



UNIVERSITI
TEKNOLOGI
MARA

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dan Perniagaan



INDUSTRIAL TRAINING REPORT AT TRISYSTEMS ENGINEERING SDN. BHD.

1 March - 15 August 2023



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BA2435D

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PART 1: PRELIMINARY PAGES

EXECUTIVE SUMMARY

According to the lesson plan, the students under the Bachelor of Business Administration (Hons.) Human Resource Management are required to complete their degree with industrial training as their last semester course. Along with that, this report will describe all my memorable and enlightening 6-months of industrial practical training that began at a company named, Trisystems Engineering Sdn Bhd. First and foremost, I am thankful to Allah, my internship advisor, the Trisystems employees, mostly to all the human resource department, my family and friends which gives me support and strength to complete 24 weeks of internship and accomplish this report.

Other than that, I did attach to my profile in the updated resume version. The information that I inserted into it were my contact number, email, address, objectives, technical and personal skills, education, work experiences which include my latest experience as trainee, extra curricular activities and achievement from my previous studies. Next, it is a crucial part for me to understand and have a clear vision on what the company is doing. Trisystems Engineering Sdn Bhd is a corporate company which offers products and services for the oil and gas industry. As an organization, logo is a must as it was one way of marketing technique to introduce Trisystems to clients and people. This is because it could describe the characteristics that Trisystems wants to focus on.

I have been assigned to work under the Human Resource and Administration Department for the whole six-month period and there was a variety of new knowledge, friends, experiences, and skills I gained such as contacting food suppliers, editing slides and emailing to other organizations. Strengths, weaknesses, opportunities and threats (SWOT) analysis are also required to be observed. Therefore, every item will be explained in detail throughout this report.

(294 words)



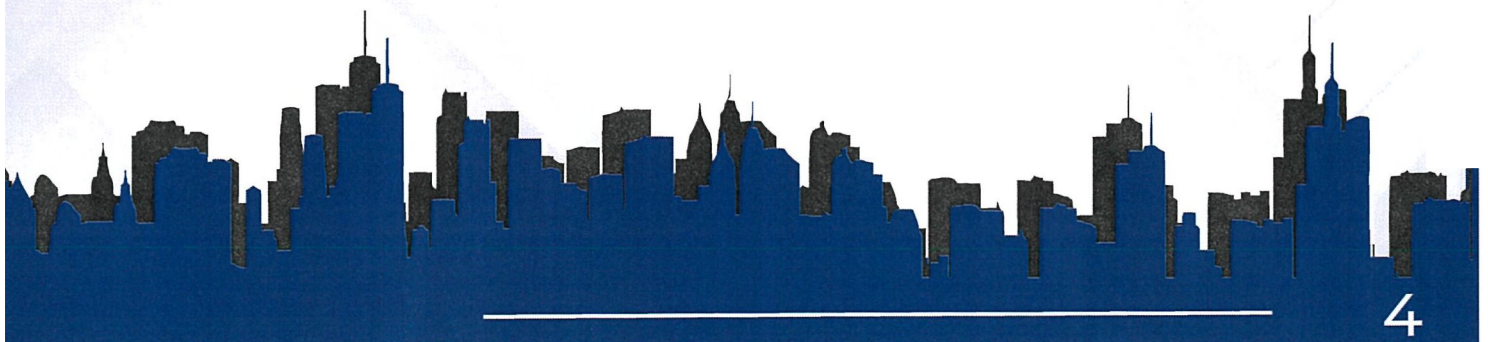
ACKNOWLEDGEMENT

First and foremost, I must acknowledge my limitless thanks to Almighty Allah for His guidance and blessing makes everything easier for me. I am very thankful because without His help I would never have had the courage, energy, and positivity mindset to carry out and complete my industrial training. He is the most Gracious and the most Merciful who granted me health and strength to finish my internship.

Next, I am highly indebted to my internship advisor, Madam Siti Musliha from Universiti Teknologi MARA (UiTM) Alor Gajah, Melaka. I am very pleased to have her as my advisor since she is very supportive and that makes me close to her. I believe that I successfully finished this report well with all her guidance, best advice, useful ideas and thoughts. Other than that, she is very warm hearted as well as a good listener to hear any issues and problems faced by her students instead of only focusing on reports and her words really comforting me.

I am deeply grateful for Trisystems Engineering Sdn Bhd's support and the opportunity they have provided me throughout the industrial practical learning. I express my deepest thanks to Human Resource and Administrations (HRA) Department as I am working with them especially to Fazilan Bin Daud (Senior Manager), Nur Malinda Binti Abu Hassan (Senior Executive), Nurul Ashikin Binti Bustami (Senior Executive), Muhammad Hazim Bin Shamsul Zamri (Executive), Intan Nor Atika Binti Zainal Abidin (Executive), Nurul Asyikin Sidek @ Azman (Junior Executive) and Muhammad Izriq Bin Nizam (Executive). They help me to better understand the meaning of a real working environment.

I would like to express my gratitude to my parents and friends. My mother, Nor Ashikin Binti Muhamad and my father, Salehin Bin Abdul Rahman are very supportive which allows me to drive their cars all the way from home to office and really takes care of me to make sure I arrive safely to the destination. While my friends help me a lot as we keep discussing together and encourage each other to complete the reports. Last but not least, thanks to everyone who are related directly and indirectly in my internship journey.





PART 2: STUDENT'S PROFILE

UPDATED RESUME



NUR SYAHIRAH LIYANA BINTI SALEHIN

OBJECTIVE

Requesting a job opportunity in Human Resource department with a good work environment company which utilizes my human resource knowledge. I am ready to learn new things, wants to give full commitment to work and contribute to achieve company's mission.

TECHNICAL SKILLS

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

PERSONAL SKILLS

- Able to communicate effectively with others
- Work well in team
- Willing to learn new things and give full commitment in works
- Being self-motivated to achieve target

LANGUAGES

- Malay (Native)
- English (Intermediate)
- Arabic (Basic)

REFERENCE

Siti Musliha Binti Mohd Idris
Internship Advisor
UiTM Alor Gajah Melaka

Muhammad Hazim Bin Shamsul Zamri
Executive - HRA
Trisystems Engineering Sdn Bhd

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION (HONS.)

HUMAN RESOURCE MANAGEMENT (2021 - 2023)

Universiti Teknologi MARA, Melaka

CGPA: 3.61

DIPLOMA IN BUSINESS STUDIES (2018 - 2021)

Universiti Teknologi MARA, Johor

CGPA: 3.79

WORK EXPERIENCE

TRISYSTEMS ENGINEERING SDN BHD | TRAINEE

(1 MARCH 2023 - 15 AUGUST 2023)

- Design and prepared the slide presentation specially for Town Hall and Sharing Session 2023
- Get in touch with food supplier for company's 'Juadah Berbuka Puasa Ramadhan'

PKT LOGISTICS GROUP SDN BHD | PART TIMER

(1 SEPTEMBER 2022 - 18 SEPTEMBER 2022)

- Sorted item accordingly to its label and number of unit.
- Acquired the tips to record sorting data efficiently from higher level employee.

ZALORA MY WAREHOUSE MAPLETREE SDN BHD | PART
TIMER (MARCH 2021)

- Worked as one of Zalora's part timer that involved in return, inbound, outbound and packaging section.
- Managed to reach their Key Performance Indicator as a picker in outbound section more than 80 items per hour.
- Experienced in packaging items like clothes, trousers and accessories quickly

EXTRA CO-CURRICULAR ACTIVITIES

RAKAN INTELEK (2020 - 2023)

Universiti Teknologi MARA, Melaka

- Led and organized programmed named "Ikhtilat: Malumu Berharga" on Google Meet.
- Selected as person in charge to contact the panel.

DINAMIKA MAHASISWA ISLAM (2018 - 2020)

Universiti Teknologi MARA, Johor

- Handled a misunderstanding among members.
- Arranged the Annual General Meeting as a programmed head

ACHIEVEMENTS

- Vice Chancellor's Award (2021)
- Dean List Award Certificate (2020)

A photograph of a modern, multi-story office building at dusk. The building has a curved facade with large windows and a prominent entrance. The sky is a deep blue with some clouds. The company name 'TriSystems' is visible on the upper part of the building. A large, dark blue diagonal shape is overlaid on the left side of the image.

PART 3: COMPANY'S PROFILE

ABOUT COMPANY



The company's name is Trisystems Engineering Sdn Bhd. The Trisystem Group of Companies provides goods and engineering services to the petrochemical and oil & gas sectors. In order to attain technological excellence, the Group is made up of six firms and each of its specialists in certain instrumentation and control fields. The six firms are Trisystem Engineering Sdn Bhd, Trisystems Safety Control Sdn Bhd, Trisystems Flow Products Sdn Bhd, Trisystems Petrico Sdn Bhd, Trisystems Teknik Sdn Bhd and Trisystems Power Sdn Bhd. Trisystems Group of Companies offers complete instrumentation, control, combustion, filtration and software optimization solutions. However, each company in the group focuses on specialized areas to achieve technical excellence for oil and gas industries.

The companies' strength lies with its experienced and competent personnel who provide services ranging from project management, systems design and programming, site installation, commissioning and routine operational maintenance. They have nurtured a team of dynamic and experienced engineers, many of whom are certified in their specialized area of expertise. Trisystems's sales personnel are adept at proposing solutions that best meet clients' technical requirements.

ABOUT COMPANY



The group has grown to become a respected engineering service company since its incorporation in 1995. The group is now in an enviable position of being one of the leaders in the oil and gas industry for the products and services that it offers. Furthermore, since its establishment in 1995, the firm has expanded to become a reputable engineering service company with over 1000 installed bases worldwide and over 100 competent engineers. The company is now in the fortunate position of being a leader in the oil and gas sector for the goods and services it provides.

From the picture above, it shows the Trisystems sales agent and offices were located. Trisystems are not only eligible and operated in Malaysia but all around Southeast Asia. The headquarters (HQ) Engineering Assembly located in Shah Alam, Selangor. Moreover, they have sales agent office that located in Ho Chi Minh (Vietnam), Bangkok (Thailand), Singapore and Jakarta (Indonesia). While the sales and support were operated in Kemaman, Terengganu and Miri, Sarawak.

ABOUT COMPANY



The headquarter of Trisystems Engineering Sdn Bhd was located in Shah Alam, Malaysia that consists of administrative and engineering offices which gathered all departments such as marketing, project, human resource and finance. The main Trisystems office also includes a training facility with 8,000 square feet testing and staging facilities. In order to expand their service to customers in both West and East Malaysia respectively, they have offices in Kerteh, Terengganu and Miri, Sarawak. The office address for Kerteh is Lot 51652, Bandar Seri Kerteh, 24300 Kemaman, Terengganu, Malaysia while for Miri is Lot 1507, Jalan Machinda Lutong, 98000 Miri, Sarawak, Malaysia.

While its operation hours start between 8:00 a.m. to 9:00 a.m. and end between 5:00 p.m. to 6:00 p.m. One good thing implemented by this company is flexibility in working hours. Thus, the working time will be from 8:00 a.m. until 6:00 p.m. with one (1) hour lunch break for Monday to Thursday and two (2) hours for Friday. For instance, an employee finishes work at 5:40 p.m. if he/she starts at 8:40 p.m. Company's lunch time is from 12:30 p.m. until 1:30 p.m. (Monday – Thursday) and 12:30 p.m. until 2:30 p.m. (Friday). Saturday is considered as an off day and Sunday is decreed to be a rest day.

ABOUT COMPANY

An organization presents its image through the way that it communicates with both outsiders and its internal constituency. A company's personality, corporate identity and consistency in its communications are determined by the style, formal coherence and consistency of the company's communications which identifies it as a player in the market for goods and services.



The logo chosen to divulge the brand Trisystems is based on Impact font that enhances the values of innovation, technology, and modernity that they want to associate with the brand. The visual identity of Trisystems is completed with the symbol. The curved-rectangle is a symbol that recalls the stability and reliability of the company. The striped triangle represents precision, steadiness, and dependability of the organization towards every stakeholder from every perspective. It also symbolizes Trisystems as a respected and competitive company in the industry that provides to the client in each market and sector the best solutions. In essence, corporate values are Trisystems's beliefs, philosophies, and principles that drive them as a company. It impacts extremely the experience they deliver and the relationship they develop with customers and partners.



