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**PTTEP**

**PTT EXPOLARTION AND PRODUCTION SARAWAK OIL LIMITED**

**UiTM KAMPUS BANDARAYA MELAKA**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS) INTERNATIONAL  
BUSINESS (BA246)**

**INDUSTRIAL TRAINING REPORT (MGT666)**

**12 AUGUST 2024 – 24 JANUARY 2025**

<b>STUDENT'S NAME</b>	<b>ANATASHA ALFIERA ANAK TUJANG</b>
<b>MATRIX NUMBER</b>	<b>2022961755</b>
<b>GROUP</b>	<b>BA2466B</b>
<b>NAME OF ADVISOR</b>	<b>MADAM NUR HAZWANI BINTI MOHAMAD ROSELI</b>
<b>PLACE OF TRAINING</b>	<b>PTTEP SARAWAK OIL LIMITED</b>
<b>DATE OF SUBMISSION</b>	<b>JANUARY 2025</b>

## SURAT KEBENARAN

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Kepada :

**Penyelaras Latihan Praktikal**

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**Maklumbalas (/)**



Setuju



Tidak Bersetuju

Tuan/Puan

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Nama Pelajar	ANATASHA ALFIERA AWAK TUJAN G		
No. Matriks	2022961755	Nama Program	BA246
Tajuk Laporan	INDUSTRIAL TRAINING REPORT	Nama Syarikat	PTTEP

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Yang Benar

  
Nama Pegawai : ANITA GOMEZ

Jawatan : HEAD OF CAPABILITY DEVELOPMENT & EMPLOYEE RELATIONS  
No. Tel. :  
No. Faks :

Cop jabatan/organisasi:



## EXECUTIVE SUMMARY

I completed my industrial training at PTTEP Sarawak Oil Limited (PTTEP), a renowned oil and gas company headquartered in Thailand, from August 12, 2024, to January 24, 2025. Leveraging my educational background in Business Administration, I was selected to join the Business Support team, specifically within the Human Resources and Administration division.

As a joint operator in the Malaysia-Thailand Joint Development Area (MTJDA) for 28 years, PTTEP has played a pivotal role in the region's energy sector. Since initiating upstream activities in Malaysia in 2016, the country has become a cornerstone of PTTEP's strategic investments in Southeast Asia. PTTEP's diverse portfolio spans oil and gas exploration, production, electricity generation, petrochemical products, and gasoline retailing, underscoring its significant presence in the industry.

During my 24-week internship in the Human Resources and Administration department, I participated in a variety of activities aligned with my business studies, with a strong emphasis on skills development and employee relations. My primary responsibilities included **data management** which accurately entering and maintaining company data to ensure seamless operations. Besides, doing the **event coordination** where I am assisting in planning and organizing HR events, which enhanced my organizational and teamwork skills. Also help with **file organization** in managing and systematically arranging corporate documents to optimize accessibility and efficiency.

This internship provided me with invaluable exposure to corporate environments, particularly in the Human Resources and Administration sectors. It also deepened my understanding of PTTEP's structure, mission, vision, and operations in Malaysia.

In this report, I will detail the tasks and projects I undertook while offering an overview of PTTEP's operations in Malaysia and its strategic goals. Additionally, I will provide a SWOT analysis of the company and discuss the systems and practices implemented in the Human Resources and Administration department, highlighting how they enhance overall business functions.

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## 1.0 Acknowledgement

I am Anatasha Alfiera Anak Tujang (2022961755), a student from the International Business (BA246) program at UiTM Kampus Bandaraya Melaka. I want to start by conveying my utmost appreciation to God for granting me the strength, patience, and happiness during my six-month industrial training at PTTEP Sarawak Oil Limited. To meet the criteria for my Bachelor of Business Administration (Hons) in International Business, I began my internship on 12th August 2024 and finished by 24th January 2025. Although the experience was tough, I am thankful to have finished a fulfilling 24-week internship successfully.

I wish to express my deepest gratitude to all the staff in the Human Resources department at PTTEP Sarawak Oil Limited for embracing me as part of the team and imparting their knowledge and expertise. I would like to extend my heartfelt thanks to my manager, Mr. Ratchu Thoeiam, Madam Anita Gomez, and the entire Capabilities Development and Employee Relations team for their steadfast support and mentoring. Their commitment to teaching and aiding me has been essential, and without their help and the support from the whole team, I wouldn't have been able to finish this internship so successfully.

Also, not to forget I am truly grateful to my academic advisor for this industrial training, Madam Hazwani, for her unwavering support and invaluable guidance during the internship and in the preparation of my final report and presentation.

## 2.0 Student's Profile

### 2.1 Updated Resume

#### ANATASHA ALFIERA ANAK TUJANG

##### CAREER OBJECTIVE

A fresh graduate in **Business Administration (International Business)** from **UiTM Kampus Bandaraya Melaka**, with a **CGPA of 3.68**. During my internship at **PTTEP Sarawak Oil Limited**, I gained practical experience in **human resources**, specializing in **employee engagement** and **capability development**. Equipped with strong **leadership**, **communication**, and **organizational** skills cultivated through both academic achievements and professional exposure, I am eager to contribute effectively to the **business** or **human resources** sector while further developing my expertise within a dynamic organization.

##### WORK EXPERIENCE

**Human Resources - Capability Development & Employee Relations Intern | PTTEP Sarawak Oil Limited, Kuala Lumpur** *Aug 2024 - Jan 2025*

- Coordinated and supported multiple training programs by managing participant registration, and ensuring smooth execution.
- Designed and maintained an organized HRDF grant application, ensuring timely submissions, accurate data tracking, and compliance with HRDF requirements.
- Observed, documented, and analyzed training insights from programs such as Analytical and Critical Thinking to enhance HR capabilities and learning strategies.
- Contributed to the planning of HR Away Day by brainstorming ideas, crafting proposal slides, and presenting to the head of department.
- Organized and executed employee engagement activities, including monthly birthday celebrations, by designing event posters, coordinating logistics, and managing post-event feedback to improve future initiatives.
- Drafted and updated content for training catalogs and brochures, ensuring accessibility and alignment with staff capability development goals.
- Communicated with different vendors and secured quotations for HR events, and training including venue arrangements for Trainings, HR Away Day and Hi-Tea sessions.

**Part Timer | Frost & Bites, Sunway Velocity.**

*Oct 2021 - Feb 2022*

- Providing customer service, assisting customers with inquiries, taking orders, and ensuring their overall satisfaction with their experience at the store.
- Ensure that all documentation for daily sales is completed accurately.

##### EDUCATIONAL BACKGROUND

**Bachelor of Business Administration (Hons.) International Business**

*March 2022 - Feb 2025*

- UiTM Kampus Bandaraya Melaka
- Current CGPA: 3.68

**Foundation In Law**

*Jun 2020 - March 2021*

- UiTM Dengkil
- CGPA: 3.50
- MUET: Band 4

**Malaysian Certificate of Education (SPM)**

*Jan 2015 - Dec 2019*

- Sekolah Menengah Kebangsaan Bandar Tasik Selatan
- Result: 7A's 1B

#### EXTRACURRICULAR INVOLVEMENT

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- Secretary of Program Lawatan Akademik Dan Khidmat Masyarakat at Padang, Indonesia 2024
- Collaborated with Universitas Negeri Padang, Indonesia, in conducting CSR activities at Panti Asuhan Putri Aisyiah Kota Padang
- Contributed to knowledge transfer by teaching English as part of the Corporate Social Responsibility program in Padang, Indonesia 2024
- Assistant Project Manager for International Business Unity Club Annual Dinner 2023
- Secretary of Program Pengantarabangsaan Khidmat Masyarakat Qurban & Wakaf Telaga at Cambodia Series 2
- Multimedia in Program Pengantarabangsaan Khidmat Masyarakat Qurban & Wakaf Telaga at Phnom Penh, Cambodia Series 3
- Multimedia in Knowledge Transfer and Exploring Kedah Darul Aman Program
- Academic Exco in International Business Unity Club
- Participate in the Corporate Social Responsibility Program at Zoo Negara

#### ACHIEVEMENT

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- Get Dean's List Award for Semester 1,3,4 and 5
- Best Club (International Business Unity Club (IBUC) in KBM Leader Appreciation Ceremony 2023
- Best Sustainable Community Development Project Award 2023 for International Community Service Program Qurban and Wakaf Telaga in Cambodia, Series 3 in Innovation Day Celebration (MSH) 2023
- Won the Silver Award for Program Innovation Product Sulam at the International Teaching Aid Competition 2023 (iTAC) at university level

#### SKILLS

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**Computer skills:** Microsoft Office (Excel, Word, PowerPoint), Canva, Google Drive, HRDF Grant Portal

**Soft skills:** Highly detail-oriented with excellent organizational and time management skills and eagerness to learn

**Language skills:** English (Excellent) and Bahasa Melayu (Native Proficient)

#### REFERENCE

---

**Mr. Mohd Isham Abidin**

Faculty of Business and Management,

Universiti Teknologi MARA (UiTM),

Cawangan Melaka Kampus Bandaraya Melaka

**Figure 1: Student's Resume**



### 3.0 PTTEP's Profile

#### 3.1 PTTEP's Name, Location and Background

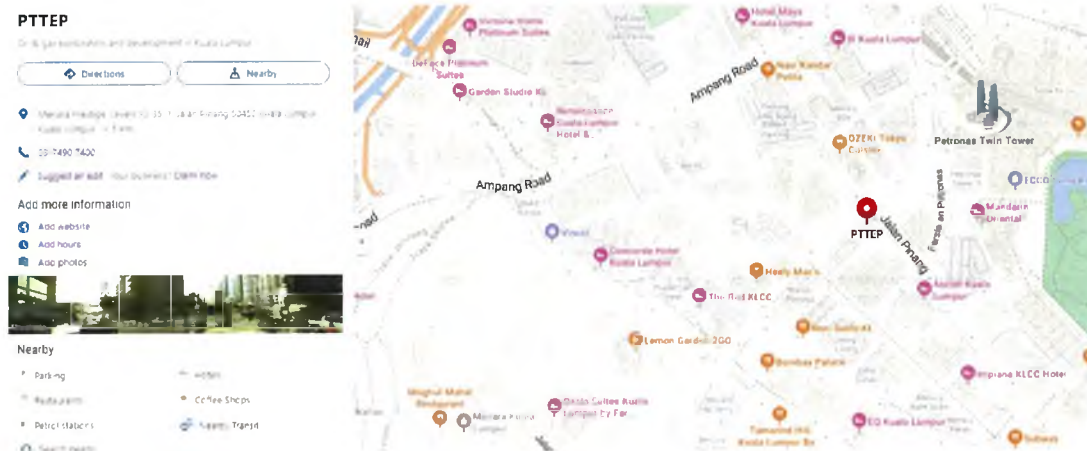


**Figure 2: PTTEP'S Oil Rig**

PTTEP is a leading national petroleum exploration and production company, committed to a sustainable supply of oil for Thailand and wherever else it operates. The organization has been instrumental in achieving higher levels of national income from exports. PTTEP does business outside Thailand as well, for example peninsular Malaysia, Sabah, and Sarawak where the company has already become one of the largest oil and gas producers in that area.

