



BACHELOR OF BUSINESS ADMINISTRATION (HONS)
HUMAN RESOURCE MANAGEMENT
(BA243)

INDUSTRIAL TRAINING REPORT
AT
PETRO1/ENERGY1 ASIA
TECHNICAL CONSULTANCY FOR OIL & GAS INDUSTRY



12 AUGUST 2024 - 24 JANUARY 2025

PREPARED BY:

RABIATUL ADAWIYAH BINTI RADZUAN

(2022758043)

CLASS:

MIBA243 6B

SURAT KEBENARAN

Tarikh : 16 January 2025

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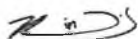
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Yang Benar



Cop jabatan/organisasi:

Nama Pegawai : Kelvin Han

Jawatan : Director

No. Tel. :

No. Faks :

EXECUTIVE SUMMARY

Being an intern in the oil and gas industry has been a very insightful experience that opened not only the eye but also the mind. As the industry keeps evolving, so did I. Through this industrial training journey, my personal and professional development evolved into making me into a more grown and skillful person. In this report is where I include the details of my journey, from the background of the company that contributed knowledge and skills for me to learn, the roles and responsibilities that I was assigned to, and the structure of the company's strengths, weaknesses, opportunities and threats that I found through my observation as a Human Resource Intern at Petrol/EnergyAsia.

In the company's background, I include the simple yet effective organizational structure of Petrol/EnergyAsia. To add more, some other information like the nature of business and products of the company is also included in this report. It is aimed to give some insights and understanding of the company's environment where I completed my industrial training. This company has given me a big impact on both my personal and professional development in the shape of intrinsic and extrinsic benefits.

I had the honor to be assigned to the Human Resource Department which benefited me a lot for me to apply the knowledge I gained from university to real-life work. It felt rewarding and gave me a sense of fulfillment when I was able to use the skills I have developed in university in my work life and turn them into an even more developed and evolving skill that I can use for a lifetime. The section of training reflection is where I explained the details and tasks that were assigned to me as a Human Resource Intern.

Last but not least, the section on SWOT analysis is the main objective of this report. It is to derive the components of SWOT which are strengths, weaknesses, opportunities, and threats of the company through my observation and findings during my industrial training period. This section will include a discussion of the elements of SWOT and the recommendations that can be suggested for each of the components.

As a result, I was able to conclude my whole experience into the end of my industrial training for me to comprehend and reflect everything that I have gained from the start until the very last day of my internship.

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ACKNOWLEDGEMENT

I would like to firstly begin by expressing my utmost sincere thanks to my family for their encouragement, continued understanding, and support. Having my family in my life throughout completing this internship has been my greatest source of strength.

I also want to thank my lecturers and friends and offer my heartfelt thanks for the guidance, advice, and motivation they have offered. Their knowledge and experience, together with your encouragement, have been most helpful in enabling me to overcome obstacles both academically and personally. I am forever grateful for each and every one of them.

I would like to also extend my thanks to my advisor from Kampus Alor Gajah, Madam Syahrina Hayati Md Jani, for her support, guidance, and effort in ensuring that I get the most out of this internship experience. Her mentorship has been helpful for me during my internship.

To the company I have chosen to do my internship, at Petrol/EnergyAsia, I am grateful for the opportunity of completing my internship with the company. The knowledge and the practical experience I have gained from this period are really useful and the learning opportunities presented have benefited me in my growth as an individual and as a professional.

Finally, I would like to thank everyone who has been on this internship journey with me. Your encouragement, advice, and support will always be in my heart and I will always treasure the experiences and lessons I have learned from this time. It is something that I am forever grateful for and will cherish in my memory.

Thank you all for being part of this great moment in my life.

STUDENT'S PROFILE

RABIATUL ADAWIYAH BINTI RADZUAN
BACHELOR OF BUSINESS MANAGEMENT (HONS) HUMAN RESOURCE MANAGEMENT



OBJECTIVE

Human Resource undergraduate with excellent knowledge in the field and a proven portfolio of 2+ years total experience of continuous learning in the university. Highly committed to personal and professional growth and eager to take on challenging roles that allow me to develop expertise and skills further. Seeking an opportunity to secure a position in a reputable company to expand my professional career network.

EDUCATIONAL BACKGROUND

Universiti Teknologi MARA (UiTM) (2022 – 2025)

Bachelor of Business Management (Hons) Human Resource Management

Current CGPA: 3.48

Muet: Band 4.5

Universiti Teknologi MARA (UiTM) (2019 – 2022)

Diploma in Office Management and Technology

CGPA:- 3.64

WORK EXPERIENCE

INTERNSHIP, PETRO1/ ENERGY1ASIA (Aug 2024 – Jan 2025)

Human Resource Intern

- Assist in the full spectrum of human resources including recruitment, employee engagement, and performance management.
- Worked closely with the Head of Business Development/Director in formulating the recruitment process and job ad copywriting.
- Generate ideas and conduct employee engagement activities virtually.
- Assist in physical and virtual training for clients.
- In charge of banners, memos, and poster designs for festive celebrations, farewells, and birthdays.
- Conduct weekly meetings with the Head of Business Development and Senior Admin & Operations to report Human Resource progress or updates.
- In charge of reaching out to candidates to hire and conducting phone screening and virtual interview sessions.

EXTRACURRICULAR ACTIVITIES

PROFESSIONAL PAUSE (May 2024 – May 2024)

Academic Event Organizer

- Proven excellent in carrying the role of the event's treasurer and managed full cost and budget of the event with success rate of 100%.

INTERNATIONAL TEACHING COMPETITION 2023 (ITAC 2023) (Jun 2023 – Jul 2023)

Participant (Academic Competition)

- Perform as a contributor to the creation of the teaching aid which successfully invented the teaching aid "B.I.J.A.K.V.1", a financial literacy for impaired people.

