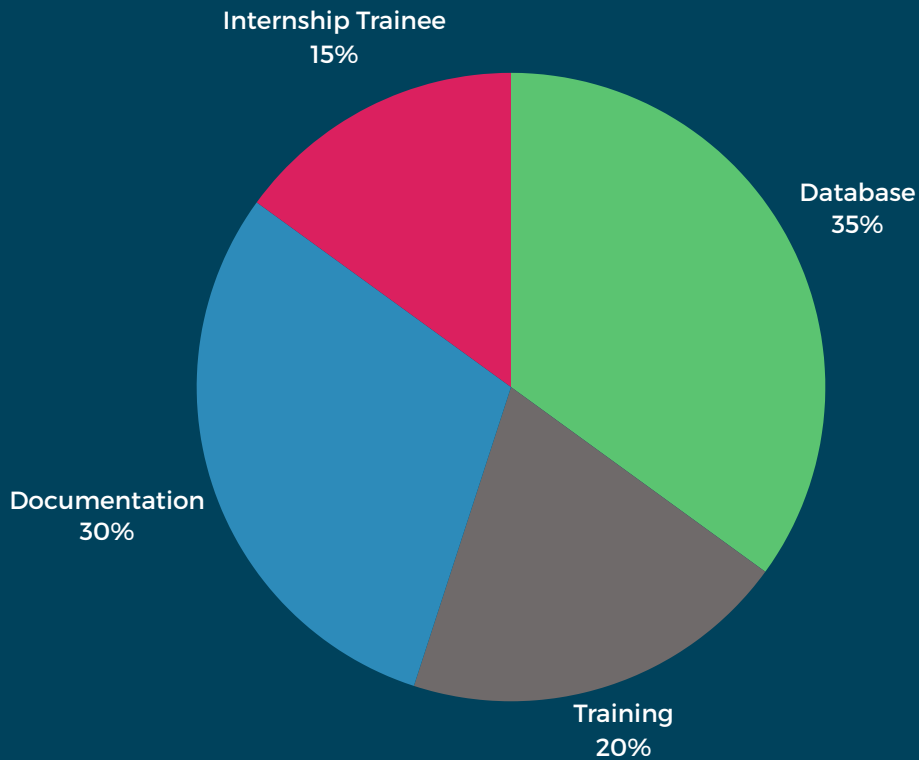
- The Human Resources Management unit is under the Management & Corporate Services Division. There are a total of 3 units which were the Human Resources Unit, the General Administration unit, and the Corporate Communication unit.
- I was placed in the Training and Staffing Unit, Management & Corporate Services Division

## ROLES & RESPONSIBILITIES:

- To reply to acceptance and rejection emails of the internship application.
- To store data of new intake internship trainees into the database.
- To prepare Local Orders to be signed and sent to accounts.
- To draft upcoming events or course letters.
- To update attendance of courses into the database.
- Checking employee's attendance before contract renewal for evaluation purposes.

# ASSIGNMENTS/TASKS ASSIGNED TO ME

A PIE CHART WHICH ILLUSTRATED THE TASKS I HAVE DONE DURING INTERNSHIP.

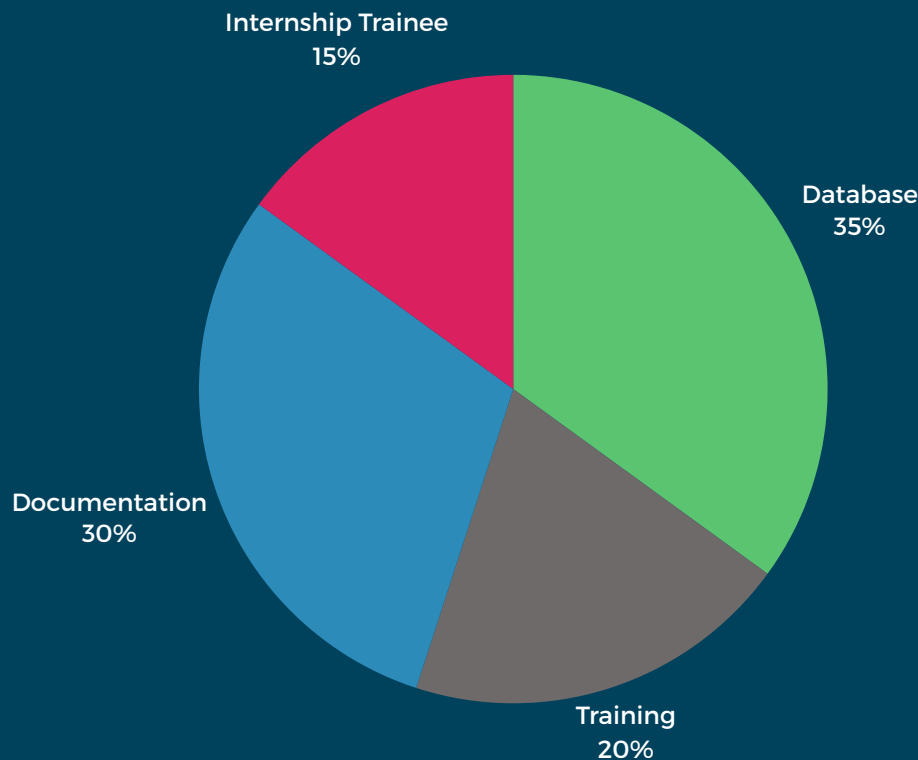


## DATABASE

- Under this unit, I am in charge in updating the database of attendance and evaluation form.
- It was my first task here as a trainee.
- It is an ongoing job. As long there is an event or courses, it is my duty to update the data into database.
- The database is store to be updated in for future record.
- I also update changes in employee database such as changes in position, relocation and retirement.

# ASSIGNMENTS/TASKS ASSIGNED TO ME

A PIE CHART WHICH ILLUSTRATED THE TASKS I HAVE DONE DURING INTERNSHIP.

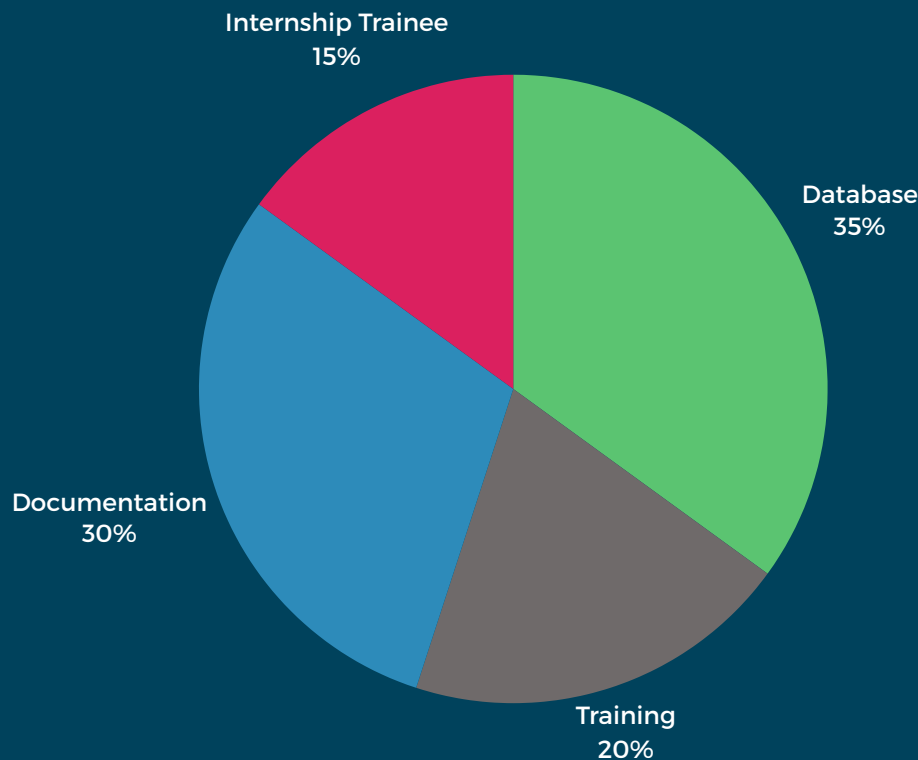


## TRAINING

- For training, it is my duty to prepare circulars, attendance, documentation needed for the training.
- There are times where I will go to the training place and help with registration, distribution of feedback forms and any help needed.
- I will also assist in monitoring the training throughout the program.
- Once the training ended, I will collect the attendance and evaluation form to be stored and key in into database.

# ASSIGNMENTS/TASKS ASSIGNED TO ME

A PIE CHART WHICH ILLUSTRATED THE TASKS I HAVE DONE DURING INTERNSHIP.

