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UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka

UNIVERSITI TEKNOLOGI MARA (UiTM) KAMPUS BANDARAYA MELAKA

FACULTY BUSINESS AND MANAGEMENT

**BA243 – BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN
RESOURCE MANAGEMENT**

HRM666: INDUSTRIAL TRAINING REPORT

RP (CHEMICALS) MALAYSIA SDN. BHD.

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24th January 2025

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Nama Pegawai : SALEHUDDIN AHMAD
Jawatan : DEPUTY GM HRA
No. Tel. :
No. Faks :



Cop jabatan/organisasi:

EXECUTIVE SUMMARY

All students are required to do industrial training as it is part of the university to complete their studies. I have been chosen by the company RP Chemicals (Malaysia) Sdn. Bhd. well-establishment company in Kuantan, Pahang to undergo industrial training for 24 weeks. During the internship at RPCM, I have gained invaluable knowledge and skills where I crucially enhanced my understanding of the workplace. One of the advantages of my internship was the development of my interpersonal and technical skills. Their supportive work culture enhanced my personal growth and allowed me to improve my communication, confidence and teamwork abilities further. I learned how it is important to engage effectively with colleagues especially, from various departments which it can further my understanding of how collaboration and strong relationships advance to achieving organizational objectives. Moreover, my technical skills were greatly increased as I often worked on various tasks including administration, project management and financial calculations. I was given the opportunity to apply academic theories that I learned in my Human Resource Management studies, especially in areas such as administrative tasks, training and development, tax calculations and many more. These can further strengthen my expertise in the field later. In addition, I was able to analyze RPCM's **SWOT (Strengths, Weaknesses, Opportunities and Threats)** which provided me with valuable insights into the organization's position and possibilities areas for improvement. The exposure of RPCM's SWOT analysis not only broaden my increased my understanding of how company value their internal and external environment but also experience of how they strategically position itself in the market. I now have understood well how it is essential for companies to occasionally evaluate their strengths and weaknesses while grabbing out opportunities and taking initiative to manage threats. Overall, my internship at RPCM was a great experience because I was able to gain hands-on experience in areas that directly aligned with my academic studies. The opportunity to work along with professionals in the field and understand the ins and outs of the company has enriched my learning which could help me for better equipped in the workforce.

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ACKNOWLEDGEMENT

In the mighty name of Allah, the Most Merciful, the Most Generous. There, I pray before requesting assistance. I am grateful that you made it feasible for me to finish industrial training report. I would like to express my sincere gratitude to RP Chemicals (Malaysia) Sdn. Bhd. for give me the opportunity to complete my internship. My time here has been incredible journey which is enhanced for my personal and professional growth.

Moreover, I am especially thankful to my supervisor, Puan Norliza Abd Rahman for her wholehearted support and leadership throughout my internship. Her willingness to teach me everything she knew. Her advice has helped improve my skills and broaden my understanding. I also deeply indebted to all the staff for treating me very well and giving me confidence and encouragement to perform my tasks. Words cannot express how much you guys mean to me throughout my internship journey.

Next, I would like to also express my appreciation to my advisor, Puan Siti Norashikin bt Bashirun. Her guidance by providing constant feedback and opinion have greatly assisted to the successful completion of this report and internship. You have my deepest thanks.

Lastly, my deepest gratitude to family and friends as they tried their best to give us a lot of support and encouragement throughout this internship from the beginning until the end of my internship. Without them, we would not be able to complete this project. We will always remember all the kindness we have received and strived to be better in this life and hereafter. May Allah SWT ease everything in everyone's life and bless your good deeds.

1.0 STUDENT'S PROFILE

NURUL HAFIZA BINTI ABDUL HAPIDZ



SUMMARY

A fresh graduate in Human Resource Management with a strong academic foundation and practical experience in event coordination. Seeking an entry-level HR role to apply my skills in talent acquisition, employee engagement and organizational development.

WORK EXPERIENCE

RP CHEMICALS (MALAYSIA) SDN. BHD.

(12 Aug 2024 – 24 Jan 2025)

Human Resource Internship

- Manage the application and approval process for HRDF grants and claim submissions for employee training programs to reduce training cost
- Register and maintained compliance with NIOSH regulations for employee training programs to ensure adherence to legal requirements and employee safety standards
- Maintain and update employee training records activities and tracked compliance with regulatory training requirements
- Assist applicant screening resume to identify qualified candidates who meet the job requirements and align with the organization's needs

EDUCATION

UNIVERSITI TEKNOLOGI MARA KAMPUS BANDARAYA MELAKA

(Mac 2022 – Feb 2025)

Bachelor of Business Administration (Hons.) Human Resource Management

CGPA: 3.46

- **Relevant Coursework:** Talent Recruitment & Selection, Training & Development, Employment Laws, Compensation & Benefits and Performance Management

UNIVERSITI TEKNOLOGI MARA KAMPUS JENGKA

(Sept 2019 – Feb 2022)