BATTLE OF PEERS, UITM BANDARAYA MELAKA (Jun 2023 – Jul 2023)

Assistant Head of Program

- Organized the events among HR Students for the Talent Recruitment and Selection Subject which resulted in 100% success of a project with 100% student participation.

KNOWLEDGE TRANSFER PROGRAMME, SMK TUN TUAH (Jun 2023 – Jun 2023)

Organizer

- Conducted knowledge transfer program for secondary school students for entering university preparation.

CSR PROGRAMME, RUMAH KASIH ABDUL AZIZ MALACCA (Jan 2023 – Jan 2023)

Organizer

- Successfully volunteered at the orphanage in Malacca.

FUN GENIUS GAMES, SKALTER CLUB UITM DUNGUN (Jan 2023 – Jan 2023)

Committee Member

- Proven excellent in performing as logistic committee which succeeds in ensuring event flow is smooth.

ACHIEVEMENT

- Gold Award, International Teaching Aid Competition 2023, Category B: Teaching and Learning Aids (ITAC212)
- Dean's List Award for Semester 1 (Bachelor), UiTM
- Dean's List Award for Semester 1,2,4,5 (Diploma), UiTM

SKILLS

Software : Microsoft Word (Advanced), Microsoft Excel (Intermediate), Microsoft PowerPoint (Intermediate), Adobe Acrobat (Intermediate), Outlook, Indeed, Trello

Soft Skills : Team Player, Fast Learner, Independent, Teamwork, Time-Management, Communication, Fast Paced Environment, Remote Working Communication

LANGUAGES

Malay : Native

English : Full Professional Proficiency

REFERENCE

Helmy Fadlisham bin Abu Hassan
Lecturer
Universiti Teknologi MARA
Bandaraya Melaka

Prof. Madya Dr. Ahmad Fadhly bin Arham
Lecturer
Universiti Teknologi MARA
Bandaraya Melaka

4.0 COMPANY'S PROFILE

4.1 Name, Location & Background

Petro1/Energy1 Asia is a Training Provider that offers technical consultancy for the oil and gas and energy sector industry. The company is registered with two different names because Petro1 Asia mainly focuses on providing oil and gas training and consultancy services, ranging from petroleum engineering, exploration and production, and subsurface to business-related activities within the Oil and Gas industry. Meanwhile, Energy1 Asia is a sub-division of Petro1 Asia that focuses on providing technical training & consultancy services for revenue loss reduction, maintenance reliability, spare parts optimization, electrical & electronics, and business-related activities in the Energy and Utility industry.



Diagram 1: Company's Logo

The company's office is located at Damansara Perdana, Petaling Jaya, and operates from 8:30 AM until 5:30 PM. However, the current working arrangement for the employees in Petro1/Energy1 Asia is fully working from home with the exception of the Public Relations Department, Sales Department, or Operations, as there will be occasional training that will be conducted physically in locations such as Concorde Hotel, Kuala Lumpur.

The establishment of Petro1 Asia started on October 20, 2009, being the main focus on providing consultation, training, and education services to only the oil and gas industry.

Energy1 Asia was later then established in 2012, being registered as the sub-division of Petrol Asia that offers training and technical consultancy services across various sectors, including power generation, transmission, distribution, renewable energy, and many more which covers the Energy and Utility industry.

4.2 Mission, Vision, Core Values

The company's mission is to provide unrivaled insights that lead to confident decisions for their clients in the Oil, Gas, and Energy sectors by aligning years of real-world practical experiences, technical interventions, and expertise solutions. Their vision is to provide world-class training for the energy industries and markets that drive global economies. As for their core values, they are committed to delivering proven and strong fundamental technical solutions through their practical training approaches to address current market concerns. The course instructors at Petro1/Energy1 Asia are among the leading technical experts in the petroleum industry. Most of their consultants are coming from people who work with cutting-edge technology, addressing the most pressing challenges the industry is facing today.

