



UNIVERSITI
TEKNOLOGI
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Pengurusan
dan Perniagaan

Ranhill
SAJ

INDUSTRIAL PRACTICAL TRAINING AT RANHILL SAJ

1 MARCH - 15 AUGUST 2023

PREPARED BY:

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EXECUTIVE SUMMARY

This Industrial Training Report provides an overview of my internship process throughout these six months and highlights key findings, achievements, and lessons learned during the internship period. My internship was conducted at Ranhill SAJ Sdn Bhd from 1st March 2023 to 15th August 2023. The primary objectives of my internship were to gain practical experience in the real working world, develop professional skills, and to complete my degree study as it is a compulsory subject for this last semester.

During my first day internship, I was assigned as a Human Resource trainee at HR department under Mrs., Norazimah Binti Aziz. The primary role was to assist Mrs. Norazimah and learn about HR in these company. The responsibilities included helping Mrs. Norazimah solved employee's issues regarding the medical card company on how to apply it, act as a middle person between employees and HR at Head Quarter, do a HR visit to observe employee's welfare and conduct some events. These responsibilities provided an opportunity to gain hands-on experience, apply theoretical knowledge, and contribute to the organization's projects and initiatives.

Moreover, this Industrial Training Report consists of my profile, my updated resume, company's profile, training reflection, company's SWOT Analysis, recommendations and conclusion. SWOT Analysis will be used to evaluate the company's competitive position which includes its strengths, weaknesses, opportunities, and threat. Thus, by doing this report we can analyze the company's biggest strength which is RSAJ (Ranhill SAJ) is one and only water treatment company that operates in Johor and this company has expanded globally. Meanwhile, in this report also consist of some recommendation that can help the company to improve the weaknesses which are RSAJ lack of young talent and has spent thousand ringgits to maintain the quality of water.

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ACKNOWLEDGEMENT

Alhamdulillah, praise to Allah S.W.T, The Almighty with His mercy and blessing I have managed to undergo my industrial training on the time. I am grateful to Him for providing me with the courage, inspiration, patience and health to complete this report successfully.


First and foremost, I would like to express my deepest gratitude to Ranhill SAJ Sdn. Bhd Kluang Branch for providing me with the opportunity to undertake this internship. I would also want to thank my supervisor, Mrs. Norazimah Binti Aziz, for her advice, support and mentoring throughout my internship. Her knowledge, compassion and willingness to share have been beneficial in developing my understanding of Human Resources and honing my skills.

I would also like to extend my appreciation to all team members at Ranhill SAJ who have welcomed me and provided a positive and collaborative work environment. Their support, encouragement, and willingness to share their expertise have greatly contributed to my learning and professional development.

Next, I would want to thank my industrial training advisor, Madam Noor Rafhati Binti Romaiha, for guiding me during my internship experience. Aside from that, I sincerely appreciate her willingness to devote some time to provide feedback and review on my industrial training report. Her understanding, encouragement, and consistent support during the completion of this report are greatly appreciated.

Last but not least, I would like to express my heartfelt appreciation to my family and friends for their continuous support, encouragement and belief in my abilities. Their consistent support and understanding have been important in keeping me motivated throughout the internship journey.

1.0 STUDENT'S PROFILE



OBJECTIVE

Seeking a career opportunity within a reputable organization in the Human Resources department that offers a positive and conducive work environment, and enables me to apply my extensive knowledge in HR practices. I am highly motivated to continuously expand my skill set, fully dedicate myself to my work, and make a valuable contribution towards the company's mission and objectives.

TECHNICAL SKILLS

- Microsoft Office (Intermediate)
- Canva (Intermediate)
- Capcut (Intermediate)
- Adobe Photoshop (Basic)

PERSONAL SKILLS

- Able to communicate well with teams
- Dynamic Team Work
- Willing to give commitment in work
- Fast learner
- Punctual
- Hardworking

LANGUAGE

- Malay (Native)
- English (Intermediate)

REFERENCE

Puan Afzan Nor Binti Talib
Advisor Lecturer
Faculty of Business and Management
University Teknologi Mara
Campus Bandaraya Melaka

Puan Norazimah Binti Aziz
Industrial Training Supervisor
Supervisor Human Resource
Ranhill SAJ Sdn Bhd Kluang Johor

AFINI BINTI ROSLAN

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION (HONS.)

HUMAN RESOURCE MANAGEMENT (2021 - 2023)

University Teknologi MARA, Bandaraya Melaka

CGPA : 3.65

MUET : Band 4

DIPLOMA IN BUSINESS STUDIES (2018 - 2021)

University Teknologi MARA, Segamat Johor

CGPA : 3.65

WORK EXPERIENCE

RANHILL SAJ SDN BHD | TRAINEE

(1 MARCH 2023 - 15 AUGUST 2023)

- Engage in human resource initiatives such as conducting site visits to gain insights into employee welfare and address any issues faced by staff across various branches and districts.
- Assist employees in completing work documentation.
- Assist in the decoration of the ceremony venue and oversee the smooth coordination and execution of the event.

WAKAKA F&B | PART TIME

(8 AUGUST 2022 - 8 SEPTEMBER 2022)

- Proficient in multitasking, including taking customer orders, serving food and beverages, and handling cash transactions, especially during busy periods with limited staff availability.
- Organize inventory and familiarize oneself with all the products and recipes.
- Capable of performing first in, first out (FIFO) inventory management, as well as handling opening and closing procedures.

FUD'S BURGER RESTAURANT | PART TIME

(25 DECEMBER 2021 - 25 JANUARY 2022)

- Enhance communication abilities and effectively manage diverse customer interactions and behaviors.
- Capable of performing multiple tasks simultaneously, including taking customer orders, serving food and beverages, and handling cash transactions, particularly busy periods with limited staff.

ACTIVITIES & INVOLVEMENT

- Sembang Santai: Belajar Di Era Pandemik, Bersediakan Anda? , April 2021
- Virtual Up Skilling Program; Walk of Life Game - Will You Survive? , December 2021
- Social Business Plan (Entrepreneurship, Innovation & Technology) Pitching, January 2022
- Virtual Melaka International Intellectual Exposition, June-July 2022

ACHIEVEMENT

- Dean list award recipient (achieve more than 3.5 CGPA Department of Business Studies, Mac 2019.
- 1 winner, Project ANAA MOBILE SPA, Social Business Plan (Entrepreneurship, Innovation & Technology) Pitching, January 2022.
- Silver award, Track Innovation: Production Specialist Performance Appraisal Form, Virtual Melaka International Intellectual Exposition, June-July 2022.

Figure 1: Resume

2.0 COMPANY'S BACKGROUND

2.1 INTRODUCTION

In this section will provide an overview of the company's profile, encompassing its name, location, historical background, corporate vision and mission, objectives, goals, organizational structure as well as its range of products or services.

2.2 COMPANY'S PROFILE

Name: Ranhill SAJ Sdn. Bhd.

Location: Ranhill SAJ, Jalan Ibrahim, Kompleks Pejabat-pejabat Kerajaan, 86000 Kluang, Johor.