Diploma in Office Management and Technology

CGPA: 3.82

SMK PELABUHAN

(2014 – 2018)

SPM: 4A 3B 1C

SKILLS

- **Technical Skills** - Proficient in MS Office, Canva, Adobe Photoshop
- **Soft Skills** - Strong communication, teamwork, problem-solving and time management skills
- **Languages** - Fluent in Malay and English

ACTIVITIES & ACHIEVEMENT

JAWATANKUASA PERWAKILAH NON-RESIDENT (JPNR)

(Mac 2023 - Feb 2024)

- Treasurer & External Relations Exco
- Dean List Award for semester 4 & 5 during degree
- Dean List Award for 5 semesters and received "**Vice Chancellor Award**" during diploma
- Silver Award for the project of HokenBot: Transforming Approaches with Cutting-Edge Insurance App

NATURE LOVER CLUB

(2018)

- President

KADET REMAJA SEKOLAH

(2018)

- Secretary

REFERENCES

EN. ZULHARMAN BIN MUSA
(DEPUTY GM HRA)

RP Chemicals (Malaysia) Sdn. Bhd.
zulharman.musa@rpm.com.my

PN. NOORAIN BINTI MOHD NORDIN
(PERSONAL ADVISOR)

UiTM Bandaraya Melaka
noorainnordin@uitm.edu.my

2.0 COMPANY'S PROFILE



Figure 1 Company's Logo

RP Chemicals (Malaysia) Sdn. Bhd. is the single producer of purified terephthalic acid (PTA) in Malaysia with a capacity of 610 KMT. It is in Kuantan, Pahang and one of the most consistent PTA plants in South East Asia. It is because the plant was established in 1997 as Amoco Chemicals Malaysia Sdn. Bhd under American Company and later was renamed to the BP Chemicals Malaysia Sdn. Bhd under British Company. Now, it has been bought by Reliance Industries (Middle East) DMCC in 2013. We can see that the plant has a well-established reputation of consistent production due to high-quality operations and maintenance for the past few decades already. Furthermore, RP Chemicals (Malaysia) Sdn. Bhd. constantly maintain an outstanding workplace regarding safety and environment while producing a high-quality product.

| | |
|-----------------------|--|
| Name | RP Chemicals (Malaysia) Sdn. Bhd. |
| Location | Lot 116 Gebeng Industrial Estate, Jalan Gebeng 1/11, 26080 Kuantan, Pahang |
| Establishment | 1997 |
| Sector | Petrochemical Manufacturing |
| Operation Hour | 8:00 am - 5:00 pm |
| Website | https://www.rpcm.com.my/ |

Table 1 Company's Profile

2.1 VISION:

“To be the most preferred PTA manufacturer and supply partner to our customers”

- Best skills for PTA manufacturing
- Most competitive manufacturing facility globally
- Most innovative manufacturing sites
- Excellent safety practices

2.1.2 PRODUCT OFFERED

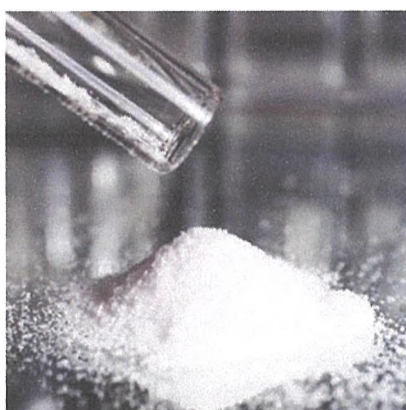


Figure 2 Purified Terephthalic Acid (PTA)

The PTA produced at RPCM serves raw materials for manufacturing a variety of products such as polyester fibre, resin and film. These end-products made from PTA are widely used in daily life ranging from clothing, containers, packaging films, resins and many more.



Figure 3 End-products made from PTA

RPCM also offer a wide range of PTA resins for different industries such as:



Figure 4 Wide range of PTA resins

2.1.3 ORGANIZATIONAL CHART

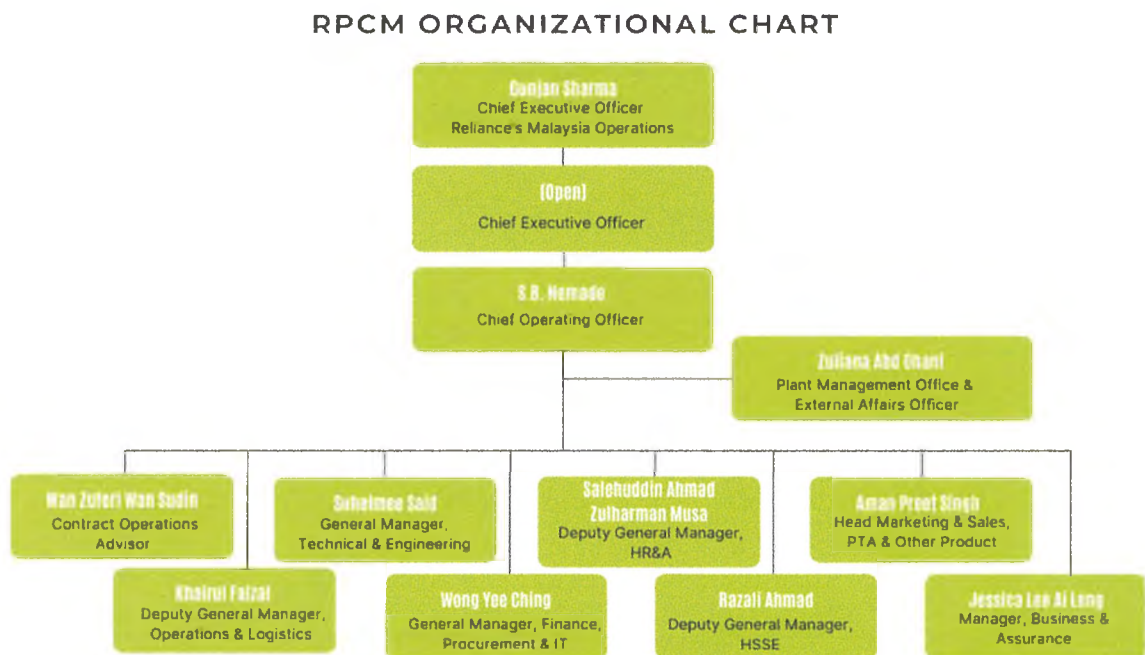


Figure 5 Top Management Chart

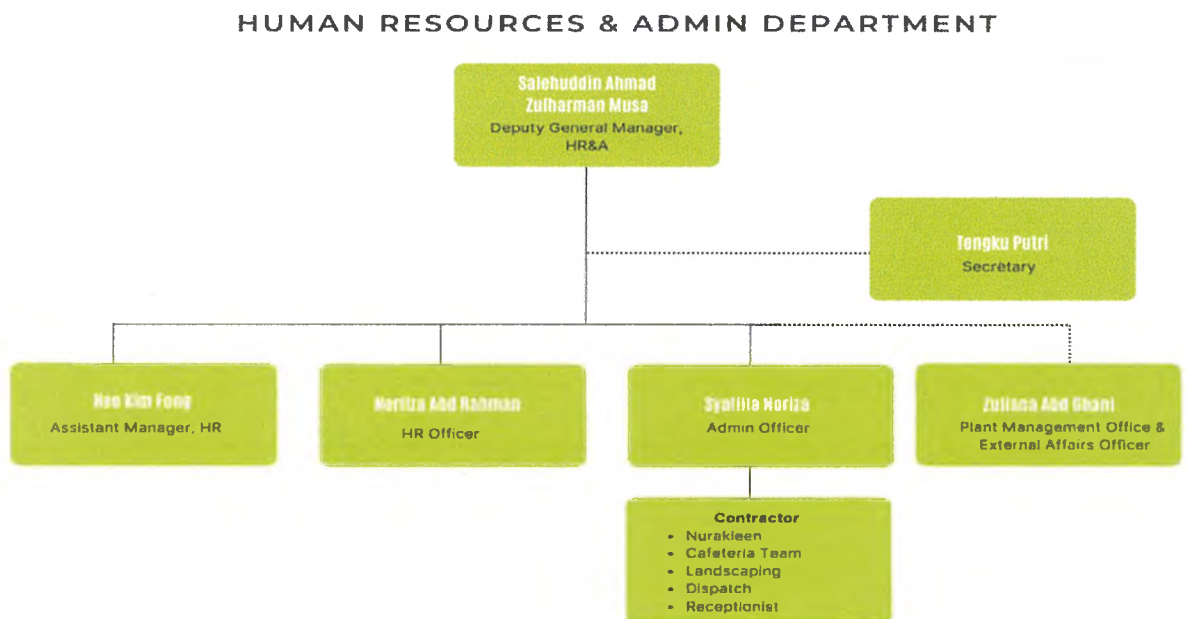


Figure 6 HRA Department Chart

3.0 TRAINING'S REFLECTION

- **3.1 DURATION**

I started self-reporting to RP Chemicals (Malaysia) Sdn. Bhd. on 12th August 2024 until 24th January 2025. My internship period is 6 months/ 24 weeks. I worked five days a week, from Monday to Friday and 2 days off (Saturday and Sunday) each week. At RPCM, the operation hours are 24/7 due to the chemical manufacturing factory but for non-operational jobs, we operate from 8:00 am until 5:00 pm with a 1-hour lunch break in between from 12:00 pm to 1:00 pm.

