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UNIVERSITI
TEKNOLOGI
MARA

INDUSTRIAL REPORT AT
PETRONAS PENAPISAN TERENGGANU
(PP(T)SB)

4 September 2023 until 9 February 2024

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Executive Summary

The internship took place at Petronas Penapisan (Terengganu) Sdn Bhd and went on for six months, from September 1, 2023, to September 9, 2024. The main goal was to combine the knowledge I had learned at university with what I had done in daily life in order to learn more about the Oil and Gas Industry. While doing the internship, I learned a lot about the company's organization, how it works, and its culture. The intern took on the responsibilities of a Training Coordinator, managing the staff database and their required training prior to the implementation of PETRONAS guidelines. This real-world training helped improve skills in the Production department and applied what was learned in the university setting into practice.

Participating in S.W.O.T. Analysis, company events, and training events as part of the job gave me a chance to use what I had learned in university and practice it in real working setting. Remarkable accomplishments include getting praise from the superior for finishing a S.W.O.T. analysis job with minimal assistance. Learning how to use Microsoft Power BI, Microsoft Power Apps, handle staff data, and communicate to people is all possible through the internship.

While doing internships, I encountered problems like communicating professionally with people from different levels of the organization. However, I was able to overcome these obstacles and showcase my problem-solving ability. Attempts to connect with others and observe while asking the supervisor for a tip were among the strategies put into action. The internship greatly improved my understanding of my job scope by providing me with first-hand knowledge of the oil and gas industry. I was able to enhance my expression and collaboration abilities as a result of the learning outcomes, which promoted the development of a well-rounded professional. One of these consequences was the enhancement of my spoken and written communication skills. Important parts of this process of skill development were making sure I work on my leadership qualities and encouraging effective teamwork.

To sum up, my internship at Petronas Penapisan (Terengganu) Sdn Bhd was life-changing since it connected my theoretical understanding with real-world skills. The exposure provided a solid groundwork for an exciting career path. This executive summary captures the key points of the internship report, providing an overview of the internship's significant experiences and accomplishments.

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Company's Profile

PETRONAS is a worldwide oil and gas business that operates out of Malaysia and is completely controlled by the government of Malaysia. Exploration, production, refining, marketing, and distribution of petrochemicals, as well as oil and gas, are all activities that the company is involved in.

The first oil refinery owned by PETRONAS in Malaysia, PETRONAS Penapisan (Terengganu) Sdn. Bhd. (PP(T)SB), was established in 1982 to process and enhance the value of local petroleum derived from offshore Terengganu. located in Kertih, Terengganu, PP(T)SB has the capacity to handle 124,000 barrels of petroleum per day. It has proven the ability to deliver petroleum products, such as petrol, LPG, diesel, jet fuel, naphtha, and Low Sulphur Waxy Residue (LSWR), to both domestic and international clients. The East Coast region, which includes Kelantan, Terengganu, and Pahang, is the primary target market for this facility. A Condensate Splitter Unit (KR-2A) with a rated capacity of 74,300 barrels per day of naphtha condensates has been added to the refinery as part of an expansion. The aromatics plant next to the refinery uses the heavy naphtha produced in KR-2A as feedstock.

The Aromatics plant complex, which manufactures benzene and paraxylene, is owned by Mitsubishi Corporation & JX Nippon Oil & Energy Corporation (MJPX Co. Limited) for 30% and PETRONAS Chemical Aromatics Sdn Bhd (PC AROMATICS) for 70%. PP(T)SB has been given the responsibility of managing and running this complex.

In PP(T)SB's commercial operations, quality and HSE are highly valued as they work to guarantee that the current criteria for petroleum products are fulfilled. In order to instill and uphold a high degree of awareness regarding the influence of the refinery's operations on its natural surroundings, its staff undergo regular training on strict HSE procedures. As evidence of this commitment, the organisation has received numerous certifications, HSE recognition, and awards. With strict rules that keep an eye on both the environment and the health and safety of our workers, it keeps fostering a strong safety culture.



Figure 1: Admin Building, PP(T)SB.

