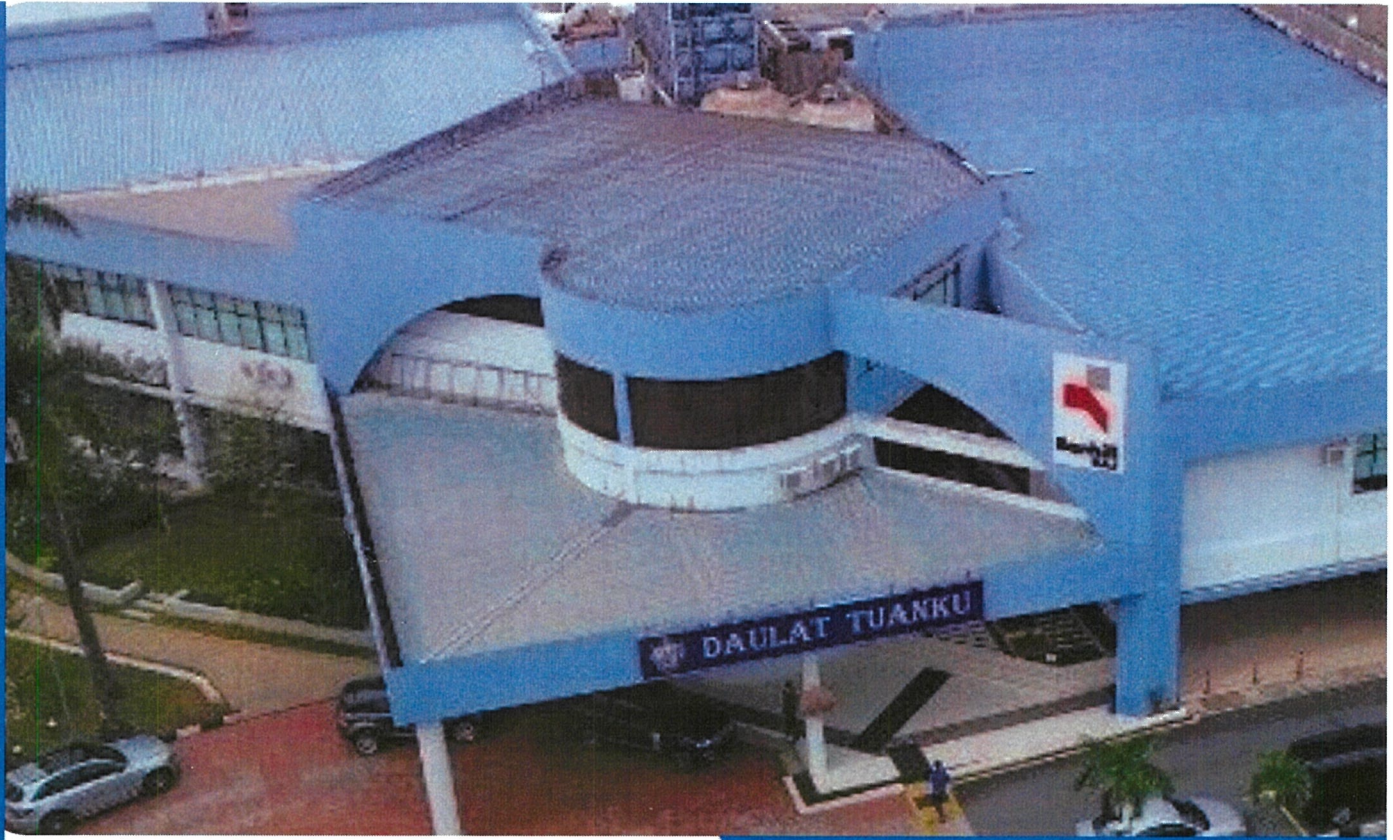


CUSTOMER.CARE@RANHILL.COM.MY



RANHILL SAJ SDN. BHD. COMPANY

INDUSTRIAL TRAINING
INTERNSHIP
2023



اوتنو تكنولوجي مارا
UNIVERSITI
TEKNOLOGI
MARA



WAN NUR FATIHAH BINTI WAN YUSSUF
2020621638
BA 232 - OFFICE SYSTEM MANAGEMENT
UITM CAMPUS BANDARAYA MELAKA

1 MARCH - 15 AUGUST 2023

EXECUTIVE SUMMARY

My first journey of working at the management level began at Ranhill SAJ Sdn. Bhd. as an internship student. I am a Bachelor of Office Systems Management (Hons.) from UiTM Bandaraya Melaka, Melaka. I started my industrial training on 1 March 2023 at Ranhill SAJ, performing in administration.

Throughout my journey, I observe and analyze Ranhill SAJ which refers to SWOT as the analysis method. The purpose of this report was to analyze and observe the company's credibility on what developing their management system is to make sure their companies are free from any risk such as having problems with the management. For example, treatment plants make sure the water distributed is treated water.

Other than that, this report also provides the company profile, which shows a little information and data about the company such as the company's logo, vision, mission, the establishment of the company, and the other which will describe the company of internship student. Besides that, this report will explain the training reflection where the internship student will tell about all the daily office administration work that has been done. For example, handling phone calls, responding to emails, and preparing documents. This also includes more specific specialization tasks such as handling projects, creative designing, producing proposals, and others. In addition, in this report, will show the benefits that internship students received and gained from industrial training. Furthermore, SWOT analysis stands for strengths, weaknesses, opportunities, and threats. Recommendations will also be obtained from the SWOT analysis discussion.

Ranhill SAJ Sdn. Bhd. should keep improving its performance and reduce its risk in business by overcoming all those weaknesses and risks that will be faced by the agency and also to sustain and improve this performance in their services. Therefore, they have a big potential to become a successful company because Ranhill SAJ is a large company with a strong position.

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ACKNOWLEDGEMENT

First and foremost, we would like to praise and thank the Almighty God for giving me strength and because of His blessing, I finally managed to accomplish this industrial training report. Without His blessing, I would not have gone this far. This report cannot complete without effort and cooperation from my advisor, Miss Milfadzhilah Binti Mohd Jamil, and my supervisor, Mr. Muhammad Khairi Bin Sa'don. I am always working hard to produce a good report with my full commitment and responsibility.

Therefore, I would like to acknowledge with thanks my lectures because without her guidance my report cannot be done properly like this. She always gives me support and guidance on how to do my report in purpose to produce a good outcome. She inspired me greatly to work on this report.

Finally, we would like to express our thankfulness to University Technology Mara (UiTM) Bandaraya Melaka for allowing me to conduct this writing report. Finally, I would also like to thank my parents for giving us a lot of support and encouragement to complete this task. Thanks also to all those who are directly involved, that is friends who have helped a lot in giving ideas.