- **3.2 DETAILS**

I was allocated to be under the HR department when I became a trainee at RPCM. During my internship, I learned many things, especially HR-related. I was more involved in training and development considering I was under Puan Norliza Abd Rahman. She was my supervisor. She was an HR officer who dealt with learning and development, payroll, expatriate management and others. For example, whenever training sessions are scheduled, I organized and prepared HRD Corp grants so the company and trainer can claim their money. I also prepared the attendance sheet for the training record and F&B order so the participants could freely enjoy the food. I also update the learning and development (L&D) calendar to inform the staff about their training session. I also brought all the training materials and equipment to the L&D Centre whenever required. Moreover, I also need to maintain and update employee training records and track compliance with regulatory training requirements.

Furthermore, I joined a career fair at UNITAR Kuantan with my Deputy GM HRA to assist applicants in screening resumes to identify qualified candidates. We conducted interviews from 9 a.m. until 4 p.m. It was a good opportunity to learn their communication skills, professionalism and enthusiasm for the role. Moreover, I also learned to adapt my questions to point out the most relevant information and how quickly candidates answer the questions based on the job position they applied for.

In addition, I also need to update the staff's competency matrix whenever it expires. For instance, in RPCM, we have several key competency matrix that staff need to complete by attending suitable training programmes. The most required competency matrix at RPCM is the Authorized Entrant and Standby Person for Confined Space (AESP) and Authorized Gas Tester and Entry Supervisor for Confined Space (AGTES). Therefore, I need to register whenever it expires. I have to register at e-Daftar NIOSH and pick a suitable date for them. Besides, I will prepare HRD Corp for claimable money later and email to the National Institute for Occupational Safety and Health (NIOSH) for all related forms and materials.

I also become a committee member of the Annual Dinner. I was part of the registration team which my friend and I were given the responsibility of finding ideas for door gifts. We looked at several suitable and thoughtful door gifts on the online platform. We also decided to present our ideas to the staff to know their reactions and gather feedback. During the event, I also managed the guest list ensuring everyone was registered and received lucky draw numbers. It required a lot of focus and staying organized since I did not know all the staff. Thankfully, all the staff were very supportive and helped me stay on track. I was happy to contribute to making the event run smoothly.

- **3.3.3 GAINS**

The benefit I gained as an intern is an RM600 allowance every month. Other than that, I learned how to improve my communication skills. Communication is essential in every organization. Hence, I learned how to deliver it. For example, I need to communicate with staff or boss. Sometimes, I make mistakes, but I will slowly learn and improve my soft skills. I realized there is a big difference between casual conversations with friends and formal communication in a professional setting. Over time, I saw myself improving, particularly in conveying messages more confidently. Communicate effectively has become a key part of my personal growth and I hope to be able to improve more in future.

Furthermore, I also learned how to calculate income tax using e-calculation LHDN. This was useful skill as it gave me a better understanding of the tax process and how income tax is calculated based on various factors. It was a practical experience that allowed me to apply what I learned and it was useful to learn the importance of taxes in organization's financial management.

Another skill that I gained was ability to handle multiple tasks at once and time management. I had to manage different responsibilities while meeting deadlines. For instance, I had to complete all the tasks from 3 staff within a day. This experience taught me on how to prioritize tasks while staying organized and maintaining attention under pressure. It was hard at first but luckily, I could catch up over time. These skills helped me complete tasks effectively and prepared me for the future where I will need to manage various responsibilities.