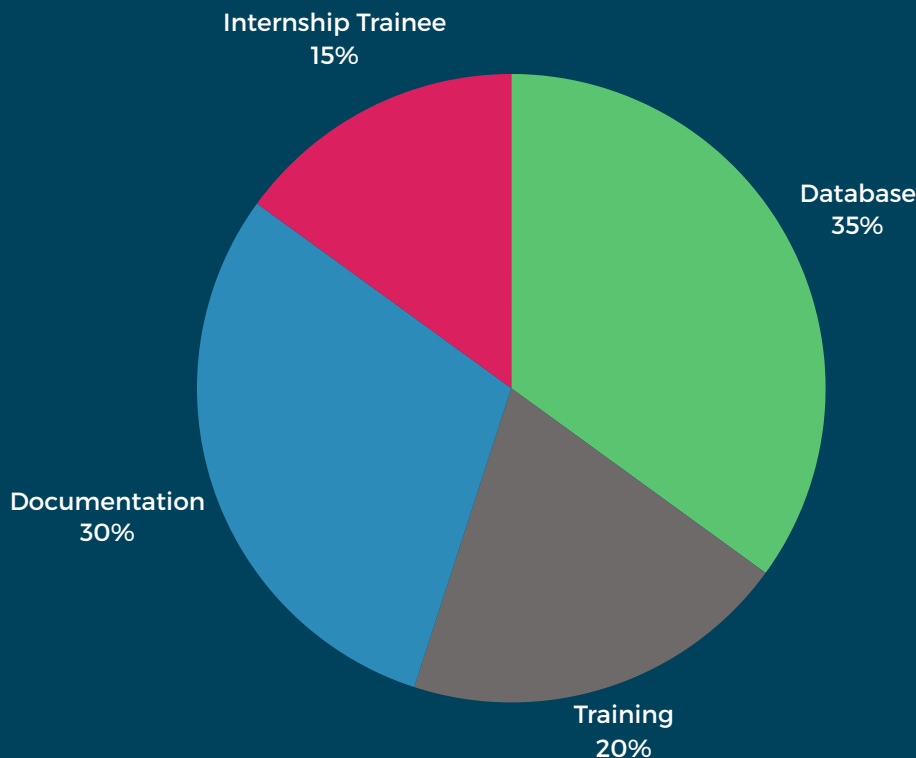


## DOCUMENTATION

- As mentioned before, I took care of preparing circulars, attendance form, evaluation form and any other documentation for training.
- I also do other task such as drafting letter and sending letters or documents to be signed.
- In terms of indexing or enclosing a file, it is my duty to ensure that the file numbering are up to date.
- If there are any invitation from outside organization, I am in charge of replying to them in terms of emailing or faxing reply form.

# ASSIGNMENTS/TASKS ASSIGNED TO ME

A PIE CHART WHICH ILLUSTRATED THE TASKS I HAVE DONE DURING INTERNSHIP.



## INTERNSHIP TRAINEE

- For this task, I am in charge to check the Lembaga Air Perak's internship email, where all industrial training application will be sent.
- First, I will download the documents sent into their own file, and then I will separate the files into "To Review" to be checked by the officer in charge.
- Once it has been reviewed, I will send an acceptance or rejection email to the applicant. If it is accepted, I will key in their data into "Database Latihan Industri", preparing the offer letter, get approval by Ir. Lokman (Timbalan Pengurus Besar (Pengurusan)) and once approved, send email to both of the trainee and university.
- Other than that, I am in charge to calculate trainee's internship allowance.

# TRAINING'S REFLECTION

## INTRINSIC & EXTRINSIC BENEFITS

### INTRINSIC

- Intrinsic motivation can be defined as an internal desire to do a specific job. People engage in various activities because they are enjoyable, help them acquire a specific ability, or are morally appropriate. (Reena B., 2010)
- During my 6 months of internship here, I learned lots of new knowledge and expanded my competence in a particular area, doing enjoyable work & pride in my work.

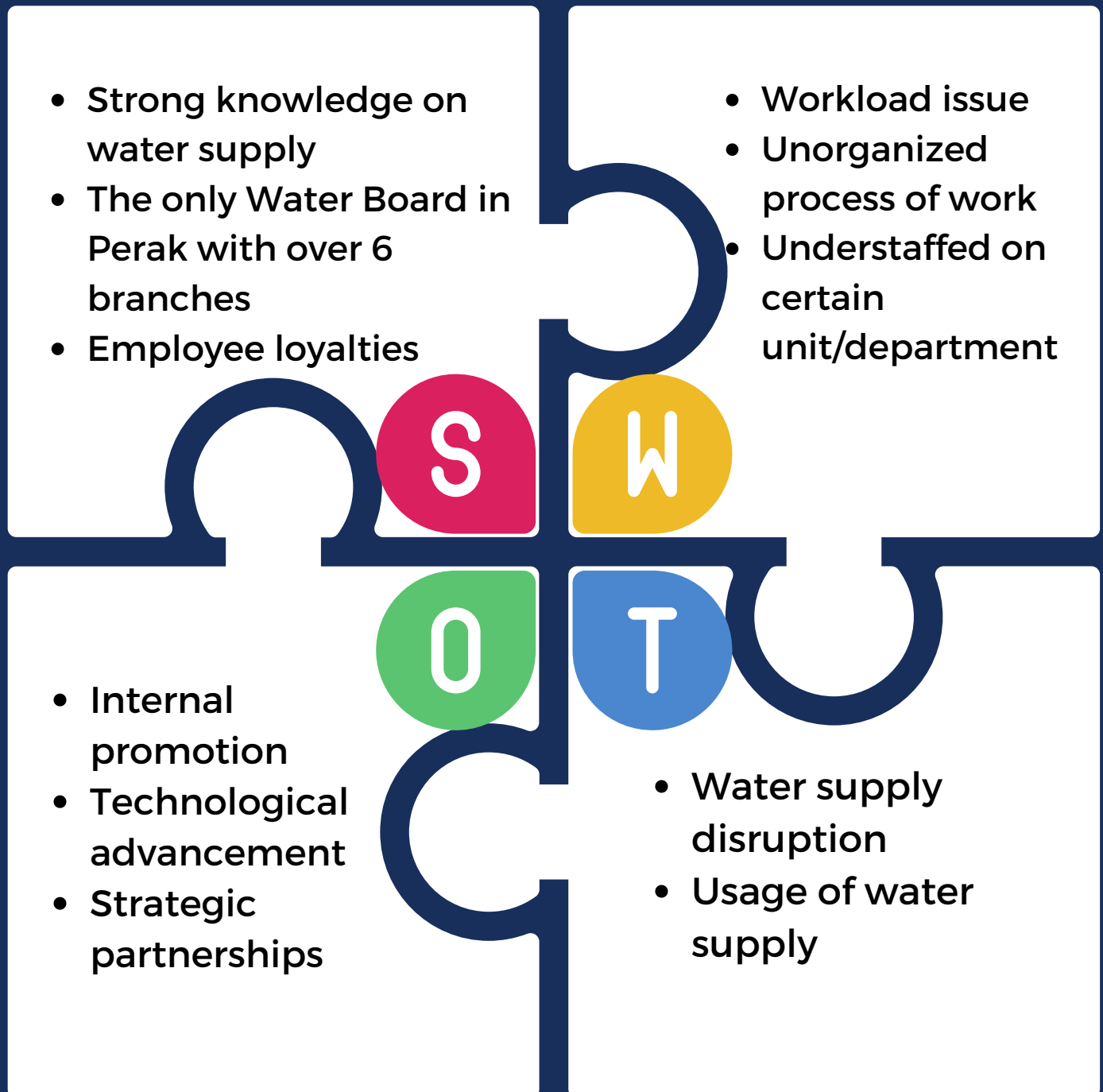
### EXTRINSIC

- Extrinsic motivation refers to elements that are unrelated to the individual's current task.
- Lembaga Air Perak gives the first 3 months allowance to their internship trainee.
- On top of that, the trainee was given unpaid leave (approval from the Manager).
- However, there are no accommodations/transportation/claims/meals provided by the company for internship trainees.



# SWOT ANALYSIS

SWOT (Strength, Weakness, Opportunity, and Threat) is a competitive analysis tool that has long been used to assess an organization's internal capabilities (strengths and weaknesses) and external context (threats and opportunities) (Wu, 2024).



# DISCUSSION: STRENGTH



## 1. STRONG KNOWLEDGE OF WATER SUPPLY

LAP is a well-established water operator with a history extending back to 1990. LAP has been acknowledged by Suruhanjaya Perkhidmatan Air Malaysia (SPAN) for its extensive expertise in water supply not only in Perak but across Malaysia. As a Water Company, they must possess an extensive knowledge of the connection between land utilization and water quality in various watersheds. Their primary source of water is rainfall, and the operations encompass land. For example, LAP built their watersheds and water treatment plants in advantageous sites such as nearby mountains or rivers that are influenced by gravitational force, demonstrating that they have researched the relationship between land and water.

## LEMBAGA AIR PERAK

## 2. THE ONLY WATER BOARD IN PERAK WITH OVER 6 BRANCHES.

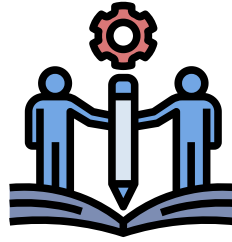
Water is an important basic need for humans. As Perak's sole water operator, several changes have been made in order to establish the company as a leader in Malaysia's water business. Growing throughout the state, Lembaga Air Perak aims to provide a quality water supply to all Perak citizens. This is their greatest asset because they can now consistently offer water to customers. In addition to that, LAP also provides water to other sectors and businesses throughout Perak, including fishing, agriculture, and tourism, which play a major part in Perak's industrial sector.



## 3. EMPLOYEE LOYALTIES

Aside from the perks provided to LAP workers, such as as bonuses, pension plans, annual salary increases, and so on, providing employees have the equipment they require is also a role in staff retention. LAP provides employees with proper training and high-quality equipment. This approach can boost employee participation and loyalty to the organization.