Honesty. Committed. Mutual Trust & Respect

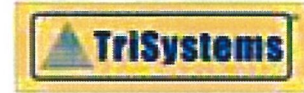
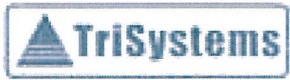
Trisystems comes with other logos which include the corporate values honesty, committed and mutual trust & respect. Honesty - We always conduct ourselves with pride in being honest and ethical Committed - We are committed to the success of our customers, partners, employees, and shareholders Mutual Trust & Respect - We value the differences and sincere intentions as the basis for achieving shared aspirations. However, Trisystems Corporate Values is an optional display only depending on the types of digital or printed media.

ABOUT COMPANY

DO NOT alter the graphic logo colour to other colours or colour combinations that is not stated in this manual

DO NOT remove the ® symbol in the graphic logo

DO NOT set a transparent background inside the graphic logo except for the white version (Refer 1.1.2)



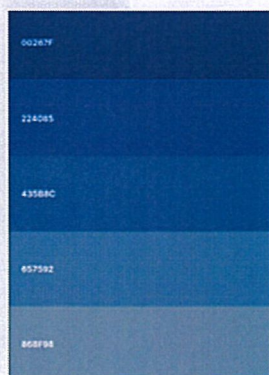
DO NOT disproportionate, scale, or rotate the graphic logo



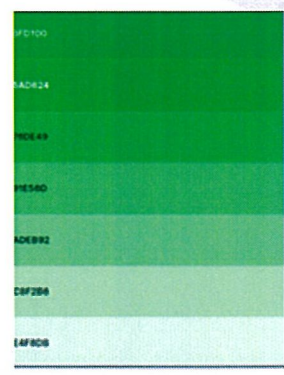
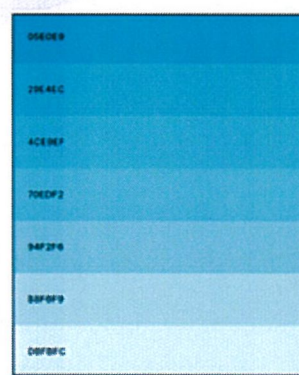
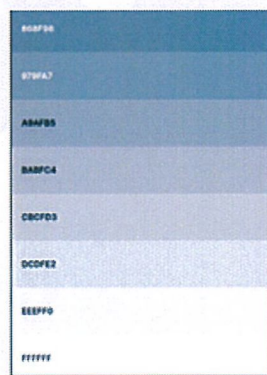
Trisystems also come out with rules of using their logo as the logo must be present and displayed by the following corporate criteria. Colour, size and proportions chosen should not be altered. Some of rules are:

1. Do not alter the graphic logo colour to other colours or colour combinations that is not stated in this manual.
2. Do not remove the ® symbol in the graphic logo.
3. Do not set a transparent background inside the graphic logo.
4. Do not disproportionate, scale and rotate the graphic logo.

Trisystems' visual identity is not complete without color, which also helps to standardize the company's communications. To ensure the accurate display of the brand across all platforms, Trisystems have put up the various compositions and color palettes.



CORPORATE
COLOUR



COMPLEMENTARY
COLOUR

ABOUT COMPANY

MISSION

- 1.To continuously improve products and services through Effective Process Systems.
- 2.To strive to become the choice vendor by meeting all the needs of our customers.
- 3.Nurture long term client relationships.
- 4.Provide good after sales support to clients.
- 5.Strive for efficient operation to minimize cost to clients.

VISION

Being one of the leaders in the oil and gas industry for the products and services that it offers.

CORPORATE VALUES

Corporate values are invented to ensure all the employees have a clear understanding to achieve the same goals in work. As for Trisystems Engineering Sdn Bhd, it is their belief, philosophy and principles that drive the successfulness of Trisystems. The corporate values optimistically impact the experience they develop as well as the relationship they have with customers and clients. The good corporate values have been applying, the good experience and relationship they gain.

The 3 corporate values are:

- 1.Honesty - We always conduct ourselves with pride in being honest and ethical.
- 2.Committed - We are committed to the success of our customers, partners, employees and shareholders.
- 3.Mutual trust & respect - We value differences and sincere intentions as the basis for achieving shared aspirations.

ORGANIZATIONAL STRUCTURE



Shaifulizam Mohd Saleh
Managing Director



Chris Lum
Director/General Manager

Trisystems Teknik Sdn Bhd



Kamaruzzaman Kedah
Director/General Manager

Trisystems Flow Products Sdn Bhd



Ts. Azhari Adnan
Director/General Manager

Trisystems Power Sdn Bhd



Norzein Abd Kadir
Chief Financial Officer



Ts. Saiful Azree Yusop
General Manager

Project Delivery & Customer
Service



Mohamad Azman Razali
General Manager

Trisystems Safety Control Sdn Bhd



**Megat Shamsul Arif Megat
Khamaruddin**
General Manager

Sales & Marketing



Raziah Saluki
Senior Manager

Project



Yusrul Anuar Yusoff
Senior Manager

Customer Service Operation



Hasmanyzan Ab Halim
Senior Manager

Account



Artan Zote Zejno
Senior Manager

Supply Chain Management



Fazilan Daud
Senior Manager

HR & Administration

PRODUCT & SERVICES

ENGINEERING SOLUTIONS

Trisystem's experienced team of engineers provides complete EPCC services which include consultancy and conceptual design, Functional Design Specification (FDS) development, detail engineering and programming, system integration and testing, site installation and system commissioning. It consists of control systems, skid and process packages, combustion, fire and gas solution, secured communications, advanced software solutions, hydraulic and pneumatic, filtration and turbomachinery control systems.

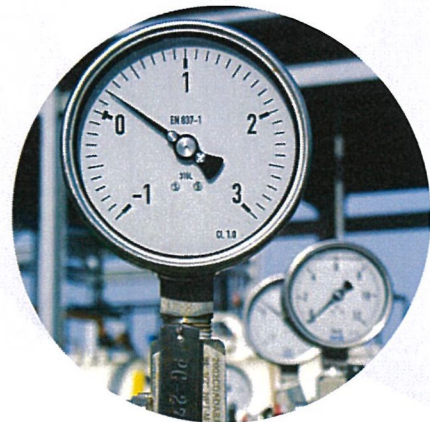
a) Process Control System

- DCS & SCADA
- Safety Instrumented System (ISIS)
- Fire & Gas Detection and Alarm System (FGS)
- Machine Conditioning & Monitoring System (MCMS)
- Boiler Management & Control System (BMS)
- Addressable Fire & Gas System



b) Skid & Process Packages

- Gas & Liquid Metering System
- Chemical Injection Skid
- Multi-phase Flow Meter
- Fuel Gas Conditioning
- Produced Water Treatment
- Hazardous Area Generator Set
- Air Compressor
- Nitrogen/Diesel Engine Generator
- N2-Generator & Bottles



c) Advanced Software Solutions

- Advanced Analytics for Process
- Predictive Asset Analytics
- Operational Intelligence
- Cybersecurity



PRODUCT & SERVICES

d) Fire Protection System

- Addressable Fire Alarm Panel (FAP)
- Fire Suppression System (FSS)

e) Pneumatic & Hydraulic

- Wellhead Control Panel
- Hydraulic Power Unit
- Instrument Control Panel

f) Filtration

- Gas Filters
- Coalescers
- Hydrocycles
- Filter Separators

g) Turbomachinery Control System

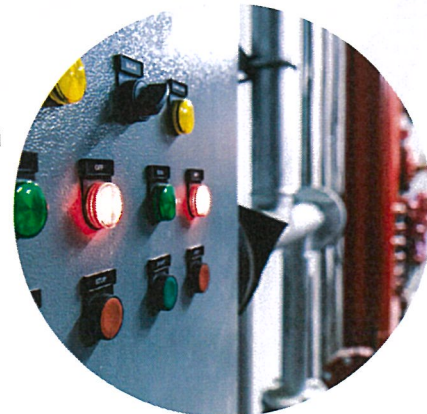
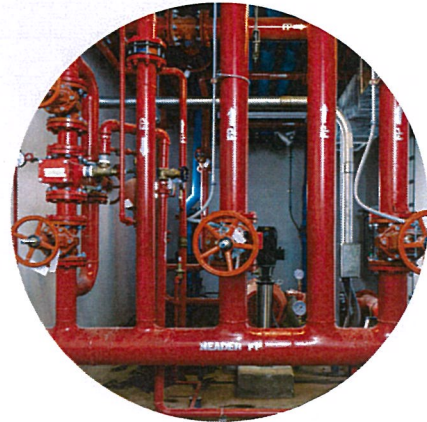
- Steam Turbines
- Gas Turbines
- Gas Engines
- Vibration Monitoring System (VMS)
- Simulation Software
- Power Management System
- Generator Excitation System

h) Combustion

- Process Furnace and Heaters
- Waste Heat Recovery Unit
- Emission Reduction

i) Secured Communication

- All-in-One Mission Critical Communications
- Command & Control Center for Communication
- Centralized Control Panel
- Web Client for Communication Framework
- Secure Recording & Data Replay
- Central Communications Server



PRODUCT & SERVICES

PRODUCT SUPPLY & SUPPORT

As an oil and gas product and services provider, they get support and supply from other organizations.



- Process Safety System and Critical Control



- Asset Performance Management
- Predictive Analytics



- Fire & Gas Detection



- Power Management Engine and Genset Controllers



- OPC Software
- Data Connectivity



- Workforce Communication and Protection Solutions



- Flow and Level Measurement



- Water Cut Analyzers



- Process Furnace and Heaters



- Control Valves



- Condition Monitoring System for Rotating Machinery



- Flame Arrestor



- Predictive Maintenance on the Edge



- Metering Systems



- Interface Instruments



- Filtration and Separation



- Gauges, Thermometers, Specialist Instrumentation, etc.



- Industrial Video Surveillance



- Advanced Analytics for Process



- Electrical Explosion and Protection



- Fuel Cells and Lithium Battery



- Process Technology



- Choke Valves



- Vibration and Speed Sensing



- Real-time Oil Condition Monitoring



- Telecommunications



PRODUCT & SERVICES

MAINTENANCE & SERVICES

a) Spare Parts Management System

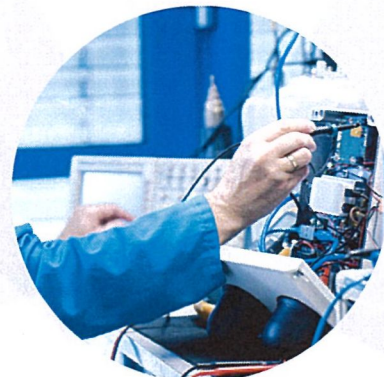
- On-Site Spare Parts Management
- Preventive Maintenance Program

b) Specialized Engineering & Maintenance Services

- Critical Device Proof Testing
- Industrial Access Maintenance and Inspection Services for High and Difficult Access Structures.
- Flare Tips Replacement without Cranes

c) Technical Support

- System Diagnostic Evaluation
- System Performance Evaluation
- System Maintenance Activities
- Field Device Maintenance Activities
- Product Documentation Updates
- Technical Database
- Commissioning Support
- 24 - hours Response Services
- Troubleshooting
- Start - Up Support Assistance
- Logic Modification
- Turnaround Support Assistance



TRAINING

a) Functional Safety Engineer (FSE) - TUV Rheinland (5 days course)

b) Det-Tronics Eagle Quantum Premier (2 days course)

c) TRICON Comprehensive (5 days)

d) TRICON Maintenance (3 days course)

e) TRIDENT Comprehensive (5 days course)

f) TRIDENT Maintenance (3 days course)