Company's Profile

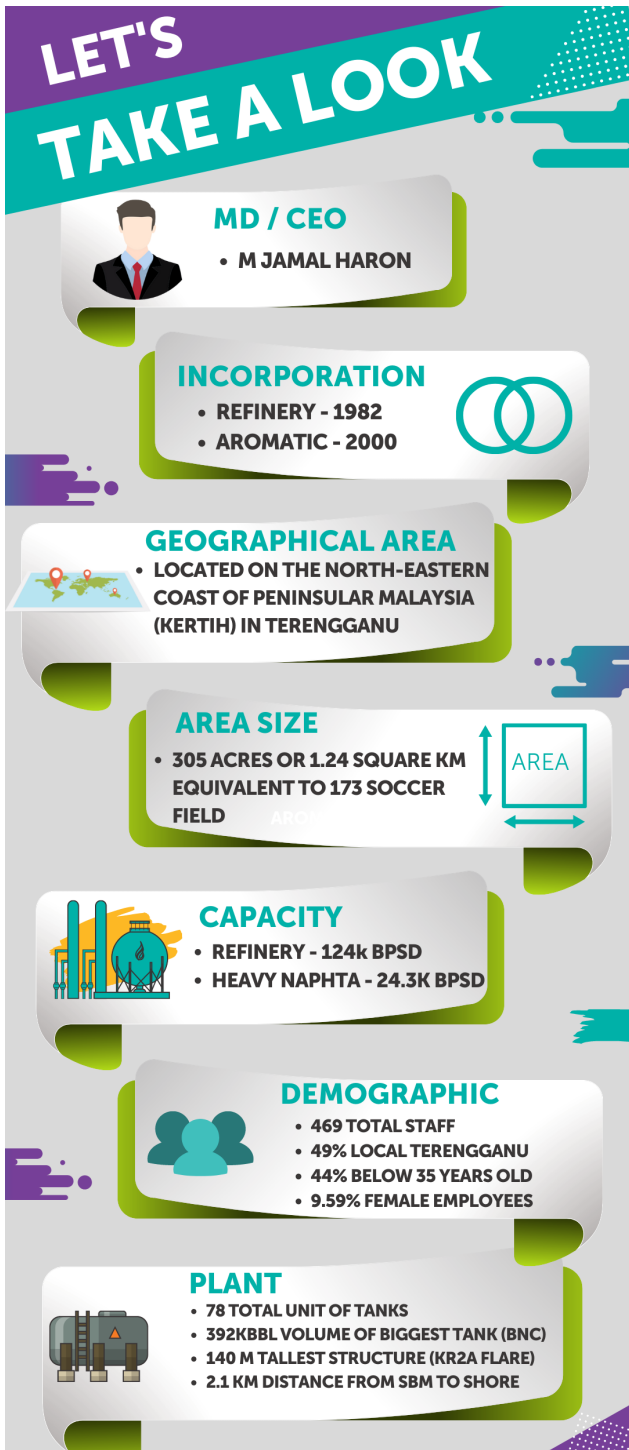


Figure 2: Introduction of PP(T)SB

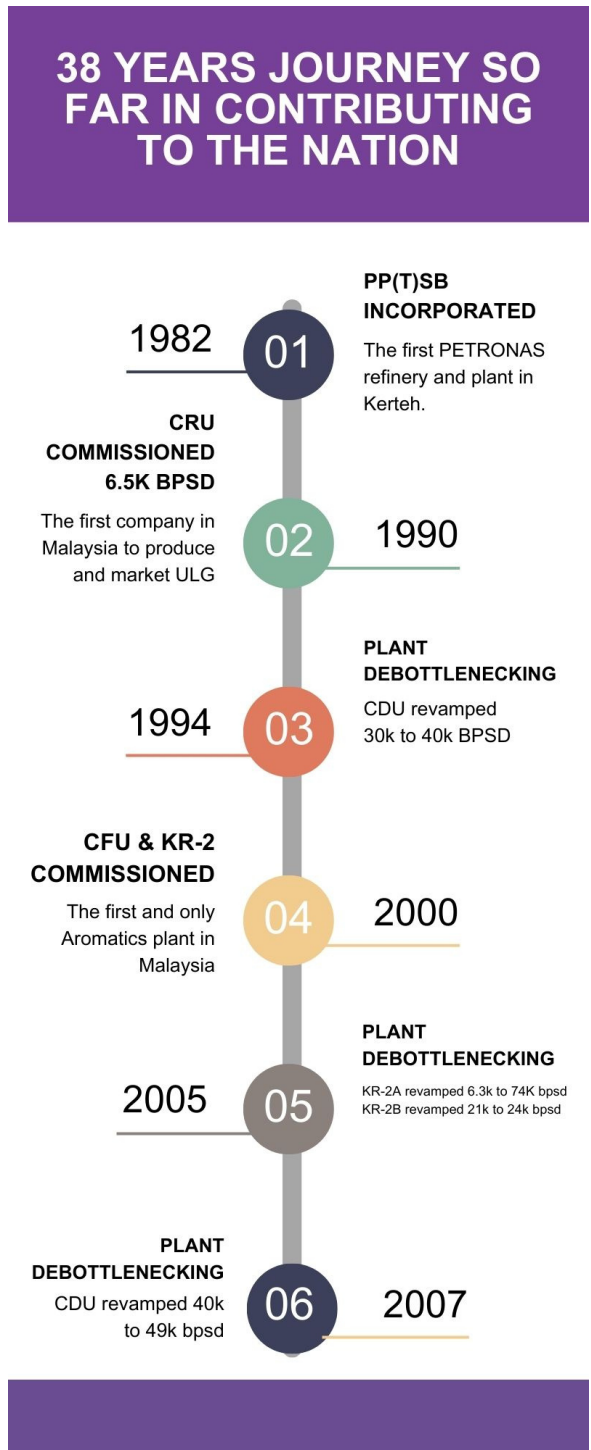


Figure 3: 38 years journey of PP(T)SB

Vision & Mission

Vision

The company's vision is to become a **world-class refinery that prioritizes safety, dependability, and efficiency in the production of high-quality goods** that live up to the standards set by consumers while simultaneously reducing its negative impact on the environment.

Mission

The goal of Petronas Penapisan Terengganu Sdn Bhd (PPTSB) is to **run a top-notch refinery that minimizes its negative effects on the environment while producing high-quality petroleum products in a safe, dependable, and efficient way.** Through the application of best practices in every aspect of its operations, including environmental stewardship, efficiency, safety, and dependability, the company is dedicated to fulfilling its purpose. PPTSB also hopes to help Malaysia's economy grow by fostering employment growth and assisting regional companies.

Objective of the company

1. To run a top-notch refinery that safely, dependably, and efficiently generates premium petroleum products.
2. To reduce the negative effects of its operations on the environment by putting best practices for environmental stewardship into practice.
3. To aid in Malaysia's economic growth by fostering employment opportunities and assisting regional companies.
4. To supply its clients with superior products that fulfil their requirements and surpass their anticipations.
5. To consistently enhance its operations through the acquisition of cutting-edge machinery and technology, the use of strict maintenance schedules, and the provision of thorough training to staff members.

Overall, PPTSB's objectives are focused on achieving excellence in all areas of its operations, including safety, reliability, efficiency, environmental stewardship, and customer satisfaction. The company is committed to achieving these objectives through the implementation of best practices and continuous improvement initiatives.

Goals of the Company

Petronas Penapisan Terengganu Sdn Bhd (PPTSB) has several of goals to make sure it works like a world-class plant. Some of these goals are to have no accidents or incidents in its operations, to be as reliable, efficient, and environmentally friendly as possible, and to make sure that all of its customers are happy.

To reach these goals, PPTSB has taken a number of steps, such as purchasing cutting-edge technology and tools, putting in place strict maintenance schedules, and giving all of its workers thorough training. A quality control system has also been put in place by the company to make sure that all of its products meet very high standards of quality.

Furthermore, PPTSB is dedicated to minimizing its effect on the earth by using eco-friendly methods, cutting down on greenhouse gas emissions, saving water, and producing as little waste as possible. In addition, the business works closely with nearby towns to make sure its activities do not harm the environment.

By taking these thorough steps, PPTSB not only hopes to meet international standards, but it also wants to be a socially responsible business. With its cutting-edge technology, strict quality control, and environmental stewardship, PPTSB leads its industry and serves as a model for those seeking to implement sustainable and top-notch business practices.

Organizational Chart

Petronas Penapisan Terengganu Sdn Bhd (PPTSB) maintains a well-organized organisational chart to guarantee the refinery plant runs smoothly. The chart shows the various divisions and departments that collaborate to meet the objectives of the business.

- **Production department** is in charge of producing petroleum products in a safe and effective manner.
- **Maintenance department** is in charge of looking after the facilities and machinery at the refinery complex.
- **Finance Department** is in charge of overseeing the refinery complex's financial activities.
- **Health, Safety, Security and Environment (HSSE) Department** is in charge of making sure that the refinery complex complies with all applicable laws pertaining to these areas.
- **Human Resource Management Department** is in charge of overseeing the workforce and giving staff members chances for professional growth.
- **Technical Services Department** is in charge of offering technical assistance to all units and divisions inside the refinery complex.

Every department is led by a department head who reports to the Managing Director and has a distinct set of duties. The Board of Directors receives reports from the CEO, who is in charge of the refinery complex's overall performance.

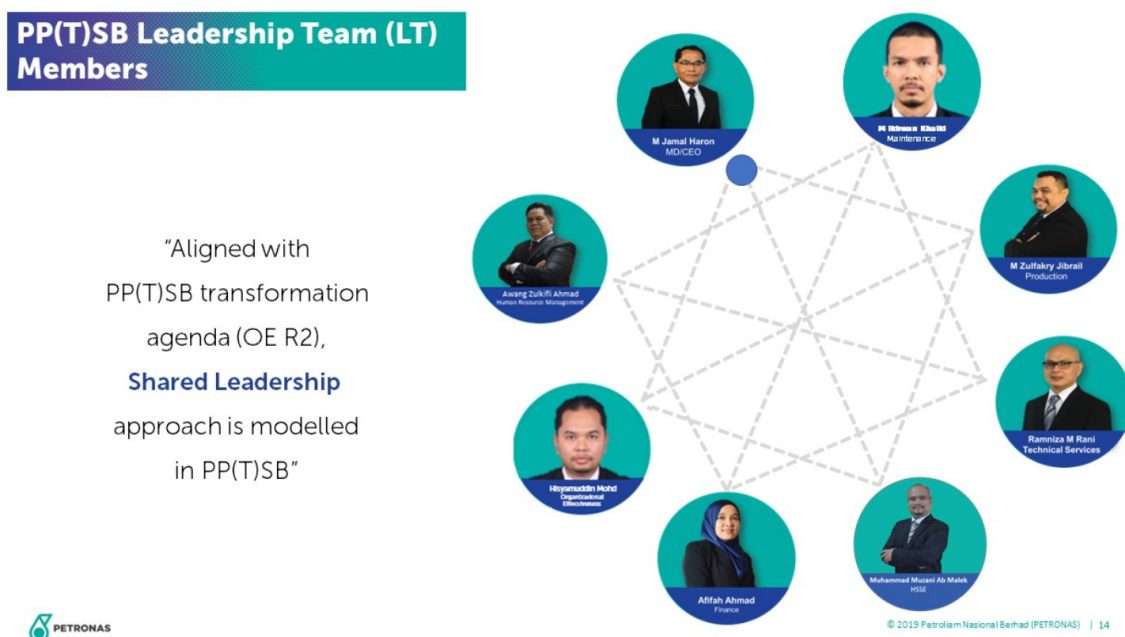


Figure 4: PP(T)SB Leadership Org. Chart

Production Support Chart

Improvement Engineer: An improvement engineer's responsibilities in PETRONAS's production support division may include pinpointing areas where the production process needs to be improved, creating and executing strategies to improve output and efficiency, and making sure that safety and quality requirements are met.

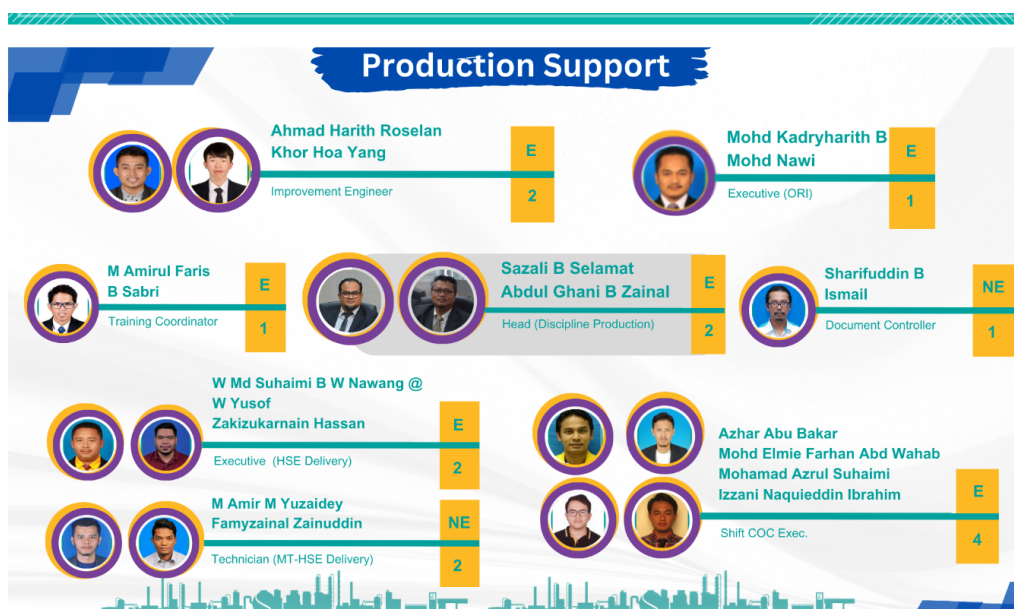
Training Coordinator: A training coordinator in PETRONAS's production support division may be responsible for keeping an eye on, examining, and confirming the training records of PETRONAS Upstream personnel and contract workers to make sure that all laws, regulations, and PETRONAS training are current.