Operation hours: 8:30 a.m. – 5:15 p.m. (Monday – Thursday)

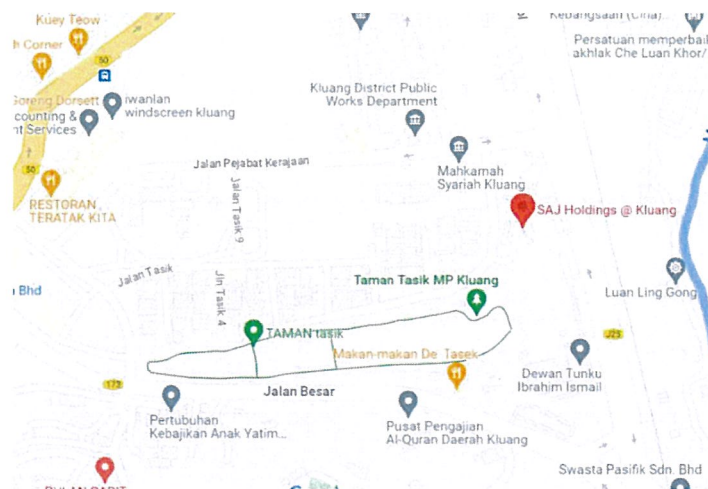


Figure 2: Location Ranhill SAJ Kluang



Figure 3: Ranhill SAJ Building

2.3 HISTORY

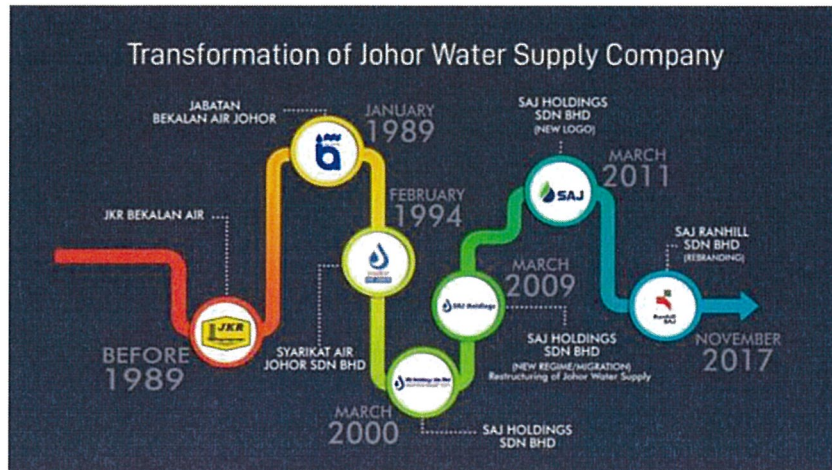


Figure 4: Transformation of Johor Water Supply Company

The establishment of Syarikat Air Johor (SAJ) traces back to a period prior to January 1, 1987, when it operated as part of the Jabatan Kerja Raya (JKR) organization, specifically the JKR Water Supply Division. At that time, the Senior Assistant Director of Works, Ir How Pow Hwee, led the division. Subsequently, on January 1, 1987, the JKR Water Supply Division gained independent status as the Jabatan Bekalan Air (JBA) organization. This transition was accompanied by the implementation of the Commercial Accounting System for financial management, starting from 1989. Initially, Ir Kong Ming Keat served as the Acting Director of JBA Johor until 1991 when Ir Haji Md Hatta Bin Bakri took over as the director.

On January 1, 1992, JBA was granted financial autonomy by the Johor Government, allowing it to manage its own revenue and financial savings. Following the National Privatization Policy, JBA was officially incorporated on February 1, 1994, and became known as Syarikat Air Johor Sdn. Bhd. (SAJ). The incorporation was conducted in accordance with the Water Supply enactment 1993, approved by the Johor State Legislative Assembly, and registered on December 16, 1993. SAJ is owned by the Johor Government. In May 1999, Syarikat Air Johor Sdn. Bhd. commenced a rebranding initiative and adopted the name SAJ Holdings Sdn Bhd. (SAJH).

Ranhill Utilities Berhad or Ranhill Group was founded in 2014 and based in Kuala Lumpur. Ranhill Utilities Berhad consist of three business divisions or sectors which are the environment, energy and service sectors (Ranhill, 2022). In 2017, SAJH has become one of Ranhill Utilities Subsidiary. Ranhill Utilities Berhad has owned 80% of their share in SAJH. As a result, SAJH has rebrand as Ranhill SAJ Sdn. Bhd. (RSAJ) in 2018 (Berhad, 2018). RSAJ business focus in the environment sector where it provides water supply services, operates water and water treatment plants and provides specialized services in the management and optimization of water utilities assets. In the same way, the services and operation operates internationally centered in Asia markets such as China, Thailand and South-East Asia (Kadir et al., 2022).

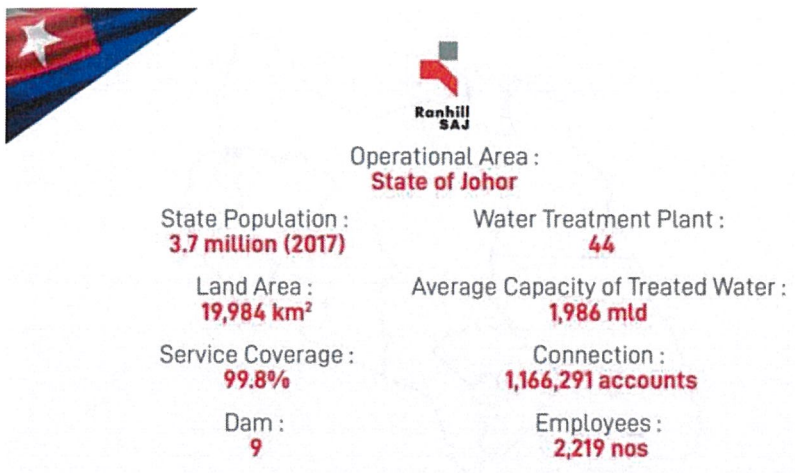



Figure 5: Operational Area in 2021

RSAJ Head Quarter stated at Bangunan Ranhill SAJ, Jalan Garuda, Larkin 80350 Johor Bahru, Johor Darul Takzim, Malaysia. There are 13 branches of RSAJ Agency Offices building which are located at Pontian, Segamat, Batu Pahat, Iskandar Puteri, Kluang, Kota Tinggi, Kulai, Mersing, Muar, Pasir Gudang, Tangkak, UTC Johor and Yong Peng. Based on the figure above shows the RSAJ Operational Area in 2021 around Johor State. There were 44 Water Treatment Plant (WTP) in Johor with average capacity of treated water 1,986 million liters daily (mld). However, in 2023 the WTPs has increase by two which is 46 WTP with average capacity of treated water 2,133 mld(Musa, 2023). RSAJ services have been utilized by 1,166,291 users at that year and increase to 1.26 million consumers in 2023. With 2,219 employees in 2021 we able to provide a 99.8% service coverage around State of Johor.

2.4 COMPANY'S LOGO




KNOW YOUR BRAND



Ranhill

✓ **CORRECT**



Ranhill

✗ **WRONG**

Introducing our Ranhill corporate signature. Compare the two versions above. The correct logo, as introduced in 2017, has **Eye Grey** shade and **Warm Red** tone, attached with a **specially modified Ranhill Future Bold** font complementing the corporate signature.

Applicable to all Ranhill subsidiary companies.

Ranhill SAJ

Ranhill FUTURE

Ranhill WATER SERVICES


RANHILL LOGO BREAKDOWN

What's the Story Behind it?

The Ranhill Logo is designed with this premise in mind, but not without specific concern to expand its meaning beyond what is noted. On closer look, the Logo reveals a typographic nuance of an initial 'R' to infer Ranhill, in subtle but definitive manner. It is desirable, however, to leave its interpretation to the inquiring mind, which can invoke a picture on its own. This would render a more lasting impression than otherwise envisaged.

Ranhill Grey
PANTONE 418 Eva
C: 0 M: 0 Y: 15 K: 51
HEX: #919282

Ranhill Red
PANTONE Warm Red 2X Evo
C: 2 M: 78 Y: 98 K: 0
HEX: #EC6023



Ranhill
Ranhill Black
Type: Ranhill Future Bold
PANTONE Process Black Evo C: 0 M: 0 Y: 0 K: 100 HEX: #000000

Figure 6: Ranhill SAJ Logo

2.5 VISION, MISSION AND VALUE PROPOSITIONS

2.5.1 Vision

To become a world class water utility company.

2.5.2 Mission

We shall continuously satisfy our customers and stakeholders by optimizing available resources and delivering quality services.

2.5.3 Value Proposition

- **Integrity**

We commit to being open, honest and doing the right thing. We have strong ethical principles which guide the way that we make decisions.

