



اَوْنِبُوْ سِيْتِيْ بَاتِيْكَوْ لُوْ كِيْ مَارَا
UNIVERSITI
TEKNOLOGI
MARA

UNIVERSITI TEKNOLOGI MARA (UiTM) KAMPUS BANDARAYA MELAKA

FACULTY OF BUSINESS MANAGEMENT

BACHELOR IN OFFICE SYSTEMS MANAGEMENT
(BA232)

INDUSTRIAL TRAINING - (MGT 666)



SADA Reg. 200901011159
SYARIKAT AIR DARUL AMAN SDN BHD
Anak Syarikat Kerajaan Negeri Kedah

PREPARED BY

NORAZAH IZZATI BINTI ZAMRI

2021111921

PREPARED FOR

MADAM SITI NORASHIKIN BINTI BASHIRUN

MADAM ROS ANITA BINTI YAHYA

SUBMITTED ON:

28th July 2023

EXECUTIVE SUMMARY

The Syarikat Air Darul Aman (SADA) is an established company that provides access to clean water for consumption by urban dwellers in all of Malaysia's cities. It was a pleasure to finish the six-month industrial training at Syarikat Air Darul Aman. I'm final year student at Universiti Teknologi Mara (UiTM) Kampus Bandaraya Melaka by studying Office System Management (Hons.). Despite the fact that the goals of SADA's founding have nothing to do with the field of study I am pursuing, I have discovered the value of SADA to both employers and workers in the private sector.

Thus, I was given a six-month industrial training assignment and was given the human resources department. I've acquired skills in office administration and event planning. Using SWOT and PESTEL analysis, I was able to evaluate SADA's strengths, weaknesses, opportunities, and threats. This industrial training may help students' professional growth, career opportunities, and well-being. I would leave the event more knowledgeable, confident, and equipped to complete the task at hand.

TABLE OF CONTENT

| | | |
|-----|--|----|
| 1.0 | ACKNOWLEDGEMENT | 1 |
| 2.0 | STUDENT'S PROFILE | 2 |
| 3.0 | COMPANY PROFILE | 4 |
| 3.1 | Vision, Mission and Objective | 5 |
| 3.2 | Company Logo and Organizational Chart..... | 6 |
| 3.3 | Product and Services | 7 |
| 4.0 | TRAINING'S REFLECTION | 8 |
| 5.0 | SWOT ANALYSIS | 10 |
| 5.1 | STRENGTH..... | 11 |
| i. | Strong brand name | 11 |
| ii. | Efficiency of the work operations in HR..... | 12 |
| 5.2 | WEAKNESS | 13 |
| i. | Lack of technological issues. | 13 |
| ii. | Lack of qualified skills..... | 14 |
| 5.3 | OPPORTUNITY | 15 |
| i. | Upgrade a better services and product | 15 |
| ii. | Social Media Growth | 16 |
| 5.4 | THREAT | 17 |
| i. | Climate Change..... | 17 |
| ii. | Site Location for Upcoming Project..... | 18 |
| 6.0 | CONCLUSION | 19 |
| 7.0 | REFERENCES | 20 |
| 8.0 | APPENDICS | 22 |

1.0 ACKNOWLEDGEMENT

Alhamdulillah, because of Allah SWT and His messenger, Prophet Muhammad SAW, I was able to successfully complete the assignments that were given to me by my professors, and for that I am deeply thankful.

Sincerely, I am delighted that Syarikat Air Darul Aman (SADA) and I may now finish the Industrial Report with passion and persistence. In order to guarantee that this assignment is effectively finished, I have made the best use of the time allowed to finish it by acquiring information relevant to the task description mentioned and having dialogues with my other group members. A very thankful Mrs. Nur Atiqah Binti Jamaludin, an Executive in the Department of Human Resources and Mrs. Rosnani Binti Shaari, Senior Manager of Human Resources, has been assigned to supervise my work.

I would want to take this opportunity to thank everyone who contributed to the overall success of this effort. To begin, I would like to express my gratitude to Madam Siti Norashikin for her lecture on industrial training that we had at MGT 666. She not only led us through the procedure but also instructed us on how to locate literature that was relevant to the task that had been assigned to us.

Then, I would want to express my gratitude to the parents for their constant encouragement during our search for knowledge and for the prayers they have said for our prosperity. Last but not least, we owe it to our friends to express our gratitude for all of the assistance they provided in completing the task. As a result, I feel it necessary to convey my appreciation to those individuals who not only assisted me but also discussed their thoughts with me regarding the appropriate name for the job.

Finally, I hope that all of our sacrifices and efforts in finishing this project will provide a successful result and evaluation.

3.0 COMPANY PROFILE

Syarikat Air Darul Aman (SADA) Sdn. Bhd. is a company in Malaysia that makes sure the people of Kedah have access to clean water to consume. A business in Malaysia named Syarikat Air Darul Aman (SADA) Sdn. Bhd. assures Kedah residents to access the clean water. When it was created on January 1, 2010, it took on the duties of the Kedah Water Supply Department as a wholly-owned subsidiary of Kedah Darul Aman. On March 28, 2008, the Kedah Darul Aman State Legislative Assembly introduced, approved, and published the Water Supply (Substitute Company) Enactment 2008. The four Acts and one Enactment used in SADA operations are the Water Industry Services Act (Act 655), National Water Services Commission Act 2006 (Act 654), Companies Act 1965, and Water Supply (Successor Company) Enactment 2008. The goal of SADA is to deliver clean, potable water that complies with WHO criteria.

Additionally, all served by Syarikat Air Darul Aman Sdn. Bhd. (SADA), a privately held water provider. Sik and Kuala Muda are in Region Central. Including Baling, Bandar Baharu and Kulim, the South Region, Kubang Pasu, Kota Setar, Padang Terap, Pokok Sena, and Yan in Region North. And finally, the entire island of Langkawi is covered. Kedah Darul Aman's wholly-owned subsidiary. The Jabatan Bekalan Air (JBA) was in charge of overseeing the state's water supply before SADA was established. The Pedu, Muda, Beris, Ahning, and Malut dams are among the locations that serve as natural water supply sources.

The SADA employs 1,449 people across 22 departments, including the finance department, the technical department, the department of corporate, internal audit department and integrity, the department distribution, the department of revenue, the legal department, the housing department/R&D and innovation, the department of human resources, the department of ICT, the department of user, and the NRW Non-Revenue Water. For each division to start performing its duties and obligations, SADA also hires staff.