Overseas too, the organization is winning international recognition for its efforts. PTTEP operates its business in compliance with Thai law and the laws of the countries in which it operates. It is committed to promoting human rights, with a focus on health, safety, security, and environmental sustainability while also contributing to the development of local communities.

It reinforces this aspect with four main corporate social responsibility programs covering basic needs, education, the environment, and culture. PTT Exploration and Production Public Company Limited (PTTEP) is a major international former country petroleum production exploration company with a presence in more than ten countries and over 50 projects worldwide. The company focuses on areas with rich natural resources like Southeast Asia, the Middle East and other regions that show the potential for good returns on investment.



**Figure 3: PTTEP Sarawak Limited Company Location (KL Office)**

The main office of PTTEP in Kuala Lumpur is situated at Menara Prestige, Level 33–35, 1, Jalan Pinang, 50450, Kuala Lumpur. The office operates from 8:30 a.m. to 6:30 p.m. from Monday to Thursday, and from 8:30 a.m. to 12:30 p.m. on Fridays. For inquiries or assistance, the company can be reached at 03-74907400 during these operating hours.



**Figure 4: PTT Exploration and Production Sarawak Oil Limited Logo**

The PTT Exploration and Production Sarawak Oil Limited logo represents the company's mission and goals, the flame shows the discovery of natural petroleum, the red circle symbolizes the immense potential of energy while the rig highlights the company's core business reaching success, and the corporate acronym reflects the drive to keep moving forward.

### 3.3 Vision, Mission, Objective and Values

#### 3.3.1 Vision

Energy partner of choice through competitive performance and innovation for long-term value creation.

#### 3.3.2 Mission

PTTEP operates globally to provide reliable energy supply and sustainable value to all stakeholders.

#### 3.3.3 Objectives and Goals

To achieve company goals of becoming a sustainable organization amid business challenges and trends of energy transition which will impact the entire energy sector in the future, PTTEP attaches great importance to technology development and innovation, including knowledge management which are important parts that help increase business efficiency, increase competitiveness, and make the organization ready for the changes that may occur in the future.

### 3.3.4 Corporate Values



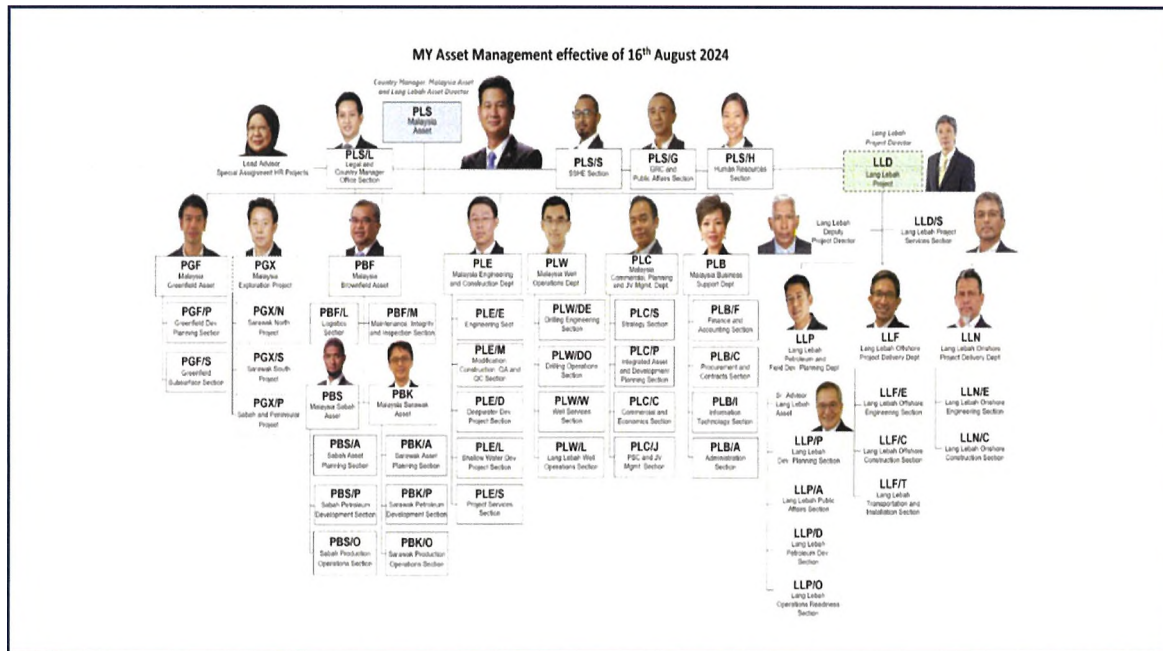
Figure 5: EP Spirit Logo

PTTEP's **EP SPIRIT** represents the foundational values that drive its operations, decision-making, and engagement with stakeholders. **Explore** signifies a culture of continuous learning, adaptability, and boldness, encouraging employees to embrace change and take innovative steps forward. **Passion** reflects a positive, determined mindset that inspires going above and beyond to achieve excellence. **Synergy** underscores the importance of collaboration, knowledge sharing, and building strong partnerships to foster collective success. **Performance Excellence** emphasizes delivering high-impact, results-oriented outcomes while prioritizing safety, dynamism, and value creation.

**Innovation** nurtures a forward-thinking mindset, turning creative ideas into actionable solutions that shape a sustainable future. **Responsibility for Society** demonstrates PTTEP's commitment to environmental stewardship, social responsibility, and sustainable actions that benefit communities. **Integrity and Ethics** uphold fairness, transparency, and ethical conduct, ensuring the company operates as a trusted corporate citizen. Finally, **Trust and Respect** promote diversity, equity, inclusion, empowerment, and earning trust through authentic actions. Together, these values form a comprehensive framework that not only shapes PTTEP's culture but also ensures the company remains a responsible, ethical, and innovative leader in the energy sector.

### 3.4 Organization Chart

#### 3.4.1 PTTEP Organization Chart

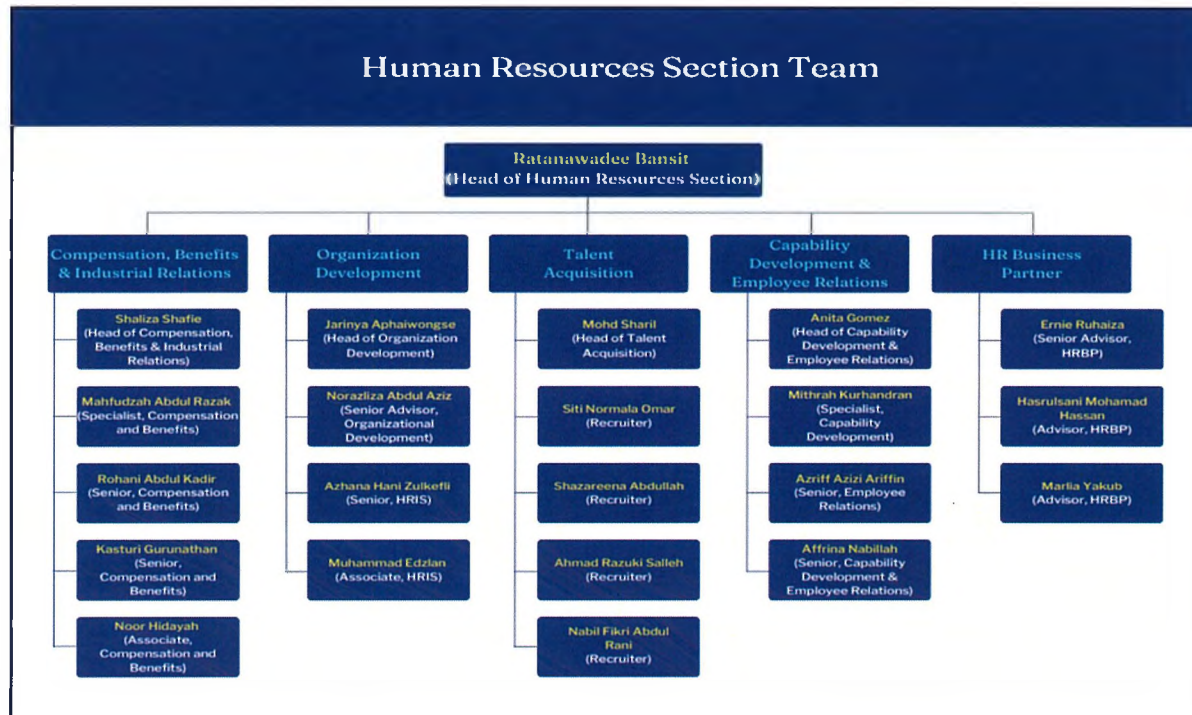


**Figure 6: PTTEP Organizational Chart**

The PTTEP organizational chart outlines the structure of Malaysia Asset Management and Lang Lebah Asset Management. The Country Manager leads both divisions, supported by a Lead Advisor focusing on HR projects to enhance human resource management. The Malaysia Asset division (PLS) includes key sections such as SSHE (Safety, Security, Health, and Environment), GRC (Governance, Risk, and Compliance), HR (Human Resources), and Public Affairs. These sections ensure safety, compliance, governance, and effective workforce management. Meanwhile, the Lang Lebah Asset division (LLD) consists of the Deputy Project Director and Project Services Section, which focus on project execution and operations for Lang Lebah initiatives. Also, operations are divided into Greenfield and Brownfield units. The Malaysia Greenfield Asset (PGF) handles new exploration and planning, while the Malaysia Brownfield Asset (PBF) manages existing production assets. The Exploration Project (PGX) oversees exploration in the Sarawak and Sabah regions. Specialized departments like Engineering (PLE), Well Operations (PLW), and Conventional Project Management (PLC) manage technical tasks such as engineering, drilling, and project delivery. The Business Support division (PLB) provides services like finance, IT, and strategy to support overall operations. This structure ensures clear responsibilities and efficient operations aligned with PTTEP's goals.



