



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Perlis
Kampus Arau



INDUSTRIAL TRAINING REPORT



AIR KELANTAN SDN. BHD.
03 SEP 2023 – 09 FEB 2024

Prepared for :

DR HASNIZAWATI BINTI HASHIM

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2021107105



LOJI RAWATAN AIR KG TELOK TEKNOLOGI OZON & TELAGA JEJARI

Executive Summary

Industrial training is one of the most important training because it can expose students to the real world of work. Industrial training is also compulsory for every Bachelor of Business Administration (Hons.) Human Resource Management student at UiTM under course code HRM666. Therefore, I must undergo an Industrial Training Program at Air Kelantan Sdn. Bhd. for the period of 24 weeks starting from 3 September 2023 to 9 February 2024. First of foremost, the purpose of an internship is to provide a real-world working environment that allows me to use the gained skills or knowledge that can be applied to my future career. Industrial training has provided me with so much more knowledge through hands-on observation and job execution. The internship also allowed me, and all the students involved to see what the working environment looks like. While I am completing my internship, I could also increase my communication, leadership, organizational, interpersonal, decision making, and teamwork skills.

During my internship at Air Kelantan Sdn. Bhd, I had to evaluate SWOT & PESTEL analysis in the company. The SWOT analysis is important to evaluate the company's strengths, weaknesses, opportunities, and threats compared to its competitors. Moreover, this report describes in detail the company such as the company background, history, and more. In addition, this report will explain the various tasks and activities that are done by me throughout becoming a trainee in the company. Last but not least, I am very grateful because I had the opportunity to know all the staff at Air Kelantan Sdn. Bhd. especially the staff at the Human Capital Management Unit. They guide, instruct and support me a lot while doing the tasks given.

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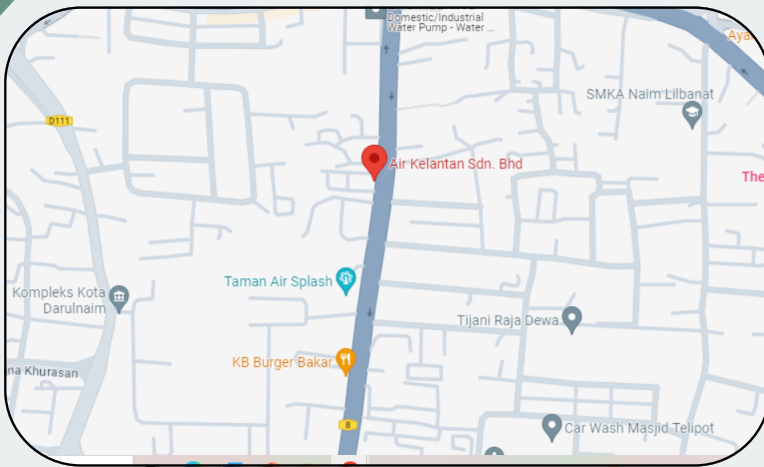
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COMPANY PROFILE



Location

The address for Air Kelantan Sdn. Bhd. is Wisma Air Kelantan, Lot 188 Jalan Tuan Guru Nik Abdul Aziz, 15050 Kota Bharu, Kelantan

Background

The Kelantan state government has decided to privatize water supply management in Kelantan by forming Kelantan Water Sdn Bhd (KWSB), a joint venture company jointly owned by Yayasan Kelantan Darul Naim (YAKIN) and Thames Water PLC with a 30 percent (YAKIN) and 70 percent (Thames Water) share ownership in KWSB.

KWSB started operations on 1 October 1995 after taking over all the responsibilities of the Water Supply Department. KWSB is also responsible for managing the existing water supply, water treatment and supply systems including issuing bills and collecting revenue as well as furthering the demands of Kelantan residents.

On April 29, 1999, the Kelantan State Government decided to buy Thames Water PLC in KWSB for 70% and 30% through the minister of Kelantan Corporation (PMBK). The name of KWSB has been changed to Air Kelantan Sdn. Bhd. (AKSB) after PMBK owns 100% of its shares in AKSB, a private company that is owned by the State or government link company (GLC). In December 2007, AKSB was restructured, with Kelantan Utilities Mubarak Holdings Sdn Bhd (KUM) serving as the holding company for AKSB and its subsidiaries. Meanwhile, KUM is a subsidiary of PMBK.



COMPANY PROFILE

Vision

- To become world-class leading water operator.