4.0 SWOT ANALYSIS

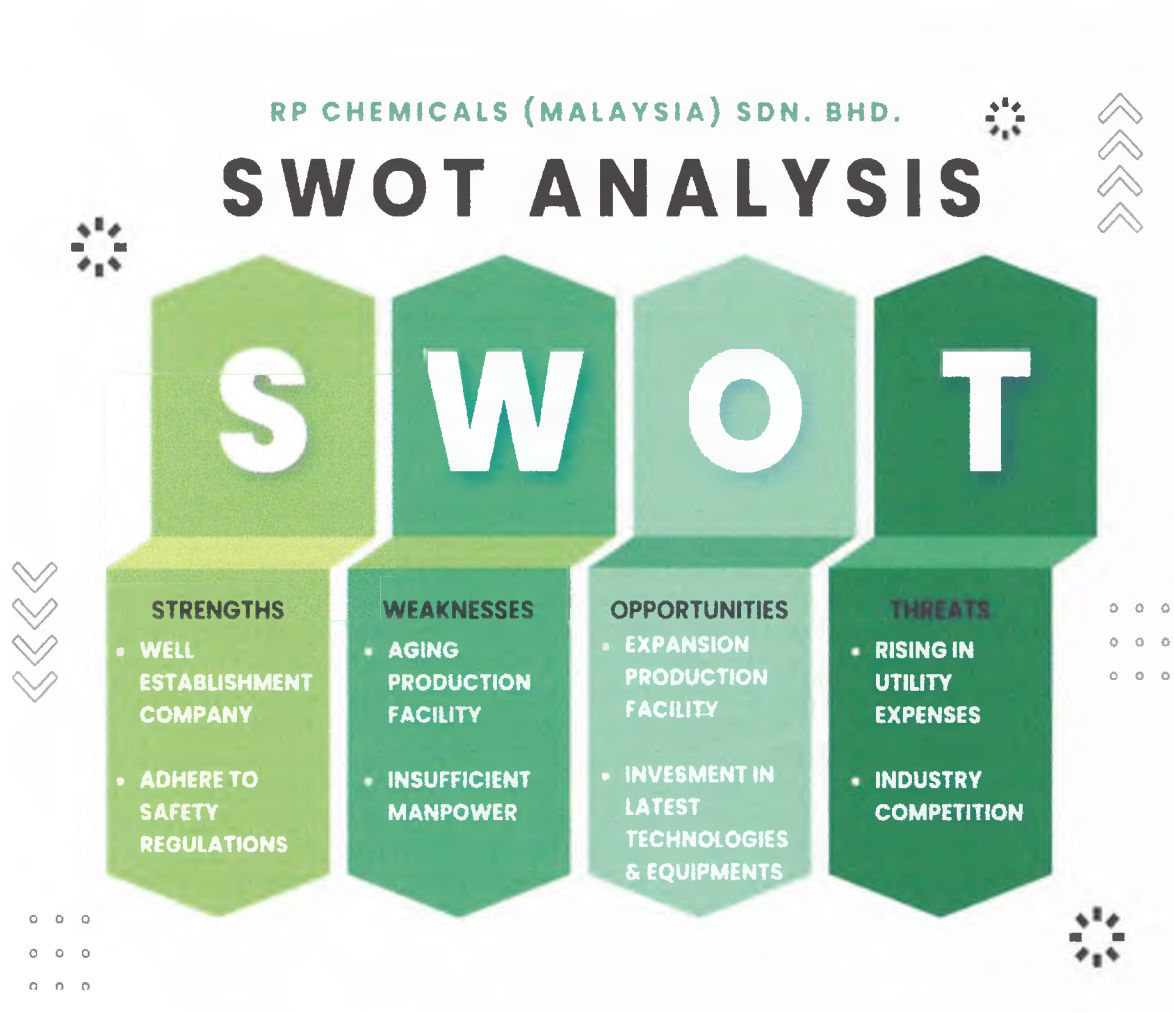


Figure 7 SWOT Analysis

5.0 DISCUSSION AND RECOMMENDATION

5.1 STRENGTHS

5.1.1 WELL ESTABLISHMENT COMPANY

It is a multinational company from Reliance Industries (Middle East) DMCC in India. Reliance Industries manages various sectors including petrochemicals, oil and gas, retails and telecommunication and media and many more. The headquarters of Reliance Industries is located in Mumbai, India. The owner of Reliance is Mukesh Ambani, an Indian billionaire businessman who is the managing director and the chairman of Reliance Industries. He is also one of the wealthiest people in Asia and the 9th richest person in the world.

Hence, RP Chemicals (Malaysia) Sdn. Bhd in Kuantan, Pahang is one of the subsidiaries of Reliance Industries. At RPCM, they focus on petrochemicals that produce Purified Terephthalic Acid (PTA). They are the sole manufacturer of purified terephthalic acid (PTA). There is a similar Reliance manufacturer located at Nilai and Melaka also produces fabrics or textiles from RPCM's product (PTA).

Furthermore, RPCM was established years ago by original management under AMOCO Chemicals Malaysia Sdn. Bhd. under America and later renamed as BP Chemicals Malaysia Sdn. Bhd. under British management. Therefore, it proves the transitions deliberate its strong establishment and adaptability through remarkable management changes.

RECOMMENDATION

RPCM can sustain their strength by **maintaining strong relationships with stakeholders such as customers and local communities** because it is important for long-term success and stability. For example, they must produce high-quality products, on-time delivery and excellent customer service. Often engagement with customers through surveys and opinion will help to identify evolving needs and preferences which would allow them to adapt its products and services in consequently. By carry out consistent value, they will eventually build customer loyalty which is important overall production. Moreover, they can also build strong relationship with the surrounding communities where they operate.

They can organize corporate social responsibility by providing educational program or investing in infrastructure area. Thus, RPCM able to strengthen its brand reputation as well as create stable foundation for future growth due to mutually good relationship that supports RPCM's long-term success (Stivenes Tjin Siam, Jamal Abdul Nassir Shaari and Heriyadi Heriyadi, 2022).

5.1.2 ADHERENCE TO SAFETY REGULATIONS

Before the establishment of RPCM Kuantan, it used to be AMOCO (USA) and BP Chemicals (UK). Hence, both strongly emphasized health, safety, security and environment which comply with the International Organization for Standardization (ISO). Even now, RPCM still complies with all the procedures, rules and regulations according to the Malaysia law. It is because health, safety, security and environment are pivotal in every company, especially in petrochemical manufacturing industries. This is because it involves handling hazardous and chemical substances, which can be a threat and risk to all employees, the surrounding environment and the community.