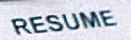


CLIENTS





INTERNSHIP



RESUME

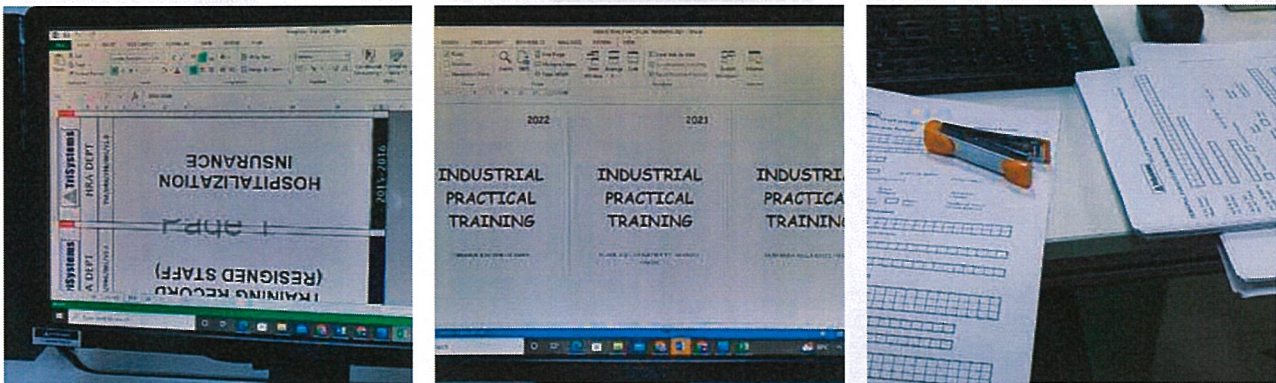


PART 4: TRAINING'S REFLECTION

TASK & RESPONSIBILITIES

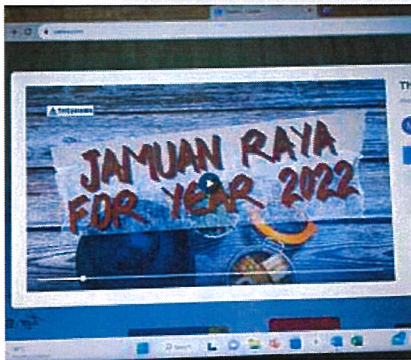
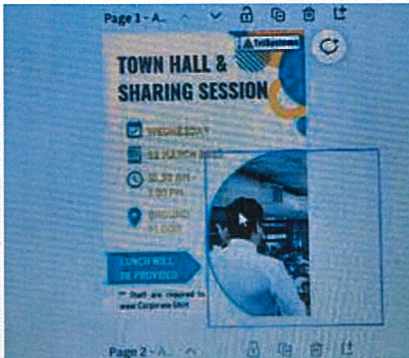
The duration of industrial practical training required by UiTM is 6 months or 24 weeks for Human Resources students. As mentioned before, the students need to report for duty internship on 1 March 2023 and finish it on 15 August 2023. Along the journey as a trainee, there is a lot of knowledge, skills, ability and other characteristics (KSAOs) gained which improves my added value a lot.

As I am a Bachelor of Business Administration (Hons.) Human Resources Management, it is important for me to be part of human resource departments as well in order to implement the knowledge, acquire new information and experience the real working experience that was unprecedented before. In my studies last semester, even though I was having a packed schedule with the assignments, reports and presentations but still well-managed in submitting my resumes for internship applications. Fortunately, my internship application was accepted and I was assigned to the human resource department. I would describe it as interesting because I am familiar with some Human Resource terms and words such as misconduct, domestic inquiry and amendment of employment act.



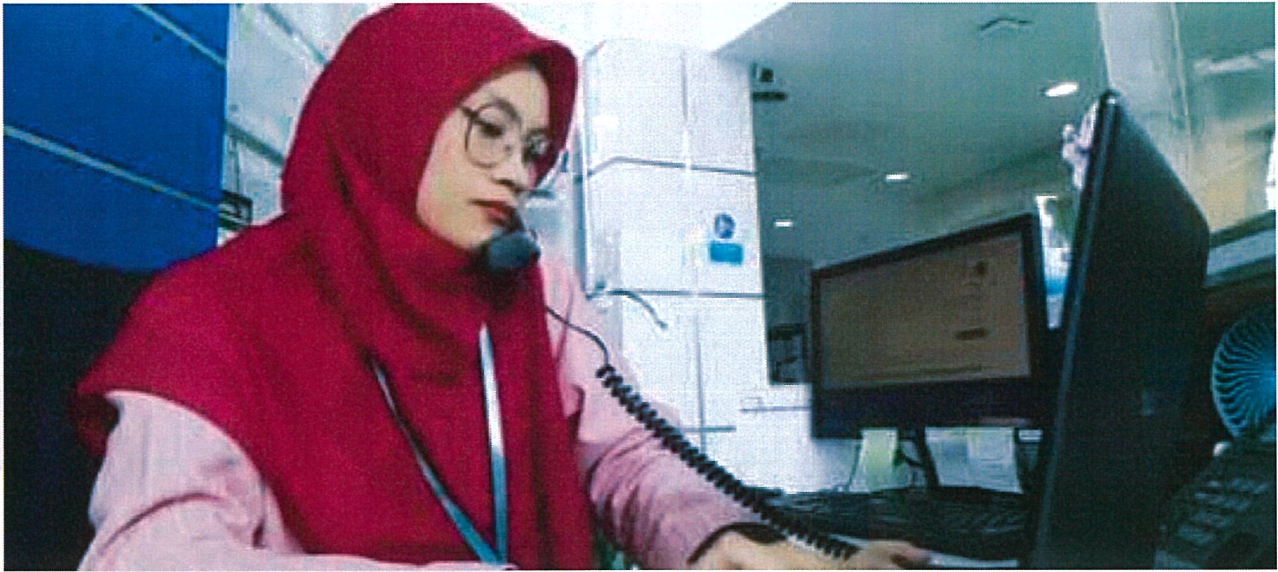
One of my tasks during the internship period is **filing**. Filing is very important as to keep proof, evidence and record either for self or company reference. The documents are sorted by alphabet, month, year and date. The examples of documents that I have done are training requisition form, training evaluation form, training record, petty cash, invoice and work permit. While doing filing, I learned how to adjust the file labeling because each file have different sizing such as 50mm, 65mm and 80mm. There is document as their cover page are handwritten but however I commit myself to improvise it into a digital with a proper format at Microsoft Word and print it. Therefore, I assisted my admin, executive and senior executive in doing filing.

TASK & RESPONSIBILITIES



Next, in the first month of internship Trisystems have conducted Town Hall and Sharing Session 2023. So, I was assigned to **design and edit** the poster, slide presentation and video of their activities through the year of 2022. This can be related to my previous knowledge and editing skills during my studies which are using Canva and CapCut application. It was very interesting as the company use the Canvapro or premium Canva editing. The poster I designed were shared and blast to all staff and Trisystems member through email. Other than that, for their slide presentation I did use their official corporate and complementary colour like blue, green, turquoise, and grey. It was such a good feeling for me as I got compliment from the senior executive for the beautiful slide. I have been responsible to edit the video for Trisystems activities year of 2022, newly married and newborn baby. A lot of editing skills I gained and got to know such as we can insert song in Canva and edit its fade out and fade in. Most of the video editing I just insert all the pictures given, add some transition and animation as well as add a song into it. To gather all, I have done 4 items during the Town Hall and Sharing Session 2023 which are the announcement poster, designing its slide presentation, edit the newly married and newborn baby in one video and the last video is Trisystems 2022 activities. While for Trisystems Open House I am the one that design the e-invitation card and it was distributed to all.

TASK & RESPONSIBILITIES



Most of the time whenever there is an event running at Trisystems, my executive HR will ask me to **contact supplier**. The reason to contact them is to get the details, confirmation date, their availability and quotation. If the company have decided the chosen supplier they want, then I will ask for the supplier to come out with invoice. For example, Trisystems were having Juadah Berbuka Puasa where we will distribute free food 4 times a month to the Trisystems staff. I have been appointed to survey the ratings, considering the supplier's google review, read all the feedback comments, contacting the supplier either by calling or through Whatsapp, requesting quotation and remind them on the day of our day. I did contacting with 4 different food suppliers and the food during our Juadah Berbuka Puasa are Arab Mandy Rice, set of chicken and rice by AYAMAS, Briyani Rice and Chicken Rice. Other than that, Trisystems offer RM100 to every inch of Trisystems member specially for Raya Aidilfitri. However, it will be valuable if we give things compared to money and they decided to prepare the Raya Gift for every person in Trisystems. The gift supplier information obtained from TikTok, Instagram and Google website and ended up deal with OleOleManis with 173 units of Raya Gift. It consist of chocolate, peanut butter, cookies and cordial. As an HR trainee, I am the one that creating a group Whatsapp for all the trainee at Trisystems and share any information regarding to code of conduct and leave if any. Furthermore, I did the offer letter for the new upcoming intern so, I have to call them asking whether they already get their internship placement or not and asking for details such as email and student id as if was not stated in their resume. Recently, I emailed and called for speaker and healthe screening programme from PERKESO, Columbia Asia and psychiatrist doctor from UPM.

TASK & RESPONSIBILITIES



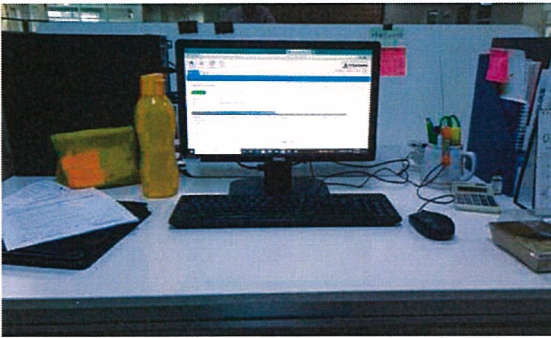
Besides that, I have to **accompany staff to stationery room** just to making sure the stuff they taken. If the staff are done taking the stationery, I will take picture of the items then write it in a stationeries log book. The purpose of doing this is to make easier for the administration counting the stock left, avoid shortage and to identify which department. Because sometimes Trisystems have Factory Acceptance Testing (FAT), clients and training which need a lot items from stationeries like pen, paper and battery. Once a month I assist the admin to count stock all the items exist in the stationery room as to know which items that need to order.

I also were given a task to **replace details in company letter**. So far that I did was Show Cause Letter and Warning Letter of Unauthorized License and Application, Offer Letter and Standard Operating Procedure Job Description. While edit the name and other details somehow it revealed the process sending the letter. However, everytime I have done replace all the details, the letter then were sent to my executive, Hazim to check if any mistake or misspelled in the letter. I did responsible to scan, print and photostat any documents requested by the HR department.

Last but not least, I responsible to cover Junior Executive that work at **front desk or also known as receptionist**. As a receptionist, I learned on how to manage and transfer the phone call to the person in charge. Actually, it helps me a lot in communication part and critical thinking in order to answer question from the customer and caller. I would be described multitask is a must to be receptionist because we have to find the person in charge name, seeking for their attendance and leave status and interact with customer at the same time. One more thing is I did write the City Link consignment note to send Trisystems documents and parcel.

BENEFITS

1) RM 800 monthly allowances



2) Personal Workspace

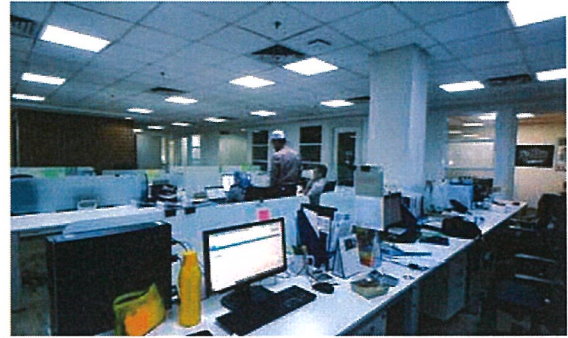
3) Parking provided



4) Surau provided

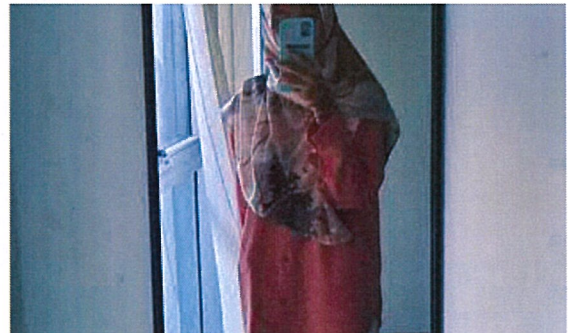
BENEFITS

5) Work under HRA Department



6) Pantry provided

7) Casual attire



8) Gift

BENEFITS

9) Best HOD and HRA Department staff



10) Access Systems

11) Personal Access Card



EXPERIENCES

1. Town Hall & Sharing Session

Town Hall & Sharing Session 2023 were conducted to announce a new amendment of Employment Act in Malaysia, new staff hired, introduce each Trisystems Group background and expected revenue and remind each other towards their attitude and behaviour. All employees have to join the programme along with the board of directors and key management. So it is very unfamiliar but yet fascinating to feel how the programme is run. The day before I had to contact the canopy to rent chairs, which is about 50 chairs for the programme. While on the day of the programme I was assigned to be a registration committee pairing with other trainees. At the same time I was appointed by my HR Executive to replace him to contact the food supplier as he was the master of ceremonies. Once the event finishes, the other staff and I distribute the food from Kenny Rogers to each of the staff.