STUDENT'S PROFILE



MY PROFILE

Name : WAN NUR FATIAH
BINTI WAN YUSSUF

Age : 22 years old

Race: Melayu

Religion: Islam

Status: Single

**Current Job : Practical training
at SAJ Ranhill Mersing in
Department of Facilities
Management (Intern)**

SKILLS

- Excellent in MS Office
- Excellent in MS Excell
- Excellent in MS Power Point
- Excellent in Canva apps
- Have creative thinking
- Easy to listen instruction
- Fast Learner
- Ability to multitask
- Effective Time Management
- Good in Communication
(Malay & English)

REFERENCES

Puan Nur Hazwani Mohamad Roseli
(Pensyarah UiTM Bandaraya Melaka)

Wan Nur Fatihah

EDUCATION



Universiti Teknologi Mara (UiTM)
Bandaraya Melaka, Melaka (2020 - 2023)

Bachelor Degree of Office System Management (Hons)
Majoring in Administrative or Business Management
Vice Chancellor's Award (ANC) Recipient
Dean's List every semester and current CGPA is 3.64
I have joined the committee "Komander Kesatria" for 4
semester
Handle many program in co-curriculum activities
I have a lot of volunteering program
I have do part time/Freelancer work in online platform



Johor Matriculation College, Tangkak,
Johor (2019-2020)

Subjects: Pure Science, Mathematics, Science Computer
CGPA: 3.40
I have joined many club competition
I have joined the club " Pembimbing Rakan Dinamik (PRD) "



SMK MERSING, Mersing Johor
(2014-2018)

SPM : 5A 2B 2C 1D
Class pure Science
I hold the position of school superintendent and active
in co-curriculum program
Netball athlete
participated in many leadership program

Figure 1: Student's profile

1.0: COMPANY'S BACKGROUND

1.1 INTRODUCTION

In this chapter, I will describe the company's profile which includes the company's name, logo, location, operation hours, vision, mission, objective, goals, background of establishment, organizational structure, and product or services offered.

1.2 COMPANY PROFILE



Figure 1: Office Ranhill SAJ SDN. BHD.

This company is named Ranhill SAJ Sdn. Bhd. This is a logo for Ranhill SAJ Sdn. Bhd. company. The company is located at Jalan Temenggong, Mersing kecil, 86800 Mersing, Johor. The company operates from 8:00 a.m. to 4:30 p.m. for the counter, and 8:30 a.m. to 5:30 p.m. for the office. The office will be open from Sunday until Thursday. The company's phone number is 07-7993555. The email company is customer.care@ranhill.com.my. Types of business for this company is a private limited company.



Figure 2: Logo's Ranhill SAJ SDN. BHD. company

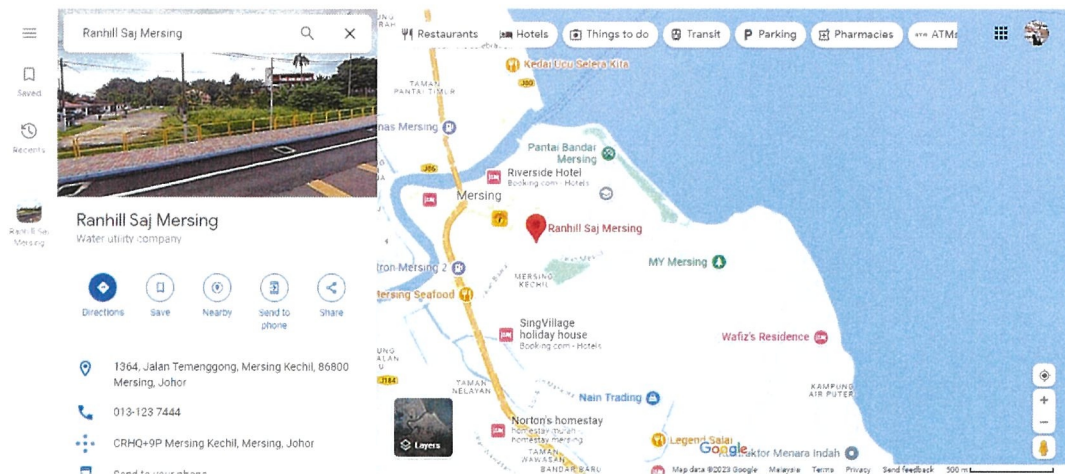


Figure 3: Location of Ranhill SAJ SDN. BHD. Mersing

1.3 VISION OF THE COMPANY

"To become a world-class water utility company"

1.4 MISSION OF THE COMPANY

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

1.5 OBJECTIVES OF THE COMPANY

1.5.1 VALUE PROPOSITIONS

- Integrity
 - We are devoted to being transparent, honest, and doing what is right. We have strong ethical values that influence our decision-making.
- Customer Oriented
 - We are committed to prioritizing our customers and delivering high-quality services that meet their demands.
- Discipline
 - We are expected to observe the company's policies and laws.

- Learning
 - We are responsible for developing our skills and knowledge for self-improvement to remain competitive in business.
- Passion
 - We are delighted about what we are doing, how we're doing it, and where we're heading. We are dedicated to making a difference and going above and beyond to complete the task at hand.
- 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.

1.6 GOALS OF THE COMPANY

1) IMPROVE LIVES

Ranhill wants to improve people's quality of life by leading the way in developing a country through environmentally friendly and energy-efficient solutions.

2) SUSTAINABLE SOLUTION

Ranhill strives to improve the quality of life and meet the needs of a cleaner planet through innovation. We adopt a triple-bottom-line approach of caring for the environment (planet) and community (people) while achieving our financial goals (profit). We inspire our employees to innovate and deliver solutions that exceed customer expectations.

1.7 BACKGROUND OF ESTABLISHMENT

Water supply services are handled by the Johor water utility company Ranhill SAJ SDN. BHD. A part of Ranhill Utilities Berhad, Ranhill SAJ conducts business. Previously known as Jabatan Bekalan Air Johor (JBAJ), this organization provides water for the state of Johor. According to the Malaysian Companies Act, SAJ was established in 1964.

An integrated water supply company, Ranhill SAJ SDN. BHD., a division of Ranhill Utilities Berhad, manages everything from water treatment to distribution of treated water to billing and collection. In addition, Ranhill SAJ SDN. BHD. receives and retains fees from clients for the provision of treated water to various user classes. After that, users in residential, commercial, and institutional settings receive treated water. Operation, upkeep, and development of water treatment, reticulation, and related systems.

Through the process of corporatization in February 1994, the privatization of the water supply in Johor was adopted as part of the government's efforts to enhance the state's operations and water supply services. The concession deal was signed on April 20, 1999, by the Johor State Government, Lambang Optima Sdn. Bhd, and SAJH. SAJH was founded as a holding company with the exclusive 30-year concession to sell water to customers in Johor commencing March 1, 2000.