### 3.4.2 PTTEP Human Resources and Administration Section Organization Chart

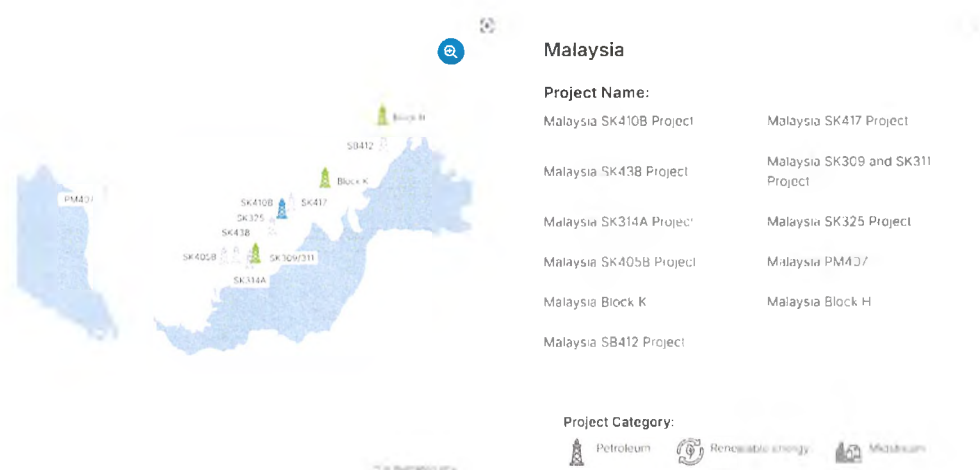


**Figure 7: Human Resources Organizational Chart**

This organizational chart represents the structure of the Human Resources (HR) section, which is led by the Head of Human Resources. The department is divided into five main areas, each focusing on specific HR functions. The first area, **Compensation, Benefits & Industrial Relations**, manages employee compensation, benefits, and industrial relations. It includes specialists and senior team members responsible for ensuring fair and competitive employee offerings. The second area, **Organization Development**, focuses on organizational growth and improvement. This team includes advisors and HR information system specialists to support organizational needs and maintain HR systems. The third area, **Talent Acquisition**, is responsible for recruiting and hiring processes. This team comprises recruiters who ensure the organization attracts and hires the best talent to meet its goals. The fourth area, **Capability Development & Employee Relations**, handles employee training, engagement, and relationships. This team works to enhance employee skills and maintain positive relations within the organization. Finally, the **HR Business Partner** team serves as advisors, collaborating closely with other departments to align HR strategies with organizational objectives. The entire HR section operates under the leadership of the Head of Human Resources, ensuring each area contributes to the organization's overall success.

### 3.5 Products and Services Offered by PTTEP

PTTEP is a significant participant in the international energy industry, focusing on oil exploration and production while broadening its influence in renewable energy and innovative technologies. PTTEP plays a significant role in Thailand's energy security by managing major oil fields like G1/61, G2/61, Arthit, and S1. These initiatives are essential to the nation's energy provision, with the S1 project representing Thailand's biggest onshore oil field. Aside from its standalone activities, PTTEP participates in joint ventures in both onshore and offshore areas within the Gulf of Thailand, enhancing the country's energy framework even more.



**Figure 8: PTTEP'S Projects in Malaysia**

Worldwide, PTTEP has positioned itself as a prominent operator in essential energy initiatives. In Algeria, the Hassi Bir Rekaiz Project is an essential oil field aiding energy generation in Africa. **In Malaysia**, PTTEP oversees the Block H Project, which emphasizes gas production, and the SK410B Project, where the Lang Lebah field is located. The Lang Lebah field reached a crucial milestone in 2021 when PTTEP recorded its largest gas discovery at the Lang Lebah-2 well, with reserves estimated at 5–6 trillion cubic feet of gas. This finding highlights the company's technical skills and dedication to sustainable growth, with the project currently in the development stage.

PTTEP also participates in strategic partnerships to broaden its international presence. These comprise the Oman Block 61 Project, a vital onshore gas block bolstering Oman's local energy provision, and the Abu Dhabi Offshore 2 Project, which has produced significant natural gas reserves. Another important partnership is the Mozambique Area 1 Project, a major liquefied natural gas (LNG) facility in Africa that boosts PTTEP's presence in the

international LNG market. These global initiatives showcase PTTEP's capability to function in high-potential areas while enhancing the global energy supply through operational excellence.

Alongside its primary petroleum activities, PTTEP is progressively expanding into renewable energy and cutting-edge technologies. The firm participates in offshore wind farm ventures in the UK, hydrogen energy projects in Oman, and technologies for decarbonization focused on minimizing environmental effects. These initiatives correspond with PTTEP's goal to shift towards a low-carbon organization. To foster innovation and expansion in developing sectors, PTTEP has created subsidiaries like AI and Robotics Ventures Company Limited (ARV), concentrating on artificial intelligence and robotics, FutureTech Energy Ventures Company Limited (FTEV), which aids renewable energy projects, and Xplor Ventures Company Limited, that invests in tech startups.

By combining traditional energy knowledge with a progressive viewpoint on renewable energy and innovation, PTTEP reinforces its status as a frontrunner in the global energy sector. The firm's strategic efforts and major accomplishments emphasize its commitment to sustainability, operational efficiency, and enduring growth.



#### 4.0 Training's Reflection

##### 4.1 Duration

- **Training Duration:** 12 August 2024 until 24 January 2025 (24 Weeks)
- **Working day and time:** 8:30 a.m. until 6:30 p.m. (Monday to Thursday) 8:30 a.m. until 12:30 p.m. (Friday)
- **Attire:** Monday – Thursday (Formal or Office Attire) Friday (Smart Casual)
- **Department:** Business Malaysian Support, Human Resources and Administration Section

PTT Exploration and Production Sarawak Limited has adopted a flexible working hours program to help their employees balance the demands of work and life. Those employees who can complete their tasks and devote the necessary eight hours a day to it will go home earlier than any set quitting time. The general office hours for Monday until Thursday are from 08:30 a.m. to 6:30 p.m., and if employees arrive early, they can leave early after finishing their work in the required eight hours. For Fridays, the working hours become 08:30 a.m. to 12:30 p.m. under the policy of Petronas, as PTTEP Malaysia employees normally get off work earlier on Fridays in accordance with that company's guidelines.

In all, staff must spend at least four days per week in the office and working from home is limited to one day. During the time when I was on internship, I had annual leave and sick days. I was eligible for one day-as break every month. I was required to get permission from my immediate superior before taking a day off work. I as an intern received six days' annual leave, but as soon as I used more than one of them in one month, my intern's allowance will be deducted. Also, I had the privilege to work from home one day a week. Nevertheless, if it was necessary for me being presence into the office on that day, this would happen without fail. Equally, if it proved necessary for me to work from home on a weekday, I would just as readily follow through and make sure that my work was done well. Consequently, this flexibility accommodated my work responsibilities at the company's office satisfactorily while still allowing me time to prepare my internship report and presentation slides. About the office wear dress code, it is set out unmistakably in PTTEP's policy. Employees are required to dress formally from Monday through Thursday, and on Fridays the dress code changes into smart casuals.

#### 4.2 Specific Department I Have Assigned To

PTT Exploration and Production Sarawak Oil Limited is a big company in the oil and gas industry, with a variety of divisions effectively controlling its business. I was assigned to the Human Resources department by the Business Support Department after researching and discussing the matter several times in advance. The Business Support Department of PTTEP has five main areas: Human Resources and Administration; Finance and Accounting; Information Technology; Procurement; and Contracts.

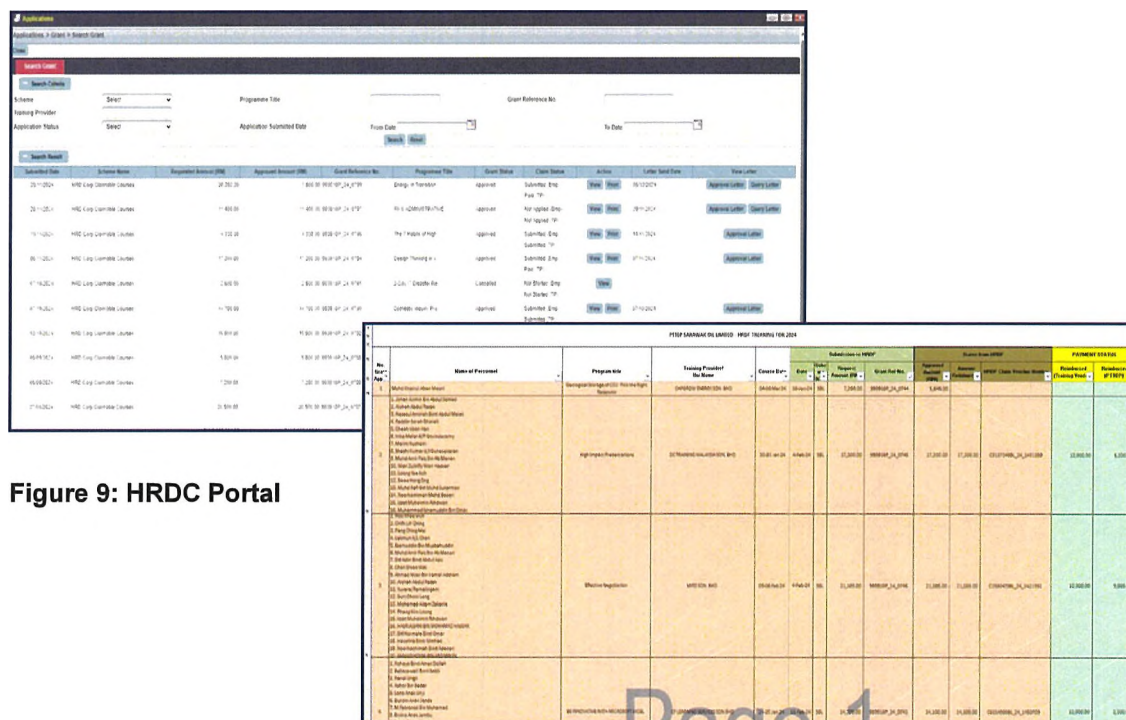
Originally, I was to be rotated in various roles throughout the Human Resources department to broaden my knowledge about its operations. But, after much discussion and consultation with supervisory personnel, it was decided that I should belong to the Capabilities Development and Employee Relations team at this point. The reason for this decision was to allow for a more focused engagement in specific tasks within the team, as opposed to being overwhelmed by the challenge of trying to handle different responsibilities in different areas. Sticking with one allocated team allowed me the opportunity to focus on my educational development and contribute more meaningfully to the goals of that team. This hands-on approach not only deepened my learning experience but also enabled me to support my team in their operations more effectively.