2. Juadah Berbuka Puasa Ramadhan

According to my explanation at task and responsibilities, I have to seek and contact the food supplier which is mostly getting from Facebook and a stall near the office. There will be around 200 to 250 sets of food a day for Juadah Berbuka Puasa. It is important to get to know each person of status like single or married to make sure everyone got their part fairly. When the food arrives we need to pack it from 1 set to 3 sets according to their status. For example, 1 set for singles, 2 sets for married couples and 3 sets for married couples who have children. The ones that do the packaging are trainees but it was fun to be part of it. In addition there was an incident that caused us to have 1 shortage of AYAMAS sets. Luckily their sides are very easy to communicate and it takes around an hour for them to deliver the balance.

3. Raya Gift

Raya Gift is one of the best experiences because as trainees we are not left behind to receive that. Compared to before they receive Trisystems Raya Envelope and bag with goodies inside. So we want the differences for this year which are full of chocolate and food. Each person will get a Raya Gift that contains 8 items in total. The items are 1) Tiramisu Chocolate, 2) Sunquick cordial, 3) fruit cake, 4) cookies raya, 5) peanut butter, 6) Famous Amous cookies 7) Tong Garden Peanut and 8) Tong Garden Peanut. Incident also happened when we lacked 1 raya gift out of 173 units. Fortunately, they have balance all the items and deliver to us the next day.

EXPERIENCES

4. Trisystems Raya Open House

First and foremost, the days before Trisystems Raya Open House we decorate the front desk section as a photo booth to fulfill the Raya Aidilfitri vibes. Then the canopy supplier arrived to build up the tent, arrange the table and chairs and prepare the food stall. I also invited the person in charge from the neighbourhood company to attend our open house. Next, we from the HR department print out the poster I have designed to put it on a board and table place card. There was a last minute call to design a request song template and did manage to print and prepare all. Next, we have some discussion where the leader of the event explains and briefs the role for each of us. As for me, I was charged for registration and the lucky draw number committee and I need to make sure that all staff have registered and got their lucky number. I got help from Nurul HR Junior Executive because she knows each employee's department compared to me. According to the tentative programme, we have 3 lucky draw sessions and I am the person in charge assisting to deliver the lucky draw present to the gift giver. It was a terrific moment so far because I enjoy all the food so much. For example, lamb grill, briyani rice, apam balik, cendol, abc and ice cream. In addition, I can be in the same picture with all HRA departments which I appreciated for and to be sure taking pictures with all trainees too. At the end of the event, I assist the HRA department to tidy up the event a little bit.

5. Bomba Inspection and go to the Fire and Rescue Station, Bukit Jelutong.

On 25 May 2023, there was Bomba Inspection and it was for fire certificate renewal. They attend Trisystems to look at the building, documents that are related, drawings of the building and how well the fire alarm and fire curtains work. At first, I had to accompany the admin and facilities, Intan but the firefighter wanted only one person that experienced and knew the building structure. In addition, it was an urgent request by a firefighter who wanted a copy of our documents. I am too nervous because the firefighter look fierce and I have to copy the documents quickly. Luckily, I got copied all within the time. It was such a fear experience for me because have to prepare the documents expeditiously with the nervous and panic feeling for firefighters as we know their strict character. Next, I follow my HR executive, Hazim to fire and rescue station at Bukit Jelutong to know the details and flow to get renew the fire certificate. During their discussion, I can heard a lot of new term and organization I have not before such as SPKA, ERT and OKK seminar.

EXPERIENCES

6. Attend meeting with HRA departments

I have been joining the HRA department for a few times and it was really mind-blowing. To attend the meeting room is one of my internship wishlist because that is how a real working environment functions. Usually before organizing the meeting, the HR manager will list out the agenda to be discussed with. I am not sure if the meetings are the same as other group meetings but the manager will brief and explain the issue or agenda, then he will ask each of his staff about their opinion. One staff member that I am really inspired and adore is Malinda or we call her Kak Mel. She is a HRA Senior Executive major in recruitment and licensing. The ideas and perspectives that come out from her are really eye opening because I did not know small issues can be big issues and she celebrates her idea very well. For example, in 2024 Trisystems will transfer their office to Sendayan, then she stated that we have to look at employee financial status, because they have either rented a house or bought a new house in Sendayan. It was interesting because I can see how the meeting actually works. Furthermore, I learn a lot of HR terms such as PUSPAKOM, COBE, COC and Defensive Driving Course.

7. In house training

Trisystems provide a diverse range of training to their staff. The training that I have experienced are Sun Tzu Training and First Aider Training. Both training are in-house types of training which means Trisystems call the trainer, give training or talk at Trisystem itself. I was assigned to take the trainee attendance for both training. Even though I have not officially joined the training, there is a glimpse of training I could see. For example, during the first aider training, I saw them do the chest compression 5-6 cm depth in 100-120 minutes.



EXPERIENCES

8. Photographer

I can experience using and holding Fujifilm cameras because I have never been to one. Due to durian season, our Manager Director was very kind because he treated us to 4 to 5 baskets of durian for all the Trisystems members. As to keep the memories, my HR executive ask me to take photo using the Fujifilm camera. Other than that, I was appointed to take photo of new staff for their identity access card. The picture then were edited using Canva and adjust the brightened, saturation and sizing.

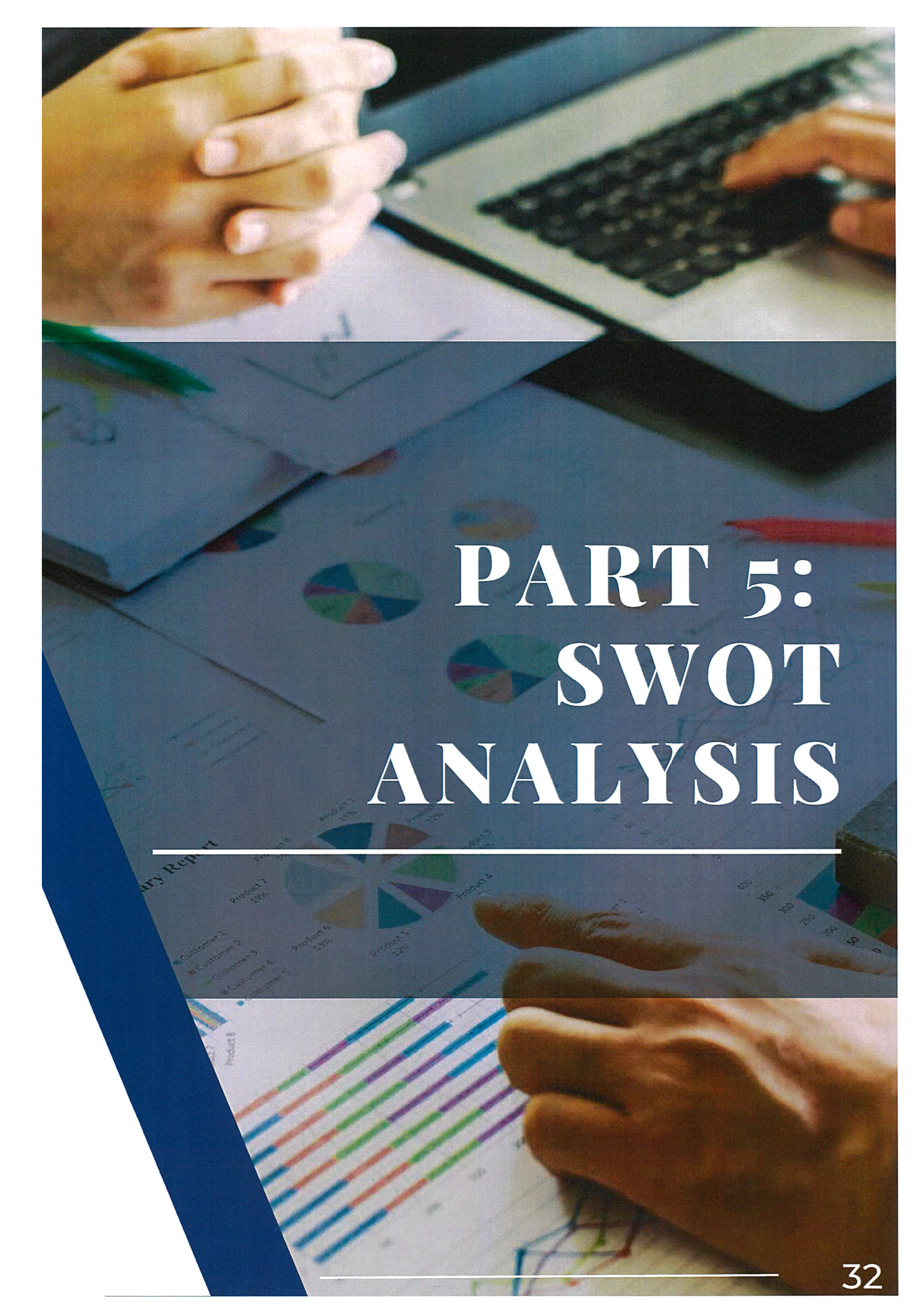
9. Induction day

Furthermore, is to be experienced having an induction day together with new trainees and new employees. We were briefly explained by the presenter about the company profile, code of conduct, allowances, claim, leave and the health and safety of the Trisystems. The presenter also shows and guide us on how to access the system, the right place to do maintenance reports and to get the employee details on the staff directory. It takes about 1 day to explain everything and includes breakfast, lunch and tea break.

10. System Access

Last but not least, one of the best experience is having a permission and personal email account to access Trisystem's system. I have been claim for mileage which is RM0.70/km (car) and RM0.35/km (motorcycle) as well as apply leave. For internship we are only eligible to non paid leave, hospitalization leave and sick leave.





PART 5: SWOT ANALYSIS

SWOT ANALYSIS

STRENGTHS

- Good work environment
- Strong company's reputation and stabilization
- High of talent



WEAKNESSES

- Lack of soft skills training
- Relies on third party
- Late decision making



SWOT ANALYSIS

OPPORTUNITIES

- The advancement of technology
- Malaysia as the second largest oil producer in Southeast Asia



THREATS

- Intense competition
- Uncertainty economic





PART 6: DISCUSSION & RECOMMENDATION

STRENGTHS

DISCUSSIONS

1. Good work environment

One of the key strengths found in Trisystems Engineering Sdn Bhd is the **implementation of good working environment**. The company really have positive environment which then effect the worker's daily life and performances. For example, it can be either cooperation, relationship, or conducive workplace. The good things about Trisystems are they operate with the flexibility hours and work from home. However, work from home is only eligible for certain department which can work online such as those workers from sales and marketing department while the engineers and office management work at the office. Regarding to the flexibility working hours, Trisystems start within 8:00 am to 9:00 am and end at 5:00 pm to 6:00 pm if it achieves 8 hours of work exclude an hour of rest. If the workers start on 8:30 am then he can finish at 5:30 pm. In addition, they have time off an hour in morning and evening which can be a applied if the workers are arrived after 9:00 am or applied when they want to go back early before 5:00 pm or 6:00 pm. But it can only use 2 times a month and if use more than that it will affect their performance. Nevertheless, this is a good example as it can reduce the amount of lateness among the Trisystems staff. Therefore, they can attend to work without rushing and avoid high risk to accidents. Other than that, Trisystems had an event such as Juadah Berbuka Puasa Ramadhan, Trisystems Open House and Ramadhan and Raya Gift as one of the ways to appreciate the workers. The event is purposely to improve bonding between them and not to be worried as the company covered all the cost. During the internship, it was found that the people are very supportive and positive as they are being willingly sharing knowledge to the trainees. It goes the same between workers and workers. Moreover, they work in such a conducive and comfortable place with personal workspace, air conditioner, pantry and water purifier provided. These impacts the workers and Trisystems to have a good teamwork, communication, and relationship. Therefore, it learning good work performance that bring successfulness to Trisystems Group itself.