Mission

- Provide effective water service to customers based on the latest technology with a committed and professional workforce in a conducive work environment.

Principles

- Achieve outstanding success
- Priority to the customer
- Respect staff as individuals
- Protect the environment

Values

- Responsible
- Professional
- Customer friendly
- Honest and responsible
- Respect other people
- Determination to face challenges



Logo of Air Kelantan Sdn. Bhd.



Air Kelantan Sdn Bhd is a wholly owned subsidiary of Perbadanan Menteri Besar Kelantan (PMBK) which is responsible for managing water by processing, treating, and supplying it to all users in the state of Kelantan.

Responsibilities

- Provide water supply services.
- Maintain the safety, integrity and safe condition of the water supply system.
- Build, repair, improve, improve, maintain and repair the water supply system.
- Treating, distributing and supplying treated water to users.
- Responsible for billing and collection of water revenue.

ORGANIZATIONAL CHART

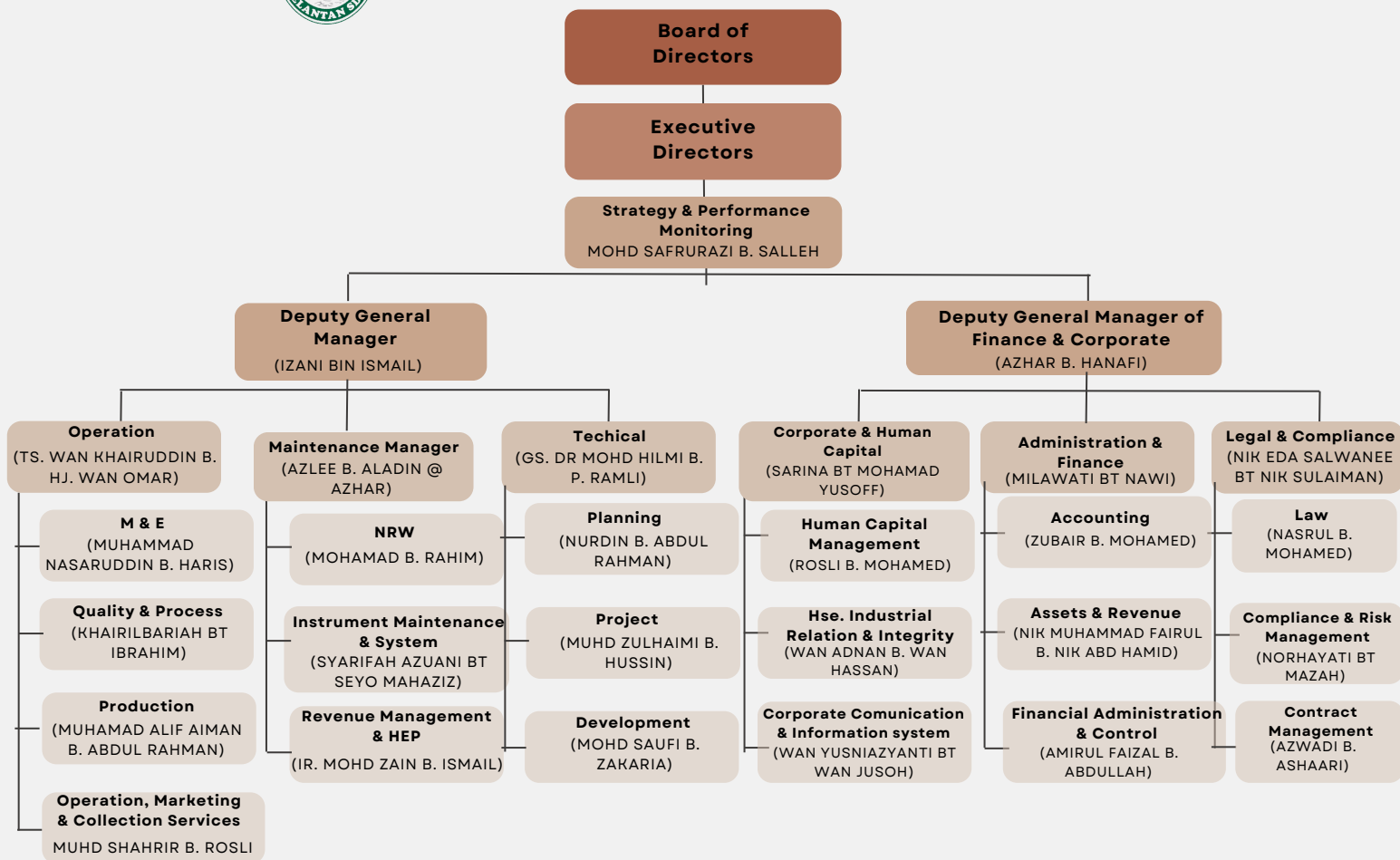
Board of directors of AKSB



ORGANIZATIONAL CHART



AKSB'S ORGANIZATIONAL CHART



TRAINING REFLECTION



Duration

Date

- My internship period at Air Kelantan Sdn. Bhd. is 24 weeks or 6 months. The date I started my internship is 3 September 2023 and will end on 9 February 2024.

Time

- Sunday Untill Thursday
- (8.00 a.m. (Clock in) - 5.00 p.m (Clock Out)
- 10.00 a.m -10.30 a.m (Breakfast Break) & 1.00 p.m - 2.00 p.m (Lunch Break)

Department