- **Customer oriented**

We are willing to give priority to our customer and provide high quality services that will fulfill their needs.

- **Discipline**

We are required to follow rules and law made by company.

- **Learning**

We are responsible in developing our own skills and knowledge for the purpose of self-improvement in order to remain competitive in business.

- **Passion**

We are excited by what we do, how we do it and where we are going. We are committed to making a difference and putting in extra effort to get the job done.

- **Teamwork**

We believe in working together to achieve shared goals. This makes the most of our skills and maximizes the value we can deliver to our customers.

2.6 ORGANIZATION STRUCTURE

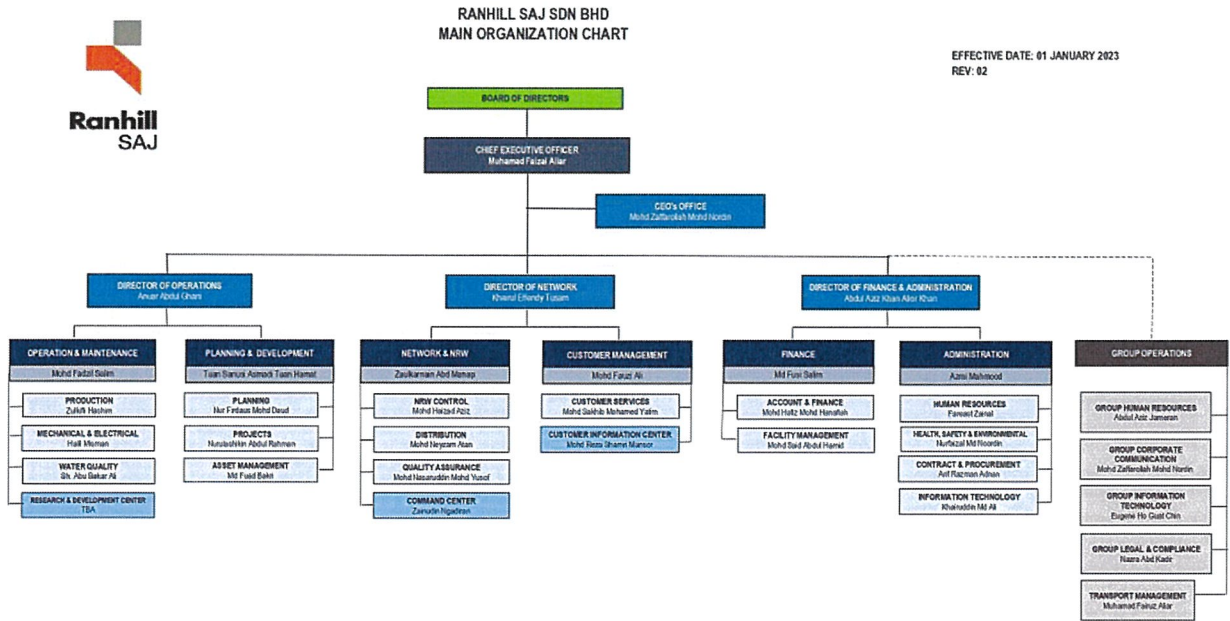


Figure 7: Main Organizational Structure

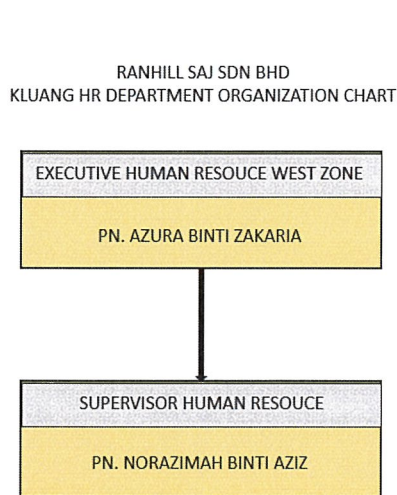


Figure 8: HR Department Organizational Structure

2.7 PRODUCTS OR SERVICES



Figure 9: Products Raw Water

RSAJ used raw water as their main of product. After a few steps of process, they will supply the treated water to the customers through water pipeline that channel directly to every one houses, shops and mall.

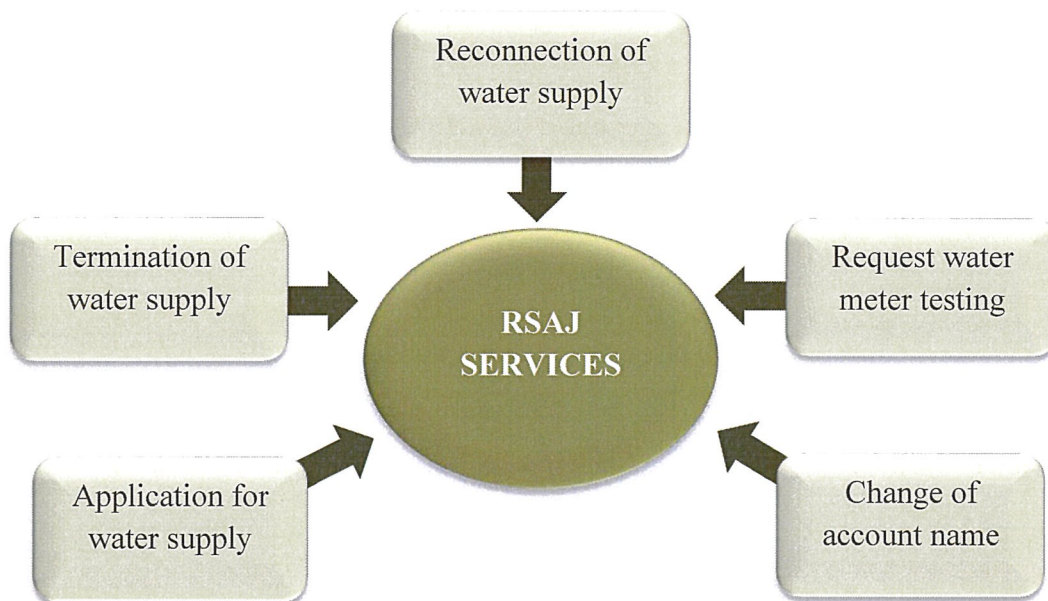


Figure 10: Services Provided

3.0 TRAINING'S REFLECTION

The industrial training, began on March 1st, 2023, and ended on August 15th, 2023. The working day started from Sunday to Thursday at Johor state. Meanwhile, working hours were from 8:30 am to 5:15 pm. My internship place located at the Human Resources Department on the first floor of the RSAJ building. As a practical student, it was not required to work overtime or during breaks, which spared me from any burdensome tasks.

Roles, Responsibilities and Assignments

- Assist to organize filling rooms
 - Rearrange employees' files according to their department rack.
 - Listing all employees' name using Microsoft words and Excel. Print out and paste on the employees' files and rack.

- Assist Mrs. Norazimah
 - Print out document and letter.
 - Do minutes files for every letter that we receive from RSAJ headquarter at Johor Bahru.
 - Prepare letter such as internship self-report, employees' PERKESO documents, LHDN forms, employees' job confirmation letters and others related letter from headquarter.
 - Prepare confidential documents and send to the headquarters.
 - Helping in introducing new intern students to every department

- Specific specialization task such creative designing and handling event
 - Contribute ideas for Hari Raya decoration, employee's retired ceremony, Meeting 'Badan Kebajikan' RSAJ.
 - Create an emcee text for the ceremony
 - Record videos and create a montage video for the event.
 - Help with food and beverage arrangements

- Transfer to Accounting department
 - Assist Mrs. Azlina in arranging documents related to company cash flows and customers receipts in the files.
 - Help key in data relating to customers refundable money into Integrated Financial System (IFS).
 - Helping to verify every customer account number using the Billing Information System (BIS).
 - Transfer old document from Finance department shelf to Finance store.