STRENGTHS

DISCUSSIONS

According to (Herrity, 2023), the location, social dynamics and [physical conditions in which the worker carry out their duties is the work environment. These factors may affect employee health, relationships at work, teamwork, and overall wellbeing. The author even adds the significant aspects of a work environment are physical environment, company culture and working condition. This component includes the size, layout, and location of a workplace whether the work is done inside or outside, the facilities provided at a workplace and the furniture utilized while working. While the company culture component pertains to how a company and its employees operate such as, what good communication looks like amongst different levels of staff, employee's perceptions of corporate leaders, the company goals and what the organization value. Finally, the highlighted aspects in creating a good work environment are working conditions which consist of work-life balance, terms of employment, workplace safety and healthy lifestyle.

RECOMMENDATIONS

It is suggested that Trisystems can **taking care of their worker by having a system test to identify mental health issue** in the workplace which can be answered by the workers once a month. They can innovate a system that gathered all kind related to mental health issue such as depression test, postpartum depression test, anxiety test, adhd test and eating disorder test (Mental Health America, 2023). The evaluation was purposely done to know the conditions of certain of Trisystems's staff. After answering the test, it will come out the result like low risk, moderate or high risk. If it shows the high risk result them Trisystems must have solve the problem with the help of Human Resource Department. The head of department may talk with the employee face to face. As stated by World Health Organization (2022), poor working environment such as discrimination, inequality, workloads and low job security lead to mental health and was estimated 12 billion working days are lost every year to depression and anxiety as well as 1 trillion US Dollar per year lost for poor productivity. Hence, Trisystems can improve and sustain their good work environment by having Mental Health test system once a month.

STRENGTHS

RECOMMENDATIONS

The next recommendation is to **conduct gap generation awareness**. Based on Eragani & Gamage (2019), to achieve long-term goals and objectives, any organization requires a pleased staff. To compete in the market, companies should focus their efforts on improving their working environments to drive employees to engage in behaviour that is consistent with their aims and objectives. There is a huge difference between inspiring employees in the past and motivating employees today since each generation has different preferences in the workplace. Organizations should be concerned not only with employee motivation, but also with the differences in motivational elements between generations. Failure to satisfy the component reduces organizational effectiveness and generates unfavourable working circumstances that reduce employee participation. Stated by Carroll (2020), there are four different generations of employees in today's workforce which are Baby Boomers who is born in 1946 – 1964; currently 56 to 74 years old, Generation X who is born in 1965 – 1980; currently 40 to 55 years old, Millennials who are those born in 1981 – 1994; currently 26 to 39 years old and last but not least is Generation Z which is people born in 1995 – 2012; currently 8 to 25 years old. Here are the characteristics and tips to managing across generations.

	CHARACTERISTICS
BABY BOOMERS	<ul style="list-style-type: none">• Grew up in an improved post-World War II economy: more affluent than previous generations.• Shaped by cultural events like civil rights movements, Woodstock, and feminism – many felt invested and involved in causes.• Optimistic outlook about life and work.• Biggest consumers of traditional media (like books and newspapers) but becoming increasingly adept at technology.• Most likely to believe hard work, long hours, and seniority are necessary to achieve movement in an organization. As such, younger generations sometimes criticize Boomers for an outdated career perspective.

STRENGTHS

RECOMMENDATIONS

GENERATION X	<ul style="list-style-type: none">• Shaped by changing family dynamics—increased divorce rates among their parents.• Coined as the original “latch-key kids,” they were frequently left alone after school as their parent(s) worked. As such, they’re generally known to be incredibly self-reliant.• More sceptical than other generations, thanks in part to the increasing divorce rates and several corporate scandals.• Involved in development of initial computer technology (i.e., Microsoft).• Since many of their parents “lived to work,” Gen X took a contrary motto of “working to live.” In other words, work is an important part of their life —but because it is a means to afford the other parts like family time, hobbies, or vacations.
MILLENNIALS	<ul style="list-style-type: none">• Often had somewhat doting parents. Grew up in a time where there was increased focus on making all individuals feel special and accepted. As such, older generations may criticize Millennials as being entitled or over-confident.• Defining events in their lives included widespread Internet availability and the development of platforms like Facebook. They’re adept at social media.• Well educated, tech-savvy, and appreciate diversity.• Combination of student loan debt and 2008 recession led to financial instability for some Millennials. Many are taking on additional jobs or “side hustles.”
GENERATION Z	<ul style="list-style-type: none">• Defining events in their lives included the first black president, instant access to phones/Wi-Fi, and the explosion of social media.• Appreciate diversity in many forms – racial, ethnic, and sexual orientation.• Accustomed to instantaneous digital communication. May still struggle with good in person communication.• Researchers anticipate they’ll be more financially conservative; may be more pragmatic about focusing on secure careers. However, many don’t believe in the “American Dream” anymore, so a subset may go towards careers that aren’t prosperous but fulfill a passion

STRENGTHS

DISCUSSIONS

2. Strong company's reputation and stabilization

Trisystems has established from the year 1995 until now and it was around 28 years they have been operated. Along with that, they have joined with some other companies or subsidiaries under them. The company are Trisystems Safety Control Sdn Bhd, Trisystems Teknik Sdn Bhd, Trisystems Power Sdn Bhd, Trisystems Flow Product Sdn Bhd and Trisystems Petraco Sdn Bhd. With over than 10 clients, supply and support it shows the credibility of Trisystems where other company put a believe on. Moreover, their **strong company reputation** can be proven when they run their office in Kerteh, Terengganu and Miri, Sarawak to expand their business in terms of marketing, sales and recognition. As stated on their official website, Trisystems will be relocated to Sendayan, Negeri Sembilan tentatively in 2024 which it will costly a large of expenditure in many aspect-like assets transfer, employee benefit and facilities. The director has concern and acknowledge towards this matter especially in terms of its cost. Other way to show they have high and good reputation is when they provide corporate shirt to each of their employee as it one Therefore, it shows that the company have strong stabilization and reputation.

RECOMMENDATIONS

First recommendation is that the company must **maintain the company key partner and clients relationships**. As mentioned, Trisystems have deliver services and products to their more than 10 clients from different company. For example, Petronas, Repsol, Sapura Energy, Emerson, and Lundin Petroleum. Other than that, they have gained large number of supply and support as their key partners in business. Key partners is one of the important point in the business model canvas which defined as a company's contacts with other organizations, such as suppliers, manufacturers, or advisors(Dieffenbacher, 2023). These alliances give crucial assistance, enabling the company model to operate efficiently in circumstances where it would be ineffective to handle everything alone.

STRENGTHS

RECOMMENDATIONS

According to statistics from Frost & Sullivan, a company's cooperation index boosts revenues by 27% and enhances customer satisfaction ratings by 41%. The study also revealed that teamwork enhances product development by 30% and product quality by 34% (Hawkins, 2022). Other than having a good relationship with clients, it is important for Trisystems to focus on their supply and support as well. Hence, it would be a great recommendation for Trisystems to keep their strong relationship with their customers and clients as it gives benefit and return on investment (ROI) to them.

The other recommendation for Trisystems to **improve their reputation and stabilization is collaborate with the therapist**. The term "therapist" refers broadly to practitioners with the education and experience necessary to offer therapy and rehabilitation. Although the phrase is frequently used to refer to psychologists, it can also refer to a wide range of service providers, such as social workers, counsellors, life coaches, and many more (Fritscher, 2023). But the therapist in this matter is focus on psychologist and psychiatrist as it can help to improve the employee wellbeing and company performances. As mentioned by Chamlou (2023), psychologists typically focus on delivering conversation and behavioural therapy, most of psychiatrists treat patients by prescription medication. The result of mental health test taken by employee can be analyze with license therapist's further action. For instance, having one to one or face to face deep conversation. It is simpler for employees to manage stress while still maintaining a positive and productive work environment when their employers promote their well-being (Hilary & 2022). It includes social wellness, emotional wellness, physical wellness and physical wellness. It is supported by Lu, Yu, & Shan (2022), it have been founded that employee mental health is positively innovate and indirectly associated to job performance.) Thus, collaborate with therapist can control the employee wellbeing and improve the company reputation.

STRENGTHS

DISCUSSIONS

3. High of talent

With a 150 and above total number of workers, it is undeniably that Trisystems have a **diverse of knowledge background**. Some in supply chain, accounts, finance, safety and control, logistics, engineering, hands on project, human resource and sales and marketing. Moreover, according to the organizational structure before there are 2 persons in board of directors which are Azhari Adnan and Saiful Azree Yusop entitled of Ts., received the Professional Technologist by Malaysia Board of Technologist (MBOT).

RECOMMENDATIONS

One way can be suggested is that, Trisystems can **open seminar, talk or sharing session among their employees itself in Trisystems**. The sharing of knowledge inside businesses allows people to work together to solve problems, come up with fresh concepts, or put rules or processes into place. Thus, it is the process by which the information that each person possesses is transformed into a form that can be understood and used by others, and which is advantageous for everyone. People can develop new information and exchange explicit and tacit knowledge during this process. It is a practice of exchanging personal knowledge and experiences within a group. Employee knowledge, experiences, and abilities are exchanged throughout an organization through some type of communication in this social interaction (Mohajan, 2019). According to the Diab (2021), if there is organizational support, the intention of the personnel to share their knowledge will rise. This is due to the fact that when management support strengthens their commitment to the firm, their attitude will alter. It can be shared either one company, department by department or personally in once a month or a day in every week. Therefore, it can boost ideas and creating knowledgeable employee in every kind of information which outside from their field by having a sharing session to appreciate the talent of each employee.

WEAKNESSES

DISCUSSIONS

1. Lack of Soft Skills Training

Workplace training is the way to develop employee's knowledge, skills, and ability. Trisystems did provide a lot of training to their employee. From the training filing, **most of the training are usually focus on hard skills** such as Oil and Gas Safety Training, First Aider and related to engineering training. However, soft skills are very less highlighted to employees. Both soft skills and hard skills are important to the company success and should be give the same attention to deliver to the employees. Moreover, there are still plenty of employee that does not given and opportunity to attend the training and maybe can join to soft skills training other than offer the same joined employee.