## 4.3 Roles, Responsibilities, Task and Assignment Given

### 4.3.1 Learning & Development

The primary focus of this section is on the tasks and responsibilities related to the Learning & Development (L&D) function within the HR department. These activities included handling HRDC grant applications, training logistics, developing external training catalogs, and organizing team and employee engagement events. Each subtask contributed significantly to enhancing employee capabilities and fostering a culture of continuous learning.

#### 4.3.1.1 HRDC Grant Application



The screenshot displays the HRDC Portal interface. The top section shows a search bar with filters for Scheme, Training Provider, Application Status, and Application Submitted Date. Below this is a table listing grant applications with columns for Submitted Date, Scheme Name, Requested Amount (RM), Approved Amount (RM), Grant Reference No., Program Title, Grant Status, Claim Status, Action, and Letter Sent Date. The bottom section shows a detailed view of a specific grant application, including a list of personnel, program title, training provider, and a breakdown of costs and payments.

Submitted Date	Scheme Name	Requested Amount (RM)	Approved Amount (RM)	Grant Reference No.	Program Title	Grant Status	Claim Status	Action	Letter Sent Date
20/10/2024	HRDC Long Certificate Courses	2,500.00	2,500.00	HRDC/2024/01/24/2024	Emp. in Transition	Approved	Submitted	Emp. Paid	19/10/2024
20/10/2024	HRDC Long Certificate Courses	1,800.00	1,800.00	HRDC/2024/01/24/2024	HRDC/2024/01/24/2024	Approved	Submitted	Emp. Paid	19/10/2024
19/10/2024	HRDC Long Certificate Courses	1,100.00	1,100.00	HRDC/2024/01/24/2024	Emp. in Transition	Approved	Submitted	Emp. Paid	18/10/2024
18/10/2024	HRDC Long Certificate Courses	1,200.00	1,200.00	HRDC/2024/01/24/2024	Emp. in Transition	Approved	Submitted	Emp. Paid	17/10/2024
17/10/2024	HRDC Long Certificate Courses	1,800.00	1,800.00	HRDC/2024/01/24/2024	Emp. in Transition	Approved	Submitted	Emp. Paid	16/10/2024
16/10/2024	HRDC Long Certificate Courses	1,100.00	1,100.00	HRDC/2024/01/24/2024	Emp. in Transition	Approved	Submitted	Emp. Paid	15/10/2024
15/10/2024	HRDC Long Certificate Courses	1,800.00	1,800.00	HRDC/2024/01/24/2024	Emp. in Transition	Approved	Submitted	Emp. Paid	14/10/2024
14/10/2024	HRDC Long Certificate Courses	1,100.00	1,100.00	HRDC/2024/01/24/2024	Emp. in Transition	Approved	Submitted	Emp. Paid	13/10/2024
13/10/2024	HRDC Long Certificate Courses	1,800.00	1,800.00	HRDC/2024/01/24/2024	Emp. in Transition	Approved	Submitted	Emp. Paid	12/10/2024
12/10/2024	HRDC Long Certificate Courses	1,100.00	1,100.00	HRDC/2024/01/24/2024	Emp. in Transition	Approved	Submitted	Emp. Paid	11/10/2024

Sl. No.	Name of Personnel	Program Title	Training Provider	Course Fee	Travel Fee	Accommodation Fee	Food Fee	Transport Fee	Other Fee	Grand Total	Approved Amount	Disbursed Amount	Balance
1	Abdul Rahman bin Abdul Razak	Emp. in Transition	HRDC/2024/01/24/2024	2,500.00	0.00	0.00	0.00	0.00	0.00	2,500.00	2,500.00	2,500.00	0.00
2	Abdul Rahman bin Abdul Razak	Emp. in Transition	HRDC/2024/01/24/2024	1,800.00	0.00	0.00	0.00	0.00	0.00	1,800.00	1,800.00	1,800.00	0.00
3	Abdul Rahman bin Abdul Razak	Emp. in Transition	HRDC/2024/01/24/2024	1,100.00	0.00	0.00	0.00	0.00	0.00	1,100.00	1,100.00	1,100.00	0.00
4	Abdul Rahman bin Abdul Razak	Emp. in Transition	HRDC/2024/01/24/2024	1,200.00	0.00	0.00	0.00	0.00	0.00	1,200.00	1,200.00	1,200.00	0.00
5	Abdul Rahman bin Abdul Razak	Emp. in Transition	HRDC/2024/01/24/2024	1,800.00	0.00	0.00	0.00	0.00	0.00	1,800.00	1,800.00	1,800.00	0.00
6	Abdul Rahman bin Abdul Razak	Emp. in Transition	HRDC/2024/01/24/2024	1,100.00	0.00	0.00	0.00	0.00	0.00	1,100.00	1,100.00	1,100.00	0.00
7	Abdul Rahman bin Abdul Razak	Emp. in Transition	HRDC/2024/01/24/2024	1,800.00	0.00	0.00	0.00	0.00	0.00	1,800.00	1,800.00	1,800.00	0.00
8	Abdul Rahman bin Abdul Razak	Emp. in Transition	HRDC/2024/01/24/2024	1,100.00	0.00	0.00	0.00	0.00	0.00	1,100.00	1,100.00	1,100.00	0.00
9	Abdul Rahman bin Abdul Razak	Emp. in Transition	HRDC/2024/01/24/2024	1,800.00	0.00	0.00	0.00	0.00	0.00	1,800.00	1,800.00	1,800.00	0.00
10	Abdul Rahman bin Abdul Razak	Emp. in Transition	HRDC/2024/01/24/2024	1,100.00	0.00	0.00	0.00	0.00	0.00	1,100.00	1,100.00	1,100.00	0.00

Figure 9: HRDC Portal

During my internship, one key task that I managed was looking over and applying HRDC (Human Resource Development Corporation) grant application, an essential part of PTTEP's training and development plan. The HRDC was established by the government of Malaysia, it's indispensable in giving companies like PTTEP an opportunity to put on training initiatives which enhance the skills and abilities of their workforce.

These grants are designed to lessen the financial pressures of meeting training expenses, making company training a more learned and productive workforce. That is what they are about. My work with HRDC grant applications took a great deal of precision and

organizational ability. For all grant applications I kept the most meticulous outdated records, helping ensure that every single application was submitted in accordance with the government's procedures and deadlines. This process was crucial, as an error or lag might cause the company to lose spider eggs for an entire round of funding opportunities--affecting say staff 's access to training programs and the expenditure of much thereof.

In monitoring the progress of grant applications, I used Excel as my main tool. I created complete excel to follow the progress of each application, covering submission dates, approval timelines, payments made and so forth. This gave me a clear picture of where every application stood in its development process and enabled me to act if necessary to make sure that all the documentation was filed correctly and on time. In addition, I checked on payments connected with the grants, ensuring that the money was properly spent and according to authorized training program guidelines.

#### **4.3.1.2 Training Logistics**

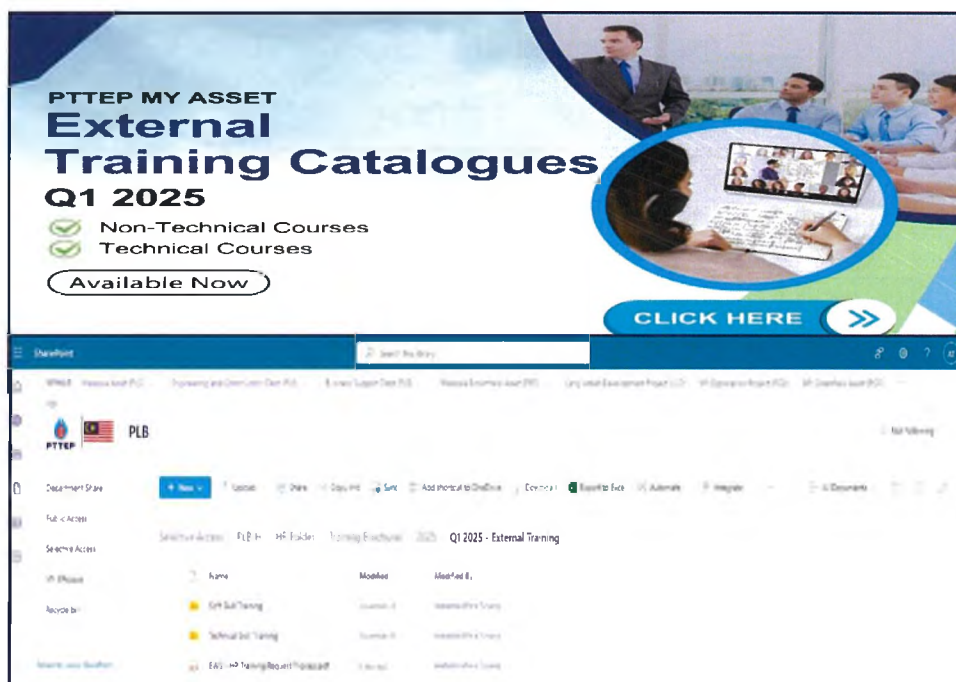


**Figure 10: Training Programs I Attended**

Another important facet of my internship encompassed training logistics, where I acquired practical experience in facilitating the seamless implementation of training initiatives. My duties started with booking the training venue through communication with the hotel person to verify their availability for our sessions. After the venues were confirmed, I represented my team at the actual training sessions conducted in different hotels to manage logistics and guarantee that all preparations were carried out as intended. This included working with training provider and participants, overseeing room arrangements, and resolving any problems that occurred during the sessions. Furthermore, I made certain that the training programs followed their timelines, and that all essential materials and equipment were ready for smooth execution.

At the end of every session, I had the duty of signing receipts for my team to acknowledge the successful completion of the training and ensure that all arrangements satisfied our expectations. These responsibilities demanded not just a sharp attention to detail and excellent organizational skills, but they also facilitated my growth in practical problem-solving and communication techniques. Through engagement with trainers, participants, and hotel personnel, I learned how to navigate different professional environments and work collaboratively to solve problems. Overall, this experience gave me valuable insights into the logistics of training events and enhanced my ability to ensure their success through effective planning and execution.