4.3 Organizational Structure

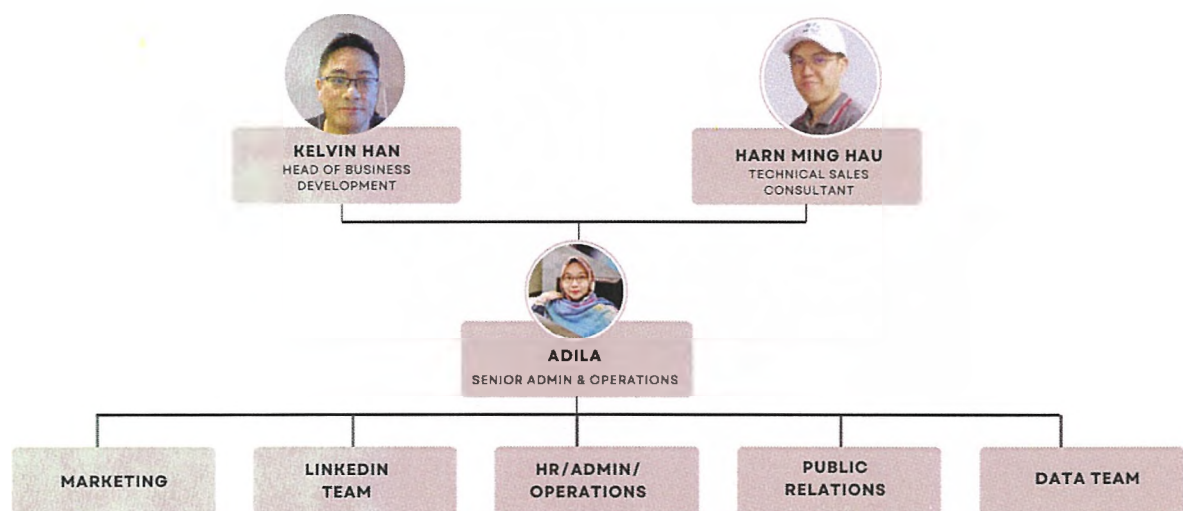


Diagram 2: Company's Organizational Structure

Petrol/EnergylAsia's organizational structure is simple but effective, ensuring the industry's overall efficiency. Mr. Kelvin Han, the Head of Business Development, leads the company's growth initiatives by cultivating strong client connections, identifying new prospects and being directly involved with day to day progress of the business operations. He is assisted by Mr. Harn Ming Hau, the Technical Sales Consultant who guarantees that consumers obtain tailored solutions through him. The day-to-day operations performance was led by Ms. Adila, Senior Admin and Operations, who is very knowledgeable in the correct and smooth facilitation of all teams, which are kept properly organized and running. The company has five supporting departments.

The LinkedIn team generates leads, connects with organizations, and builds new B2B prospects. The Marketing Team is responsible for email marketing and develops focused campaigns to engage customers, keeping them informed of the company's offerings. The HR/Admin/Operations role is very vital for internal activities of the company's operations that include employee engagement, talent acquisition, payroll, and generally making sure the wheels of workflow within the organization runs smoothly. The Public Relations team ensures the company's reputation is good through effective communication with the clients and the public, promotional activities like the company's social branding, and being the person in charge to assist in conducting the company's trainings for clients. Last but not least, the Data Team assures the data is reliable in terms of its accuracy regarding decision-making for the departments involved.

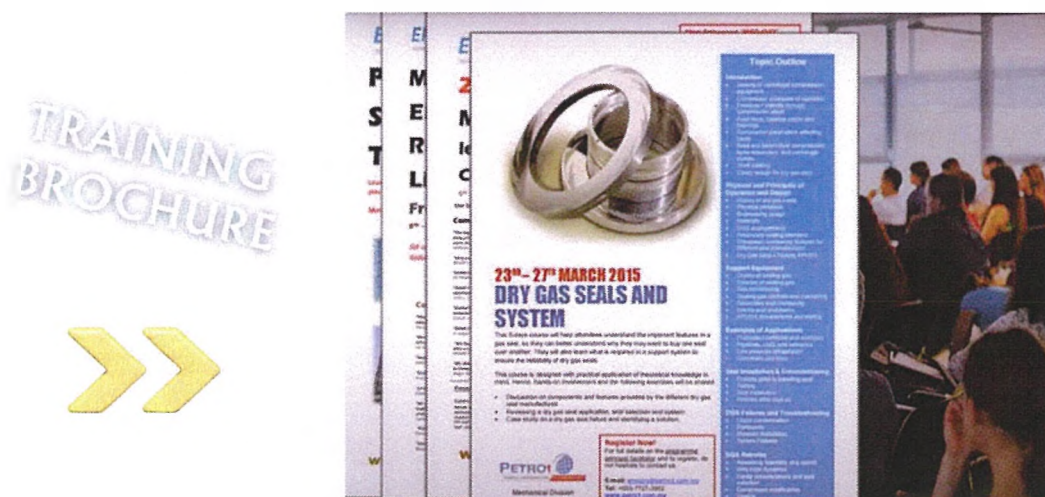
This structure clearly defines the roles and responsibilities to cater the company's needs to operate, hence, the company can offer the best service with a properly organized and effectively working internal system.

4.4 Company's Products

The company offers various courses of training for our clients from the Oil, Gas, Energy, and Utility industries. The categories of courses range from **Power & Utilities, Applied Electronics Training, Renewable Energy, Water & Wastewater, and Oil & Gas**. Some examples of training that Petrol/Energyl Asia have conducted before include **'MRO Spares - Optimize Stock Levels, and Reduce Inventory Costs'**, which was a training that aims to suggest strategies or methods that can be used by our clients in the oil and gas

industry to find a balance in optimizing inventories or spare parts to have enough parts to keep operations running smoothly and preventing them from spending too much on storing unnecessary parts. The materials and technical solutions covered in this training are aimed at guaranteeing savings by reducing waste and ensuring that resources are used efficiently. Each course that is offered by Petro1/Energy1 Asia is to make sure that it caters to specific needs and solutions needed by their clients, especially for current and latest issues faced by the energy sector.

Other examples of training courses are “**Train the Trainer: DROPS Object Awareness & Prevention (In Collaboration with DROPS)**”, “**Plant Controls & SCADA for Large Scale PV & PV-Storage Plants (VILT)**”, and “**SHELL Virtual Learning Team**”. Petro1/Energy1 Asia offers both physical and online training for their clients. The market exposure is covered throughout countries in Asia including Malaysia, Vietnam, the Philippines, China, Brunei, Thailand, and outside of Asia which is Australia. For physical trainings in Malaysia, the trainings will usually be conducted in conference rooms of hotels in Malaysia like Concorde, Kuala Lumpur, and Hilton Garden Inn, depending on the number of participants, type of training, and client needs.