# RECOMMENDATION: STRENGTH



## 1. PROMOTE COLLABORATION TO EXPAND KNOWLEDGE

Malaysia's water infrastructure projects are becoming increasingly challenging. This requires collaboration and knowledge from both public and private organizations. Public-private partnerships promote collaboration, reduce local debt risks, and boost financing capacity. (Valipour, A, et al, 2019). This collaboration can increase production and efficiency and promote healthy motivation for all sides.



Figure 7: 2030 Perak Manjung District Promotion

## 2. ACHIEVE PERAK'S VISION

Lembaga Air Perak's vision is to provide clean water that fulfils the demands of the urban, rural, commercial, and industrial communities. As the industrial sector grows, LAP should take the initiative to enhance its infrastructure. With 43 water treatment plants, LAP may strengthen its basis by constructing a Water Treatment Plant and Distribution Facility for the Central Perak district. This seeks to expand the water tank's storage capacity, which is consistent with the Central Perak district's 2030 development plan as stated in Laporan Tahunan Lembaga Air Perak 2019.



## 3. INTRINSIC/EXTRINSIC MOTIVATION

Morris et al. (2022) stated that motivation is an essential component of the human experience. As a result, not all actions is affected by apparent, external stimuli or results, known as "extrinsic" motivation, but rather by more internal impulses, or "intrinsic" motivation, in which the action is perceived to have an outcome. Targeted appreciation is a powerful way to recognize and motivate outstanding employees. However, the organization may consider giving extrinsic motivation, such as having an open day for fun and engaging events or a quick vacation to allow them to relax and return stronger and more inspired to continue working in the best form possible.

# DISCUSSION: WEAKNESSES

## 1. WORKLOAD ISSUE

According to my observations and experiences during my internship, aside from the reality that many duties must be completed in the staffing unit, employees who are absent from the business for sick leave, yearly leave, or transferred to another department are not quickly replaced. This issue causes some employees to undertake many jobs at once, increasing their workload. It is going to have an impact on both staff motivation and performance quality. LAP needs to know the employees' workload.

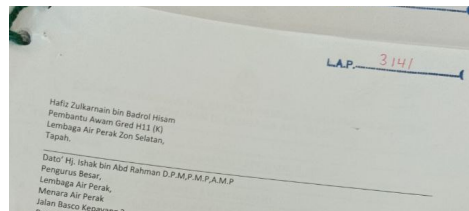


Figure 8: Cover letter without company's letterhead

## 2. UNORGANIZED PROCESS OF WORK

From my observation here, managing six regional offices is a difficult job. Having someone in charge of certain tasks in each region is beneficial, but some things become difficult to manage as time passes. For example, the person in charge of Wilayah Utara is required to keep track of employees who would renew their contracts and provide documentation; however, when they failed to do so, the employees at the headquarters had to remind them periodically. This is a situation that will cause delays and disruptions in the process.



Figure 9: Employees at Klian Gunung Water Treatment Plant

## 3. UNDERSTAFFED ON CERTAIN UNITS/DEPARTMENT

In the division where I was assigned to train, there was a total of four people: two for training and two for staffing. From my perspective, having only two team members in each unit is insufficient; given that this serves as the headquarters of Lembaga Air Perak, each unit should have at least three or four staff. There are times when multiple events or courses occur simultaneously, and each of them must go and monitor the event. When no one is present at the workplace, it is difficult to communicate or convey any necessary information.

This is due to the work process involves employees from all six regions. They work overtime, especially on weekends, due to their heavy workload. Furthermore, there were only five staff members at the water treatment plant: one supervisor and four-metre readers. They work seven days a week, rotating 8-hour shifts.

# RECOMMENDATION: WEAKNESSES

## 1. EVALUATE WORKLOAD DISTRIBUTION

To address this workload issue, it is important to assess how tasks are currently being assigned. Sometimes, certain tasks or responsibilities may end up being assigned to just a few individuals, while others have less on their plate. This can create an imbalance in the workload, with some employees feeling overwhelmed and others having lighter workloads.

By evaluating workload distribution, tasks that are being assigned and distributed fairly can be reviewed. It can help in identifying any potential imbalances and take steps to ensure a more equitable distribution of work. This might involve reassigning tasks, rotating responsibilities, or implementing a system to track and monitor workload distribution. The goal is to create a fair and balanced workload for everyone on the team, ensuring that no one feels overwhelmed or underutilized.



Figure 10: Training on Driving Course for drivers

## 2. ON-THE-JOB TRAINING

On-the-job training (OJT) is a practical method of obtaining new skills and abilities required for a job in a genuine, or nearly actual, working environment (Andreev, 2021). On-the-job training makes use of current workplace tools, machines, documents, equipment, knowledge, and skills to help people learn and do their jobs more efficiently. It occurs inside the typical workplace that an employee experiences on the job (Vasanthi, S., et al, 2019).

An unorganized workflow may result in a wide range of impacts on business operations. Each worker must take their duties seriously. I presented how to deal with this issue with my supervisor, and he agreed with the idea of offering employee training to refresh the job tasks that all employees have to carry out. As an outcome, numerous refresher courses will be carried out for staff to ensure productivity at work.

## 3. RECRUITMENT

Recruitment is defined as a series of activities used by an organisation to attract job applicants with the skills required to help the organisation achieve its objectives and goals (Abdalla Hamza, P et al. 2021).

To address the issue of understaffing, LAP should begin hiring new workers or move existing ones. I would advise hiring at least three employees on one particular team to help smooth the process, minimize work pressure, and address employee health. The image below shows that no new positions are currently available on the LAPCareer portal.

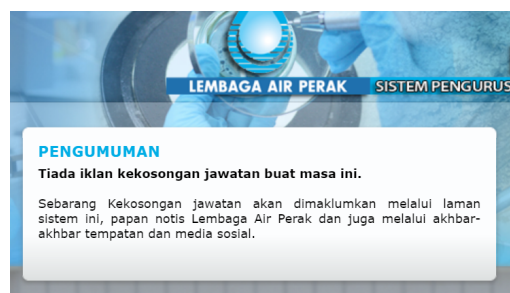


Figure 11: Job advertisement on LAPCareer portal

# DISCUSSION: OPPORTUNITIES

## 1. INTERNAL PROMOTION

An internal promotion occurs when an internal candidate is promoted to a higher position rather than the company hiring an external candidate (Leapsome Team, n.d). Everyone who works for a firm or organization aims for internal development. It is because it can be viewed as a gratitude for every person who has worked hard to improve the company's stability and success. Furthermore, each employee has adjusted to the work environment and has developed positive relationships with colleagues and superiors, which must be a pleasant experience. That opportunity is present in any organization, including Lembaga Air Perak.

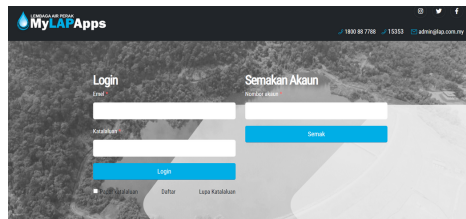


Figure 12: MyLAPApps portal

## 2. TECHNOLOGICAL ADVANCEMENT

According to Kraus, S (2019), Technological advancement in a platform allow for rapid advancements in business technology, and vice versa. Aside from MYLAPApps, LAP has released a career app named 'LAPCareer'. According to LAP's annual report for 2021, the 'LAPCareer' System was launched on August 1, 2021. It is consistent with the transition of the work procedure of applying for vacant jobs at Lembaga Air Perak to the digital era through online platforms. The 'LAPCareer' platform is meant to replace the manual application process for open employment at the LAP. With the establishment of this technology, the process of hiring new staff will be quickened.



Figure 13: 2016 Acara Mini Karnival Sukan Bekalan Air Se-Malaysia (SBAM)

## 3. STRATEGIC PARTNERSHIP

According to Laporan Tahunan Lembaga Air Perak 2016, in that year, LAP was chosen to hold the Acara Mini Karnival Sukan Bekalan Air Se-Malaysia (SBAM). The event's major goals are to provide a recreational and leisure activity while also serving as a platform to improve relationships across Malaysian Water Supply Agencies, particularly through the participation of sports activities. Lembaga Air Perak might draw inspiration from that event and recreate it again to foster relationships and collaboration for a more successful industry partnership.

# RECOMMENDATION: OPPORTUNITIES

## 1. INTERNAL PROMOTION

Lembaga Air Perak offers numerous internal promotion chances to its workers. However, obtaining an internal promotion is not relatively easy or quick because it requires a periodic assessment based on the position vacancy. There has only been one interview for internal advancement during my six months period here. LAP can take advantage of these chances to explore their employees' potential for greater job productivity.



Figure 14: Lembaga Air Perak website homepage

## 2. TECHNOLOGICAL ADVANCEMENT

As previously stated, Lembaga Air Perak has successfully launched two websites in 2021 which were: MyLAPApps and LAPCareer. Lembaga Air Perak is now working on completing the connection of Geographic Information System (GIS) data and LAP's Integrated Water Management System (E-GEOWATER). This strategy is built on data-driven technology and digital mapping using a Geographic Information System (GIS). The 'E-GEOWATER' system will integrate with LAP's current systems, including as billing, finance, complaint management, and asset management. Lembaga Air Perak has taken one step forward in terms of technological advancement in line with the current technology era.