#### 4.3.1.3 2025 External Training Catalogues



**Figure 11: Training Catalogues**

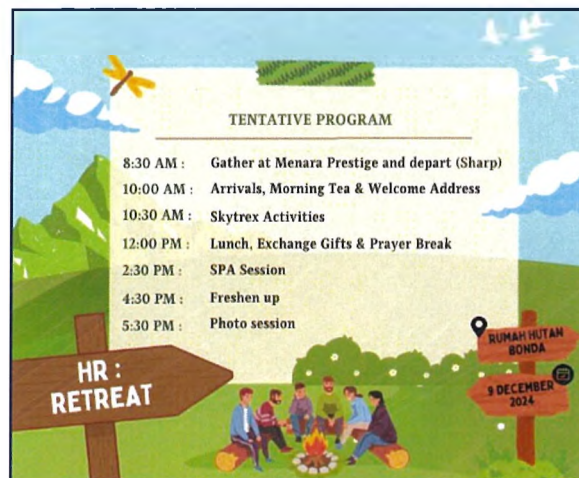
Assigned the responsibility of aiding in creation of external training catalogs for 2025 alongside overseeing current training programs, It was crucial for this job to ensure that any training program chosen met the appropriate skills gaps and development needs for staff at different levels in PTTEP. Therefore, I was constantly in touch with training providers, industry experts, and any other relevant players to make sure that whatever programs were selected suited employees along different axes of professionalism.



My task was to research and assess the existing training programs. One consideration that we use in our selection process is content, quality, relevance, and credibility of the providers. I intended also in doing so to assure that programs could satisfy the needs of individuals in each job family at a suitably high level while at the same time helping staff members to pursue their wider career goals. I could obtain comprehensive information about each course or program learning objectives, duration, certification requirements from training providers. This information was then organized into thorough and concise catalogs which served as a guide for employees to select programs matching their objectives for career development.

The catalogues were indeed organized for employees in this way, facilitating their swift search for programs that would fulfill their needs, be these enhanced technical skills soft or ways to enter management. This kind of program, which allowed PTTEP employees free access to high-quality external training programs if it could not itself offer them an equivalent internal curriculum for development based on the whole approach was comprehensive.

#### 4.3.1.4 HR Away Day



**Figure 12: HR Away Day Tentative**

I was also responsible for arranging and executing the HR Away Day at Rumah Hutan Bonda in Batang Kali on December 9th, 2024, as part of my Employee Relations task. This day provided a precious opportunity for the HR team to build up team spirit and reassess their goals in an environment outside the norm. During the early planning phase of the event, I contributed fresh ideas designed to engage staff while aligning seamlessly with the team's themes and goals. In putting the ships into motion, I had direct contact with a few vendors working as an external party on our event, assuring us that our needs were fulfilled. It was

also my job to handle transport logistics, making sure that transportation to and from the venue for our events was trouble-free, essential if we wanted our program to run smoothly.

I also participated in the event's various activities, ensuring smooth progress without delay. Organizing team bonding exercises was part of my job, in which I had two main responsibilities facilitating collaboration and trust between members of the team and leading the groups through these exercises. Furthermore, I stood ready to confront any immediate challenges that arose, such as sudden changes or minor problems which cropped up during an event.

#### 4.3.1.5 Monthly Birthday Celebration



**Figure 13: Monthly Birthday Posters**

Alongside my other duties, I was actively involved with the monthly birthday celebrations, a key part of the company's employee engagement initiatives. To promote a supportive and inclusive working environment, these events celebrated employee's birthday to foster belonging and gratitude in the workplace.

One of the tasks that I was responsible for, was making posters to be posted for the birthday celebration. I worked to create posters that were visually appealing while remaining aligned with the company's branding and communication strategy. In addition, I volunteered to send calendar invites to all employees to ensure everyone was aware of the dates celebrating and could participate if they wished. In doing so, it also encouraged a sense of community as team members wanted to take part in recognizing their coworkers.

These monthly birthday celebrations played an important role in boosting employee morale and creating a positive, motivating atmosphere at work. By getting involved with this initiative, I was able to help drive the overall success of the company's employee engagement efforts, while developing my organizational, communication, and creative skills.

Through these roles, I contributed to the entire Learning & Development and Employee Relations function while gaining full exposure to HR operations. From overseeing HRDC grant applications to planning training events and engagement efforts, my internship allowed me to gain insight on how integral L&D was in driving organizational success. Through these experiences, I have developed practical skills and a more profound understanding of HR management, laying the groundwork for my future career.



#### 4.4 What I Gained from This Internship

An internship is a must step in bridging the gap between classroom learning and real-world professional experience. During my internship at PTTEP, I had the chance to explore the Human Resources (HR) department in-depth, gaining valuable insights into the complexities of capability development, employee engagement, and training management.

##### 4.4.1 Intrinsic Benefits

Additionally, through regularly attending meetings and completing assigned tasks and projects, I improved both my technical skills, but also my understanding of the company's culture and internal processes. Working with various departments deepened my appreciation of how a company operates. My work in supporting upper management and managing smaller projects assisted me in grasping how all the HR processes interconnect, allowing me a more transparent picture of her role in an organization.

Networking with mentors and colleagues was one of the most valuable experiences I had during my internship. Getting to know people across the organization really helped me navigate my career and be supported along the way. While those mentoring connections have already much shaped my career ambitions, they would further carry on to a huge extent in my professional journey.

The experience of this internship also made me reflect on my career goals. It was through working in an active HR environment that I was able to have a better understanding of the day-to-day tasks and responsibilities of the profession and ultimately determine whether my skills and personality align with potential career paths. Planning Human Resources in-house events, overseeing Human Resource Development Corporation (HRDC) grants, restructuring training folder etc. gave me extra achievements to add to my resume but also uplifted my confidence to outline and structure my long-term career goals.

My mentors and supervisors were incredibly supportive and helpful throughout the process. They helped me step up my work and identify things I needed to improve. Remembering my skills and effort has uplifted my self-esteem and will give me a good foundation for future job opportunities.

#### **4.4.2 Extrinsic Benefits**

Joining PTTEP were a lot of concrete benefits in addition to the professional growth I received. I was given an allowance of RM 800 per month which gave me the motivation to deliver results and contribute to the macro as well as the micro economy of the organization. Also, a free laptop was provided to me, allowing me to access the tools necessary for carrying out my responsibilities throughout the internship period.

PTTEP's work environment was supportive and very comfortable: unlimited coffee in the pantry and vending machine snacks I could fill up with. All these benefits fostered a productive and positive environment that enabled me to properly get my work done while savoring moments of small comforts.

Overall, the internship has been an enriching experience that allowed me to put my academic knowledge into practice. It has not only improved my technical and interpersonal skills but also reignited my passion for human resources. I leave PTTEP better equipped for my future career, with a clearer understanding of what I want to achieve and the tools and networks to succeed in this field.

## 5.0 SWOT Analysis of PTTEP

PTTEP is a leading player in the oil and gas industry hence the SWOT analysis highlights PTTEP's strengths in cultivating a collaborative work environment and their strong employer branding. However, the company faces challenges such as high workloads and stringent work processes that could impact employee well-being and operational efficiency. There are considerable opportunities for growth, particularly through strategic partnerships and a commitment to responsible practices, as well as harnessing global trends in sustainability. Conversely, external threats such as political and regulatory uncertainties, alongside the fast pace of technological advancements remain critical concerns.

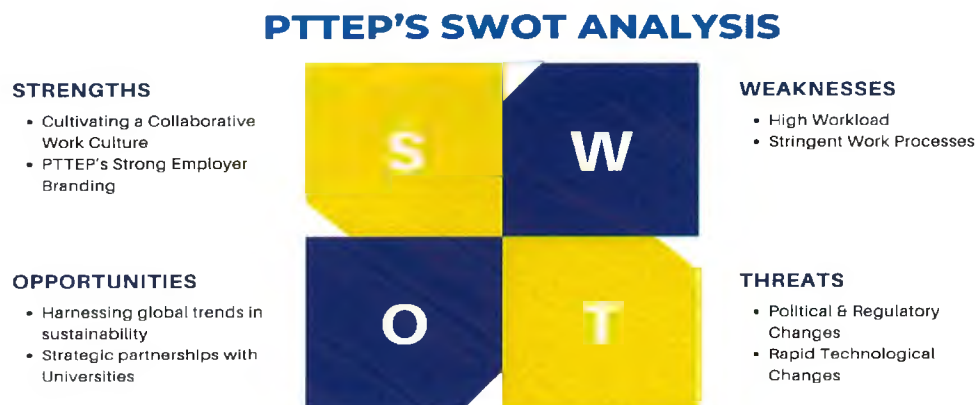


Figure 14: PTTEP's Swot Analysis Table

### 5.1 Strengths (Internal Factor)

#### 5.1.1 Cultivating a Collaborative Work Culture

One great thing about PTTEP is their consistent commitment to their people and having a friendly and inclusive work atmosphere where people can flourish personally as well as professionally. Through this lens, the company knows workers see their organization as a means of achieving personal goals and advancing in their career. After successfully achieving these goals, employees become more engaged, which largely benefits the company in the long run. This alignment of personal goals with career advancement increase employee motivation, satisfaction, and retention.

Strong employee engagement plays an important role in PTTEP's success in promoting a collaborative culture. Engaged employees have increased output, satisfaction,

and dedication, which heightens retention and draws high-level talent. When applied to the PTTEP organization, the **One Team, One Goal** initiative manifests the company's unity and drive toward common objectives while fostering collaboration in departments and ensuring the company operates as a cohesive whole at all levels. Employee health and wellness are among the key components of PTTEP's cooperative culture. Physical and mental wellness are essential elements in feeling fulfilled and productive at work, which is why this organization makes this a top priority amongst its staff. With a workplace focused on health and wellness PTTEP supports its employees to keep a well balance lifestyle, leading to a sense of belonging and company satisfaction.

The extensive collaborative network at PTTEP is underpinned by the **EP Spirit**, a guiding principle that calls for all departments to come together and demonstrate teamwork through team-building annual activities, which help build the relationships between departments. Held with workers outside the office space, these practices allow employees to bond on a more personal level while also providing them with the chance to further internalize the company's central values. This indicates a commitment to fostering a positive, inclusive, and supportive workplace culture at PTTEP, which in turn drives collaboration and excellence within the organization.