1.8 ORGANIZATIONAL STRUCTURE

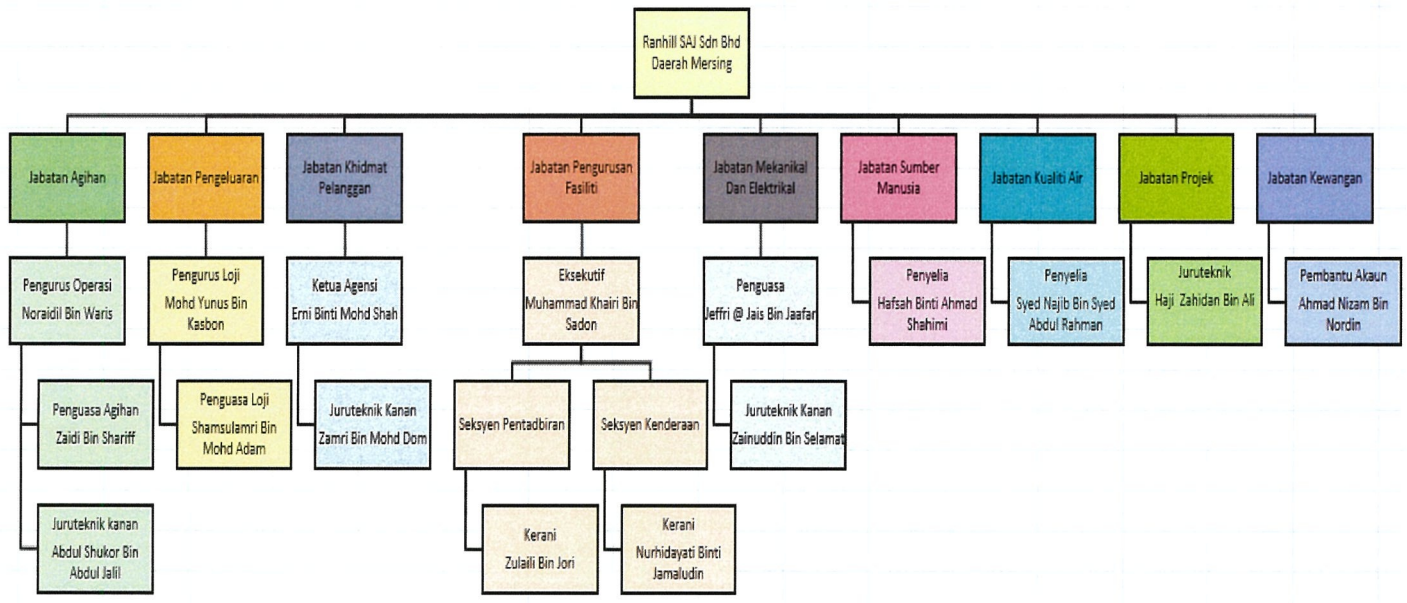


Figure 1: Organization structure for Ranhill SAJ SDN. BHD Company Mersing

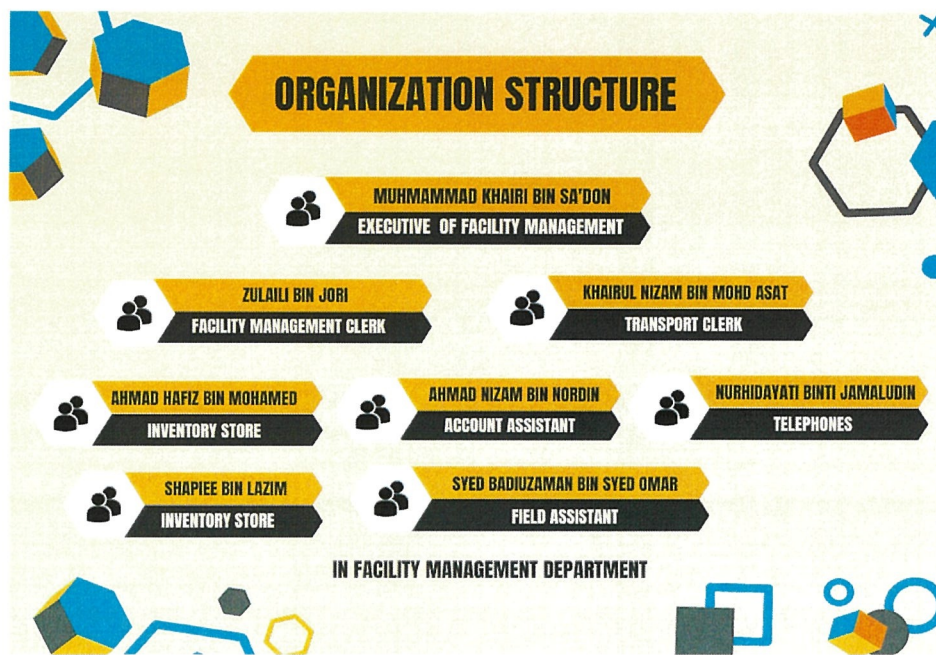


Figure 2: Organization structure in the facility management department Ranhill SAJ SDN. BHD.

1.9 PRODUCT/SERVICES OFFERED

The business operations are carried out by Ranhill SAJ SDN. BHD. include the extraction of untreated raw water from the watershed areas. Separating raw water will allow for the provision of treated water to residential, commercial, and institutional consumers. Charges and feed related to the delivery of treated water for various classes of consumers who use water will be collected and retained by Ranhill SAJ SDN. BHD. Company from customers. Other commercial activities for Ranhill SAJ SDN. BHD. will include operations, upkeep, and development of water treatment, reticulation, and supporting systems.

To organize and provide customers with better water utility operations, Ranhill SAJ SDN. BHD. developed an operations and maintenance model. In addition, the construction of an efficient assets management system will optimize asset operations and maintenance to achieve the lowest whole-life costs. The Ranhill SAJ SDN. BHD. Company also develops efficient methods for managing the quantity and quality of projects. These methods include planning assets, controlling costs, enforcing contract clauses, overseeing construction, and managing quality. Projects involving the construction of water supply infrastructure and asset placement are typical projects.

2.0 TRAINING REFLECTION

2.1 INTRODUCTION

I started my internship period on 1st March 2023 which is on Wednesday. I was asked to report to Ranhill SAJ Mersing branch company at 8.30 a.m. in the morning. I was assigned to the facility management department. Next, in this company, there are eight full-time workers including the executive in this department. The working period in this company is 5 days a week which is from Sunday until Thursday and from 8.30 a.m. until 5.15 p.m. while on Thursday the workers can go back on at 5:00 pm. For the first week, I had been introduced to how my department works. Basically, in the facility management department, there have transportation departments, and finance departments which combined and stay on one level. Because this is only one of the branches, there are few people here in this department. I have done many roles, tasks, and assignments that have been given to me as follows:

2.2 DAILY OFFICE ADMINISTRATION WORK

I was given a briefing by Mrs. Hafsa who holds the position of supervisor of the human resources department about the department in Ranhill SAJ SDN. BHD. and get to know the staff in the facility management department. My first-day job is updating work approval for 2022 and 2023. This document should be regularly updated for future revisions. For the next day, I do the task of keying in data of the Mersing district quarters for 2021, 2022, and 2023 in Excel. After completing the data, print out the report on the maintenance of the quarters in the Mersing districts and arrange a report in the file according to the house number of the quarters.