- There are 6 departments at Headquarters Air Kelantan Sdn. Bhd. where each department has its own role and responsibility. I have been placed in the Human Capital Management unit for six months and the Head of Corporate & Human Capital Department is Mrs. Sarina Binti Mohamad Yusoff and my supervisor throughout the industrial training is Mrs. Norul Syuhada Binti Mohamad who is an Executive of Payroll, Compensation and Benefits.



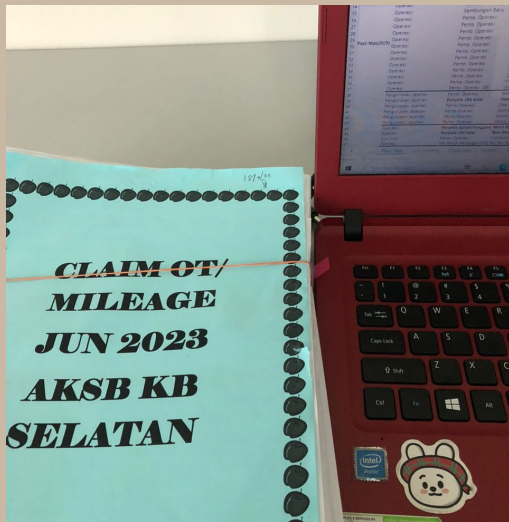
Roles & Responsibilities, Assignment and Tasks

1. Payroll Unit

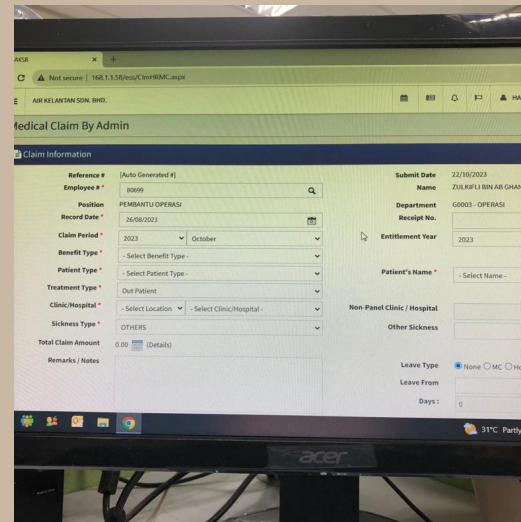
Overtime Claim Form

- I learned to review documents for employee expenses and overtime claim forms for all branches in Air Kelantan Sdn Bhd. One of the tasks that I did was checking the working overtime according to the job description provided by the company for each position and if the employees perform overtime work that is not based on the job description, key in the information in Microsoft Excel. The information includes unit, name, position, subject, time, total hour and date. Save the data and send it to the supervisor for checking and processing purposes. The purpose of this task is to monitor employees who are working overtime to do the tasks directed by the supervisor. It is an important and urgent task to be completed to prevent employees from working overtime just to make extra money.

TRAINING REFLECTION



One of task for mileage claim, I learned to check the mileage claim documents of the Head of Plant Operations and record all mileage claims and key in the information in Microsoft Excel. The information includes day and date, detailed information and mileage (KM). Save the data and send it to the supervisor for checking and processing purposes.



Medical claim

Next, I learned to key in the employee medical claim form in the HRIS system. The information includes name, record date, treatment type, clinic and total claim amount.