- HR Visit
 - Do a Hr visit accompanied by Ms. Azura and Ms. Norazimah at Pum's House at Kampung Sawah and Yong Peng.
 - Monitor employee's well-being throughout Hr visit at every agency that has been visited.

- Transfer to Facility department
 - Taking electrical meter reading every morning and evening before office hours end.
 - Answer incoming customer phone calls and past to related department.
 - Assist in customers problem solving related to the water issues.
 - Update the new schedule for cleaners every month.
 - Do a minute's files that receive from the headquarter.
 - Learn how to calculate bill of quantity (BQ)
 - Accompanied Hajj Ismail on a RSAJ quarters site visit for RSAJ employees.

- Transfer to Customer Service department
 - Transfer to Operation department in Customer Service.
 - Learning how to use Billing Information System (BIS) from Mrs. Hawani.
 - Assist Mrs. Noor Kumsah to register the names of residential customers who have registered new metres in BIS
 - Print out listed name of new registrant.

- Assist Mrs. Noor Kumsah to rearrange meter stock in meter room.
- Assist Mr. Razman key-in customers detail who apply for a new meter in BIS.
- Others
 - Learn how to use and handling printing machine if there is problem occur.
 - Involve in decorating a health corner for Hr department.
 - Taking part in visits to nearby water treatment plants such as Kahang Timur water treatment plants, Simpang Renggam and Sembrong Barat.

Benefits and Experience Gained

During the internship, the benefits that practical students gained are designated workspace, computer, Wi-Fi access, an access door card, parking privileges, surau and a monthly allowance. The allowance we received amounted to RM250, which we are truly appreciative of, especially considering that our internship location was conveniently close to our house.

Having a dedicated workspace equipped with essential amenities like a computer and Wi-Fi made it convenient for me to carry out my tasks efficiently. The access door card provided me with easy entry and exit to the premises, ensuring a smooth and secure working environment. Additionally, the parking facility proved beneficial, as it eliminated any concerns about finding parking space during my daily commute. The monthly allowance we received was a great help, as it provided additional support during our internship period. It not only covered our transportation expenses but also allowed us to manage other personal expenses effectively.

During six-month internship, we gained valuable experiences and acquired new knowledge by actively participating in various activities and tasks assigned to us. Our supervisor, Mrs. Norazimah, encouraged us to explore diverse responsibilities within the department. We learned the importance of balancing creative ideas with practical performance when faced with overwhelming concepts.

Throughout the internship, we had the privilege of engaging with a wide range of individuals, each offering unique perspectives and insights. The most significant aspect of our experience was being entrusted with essential tasks and challenging assignments across various domains. This opportunity allowed us to enhance our communication skills and broaden our knowledge in diverse areas. Overall, the internship provided us with a platform to develop both professionally and personally.

Undoubtedly, the first experience in the real industry was challenging, but we proud of our ability to work independently and interact with all the staff at RSAJ. The team was incredibly kind and friendly, welcoming us with smiles and providing guidance throughout our initial month of internship. We are truly grateful to have met such wonderful colleagues and to be in such a positive environment, which has made me feel happy and enthusiastic about completing our internship there.

Throughout the entire internship, we acquired the ability to communicate confidently with people. As an HR professional, effective communication is crucial, as it involves engaging with employees at all levels within the organization. Additionally, we honed problem-solving skills while addressing customer inquiries, requiring critical thinking during incoming calls.

Furthermore, the internship provided an opportunity to enhance our creative abilities by contributing ideas to decorate company events. Overall, the experience enabled us to develop essential skills that are vital for our future career in HR, and we are grateful for the valuable learning opportunities it offered.

4.0 SWOT ANALYSIS

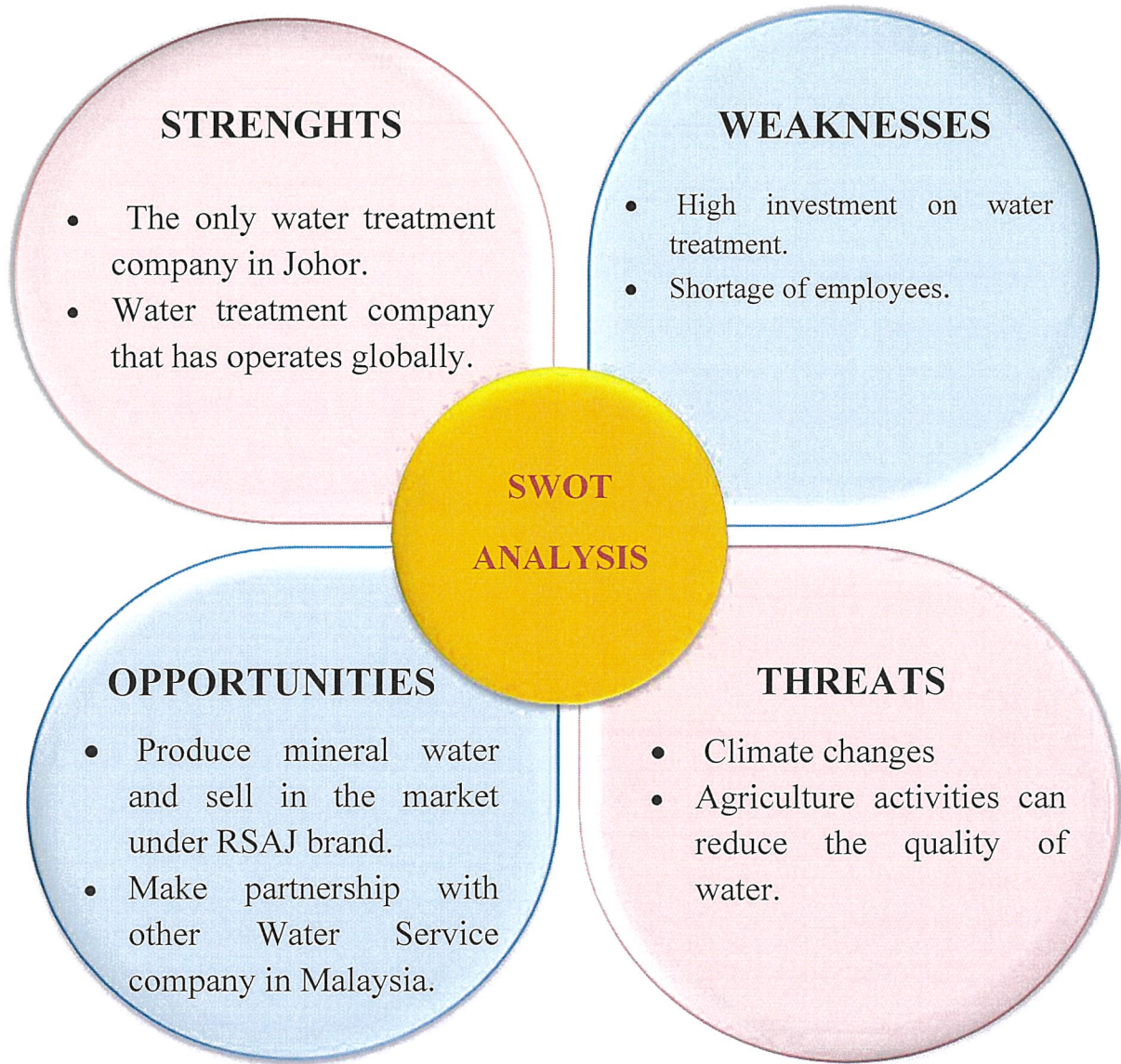


Figure 11: SWOT Analysis Diagram

5.0 DISCUSSION AND RECOMMENDATION

STRENGTHS

1. The only water treatment company in Johor.

a) Discussion

Ranhill SAJ (RSAJ) is one and only water treatment company in Johor and each area has one branch. There were 13 branches located at Pontian, Segamat, Batu Pahat, Iskandar Puteri, Kluang, Kota Tinggi, Kulai, Mersing, Muar, Pasir Gudang, Tangkak, UTC Johor and Yong Peng. However, their main branch located at Johor Bahru. RSAJ possesses a total of 46 water treatment plant that are operational across all regions in Johor. Before RSAJ has become private company, RSAJ is a government company known as SAJ where they have operated for 30 years in the industries(Berhad, 2018). Hence, the underground pipeline works has been controlled by SAJ at that period. As years past by, when Ranhill Utilities Berhad subsidiaries SAJ automatically monopolized the water treatment business around Johor with the advancement of technology no other company able to compete with RSAJ. Besides, Johor Government did not want to privatize another water treatment company in Johor because they want to prevent conflicts concerning water reservoirs in Johor and unmanageable water pipelines.