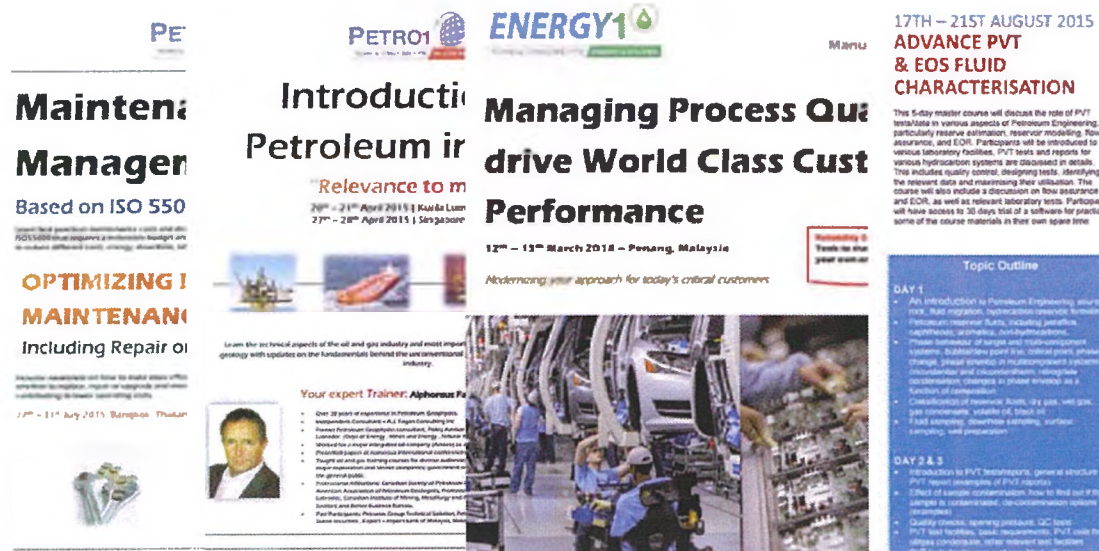


Diagram 3 & 4: Training Brochure

5.0 TRAINING REFLECTION

5.1 Duration

The duration of my industrial training for HRM 666 lasted for about 23 weeks and 4 days, starting from the date of 12th August 2024 until 24th January 2024. The onboarding session was done virtually on 12th August 2024, Monday through Skype meeting at 9:00 AM. The onboarding session was attended by my supervisor, Ms. Adila, who is the Senior Admin & Operation at Petro1 and was assisted by another Human Resource Intern to brief me on the company's background and environment. The office operates from Monday to Friday, 8:30 a.m. until 5:30 p.m. with exceptions to certain public holidays and replacement holidays that are brought forward. Each employees are entitled for 1 hour lunch break from 1:00 p.m. to 2:00 p.m and a 15 minutes break to choose from 10:00 a.m to 11:00 a.m. and 3:00 p.m. to 4:00 p.m.

5.2 Department & Responsibilities

Throughout my internship or industrial training period, I was assigned to the Human Resource Department to assist in the full spectrum of Human Resources activities. My responsibilities are categorized into a few categories, which includes **Recruitment, Performance Management, Employee Engagement, Ad- Hoc and Employee Relations.**

5.2.1 Recruitment

Being assigned to the Human Resource Department, my major role is handling the recruitment of new hires in the company. I was in charge to post job ads to online platforms, screening the resumes of candidates and conducting phone screening along with interviews. Before posting any new job ads to the job searching platforms, I will work closely with the Head of Business Development, Mr Kelvin, and my supervisor, the Senior Admin & Operations, Ms. Adila, to develop attractive copywriting for the job ads. After posting the job ads and generating traffics of applicants from the job search platform, I will then be responsible to screen the resumes in order to shortlist the applicants who are applicable to proceed to the next step.

In Petrol, the screening process of shortlisting candidates are using the scoring method and format. Each category of skills will be given scores according to different levels of expertise. For example, candidate with basic and limited skills will be categorized under Beginner with a score from 1-2, those with high knowledge of skills but lacking in consistency could fall into the Intermediate category scoring from 3-4, while candidates with high skills with a show of promising talent and consistency will fall under the Advanced category with the score of 5. All these scores will then be evaluate to determine whether candidates can proceed to the next step of recruitment, starting from phone screening which will be done by me, the Human Resource Intern. If a candidate passed the phone screening with a high score of skills, they will then be proceeded to the next step which is the First Virtual Interview that will be conducted by me and joined along with the Senior Admin & Operations. Candidates who are shortlisted will then have a last virtual interview with the decision makers of Petrol/EnergyAsia, which includes the Head of Business Development and Head of Sales.

5.2.2 Performance Management

Every new hire that has been offered a job will have to go through a 3 month probation with Performance Review meetings at the end of each month. New hires will have a chance to improve their performance after the first and second meeting of Performance Review and will be given the permanent position if they passed the third and last probation.

I had the opportunity to assist in one of the Performance Evaluation meetings for a new hire in the Data Team. The meeting was joined by the Head of Sales, the new hire, a coworker from the same department and me to assist in filling up the Performance Review

form. There are a few categories for each skill and details on the new hire performance from each month. In this meeting, we conducted the third and last Performance Review for the new hire. It was decided in the meeting that the employee has improved in her performance and can be offered a permanent job.

After ending the meeting, I will then prepare the necessary documents for the employee to sign and revert back to me. Such documents will be kept in the employee's personal folder for reference and documentation purposes.

5.2.3 Employee Engagement

As a Human Resource Intern, I was also in charge of conducting Employee Engagement Activities for all employees through a virtual platform. When conducting employee engagement activities, I will first propose the idea to the Senior Admin & Operations and Head of Business Development for it to be approved. After that, I will design posters, banners or video instructions to be sent to all employees for them to join the activity. Some examples of Employee Engagement that I handled before are Merdeka Celebration, Halloween Employee Engagement, Birthday Celebration, End of Year and Christmas Celebration.





Diagram 5 & 6: Virtual Employee Engagement

5.2.4 Ad-Hoc and Employee Relations

During my industrial training period, I was also involved in some ad-hoc tasks and employee relations responsibilities. Some of the ad-hoc tasks include assisting in physical training that is conducted by the Public Relations department. I was assigned to do some opening of the training by greeting our clients and participants along with guiding them to each coffee and lunch break. During the training, I will also have to document some pictures and collect feedback forms from our participants. To add more, I will also help to assist in virtual training from time to time as a moderator to blast chat spiels in the Teams Meeting and present the slides to participants while a coworker from the Public Relations acts as the host of the virtual training.