Certificate of completion of training

For industrial training students who are about to complete their training at Air Kelantan Sdn. Bhd., they will receive a Certificate of Completion of Training if a presentation is made and an industrial training report is sent. Reports and presentations must be verified by made, Mr. Farhan first before issuing the training completion certificate.

The template for the certificate can be found in the Industrial Training 2023 folder in the file named Industrial Training Completion Certificate. Once I open the file, I should use the template on the first page and change the name, start and end dates of the industrial training, and duration of the industrial training. All information to change the certificate can be found in their report.

TRAINING REFLECTION

AIR KELANTAN
Ruj Kami: AKSR/Imi/Il/ Insaes/1/2024(03)
Industrial Training Secretariat
Faculty of Science and Marine Environment
Universiti Malaysia Terengganu
21030 Kuala Nerus, Terengganu

AIR KELANTAN SDN. BHD. 179401006390 (271942-AK)
Ruj Kami: AKSR/Imi/Il/ Insaes/1/2024(04) Tarikh: 25 Jamadil Akhir 1445HI
07 Januari 2024
Timbalan Dekan (Bertanggungjawab Alumni)
Fakulti Sains dan Teknologi
Universiti Kebangsaan Malaysia
43600 Bangi, Selangor Darul Ehsan
(U.P.: Puan Norharizha Torajo)

Tuan/Puan
PENGESAHAN PENERIMAAN MENJALANI PROGRAM LATHIAN INDUSTRI SESI MAC 2024 HINGGA OGOS 2024

Dengan segala hormatnya perkara di atas adalah dirujuk.

Sukacita dimaklumkan bahawa kami bersetuju menerima penempatan pelajar tuan/puan bagi kursus "SARJANA MUDA SAINS DENGAN KEPUJIAN KIMIA" untuk menjalani latihan industri di Syarikat ini sepeertimana berikut:

Nama	ID	Tempoh Latihan
Nur Afiya Binti Rasmizi	A180561	11 Mac 2024 hingga 23 Ogos 2024

Pelajar tersebut dikehendaki melapor diri di Wisma Air Kelantan, Lot 188 Jalan Tuan Guru Nik Abdul Aziz, 15050 Kota Bharu, Kelantan pada 11 Mac 2024 jam 9:00 pagi dengan membawa gambar berukuran pasport sebanyak dua (2) keping dan salinan nombor akaun bank serta dikehendaki berpakaian kemas/pejabat.

Pihak tuan/puan atau pelajar tersebut perlu membuat surat maklumbalas pengesahan bersetuju atau tidak bagi menjalani latihan industri di Syarikat kami dengan kadar segera. Sekiranya pihak tuan/puan ad sebarang pertanyaan mengenai perkara di atas sila hubungi kakitangan kami En. Mohd Farhan bin Md Zain, Unit Pengurusan Modal Insan, Jabatan Korporat & Modal Insan di talian 09-7437777 sambungan 22

2. Training Unit

Practical student acceptance letter

For students who have successfully passed and received an offer to undergo industrial training at Air Kelantan Sdn Bhd, they will receive an official offer letter issued by Air Kelantan. Therefore, the Human Capital Training Unit is required to prepare the offer letter. The offer letter format for industrial training can be found in the special 'folder' designated for Industrial Training in 2023. The file is organized in Word format and titled "Industrial Training Offer Letter." There is some information that needs to be changed in the format of this letter, including the reference number, date, university address, month session, major, name, matric number, training period, self-report date, and student address. All the information needed to compile this letter can be obtained from the practical application letter provided by the applicant. After the completion of this letter, before the letter is sent to the applicant, it must be signed by Head of Department.

BORANG PENILAIAN KEBERKESANAN LATHIAN

NAMA	WAN AB RAHMAN BIN WAN ABULLAH		NO. PEKERJA	80733
JAWATAN	PEMBANTU OPERASI	JABATAN/UNIT/ JAJAHAN/LRA	LRA KG PUTEH	
TARIKH	28 FEB - 2 MAC 2023	TEMPAT	SYARIKAT CHEMIMIA SDN BHD	
TAJUK LATHIAN	LATHIAN TEKNIKAL SISTEM DOSING KOAGULAN "STREAMING CURRENT MONITORING" (SCM)			

ARAHAN:

- Ketua perlu melaporkan prestasi sebenar kakitangan selepas **genap 2 bulan** dari tarikh kakitangan mengikuti latihan.
- Ketua dikehendaki untuk melengkapkan borang ini dan kembalian kepada Unit Pembangunan Modal Insan dalam tempoh 14 hari dari tarikh penerimaan borang ini.
- Penilai terdiri daripada PKP/KOL/JOL/PP/KUK/PPB.