The advantages of being a sole water treatment company in Johor is RSAJ able to operate with minimal competition and potentially higher profit margins. With no other companies compete for the market share, the company able to concentrate on streamlining operations and investing in state-of-the art technologies to enhance efficiency and service quality. Besides, being the sole provider helps the company to optimize its distribution network, assuring greater coverage and higher service reliability. They can strategically plan on infrastructure development and expansion without concerns about conflict interest with other water treatment company. Thus, it will more efficient and comprehensive water distribution system.

b) Recommendation

Even though RSAJ is a sole water treatment company it is highly recommended to control the water tariff. According to SPAN (2023) water tariff in Johor is higher compare to other state with RM0.80 meter per cubic (m³). Meanwhile Melaka is RM0.70 m³, Labuan RM0.70 m³, Selangor RM0.57 m³, Negeri Sembilan RM0.55 m³, Kedah RM0.50 m³, Kelantan RM0.45 m³, Terengganu RM0.42 m³, Perlis RM0.40 m³, Pahang RM0.37 m³, Perak RM0.30 m³ and the lowest water tariff is Pulau Pinang with RM0.22 m³. Even though RSAJ is one and only water treatment company in Johor does not mean RSAJ able to increase the water tariff easily since it is high demand from the customers. The price needs to be relevant and does not burden the customers to pay. In order to avoid late payment from the customers that can affects the company revenue and target every year RSAJ need to maintain or reduce the price or event provide an initiative to help customers who unable to pay fully the water service. Thus, this can help maintain customers satisfaction and to avoid numerous complain from the customers.

2. Water treatment company that has operates globally.

a) Discussion

RSAJ is the second-largest water treatment company when compared to Air Selangor, with 5000 employees and an extensive pipeline coverage of 30,008 km throughout the state of Selangor, serving 2.56 million registered accounts (Selangor, 2021). In contrast, RSAJ operates with 3,995 employees and covers 23,628.5 km of pipelines, serving 1.26 million registered accounts across Johor. Despite having a smaller workforce and customer base, RSAJ has managed to generate a substantial revenue of 1,173.7 million. Moreover, RSAJ has successfully expanded its presence internationally by forming partnerships with foreign countries, specifically China and Thailand. The company has impressively established twelve wastewater treatment plants in China and nine in Thailand. These ventures demonstrate RSAJ's ability to thrive and succeed on a global scale, even with limited resources in comparison to other water treatment company in Malaysia.

7

Expanding its business internationally can offer RSAJ several significant advantages. Firstly, venturing into foreign markets opens up new and profitable business opportunities for the company. By entering these markets, RSAJ can explore involvement in larger infrastructure projects, collaborate with international partners, and secure contracts from foreign governments and organizations. Moreover, the exposure to currency exchange can potentially lead to foreign investment opportunities, contributing to increased profitability compared to solely operating domestically. In fact, RSAJ's listing on Bursa Malaysia, alongside Ranhill Utilities Berhad, has attracted the attention of potential investors, providing further growth potential and increased financial gains.

Furthermore, international expansion can enhance RSAJ's business reputation and overall company image. A successful foray into foreign markets elevates the brand's standing not only within its home country but also globally. A strong global presence establishes RSAJ as a reputable and dependable water treatment provider, which in turn draws the interest and confidence of customers and investors worldwide.

Finally, worldwide expansion exposes RSAJ to technological advancement and innovations widespread in the target nations. For example, China is well-known for its inventive and creative technology that have a huge influence on people's lives. RSAJ obtains access to cutting-edge technology by operating abroad, which it can use to improve the quality of its water treatment products.

b) Recommendation

To leverage its existing strengths and expand its market reach, I recommend Ranhill to pursue the establishment of more water treatment plants in Thailand and China. By building a stronger presence in these countries, Ranhill can tap into larger consumer bases and access new markets, resulting in increased opportunities for growth and profitability. Expanding into Thailand and China presents a strategic move for Ranhill, considering the significant population in both countries and their growing demand for sustainable water solutions. By providing reliable and efficient water treatment services, Ranhill can cater to the increasing needs of these markets and position itself as a leading player in the water treatment industry (Ikram, 2021).

With more water treatment plants in these countries, Ranhill can expand its customer base significantly. Increased access to clean and safe water will attract a larger number of consumers, including residential, commercial, and industrial clients. This, in turn, will contribute to a rise in company profits and revenue, further strengthening Ranhill's financial position.

Moreover, the expansion into Thailand and China will allow Ranhill to diversify its revenue streams. Relying on a broader geographic footprint can help mitigate risks associated with relying heavily on a single market. As both countries experience economic growth and increasing urbanization, the demand for water treatment solutions will likely rise, creating a favorable business environment for Ranhill.

WEAKNESSES

1. High investments on water treatment.

a) Discussion

To maintain the quality of water RSAJ has invest thousand ringgits to appoint a pest control company that can help to prevent the water from defiled by the insects at every Plant Department around Johor. This is because, in order to achieve the target of water quality before distribute to the customers, RSAJ need to have a HACCP (Hazard Analysis and Critical Control Point) Certificate from SIRIM (Standard and Industrial Research Institute of Malaysia). In facts, this shows that RSAJ Water treatment company is qualify and trusted their quality.

The process of maintaining this quality is RSAJ will appoint one of the pest control contractors and every month they will spray pesticides around water treatment plant. Despite the implementation of this process, there is no guarantee of complete pest absence in the water treatment plant, primarily due to its location in the middle of palm oil fields. The failure preventing pesticides from entering water treatment plant has wasted the company's money by investing thousands ringgit to the contractor.

b) Recommendation

To reduce pest control expenses, I propose constructing a concept that similar to greenhouse but using fine nets or we called fine-mesh exclusion netting that facilitate air circulation, effectively countering global warming. This innovative approach also serves the dual purpose of preventing insects and other pests from entering precipitation tanks, filtration tanks, and clean water tanks before distribution to households. By implementing this fine-mesh exclusion, the company can significantly mitigate the risk of pest infestations in their water treatment facilities. The fine nets act as a physical barrier, restricting the entry of pests without hindering air movement, thus promoting a sustainable environment (Kuesel et al., 2019).

This approach not only safeguards water quality but also addresses the pressing issue of global warming. The greenhouse structure fine-mesh exclusion contributes to climate control by reducing temperature fluctuations, offering a more controlled and optimal environment for water treatment processes. Moreover, the cost-saving benefits are substantial. The expenses incurred for conventional pest control measures can be significantly reduced, allowing the company to allocate resources to other critical areas of development and innovation. Additionally, this eco-friendly solution aligns with sustainable practices, highlighting the company's commitment to environmental responsibility and long-term ecological balance.

In conclusion, adopting a greenhouse made of fine nets represents a cost-effective and environmentally conscious strategy for pest control, while simultaneously promoting air circulation and combating global warming. This innovative approach not only ensures water quality but also serves as a step towards a greener and more sustainable future for the company and its stakeholders.

2. Shortage of employees

a) Discussion

According to Dordoni (2022) young adult workers can be classify from the age of 18 to 28 years old. Age diversity in the workplace refers to having a wide range of age groups represented among employees. It involves in creating an inclusive environment that can change the culture of the workplace and company's development. Therefore, age diversity encompasses

multiple generation including Baby boomers that were born between the years of 1946-1964 (77-59 years), Gen X that born from the year of 1965-1980 (58-43 years old), Millennials (Gen Y) are born in year between 1981-1995 (42-28 years old) and Generation Z born between the year of 1995-2012 (28-11 years old).