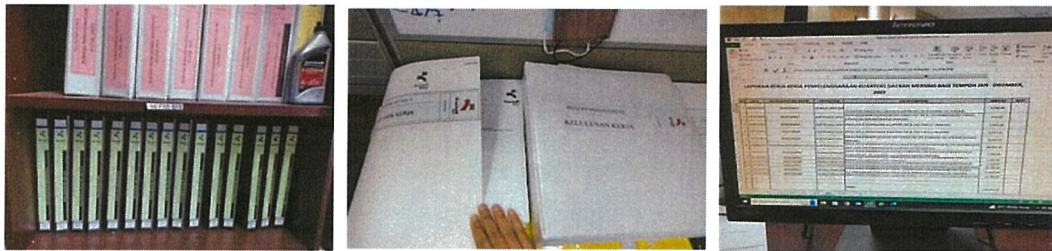


Figure 1: Work approval file

I learned about answering phone call (Job Telephones) from Mrs. Hidayati who hold the position of Telephone. I know the number to connect to call in and out of the office. In addition, if the customer makes a complaint by phone, I know to connect the line to the relevant party about the problem faced by the customer such as water cut notices, leaking or broken pipes, installation of water meters, questions about water bills and so on.

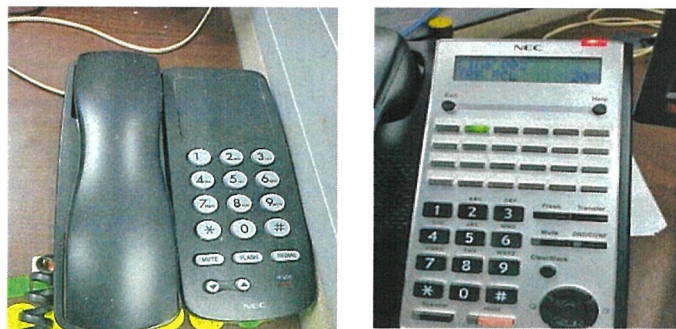


Figure 2: Office Telephones

When there is an incoming letter, I was assigned to record the reference number, date, and title of the letter or memo in the logbook and each letter received must be stamped as received. I should arrange all the letters on the shelf according to the desired department. Each letter will record in Excel for more details. Besides, update the list of postal letters in the file and the letter will send to Pejabat Pos Malaysia to post.

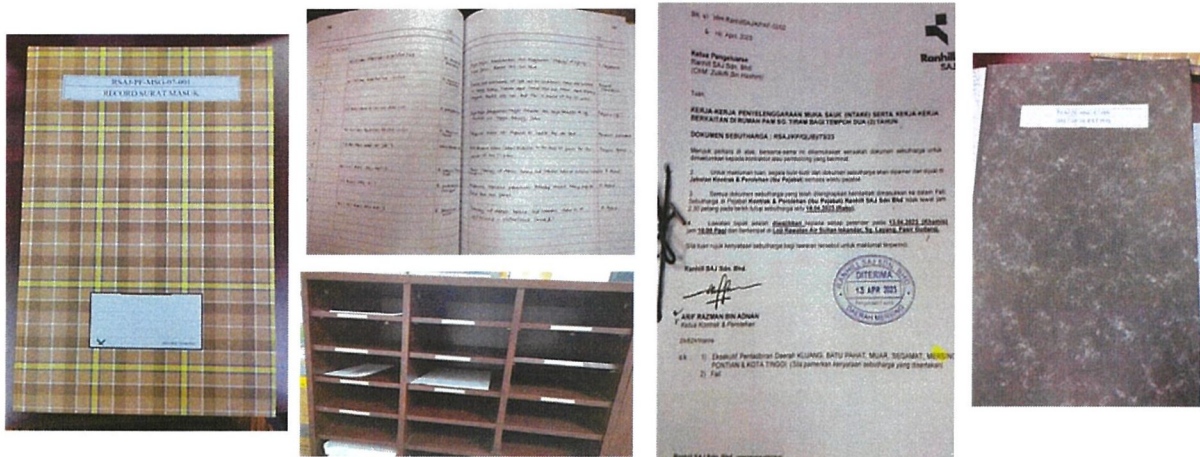


Figure 3: Incoming letters logbook

I always help Mr. Zulaili to scan indent information such as IN202300125, IN202300123, IN202300121, IN202300120, IN202300119. Each different indent number defines the title of the project. I was making interim forms in Excel for contractor ZN MAJU BINA ENTERPRISE, GREENFOG SDN. BHD., IMBARA FORCE SECURITY, SUFFIAN SUPPLY AND SERVICES, HAZNOH ENTERPRISE, and ELITUS RESOURCES for every month. Each completed interim form must be sent to HQ Johor Bahru and a copy of the interim must be included in the contractor's file. Besides, I also do a claim for the contractor ELITUS RESOURCES for cleaning works in the area around the Ranhill SAJ agency office, Mersing. This claim is made for all contractors for the work they have done. I was copying the previous folder and updated the information in Excel according to the information written in the contractor's claim form. Print out the claim form in Excel. Each completed claim form must be sent to HQ Johor Bahru and a copy of the claim form must be included in the work approval file.

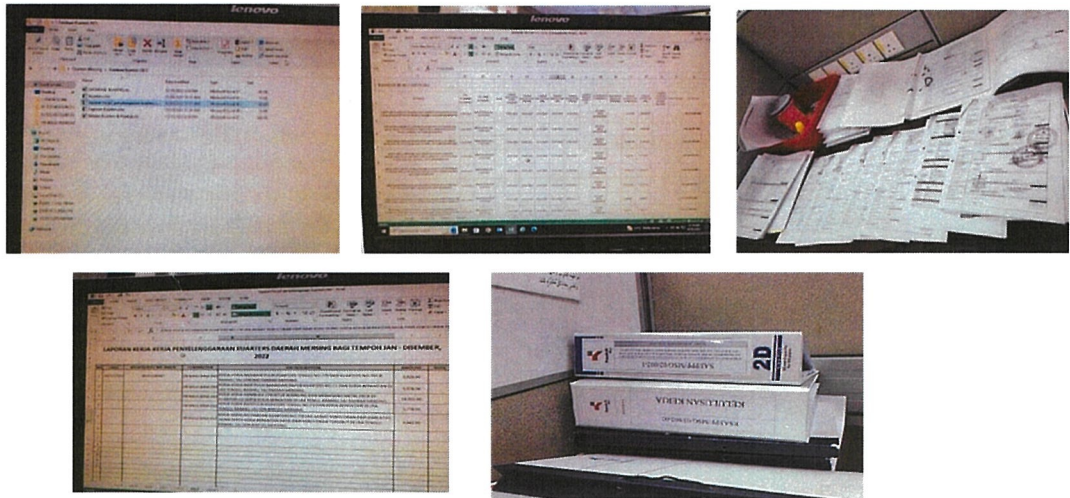


Figure 4: Folder of interim & claim contractor

I helped Mrs. Hidayati to prepare the minutes of the SAJ HOLDINGS SDN. BHD. charity and sports committee members' meeting and create a letter of invitation to Ustaz SharulKamar Bin RadinAhyak for the Tahlil and Tazkirah Ramadhan on 16 March 2023.