The purpose of safety standards is to ensure the operations are conducted safely, prioritizing accident prevention and emergency response, waste management and others (Anaba et al., 2024). These standards also include providing guidelines on handling hazardous materials to protect employees by conducting training, procedures and proper equipment.

For example, RPCM has HSSE department which deals with health, safety, security and environment. They are the ones who implement procedures and policies that are suitable for the company. Moreover, they would conduct training programs or even as refresher training program to meet the safety standards. For instance, they announce fire drill every Thursday to ensure the employees are well-prepared to respond effectively. It shows how they prioritize the safety of employees. They consistently monitor the workplace by conducting inspections to address any issues that may arise. In addition, they would conduct Advanced First Aid program for the staff that involved to deliver skilled and immediate medical assistance until professional medical help arrives.

RECOMMENDATION

It shows how safety practices have a crucial impact on business. They needed to enhance operational efficiency without harm in a fast-evolving world. Thus, they can implement innovations in safety practices. For example, **come up with latest technologies** such as machine learning or devices that offer real-time monitoring of workplace conditions, potential risks and improve safety outcomes.

These technologies can analyze the volume of data to identify and predict safety risks and recommend preventive measures. It will help the organization by preventing

them before occurring and reducing delays, following safety rules and creating a culture where safety is vital. RPCM can strengthen productivity if it can emphasize safety while addressing challenges in the petrochemical manufacturing industry.

5.2 WEAKNESESS

5.2.1 AGING PRODUCTION FACILITY

One weakness of RPCM Kuantan is its old factory due to its establishment in 1997. Over time, some machines and equipment tend to be outdated, resulting in several problems. Ageing production is not about how old the equipment is but how it changes over time when a part of the components gets damaged because it is being used every day nonstop (Akashraj, and Maleith, 2020). For instance, frequent breakdowns can affect productivity. As a result, the company might encounter several challenges that can impact its operations and competitiveness in the market. Old machines or equipment often operate less smoothly which it can consume more workforce and energy to maintain the best performance. Moreover, a constant breakdown can damage the company's reputation for timeliness and reliability, which causes the customers to seek alternative suppliers. This incompetence production can lead to higher operation costs such as increased labor expenses or utility bills. The workers must spend more time monitoring and repairing outdated machine while reducing their capability to focus on other tasks.

For example, there is a minor issue in RPCM which leakage occurred due to the outdated equipment. Components like pipes, pumps and others can cause the leak, resulting in potential safety hazards or wastage of materials if they are not addressed promptly. Hence, they should replace or upgrade some of the equipment in order to maintain smooth operations and reduce the risk in future.

RECOMMENDATION

The government approaches by establishing indicators that comply with safety objectives. They can use indicators that can help observe and evaluate ageing facilities. For instance, they can apply predictive analytics or risk assessment models that support data to forecast whenever the equipment or machines are likely to fail or be repaired. The government itself can develop regulatory frameworks that comply with the standards of ageing infrastructure. Thus, it will help the companies to go through regular inspections that meet with the safety and environmental management. RPCM will be able to keep a safer production environment and avoid potential risks while addressing the challenges of ageing facilities.

5.2.3 INSUFFICIENT MANPOWER

The staff shortage might cause a few difficulties and challenges which can impact the organization's ability to operate efficiently. With only a few staff members available, they are prone to take on additional responsibilities which can cause burnout and decreased productivity. As a result, they might struggle to meet deadlines or diligently work on their tasks. Moreover, an insufficient workforce can cause a delay whenever they want to pursue a new project, possibly affecting the organization's reputation. Insufficient staffing can be due to growing demand for better wages and benefits, shifting demographics and others.

At RPCM, operation department lack staff. Some of them need to cover other shifts or take on extra tasks whenever there are staffing gaps. This increased workload put pressure on them which leads to increased and longer working hours. Thus, it not only makes the staff feel pressured but also raises the risk of errors or tiredness which can impact the quality of work and pose potential safety risks. These inefficiencies not only diminish production but also can cause disruption and delays in workflows which affecting RPCM's potential to meet its objectives.

RECOMMENDATION

Addressing insufficient workforce requires long-term strategy as it involves implementing the current challenges and ensuring organizational workforce capacity. Thus, RPCM should **engage in workforce planning**. Workforce planning is defined as process of analyzing, predict and planning workforce supply and demand and many more to ensure organization has the right people with right skills. By implementing workforce planning, they can minimize shortages and prevent overstaffing which could result in underperformance. For example, the process involves in workforce planning is analyzing factors such as turnover rates or promotion to determine when and when additional staff is needed. Keeping current staff is just as essential but losing them can be complicated. They should maintain fair workloads, recognition for their efforts and competitive pay to retain staff. In addition, listening to employees' feedback or allowing career growth opportunities will motivate them to remain in the company. With strategic and proper planning, RPCM can manage the workforce efficiently for long-term success.