Figure 15

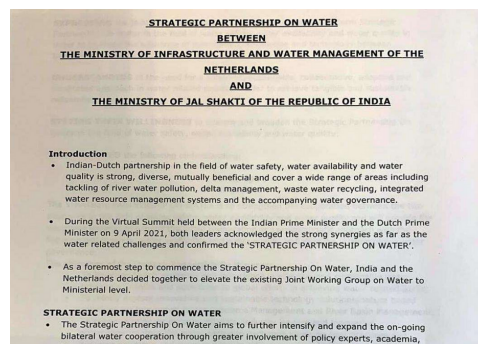


Figure 16

Figure 15 & 16: Strategic Partnership between Ministry of Netherlands and Republic in India

## 3. STRATEGIC PARTNERSHIP

Figure above is about the strategic partnership on water between The Ministry of Infrastructure and Water Management of Netherlands and The Ministry of Jal Shakti Of The Republic In India. Research suggests that interenterprise network ties have significant effects on alliance performance, particularly when seen through the lens of social networks (Kamal et al., 2021).

LAP could make use of this opportunity to engage with foreign and potential industries at a single event to form partnerships. From there, LAP could experience long-term benefits such as improved product and service quality and more innovative concepts for one another.

# DISCUSSION: THREATS

PERMINTAAN AIR NEGERI PERAK			
Tahun	Unjuran Permintaan Air (JLH)	Permintaan Sebenar (JLH)	Kapasiti Bekalan LRA (JLH)
2010	1,162	1,080	1,808
2011	1,193	1,108	1,826
2012	1,228	1,157	1,826
2013	1,262	1,199	1,853
2014	1,299	1,233	1,853
2015	1,336	1,258	1,913
2016	1,375	1,323	1,988
2017	1,410	1,321	2,028
2018	1,444	1,333	2,088
2019	1,483	1,353	2,088
2020	1,517	1,384	2,134
2021	1,555	1,387	2,220
2022	1,594		2,220
2023	1,627		2,220

Figure 17: Statistic of water demand in Perak

## 1. WATER SUPPLY DISRUPTION

Water supply disruptions have become constantly regular in Malaysia in recent years (Anang et al. 2019). Water supply disruptions can have a significant economic impact on Malaysia. Disruptions are mostly caused by technical issues and weather hazards. Urbanization, rapid population growth, ageing infrastructure, intensive agriculture, and rising demand all cause short- and long-term water supply disruptions, causing climate change, pollution, and biodiversity loss (Pagsuyoin & Santos 2021). Water service disruptions can occur often as a result of unforeseen system breakdowns. Consumers are concerned about infrastructure failures that may affect their drinking water, as this could jeopardize public safety, quality, and health (Kamaludin & Abd. Aziz, 2019).

## 2. USAGE OF WATER SUPPLY

According to the LAP 2021 study, Malaysians use up to 210 litres of water per day, whereas Singaporeans use 151 litres per day per person. As a result, one of the difficulties for water supply agencies and the government is going to be encouraging customers to use water wisely, to achieve an average use of 181 litres per day for everyone to ensure water supply sustainability. (LAP, 2021) Water supply agencies should offer adequate infrastructure, equipment, and staff to meet the needs of their customers. This is one of the largest difficulties faced by the water supply organisation as the company cannot manage how much water individuals use.



Figure 18: Sultan Azlan Shah Dam



# RECOMMENDATION: THREATS

## 1. WATER SUPPLY DISRUPTION

Changes in water tariff rates can have a major effect on businesses, economies, and global geopolitics. In 2024, the Suruhanjaya Perkhidmatan Air Negara (SPAN) announced an increase to water tariff rates under the Tariff Setting Mechanism for household category users throughout the Peninsula and Labuan, which will take effect on February 1, 2024. This is an excellent opportunity for Malaysian water companies to use their income to fund infrastructure and operational expenses for each state water operator, such as increasing and repairing the number of water treatment plants and assets related to water supply, repairing the length of pipe that requires to be maintained and replaced, and fulfilling population needs and others.

According to information acquired from LAP employees, these modifications are being implemented because it has been years since the last change, and the economic situation has driven them to do so. According to Lembaga Air Perak's Bulletin magazine, many consumers mistake the costly expenses of water treatment and asset replacement (CAPEX). Annual assessments of water rates are required due to the increased operational costs (OPEX) such as chemical prices, electrical utility charges, and maintenance investments.



Figure 19: New tariff rates in 2024

# RECOMMENDATION: THREATS

## 2. PROMOTE AWARENESS CAMPAIGNS

Malaysian people acknowledge the importance of water quality not only for marine life but also for a healthy and high-quality lifestyle. They also feel that clean water is critical to economic development. People are willing to be engaged in water resource management as long as they comprehend the benefits of the use of better water quality. As a result, LAP or any water organization should encourage and hold awareness-raising campaigns to increase the number of people drawn to a water management project (Ahmed, 2020). On Mac 2019, Lembaga Air Perak launched a campaign in line with the 2019 World Water Day celebration. Lembaga Air Perak will continue to promote water conservation in society. The LAP website even includes and promotes water-saving methods.

If these factors are taken into consideration, this campaign holds the potential to be effective. By 2025, Lembaga Air Perak plans to begin the "Jom Jimat Air" campaign to encourage consumers to adopt a continual water-saving mentality.



Figure 20



Figure 21

Figure 20 and 21: Water saving methods by Lembaga Air Perak

# CONCLUSION

**I had no idea how Human Resources at Water Company worked before agreeing to a six-month internship with Lembaga Air Perak. I applied without thinking and looked up "What does LAP do other than provide clean water" on Google. I started with zero and ended with ten. I now have a fundamental knowledge of how the Training and Staffing Unit operates. I learned what it is like to work in the real world and be a part of an organization.**

**The responsibilities that I was assigned surely taught me a lot of knowledge. I mostly enjoyed my time there helping executives and participating in all of the entertaining activities. I have received advice that I will surely follow even when I finish my internship here. I definitely learned some soft skills, such as adaptation, stress management, openness to criticism, and communication, which I hope will benefit me in the future.**

**I can honestly say it was an amazing experience. I had the opportunity to work with a team of dedicated professionals who are passionate about giving the best. During my time there, I was given the opportunity to be involved in various projects, such as training courses, going to water treatment plant, and holding an event. It was eye-opening to see the behind-the-scenes work that goes into providing clean water to the public. I also learned a lot about water management, conservation practices, and the importance of efficient infrastructure. Overall, my industrial training at Lembaga Air Perak was a valuable experience that deepened my understanding of the water industry and administration work.**

**I am undoubtedly appreciative of UiTM's implementation of the HRM666 - Industrial Training for BA243 program. If done correctly, internships are one of the best ways to get ready to graduate from school and enter the workforce. Last but not least, I want to thank myself for believing in me, putting in so much effort, never giving up, and always being who I am.**

# REFERENCES

- Abdalla Hamza, P., Jabbar Othman, B., Gardi, B., Sorguli, S., Mahmood Aziz, H., Ali Ahmed, S., ... & Anwar, G. (2021). Recruitment and selection: The relationship between recruitment and selection with organizational performance. *Hamza, PA, Othman, BJ, Gardi, B., Sorguli, S., Aziz, HM, Ahmed, SA, Sabir, BY, Ismael, NB, Ali, BJ, Anwar, G. (2021). Recruitment and Selection: The Relationship between Recruitment and Selection with Organizational Performance.*
- Ahmed, M. F., Mokhtar, M. B., & Alam, L. (2020). Factors influencing people's willingness to participate in sustainable water resources management in Malaysia. *Journal of Hydrology: Regional Studies, 31*, 100737.
- Anang, Z., Padli, J., Rashid, N. K. A., Alipiah, R. M., & Musa, H. (2019). Factors affecting water demand: macro evidence in Malaysia. *Jurnal Ekonomi Malaysia, 53*(1), 17-25.
- Andreev, Ivan. "On-The-Job Training (OJT): Meaning, Benefits, Best Practices." Valamis, 7 Dec. 2021, [www.valamis.com/hub/on-the-job-training](http://www.valamis.com/hub/on-the-job-training).
- Bonjour, Rosalia, and B. Reena. "Motivation: Extrinsic and Intrinsic." *Language in India, Strenght for Today and Bright Hope for Tomorrow 10* (2019).
- Camara, M., Jamil, N. R., & Abdullah, A. F. B. (2019). Impact of land uses on water quality in Malaysia: a review. *Ecological Processes, 8*(1), 1-10.
- Fudge Kamal, D. K., Honoré, F., & Nistor, C. (2021). When the weak are mighty: A t wo-sided matching approach to alliance performance. *Strategic management journal, 42*(5), 917-940.
- Hu, S. (2025). *Design of a SWOT Analysis Model and Suggestions for E-HRM Adoption*. Encyclopedia of Information Science and Technology, Sixth Edition. <https://doi.org/10.4018/978-1-6684-7366-5.ch022>
- Joint Statement on India-The Netherlands Virtual Summit - Towards a Strategic Partnership on Water*. (n.d.). Ministry of External Affairs, Government of India. <https://www.mea.gov.in/bilateral-documents.htm?dtl/33789/joint+statement+on+indiathe+netherlands+virtual+summit+towards+a+strategic+partnership+on+water>