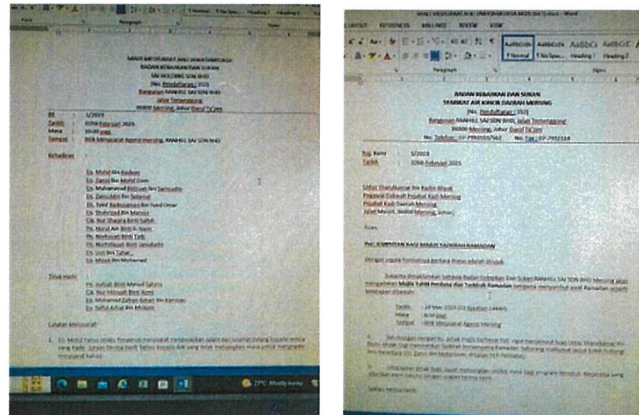


Figure 5: Minutes of the meeting

I created a new file and organized the details of coordination meetings, operation meetings, and the SAJH worker safety and health committee (OSHA) and create tagging files to make it easier to find files and make references.

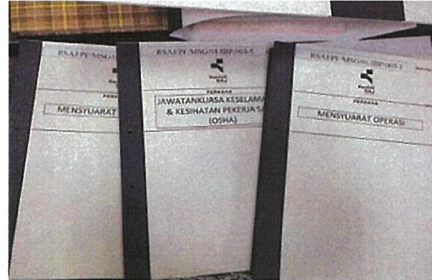


Figure 6: Create a tagging file

I helped Mr. Haji Ahmad key in data in the system. (Department of Finance). First, trainees enter the Billing Information System (BIS) to update the account number:

- Lembaga Getah Malaysia and FGV Palm Industries. (348 account bank list).
- Lembaga Kemajuan Johor Tenggara (242 account bank list).
- Majlis Daerah Kota Tinggi (130 account bank list).
- Majlis Daerah Mersing (90 account bank list).

Enter the account number and value that needs to be credited in the receipt data entry.

Print out the 88 lists of user records Majlis Daerah Kota Tinggi (MDKT), check, and highlight the price value and scan each sheet (88 sheets) and send it to Mr. Haji Ahmad.

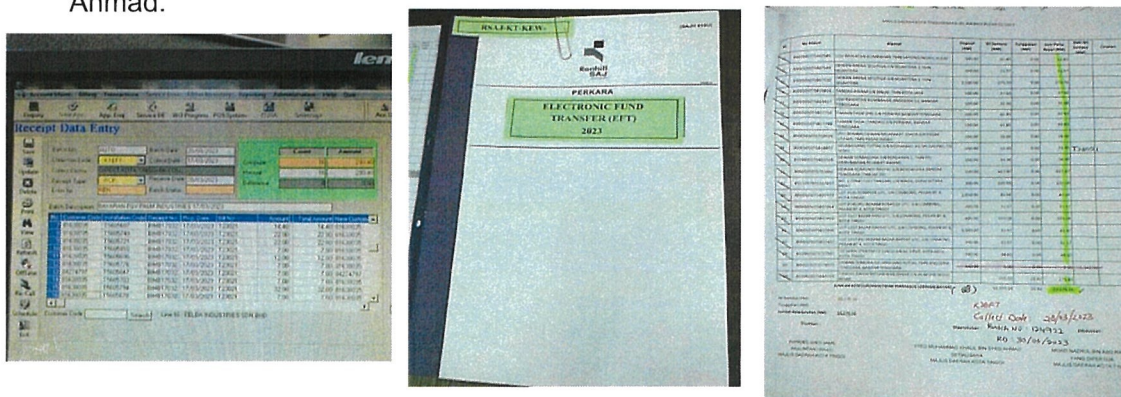


Figure 7: Account bank list file

2.3 SPECIFIC SPECIALIZATION TASK

I created more advertising for many events in Ranhill SAJ SDN. BHD. among the events are:

Create Flyers and a tentative program of the “Majlis tahlil and Tazkirah Ramadhan” according to my creativity by using Canva Apps.



Figure 1: Flyers and tentative program “Majlis Tazkirah Ramadhan”

Create flyers for the "Program Agihan Bubur lambuk kepada Semua Kakitangan Ranhill SAJ" according to my creativity by using Canva Apps and paste the sticker on the packet of “Bubur lambuk”



Figure 2: Flyers “Program Agihan Bubur Lambuk”

Create a poster and a tentative program of the “Majlis Sambutan Hari Raya” according to my creativity by using Canva Apps.



Figure 3: Poster & tentative program “Majlis Sambutan Hari Raya”

Create an invitation card for the "Majlis Sambutan Hari Raya" according to my creativity by using Canva Apps.



Figure 4: Invitation card “Majlis Sambutan Hari Raya”

Help staff from the network department to create a poster for the "Program Ibadah Korban 2023" according to my creativity by using Canva Apps.



Figure 5: Poster "Program Ibadah Korban 2023"

Attended an Audit Meeting with the Production, M&E, and facility management department at Loji Rawatan Air (LRA Tenglu, LRA Tenggaroh, LRA Endau). Discuss what needs to be improved and review all previous work reports. "Majlis Keselamatan Negara" come to visit Loji Rawatan Air Tenglu (LRA Tenglu) to make sure everything is under control.



Figure 7: Audit Meetings

2.4 BENEFITS RECEIVED AND GAINED

For the benefit that I had received and gained during my industrial training from this Ranhill SAJ SDN. BHD. received an allowance which is RM 250 only. Besides, once a month an internship student also was given one day off. Other than that, If the student suddenly feels sick, they also can ask for medical leave or if have any symptoms such as cough or fever, we were recommended to stay at home and do the saliva test to prevent the Covid-19 virus to spread.

I gained knowledge about work from the first week of my internship. I have also been smooth in using Microsoft Excel because almost all work is done using Microsoft Excel. For example, I use Microsoft Excel to make a tagging to tag all the files. Besides that, I learn new software which is Billing Information System (BIS) that I need to key in the account number to be credited in the receipt data entry. This new software is used practically in the department of finance. I also learn new software which is Integrated Financial System (IFS) that I need to know the result of work approval. This new software is used practically in the department of facility management.