According to Appelbaum et al. (2022) Baby boomers are considered optimistic, workaholics, strong-willed and strongly believe in their talent and resistant to change. In facts, this generation struggle to grasp new technologies and prefer to use proven method or old method that they familiar with. Moreover, Gen X they are critical and creative thinking skills, look for independence in the workplace and demand for work life balance. Besides, this generation are more understand and able to adapt easily the use of technology but the lack a strong sense of company loyalty (Harris, 2015). In addition, Millennials they value a good work life balance. In facts, this generation has growing up with technology that have built them with a strong technology understanding and they also able to multitask when needed. Thus, this generation able to bring and develop new and fresh ideas to the work place. As for Gen Z, their workplace characteristics are quite similar to those of Gen Y, but Gen Z is more open-minded than the other generation and already lives in an era of rapid high-tech communication.

Therefore, data from all branches of RSAJ demonstrate that this organization lacks young employees. There are 3995 employees throughout all branches, with 34% under the age of 30, 47% between the ages of 30 and 50, and 19% above the age of 50. Meanwhile, there are 181 workers at the RSAJ Kluang branch, with just 14% being under 30, 60% being between 30 and 50, and 26% being over 50. As a result, we can see that this company lack of young employees' intake who can help in bringing new ideas and new work talent to the company.

b) Recommendation

Based on the data provided, it is evident that the proportion of young adult employees is lower compared to adult employees from Generations X and Y. Therefore, I recommend RSAJ to consider increasing the recruitment of young adult employees, especially fresh graduates who are actively seeking job opportunities to gain practical experience and address their student loan obligations. These individuals possess a unique outlook derived from their recent university education, which equips them with innovative ideas applicable in the workplace (Zaniboni et al., 2014).

Additionally, young adults have been exposed to diverse and contemporary concepts during their studies, making them valuable contributors to the company's progress and development. By embracing their fresh perspectives, RSAJ can foster a culture of innovation and remain competitive in the dynamic market. Encouraging the inclusion of young talent can also infuse the organization with vitality and enthusiasm.

Furthermore, providing opportunities for young graduates aligns with the company's commitment to supporting and nurturing the growth of emerging professionals in the industry. This strategy can lead to a talented and motivated workforce that fuels RSAJ's success and ensures long-term sustainability.

OPPORTUNITIES

1. Produce mineral water and sell in the market under RSAJ brand.

a) Discussion

RSAJ's primary business revolves around providing water treatment services to customers throughout Johor State. To bolster its revenue, a potential strategy could involve venturing into the production and sale of mineral water under the RSAJ brand. This move could capitalize on the popularity of various mineral water brands in Malaysia, such as F&N Ice Mountain Mineral Water, Spritzer, Desa Mineral Water, and others, some of which originate from countries like France and Singapore. Given the absence of a mineral water brand associated with a water service company in Malaysia, this presents a prime opportunity for RSAJ to promote and manufacture high-quality mineral water under its own brand.

By utilizing cost-effective raw materials sourced from rivers and subjecting them to rigorous treatment before distribution and bottling, RSAJ's mineral water can confidently compete in the market. Offering the product at an affordable price of only RM1.00 per bottle can attract a wider consumer base and fuel revenue growth.

Moreover, introducing RSAJ-branded mineral water not only contributes to increasing revenue but also enhances the company's reputation as a provider of exceptional water treatment services. The move showcases RSAJ's ability to produce its own brand of high-quality mineral water, positioning the company as a well-rounded player in the water industry.

b) Recommendation

Given that producing mineral water under the RSAJ brand is a new opportunity and not widely recognized yet, expanding this venture requires strategic measures. I recommend RSAJ to distribute their mineral water in high-traffic locations like 7-Eleven retail stores and Petronas gas stations. These places are frequented by people who often stop to buy snacks and beverages while refueling their vehicles. By offering affordable and cost-effective drinks, RSAJ can attract these customers, especially budget-conscious travelers who aim to save on their journey expenses.

Besides, collaborating with well-known Malaysian water brands, such as HausBoom established by Mr. Azri Zahier Azmi, can also be advantageous. Partnering with established brands in the water industry can help RSAJ gain credibility and widen its customer base. This strategic alliance can allow RSAJ to tap into HausBoom's existing customer network and increase brand recognition.

Moreover, marketing and promotional efforts are essential to create awareness of the RSAJ mineral water brand. Utilizing social media, advertisements, and collaborations with influencers or local celebrities can help spread the word about the new product. Offering promotions or discounts during special events or holidays can further attract customers and generate interest in RSAJ's mineral water.

Furthermore, conducting taste tests and sampling events can provide potential customers with the opportunity to experience the quality and taste of RSAJ mineral water firsthand. Positive experiences and word-of-mouth recommendations can significantly contribute to building the brand's reputation.

2. Make partnership with other water service company in Malaysia

a) Discussion

RSAJ is a well-established and dominant water service company in Johor, holding a monopoly in the region. Given its expertise in water treatment, RSAJ has successfully expanded internationally, reaching China and Thailand. This opens up an opportunity for RSAJ to form a partnership with another water service company in Malaysia, specifically Air Kelantan Sdn. Bhd. (AKSB). According to Ahmad Shaherman Shamsuri (2023) AKSB has been grappling with critical water issues for the past two decades, leading to rust in water and water shortages in Kelantan. Some residents still rely on wells for their water needs, indicating AKSB's struggle to provide adequate water services using outdated technology.

The prospect of RSAJ partnering with AKSB offers a significant opportunity. By incorporating AKSB under the RSAJ umbrella, the two companies can collaborate in implementing modern and effective water treatment technologies. This can potentially resolve the water quality issues faced by Kelantan, ensuring clean and unpolluted water for its residents. Moreover, this partnership would position RSAJ as a leading example of an exemplary water company in Malaysia, capable of addressing critical water problems in the region.

By showcasing their success in dealing with Kelantan's water challenges, RSAJ can inspire confidence in other water companies across the state. This may lead to further partnerships and possibly even acquisitions of other water companies, similar to RSAJ's acquisition of SAJH. Ultimately, this expansion would contribute to increased profits and revenue, solidifying RSAJ's position as the premier water treatment company in Malaysia.

b) Recommendation

RSAJ has the potential to significantly boost its revenue by expanding its operations across Peninsular Malaysia, Sabah, and Sarawak. As the company's reach expands, it stands to gain higher profits, positioning itself as the leading water treatment company in Malaysia. This growth trajectory can also extend its influence on the global market, impacting stocks and enhancing RSAJ's standing on an international scale. The larger RSAJ's empire becomes, the more lucrative opportunities it can capitalize on, solidifying its position as a dominant player in the water industry.

THREATS

1. Climate changes

a) Discussion

RSAJ's primary business revolves around providing water treatment services, where they utilize raw water sourced from rivers and dams to produce high-quality water for their customers. However, the most significant threat to RSAJ arises when they face a scarcity of their main resource - water. Climate change, particularly during droughts, leads to a decline in water levels in rivers and dams. Consequently, RSAJ may have to tap into their water reserves to continue supplying water to their customers. If the drought persists, they may be compelled to reduce water supply to customers, resulting in a negative impact on the company's revenue.

The financial implications are considerable, as the revenue calculations are based on water usage. For instance, the cost for 1m³ of water is RM0.80 for households, while for businesses such as shops or malls, it is RM3.80 per 1m³ of water. During climate change-induced water shortages, RSAJ stands to lose substantial revenue from both residential and commercial customers who depend on their water supply.

b) Recommendation

Climate change poses an uncontrollable threat to RSAJ, but there is a viable strategy to mitigate its impact. Built substantial water storage facilities in each district can serve as a proactive measure. In the face of climate-related challenges, RSAJ can take prompt action by utilizing the stored water reserves to distribute water throughout the district. By establishing large water storage facilities, RSAJ can ensure a strategic backup plan to tackle potential water scarcity during adverse climatic conditions. These storage reservoirs act as valuable reserves, providing a reliable source of water even when natural resources, such as rivers and dams, are adversely affected by climate change.