Diagram 7 & 8: Physical Training for Oil & Gas Clients

When it comes to Employee Relations tasks, each morning I am responsible to monitor each employee's attendance to ensure everyone signed in on time. If any of the employees failed to do so, I will have to record their lateness and reach out to them to find

out their reason for not signing in on time. Any employees who want to take medical leave or annual leave will have to apply for it through the Kakitangan software. My task is to remind them to upload the necessary documents to the software as a record to note their leave. Some other examples of tasks related to employee relations also include sending out memos to everyone if there is any announcement regarding public holidays, work rules or reminders.

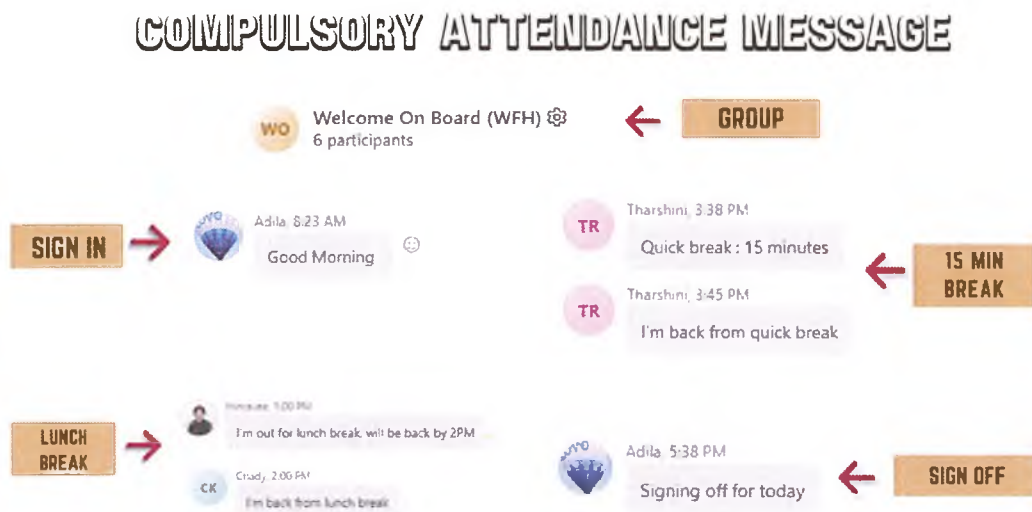


Diagram 9: WFH SOP for Attendance

5.3 Benefits

The benefits I have received during my industrial training differentiate between two categories which are intrinsic and extrinsic benefits.

5.3.1 Intrinsic Benefits

Intrinsic benefits are benefits that I received in monetary form such as allowances, birthday treats and claim for reimbursement for transportation or employee engagement activities. The amount of allowance paid by the company that I received is RM 700 per month for interns with Bachelor Degree, while interns with a Diploma will receive RM 600. Other addition of benefits are birthday treats in the form of meals or snacks from food delivery with a budget within RM 30 per employee. Lastly, compensation for transportation and meals for physical training or cost when doing employee engagement activities are also

covered by the company. For example, if I went to assist physical training in Kuala Lumpur, my transportation and meal costs are covered fully by the company. In terms of employee engagement activities, if we did any activities that required some gifts or activity kit to be sent to our houses, those costs are applicable to claim for reimbursement.

5.3.2 Extrinsic Benefits

As a Human Resource student and intern, my extrinsic benefits that I received during my industrial training are the knowledge and skills I have gained that helped me improve my professional and individual growth. I have categorized the knowledge and skills I have developed throughout my internship period into two categories, which includes **Knowledge and Technical Skills Related to Work** and **Knowledge and Skills Related to Personal Development**.

Knowledge and Technical Skills Related to Work:

In relation to the knowledge and technical skills that are related to work, I have gained the knowledge in utilizing job ads platform to perform recruitment tasks. There are several new pieces of knowledge I have gained when wanting to use a job ads platform such as creating an attractive copywriting to generate high traffic of applicants and knowing when is the right time to post the job ads. All these can be used as part of the strategy to get more applicants.

To add more, my involvement in the recruitment tasks have helped gained new knowledge on the whole process of recruitment such as formulating the framework, knowing which approach is suitable to be used depending on the job position and learning how to conduct interviews with candidates. These skills have helped me gain more understanding of the recruitment process as I get more involved in the job.

Last but not least, when it comes to knowledge and technical skills related to work, I have learned how to conduct virtual and physical training to ensure everything runs smoothly. Each of the processes required a step by step process and briefing to align everything to the objectives of the training. This process not only helped me understand the importance of having everything planned systematically, but also the importance of having an open communication with everyone involved to keep everyone informed and updated.