Sila bulatkan markah penilaian anda mengikut skala yang telah ditetapkan

	5	4	3	2	1	0
Cemerlang						
Sangat Baik						
Baik						
Memuaskan						
Tidak Memuaskan						
Tidak Berkenaan						

KRITERIA PENILAIAN	DIISI OLEH PENILAI						
	Sebelum Latihan	0	1	2	3	4	5
1. Tahap pengetahuan yang dimiliki dalam menjalankan tugas harian.	Sebelum Latihan	0	1	2	3	4	5
	Selepas Latihan	0	1	2	3	4	5
2. Tahap kemahiran yang dimiliki dalam menjalankan tugas harian.	Sebelum Latihan	0	1	2	3	4	5
	Selepas Latihan	0	1	2	3	4	5

Post-course report information

I was given training information after the course involving an external course and an internal course. First of all, I need to access the course file for the year 2023, I need to click on the 'Post Course Report' option and find the title in the list of memo names provided by the Executive of Training and Development. Then, I have to open the Excel file that has been named "Course Participant Evaluation. I am required to enter the data into the template that has been prepared. The process starts with the 'Raw' part, where I have to take the participant information from the 2023 training record, which should search by month of course implementation and course title. I then need to copy and paste the employee number and names of the participants involved into the 'Raw' section.

Next, I will enter the scale information that has been filled out by the employee on the course evaluation form. The 'Edit' section is all the information that has been obtained from the 'Raw' section. While the ABCD part of the scale values in the evaluation form is (1, 2, 3,4). I was required to calculate the percentage for each scale involved.

TRAINING REFLECTION

Gains

Air Kelantan Sdn. Bhd. pays an allowance of RM 600.00 during my six months of industrial training. This means I get RM 100.00 for every month I work.



Experience

a) Insurance Course for Project Management

I had the opportunity to be the secretariat for "Insurance Course for Project Management" such as managing the registration session, giving goodies for the participants, taking pictures throughout the course and escorting VIPs for the meal session.

b) Interview Session for the Position of Operations Assistant and equivalent"

I had the opportunity to be the secretariat for the "Interview Session for the Position of Operations Assistant and equivalent" such as managing the registration session, ensuring that the candidate's job application form is completely filled out and calling the candidate to enter the interview room.