In times of water shortages or droughts, RSAJ can activate the distribution system from the water storage facilities, delivering water to the affected areas and minimizing disruptions to customers. This contingency plan enables RSAJ to maintain an uninterrupted water supply during challenging times, safeguarding the well-being of the community and essential services. Moreover, by having decentralized water storage in each district, RSAJ can enhance water management efficiency. This approach allows them to cater specifically to the needs and demands of each region, optimizing water distribution and reducing potential wastage.

In conclusion, constructing large water storage facilities represents a proactive response to the threat of climate change for RSAJ. These reservoirs serve as a strategic backup plan, ensuring a continuous and reliable water supply during challenging times. Implementing this approach enhances water management and strengthens RSAJ's ability to navigate climate-related uncertainties while providing essential water services to communities across the district.

2. Agriculture activities can reduce the quality of water

a) Discussion

Many water treatment plants are located near or within oil palm plantations. However, the excessive use of fertilizers and pesticides by farmers poses a significant risk to water quality. When it rains, these chemicals get washed away into the rivers, ultimately affecting the water treatment process and necessitating increased chemical usage(Hammim, 2017).

Despite the potential water quality issues, RSAJ persists in building water treatment plants near oil palm plantations because such locations are far from densely populated towns. This ensures ample space and land availability for constructing the plant. However, the construction process generates considerable noise, which can disturb nearby residents and contribute to noise pollution in the area.

In conclusion, while locating water treatment plants near oil palm plantations offers practical benefits in terms of space availability, it also poses challenges due to the increased risk of water contamination from agricultural chemicals. Balancing the need for a suitable site with

the potential environmental impacts is crucial for RSAJ to maintain efficient water treatment processes while minimizing disruptions to neighboring communities.

b) Recommendation

Agricultural activities pose a significant threat to RSAJ's ability to produce high-quality water. However, addressing this challenge is complex as it involves external parties, particularly farmers engaged in the oil palm industry, which plays a vital role in contributing to the national economy. To address this issue, I propose adopting a two-fold approach: first, RSAJ should maintain close cooperation with these farmers, urging them to take responsibility for their actions and their impact on water quality. While acknowledging the economic significance of their ventures, it is crucial to emphasize the importance of safeguarding water resources for the greater good.

Secondly, RSAJ should take proactive measures by closely monitoring the chemical content in raw water sources. By conducting regular tests and assessments, they can identify potential issues arising from agricultural activities and address them promptly. Implementing stringent monitoring procedures will allow RSAJ to detect any negative impacts on water quality early on, enabling timely interventions to mitigate potential risks.

In conclusion, mitigating the threat posed by agricultural activities to water quality necessitates a balanced approach that considers the importance of the oil palm industry in the national economy while emphasizing the need for responsible practices. By working collaboratively with farmers and implementing effective monitoring measures, RSAJ can continue to produce high-quality water while addressing the challenges posed by agricultural activities.

6.0 CONCLUSION

In conclusion, my industrial training at this firm has been immensely beneficial in enhancing and developing my skills, abilities, and knowledge. The six months spent at Ranhill SAJ provided me with a unique and eye-opening experience, as I witnessed how real-world tasks are managed. The exposure to both on-field and office work was invaluable, and I found it to be a welcoming practice.

The valuable experiences and knowledge I gained during my time at Ranhill SAJ will undoubtedly prove useful for my future career. Working in the HR Department has taught me the importance of being multitasking and confident in my abilities. Dealing with various employee issues has provided me with significant experiences and insights.

Overall, my internship at Ranhill SAJ has been a transformative journey, empowering me with practical skills and confidence for my future endeavors in the professional world. I am truly grateful for the learning opportunities and the supportive environment that has nurtured my growth during this internship.