HSE Delivery: Ensure compliance with environmental, health, and safety regulations; conduct risk assessments; develop and implement safety procedures; and investigate HSE-related incidents are just a few of the duties that an HSE delivery executive in PETRONAS's production support area may be assigned.

Shift COC Executive: The duties of a Shift COC Executive at PETRONAS's production support division may include conducting manning level studies, reviewing and updating shift manning levels, and making sure there is enough staffing by qualified individuals to ensure safe and effective operation.

Executive ORI: Among the responsibilities of an Executive in PETRONAS's Operations Readiness and Assurance (ORI) division could be making sure the manufacturing facilities are prepared for use, creating and executing start-up and shutdown protocols, and performing risk analyses to find possible dangers.

Figure 5: Production Support Org. Chart



Empowered Team Capability Chart

PETRONAS's Capability Division is the division in charge of offering the PETRONAS Group of Companies consulting, development, and training services. To improve the skills and capacities of PETRONAS personnel, the division is in charge of creating and executing competence frameworks, analyzing training needs, and creating and delivering training programmed.

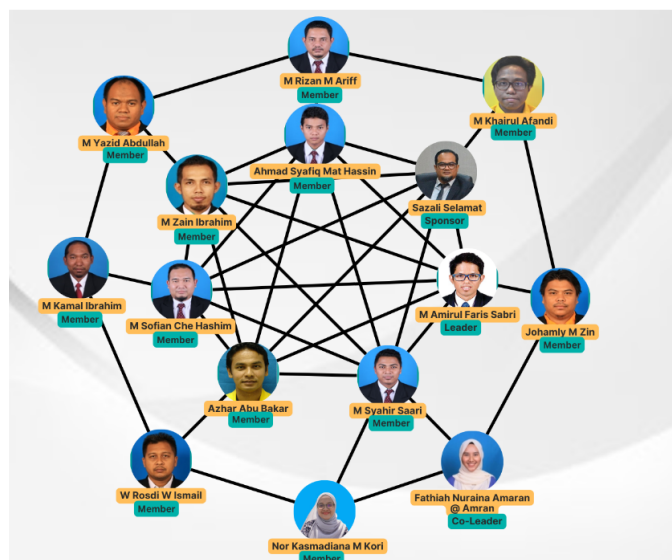
The division is dedicated to creating a workforce with the knowledge and abilities to support PETRONAS's present and future needs. In order to accomplish this, the division offers a range of training programmed tailored to the requirements of staff members at all levels, from entry-level to senior management. Both technical and non-technical topics are covered in the training programmed, including soft skills, project management, engineering, and leadership.

In addition, the division offers the PETRONAS Group of Companies consultancy services in performance management, organizational development, and human resource development. The goal of the consulting services is to assist the PETRONAS Group of Companies in enhancing the productivity, performance, and organizational effectiveness.

To make sure that the training courses and consulting services are in line with PETRONAS's strategic aims and objectives, the Capability Division collaborates closely with different departments within the organization. To make sure that the training programmed are current and applicable to the business, the division also works with outside training providers and industry experts.

In conclusion, the PETRONAS Capability Division is essential to the growth and improvement of PETRONAS workers' skills and abilities as well as the enhancement of the productivity, performance, and organizational effectiveness of the PETRONAS Group of Companies.

Figure 6: Capability ET Chart



Empowered Team Explanation

In PETRONAS, an empowered team is one that has been granted the power, accountability, and ability to decide and act in order to accomplish its objectives. The organizational culture of PETRONAS places a strong emphasis on empowerment because it is thought that teams with greater levels of empowerment are more creative, successful, and productive.

PETRONAS expects empowered teams to be highly independent and capable of making decisions in line with the strategic aims and objectives of the organization. They must also take responsibility for their behaviors and work to enhance their performance over the years.

A tool called the Empowerment Mirror, created by PETRONAS, is used to monitor the development of an organization centered on the relationship between the team, coach, and leader. The implementation of the Empowerment Mirror confirms the degree to which the shown behaviors in any particular workforce align with the prescribed behaviors of the appropriate level of empowerment. The Empowerment Mirror prescribes expected leader and team behaviors.

PETRONAS thinks that empowered teams may make a positive impact on the business by being more creative, more customer-focused, and more operationally effective. As a result, empowerment is thought to be a major factor in organizational competitiveness and effectiveness.



Empowerment Mirror & Dimensions

Empowerment Mirror

Describe the prescribed behaviours across 11 Empowerment Dimensions that are expected of teams and leaders at different degrees of empowerment.

11 Empowerment Dimensions

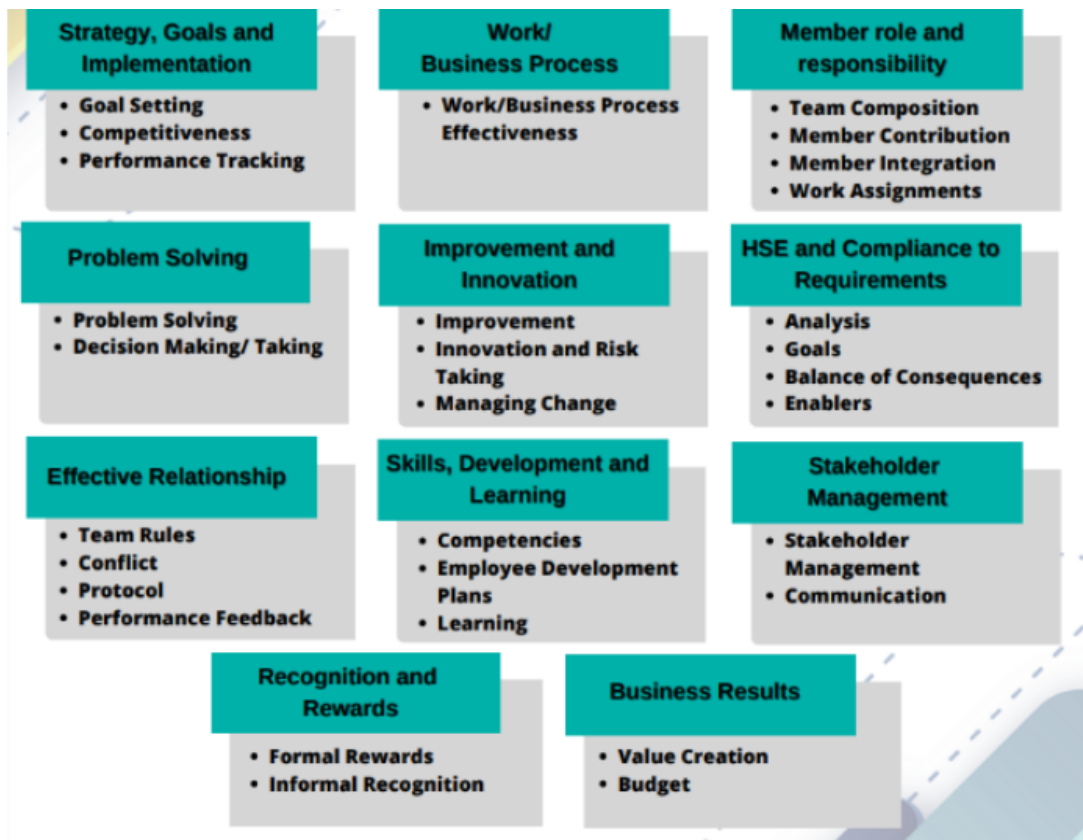


Figure 6: 11 Empowerment Dimensions

Training Reflection's

Duration

My internship begins on September 4, 2023, and end on February 9, 2024. PETRONAS provides flexible working hours from 7 a.m. to 9 a.m., however it is preferred to start between 8 a.m. and 8:30 a.m. due to the production culture environment. Because my office is on the East Coast, the work week begins on Sunday and ends on Thursday, with Thursday having a shorter working day that ends at 4 p.m. While lunch hours are from 12 p.m. to 2 p.m. Lunch is scheduled within a one-hour break. We can choose when we will take our lunch break from that range. Prayer time is flexible as long as it does not take too long. We can merely take a short prayer break after the one-hour lunch break.