# REFERENCES

- Kamaludin, Mahirah & Azlina, A.A. (2019). Issues and Challenges in Domestic Water Services in Terengganu, Malaysia: Social Development and Environmental Sustainability: From Ridge to Reef. 10.1007/978-3-319-92264-5\_24.
- Kraus, S., Palmer, C., Kailer, N., Kallinger, F. L., & Spitzer, J. (2019). Digital entrepreneurship: A research agenda on new business models for the twenty-first century. *International Journal of Entrepreneurial Behavior & Research*, 25(2), 353-375.
- Lembaga Air Perak. (2021). Laporan Tahunan Lembaga Air Perak 2021. [https://www.lap.com.my/v4/images/Buletin/AR2021\\_BukuContents-Web-Portal.pdf](https://www.lap.com.my/v4/images/Buletin/AR2021_BukuContents-Web-Portal.pdf)
- Lembaga Air Perak. (2023). Lembaga Air Perak. <https://www.lap.com.my/v4/>
- Morris, L. S., Grehl, M. M., Rutter, S. B., Mehta, M., & Westwater, M. L. (2022). On what motivates us: a detailed review of intrinsic v. extrinsic motivation. *Psychological medicine*, 1-16.
- Omar, M. K., Aluwi, A. H., Fauzi, M. W. M., & Hairpuddin, N. F. (2020). Work stress, workload, work-life balance, and intention to leave among employees of an insurance company in Malaysia. *International Journal of Business, Economics and Law*, 21(2), 70-78.
- Pagsuyoin, S. A., & Santos, J. R. (2021). Modeling regional impacts and resilience to water service disruptions in urban economies. *Environment and Planning B: Urban Analytics and City Science*, 48(5), 1058-1074.
- Russo, A., & Schena, R. (2021). Ambidexterity in the context of SME alliances: Does sustainability have a role?. *Corporate Social Responsibility and Environmental Management*, 28(2), 606-615.
- United Nations. (2023). *Water and climate change*. UN-Water. <https://www.unwater.org/water-facts/water-and-climate-change>
- Valipour, A., Yahaya, N., Noor, N. M., Valipour, I., & Tamošaitienė, J. (2019). A SWARA-COPRAS approach to the allocation of risk in water and sewerage public-private partnership projects in Malaysia. *International Journal of Strategic Property Management*, 23(4), 269-283.

# APPENDICES



Attended Program Ikrar Bebas Rasuah



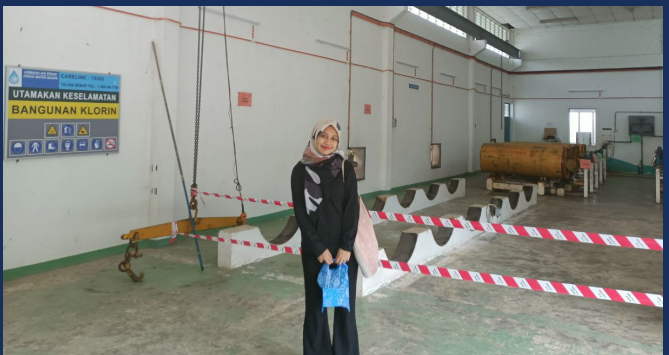
Attended Kursus Basic Occupational, First Aid, CPR & AED Training



Attended Kursus Pemanduan dan Penyelenggaraan Kenderaan Jabatan Siri 1



Attended Kursus Tuntutan Elaun Lebih Masa dan Tuntutan Elaun Perjalanan Di Lembaga Air Perak

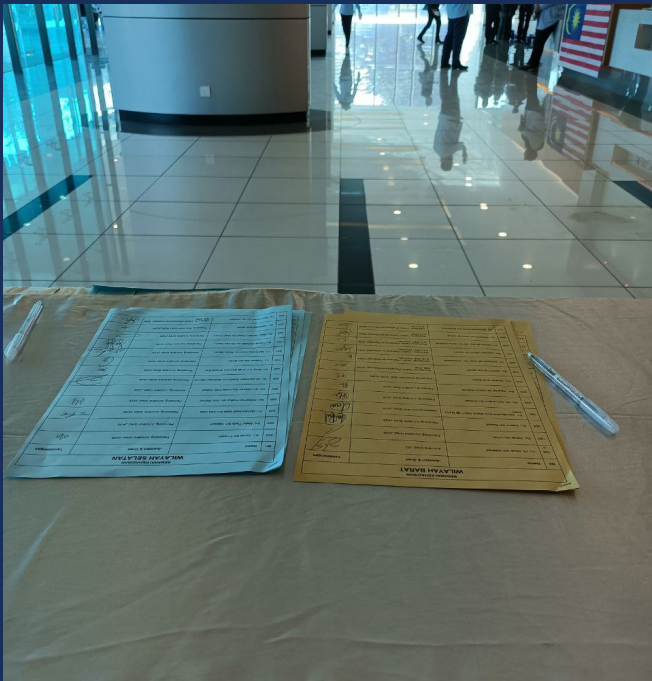


Attended Hari Terbuka Loji Rawatan Air Sungai Geliting



Attended Majlis Jamuan Hari Deepavali Lembaga Air Perak

# APPENDICES



Assist in registration for Program Ikrar Bebas Rasuah 2023

**Kehadiran Kursus Penggunaan Sistem MRS, MMRS & Peralatan untuk Pembaca Meter Kanan**

Bil	Nama	Jawatan	Wilayah	Tandatangan
1	Norhisham bin Alang Ibrahim	Penolong Jurutera, Gred JA29	Ibu Pejabat	
2	Muhamad Khairi bin Hamidon	Juruteknik Komputer, Gred FT19 (Kontrak)	Ibu Pejabat	
3	Mohamad Nor Syafiq bin Abdul Rani	Pembantu Awam, Gred H11	Ibu Pejabat	
4	Muhamad Hafiz bin Rusly	Pembantu Tadbir (Perkeranian/Operasi), Gred N22 (PM)	Tengah I	
5	Mohamad Nor Munawee bin Zahrin	Pembantu Tadbir (Perkeranian/Operasi), Gred N22 (PM)	Tengah I	
6	Muhammad Redzuan bin Abd Kholdid	Pembantu Tadbir (Perkeranian/Operasi), Gred N22 (PM)	Tengah I	
7	Sazmi bin Kamaruddin	Pembantu Tadbir (Perkeranian/Operasi), Gred N22 (PM)	Tengah I	
8	Soundraran a/l Appu	Pembantu Tadbir (Perkeranian/Operasi), Gred N22 (PM)	Tengah I	
9	Anuar bin Jeeran	Pembantu Tadbir (Perkeranian/Operasi), Gred N22 (PM)	Tengah II	
10	Mohd Nawawi bin Abdul Talib	Pembantu Tadbir (Perkeranian/Operasi), Gred N22 (PM)	Tengah II	
11	Mohammed Tarmizi bin Muhammed Mustar	Pembantu Tadbir (Perkeranian/Operasi), Gred N22 (PM)	Tengah II	
12	Zol bin Johan	Pembantu Tadbir (Perkeranian/Operasi), Gred N22 (PM)	Tengah II	
13	Mohd Rushdy bin Mohd Bakhyr	Pembantu Tadbir (Perkeranian/Operasi), Gred N22 (PM)	Tengah II	
14	Vishnu A/l Krishnan	Pembantu Tadbir (Perkeranian/Operasi), Gred N22 (PM)	Barat	
15	Mohamad Yusof bin Zulkifli	Pembantu Tadbir (Perkeranian/Operasi), Gred N22 (PM)	Barat	

The attendance list for Kursus Penggunaan Sistem MRS, MMRS & Peralatan untuk Pembaca Meter Kanan

**SENARAI SEMAK TUNTUTAN ELAUN LATIHAN INDUSTRI**

Nama Pelajar : FATIMAH BINTI AHMAD  
 Tempoh Latihan Industri : 10 MINGGU  
 Penempatan : LEMBAGA AIR PERAK SERI ISKANDAR

- SURAT PERMOHONAN TUNTUTAN ELAUN PELAJAR
- BORANG TUNTUTAN ELAUN LATIHAN INDUSTRI LEMBAGA AIR PERAK
- SURAT TAWARAN LATIHAN INDUSTRI LEMBAGA AIR PERAK
- SURAT MAKLUMBALAS DARIPADA LEMBAGA AIR PERAK KEPADA UNIVERSITI [SURAT JAWAPAN]
- SALINAN KAD PENGENALAN
- SALINAN PENYATA BANK / BUKU BANK
- PENYATA TUNTUTAN ELAUN PELAJAR
- PENYATA KEHADIRAN [E-JARI / PUNCH CARD] LEMBAGA AIR PERAK
- PENYATA RINGKASAN AKTIVITI LATIHAN INDUSTRI

**Nota Penting :**

- Sila pastikan muka hadapan dokumen ialah "Senarai Semak Tuntutan Elaun Latihan Industri".
- Sila pastikan semua dokumen yang diperlukan disusun mengikut susunan berdasarkan senarai semak yang diberikan.
- Sila pastikan semua butiran yang diberikan adalah tepat dan lengkap beserta cop pengesahan oleh penyelia.