On the 1st day of internship at PTTEP I joined EP Spirit activities that were held in Bomb Battle, Berjaya times square. What an ideal introduction to PTTEP's spirit of teamwork and inclusivity. It provided me with an opportunity to meet other employees from other departments in a casual and fun manner, enhancing communication and collaboration and reiterating the company's culture of teamwork.

### **Recommendation:**

A strong collaborative work culture is one of PTTEP's key strengths, aligning seamlessly with its EP Spirit, ensuring the organization achieves its goals while maintaining a motivated and engaged workforce. In mid with this culture, PTTEP encourages teams to **regularly evaluate their dynamics** and effectiveness using tools such as surveys, feedback sessions and performance reviews. These assessments reveal potential roadblocks and assistance (30 Performance Management and Performance Evaluation Techniques, 2024) If problems arise, PTTEP resolves them as quickly as possible so that teamwork remains a positive and rewarding experience for all employees. Additionally, evaluations help gauge teams' success in hitting shared goals, as well as the importance of collaboration for fostering innovative ideas and problem-solving efforts.

PTTEP's leaders foster a collaborative environment by being **role models of teamwork**. By engaging in actions such as active listening, knowledge sharing, and offering support, leaders establish the norm for cooperative behaviors at every level of the organization (Robert, 2024). Such a leadership style resonates strongly with PTTEP's values of excellence and teamwork and motivates employees to work together in a unified manner toward common objectives. When leaders demonstrate their endorsement of using collaboration, it reaffirms to the organization that it is a fundamental value.

Through this integration, PTTEP builds a workplace where teamwork, respect, and innovation are priorities. These are parts stationary and clear framework which needs periodic validations to be in pace with the momentum. This not only attracts employees, but also assists the company's mission to investigate, refine, and succeed within the oil and gas sector. Other than this, by transforming the work from digits through collaboration, PTTEP aspires to be a leading organization that can sustain growth and excellence in the long run. This will keep PTTEP at the forefront of the industry, where success comes from a shared purpose, working together.

### 5.3.2 PTTEP's Strong Employer Branding

With today's hyper competitive job market, a strong employer brand is no longer a nice to have, it is a must have. Employer branding, according to (Kumar, 2024), encompasses the advertising of products or services but also touches on the image a company creates as an attractive place of employment. A compelling employer brand is an attraction, pulling top people in by showcasing what makes you and your organization unique and valuable. It highlights the benefits of working for your company and it paints a friendly picture of your company culture. Employer branding is imperative not just for attracting talent but also for retaining it. Workers' pride in their work means they are more inclined to stay, fostering loyalty and decreasing turnover rates.



**Figure 14: GRADUAN Brand Awards**

The commitment demonstrated by PTTEP Malaysia Asset toward developing talent through employer branding came out on top at the GRADUAN Brand Awards held on December 5, 2024. In Malaysia's oil and gas sector, PTTEP ranked as the most preferred employer for top talent, second only to PETRONAS and Petron Malaysia. The recognition placed PTTEP above industry leaders including Shell Malaysia and ExxonMobil. Meanwhile, PTTEP was ranked 44th on Malaysia's Top 50 Most Preferred Employers list based on a survey of 1,048 companies. The GRADUAN Brand Awards showcase the key factors influencing equality of preference in talent acquisition, however, they are more than just simple statistics generator as the data collected also provides vital insights into what are the key factors modern professionals are looking at in an employer. This achievement reinforces PTTEP's focus at becoming an employer of choice delivering a vibrant workplace with its powerful organizational values.

PTTEP's strong digital presence, particularly on LinkedIn with over 200,000 followers, reflects its commitment to fostering a workplace culture that aligns with modern talent preferences. By leveraging platforms like LinkedIn, the company reinforces its position as a leading employer in the oil and gas industry, attracting and retaining top talent to drive its future success.

#### **Recommendation:**

This is very much the case for PTTEP which will need to build an employer branding strategy to attract the key talent that sets it apart as an employer of choice in the oil and gas space. Since 75% of job applicants check the company's reputation before applying for a position (Zojčeska, 2021), PTTEP should leverage its online presence to showcase why it is a great place to work. By putting a focus on its culture, values, and investment in employee development, PTTEP can create a strong narrative to represent the firm to potential candidates.

The candidate journey during the hiring process needs to be continually improved to attract people in PTTEP's future so that the employer brand PTTEP conveys is as strong as the estates and businesses PTTEP has in its portfolio. As highlighted by Rop (2015) and Armstrong (2011), a positive and smooth recruitment experience can leave potential candidates with a positive perception of PTTEP, which can benefit the company in terms of attracting talent in the future, even if these individuals do not join PTTEP at a later date. That way, PTTEP can focus on offering straightforward and timely communication throughout the recruitment process, ensuring more frequent updates and a more respectful and open interaction. Regardless of the outcome, this process helps candidates see PTTEP as a desirable workplace and encourages candidates to recommend PTTEP to their network.

Besides these strategies, PTTEP can enhance its employer brand by improving its content strategy. Sharing candid, engaging content like employee success stories, workplace initiatives, and what makes PTTEP's corporate culture stand out will help to earn the trust and relatability of potential talent. By having regular and consistent activity on social media channels such as LinkedIn will provide transparency on PTTEP's effort to create a healthy workplace. To further boost its outreach, PTTEP should maximally leverage digital platforms such as LinkedIn to engage passive candidates from the very beginning as well, keeping PTTEP top of mind for future opportunities. Romanski (2022) mentioned that LinkedIn provides a solid platform for businesses, regardless of size, to build a reputable and long-lasting brand amongst themselves online while also increasing professionalism with a global reach.



In conclusion, PTTEP's strong employer branding and digital innovation have positioned the company as a leader in attracting and retaining top talent. By building on these strengths and continuously refining its strategies, PTTEP can further solidify its status as an employer of choice in the oil and gas industry, ensuring long-term success and growth.

## 5.2 Weaknesses (Internal Factor)

### 5.2.1 High Workload

One of the most important factors that directly affects the employee motivation and job satisfaction is the Quality of Work Life (QWL). Work-Life Quality (WLQ) impacts motivation and satisfaction levels of the employee. Physical & mental health, personal finances, individual values, and relationships with the work environment are a few of the determinants included under QWL (Saraji & Dargahi, 2006). Job satisfaction is a composite thing that combines psychology, physiology, and environment how workers feel about their jobs. It makes sense that personal satisfaction in life factors into contentment in work roles, those who are happy in homelife are more likely to feel happy about their jobs, and that those who feel less satisfied with their non-work life scale into a lower satisfaction with their job.

As noted by Elias (2007), significant levels of job dissatisfaction stem from disproportionate work-family balances and **heavy workloads** combined with unpleasant working environments. The results indicate that QWL has a positive impact on job satisfaction. On the other hand, a less than quality Work Life generally deteriorates performance and diminishes the zeal with which people work. At PTTEP, heavy workloads emerged as a key organizational vulnerability, negatively affecting employee well-being, efficiency, and effectiveness.

Working in oil and gas is inherently rigorous, characterized by the high-tension environments such as that of PTTEP. Due to the pressing deadlines on the staff's shoulders and the need to cover several working roles, long work hours became the new normal and so did burnouts. Over time this excessive workload causes fatigue, lower job satisfaction and possibly health issues as well. These problems are compounded by the absence of a healthy work-life balance, which makes employees unhappy and seeking for companies with better support systems and a work-life balance.

Altogether these factors represent great dangers to PTTEP's organizational well-being. Tool-high stress levels and low job satisfaction within an employee population increase the probability of turnover causes disharmony in teams sending both recruiters and training institutes into overdrive. Moreover, there are potential reputational consequences associated



with PTTEP's negative image as a high-pressure workplace, which could hinder its ability to attract top talent and undermine its competitiveness within the industry.

Altogether these factors are posing great dangers to PTTEP's organizational health. High stress and dissatisfaction in the employee population raise the likelihood of turnover, generating discord within teams and sending recruiters and training institutes into overdrive. In addition, the image of PTTEP as a high-pressure workplace could hurt its reputation, making it less attractive to top professionals and reducing its competitive edge in the industry.

#### **Recommendation:**

Combating the heavy workload on employees of PTTEP requires a multi-faceted approach based on empirical research and best practices from around the world. These solutions will best meet the needs of the company because by creating an optimal workplace that significantly improves employee well-being, productivity, and satisfaction in the long run.

Recent joint research from the World Health Organization and International Labour Organization emphasized the need for a workload equity to prevent burnout, exhaustion, and undue stress (WHO & ILO, 2021). Restructuring time management training with specialized skills towards preparing staff who need help getting through long task lists in a limited amount of time would add value and support to those leaders navigating many competing demands. The workshop is designed to help individuals work according to competing tasks, shifting priorities and heavy workloads, often under duress. Learning how to set clear goals, prioritize wisely, do the cost-benefit analysis for each responsibility, and meet schedules.

Besides, equipping management culture to assist managing those is equally important (NeuroLaunch. com, 2024). Studies indicate that supervisors are a particularly important factor in determining stress and productivity, leading to an establishment of tone. A productive workplace is one that prioritizes staff well-being and persisting through challenges. Leaders provide guidance, communication, and constructive feedback through coaching. The key to building trust and cohesion is to have regular touch points and an open-door policy about discussing issues and asking for advice (if you need it!).

Also, by providing the staff employee wellness programs that encourage exercise also alleviate stress resulting from strenuous work schedules. Wellness programs focusing on physical and mental health can enhance satisfaction and reduce absenteeism (Sauter et al., 2024), according to the National Institute for Occupational Safety and Health. Providing on-

site fitness, counseling, and workshops shows that you care about the well-being of your staff, an essential part of creating a sustainable, engaging culture.

The ability to meet challenges from heavy workloads for PTTEP is supported by the adoption of such tactical strategies. By not just increasing satisfaction and retention but also developing a capacity to sky high absorb the top talent, making sure their competitiveness continues far ahead in oil and gas.

### **5.2.2 Stringent Work Processes**

As a result, the rigid rules of PTTEP provide consistency and compliance but often limit employees' ability to respond to individual circumstances. These stringent work processes can stifle creativity, as workers may be limit due to processes that permit little room for innovation (Price, 2020). Without flexibility to experiment with alternative strategies, the company is putting at risk its prospects for progress and evolution, which is critical in a dynamic industry like oil and gas. Their struggles with massive approval processes are evidence of their commitment to thoroughness. Still, this exacting approach often results in delays, even for low-impact decisions. Because proposals usually require multiple layers of management approvals the process can slow down progress and reduce the efficiency of operations. Such rigidity inhibits the company from being able to make changes quickly as the industry is changing, thus reducing its competitiveness overall.