	WORK WEEK MONDAY - FRIDAY (ALL LOCATIONS EXCEPT LANGKAWI, KELANATAN, AND TERENGGANU)	WORK WEEK SUNDAY - THURSDAY (LANGKAWI, KELANTAN AND TERENGGANU)
CLOCK-IN- HOURS	From 07:00hrs - 10:00hrs From 16:00hrs - 19:00hrs, upon completing the required 8 working hours excluding 1 hours lunch break, with exception as below:	
CLOCK- OUT-HOURS	On Friday, upon completing the required 7 working hours, excluding up to 2 hours lunch break.	on Thursday, upon completing the required 7 working hours, excluding up to 2 hours lunch break.
	1 hour between 12:00hrs - 14:00hrs with exception as below:	
LUNCH BREAK	On Friday, up to 2 hours between 12:00hrs - 14:30hrs	On Thursday, up to 2 hours between 12:00hrs - 14:00hrs

Table 1: Flexible Work Options

Training Reflection's

Details

Department: Production

Roles: Training Coordinator

Area: Support

Responsibilities: The responsibilities of the Training Coordinator in PETRONAS include coordinating and managing the training programs ensuring that all training programs are conducted in accordance with the company's guidelines and standards and maintaining records of all training activities.

Rules and Regulation (Dress Code): Workplace dress codes can be described by their flexibility, which allows individuals to showcase their unique styles while maintaining a formal, professional look. It is highly recommended to dress in business casual, which achieves a balance between an informal, casual look and an appropriate level of formality in a work environment.



Blouse & Skirt

Abaya

Blouse & Pants

Figure 7: Smart Casual Attire Guideline for Women

Training's Reflection: Departmental Exposure

During my internship at PETRONAS, I gained a lot of experience in the Human Resources and Training Department and gained personal insight into the complexities involved in overseeing talent development programs within the oil and gas sector. I had the chance to interact with experts in this department from a variety of levels and functional areas, which gave me a comprehensive understanding of how training fits into the larger organizational plan.

The organization, responsibilities, and principal members of the department were introduced at the outset of the exposure. My interactions with high management and other departmental Training Coordinators have helped me to comprehend how the department works with other PPTSB units. Understanding the critical role that the HR and Training Department plays in promoting employee growth, coordinating workforce capabilities with business objectives, and ensuring a trained and flexible workforce in the fast-paced energy industry was made possible thanks to this exposure.

In addition, I was able to take part in departmental meetings where the topic of future and current training programs was discussed. These sessions offered insightful information about strategic planning, decision-making procedures, and teamwork in the creation and implementation of training programs. My internship experience was more meaningful and helped me acquire a well-rounded professional perspective since I was able to match my contributions with larger organizational objectives by having a better understanding of the department's priorities and problems.

Beyond routine work, the department provided opportunity for interaction with professionals in a range of disciplines, from HR specialists who oversee talent acquisition and employee engagement to training specialists who design and deliver material. Talking with people in a variety of jobs within the department helped me to better understand how HR functions are related to one another and how training fits into PETRONAS's bigger HR framework.

To sum up, my internship at PETRONAS provided me with a thorough understanding of the operational and strategic aspects of talent development in the oil and gas sector through departmental experience. It gave an overview of the operations of the HR and Training Department, its cooperative role within the company, and how it supports PETRONAS's expansion and sustainability in a competitive and changing environment.

Training's Reflection: Roles & Responsibility

- **Training Program Coordination:**

During my time as an intern in the Training Coordinator position, an important part of my responsibilities relied on the coordination of numerous training programs that PETRONAS required for the staff working in the Production department. Create an email for the training tentative and send it to the participant. This will allow me to arrange training sessions within the required staff. In addition, I have to make sure that all of the equipment that I will be utilizing is available the day before, such as renting a projector, preparing adequate cable extension, and printing out a proof of attendance for the participants. In addition, I was actively involved in the design of these programs' logistical aspects, including the management of venues, the coordination of equipment setup, and the supervision of other operational aspects to ensure that the programs were carried out without any problems. Not only that, but I also make it a point to remind all of the staff members one day before the training date in order to guarantee that every single participant will be present at the conference.

- **Training Material Development Support:**

I was responsible for contributing to the development of training materials, which was an important aspect of my position. I was one of the participants in the meeting that was meant to modify and adjust the content to the unique requirements of PETRONAS employees. The meeting was attended by the Training Coordinator from the Maintenance department & Technical Service department. In order to ensure that the training materials were pertinent, interesting, and matched with the learning objectives, this activity required careful attention to detail as well as a deep understanding of the subject matter. Together, we engage in a round of brainstorming to determine what we need to do in order to improve our training for the following year and to learn from the previous year. In addition to this, we are obligated to ensure that all of their training hours have been completed in accordance with the requirements set forth by PETRONAS. If the KPI is not already finished, we will request that the staff attend further training.

Training's Reflection: Roles & Responsibility

- **Cross-Functional Collaboration:**

As part of my job, I was required to work closely with a number of different departments and teams. For the purpose of ensuring that training programs were successfully carried out, I collaborated closely with individuals holding a variety of positions across a variety of departments and units. This necessitated the capacity to communicate effectively, collaborate with others, and be flexible in order to operate across a variety of jobs inside the organization. As an example, in my role as Training Coordinator for the Production department, I am required to collaborate directly with hundreds of employees. This is because, in comparison to other departments, we have the biggest number of employees, and they come from a variety of backgrounds, both technical and non-technical.

This presents a challenge for me because I need to acknowledge each and every member of the Production staff. Because the majority of the technical staff members are in their 30s to 60s and were working in the plant, it is essential that I establish a sense of friendship among them. This will ensure that they do not experience a sense of disconnection with those of us who are employed in the office building. By establishing a connection with people of senior age, I can make it easier for them to attend the training. Since they are already senior, they have the impression that they are not required to attend specific training and that it is difficult for them to acquire new information.

- **Learning Management System Utilization:**

Learning management systems (LMS) were an essential component of my job, and I was responsible for utilizing them effectively. I was in charge of managing training databases, monitoring the progress of participants, and making sure that the learning management system (LMS) was utilized efficiently to streamline the procedures of training coordination. The whole training coordination function was made more efficient as a result of this technical competency contribution.

It was through the combination of these roles and duties that a comprehensive understanding of the training coordination process was obtained. My internship provided me with a wide range of skills and practical experience that enabled me to contribute to the success of training programs within a dynamic corporate environment such as PETRONAS. These skills included the logistical aspects of scheduling and venue management, as well as the more strategic tasks of material development and program evaluation.

Training Reflection's Assignment & Tasks

General Information on the Task and Assignment

As an assistant to my supervisor and co-supervisor, my role involves a diverse set of tasks and assignments. I will break down the general information on each responsibility.

- **Making an Appointments and Handling Meetings**

As part of my role, I responsible for managing the scheduling of appointments and meetings using Outlook email. This includes coordinating training sessions and other relevant gatherings. I have to CC the email to my supervisor and co-supervisor on every Outlook email I send. Moreover, my efficiency in organizing these events contributes to the smooth execution of the team's responsibilities. Every time we want to hold a meeting, I have to reserve a meeting room at the admin building via the PETRONAS online page as well as booking for food refreshments.

- **Interview Session for PTW AA:**

I actively involved in handling interview sessions for Permit to Work (PTW) Approving Authority (AA). This involves conducting interviews, ensuring that the event is run smoothly and remind the candidates who meet the required criteria for PTW authorization to attend the interview session and requested the Head of Department to make a brief opening or closing statement.

- **Conducting Monthly ProdBoss Talk:**

A key aspect of my role involves conducting monthly ProdBoss Talks. These sessions feature special guests and are led by an appointed leader. I need to make sure that these discussions are carried out smoothly and the team receives useful information.

Training Reflection's Assignment & Tasks

General Information on the Task and Assignment

- **Updating Staff Information Dataset**

Keeping an updated staff data set is a crucial component of my duties, such as Production end-year performance and Prod Compulsory Training Database. This means utilizing Excel to carefully store and arrange data such that the database has the most current and relevant information.

- **Managing Training Attendance:**

My role also includes communicating with staff members to determine their availability for training sessions. This involves reaching out to appointed staff, confirming their attendance, and addressing any scheduling conflicts. This proactive approach ensures optimal participation in training programs.

- **Creating Posters for CET Capability:**

The responsibility is to develop and produce posters about CET Capabilities weekly update. These posters are essential for informing employees of critical information and raising their level of knowledge of requirements and training possibilities.