Knowledge and Skills Related to Personal Development:

The knowledge and skills related to personal development has improved my growth development as a student and a human being from going through this industrial training. Although there are so many skills I have developed and improved, I have chosen three major skills and knowledge that really open my mind and individual self throughout the whole industrial training period. Those skills include **Communication Skills, Networking Skills, and Multi-Tasking Skills.**

a. Communication Skills

At Petrol/Energy1Asia, although our working arrangement is remote working, we practiced open and frequent communication between each other. The Head of Business Development/Director often encourages the interns to speak up and contribute ideas during meetings. These meetings are called HR Alignment Meeting, which will be held at least once a week on Monday to discuss HR related matters or any progress of the current project. These meetings have helped me polish my communication skills and made me more confident to speak up my mind and contribute any opinions or ideas I have on mind. By applying this open communication system among employees, our Head of Business Development aims to avoid gaps or barriers among employees and employers since everyone can reach out and communicate freely. It has been clearer to me that this type of working environment made me more outspoken and have more courage when communicating with others.

b. Networking Skills

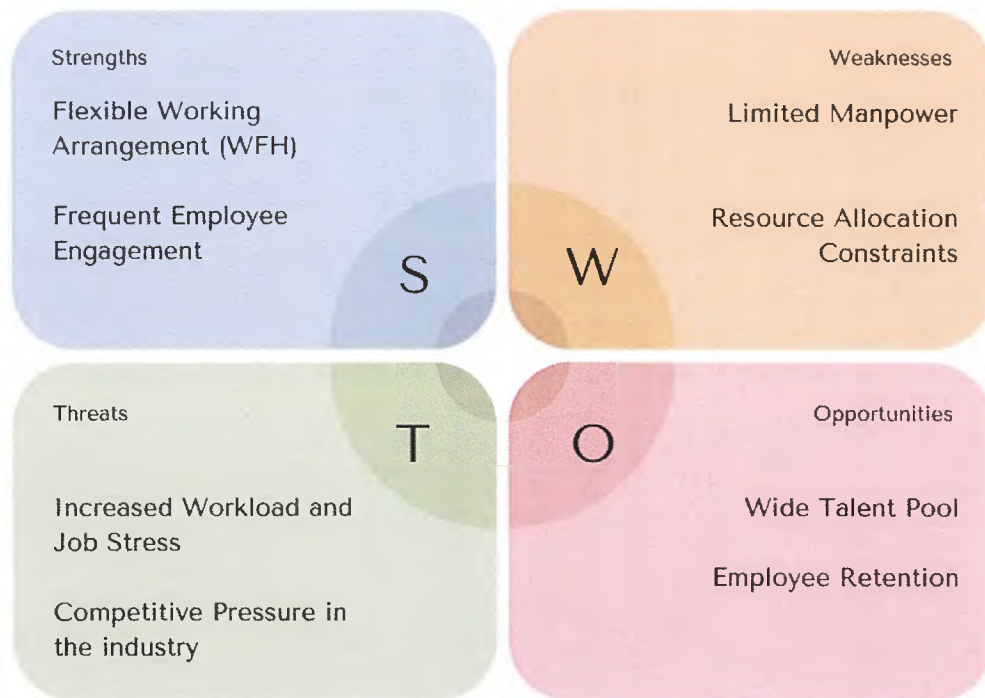
Another skill that I have developed that contributed to my personal development and growth is networking skills. This is a new skill that I developed during my time assisting the physical training conducted for our clients. During this time, I have learned how to approach our participants and engage with them. It is truly amazing how each person has a different approach and perspectives when it comes to talking about their experience. I managed to build relationships with our clients with the hope that if our path crosses again, we will be able to share new things about our professional life and careers. As a young person and a student, this experience has benefited me a lot in teaching me how important networking is. It was an eye opening experience as it helps me understand that in life, especially in career development, a person must not only rely on their academic skills but also interpersonal skills such as networking.

c. Multi- Tasking Skills

Throughout my internship period, I always look at my experience working in a startup company as a privilege that contributed to my ability to be able to work in a fast paced environment. This internship experience has given me the ability to balance multiple tasks in a short period of time. From multi tasking I have learned to manage my time better, and prioritize each task accordingly. For example, I was assigned to do recruitment tasks and employee engagement activities at the same time. In this situation, I will plan each task according to its urgency and difficulty to solve it. This is when I will clear out those tasks that require less time to finish in order to avoid any delays and I will be able to focus more on more important tasks that require more attention to detail, which can be time consuming. As I approach the end of my industrial training, I was already comfortable with my tasks even though it was in a fast paced environment because I was already getting used to doing multiple tasks at the same time.

6.0 SWOT ANALYSIS

This section consists of the strengths, weaknesses, opportunities, and threats that are identified throughout my experience of completing a Human Resource Internship at Petrol/Energy1 Asia.



7.0 DISCUSSION & RECOMMENDATION

During my internship at Petrol/Energy1 Asia, I observed various strengths, weaknesses, opportunities, and threats related to the organization. The following SWOT analysis outlines these key factors and provides recommendations based on my experiences.

1. Strengths

a. Flexible Working Arrangement (WFH):

A key strength I observed at Petrol/Energy1 Asia was its flexible working arrangement, allowing employees to work from home (WFH) and work from anywhere (WFA). This flexibility has proven to be particularly beneficial in the remote work setting, enabling employees to balance work and personal life more effectively. As it allows employees to spend less time commuting to work and spend more time with families or even

having more time for own self. According to Choudhury et al. (2020), remote work not only eliminates the stress of commuting but also provides employees with autonomy over their work environment, which leads to increased job satisfaction and productivity. The article titled “Work-from-anywhere: The productivity effects of geographic flexibility” (Choudhury et al., 2020) also added that the traditional working from home (WFH) offers employees with temporal flexibility while working from anywhere (WFA) offers both temporal and geographical flexibility which is what the Petrol/Energy1 Asia offers to its employees.

From a survey done during the End of Year 2024 and Christmas virtual employee engagement, employees at Petrol/Energy1 Asia expressed that they appreciated the flexibility, which helped reduce work-related stress and allowed them to manage their time more effectively. It can also be seen that their motivation is higher to continue a remote working arrangement as compared to traditional working from the office.