5.3 OPPORTUNITY

5.3.1 EXPANSION OF PRODUCTION FACILITIES

Opportunity in SWOT is defined as external factors that can give an advantage to the organization and one of the opportunities is expanding production facilities. As RPCM Kuantan currently produces 610 KMT of PTA per year, there might be potential to increase production more than 610 KMT due to increasing demand for PTA itself because RPCM is the only sole manufacturer of PTA in Malaysia. It is a strategic opportunity to strengthen its dominant position as the sole manufacturer in Malaysia. For example, there is still some unoccupied land at RPCM; perhaps they should build another production facility to increase output volume. This expansion not only increases sales and revenue but also bolsters RPCM's ability to monopolize its domestic and international market for producing PTA.

For example, RPCM supply PTA around Malaysia for about 40% while the remaining 60% is exported internationally, especially in Middle East Asia, including countries like India and Pakistan. In addition, with maximized production capacity, they would be able to secure good relationships with clients or customers and a stable revenue stream, making the business more profitable. Thus, expanding its production facilities is a strategic opportunity to strengthen its leadership in the PTA market.

RECOMMENDATION

They should expand production facilities on unoccupied land by **designing the facility efficiently**. This is because the layout facility allows for future expansions and adjustments as production needs evolve. It will enable the facility to adapt to increased production demands with additional investments. Moreover, it should reduce material handling times and enhance workflow and overall operational efficiency. They can also leverage economies of scale by sharing storage facilities, administration functions and many more. It will reduce the costs as well as ensure smooth communication and process across productions. With expanded production facility, they will be able to meet growing demand in the domestic and international market (Chacko, Paul, and Haresh, 2019).

5.3.2 INVESTMENT IN LATEST TECHNOLOGIES AND EQUIPMENTS

Investing in cutting-edge manufacturing technologies and equipment can improve overall operational efficiency and reduce costs at RPCM. Embracing advanced technologies such “AI”, “Big Data” and “Robotics” in the production process if they want to bring the impact on the productivity improvement (Hwang, and Kim, 2021). They need to replace outdated technologies with the newest ones to stay competitive in an evolving industry. It is because outdated technologies often require higher energy consumption and frequent maintenance, which it can negatively impact productivity and profitability. In addition, modern technologies allow for better data analytics, enabling real-time monitoring operations or predictive maintenance. This alternative will improve the company’s ability to respond to changing market demand.

For example, RPCM has a few outdated machine technologies, so they must invest in the latest technologies to increase productivity while reducing maintenance expenses. Moreover, it will be able to strengthen its leadership as the sole manufacturer because it can allocate resources more effectively, which can cause long-term profitability and growth in the future.

RECOMMENDATION

RPCM should consider **adopting an innovative supply chain** by investing in advanced technologies. An intelligent supply chain consists of the Internet of Things (IoT), which can generate a massive amount of data to forecast demand or identify solutions that can be used to improve production. By implementing it, the supply chain system can evaluate various decision-making scenarios due to the ability to learn and make decisions without disrupting human intervention and network. It can automatically adjust production schedules or shipments to reduce the impact of interference production and ensure customer demands are met on time. Thus, it improves overall operational efficiency and amplifies resource utilization by continuously optimizing workflows. It will be able to forecast and manage threats more effectively. RPCM will achieve more extraordinary streamlined operations and maintain a competitive edge in the industry (Lee, Wong, Alzoubi, Al Kurdi, Muhammad Turki Alshurideh and Khatib, 2023).

5.4 THREAT

5.4.1 RISING IN UTILITY EXPENSES

One of the threats of RPCM is rising in utility expenses and related fees such as water, electricity, waste and others. The impact of utility expenses can increase the economic performances in terms of productivity, export and other factors. It also can give financial burden to overall organization since utilities are essential for the chemical manufacturing industry and daily operations. For example, RPCM operates 24 hours non-stop every day to produce their product. Hence, it can instantly impact RPCM's overall profitability, as higher utility bills and additional fees that contribute to increased overhead charges in company.

Moreover, financial pressure will also affect their ability to remain competitive in the market. This is because they may find themselves paying more for the energy needed to power their operations including lighting, cooling systems, machinery and many more. In addition, the cost of waste management can increase as the legal requirement to discharge into the environment. Additional expenses will burden the company as they might have to reduce other things, including upgrading machinery, instruments and other fees they need to pay. Thus, they need to find ideas to manage and alleviate these rising expenses for future growth.

RECOMMENDATION

One potential strategy for RPCM to reduce the rising in utility expenses by **implementing sustainable manufacturing practices**. For example, they should upgrade eco-friendly technologies such as renewable energy sources to reduce energy consumption and help to cut utility costs in the long term. In addition, implementing energy management systems to monitor and regulate energy consumption across various production processes will help in better decision-making in improving efficiency and reducing waste. It will provide real-time insights and data which enabling RPCM to identify areas of high energy consumption and take possible actions to minimize energy usage. These implementations will not only diminish utility expenses, but also improve overall performance in sustainable way.