- **Posting Activities on myExplorer Petronas**

This responsibility includes updating and posting all activities related to training coordinator functions on myExplorer Petronas. This platform serves as a centralized communication hub, ensuring that relevant information reaches the target audience whenever there is an event or announcement.

Training's Reflection: Assignment & Tasks

- **Learning Outcomes:**

The learning outcomes that I gained during my internship where I learned how to speak professionally verbally. Participating in every department meeting or discussion has taught me how to communicate in a professional setting. Active listening at a meeting or discussion has improved my communication skills by focusing on understanding the speaker's message, asking clarifying questions, and delivering suitable responses. I now know how to use a clear and suitable tone during verbal conversation, which has increased my confidence.

Furthermore, in terms of adaptability. The transition from college to working life has taught me how to adjust to a new environment. I gain expertise in adapting to new projects and practicing how to finish jobs quickly because the task is due in a particular amount of time. I learned how to perform the assignment on my own with the help of my supervisor. PETRONAS has trained their employees to work independently with minimal assistance from others. This perspective has indirectly molded my attitude and my approach to completing the task at hand.

Moreover, I have gained invaluable knowledge in technical skills from my internship as a Training Coordinator, especially in the areas of Microsoft Excel, Power BI, and forthcoming Power Apps. PETRONAS has placed a strong focus on technology development and has adopted Microsoft software, particularly Power BI, as an important tool. In the near future, Microsoft Power Apps involvement will be coming. Working with advanced programmed, especially when managing large volumes of data, has expanded my knowledge of data administration and analysis and has been an enjoyable way to learn.

Finally, my internship experience has given me a proactive mindset and the capacity to step up when faced with new challenges. One significant example of my proactive initiative was when I took on the duty of finishing the S.W.O.T. study for the support area of Production department. I conducted discussions on my own and obtained the information I needed for this work without consulting anyone else. This experience improved my analytical abilities and showed that I could take charge of projects and see them through to completion on my own.

In conclusion, these learning outcomes will help me in my future career as a Training Coordinator by supporting my current role and laying the groundwork for my ongoing professional growth in the ever-changing and dynamic workplace. All things considered, the internship has played a significant role in molding my abilities, perspective, and flexibility, giving me a strong foundation for future professional success.

Training's Reflection: Assignment & Tasks

- **Challenges and Solutions**

I faced and overcame a number of challenges throughout my internship, all of which made an important impact to my overall professional development. There was initially a learning process involved in adjusting to professional verbal communication. But by actively participating in departmental meetings and conversations, I was able to fully engage in the conversation among professionals. Active listening, seeking clarification, and providing thoughtful answers were essential parts of my communication styles, greatly increasing my self-assurance in work-related situations.

There were challenges to overcome when moving from the university setting to the working world, especially with regard to adaptability. A proactive approach was necessary due to the requirement to adjust to new projects and meet strict deadlines. Accepting the learning curve, obtaining insightful supervision from superiors, and effectively managing my time with the cooperative assistance from my colleagues were an important strategy that not only enabled me to overcome these challenges but also promoted flexibility and resilience in the workplace.

One rewarding but difficult part of my internship was learning complex technological skills like Microsoft Excel, Power BI, and the soon-to-be-released Power Apps. Using these tools actively when performing daily work, taking advantage of extra training chances, and utilizing online resources were all crucial parts of my plan to improve my technical proficiency. Working with these high-tech tools not only helped me learn more, but it also made my data management and research skills better in real life.

To sum up, every task came with its own set of difficulties, but my dedication to continuous learning, proactive problem-solving, and asking for help when I needed it were crucial strategies that produced positive results. Throughout the internship, these experiences have not only greatly helped in my professional and personal development, but they have also built a solid basis for me to face challenges in the dynamic and always changing field of work.

Training's Reflection: Extrinsic & Intrinsic Benefits

When I started my internship at Petronas Penapisan Terengganu, I was able to gain a lot of internal and external benefits that have had a significant impact on my career path. In addition to improving my technical abilities, the specialist training courses on Microsoft Power Apps, Excel, conflict resolution, and leadership made a big impact on my personal development. As I got deeper into these training sessions, the resulting advantages became clear: I had more self-assurance and could now handle challenging situations in the fast-paced business environment.

The leadership opportunity that resulted from being selected as the focal point for the Support section of the FYP2023 SWOT analysis was a crucial component of my internship experience. The intrinsic incentives of this leadership role were just as impressive as the extrinsic ones, which included greater visibility and the possibility of career development. Taking on this duty resulted in a profound feeling of achievement and increased self-worth, highlighting the inherent fulfillment that comes from making a meaningful contribution to a remarkable commitment. As a result of this assignment, I received a PETRONAS Focused Recognition for having the courage to complete the task without direct supervision from my superior. This award means a lot to me because it motivates me to be more involved in this organization.

Beyond the training and project-related experiences, networking opportunities and active involvement in business activities developed as sources of real extrinsic advantages in addition to intrinsic satisfaction. Attending these events and interacting with individuals from all departments gave me a comprehensive understanding of the company in addition to growing my professional network. Extrinsic advantages like networking ties that might eventually result in coaching, job suggestions, or working together were added to the intrinsic joy that came from these opportunities.

To sum up, my internship at Petronas Penapisan Terengganu has been an integrated journey that combines both internal and external advantages. Everything from chances for leadership and personal development to networking possibilities, every aspect has contributed to my development into a more self-assured, competent, and well-rounded professional. Looking back on this life-changing experience, I feel that the combination of intrinsic and extrinsic rewards best prepares me for my next professional ventures in the exciting world of the oil and gas sector.

Training's Reflection: Company Benefits

As per below table, Students can receive financial support from PETRONAS through an allowance of RM700 to RM1000 per month, adjusted according to academic level. A laptop for use in the pool is given to interns. Annual leave is offered on a one-day-per-month basis, with the possibility of deduction if fully used. An official letter from the university is required for education leaves, and regular visits must be supported by documentation. The maximum duration of medical leave is 14 days, and an authentic medical certificate is needed. Travel claims, claims for overtime/meal allowance, and access to PETRONAS facilities are not permitted. Extending an internship is usually not allowed, however the institution may take partial tenure into consideration. The purpose of this benefits package is to offer direction, funding, and necessary materials for a productive internship experience. Expertise in the field and to acquire insightful knowledge about the inner workings of a multinational energy corporation.

ALLOWANCE	<ul style="list-style-type: none"> • RM1000 per month per student (for degree level) • RM700 per month per student (for diploma level). <p>Allowance is on pro-rated basis.</p>	MEDICAL LEAVES	<ul style="list-style-type: none"> • Maximum of 14 days throughout your internship period. Provide original MC to supervisor and attach the original MC upon submitting Timesheet.
OFFICE EQUIPMENT	<ul style="list-style-type: none"> • Laptop (pool laptop will be provided) 	FACILITIES	Access to any PETRONAS approved facilities e.g. Resource Centre.
ANNUAL LEAVES	<ul style="list-style-type: none"> • 1 day per month throughout your internship period. • Allowance will be deducted if Annual Leave are fully utilized. 	TRAVELLING, CLAIMS, MILEAGE & ACCOMODATION	Student is not entitled to any claim for any travelling related cost.
EDUCATION LEAVES	<ul style="list-style-type: none"> • Original letter needed from university during visit. <p>(If student need to make regular visit to university. Lecturer or University supervisor need to provide evidence e.g. Sign/Stamp on student's absence time on timesheet.)</p>	OVERTIME & MEAL ALLOWANCE	Student is not entitled to claim overtime & meal allowance.
		EXTENSION OF INTERNSHIP PERIOD	<ul style="list-style-type: none"> • Extension of internship duration is not allowed. • Consideration for internship extension only be given due to university requirement of incomplete internship tenure.
WORK FROM HOME		<ul style="list-style-type: none"> • 4 days per month throughout your internship. • Depending on the approval from superior. 	

Table 2: PETRONAS Internship Benefits

PESTEL Analysis

The PESTEL structure or method helps companies look at and keep an eye on the big-picture (external marketing environment) factors that affect a business, industry, or organization. It looks at the outside world's political, economic, social, technological, environmental, and legal issues. To find risks and weaknesses, which are then used in a SWOT analysis, perform a PESTEL analysis. For political factor, the government's capacity to influence the economy or a specific sector is limited. The political climate, which includes government acts such as tax laws, fiscal policies, and trade tariffs, can have a substantial impact on the economic climate, affecting enterprises. The PPTSB PESTEL analysis for political factors included the government's initiative to address climate change and Malaysian government stability.