As a recommendation, to further enhance this strength, Petrol/Energy1 Asia should continuously improve and perfecting its WFH policies by ensuring employees have the necessary tools and set ups to work effectively from home. Offering remote work allowance for office setups, devices or internet can also ensure employees are equipped for success. In an article on the effect of remote working to employee performance, it is highlighted that the organisation should put in place online resources to help people with unexpected technical issues after normal hours (Mbonu et al., 2024).

b. Frequent Virtual Employee Engagement:

Despite currently being a fully remote environment, employee engagement at Petrol/Energy1 Asia is frequently conducted through virtual channels. The company made sure that there are always festive celebrations to be celebrated together as a part of ensuring employee morale is high and everyone has the chance to engage with everyone. This frequent virtual engagement helps maintain strong communication and fosters a sense of community, even when employees are physically dispersed. According to an article by Coursera (2024), employee engagement is a commitment that encompasses employee satisfaction, motivation, and effectiveness. The article also highlighted that a lack of engagement among remote workers can lead to feelings of isolation and disconnection, which may, in turn, affect overall team cohesion and collaboration (Coursera, 2024).

At Petrol/Energy1Asia, the company often thrive to ensure that every once in a while there will be fun activities for employees that includes rewards and gifts. This form of activities and rewards are aimed to motivate employees and give them a sense of belonging when being included in fun and engaging activities that are done together. It can be observed that the employees in Petrol/Energy1Asia are seen happier and relaxed when these type of employee engagement activities are conducted, which leads to proof in employee happiness and satisfaction.

To optimize virtual engagement, Petrol/Energy1 Asia could introduce more interactive virtual activities, such as virtual team-building games or collaborative online projects. According to Nozar Shokrollahi (2023), a strong, inclusive organizational culture that upholds company values and practices social responsibility was frequently discussed as essential for long-term employee engagement and satisfaction.

2. Weaknesses

a. Limited Manpower in Remote Work Environment:

During my internship, I noticed that one of the weaknesses of Petrol/Energy1 Asia in a fully remote setup was its limited manpower. With a small team working remotely, employees often had to take on multiple roles, which led to an overwhelming workload for some. This is a common challenge for startups operating remotely, as small teams may struggle to meet the demands of an expanding business. The consequence is that work pressure and stress levels increase because employees have to run faster to get everything done (IDA, 2025). Employees may also experience difficulty in collaborating effectively when they are handling multiple tasks without adequate support.

Although it seems that this weakness has not given a big impact to Petrol/Energy1Asia yet. It is important to monitor this situation and generate strategies on how to solve the issue.

As a recommendation to tackle this weakness, Petrol/Energy1 Asia should consider expanding its remote workforce by hiring additional employees or utilizing flexible staffing solutions such as freelancers or consultants. This would reduce the pressure on current employees and allow for more efficient project management. Kowalski and Loretto (2020)

emphasize that small companies can benefit from temporary staffing solutions, which provide flexibility without the long-term commitment of full-time hires.

b. Resource Allocation Constraints in a Remote Setting:

Resource allocation constraints were another challenge I observed at Petrol/Energy1 Asia. In a remote working environment, managing resources such as technology, budget, and personnel can be more challenging than in a traditional office setting. With limited resources, it became difficult to prioritize certain projects, which led to delays and inefficiencies.

This could negatively affect the company's ability to scale and meet market demands in the energy sector. An article wrote that a resource constraint is any limitation or risk related to resources allocated to projects. Identifying these resource management restrictions is part of the project planning process. Resource constraints can disrupt your project and impede effective delivery (Indeed, 2024).

To address this issue, Petrol/Energy1 Asia should invest in resource management tools designed for remote teams. These tools can help track resources, assign tasks more effectively, and optimize the use of personnel and technology. By considering using software that plans and monitors resources, these tools will give real-time data, which helps determine which tasks need resources and assign them. The software also simplifies project supervision and saves time which can improve both productivity and project delivery (What Are Resource Constraints? and How to Manage Them, 2024).

3. Opportunities

a. Wide Talent Pool for Remote Hiring:

One of the opportunities I noticed during my internship was the ability for Petrol/Energy1 Asia to tap into a wide global talent pool due to its fully remote work model. The flexibility of remote work enables the company to hire employees from different geographical locations, offering access to a diverse range of skills and perspectives. According to Chang (2024), remote work allows companies to tap into a global talent pool, transcending geographical limitations and accessing diverse skill sets.

The current practice of Petrol/Energy1Asia allows employees from all across Malaysia to work remotely despite living so far from each other. This arrangement has

allowed employees to work from anywhere they prefer as long as they can access the internet to communicate virtually.

To maximize this opportunity, Petrol/Energy1 Asia should expand its recruitment efforts globally, leveraging online platforms to attract top talent from diverse backgrounds. From a research written in 2024, by embracing remote work, businesses are no longer limited to hiring talent from a specific geographical area, expanding the talent pool. They can tap into a global talent pool and attract highly skilled individuals from different cities, countries, or continents. This opens up new opportunities for finding the best candidates for specific roles, regardless of their physical location (Kho et al., 2024).

b. Employee Retention:

Another component that I observed during my internship under the category of opportunities is that, I found that frequent virtual employee engagement played a significant role in retaining employees at Petrol/Energy1 Asia. The company's commitment to maintaining regular communication and providing virtual social events helped employees feel connected and valued, despite the remote working environment. As noted by Solomon & Sandhya, studies have found positive relationship between employee engagement and organizational performance outcomes: employee retention, productivity, profitability, customer loyalty and safety (Solomon & Sandhya, 2024).

To build on this opportunity, Petrol/Energy1 Asia should continue investing in virtual engagement initiatives, ensuring that employees are consistently recognized for their contributions. Offering professional development opportunities during virtual events can also enhance employee loyalty. It is beneficial to invest in more employee engagement as studies have found positive relationships between employee engagement and organizational performance outcomes such as employee retention, productivity, profitability, customer loyalty and safety (Solomon & Sandhya, 2024).