In addition, I have also been trained by staff on how to communicate with other people to deliver knowledge to other people properly (Bell, 2021). For example, I had been trained to communicate with customers face-to-face and through phone calls. I am happy that with the help of a flexible facility management team, this gives me the confidence to do my job better. With this experience, I can share some knowledge that I get during this industrial training with my friends and family that wants to know more about Ranhill SAJ SDN. BHD.

3.0 SWOT ANALYSIS

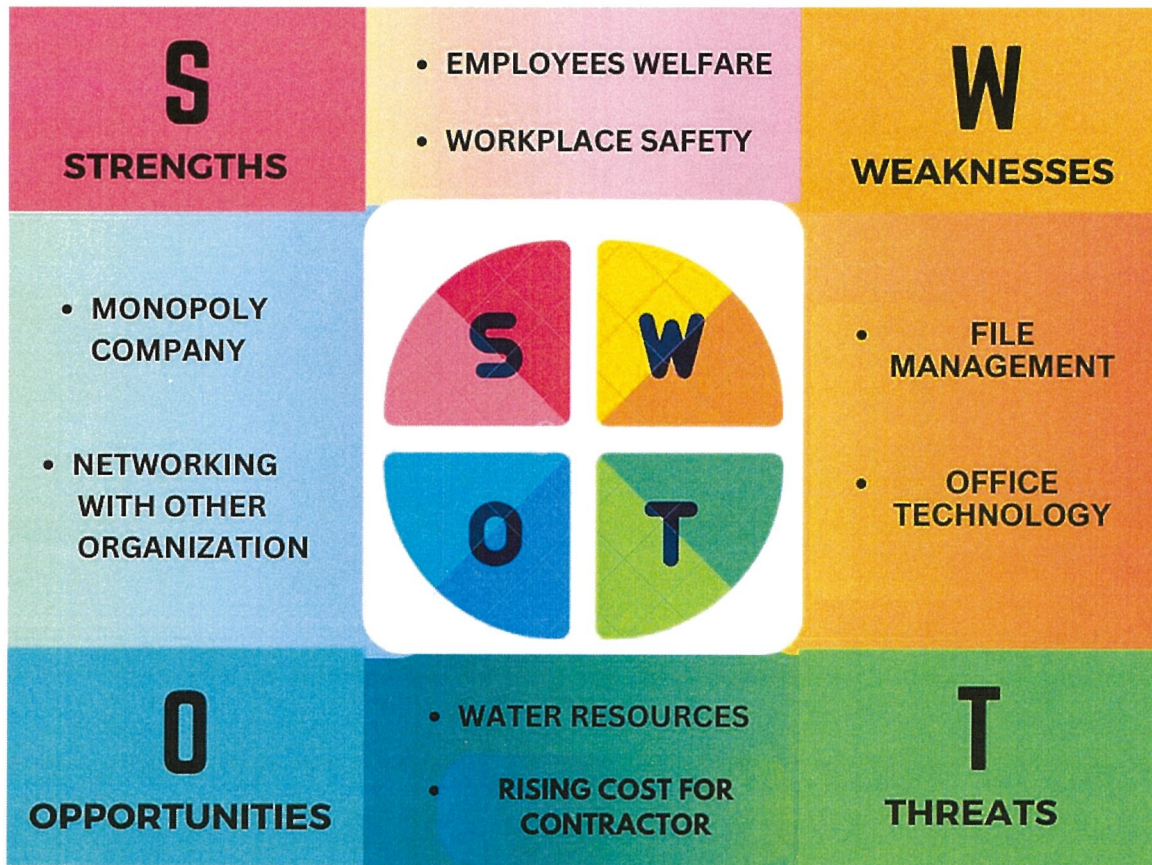


Figure 1: Swot analysis for Ranhill SAJ SDN. BHD. Mersing.

4.0 DISCUSSION AND RECOMMENDATION

SWOT Analysis is a technique to evaluate the four important elements in an organization, company, or business. The four important elements in the SWOT Analysis are strengths, weaknesses, opportunities, and threats. SWOT Analysis is used to take full advantage of the available profits and can reduce all possible losses.

4.1 STRENGTH

Strengths are things an organization does very well or things an organization does better than other organizations. This "strength" makes this organization continue to develop and maintain a comfortable position. The strength found in the company Ranhill SAJ SDN. BHD. are employee welfare guaranteed and workplace safety controlled.

4.1.1 Employee Welfare

Employees at Ranhill SAJ SDN. BHD. given various incentives during their work. The employee of Ranhill SAJ SDN. BHD. has been given an allowance, bonus, and a high pay scale. During Hari Raya Aidilfitri on 22 April 2023, they have been given an allowance and bonus in conjunction with Hari Raya a week early for the purchase of items for the family. In addition, if employees of Ranhill SAJ SDN. BHD. working overtime, they can claim payment for overtime. Next, employees are also given a lot of leave according to the government's general holidays. Employees can also get a medical certificate without having their salary deducted. Annual leave is given to employees as much as 50 days a year according to how long the employee's service period is in the company. The increase in annual leave will increase after every 5 years of working service.

Besides, Ranhill SAJ SDN. BHD. also has health panels and glasses centers for them to get service easily and can get it at a cheaper price. For the health panel, Ranhill SAJ SDN. BHD. is offered by two dental clinics which are Dr. Ko and Clinic Dr. Fatain while the central panel of glasses is offered with the Eye Focus store. This makes it easier for employees to get services that are more worthwhile. Therefore, employee welfare needs to be taken care of so that employees can last a long time in a company and can have a positive

impact on their work productivity because they work in a comfortable and stress-free environment (Kumari, 2020).

The recommendation for employee welfare is that the employer should increase the bonus value from RM100.00 to RM200.00 per year and increase the annual leave by 5 days per year for each employee so that they can spend time on vacation with their families. This can release stress at work by going on vacation with beloved family. The panel of health clinics and eyeglass centers can also offer 15 percent discount vouchers to employees of Ranhill SAJ SDN. BHD. so that they can use the service more. In addition, Ranhill SAJ SDN. BHD. held a Family Day with their staff to further strengthen the relationship between colleagues to create a positive vibe at work.

4.1.2 Workplace Safety

The Ranhill SAJ SDN. BHD. company has highly regulated workplace safety. Every employee of Ranhill SAJ SDN. BHD. given an access card to use when entering the workplace. This is because the workplace needs to be carefully guarded so that outsiders cannot freely enter the workplace of Ranhill SAJ SDN. BHD. In addition, CCTV security controls are also placed around the work area as well as outside and inside the building. This is to make it easier for security guards to monitor the company's environment (Vel'as, 2020). Next, at each entrance gate of the company and at the water treatment plant two security guards are placed to guard the entry of each vehicle that enters. In this regard, outsiders are not allowed to enter the water treatment plant without permission due to fear of bad things happening to the water treatment plant such as water pollution, damage to the plant, and so on. Therefore, workplace safety in Ranhill SAJ SDN. BHD. company is guaranteed and controlled by management.