Moreover, in terms of economic factors, these economic performance indicators have an impact on both a company's bottom line and the overall economy. It have the ability to influence the country's demand and supply structures, as well as consumers' purchasing power. Economic factors include inflation rates, interest rates, foreign exchange trends, and other economic indicators. As for PPTSB PESTEL analysis, cost savings are achieved through energy savings. Furthermore for society factors, these elements examine the social environment of the market and assess determinants such as cultural trends, demography and population analytics. As for PPTSB analysis, implementation of PETRONAS cultural beliefs and brand reputation and towards greener environment.

Not only that for technology factor, these factors are related to technological developments that might have positive or negative effects on the way the industry and market function. Automation, R&D, and a market's level of technology understanding are all aspects to consider in this context. As for PPTSB PESTEL analysis, relevant current and future technology to reduce Green House Gas (GHG) emissions. Next, for the environment factor environmental elements that impact businesses are referring to the actual Earth itself, which includes not just the weather and climate but also the accessibility of various resources. As for PPTSB PESTEL analysis, Eco-friendly practice throughout operation lifecycle.

Lastly for legislation factor, companies have their own internal regulations and there are national laws that impact doing business in a certain location. Both of these perspectives are included in the legal analysis, which subsequently draws out plans according to the laws in question. As for PPTSB PESTEL analysis, it compliance to environmental regulations.

PP(T)SB PESTEL Analysis for Production Department

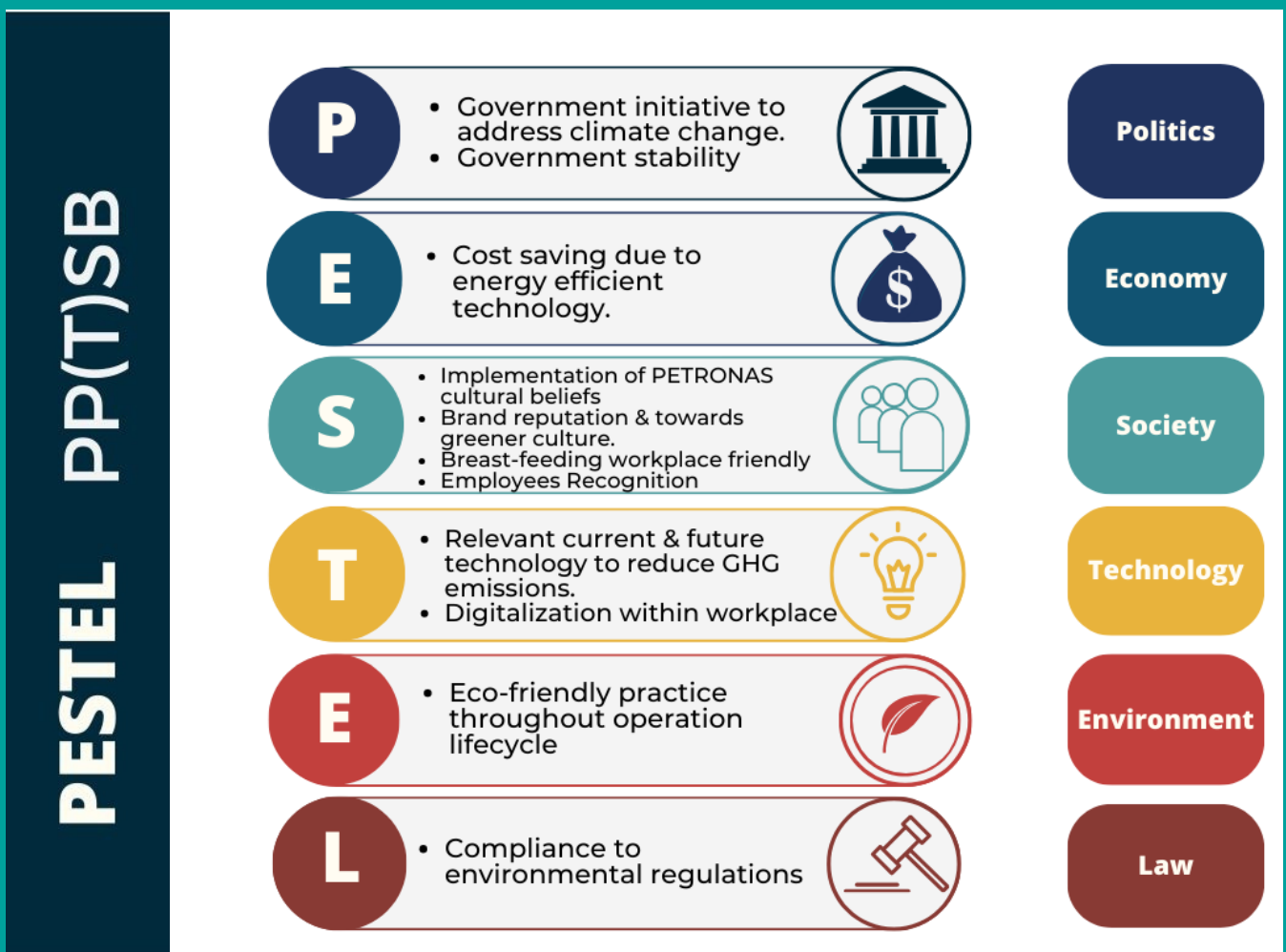


Figure 9: S.W.O.T. Analysis of PP(T)SB

PP(T)SB S.W.O.T. Analysis for Production Department

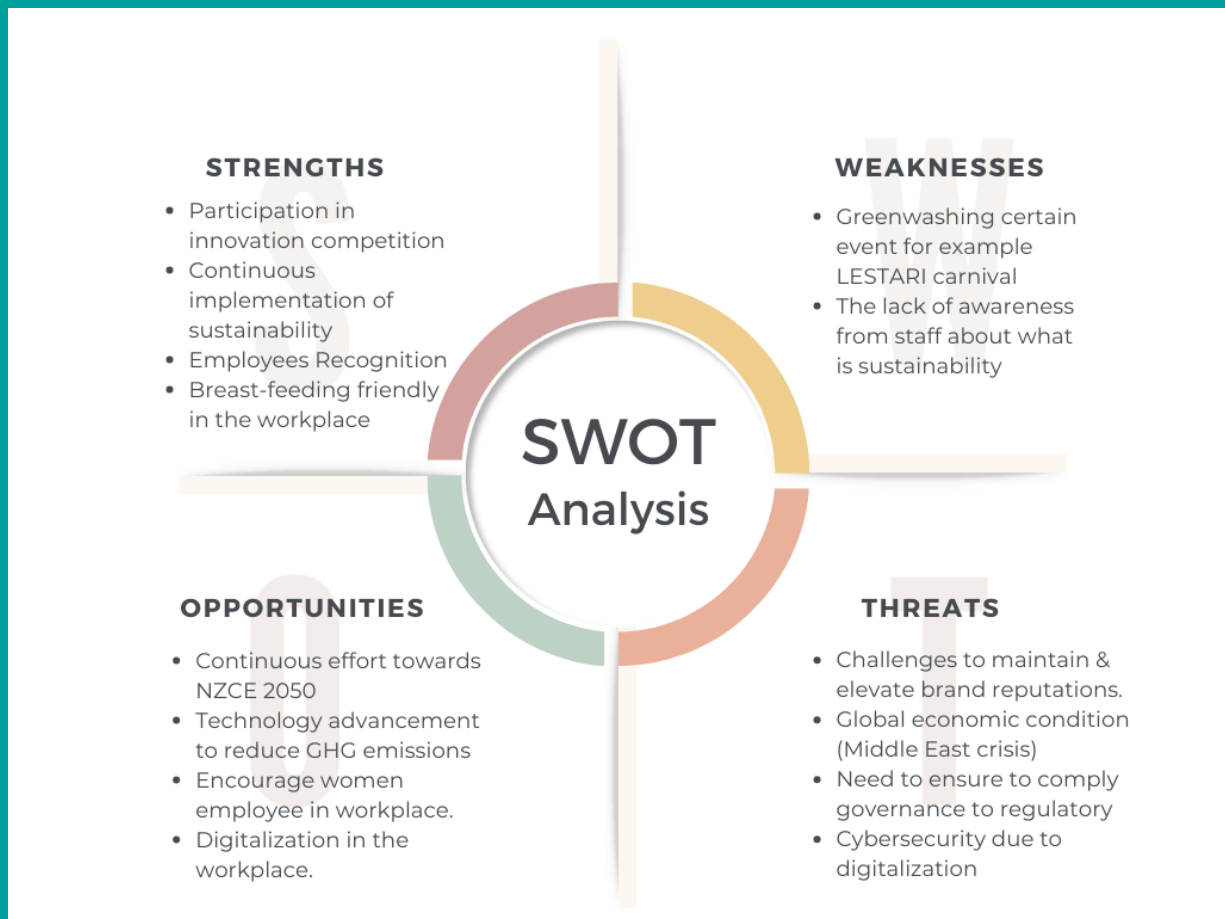


Figure 9: S.W.O.T. Analysis of PP(T)SB

S.W.O.T. Discussion & Recommendation

STRENGTH

Strengths can be any number of competencies or characteristics that provide a business a benefit over competitors. Advantages can be more quantitative best-in-class margins, above-average inventory turnover, and category-leading return on equity or more qualitative strong brand recognition and an excellent corporate culture, proprietary technology making them more difficult to determine. Taking part in innovation competitions encourages a mindset of constant progress among employees. Employees are encouraged to think creatively, work together on innovative projects, and provide innovative ideas as a result. The company's present offerings are strengthened and its position at the leading edge of industry trends and developments is strengthened by its internal culture of innovation.