4. Threats

a. Increased Workload and Job Stress in Remote Work:

A significant threat I observed at Petrol/Energy1 Asia was the increased workload and job stress that remote employees experienced. In a fully remote setting, employees often

face blurred boundaries between work and personal life, leading to longer working hours and higher stress levels. This was particularly evident during peak project periods when employees were required to meet tight deadlines. If employees fail to balance between work and life, this will negatively impact their well being and health. Employee burnout and chronic job stress associated with long working hours can negatively affect work quality and personal relationships, consequently impacting mental health and psychological wellbeing (Costin et al., 2023).

To solve this issue, Petrol/Energy1 Asia should introduce policies that encourage work-life balance, such as limiting the number of overtime hours and encouraging employees to take regular breaks. It is important to make sure employees are aware of the potential effects of remote work on mental health job stress more effectively, which in turn can reduce burnout and improve overall productivity (Shirmohammadi et al., 2022).

b. Competitive Pressure in the Industry:

Lastly, as a startup company, Petrol/Energy1 Asia also faces competitive pressure within the energy industry, which is characterized by rapid technological advancements and a growing demand for innovative solutions. As the industry evolves, startups like Petrol/Energy1 Asia must constantly adapt to stay ahead of competitors. It is crucial for companies to continuously innovate and adjust their strategies to maintain a competitive edge in a fast-changing market. According to an article on Business Strategies and Competitive Advantage, due to the rapid development of technology, as previously mentioned, companies are required to maintain their competitive advantage in various ways so that they can continue to compete in the market and not lose to their competitors (Farida & Setiawan, 2022).

In order to address competitive pressure, Petrol/Energy1 Asia should foster a culture of continuous innovation by encouraging employees to collaborate on new ideas through virtual brainstorming sessions through a research and development process to increase innovation efficiency. Research and development (R&D) activity helps firms improve their process technology, which contributes to the improvement of product quality and the reduction of production costs (Huang, 2023).

CONCLUSION

To conclude everything, this industrial training opportunity for HRM 666 has rewarded me with so much knowledge and skills that will help prepare myself to enter the real worklife. It did not only provide me with significant development from a professional perspective, but also personal development. The whole experience has been a great privilege for me to be able to apply the knowledge that I have gained from being in a classroom into a working environment.

After completing my industrial training, I have gained more confidence to face challenges in the future to pursue a career in the Human Resource field as this experience has given me the first step of going into that path. Everything that I have learned from the responsibilities and tasks that have been assigned to me throughout this journey will be part of important notes that I will keep inside my mind to be applied anywhere I decide to pursue my career.

One of the most insightful parts of completing this industrial training is being able to use my observation and problem solving skills to conduct research on the SWOT analysis of Petrol/Energy | Asia. This part of the report has given me not only a clearer understanding of the company's strengths, weaknesses, opportunities and threats, but also mine. I was able to understand what part of my skills can be utilized when working and which flaws can be improved.

Overall, this experience has not only strengthen my confidence in a professional setup, but it also made my passion in the Human Resource field grew more and making me have a stronger foundation of pursuing my future career in the field.

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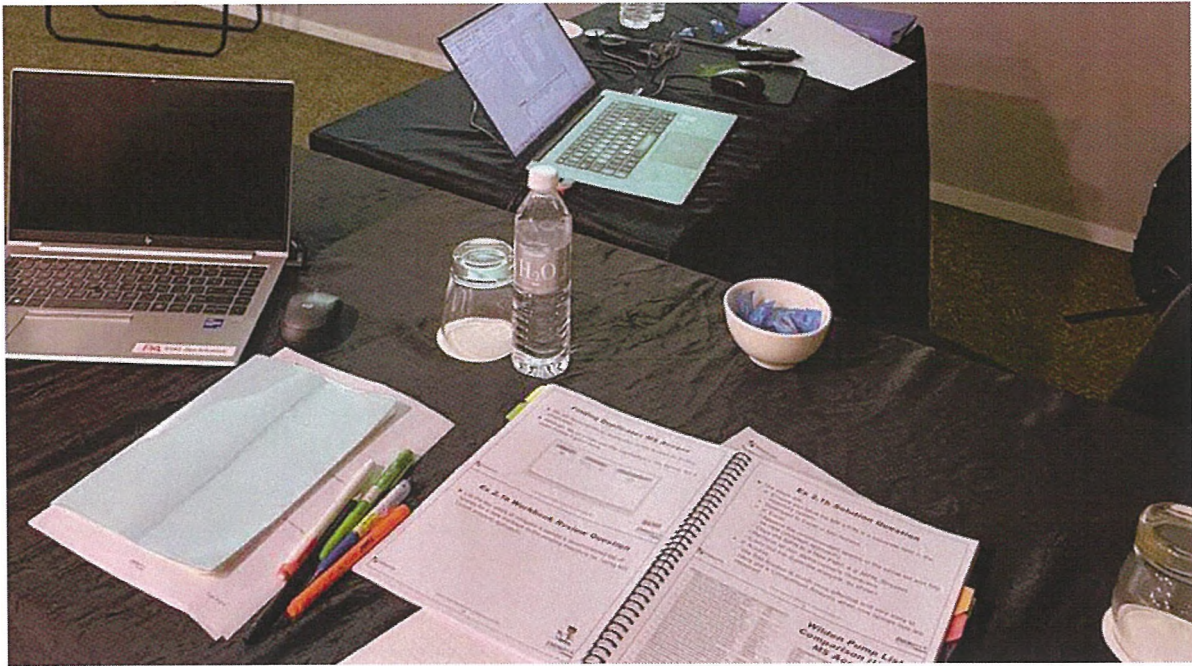
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APPENDICES





Physical Training for Oil & Gas Clients





Virtual Employee Engagement



Office Closing Memo



Banners