The recommendation for workplace safety is this Ranhill SAJ SDN. BHD. company needs to be controlled with strict security controls so that all employee activities are controlled and safe. Therefore, CCTV security controls should be added and installed in every place that requires high surveillance. Trainees suggest using the dome camera. The dome camera is one most commonly used for indoor and outdoor security and surveillance. The shape of the camera makes it difficult for onlookers to tell which way the camera is facing, which is a strong piece of design, deterring criminals by creating an air of uncertainty. Ranhill SAJ SDN. BHD. should be installing CCTV that can be controlled via smartphones or tablets so that it is easy to control anywhere. For example, if the head of the facility management department is unable to attend the office, he can monitor the office through smartphones or tablets. This is because the CCTV installed inside the building and outside the office can only be controlled in one room, which is the room of the head of the facility management department.

4.2 WEAKNESSES

Weaknesses can be found in a company by positioning yourself as someone else who looks at the company from a different point of view. Weaknesses are things that can bring problems to a company if they happen continually. This weakness needs to be fixed before it becomes severe. The weaknesses found in the Ranhill SAJ SDN. BHD. company is a file management and office technology.

4.2.1 File Management

In the facility management department where I am stationed, always use active records. Active records are documents (both hardcopy and electronic) that are still actively being used by an office. They are usually referenced on a daily or monthly basis. Oftentimes, if on paper, these records will be located in a handy place within the office since they are used frequently. In this department, there is a file room that has a vertical file cabinet to place all file documents in the cabinet. However, too many document files are handled causing insufficient space in the vertical file cabinet and document files are placed on an empty office desk. This situation causes the office environment to

be messy and unorganized. When the work environment becomes messy it can bring a bad mood. Employees will also perform their duties or work in uncomfortable conditions. In addition, the files piled up on the table make it difficult to refer back to the files we want. This can delay the time to complete a task and reduce the quality of work (Touray, 2021). Ranhill SAJ SDN. BHD. employees also still use manual records. This causes an increase in the amount of paper used to record information or data. Therefore, the work environment must be maintained so that it is always neat and organized so that the employees of the company Ranhill SAJ SDN. BHD. can work in a comfortable and calming.

Organizations today need both efficiency and compliance. Work has to be done efficiently, and the process of how the work is done and final products are kept safe for future audits. The recommendation for file management is to use a software program called an electronic document management system (EDMS). EDMS is used to categorize and store various types of documents. This sort of system aids users in the organization and storage of paper or digital documents and is a more specific form of document management system. Although in certain cases these systems may also manage digitally scanned copies of original paper documents, the term "EDMS" more clearly refers to a software system that handles digital documents as opposed to paper documents. The benefit in use an electronic document management system (EDMS) is enabling users to find documents immediately using strong search functions, reducing instances of missing documents because they are filed in wrong folders, automating everyday tasks such as routing of electronic forms from one approving personnel to another, reducing manual data entry and achieving a paperless.

4.2.2 Office Technology

Office equipment in the facility management department that makes Ranhill SAJ SDN. BHD. employees faced problems, it is difficult to do work or tasks quickly due to the lack of a PC monitor. Not all office desks are equipped with PC monitors. The available PC monitors also have a lagging problem and some PC monitors still use the old version of Windows, which is Windows 7. This is because they did not update to the latest version of Windows which is the Windows 11 version. In addition, my department not having enough photocopies machines. This is because only one photocopier machine is used and has to be shared with two departments, which are the production and facility management departments. This caused the employees of Ranhill SAJ SDN. BHD. have to wait in line to use the photocopier. Besides that, the office phone that is used to answer incoming and outgoing calls does not ring and only emits a signal indicating that there is an incoming call. This can cause some calls to be missed due to being overlooked.

The recommendation for office technology is the Ranhill SAJ SDN. BHD. company needs to add more office equipment which is not enough such as a PC monitor and Photostat machine. I recommend using the imageRUNNER ADVANCE 6055 series photocopies machine. This is because it is the latest model for today's photocopies machine. The imageRUNNER ADVANCE 6055 series helps the environment by using bioplastics and recycled materials, eliminating lead and halogens, reducing power consumption, and complying with industry-standard RoHS and Energy Star regulations. With many new core innovations included in the iR-ADV 6055 series, not only can it print and copy at speeds of up to 55 pages per minute, but it can also fax, print from USB, replenish paper and toner on the fly, and have a larger hard disc capacity. Users may spend less time on the machine with the iR-ADV 6055 series. In addition, replace the old or damaged office telephone with a new one so that it can work properly. Every monitor PC must update to the latest version of Windows, which is the Windows 11 version so that the monitor PC is not prone to lagging or buffering and make a schedule to make periodic updates on the PC monitor and photocopies machine to keep on updating the latest version (Beer, 2020).

4.3 OPPORTUNITIES

Opportunities are things that need to be grabbed quickly because opportunities only come once. The opportunities available in this company make a company special compared to other companies. This opportunity can provide a positive impact on a company. Opportunities are available in the company Ranhill SAJ SDN. BHD. is a company that has a monopoly and networking with other organizations.

4.3.1 Monopoly company

A monopoly business has significant control over the pricing of its goods or services because it does not have any opposition to competing for customers. This can allow the business to establish stable prices for goods rather than constantly changing rates according to demand and the rates of the competition (Shang, 2022). As we know, the Ranhill SAJ SDN. BHD. is a monopoly company where this company dominates the water supply service business. The Ranhill SAJ SDN. BHD. is a large company and does not have competition with other companies. This is because, in every district in the state of Johor, only this company does the service business of supplying water to consumers. The Ranhill SAJ SDN. BHD. has a great opportunity to become a progressive and developing company. In addition, the Ranhill SAJ SDN. BHD. can also make more profit because users will only focus on the services offered by this company. Therefore, Ranhill SAJ SDN. BHD. is a monopoly company because of the company's strong and guaranteed position in doing service business supplying water to consumers without any external competition (Bhattacharya, 2020).

The recommendation for the monopoly company is the Ranhill SAJ SDN. BHD. needs to take care of price increases in terms of water bill charges. The water bill price charged should be according to the government subsidy issued. This is aimed at gaining the trust and loyalty of customers to avoid any customer dissatisfaction that may lead to protests. In addition, Ranhill SAJ SDN BHD also needs to take the initiative to improve the services they provide for customers so that customers like to use the services of Ranhill SAJ SDN. BHD. When Ranhill SAJ SDN. BHD. takes care of customer satisfaction; it makes it more difficult for other firms that try to take this service position.