UNIT LATIHAN & KOMPETENSI  
 IBU PEJABAT  
 LEMBAGA AIR PERAK  
 TARIKH TERIMA  
 01 DEC 2023

The document for internship allowance claim

**JADUAL KURSUS PEMANDUAN DAN PENYELENGGARAAN KENDERAAN JABATAN LEMBAGA AIR PERAK SIRI 1/2023**

HARI / MASA	08.30 am-10.30 am	10.30am	11.00am - 01.00pm	1.00 tgh.	2.30ptg - 4.30ptg.
17 Okt 2023 (Selasa)	Pengenalan Kepada Pengurusan Kenderaan Jabatan & Pemanduan Selamat	DOKUMEN	Penggunaan Buku Log Kenderaan dan Tanggungjawab Pegawai Kenderaan	MARIKIN TERBUKA	Penyelenggaraan Kenderaan
18 Okt 2023 (Rabu)	Kawalan Stereng / Teknik 'Skid Control'		Kawalan Stereng / Teknik 'Skid Control'		Kawalan Stereng / Teknik 'Skid Control'
19 Okt 2023 (Khamis)	LDK		Ujian Bertulis		Penutup

\* 18 Oktober 2023 : Latihan dalam Litar ( Parkir A, Stadium Indera Mulia)  
 \*\* 17 & 19 Oktober 2023 : Dewan Banquet, Aras 13, Ibu Pejabat LAP, Menara Air Perak


The schedule for Kursus Pemanduan Dan Penyelenggaraan Kenderaan Jabatan Lembaga Air Perak Siri 1/2023

## Document Information

Analyzed document	LAP Internship Report_Nur Farah Izlyn Abdul Jalil_2021101965.pdf (D184879212)
Submitted	2024-01-29 23:07:00 UTC+01:00
Submitted by	
Submitter email	2021101965@student.uitm.edu.my
Similarity	4%
Analysis address	affeeda.UiTM@analysis.ouriginal.com

## Sources included in the report

### UNIVERSITI TEKNOLOGI MARA (UiTM) / NUR FARAH DILLA BINTI NAZRUL NIZAM\_2020477498 (INTERNSHIP REPORT).pdf

<b>SA</b>	Document NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 (INTERNSHIP REPORT).pdf (D172132716)	 5
	Submitted by: 2020477498@student.uitm.edu.my	
	Receiver: shamsulanaz.UiTM@analysis.ouriginal.com	

## Entire Document

TRAINING'S REFLECTION DURATION: My internship duration is 24 weeks long (equivalent to 6 months) starting September 1, 2023 until February 9, 2024. My working days are from Monday to Friday. Working hours are 9 hours long (8 hours work + 1 hour break). It begins at 8:00 A.M. until 5:00 P.M. DEPARTMENT: The Human Resources Management unit is under the Management & Corporate Services Division. There are a total of 3 units which were

100%

**MATCHING BLOCK 1/5**

**SA**

NUR FARAH DILLA BINTI NAZRUL NIZAM\_2020477498 ... (D172132716)

the Human Resources Unit, the General Administration unit, and the Corporate Communication unit.

I was placed in the Training and Staffing Unit, Management & Corporate Services Division ROLES & RESPONSIBILITIES: To reply to acceptance and rejection emails of the internship application. To store data of new intake internship trainees into the database. To prepare Local Orders to be signed and sent to accounts. To draft upcoming events or course letters. To update attendance of courses into the database. Checking employee's attendance before contract renewal for evaluation purposes. LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil ASSIGNMENTS/TASKS ASSIGNED TO ME A PIE CHART WHICH ILLUSTRATED THE TASKS I HAVE DONE DURING INTERNSHIP. DATABASE Under this unit, I am in charge in updating the database of attendance and evaluation form. It was my first task here as a trainee. It is an ongoing job. As long there is an event or courses, it is my duty to update the data into database. The database is store to be updated in for future record. I also update changes in employee database such as changes in position, relocation and retirement. LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil Database 35% Documentation 30% Training 20% Internship Trainee 15%



**TRAINING** For training, it is my duty to prepare circulars, attendance, documentation needed for the training. There are times where I will go to the training place and help with registration, distribution of feedback forms and any help needed. I will also assist in monitoring the training throughout the program. Once the training ended, I will collect the attendance and evaluation form to be stored and key in into database. LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil Database 35% Documentation 30% Training 20% Internship Trainee 15% ASSIGNMENTS/TASKS ASSIGNED TO ME A PIE CHART WHICH ILLUSTRATED THE TASKS I HAVE DONE DURING INTERNSHIP.

**DOCUMENTATION** As mentioned before, I took care of preparing circulars, attendance form, evaluation form and any other documentation for training. I also do other task such as drafting letter and sending letters or documents to be signed. In terms of indexing or enclosing a file, it is my duty to ensure that the file numbering are up to date. If there are any invitation from outside organization, I am in charge of replying to them in terms of emailing or faxing reply form. LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil Database 35% Documentation 30% Training 20% Internship Trainee 15% ASSIGNMENTS/TASKS ASSIGNED TO ME A PIE CHART WHICH ILLUSTRATED THE TASKS I HAVE DONE DURING INTERNSHIP.

**INTERNSHIP TRAINEE** For this task, I am in charge to check the Lembaga Air Perak's internship email, where all industrial training application will be sent. First, I will download the documents sent into their own file, and then I will separate the files into "To Review" to be checked by the officer in charge. Once it has been reviewed, I will send an acceptance or rejection email to the applicant. If it is accepted, I will key in their data into "Database Latihan Industri", preparing the offer letter, get approval by Ir. Lokman (Timbalan Pengurus Besar (Pengurusan)) and once approved, send email to both of the trainee and university. Other than that, I am in charge to calculate trainee's internship allowance. LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil ASSIGNMENTS/TASKS ASSIGNED TO ME A PIE CHART WHICH ILLUSTRATED THE TASKS I HAVE DONE DURING INTERNSHIP. Database 35% Documentation 30% Training 20% Internship Trainee 15%

**INTRINSIC & EXTRINSIC BENEFITS** **INTRINSIC** Intrinsic motivation can be defined as an internal desire to do a specific job. People engage in various activities because they are enjoyable, help them acquire a specific ability, or are morally appropriate. (Reena B., 2010) During my 6 months of internship here, I learned lots of new knowledge and expanded my competence in a particular area, doing enjoyable work & pride in my work. **EXTRINSIC** Extrinsic motivation refers to elements that are unrelated to the individual's current task. Lembaga Air Perak gives the first 3 months allowance to their internship trainee. On top of that, the trainee was given unpaid leave (approval from the Manager). However, there are no accommodations/transportation/claims/meals provided by the company for internship trainees. LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil **TRAINING'S REFLECTION**

**SWOT ANALYSIS** SWOT (Strength, Weakness, Opportunity, and Threat) is a competitive analysis tool that has long been used to assess an organization's internal capabilities (strengths and weaknesses) and external context (threats and opportunities) (Wu, 2024). Strong knowledge on water supply The only Water Board in Perak with over 6 branches Employee loyalties Workload issue Unorganized process of work Understaffed on certain unit/department Water supply disruption Usage of water supply Internal promotion Technological advancement Strategic partnerships LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil

**2. THE ONLY WATER BOARD IN PERAK WITH OVER 6 BRANCHES.** Water is an important basic need for humans. As Perak's sole water operator, several changes have been made in order to establish the company as a leader in Malaysia's water business. Growing throughout the state, Lembaga Air Perak aims to provide a quality water supply to all Perak citizens. This is their greatest asset because they can now consistently offer water to customers. In addition to that, LAP also provides water to other sectors and businesses throughout Perak, including fishing, agriculture, and tourism, which play a major part in Perak's industrial sector. **1. STRONG KNOWLEDGE OF WATER SUPPLY** LAP is a well-established water operator with a history extending back to 1990. LAP has been acknowledged by Suruhanjaya Perkhidmatan Air Malaysia (SPAN) for its extensive expertise in water supply not only in Perak but across Malaysia. As a Water Company, they must possess an extensive knowledge of the connection between land utilization and water quality in various watersheds. Their primary source of water is rainfall, and the operations encompass land. For example, LAP built their watersheds and water treatment plants in advantageous sites such as nearby mountains or rivers that are influenced by gravitational force, demonstrating that they have researched the relationship between land and water. **DISCUSSION: STRENGTH** LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil **3. EMPLOYEE LOYALTIES** Aside from the perks provided to LAP workers, such as as bonuses, pension plans, annual salary increases, and so on, providing employees have the equipment they require is also a role in staff retention. LAP provides employees with proper training and high-quality equipment. This approach can boost employee participation and loyalty to the organization.

1. PROMOTE COLLABORATION TO EXPAND KNOWLEDGE Malaysia's water infrastructure projects are becoming increasingly challenging. This requires collaboration and knowledge from both public and private organizations. Public-private partnerships promote collaboration, reduce local debt risks, and boost financing capacity. (Valipour, A, et al, 2019). This collaboration can increase production and efficiency and promote healthy motivation for all sides.