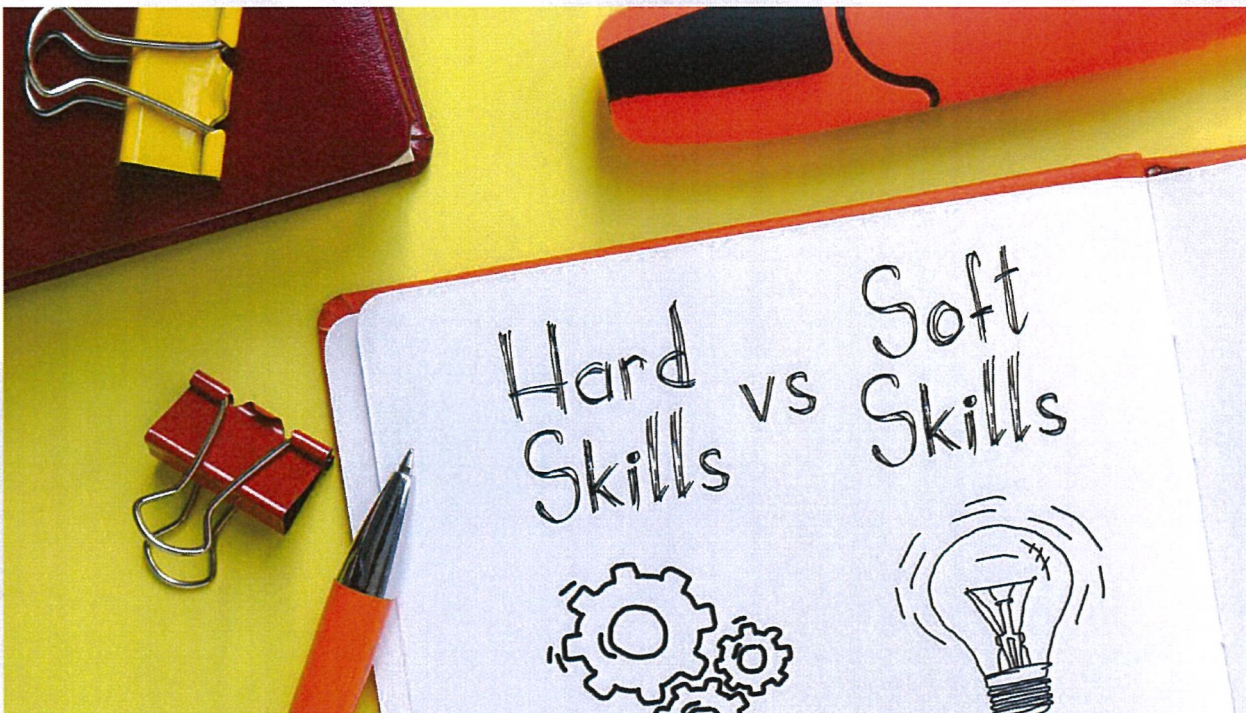
RECOMMENDATIONS

The recommendation for this is that Trisystem should be **give attention too to the soft skills training**. Hard talents are the quantifiable abilities learned through formal education, practice, and training. They are the skills required to complete a certain task or career. Soft skills are social and behavioral abilities that have to do with how well a person can deal with people and situations(Kenton, 2023). Trisystems should encourage their workers to participate in soft skill training such as improve communication skills, effectiveness critical thinking, teamwork, and time management. According to research conducted by the Stanford Research Institute and the Carnegie Mellon Foundation among Fortune 500 CEOs, mastering soft skills accounts for 75% of long-term work performance, while technical skills account for only 25% of it. Workers with soft skills training are 12% more productive than those without them, according to researchers at Boston University and the Ross School of Business at the University of Michigan.

WEAKNESSES

RECOMMENDATIONS

According to Harvard University, technical skills account for only 15% of workplace success and soft skills for 85% of it. By 2020, according to a public interest research performed by McDonald's in the UK, more than 500,000 people will be excluded from certain career sectors due to a lack of soft skills (Sundararajan, 2019). In addition, these factors are crucial to **enhancing one's interpersonal skills** and can have a beneficial impact on an employee's capacity to advance their career. Employees that have highly developed presentation skills, networking capabilities, and etiquette knowledge are also better able to recruit clients and increase the amount of work that they receive from current clients (Al-Omar, 2022). As there are many options to attend the training nowadays such as in-house training, virtual training and public training. Therefore, Trisystems should focus on the soft skills training too for the suggestion in order to improve the weakness of lacking in offering that training.



WEAKNESSES

DISCUSSIONS

2. Relies on third party

One of the weaknesses of Trisystems is **its reliance on external providers for transportation**. This means that the company relies on other companies or service providers to handle the transportation of goods and packages. While outsourcing transportation services can offer certain benefits such as cost savings and flexibility, it also introduces potential risks and challenges. The performance of the external transportation providers can directly impact the overall customer experience and satisfaction. If there are any issues or delays in transportation, it may reflect poorly on Trisystems Engineering Sdn Bhd and undermine its reputation as a reliable oil and gas product and service provider.

RECOMMENDATIONS

Recommendation that can reduce the dependency is by **collaborating with a diverse range of transportation partners**. Trisystems can access a wider pool of resources, capabilities, and geographic coverage. Other than DHL and FedEx, they can survey on MAERSK and TNT Express (Glassdoor, 2023). Other than that, there are also some of the world's top third party logistics providers as recorded on 202 which are Burris Logistics, DB Schenker, Penske Logistics, Schneider and UPS supply chain solutions for their consideration. As stated by TVS (2023), utilizing the strengths of many modes of transportation is one of the main benefits of multimodal transportation. For example, trucks are more adaptable and accessible for door-to-door delivery, whereas rail transport is effective for long-distance hauling of large items. These two modalities can be combined to efficiently carry items across great distances before they are dispersed locally. Like air transport, which offers high-speed connections for time-sensitive commodities or perishable items, water transport's vast carrying capacity makes it excellent for bulk shipments.

WEAKNESSES

RECOMMENDATIONS

Multimodal transportation intentionally combines several modes to use resources and infrastructure more effectively, increasing productivity. It can help mitigate the risks associated with relying on a single provider and provide greater control and visibility over the transportation process. Having multiple transportation options allows the company to adapt to changing circumstances, such as unexpected disruptions or fluctuations in demand. Currently, they can focus on their main logistics transportation but in the long-term planning they should at least have backup transportation as substitute that can replace if urgent happens. Hence, it is one of the recommendations to avoid relies on certain transportation only which is by having multiple transportation partners.



WEAKNESSES

DISCUSSIONS

3. Late Decision Making

Decision making is very crucial as it the output of the best idea to be implement. However, the things noticed at Trisystems it **takes too much time for the management come out with the decision** as when it comes to decision making, time is the key. If the decision delayed, then the work delayed too. The management loves to have a meeting first and discuss the issue which is a good thing about Trisystems but however the decision making takes time as they must manage meeting within the time where everyone related is free. Delays can degrade company reputation as a business, making it difficult to retain clients and much more difficult to convince clients that they can handle their tasks. This implies company will pass up a lot of opportunities and the firm will stagnate. Self-discipline begins with top management. It is critical for business owners to be as disciplined as their staff. Business software solutions have improved business productivity by allowing tasks to be completed considerably more quickly. It also improves work processes, allowing for easier information sharing and increased efficiency. Businesses can avoid delays by implementing a business system with dates and times that allows them to track their evaluations and projects.



WEAKNESSES

RECOMMENDATIONS

Recommendation is simplified and clarify decision-making authority throughout the company. **Determine and clearly define who oversees** making which decisions, what decisions must be made, and how the decision-making process should operate. Decision rights that are simple and clear can sometimes be the missing ingredients in a change attempt that appears to be stalled (Deloitte, 2020). Next is, **encourage the distribution of authority**. Allowing employees at all levels to make decisions when appropriate can result in increased agility and responsiveness. Instead of having a personal discussion with management, but the manager can also share and ask for their employee perspective because people have different of ideology and suggestion as long as it was not private and confidential information. However, it should be **consider on employee personality** too. The reason of this is because of individuals differ in their defining thought, emotion, and behavior patterns. Being consistent over time and circumstances is an important quality of personality traits, which makes it distinctive to each person. The Five-Factor model, which measures extroversion, openness to experience, agreeableness, conscientiousness, and neuroticism, is one of the most used instruments for assessing personality qualities. To avoid confusion, it is critical to clearly define which frontline staff have the power to make which judgments under what conditions (El Othman et al., 2020). As highlighted by Herrity (2023), types of persoality test are Myers Briggs Type Indicator, Caliper Profile, 16 Personality Factor Questionnaire, SHL Occupational Personality Questionnaire, HEXACO Personality Inventory-Revised, Revised NEO Personality Inventory, Eysenck Personality Inventory and DISC Personality Test. By having personality test, each of employee can go through to the explanation and get to know the way they think and doing job done. Hence, that was the suggestion to improve the late decision making.

OPPORTUNITIES

DISCUSSIONS

1.The Advancement of information technology

The advancement of technology make Trisystems to have their personal official website. Their website gathered all information generally to inform the customers and client such as their background company, service and product provide and quotation request. Moreover, the advancement technology helps Information Technology (IT) team to identify any unlicensed and unatuhorised application software download by the staff. Then, with the advancement of technology there is application called sharepoint and each of employee can access to room booking, corporate manual, email signature and central hr to claim or apply leave.

RECOMMENDATIONS

It is recommended to actively **update their website and youtube channel** in order to put trust on clients they have been established well. In addition, keeping the content up to date on the website to create bonding between Trisystems and customers. Customers rely much on the website for useful information. In addition to facilitating activities that raise brand recognition, social media marketing effectively stimulates conversation between consumers and marketers. Tremendous of study has been done up to this point on consumer behavior, creative approaches, content analysis, and the advantages of user-generated content and their relevance to building online brand communities. The development of numerous applications and tools on the internet over time has led to the emergence of new channels of communication as well as significant changes in how people connect (Jamil et al., 2022). Because so many people increasingly rely on social media brands, companies now recognize that sharing brand information and consumer experiences is a new channel for brand promotion. Consequently, creating online communities is now a very effective process. Thus, they should have been focused to on other social media like Instagram, Youtube, Facebook and TikTok (Cucović et al., 2021). Next, is to suggested that they **create one system that gathered all the due date of certain issues or Trisystems Calendar** to be specifically as the work need to be accomplish. For example, the renewal of license from all Trisystems, due date of tender, date for audit and date of training or BOMBA inspection. Everyone will be aware of it and the person in charge be tagged to remind them to complete before the due date. The person in charge shall been tagged as to remind them either 1 month, 2 month or 3 month before.

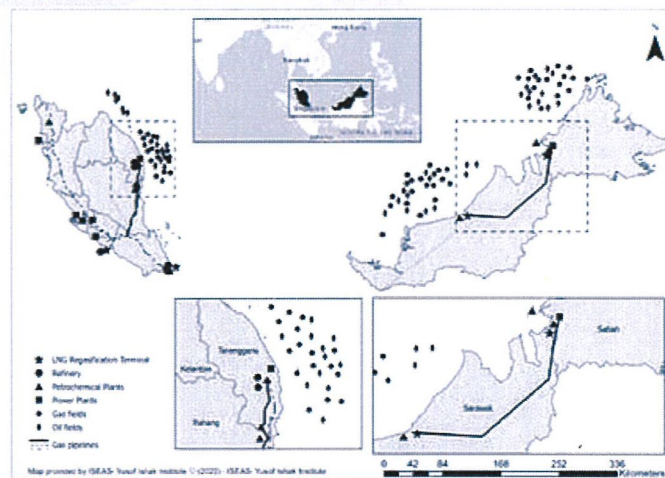
OPPORTUNITIES

DISCUSSIONS

2. Malaysia as second largest oil producer in Southeast Asia

Today, **Malaysia is the second-largest oil producer** in Southeast Asia and the world's third largest exporter of liquefied natural gas (LNG). At the end of 2020, the country held proved oil reserves of 2.7 billion barrels and natural gas deposits totalling 32.1 trillion cubic feet (Bhattacharya & Hutchinson, 2022). The picture below depicts a snapshot of the country's oil and gas reserves, located mainly offshore in the South China Sea, near the coasts of the states of Kelantan, Terengganu, Sarawak, and Sabah.

RECOMMENDATIONS



Source: Authors' creation based on data from Petronas (2020).

It is suggested that Trisystems Engineering Sdn Bhd to **open up an office at Sabah**. According to the picture, we can see that the three main state focusing in oil and gas industry are at Terengganu, Sarawak and Sabah. Trisystems already having offices in Terengganu and Sarawak and recommendation is to open their office at Sabah. Trisystems can having this opportunity to be the most searched company in Sabah for our oil and gas product and services. Moreover, it help to downsize the number of unemployment rate in Malaysia. According to the Trading Economics (2023), Malaysia's unemployment rate dropped from 3.9% in the same month a year earlier to 3.5% in May 2023. While employment increased by 2.4% to 16.28 million, the number of people who were working decreased by 8.3% from a year earlier to 584.6 thousand. The labor force participation rate, meanwhile, increased slightly to 70% from 69.5% in the same month last year. The unemployment rate in April was 3.5%.