Knowledge and Skills

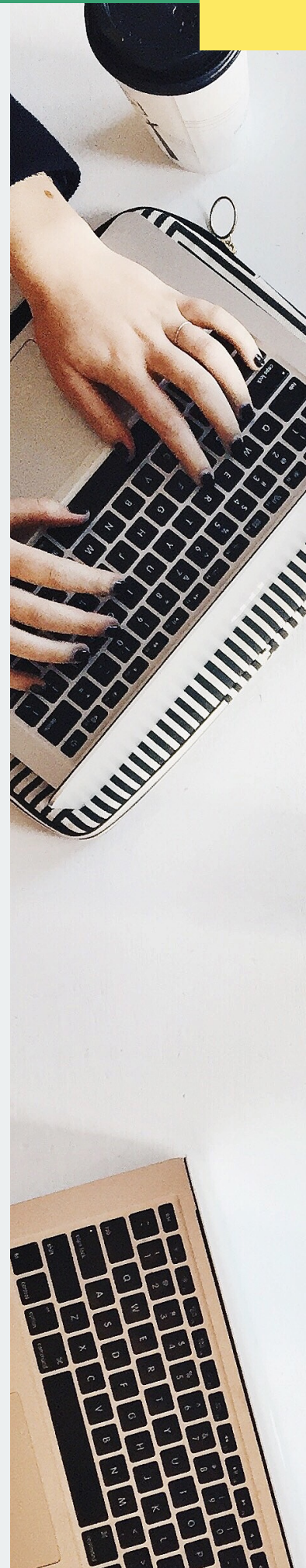
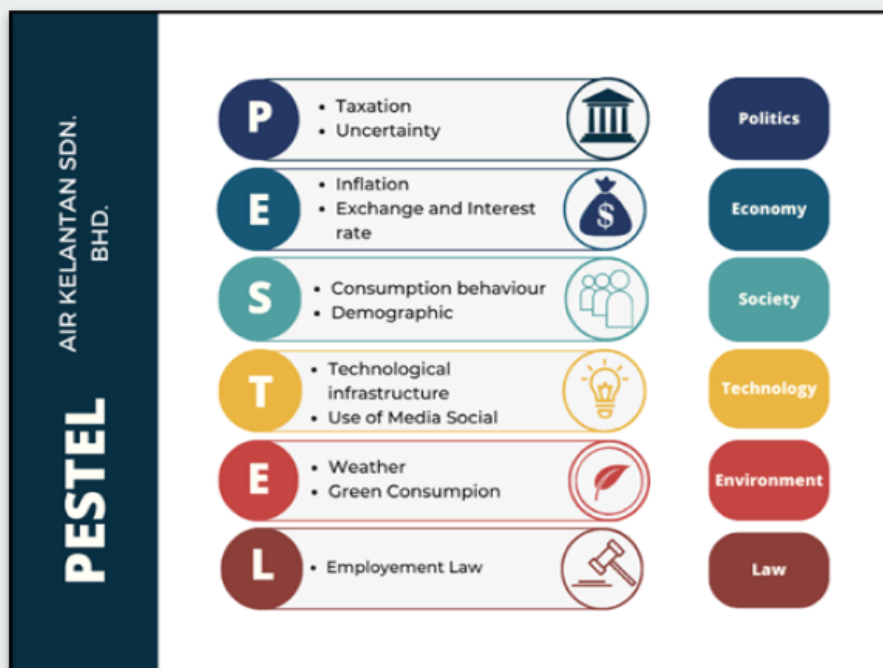
During my internship at the Air Kelantan Sdn Bhd in the Human Capital Management Unit, I learned many things especially about HR and administration in doing work. For example, from creating certificates and managing practical student registrations to calculating allowances. It was a valuable experience that reinforced the importance of taking ownership of tasks and ensuring they were completed accurately and on time.

Besides, I learned the significance of working together as a team. Whether it was escorting students to the IT department, merging documents, or preparing response letters, effective collaboration was essential for the successful execution of these tasks. Clear and timely communication played a crucial role in my activities during the internship. Whether it was communicating with superiors, distributing forms, or mailing certificates, I realized that effective communication is the key to ensuring everyone is on the same page and tasks are completed smoothly.

PESTEL ANALYSIS

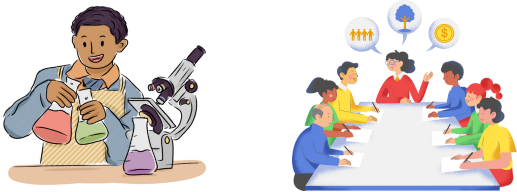



PESTEL analysis is defined as a business impact study that aims to understand the effects of six key external factors, which are politics, economics, social, technology, environmental, and legal. Now, I want to further explain the meaning of PESTLE. P stands for politics which includes all political factors that can affect business including government policies that influence, and cause changes or issues in business and society. E stands for economic. It takes into account the economy and how it can impact the organization. The economic situation has a great impact on the organization because it becomes an important factor in making decisions in the organization.

The next factor is S which stands as a sociological factor. This factor affects society and social norms. They can be cultural factors and trends that influence people's way of life such as community behaviour and the way customers interact. Moreover, T stands for technology. Technology is changing society and business at a rapid pace. In addition, technological progress also affects others of PESTEL such as economic factors. L stands for law. This factor is a change in legislation that may lead to change procedures to meet new legal requirements. Lastly, E stands for environmental factor. This is becoming an increasingly influential area in the organization (Reding, 2023).



SWOT ANALYSIS

SWOT analysis is a technique for evaluating the performance, competition, risks and potential of a business, as well as a part of a business such as a product line or division, industry or other entity. SWOT (strengths, weaknesses, opportunities, and threats) analysis is a method for identifying and analyzing internal strengths and weaknesses and external opportunities and threats that shape current and future operations and help develop strategic goals.