It can also negatively affect the team morale if there are strict work processes. When decisions are delayed because of institutional bottlenecks, employees may feel unvalued and ineffective. This eventually could create frustration and disconnection, ultimately leaving workers more reluctant to recommend ideas or take initiative. On the other hand, an overly compliance focused culture can reduce motivation and impact productivity. PTTEP's Change Management In the fast-changing oil and gas sector, PTTEP's formidable processes often define its responsiveness to fluctuating market and technology trends or changing regulations. Slow decision making could prevent them from reacting to a competitor or a new development in the industry, losing them a possible opportunity. Much more rigidity compromises the firm's ability to stay competitive agility is critical in the domain.

A rigid adherence to established processes can disincentivize employees from taking risks or trying out new ideas. This hampers the organization's ability to innovate the risk of non-compliance will outweigh the potential benefit of a designer solution. Over time, this mindset could foster an outdated corporate culture, hindering PTTEP's ability to adapt in a rapidly evolving industry.

**Recommendation:**

To resolve PTTEP's rigid way of working causing inefficiencies, PTTEP on a journey towards solving this by digitalizing and automating standard operations to ease the pressure on people whilst maintaining operational effectiveness. Working with poor internal systems can significantly contribute to workload stress, hampering productivity as well as employee morale. Automation-led digital transformation has shown to have positive effects on productivity (Sostero, 2020), especially in high-demand industries like oil and gas. Automation tools for routine administrative functions such as data online entry, report generation, and document processing can be leveraged by PTTEP members. Using AI-based tools for these functions would save time and reduce errors, allowing employees to focus on more strategic and high-value activities. With automated solutions, PTTEP could improve operating procedures, minimize manual efforts, and enhance process accuracy, which would contribute to improving overall operational efficiency.

Moreover, PTTEP may want to consider streamlining its approval processes in order to be able to respond faster to these pressures. Long and complex authorization processes often lead to bottlenecks, which can be frustrating and unproductive. Delegating decision-making authority within their responsibility can reduce bottlenecks slows headquarters decisions down. Such a method would also allow a more flexible work environment which would also lead to the employees being empowered and encouraging responsibility which would eventually lead to higher Job Satisfaction and performance. According to Deloitte's 2021 Global Human Capital Trends report, organizations that create decentralized decision-making exhibit improved responsiveness to changing market conditions and are better positioned for innovation and growth.

In addition, PTTEP must foster a culture of creativity and flexibility to compete. Encouraging employees to suggest improvements to existing processes and embracing scalable, digital solutions can help bring vitality to the workplace. Developing a solid innovation strategy which PTTEP could continuously improve the process to be flexible to internal and external challenges. According to a 2021 study done by Harvard Business Review, organizations that incorporate innovation aspects in many of their processes are more likely to gain an edge in competitive markets, improving efficiency and customer satisfaction.

These are some practices that PTTEP can implement to increase the working environment so that staff can devote more energy, freeing them up to be more creative and

innovative where required, leading to improved productivity in the workforce and ensuring the company stays viable in the competitive oil and gas market.

### 5.3 Opportunities (External Factor)

#### 5.3.1 Harnessing global trends in sustainability

Sustainability is a key external opportunity for PTTEP since it is a global megatrend, so it involves stakeholder expectations and regulatory requirements that will allow it to improve its growth and innovations with different forms based on these trends. The growing focus global on Environmental, Social, and Governance (ESG) principles encourages PTTEP to dominate a strategy of sustainable energy practices in turn help to enhance its value to stakeholders.

The first important opportunity came from the alignment with global trends. The need for action on climate change and for all countries to attain Net Zero Greenhouse Gas (GHG) Emissions has reached an unprecedented and aggressive scale. PTTEP has received the SDGs Progress Award 2020 which reflects its long-standing commitment to being one of the most sustainable business operations and showcases the company's active involvement in the United Nations Global Compact (UNGC) focused on the Sustainable Development Goals (SDGs), which underscores PTTEP being a proactive industry leader in sustainability. As governments, investors, and consumers increasingly prioritize sustainable practices, PTTEP is strategically positioned to meet the expectations of those stakeholders by integrating sustainability into its strategy and operations.

Another huge opportunity is the global energy transition. For PTTEP, as the world trends vary from traditional fossil fuels towards cleaner and renewable energy forms, it can diversify its activities beyond exploration and production (E&P) using its strong Sustainability Framework. This will enable PTTEP to penetrate emerging markets with high growth potential by focusing on the following main areas which decarbonization technologies like Carbon Capture and Storage (CCS) and future energies like Hydrogen & offshore renewables. By diversifying strategically, the company not only mitigates its vulnerability to energy transition challenges but parks itself to seize opportunities in the renewable energy sector.

Through that, PTTEP can secure their external opportunity by making a sustainable business practice and improve their market share as well as benefits the society and environment. To conclude, PTTEP can leverage integration of sustainable development in its core strategy to foster innovations, ensure sustainable growth, and generate lasting value for all stakeholders, addressing challenges and opportunities from energy transition.

**Recommendation:**

To capitalize on the external opportunities brought about by the global sustainability megatrend to the fullest, PTTEP should consider a deepening of sustainability focus on its core strategy. Whereas, PTTEP should have more deep integration of a sustainable value proposition in business strategy at all the operational levels from the exploration and production to marketing and corporate governance. That will ensure sustainability is a major driver of decision making, allowing the company to align with world-wide trends and meet the needs of investors, regulators, and consumers. Deeper embedding of sustainability in the organizational culture can enhance employee engagement and attract talent among the top population of employees who increasingly seek to work for organizations that demonstrate strong environmental and social engagement (Eccles & Klimenko, 2019).

Invest in Decarbonization Technologies, to stay competitive during the energy transition, PTTEP should invest more in decarbonization technologies like renewable energy options. Diversifying its portfolio to encompass cleaner energy sources like hydrogen, offshore wind, and solar power will allow PTTEP to reduce its reliance on traditional fossil fuels, capitalizing on fast-growing markets (IEA, 2020). This would allow PTTEP to reduce its carbon footprint, while also positioning it as a major player in the renewable energy sector, ensuring long-term business sustainability in a rapidly changing market.

PTTEP should also explore greener bonds and sustainable financing as new funding sources. The company can raise investment from institutional investors who prefer sustainable investment by aligning its initiatives with ESG (Environmental, Social, and Governance) standards. PTTEP could then finance major sustainability projects while also growing its renewable energy portfolio (Sullivan & Mackenzie, 2018). The institution may also consider issuing sustainability-linked bonds to highlight its commitment to achieving ambitious sustainability targets. Empowerment & Exhausted Governance, Risk Management, and Compliance (GRC) is also best to stay a pivotal layer of PTTEP.

With international regulatory standards growing stricter, PTTEP needs to ensure the company's operations are embedded with the new environmental regulations (Berman 2021). This would not only mitigate legal and financial risks but also enhance PTTEP's reputation as a responsible corporate citizen. Improving GRC practices can further provide confidence to stakeholders, including investors and governments, that the group is sufficiently equipped to address the challenges of the energy transition.

However, PTTEP has an opportunity to use global sustainability trends to enhance market position and drive positive outcomes to social and environmental challenges. Implementing these recommendations will position PTTEP as a leader in sustainable energy practices that drive innovation, profitability, and long-term growth, whilst remaining true to its obligations as a socially responsible business committed to sustainability and social welfare.

### **5.3.2 Strategic partnerships with universities**

PTTEP can migrate to the University as Industry model to pursue career innovations in the rapid transformations of the energy sector driven by sustainability goals and new technologies. These partnerships offer examples of a skilled workforce, better research capabilities, and contribute to the company's position as an innovator in the sector. Universities are critical suppliers of new talent with intellectual horsepower in niche areas like advanced energy resources, AI-enabled exploration technology, and sustainability. Partnerships can allow PTTEP build relations with students and graduates through internships, research programs, and employment. This guarantees a consistent stream of trained individuals who are not only knowledgeable but also capable of solving the multifaceted issues within the contemporary energy sector.

Additionally, PTTEP collaborates with universities to shape curricula that align with industry demands. Through guest lectures, workshops, and case-study competitions, the company helps ensure students are trained in their areas of interest and workforce-ready upon graduation. This proactive approach to talent development strengthens PTTEP's long-term competitiveness in an ever-evolving market.

As universities, they are centers of conducting innovative research specifically on renewable energy technologies, carbon capture and storage, and advanced drilling technologies. Academic partnerships allow PTTEP to access this expertise, which drives the development of innovative solutions to industry challenges more rapidly. PTTEP can explore new opportunities through joint research projects and technology transfer agreements, focusing on innovations such as enhanced energy efficiency, reduced emissions, and the use of AI and data analytics in exploration and production. Such partnerships with universities enhance PTTEP's image as a visionary and responsible corporate citizen. Supporting academic institutions in terms of funding, scholar tools, and other collaborative projects positions PTTEP to be an attractive partner component for both academic institutions and other businesses. Furthermore, this commitment to education and innovation attracts top talent and builds goodwill among stakeholders, creating a positive feedback loop for the company.



A strong university partnership offers PTTEP a unique channel to tap into an already skilled talent pool while benefitting from knowledge and innovation while cementing its commitment to become a leader in the energy transition. This partnership is not just a way to solve today's problems, it is also a mechanism for sustainable energy industry growth for the future.

#### **Recommendation:**

In today's rapidly evolving industry landscape, fostering strong partnerships between educational institutions and companies is essential for addressing talent gaps and driving innovation. **Aligning the goals and objectives** of universities with those of the industry is crucial for productive and meaningful collaboration. PTTEP, as one such industry leader, plays an important role in this alignment. Universities primarily focus on providing the best education, promoting research, and ensuring graduates possess the skills necessary for the job market (James, 2024). On the other hand, PTTEP aims to scale by gaining access to skilled talent and nurturing innovation through an extensive talent pipeline to support its growth. A shared vision that embraces these priorities ensures that collaborations are both relevant and enduring.

One area of potential collaboration is talent development. Educational institutions can work with PTTEP to produce work ready graduates who meet the company's specific needs. PTTEP, in turn, can benefit from engaging with academic institutions to address operational challenges and other issues within the industry. This collaboration should focus on long-term relationships aimed at shaping talent pipelines and building innovation ecosystems, rather than short-term wins such as isolated internships or research grants.