THREATS

DISCUSSIONS

1. Intense Competition

Intense competition is one of the threats of the Trisystems Engineering Sdn Bhd, characterized by a high level of rivalry and competition among multiple companies striving to capture market share and attract customers. Trisystems operates in a market where there are numerous oil and gas providers offering similar services and solutions to customers. The main rivalry would be PETRONAS, one of the biggest oil and gas companies in Malaysia followed by Shell, BHP, Hibiscus Petroleum Berhad and UMW Oil & Gas Corporation Berhad. This level of competition necessitates the development of effective strategies to differentiate from competitors and gain a competitive edge.

RECOMMENDATIONS

Trisystems and other businesses like it must **constantly develop and improve their service offerings** if they want to succeed in such a fiercely competitive market. They can stay one step ahead of the game and provide extraordinary value to clients by embracing innovation. Trisystems, for instance, can make investments in cutting-edge technology like artificial intelligence and the Internet of Things to streamline its logistical procedures, boost productivity, and give clients real-time insight of their orders. The organization may improve the quality of its services, boost operational effectiveness, and provide a greater client experience by utilizing these technologies.

Furthermore, differentiation can be achieved by **finding unique ways to deliver value to customers**. An individual's pursuit of differentness relative to others that is achieved through the acquisition, utilization, and disposition of consumer goods for the purpose of developing and enhancing one's personal and social identity is how the term "need for uniqueness" (NFU) is described (Abosag, 2019). Trisystems can focus on understanding the specific needs and preferences of its target market segments and tailor its services accordingly. By offering customized solutions, personalized customer support, and added-value services, the company can create a unique selling proposition and stand out from competitors. In addition, Trisystems did provide training and can create loyalty by giving gift or souvenir attending their training. Nevertheless, they should maintain their training offering as it can reach many employee from different company oil and gas.

THREATS

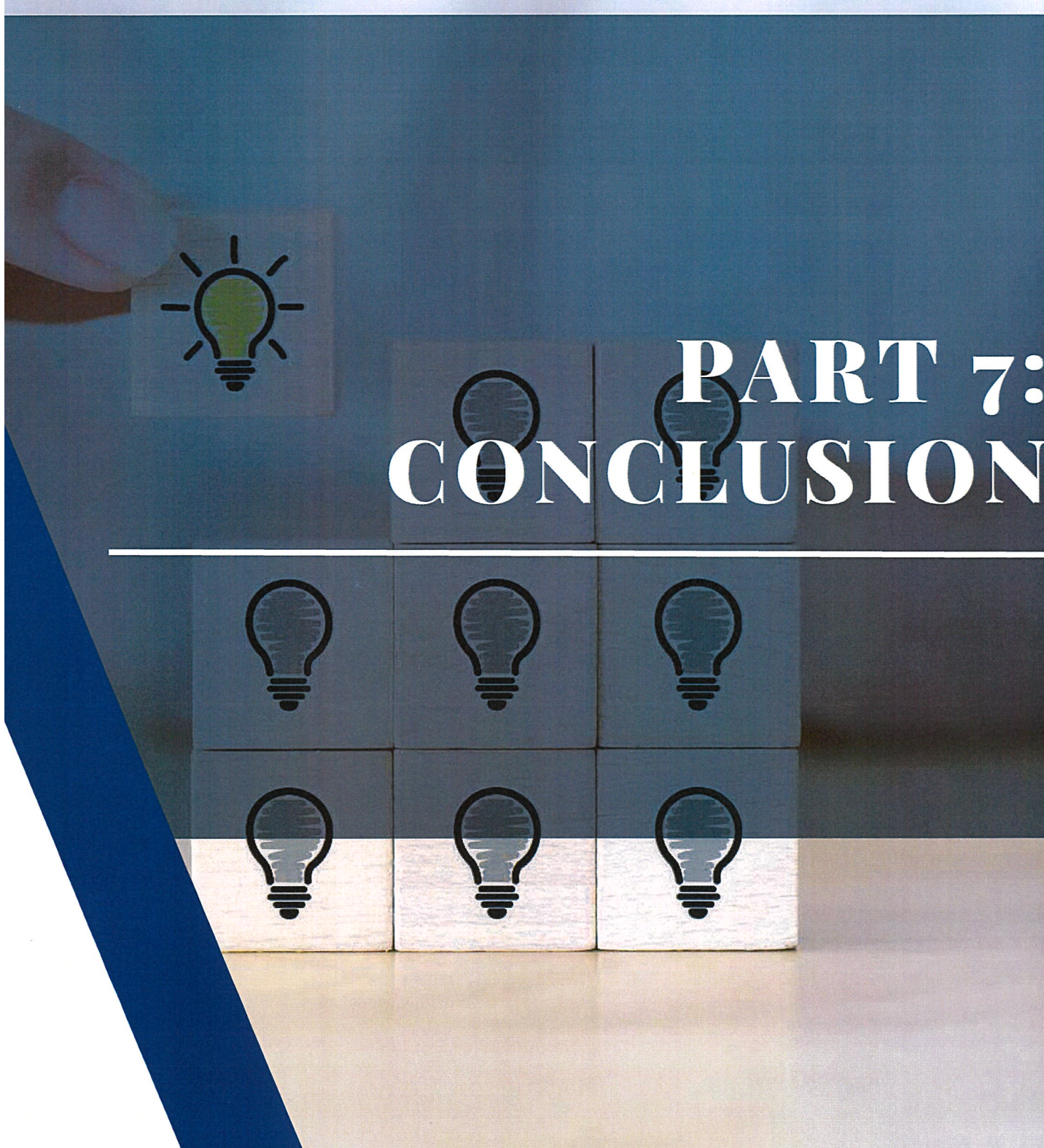
DISCUSSIONS

2. Uncertainty economic

Economic volatility is the term used to describe the turbulence and instability of the economy as a whole, which includes elements like GDP growth, inflation rates, interest rates, and consumer spending trends. Economic volatility can have an impact on the demand for oil and gas services in the context of oil and gas companies like Trisystem because businesses adapt their operations and consumer behavior changes in reaction to economic conditions. Companies may scale back operations in uncertain or downturning economic times in order to save money and adjust to declining demand. Trisystems and other oil and gas service providers may face difficulties as a result of a possible drop in cargo quantities and revenue. The overall profitability of logistics operations can also be impacted by changes in fuel prices, currency exchange rates, and transportation costs that are brought on by economic volatility.

RECOMMENDATIONS

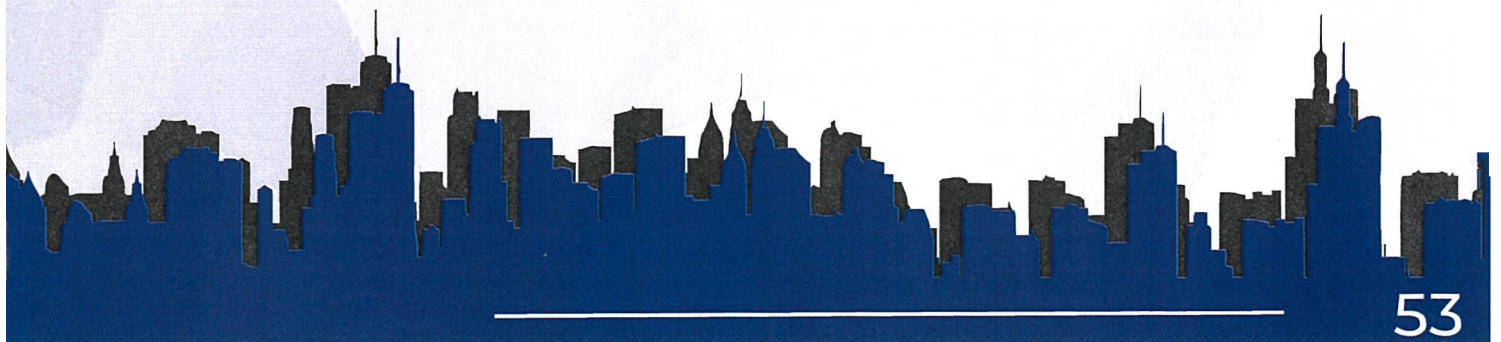
To navigate economic volatility, Trisystems can **maintain their diversifying its customer base across different industries and geographic regions**. For example, they have company base in Terengganu, Sarawak as well as sales agent at Thailand, Vietnam and Indonesia. This helps to mitigate the impact of economic downturns in specific sectors or markets. Moreover, if one industry experiences a decline in demand, the company can rely on other sectors that may be more resilient to economic fluctuations. They should **focus more on products with high demands** than low demands to avoid loss. If the products is very low demands than they can stop serving for that kind of products or gathered the order for preorders to avoid loss. As mentioned, Trisystems offer products and services for oil and gas industry, then if there is a low demand for product they can focus as training provider since there is a many talent engineer at Trisystems. It should be highlighted too for Trisystems **hiring employee that can multitask** to cover all the job done due to the downturn economic to making sure they can still establish and well managed (Indeed, 2023). Hence, Trisystems have to control and manage their company the best as they can whenever there is a threat of economic uncertainty.



PART 7: CONCLUSION

CONCLUSION

In conclusion, I would describe Trisystems Engineering Sdn Bhd is the best and it was a wonderful journey to start with. I really appreciate everything they have taught me and grateful for accepting me as well as giving me the opportunity to gain knowledge, skills, abilities and other characteristics as an internship student. Undeniably, there were a lot of things that I gained and learned during the 24 weeks at Trisystems. As for now, Trisystems give me a clear vision on how the real working environment is going to be in future. As an HR student too it was interesting to implement what I have learned during degree to my work. It was really eye opening and mind blowing to experience many things from their events, staff, friends, the company background and hands on work. To be an HR internship made me realize that discipline and attitude are very crucial for HR because HR are the example to all of workers. Hopefully I can apply all the knowledge well for my future job. My weakness is communication, but I can say that my communication improves day by day and wish can be polished more next time. Now, my 6 months of industrial practical training has already come to an end and my plan now is to find job. I have a plan to do part time while getting a permanent job. If there was a chance, I would like register Mandarin class as third language and I believe it will bring a lot of benefit and increase my added value. Last but not least, I wish I could continuing pursue in HR department and wish for a good job at a good work environment and me my self can do the best in future.





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The background of the page is a photograph of a person's hands holding a camera. The person is wearing a yellow shirt. A blue diagonal stripe runs from the bottom left corner towards the center. The text 'PART 9: APPENDICES' is overlaid on the right side of the image, with a horizontal line underneath it.