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APPENDICES



Figure 12: Raya decoration and event



Figure 13: Poster and invitation card

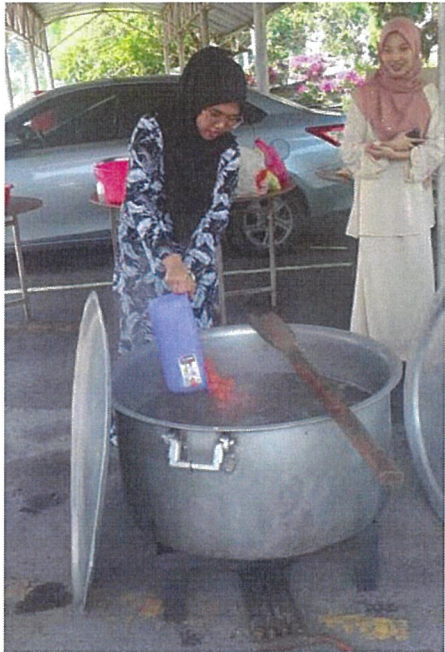


Figure 14: Bubur Lambuk event

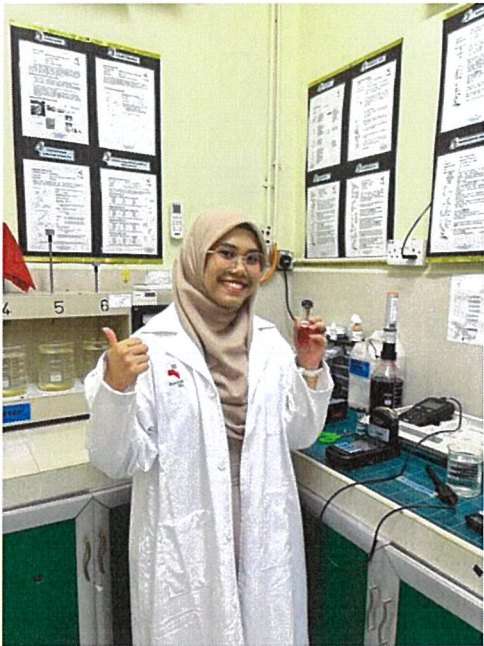


Figure 15: Water Treatment Plant Tour



Figure 16: HR Visit



Figure17 : Admin Site Visit



Figure 18: Key in minute files

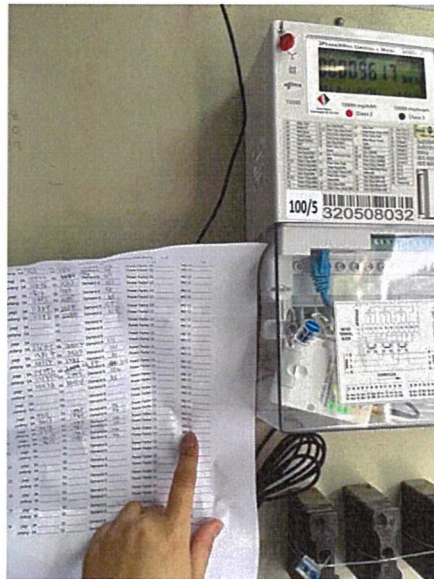


Figure 19: Meter reading



Figure 20: Record balance stock



Figure 21: Record incoming calls

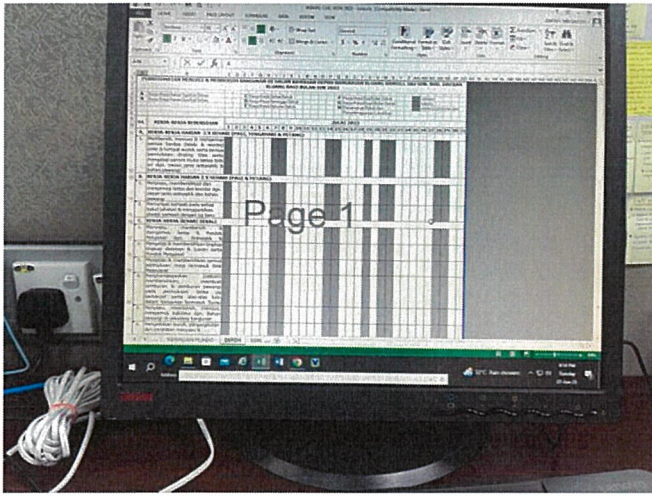


Figure 22: Timetable service and maintenance

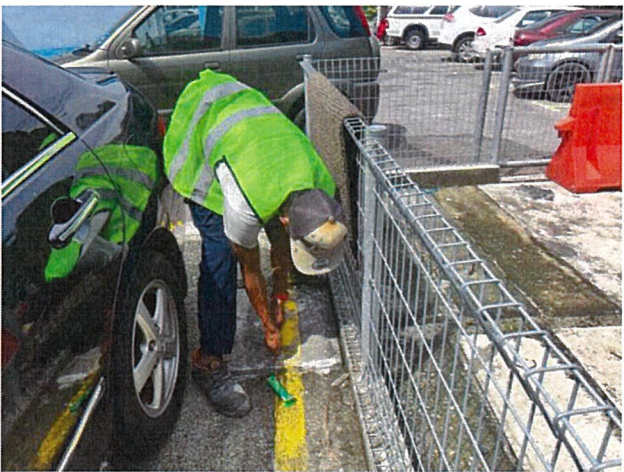


Figure 23: Monitoring contractor's task

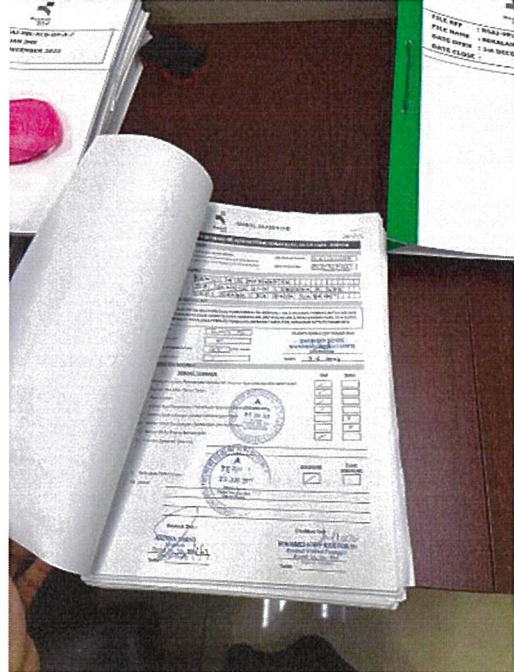
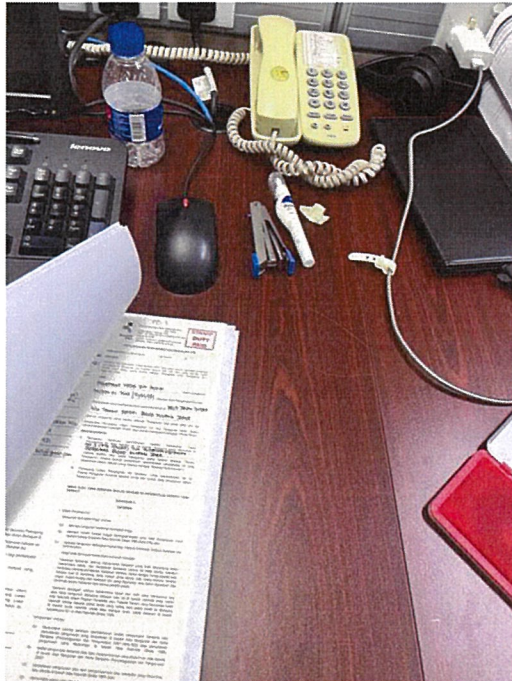
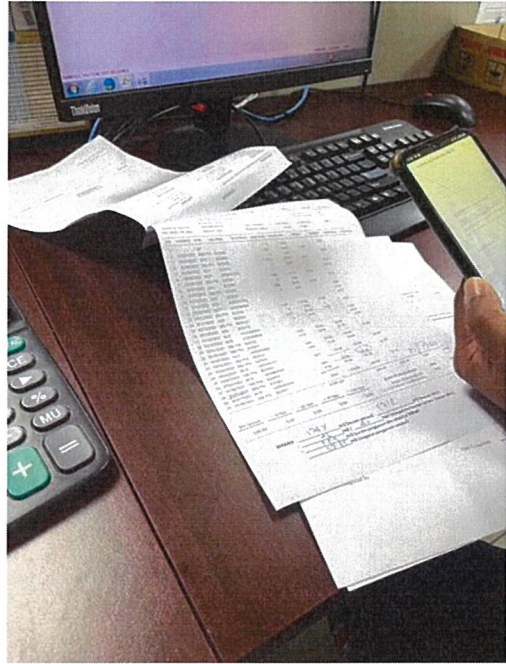


Figure 24: Key in new registration

(Perubatan 9 - Pin 1593)

AV 207166

SIJIL CUTI SAKIT

Dengan ini saya mengesahkan bahawa saya telah memeriksa Encik/Cik/Puan AFINI BINI ROELAN (000806010452) dari Kementerian/Jabatan YANG BERKEHAAN

- (a) Tidak sihat untuk menjalankan tugasnya dengan sempurna selama dua (2) hari daripada 29/03/2023 hingga 30/03/2023.
(b) Boleh bertugas semula pada.....
(c) Beliau dikehendaki datang semula untuk pemeriksaan pada.....

[Potong (b) atau (c) mengikut mana yang tidak berkenaan]

29/03/2023 Tarikh
DR. NUR HIDAYAH BINTI MOHAMMAD (Tandatangan)
Pegawai Perubatan UD44
MMC No. 72019
Hospital Enche' Besar Hajjah Khalsom
Nama (Huruf Besar)
Klinik/Hospital (Cop Basmi)
KLU, NG. JOHORE

(Perubatan 9 - Pin 1593)

AV 209485

SIJIL CUTI SAKIT

Dengan ini saya mengesahkan bahawa saya telah memeriksa Encik/Cik/Puan AFINI BINI ROELAN (000806010452) dari Kementerian/Jabatan YANG BERKEHAAN

- (a) Tidak sihat untuk menjalankan tugasnya dengan sempurna selama 01 (SATU) hari daripada 29/03/2023 hingga 29/03/2023.
(b) Boleh bertugas semula pada.....
(c) Beliau dikehendaki datang semula untuk pemeriksaan pada.....

[Potong (b) atau (c) mengikut mana yang tidak berkenaan]

19/04/2023 Tarikh
DR. THEVIGA AP. MELIA MEHMAN (Tandatangan)
Pegawai Perubatan
MMC No. 31943
Hospital Enche' Besar Hajjah Khalsom
Nama (Huruf Besar)
Klinik/Hospital (Cop Basmi)
KLU, NG. JOHORE



HOSPITAL ENCHE' BESAR HAJJAH KHALSOM, KLIANG
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84000 KLIANG
JOHOR DARUL TAKZIM

PENGESAHAN RAWATAN/MENEMANI PESAKIT

Kepada sesiapa yang berkenaan,
Adalah disahkan bahawa Tuan/Puan/Encik/Cik AFINI BINI ROELAN
No. Kad Pengenalan 000806 010452 telah datang ke Jabatan/Klinik MOPC Hospital Enche' Besar Hajjah Khalsom pada 18/11/23 waktu SEM sehingga 1PM untuk

- mendapatkan rawatan perubatan/menemani pesakit seperti butiran berikut:
3. Nama Pesakit :
4. No. Kad Pengenalan :

Dr. Health Service Kluang
MOPC
MOPC
(Tandatangan dan cop rasmi Pegawai)
Tarikh:

Figure 25: Medical Certificates