RECOMMENDATION: STRENGTH LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil 2. ACHIEVE PERAK'S VISION Lembaga Air Perak's vision is to provide clean water that fulfils the demands of the urban, rural, commercial, and industrial communities. As the industrial sector grows, LAP should take the initiative to enhance its infrastructure. With 43 water treatment plants, LAP may strengthen its basis by constructing a Water Treatment Plant and Distribution Facility for the Central Perak district. This seeks to expand the water tank's storage capacity, which is consistent with the Central Perak district's 2030 development plan as stated in Laporan Tahunan Lembaga Air Perak 2019.

3. INTRINSIC/EXTRINSIC MOTIVATION Morris et al. (2022) stated that motivation is an essential component of the human experience. As a result, not all actions is affected by apparent, external stimuli or results, known as "extrinsic" motivation, but rather by more internal impulses, or "intrinsic" motivation, in which the action is perceived to have an outcome. Targeted appreciation is a powerful way to recognize and motivate outstanding employees. However, the organization may consider giving extrinsic motivation, such as having an open day for fun and engaging events or a quick vacation to allow them to relax and return stronger and more inspired to continue working in the best form possible.

Figure 7: 2030 Perak Manjung District Promotion

1. WORKLOAD ISSUE According to

<b>45%</b>	<b>MATCHING BLOCK 2/5</b>	<b>SA</b> NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 ... (D172132716)
<p>my observations and experiences during my internship, aside from the reality that many duties must be completed in the staffing unit, employees who are absent from the business for sick leave, yearly leave, or transferred to another department are not quickly replaced. This issue causes some employees to undertake many jobs at once, increasing their workload. It</p>		

is going to have an impact on both staff motivation and performance quality. LAP needs to know the employees' workload. DISCUSSION: WEAKNESSES LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil 3. UNDERSTAFFED ON CERTAIN UNITS/DEPARTMENT In the division where I was assigned to train, there was a total of four people: two for training and two for staffing. From my perspective, having only two team members in each unit is insufficient; given that this serves as the headquarters of Lembaga Air Perak, each unit should have at least three or four staff. There are times when multiple events or courses occur simultaneously, and each of them must go and monitor the event. When no one is present at the workplace, it is difficult to communicate or convey any necessary information. This is due to the work process involves employees from all six regions. They work overtime, especially on weekends, due to their heavy workload. Furthermore, there were only five staff members at the water treatment plant: one supervisor and four- metre readers. They work seven days a week, rotating 8-hour shifts. 2. UNORGANIZED PROCESS OF WORK From my observation here, managing six regional offices is a difficult job. Having someone in charge of certain tasks in each region is beneficial, but some things become difficult to manage as time passes. For example, the person in charge of Wilayah Utara is required to keep track of employees who would renew their contracts and provide documentation; however, when they failed to do so, the employees at the headquarters had to remind them periodically. This is a situation that will cause delays and disruptions in the process. Figure 8: Cover letter without company's letterhead Figure 9: Employees at Klian Gunung Water Treatment Plant

1. **EVALUATE WORKLOAD DISTRIBUTION** To address this workload issue, it is important to assess how tasks are currently being assigned. Sometimes, certain tasks or responsibilities may end up being assigned to just a few individuals, while others have less on their plate. This can create an imbalance in the workload, with some employees feeling overwhelmed and others having lighter workloads. By evaluating workload distribution, tasks that are being assigned and distributed fairly can be reviewed. It can help in identifying any potential imbalances and take steps to ensure a more equitable distribution of work. This might involve reassigning tasks, rotating responsibilities, or implementing a system to track and monitor workload distribution. The goal is to create a fair and balanced workload for everyone on the team, ensuring that no one feels overwhelmed or underutilized. **RECOMMENDATION: WEAKNESSES LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil Figure 11: Job advertisement on LAPCareer portal**

3. **RECRUITMENT** Recruitment is defined as a series of activities used by an organisation to attract job applicants with the skills required to help the organisation achieve its objectives and goals (Abdalla Hamza, P et al. 2021). To address the issue of understaffing, LAP should begin hiring new workers or move existing ones. I would advise hiring at least three employees on one particular team to help smooth the process, minimize work pressure, and address employee health. The image below shows that no new positions are currently available on the LAPCareer portal.

2. **ON-THE-JOB TRAINING** On-the-job training (OJT) is a practical method of obtaining new skills and abilities required for a job in a genuine, or nearly actual, working environment (Andreev,2021). On-the-job training makes use of current workplace tools, machines, documents, equipment, knowledge, and skills to help people learn and do their jobs more efficiently. It occurs inside the typical workplace that an employee experiences on the job (Vasanthi, S., et al, 2019). . An unorganized workflow may result in a wide range of impacts on business operations. Each worker must take their duties seriously. I presented how to deal with this issue with my supervisor, and he agreed with the idea of offering employee training to refresh the job tasks that all employees have to carry out. As an outcome, numerous refresher courses will be carried out for staff to ensure productivity at work. **Figure 10: Training on Driving Course for drivers**

**DISCUSSION: OPPORTUNITIES LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil**

1. **INTERNAL PROMOTION** An internal promotion occurs when an internal candidate is promoted to a higher position rather than the company hiring an external candidate (Leapsome Team, n.d). Everyone

60%

**MATCHING BLOCK 3/5**

SA

NUR FARAH DILLA BINTI NAZRUL NIZAM\_2020477498 ... (D172132716)

who works for a firm or organization aims for internal development. It is because it can be viewed as

a gratitude for every person who has worked hard to improve the company's stability and success. Furthermore,

56%

**MATCHING BLOCK 4/5**

SA

NUR FARAH DILLA BINTI NAZRUL NIZAM\_2020477498 ... (D172132716)

each employee has adjusted to the work environment and has developed positive relationships with colleagues and superiors, which must be a pleasant experience. That opportunity is present in any

organization, including Lembaga Air Perak. 2. **TECHNOLOGICAL ADVANCEMENT** According to Kraus, S (2019), Technological advancement in a platform allow for rapid advancements in business technology, and vice versa. Aside from MYLAPApps, LAP has released a career app named 'LAPCareer'. According to LAP's annual report for 2021, the 'LAPCareer' System was launched on August 1, 2021.

47%

**MATCHING BLOCK 5/5**

SA

NUR FARAH DILLA BINTI NAZRUL NIZAM\_2020477498 ... (D172132716)

It is consistent with the transition of the work procedure of applying for vacant jobs at Lembaga Air Perak to the digital era through online platforms. The 'LAPCareer' platform is meant to replace the

manual application process for open employment at the LAP. With the establishment of this technology, the process of hiring new staff will be quickened. 3. **STRATEGIC PARTNERSHIP** According to Laporan Tahunan Lembaga Air Perak 2016, in that year, LAP was chosen to hold the Acara Mini Karnival Sukan Bekalan Air Se-Malaysia (SBAM). The event's major goals are to provide a recreational and leisure activity while also serving as a platform to improve relationships across Malaysian Water Supply Agencies, particularly through the participation of sports activities. Lembaga Air Perak might draw inspiration from that event and recreate it again to foster relationships and collaboration for a more successful industry partnership. **Figure 13: 2016 Acara Mini Karnival Sukan Bekalan Air Se-Malaysia (SBAM) Figure 12: MyLAPApps portal**

RECOMMENDATION: OPPORTUNITIES LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil 1.

INTERNAL PROMOTION Lembaga Air Perak offers numerous internal promotion chances to its workers. However, obtaining an internal promotion is not relatively easy or quick because it requires a periodic assessment based on the position vacancy. There has only been one interview for internal advancement during my six months period here. LAP can take advantage of these chances to explore their employees' potential for greater job productivity. 2.

TECHNOLOGICAL ADVANCEMENT As previously stated, Lembaga Air Perak has successfully launched two websites in 2021 which were: MyLAPApps and LAPCareer. Lembaga Air Perak is now working on completing the connection of Geographic Information System (GIS) data and LAP's Integrated Water Management System (E-GEOWATER). This strategy is built on data- driven technology and digital mapping using a Geographic Information System (GIS). The 'E-GEOWATER' system will integrate with LAP's current systems, including as billing, finance, complaint management, and asset management. Lembaga Air Perak has taken one step forward in terms of technological advancement in line with the current technology era. 3.

STRATEGIC PARTNERSHIP Figure above is about the strategic partnership on water between The Ministry of Infrastructure and Water Management of Netherlands and The Ministry of Jal Shakti Of The Republic In India. Research suggests that interenterprise network ties have significant effects on alliance performance, particularly when seen through the lens of social networks (Kamal et al., 2021) . LAP could make use of this opportunity to engage with foreign and potential industries at a single event to form partnerships. From there, LAP could experience long-term benefits such as improved product and service quality and more innovative concepts for one another. Figure 15 & 16: Strategic Partnership between Ministry of Netherlands and Republic in India Figure 14: Lembaga Air Perak website homepage Figure 15 Figure 16

1. WATER SUPPLY DISRUPTION Water supply disruptions have become constantly regular in Malaysia in recent years (Anang et al. 2019). Water supply disruptions can have a significant economic impact on Malaysia. Disruptions are mostly caused by technical issues and weather hazards. Urbanization, rapid population growth, ageing infrastructure, intensive agriculture, and rising demand all cause short- and long-term water supply disruptions, causing climate change, pollution, and biodiversity loss (Pagsuyoin & Santos 2021). Water service disruptions can occur often as a result of unforeseen system breakdowns. Consumers are concerned about infrastructure failures that may affect their drinking water, as this could jeopardize public safety, quality, and health (Kamaludin & Abd. Aziz, 2019). 2.