An important part of the strength is the ongoing adoption of sustainability techniques in day-to-day operations, which is seen as an advantage. PP(T)SB shows its dedication to social responsibility and environmental responsibility by making sustainability a part of its everyday operations. In addition to being in step with current trends, this proactive strategy establishes the company as an industry innovator in CSR. By encouraging staff to think creatively and work together, a sustainability-themed competition may amplify this skill. PP(T)SB sustainability goals can have a positive effect on society and the environment if this internal competition inspires teams to come up with and execute innovative concepts that support those aims.

Another strength is the company's programmed to encourage employees to speak out and take action by providing focused recognition certificates for such bravery. Creating a pleasant and empowering work environment begins with recognizing and rewarding individuals who show courage to take initiative and express their ideas. Not only does it boost engagement and enjoyment on the job, but it also inspires people. This organization fosters a sense of community and pride in its personnel by recognizing and rewarding those who demonstrate bravery and initiative. A happier, more productive, and more engaged workforce is the potential outcome of this.

PETRONAS has started an innovative initiative to make the workplace breastfeeding friendly. This is a step forward in making the workplace more welcoming and open to everyone. PETRONAS spends money to make breastfeeding rooms that are comfy and have all the things that moms need, like places to sit and provide a refrigerator to store expressed milk. The purpose of these areas is to give nursing moms a safe and private place to express milk while they are at work.

S.W.O.T. Discussion & Recommendation

WEAKNESS

Greenwashing, especially during events like the LESTARI Carnival, when activities such as a running event clash with the company's sustainability goals, is a weakness. Greenwashing happens when the outward advertising of environmentally friendly actions differs from their impact or compatibility with sustainable goals. If the LESTARI Carnival activities do not reflect sustainability values, it may harm the company's credibility and dedication to real sustainable practices. Addressing this weakness requires a strategic alignment of event activities with the company's sustainability objectives to ensure coherence and transparency in its environmental efforts.

Employee awareness about sustainability is another major issue. An effective sustainability strategy requires staff awareness and dedication. Employees that are unaware of sustainability might prevent the implementation of sustainable practices in daily operations. This weakness may lead to unproductive resource use, missing eco-friendly activities, and a lack of organizational sustainability goals engagement. To solve this vulnerability, the organization should invest in sustainability awareness, training, and communication programmed to educate and engage employees. Workshops, learning resources, and regular updates may keep staff educated and aligned with the company's sustainability mission.

OPPORTUNITIES

Opportunities exist that are in line with modern sustainability objectives, and the organization is in an excellent position to take advantage of them. In an effort to address climate change, governments everywhere are strengthening environmental restrictions (SDG 17 & The Paris agreement) leading to the goal of NZCE by 2050. One major possibility is the Net Zero Carbon Emissions (NZCE) to achieve by 2050 initiative's dedication. To helping achieve national clean environment targets, the company can gain credibility and respect from stakeholders, customers, and investors by being an integral part of and committed to the NZCE 2050 initiatives. Thanks to this alignment, PPTSB can work together with government agencies, and environmental groups to achieve the NZCE 2050 objectives in a way that benefits all parties involved.

Adopting new technologies that minimize the impact of Green House Gas (GHG) on the environment is a second opportunity option. It is both ecologically responsible and strategically advantageous to incorporate new technology that increase energy efficiency, make use of renewable energy sources, and decrease overall emissions in response to the growing worldwide concern about climate change. Not only can these technologies help with sustainability, but they can also make operations more efficient, save money, and give company an advantage in the oil and gas market.

S.W.O.T. Analysis

Explanation

OPPORTUNITIES (Cont..)

It is great to discover that PETRONAS is making efforts to establish a welcoming and inclusive work environment for female employees. It is true that maternity leave and facilities for nursing moms can help create a more welcoming and accommodating atmosphere. Such benefits provided women employees an opportunity to work in a relaxed, pleasant workplace in addition to demonstrating a commitment to work-life balance and employee well-being. Encouraging diversity and inclusion enhances PETRONAS reputation while also benefiting its workforce. It displays the company's dedication to promoting an environment at work where people of all genders and backgrounds are supported and valued. Higher employee morale, engagement, and general job satisfaction may arise from this.

For the last opportunities the transformation to digital puts technology at the core of organization planning. This method can cut down on running costs and waste. It might even make the organization go in a different direction. It is easier to reach future goals when organization and technology work together as one. The technology road organization pick now will have a bigger impact on the success of towards business than ever before. As demonstrated by PETRONAS and its innovative SETEL app, the company has plenty of options in the area of technology. The customer experience may be completely transformed by introducing seamless solutions, such an easy-to-use mobile app, that make it possible for customers to conveniently refuel from the comfort of their cars. This raises customer satisfaction even further and establishes PETRONAS as a leader in the adoption of digital ease.

THREATS

Crucial to the company's SWOT analysis is the fact that it confronts significant obstacles in challenges to maintain & elevate brand reputations. A company's reputation might take harm in this day and age of rapid global communication and hyper-aware consumers. Customer service, product quality, or ethical dilemmas are all potential sources of damage to a company's reputation. As for PETRONAS, it must compete with other oil and gas company such as PETRON and SHELL. A thorough strategy including proactive communication, rapid problem resolution, and a dedication to openness is necessary to tackle these difficulties. In order to show that the company is committed to customer happiness and constant improvement, it is vital to regularly monitor and respond to client feedback on several platforms. In order to overcome these problems, it is crucial to strengthen internal procedures, connect with customer expectations, and showcase the company's values through marketing and communication initiatives.

S.W.O.T. Analysis

Explanation

THREATS (Cont..)

The effects of the worldwide economic situation, particularly the crisis in the Middle East, are another obstacle that the organization must overcome. Disruptions to the oil supply typically have a downstream impact on the cost of other energy-related products. The effect is most noticeable in the natural gas markets, especially in Europe and Asia, where liquefied natural gas (LNG) accounts for a large amount of trade. Trade, supply chains, and market stability are all susceptible to geopolitical events' far-reaching effects on the world economy. In preparation for potential economic downturns, PETRONAS should diversify its supply chains and target markets. Also, PETRONAS must make smart decisions and have to keep an eye on global news and how it could affect the organization as a whole. In addition, economical resilience methods including careful budgeting, managing risks, and keeping operations flexible can help lessen the impact of economic downturns.

Oil and gas companies, like any other businesses, need to follow rules and regulations to operate responsibly and avoid problems. Imagine a big set of guidelines that these companies must follow to ensure they do not harm the environment, put people at risk, or engage in unfair practices. If PETRONAS do not follow to these rules, the organization can face serious consequences. The complicated and strict laws that rule oil and gas companies, like PETRONAS, put them at great risk of being regulated. In order to address this, it is crucial for PETRONAS to conduct a regular risk assessment in order to ensure compliance and minimize potential dangers. It helps in the identification of potential risks, evaluation of their effects, and creation of risk management strategies to lessen or eliminate the risks found.

Massive cyberattacks that aim to prevent oil and gas activities and services are nothing new to the sector. Initial efforts to breach oil company systems account for the largest number of cyberattacks on the oil industry that have been thoroughly investigated. The last threat for PP(T)SB is cybersecurity, which means that most emails within the organization are secure. However, emails from outside the company cannot be managed in the same way. Employees frequently send emails to addresses outside of the organization, so some private internal information leaves the company's control. To overcome this threats PP(T)SB must conduct a cybersecurity awareness training by highlighting the importance of checking email addresses before replying to them and checking links before clicking on them. By encouraging a culture of awareness among PP(T)SB employees, they not only keep the company safe, but they also give each team member the tools they need to be a vigilant guardian of current digital environment.