PART 9: APPENDICES

APPENDICES



TOWN HALL & SHARING SESSION

**WEDNESDAY**

**22 MARCH 2023**

**10.30 AM - 1.00 PM**

**GROUND FLOOR**

LUNCH WILL BE PROVIDED



**** Staff are required to wear Corporate Shirt**

APPENDICES



Honesty. Committed. Mutual Trust & Respect

TOWN HALL & SHARING SESSION 2023

22 MARCH 2023
WEDNESDAY



JAMUAN RAYA
FOR YEAR 2022



APPENDICES



APPENDICES



You are invited to

TRISYSTEMS OPEN HOUSE

 11 MAY 2023  12:00 PM - 6:00 PM

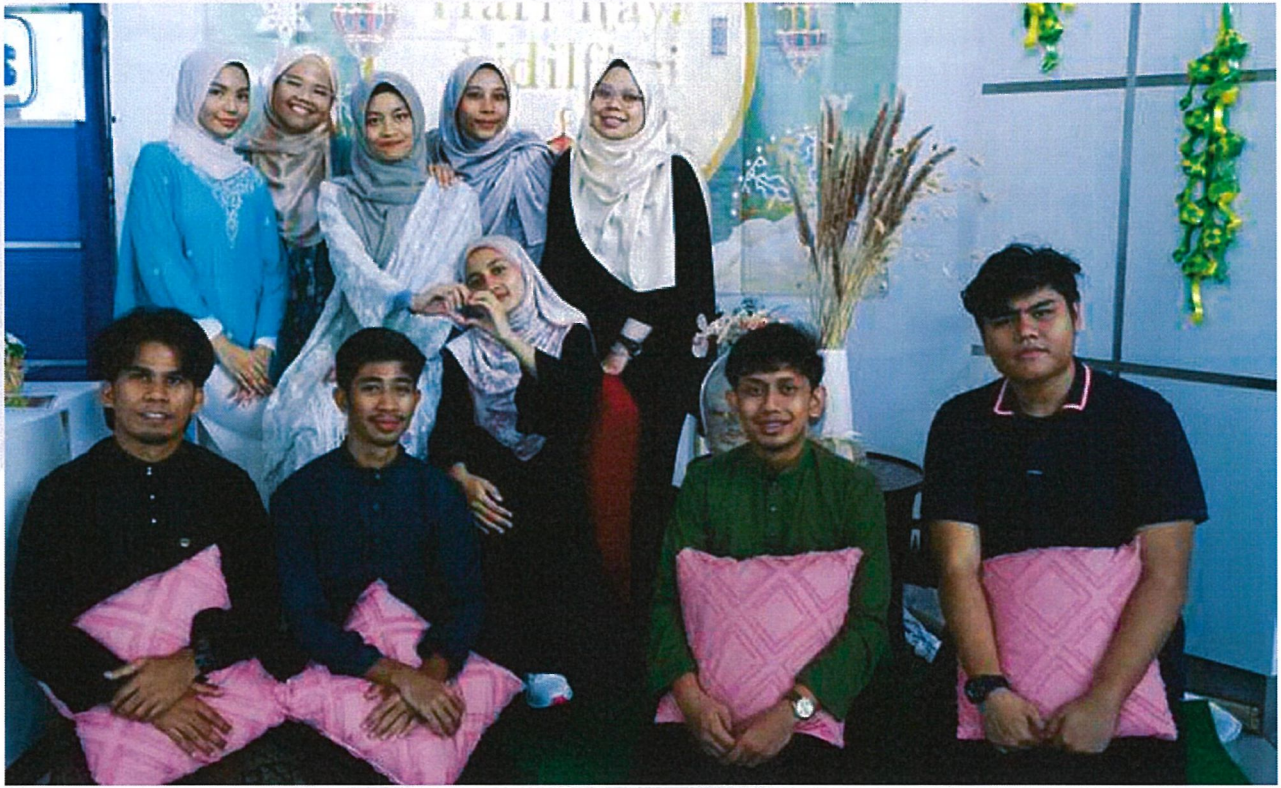
 THURSDAY  TRISYSTEMS HQ

TENTATIVES :-

- 12:00 PM : Arrival of Guest & Event Start
- 01:00 PM : 1st Lucky Draw
- 02:30 PM : 2nd Lucky Draw
- 04:00 PM : 3rd Lucky Draw
- 06:00 PM : Adjourned



APPENDICES



APPENDICES



APPENDICES



PERSONAL PARTS (AFTER SIGNING)

Full Name (Print Name): _____

Job Title: _____

Department: _____

Position: _____

Permanent Address (Maklumat Surat Menyurat): _____

Current Address (Maklumat): _____

TEL - HP: _____

TEL - R: _____

EMPLOYMENT INFORMATION (Maklumat Pekerjaan)

Company Name: _____

Employment Start Date: _____

Employment End Date: _____

Reason for Leaving: _____

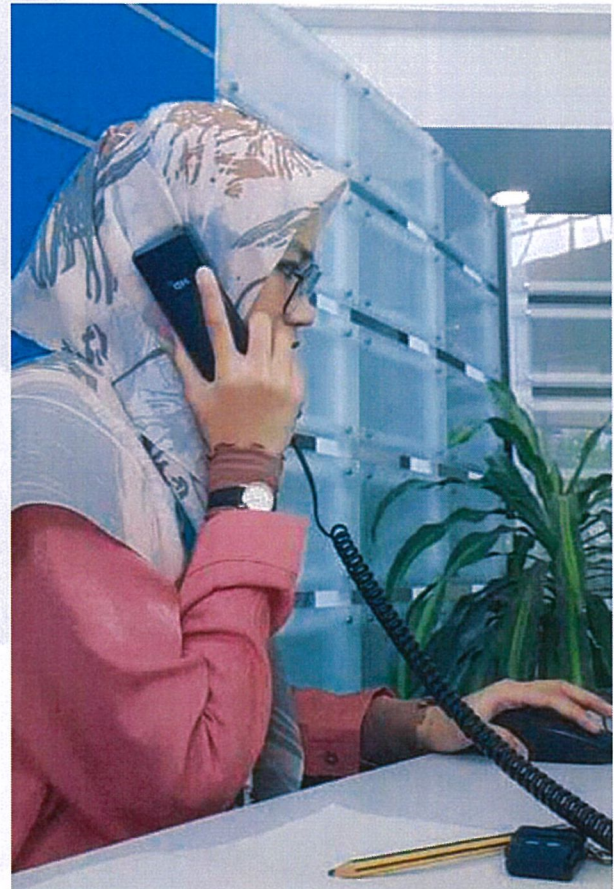
Signature: _____

Date: _____

APPENDICES



APPENDICES



APPENDICES



APPENDICES



TRISYSTEMS GROUP OF COMPANIES

STAFF INDUCTION PROGRAMME



**HEALTHY,
SAFETY &
ENVIRONMENT**



HSE PROGRAM 2023



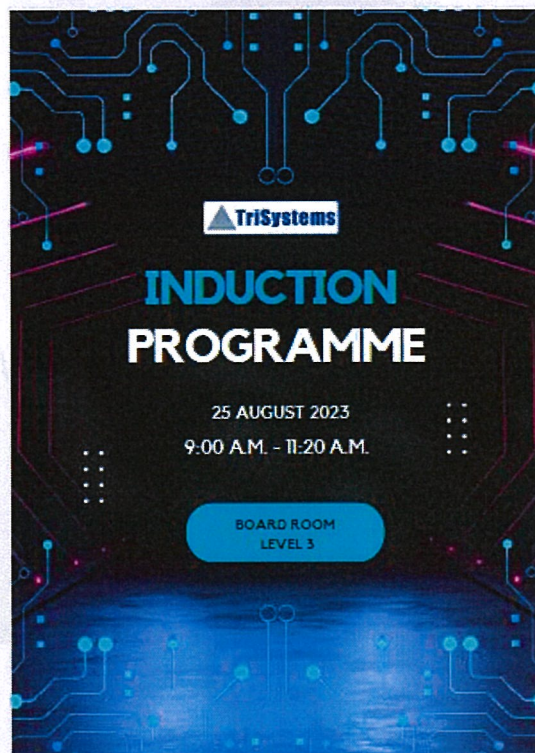
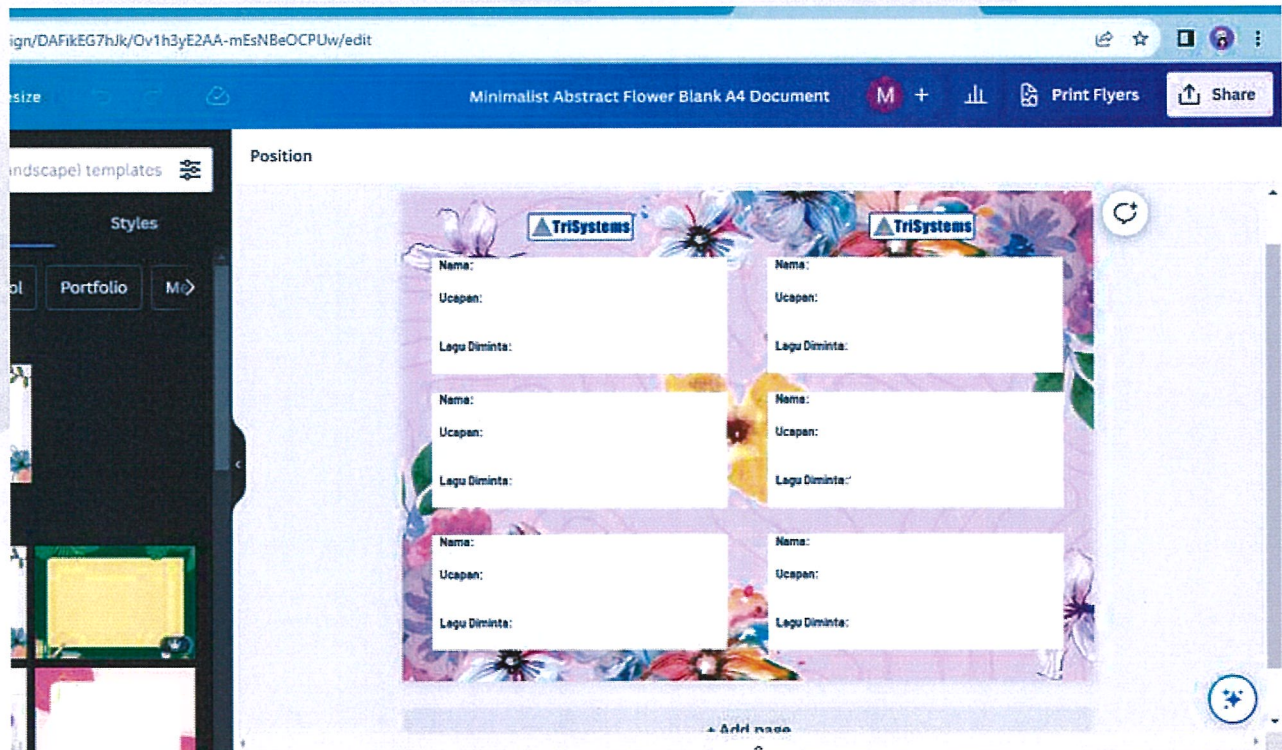
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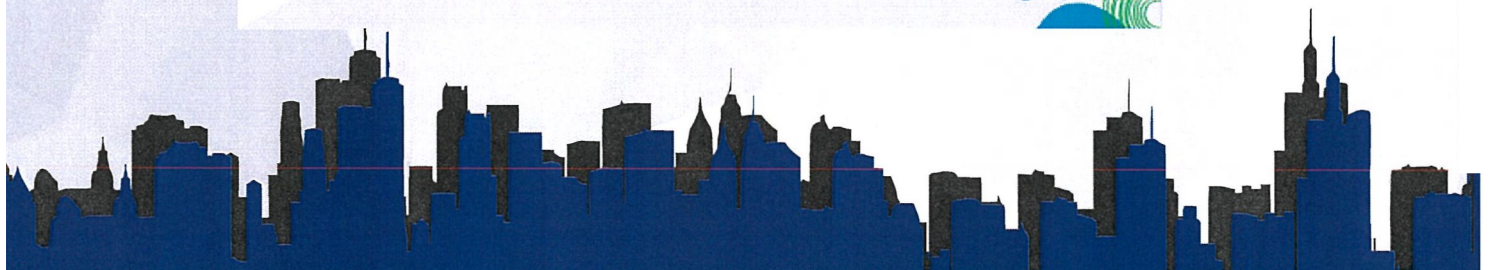
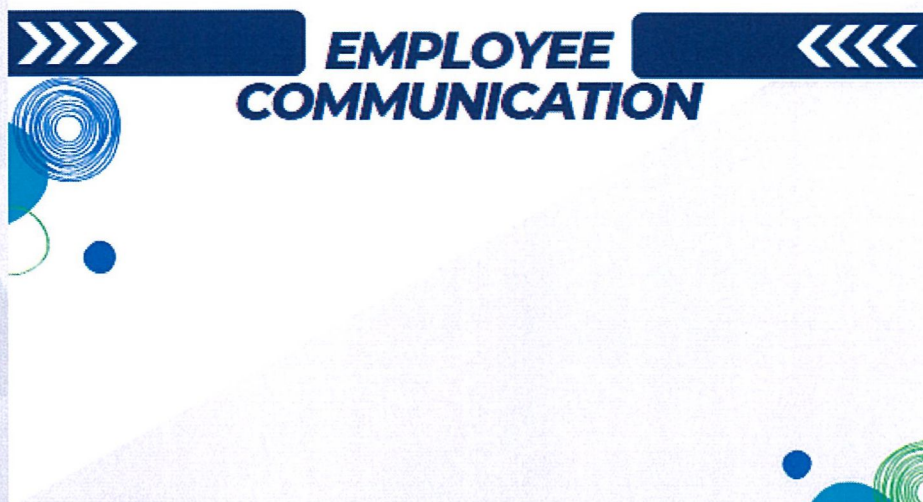
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