USAGE OF WATER SUPPLY According to the LAP 2021 study, Malaysians use up to 210 litres of water per day, whereas Singaporeans use 151 litres per day per person. As a result, one of the difficulties for water supply agencies and the government is going to be encouraging customers to use water wisely, to achieve an average use of 181 litres per day for everyone to ensure water supply sustainability. (LAP, 2021) Water supply agencies should offer adequate infrastructure, equipment, and staff to meet the needs of their customers. This is one of the largest difficulties faced by the water supply organisation as the company cannot manage how much water individuals use.

DISCUSSION: THREATS LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil Figure 18: Sultan Azlan Shah Dam Figure 17: Statistic of water demand in Perak

RECOMMENDATION: THREATS LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil 1. WATER SUPPLY DISRUPTION Changes in water tariff rates can have a major effect on businesses, economies, and global geopolitics. In 2024, the Suruhanjaya Perkhidmatan Air Negara (SPAN) announced an increase to water tariff rates under the Tariff Setting Mechanism for household category users throughout the Peninsula and Labuan, which will take effect on February 1, 2024. This is an excellent opportunity for Malaysian water companies to use their income to fund infrastructure and operational expenses for each state water operator, such as increasing and repairing the number of water treatment plants and assets related to water supply, repairing the length of pipe that requires to be maintained and replaced, and fulfilling population needs and others. According to information acquired from LAP employees, these modifications are being implemented because it has been years since the last change, and the economic situation has driven them to do so. According to Lembaga Air Perak's Bulletin magazine, many consumers mistake the costly expenses of water treatment and asset replacement (CAPEX). Annual assessments of water rates are required due to the increased operational costs (OPEX) such as chemical prices, electrical utility charges, and maintenance investments. Figure 19: New tariff rates in 2024

2. PROMOTE AWARENESS CAMPAIGNS Malaysian people acknowledge the importance of water quality not only for marine life but also for a healthy and high-quality lifestyle. They also feel that clean water is critical to economic development. People are willing to be engaged in water resource management as long as they comprehend the benefits of the use of better water quality. As a result, LAP or any water organization should encourage and hold awareness-raising campaigns to increase the number of people drawn to a water management project (Ahmed, 2020). On Mac 2019. Lembaga Air Perak launched a campaign in line with the 2019 World Water Day celebration. Lembaga Air Perak will continue to promote water conservation in society. The LAP website even includes and promotes water-saving methods. If these factors are taken into consideration, this campaign holds the potential to be effective. By 2025, Lembaga Air Perak plans to begin the "Jom Jimat Air" campaign to encourage consumers to adopt a continual water-saving mentality. RECOMMENDATION: THREATS LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil Figure 20 and 21: Water saving methods by Lembaga Air Perak Figure 20 Figure 21

### Hit and source - focused comparison, Side by Side

**Submitted text** As student entered the text in the submitted document.  
**Matching text** As the text appears in the source.

1/5	SUBMITTED TEXT	13 WORDS	100% MATCHING TEXT	13 WORDS
	the Human Resources Unit, the General Administration unit, and the Corporate Communication unit.			the human resources unit, the general administration unit, and the corporate communication unit—
	<b>SA</b> NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 (INTERNSHIP REPORT).pdf (D172132716)			

2/5	SUBMITTED TEXT	54 WORDS	45% MATCHING TEXT	54 WORDS
	my observations and experiences during my internship, aside from the reality that many duties must be completed in the staffing unit, employees who are absent from the business for sick leave, yearly leave, or transferred to another department are not quickly replaced. This issue causes some employees to undertake many jobs at once, increasing their workload. It			my observations and experiences throughout my internship, aside from the fact that there are many tasks that need to be done in the staffing unit, employees who the company for sick leave, annual leave, or transfer to another department are not replaced This issue forces some employees to handle two or more tasks at once, which increases their workload. It
	<b>SA</b> NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 (INTERNSHIP REPORT).pdf (D172132716)			

3/5	SUBMITTED TEXT	19 WORDS	60% MATCHING TEXT	19 WORDS
	who works for a firm or organization aims for internal development. It is because it can be viewed as			who works for a company or organisation hopes for internal promotion. It is because, it can be considered as
	<b>SA</b> NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 (INTERNSHIP REPORT).pdf (D172132716)			

<b>4/5</b>	<b>SUBMITTED TEXT</b>	27 WORDS	<b>56% MATCHING TEXT</b>	27 WORDS
	each employee has adjusted to the work environment and has developed positive relationships with colleagues and superiors, which must be a pleasant experience. That opportunity is present in any		each employee has adapted to the work environment and has a good bond with colleagues and superiors, it must be a sweet thing. That opportunity is definitely available in any	
<b>SA</b>	NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 (INTERNSHIP REPORT).pdf (D172132716)			

<b>5/5</b>	<b>SUBMITTED TEXT</b>	32 WORDS	<b>47% MATCHING TEXT</b>	32 WORDS
	It is consistent with the transition of the work procedure of applying for vacant jobs at Lembaga Air Perak to the digital era through online platforms. The 'LAPCareer' platform is meant to replace the		It is in line with the transformation of the work process of applying for vacant positions at Lembaga Air Perak to the era of digitization by using online mediums. The development of the 'LAPCareer' portal is intended to replace the	
<b>SA</b>	NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 (INTERNSHIP REPORT).pdf (D172132716)			



UNIVERSITI TEKNOLOGI MARA

## ENDORSEMENT OF OUR ORIGINAL REPORT

### Coordinator

Unit Jaminan Kualiti Akademik (UJKA)  
Universiti Teknologi MARA Cawangan Perlis  
02600 Arau  
Perlis

Madam

### ENDORSEMENT OF OUR ORIGINAL REPORT FOR PROPOSAL/DISSERTATION/THESIS/PROJECT PAPER/ ASSIGNMENT

With reference to the work of the candidate below:

Nama : NUR FARAH IZLYN BINTI ABDUL JALIL

Matric No. : 2021101965

Faculty : BUSINESS AND MANAGEMENT

Programme : BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT

Title : SWOT ANALYSIS OF LEMBAGA AIR PERAK

Percentage of Our original Report : 4%

I am pleased that the proposal/thesis/dissertation/project paper/ assignment of the above candidate has fulfilled the Our original percentage of the university's requirement.

Thank you.

\_\_\_\_\_  
1<sup>st</sup> advisor's signature and stamp

Name : NOOR AFEEEDA RAMLI  
PENYARAH KANAN  
FAKULTI PENGURUSAN DAN PERNIAGAAN  
UiTM CAWANGAN PAHANG KAMPUS RAUB

\_\_\_\_\_  
09/02/2024

Date

\*\* Please attach 1<sup>st</sup> page of original report.

## Document Information

Analyzed document	LAP Internship Report_Nur Farah Izlyn Abdul JaliL_2021101965.pdf (D184879212)
Submitted	2024-01-29 23:07:00 UTC+01:00
Submitted by	
Submitter email	2021101965@student.uitm.edu.my
Similarity	4%
Analysis address	affeeda.UiTm@analysis.ouriginal.com

## Sources included in the report

### UNIVERSITI TEKNOLOGI MARA (UiTM) / NUR FARAH DILLA BINTI NAZRUL NIZAM\_2020477498 (INTERNSHIP REPORT).pdf

SA

Document NUR FARAH DILLA BINTI NAZRUL NIZAM\_2020477498 (INTERNSHIP REPORT).pdf (D172132716)



5

Submitted by: 2020477498@student.uitm.edu.my

Receiver: shamsulanaz.UiTm@analysis.ouriginal.com

## Entire Document

TRAINING'S REFLECTION DURATION: My internship duration is 24 weeks long (equivalent to 6 months) starting September 1, 2023 until February 9, 2024. My working days are from Monday to Friday. Working hours are 9 hours long (8 hours work + 1 hour break). It begins at 8:00 A.M. until 5:00 P.M. DEPARTMENT: The Human Resources Management unit is under the Management & Corporate Services Division. There are a total of 3 units which were

100%

**MATCHING BLOCK 1/5**

SA

NUR FARAH DILLA BINTI NAZRUL NIZAM\_2020477498 ... (D172132716)

the Human Resources Unit, the General Administration unit, and the Corporate Communication unit.

I was placed in the Training and Staffing Unit, Management & Corporate Services Division ROLES & RESPONSIBILITIES: To reply to acceptance and rejection emails of the internship application. To store data of new intake internship trainees into the database. To prepare Local Orders to be signed and sent to accounts. To draft upcoming events or course letters. To update attendance of courses into the database. Checking employee's attendance before contract renewal for evaluation purposes. LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil ASSIGNMENTS/TASKS ASSIGNED TO ME A PIE CHART WHICH ILLUSTRATED THE TASKS I HAVE DONE DURING INTERNSHIP. DATABASE Under this unit, I am in charge in updating the database of attendance and evaluation form. It was my first task here as a trainee. It is an ongoing job. As long there is an event or courses, it is my duty to update the data into database. The database is store to be updated in for future record. I also update changes in employee database such as changes in position, relocation and retirement. LEMBAGA AIR PERAK Industrial Training Report Nur Farah Izlyn Abdul Jalil Database 35% Documentation 30% Training 20% Internship Trainee 15%