S.W.O.T. & PESTEL Analysis Cross-Matrix

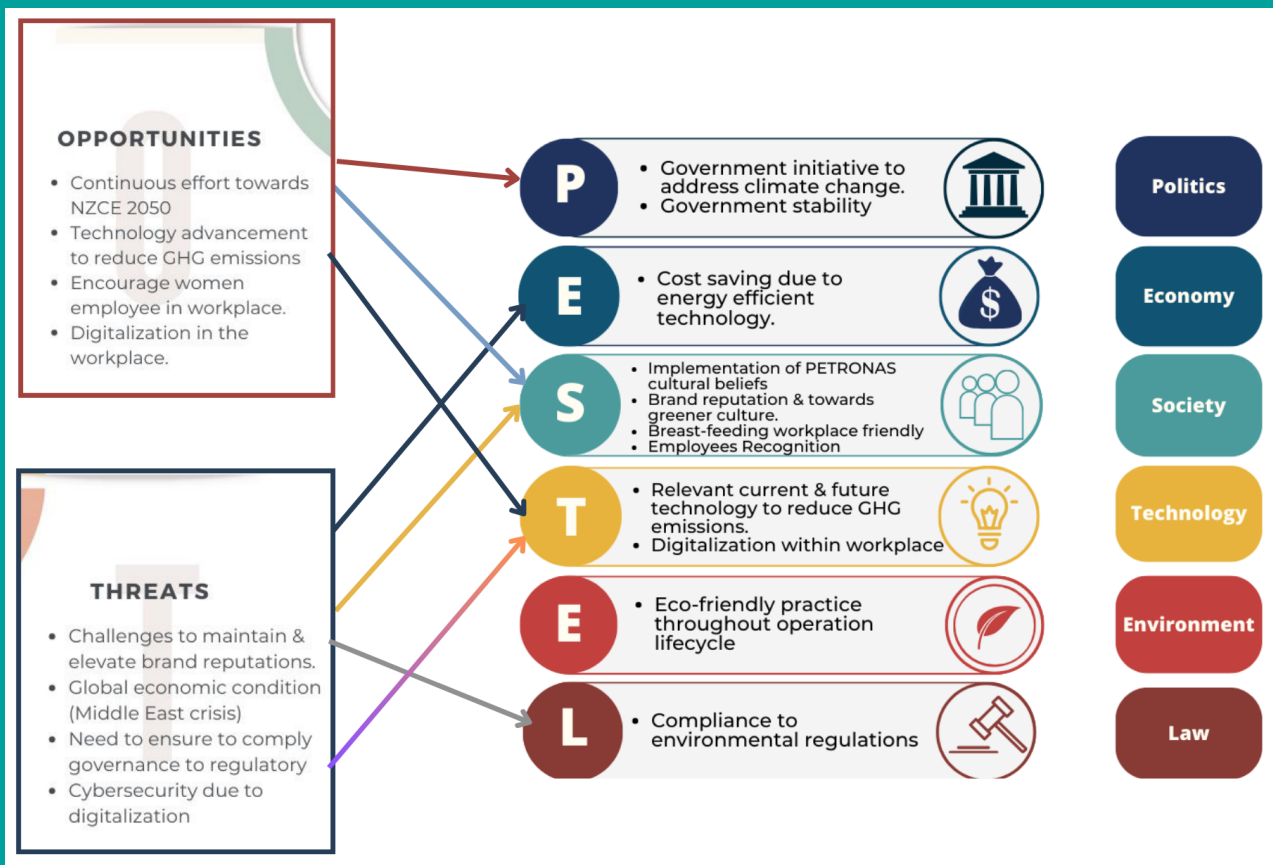


Figure 10: PP(T)SB S.W.O.T. & PESTEL Analysis Cross Matrix

Conclusion

In conclusion, this internship report has included a comprehensive analysis of the company's PETRONAS Penapisan (Terengganu) Sdn. Bhd. profile, providing highlights on its values, operations, and organizational structure. The study went on to take a close look at the internship's internal and extrinsic benefits, highlighting the intern's considerable professional development, skill improvement, and industry knowledge. The governmental, economic, social, technical, environmental, and legal aspects influencing the firm were illuminated by a thorough examination of the external environment using PESTEL analysis. A comprehensive understanding of the company's strategic position was further enhanced by a SWOT analysis, which clarified both its internal and external opportunities and threats.

Reflections on training summed up individual experiences, highlighting the significance of mentorship in moulding professional development, exposure to various projects, and the actual application of academic knowledge. The internship has a significant influence on both personal and professional development, and this report provides a balanced picture of that effect by combining insights particular to PETRONAS within the oil and gas sector as a whole.

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APPENDICES



Document Information

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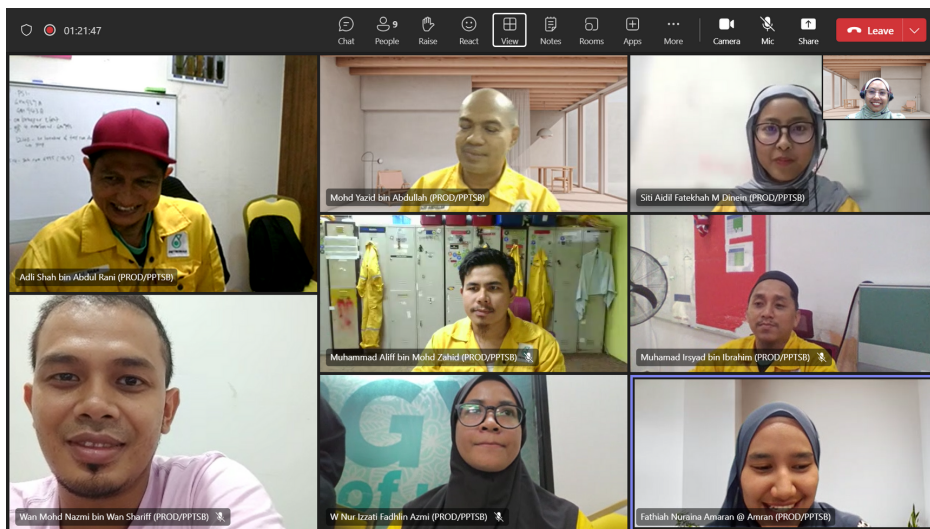
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Profile Company's The first oil refinery owned by PETRONAS in Malaysia, PETRONAS Penapisan (Terengganu) Sdn. Bhd. (PP(T)SB), was established in 1982 to process and enhance the value of local petroleum derived from offshore Terengganu, located in Kertih, Terengganu. PP(T)SB has the capacity to handle 124,000 barrels of petroleum per day. It has proven the ability to deliver petroleum products, such as petrol, LPG, diesel, jet fuel, naphtha, and Low Sulphur Waxy Residue (LSWR), to both domestic and international clients. The East Coast region, which includes Kelantan, Terengganu, and Pahang, is the primary target market for this facility. A Condensate Splitter Unit (KR-2A) with a rated capacity of 74,300 barrels per day of naphtha condensates has been added to the refinery as part of an expansion. The aromatics plant next to the refinery uses the heavy naphtha produced in KR-2A as feedstock. The Aromatics plant complex, which manufactures benzene and paraxylene, is owned by Mitsubishi Corporation & JX Nippon Oil & Energy Corporation (MJPX Co. Limited) for 30% and PETRONAS Chemical Aromatics Sdn Bhd (PC AROMATICS) for 70%. PP(T)SB has been given the responsibility of managing and running this complex. In PP(T)SB's commercial operations, quality and HSE are highly valued as they work to guarantee that the current criteria for petroleum products are fulfilled. In order to instill and uphold a high degree of awareness regarding the influence of the refinery's operations on its natural surroundings, its staff undergo regular training on strict HSE procedures. As evidence of this commitment, the organisation has received numerous certifications, HSE recognition, and awards. With strict rules that keep an eye on both the environment and the health and safety of our workers, it keeps fostering a strong safety culture. PETRONAS is a worldwide oil and gas business that operates out of Malaysia and is completely controlled by the government of Malaysia. Exploration, production, refining, marketing, and distribution of petrochemicals, as well as oil and gas, are all activities that the company is involved in. Figure 1: Admin Building, PP(T)SB.

Profile Company's Figure 2: Figure 3: 38 years journey of PP(T)SB

Vision Mission & The company's vision is to become a world-class refinery that prioritizes safety, dependability, and efficiency in the production of high-quality goods that live up to the standards set by consumers while simultaneously reducing its negative impact on the environment. The goal of Petronas Penapisan Terengganu Sdn Bhd (PPTSB) is to run a top-notch refinery that minimizes its negative effects on the environment while producing high-quality petroleum products in a safe, dependable, and efficient way. Through the application of best practices in every aspect of its operations, including environmental stewardship, efficiency, safety, and dependability, the company is dedicated to fulfilling its purpose. PPTSB also hopes to help Malaysia's economy grow by fostering employment growth and assisting regional companies. Vision Mission

APPENDICES



APPENDICES