To measure the effectiveness of these partnerships, it is essential to define clear success and accountability metrics. Strong indicators such as graduate placement rates, research outputs, and partnership ROI provide tangible benchmarks for success (Bishop, 2024). Graduate placements demonstrate how well the partnership prepares students for industry roles, while research outputs highlight the innovations that arise from the collaboration. Additionally, evaluating the return on investment ensures PTTEP derives meaningful value from the partnership. A robust monitoring and evaluation system, co-designed between universities and PTTEP, is crucial for tracking progress, ensuring accountability, and providing insights for future improvements. Regular feedback fosters trust and strengthens clear communication, helping to refine practices and ensure value for all parties involved. By aligning goals and incorporating measurable aspects into partnerships,

universities and industries can build effective and sustainable collaborations that create long-term benefits for both sides.

#### 5.4 Threats (External Factor)

##### 5.4.1 Political & Regulatory Changes

Malaysia is 11th largest oil producer in the world, and 2nd largest in Southeast Asia. Malaysia is blessed with its location where it can turn to the production of oil, as it is located across the South China Sea from the state of Kelantan in West Malaysia and the state of Sabah in East Malaysia, which are at the northern end of the South China Sea and from the states of Johor to Sarawak at the southern end of the spread (Country Focus: Malaysia at an Energy Crossroads - F&A;L Asia, 2023). The production of petroleum in Malaysia is managed by the statutorily formed company known as Petronas which was formed in 1975. It has retained 100 per cent ownership and rights to approve and regulate the exploration and extraction of petroleum in Malaysia since then. Petrol concessions were granted by state governments before 1975. Pursuant to the Petroleum Development Act 1975 ("PDA 75") and the Petroleum Regulations 1974 ("PR 74"), Petronas is the licensing authority to grant licenses to any third parties who wish to conduct upstream petroleum exploration.

The second external threat for this oil and gas company is the regulatory environment in Malaysia. The most crucial challenge is the stringent local content policies imposed by the Malaysian government, particularly Petronas, Sarawak and Sabah, the state oil government. Such regulations require foreign companies including PTTEP to employ local labor and procure materials and services from Malaysian suppliers. These policies are intended to stimulate the local economy yet pose challenges for PTTEP. Not all suppliers will always be up to the company's expected level in quality, cost, thereby causing delays and inceptions.

Federal-state disputes are also a big problem. One prime example of political risk in this chapter relates to the ongoing legal tension between PETRONAS and the Sarawak state government. At the core of this dispute is the issue of jurisdictional authority, where PETRONAS has relied on the federal Petroleum Development Act (PDA) to maintain control over Malaysia's oil and gas resources, while Sarawak invokes its rights under the state Oil Mining Ordinance (OMO) (Ling, 2024). How this conflict is resolved will impact companies including PTTEP, operating in Sarawak. Uncertainties around the enforcement of these laws could lead, for example, to disruptions like delays in obtaining work permits for staff or approval for new projects. Not only do these challenges interfere with operational workflows, but they also foster uncertainty that may stifle investment.



**Recommendation:**

To manage the risks and enhance its operational capabilities, PTTEP could adopt the following measures. PTTEP should work with local suppliers to raise their quality standards and reliability. It can also enhance these suppliers through training and provision of resources, bringing them up to industry standards and regulating compliance in operations. Joint ventures with Malaysian companies can improve relations and provide valuable information on how to handle local regulations. Shell's partnership with local suppliers in Sarawak, for instance, has improved supply chain efficiency and bolstered its compliance with local content laws.

Investment in advanced technologies can greatly improve PTTEP's operational performance and reduce costs. Managing supply chain using tools such as predictive analytics and automation can help mitigate inefficiencies created by local content requirements. In addition, PTTEP has an opportunity to use digital platforms in monitoring compliance with environmental policies and requirements.

Although Malaysian policies of local content compliance seek to increase the participation of domestic economics, they raise several operational issues for foreign companies (MIDA, 2020). Structured training programs can also be adopted for local suppliers to meet international standards, which would directly benefit PTTEP and other oil & gas companies. Regulatory roadblocks may find solutions through industry forums such as MOGSC (MOGSC, 2023).

These recommendations will help PTTEP overcome external threats and strengthen its position in Malaysia's competitive oil and gas sector.

#### 5.4.2 Rapid Technological Changes

The oil and gas sector are undergoing a significant shift due to rapid advances in technology, particularly in Artificial Intelligence (AI). These changes are revolutionizing the industry enhancing operational productivity, driving down costs and encouraging sustainability. Infrastructure harm prevention, optimization of operations, digital twins and a plethora of technology that allow enterprises to make their decisions more rationally, to develop and use their resources better on data basis. In addition to helping businesses achieve their sustainability goals, they can also enhance performance. The rapid pace of technological change also poses many challenges for companies like PTTEP. These novel realities repeatedly challenge the boundaries of corporate governance (Jain, 2025) as they adjust to their new milieu in this digital age.

Historically, the oil and gas sector has been low on technology adoption, and this resistance to change still poses a significant barrier (Drillinginfo, 2015). This also demands a massive evolution of traditional business practices driven by rapid adoption of emerging tools like AI, robotics, and advanced analytics. Companies that fail to adapt risk losing to rivals that embrace these innovations at full scale. Thus, PTTEP is also needed to resist of change and to invest in high-tech. If they don't embrace change, they risk unnecessary disadvantages, missed opportunities, and an inability to meet the bar of industry standards.

The adoption of AI, automation, digital tools and so forth puts specialized technical skills on the checklist for staff. This presents a challenge within PTTEP where it needs to guarantee that the staff has the required skills to manage the new technologies and operate them efficiently. Without addressing the deficiencies of the company's skills, minor changes, and poor performance in the employee will eventually lead to, lack of proper training which results in lower adaptability to change and performance levels. **Operational disruptions also happen when there are gaps in skills**, PTTEP will be hard-pressed to properly introduce and optimize new technologies.

For instance, automation is now being utilized more commonly in the oil and gas industry which is streamlining processes that once relied on human resources. Although this boosts efficiency, it threatens job security, too. Automation could be perceived by employees as a threat to whether they'll still have jobs at all, and therefore they fight against or fear redundancy. This creates for PTTEP the challenge of achieving a compromise between automation from any cost point of view but ensuring that its peoples feel appreciated and nurtured through upskilling and re-skilling initiatives. In an industry with technological innovation at its heart, lacking in these areas would put PTTEP on the back foot and its

competition, which manages and progresses with technologies and workforces more effectively, may overall find themselves far more competitive, efficient, sustainable, and profitable.

**Recommendation:**

With the world evolving further into a technology-driven space, the workforce will need to have the capabilities of adequately covering these innovations. However, the traditional educational approaches fail to support to meet these dynamic needs and leave a gap between the essential skill sets and the existing ones to emulate in the digital age. To remain competitive as technology progresses, PTTEP must continually develop the capabilities of its workforce. Now, while AI, automation and digital tools hold great promise, their full effect can be realized only when employees have the right skills to harness these technologies. So, the company needs to work on upskilling and reskilling its people. Upskilling helps employees better their existing skills to adjust to changing viable roles within the business. In addition, reskilling firms invest employees as they creak into new positions to fill the skill holes created by technological progress.

Look at how PTTEP can address the challenges from such technological change through modern learning and development (L&D) strategies. This also encompasses incorporating AI functionality into L&D strategy to provide scalable, productive, and flexible training solutions. AI tutors or Virtual Learning Environment (VLE) can provide personalized course structures with adaptive learning pathways that enable employees to learn at their own speed and revisit difficult concepts over time. By reskilling, disruption proven employees can prevent gaps in competence necessary to drive productivity in the face of technology-induced change. It is equally important for training programs to capture ethical considerations related to AI, automation, and digitalization. They need to consider how they going to integrate discussions of data privacy, algorithmic bias, and the societal implications of automation, to prepare the current workforce for the complex challenges we face in the digital age. Collaborating with industry experts, academia, and technology providers in co-creation of training solutions will ensure that PTTEP is at the cutting edge of technology advancement while ensuring a skilled and competent workforce.

Encouraging a culture of lifelong learning is another important facet of responding to the risks posed by rapid technological change. However, in a constant state of change across multiple industries, continuing their professional development should be considered as another vital tool in their increasing arsenal. Supporting self-paced learning, providing access to e-learning platforms, and creating opportunities to explore new field will allow PTTEP to

develop a resilient workforce that can quickly adjust to technological changes (Hughes & Goss, 2023). When there is a lack of support in the educational process, employees often get frustrated and demotivated, which can reduce productivity and lower morale. Highlighted by the excitement around the possibility's new technologies offer, with a mindset of lifelong education, a workplace culture effectively champions employee's dedication, interest, proactiveness. If employees feel unsupported in their learning journey, frustration and disengagement may arise, leading to decreased morale and productivity. In contrast, a workplace environment that emphasizes continuous learning encourages employees to stay engaged, be proactive, and embrace the opportunities presented by new technologies. This approach reduces the risk of frustration and disengagement, both of which can contribute to higher turnover rates.

The swift progression of technology presents a significant threat to PTTEP if the organization fails to properly equip its workforce for the digital era. PTTEP can ensure that it remains competitive and resilient in the face of technological disruption. These strategies will minimize the risks associated with skill gaps, employee disengagement, and operational inefficiency, ultimately positioning PTTEP for continued success in a technology-driven future.

## 6.0 Conclusion

Overall, I highly recommend the internship program to my peers, as it significantly contributed to my personal and professional growth. This experience not only enhanced my skills, knowledge, and abilities but also provided me with valuable connections and lasting memories. PTTEP (PTT Exploration and Production Sarawak Oil Limited) stands out as an excellent organization for practical trainees, offering numerous rewards and opportunities for growth.

Throughout my six-month internship, I gained invaluable insights into the industry, particularly through the comprehensive training program that was both informative and challenging. This experience broadened my perspective and deepened my understanding of the real-world work environment and industry standards. Additionally, the internship allowed me to sharpen my software and functional skills, which will prove essential in my future career.

Working closely with the Human Resources and Administration departments provided me with hands-on knowledge across a variety of HR functions. The guidance from my supervisor and the support from colleagues enriched my learning experience. Beyond the tasks and activities, I learned immensely through work observation and interactions with colleagues, supervisors, and other stakeholders.

Reflecting on my time at PTTEP, I am confident that the internship program has successfully achieved its purpose of preparing students for the workforce. It has been one of the most beneficial experiences in preparing me for a future career, boosting my confidence, and equipping me with the skills and knowledge needed to thrive in a professional setting.

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## Appendices