4.3.2 Networking with Other Organizations

Ranhill SAJ SDN. BHD. has a network with other large organizations. When the company Ranhill SAJ SDN. BHD. holds an external and internal audit meeting at the water treatment plant, and the National Security Council (MKN) will also be present to discuss matters that need to be improved together. The Loyalty Department will hold its respective audit meetings. In the audit meeting, they will present the work that has been done to the National Security Council (MKN). The National Security Council (MKN) will check the details of the work. The National Security Council (MKN) will also conduct a site visit around the water treatment plant. This is to ensure the safety around the water treatment plant is guaranteed and well maintained (Moldavanova, 2020). If there are deficiencies, the National Security Council (MKN) will inform in the audit meeting. Ranhill SAJ SDN. BHD. employees will know what needs to be fixed to maintain the safety of the water treatment plant. In addition, the Johor Water Regulatory Body (BAKAJ) works with Ranhill SAJ SDN. BHD. to ensure that the water dam is in good and safe condition. This is because the water dam is a place to collect water to be distributed to users' homes. Because of this, the dam water needs to be in a safe condition before it is distributed to users.

The recommendation for networking with other organizations is the Ranhill SAJ SDN. BHD. needs to further expand the networking between other large organizations so that the position of the company Ranhill SAJ SDN. BHD. is stronger and easier to work with. Besides that, the reasons why expanding networking is important are to get a better reputation, increased visibility, improved business growth, a stronger support network, and more impactful connections. This is when the Ranhill SAJ SDN. BHD. company faces any problem, it is easy for them to get help from these organizations. Networking may give a company access to another organization, which has dealt with similar issues in the past and can provide expert advice and possible solutions that can help it carry out its business. Similarly, it might find that the business networks guide good practices which could help to simplify how a company operates.

4.4 THREATS

A threat is a negative thing because it will create a problem for the company. These threats are often caused by external factors. This threat needs to be prevented before it is too late. A company needs to take the initiative to prevent this problem from continuing. Threats found in the Ranhill SAJ SDN. BHD. companies are water resources and water pollution.

4.4.1 Water Resources

In Malaysia, hot weather often occurs. The temperature in Malaysia now can reach 35 to 37 degrees Celsius. The Ranhill SAJ SDN. BHD. is dealing with water resource issues caused by prolonged hot weather. This is because, when hot weather occurs for a long time, it can cause the water supply to be rationed to be distributed to users. In 2016, Mersing was hit by a low water supply for four months because the water in the Mersing water dams dried up due to prolonged hot weather. This being the case, some Mersing settlements get their water supply from trucks and no longer from pipes. Given a small quantity of water, they need to use water sparingly so that no water is wasted. In addition, in the current economic age, many areas of forests are cut down to develop industry. This causes no place to be used as a water dam. When there is a shortage of water dams, then the water supply will also decrease (Wahid, 2019). Water supply is very important for use in daily life. We need to preserve water sources well so that water supply can always be distributed to users.

The recommendation of the water resources is preparing by increasing the number of water dams by 50 percent of the number of water dams that exist now so that the water supply is always available and sufficient. According to the news Malaymail (2020), Johor Menteri Besar, Datuk Hasni Muhammad said "We have to make plans and take action to ensure our water supply is sufficient. This means no more issues of water shortages or water rations. Currently, the limited and polluted groundwater resources also incur a very high treatment cost". The existing forest also needs to be protected and not targeted to be used as a development center because the forest is the most suitable place to build a water dam. So, love our forest because it is an important asset in our country.

4.4.2 Rising Costs for Contractors

Ranhill SAJ SDN. BHD. allocated as much as RM120K to make security projects and renovate buildings and offices. Each district needs to wisely seize the opportunity to use the cost because there is no allocation for each district. The threat is that contractors face problems with the rising cost of building materials. In my departments, I will make a claim against the projects that have been implemented, but I found that the claim is a larger amount than expected. There is no denying that the cost of construction is increasing nowadays. According to New Straits Times (2022), the Department of Statistics Malaysia (DOMS) also confirmed the increase in construction costs. In their latest posting on their website, the DOSM revealed the following that all building materials increased in May 2022 compared to the previous year. Steel bar prices grew by 20% year on year, with an average price of RM3,910 per metric tonne (May 2021: RM3,258 per metric tonne). Meanwhile, cement prices rose 12.2 percent in May 2022 to RM20.89/50kg, up from RM18.61/50kg in May 2021. Furthermore, costs for most building supplies such as aggregates, sand, bricks and walls, roofing materials, and ceiling materials increased. The construction materials unit price index climbed by 4.1 percent to 19.9 percent. In May 2022, the price index for steel and steel and sections increased by 19.9% and 18.1%, respectively, compared to May 2021. Furthermore, the cement price index climbed by 12.4% within the same period. When the construction cost of a project is too high, it causes more costs to be incurred by Ranhill SAJ SDN. BHD.

The recommendation for rising costs for contractors is contractors need to optimize resources management. Contractors must constantly monitor the rate of construction materials so that they can start planning and purchasing materials early so that they can overcome the price increase before it takes effect. Therefore, it is important to constantly assess market conditions and stay in touch with your suppliers to ensure that there are no sudden increases to come. One of the best ways to achieve the level of organization and structure needed to deploy and manage resources is to use Labor and Materials management software such as OnTraccr. With OnTraccr, contractors can easily upload and manage a materials database, allow contractors to track inventory, and can even keep a complete history of past prices so they can use

that data to create more accurate and profitable estimates in the future. Furthermore, contractors must have increased engagement with suppliers to unlock more financially favorable agreements, thus maintaining excellent rapport with them is critical. Bulk purchases for bigger discounts and negotiating warehouse storage of goods to minimize price rises are two examples of feasible agreements.

5.0 CONCLUSION

In conclusion, I have been appointed to do practical training for 6 months at Ranhill SAJ SDN. BHD. company. which is located at Jalan Temenggong, Mersing Kechil, 86800 Mersing, Johor. Here I have learned a lot about everything before I step into the real world of work. At Ranhill SAJ SDN. BHD. company. This company has a vision and mission and goals of the company that they want to achieve. The Ranhill SAJ SDN. BHD. Mersing has eight departments, and I was placed in the facility management department where I learned to work as a clerk in making claims, recording incoming mail, answering incoming office calls, posting mail registers, and so on. This company is large because it offers water supply services for one state, the state of Johor.

Besides that, in my report, I have listed the work I have done and the activities I have been involved in during my practical training at Ranhill SAJ SDN. BHD. I have gained a lot of knowledge and skills from the senior staff. After I studied the SWOT Analysis for Ranhill SAJ SDN. BHD., I found the company's strengths, weaknesses, opportunities, and threats. The strength of the company is employee welfare and workplace security. The weaknesses in the company are improper file management and a lack of office technology. For the company's opportunity, it is a monopoly company and has networked with other organizations. Last but not least, the threat to the company is water resources and water pollution. All this information has been discussed in this report. Recommendations are also included once in each SWOT Analysis.

I am very grateful to be able to conduct industrial training at Ranhill SAJ SDN. BHD., because I was able to speak with officers and personnel, I was able to get experience in a real-world job situation. I was also fortunate to have had the experience of working with others and dealing with potential challenges. I also made observations regarding the workplace, such as how there are positive things that can be followed and negative things that cannot be followed.

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