5.4.2 INDUSTRY COMPETITION

Lastly, RPCM is facing industry competition due to its location in an industrial estate surrounded by many manufacturing industries nearby. This means that all of them are looking for skilled workers, raw materials and customers. The attentiveness of sectors in this area might raise the competitive pressure as most of the companies may offer similar products or services that target a client base.

As a result, RPCM finds it more challenging to attract and retain talent as the workers have several job opportunities nearby. Besides, the chemical manufacturing industry encounters rapid expansion in Kuantan and the need for talented and skilled workers such as technicians, engineers and specialists in chemical production is more significant than others. RPCM struggles to compete for skilled labor, which can result in their ability to maintain efficiency and productivity.

Other than that, some companies offer better salaries and benefits that RPCM might lack, making talent retention more difficult. As people tend to be drawn to companies that provide more extraordinary compensation packages, they may struggle to keep skilled workers, leading to the loss of talented expertise. Hence, it will affect the company's recruitment and training performance to fill positions and disrupt overall operations. Moreover, some companies have their own strategic planning in order to retain their employees. Various strategic and effective actions must be carried out immediately to not lose, such as improving internal organization and forming solid and reliable teamwork that fosters collaboration among employees (Rozman, Tominc, and Strukelj, 2023).

RECOMMENDATION

Various strategic and effective actions must be carried out immediately to not lose, such as improving internal organization and forming solid and reliable teamwork that fosters collaboration among employees. To remain competitive, RPCM must **strengthen better talent alignment with organizational goals**. When talent perfectly aligns with overall business objectives, they can contribute meaningfully toward achieving them. For instance, organizations need to ensure that every skill and role directly supports their strategic priorities and purpose-driven workforce. It must also identify key skills, roles and competencies required to fulfil the organization's objectives. Hence, HR plays an

important role in recruiting, developing and appointing people who are best suited to meet their goals. They must set efficient system by target hiring practice possess both the technical and interpersonal skills in order to thrive within the organization. Therefore, when employees clearly understand their roles contribute to organizational objectives, they will be more motivated and engaged to deliver outstanding performance. As they enjoy working together toward shared goals, they will be more focusing efforts on to create positive work while strengthening organization's priorities to accomplish business goals.

6.0 CONCLUSION

In conclusion, I have acquired so much knowledge over the past five months. I was deeply grateful to do practical training at RPCM, where I could apply academic theories to real-world practices. This internship managed to get me an opportunity to work on few projects and cooperate with the staff which enhanced my understanding of the company's cultures and values. It has contributed significantly to both my personal and career development. One of the main highlights of my internship is the ability of critical thinking skill and problem-solving abilities. These interpersonal skills exposed me to how to apply them whenever I have projects to do. Moreover, collaborating with other colleagues allowed me to work closely with them from different backgrounds and personalities which strengthened my communication, teamwork and interpersonal skills. I also was able to pay attention and adapt the company's culture; learning the importance of work, professionalism, organizational ethics and many more. Not only I learned about Human Resources and Administration field, I also gained information into other departments within the company. It is beneficial as I discover new things about how various business functions and contribute to the organizational overall success. Overall, this internship has been incredible journey that prepared with valuable knowledge, practical skills and interpersonal skills that can prepare me for future challenges in the working industry. I am grateful for the guidance, mentorship and opportunities provided by RPCM.

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8.0 APPENDICES

8.1 INVOLVEMENT DURING INTERNSHIP



1. Organize & participate training program “High Impact Business Presentation Skills” at L&D Centre



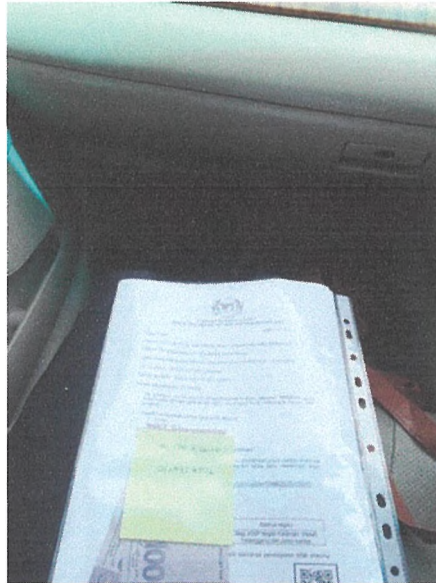
2. Become a committee member of RPCM Annual Dinner 2024



3. Evacuation plant fire drill with all staffs and the contractors



4. Attend mini career fair UNITAR Kuantan



5. Make payment for staff “AGT” competency at PERKESO Kuantan



6. Join company dinner with staff HRA department