STRENGTHS	WEAKNESS
<p>1. Experienced workforce</p> <p>2. Government support</p> 	<p>1. Infrastructure and water pipes are old and degraded.</p> <p>2. Lack of technological and computer skills among employees.</p> 
OPPORTUNITIES	THREATS
<p>1. Technological advancements</p> <p>2. Water infrastructure development</p> <p>3. Regulatory change</p> 	<p>1. Construction project</p> <p>2. Climate change</p> <p>3. Economic factor</p> 

STRENGTH 1

Experienced workforce

A skilled and experienced workforce can contribute to efficient operations and management. Throughout my internship in Air Kelantan Sdn Bhd, every AKSB employee has their own skills and expertise which differ from their positions. On 30 November 2023, AKSB organized a Town Hall to celebrate 80 employees who had 25 years and above service in Air Kelantan Sdn Bhd. This shows that AKSB has employees who have experience and have served AKSB for a long time in their respective positions.

STRENGTH 2

Government support

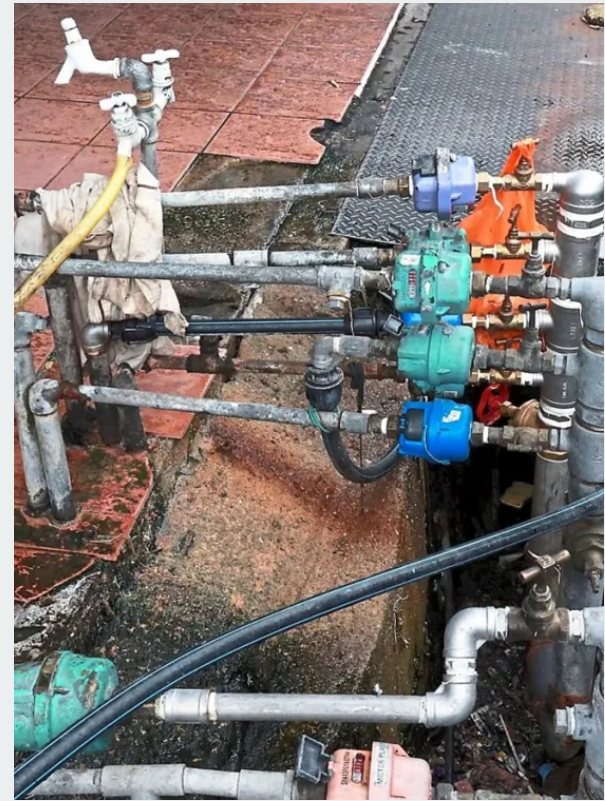
Easy access to large capital sources due to the support from the Government. For instance, the Government through the National Water Services Commission (SPAN) approved capital expenditure allocation (CAPEX) of RM521.2 million to Air Kelantan Sdn Bhd (AKSB) for the Fourth Operating Period (OP4) and Fifth Operating Period (OP5) from 2021 to 2024. (Isu air Kelantan: Kerajaan lulus RM521.2 juta kepada AKSB sejak 2021, 2024). Therefore, Air Kelantan Sdn. Bhd. can use the support from this government to solve all the water problems faced by Air Kelantan Sdn.Bhd



WEAKNESS 1

Infrastructure and water pipes are old and degraded.

Based on research and observation throughout my internship here, the pipes used by Air Kelantan Sdn. Bhd. to supply water to the consumer's premises is an old pipe and degraded. The age of the pipes used is around 40 years, causing damage that causes the existence of non-revenue water (NRW), in addition to unsatisfactory water quality. This situation causes a low-pressure water supply and insufficient water supply to consumers.



WEAKNESS 2

Lack of technological and computer skills among employees.

The lack of technological and computer skills among employees refers to a situation where individuals within an organization do not possess the necessary knowledge, expertise, or proficiency in using modern digital tools and technologies. Based on my observation during my internship here, Air Kelantan Sdn Bhd with outdated or inadequate IT infrastructure may limit employees' exposure to modern technologies. Without access to up-to-date hardware and software, employees may struggle to develop the skills necessary for the digital age.

OPPORTUNITY 1

Technology advancements

Technological advancements play a crucial role in improving the efficiency, reliability, and sustainability of water supply companies. The adoption of advanced water treatment technologies such as membrane filtration, UV disinfection, and advanced oxidation processes can enhance water quality. Therefore, Air Kelantan Sdn. Bhd. can monitor and control water treatment processes through automation and real-time data analysis can improve efficiency

OPPORTUNITY 2

Water Infrastructure Development

Air Kelantan Sdn Bhd. had potential to develop or upgrade wastewater treatment plants to ensure the safe disposal of sewage and minimize environmental impact. In addition, they must upgrade and expand water supply networks to meet growing demand and improve reliability.

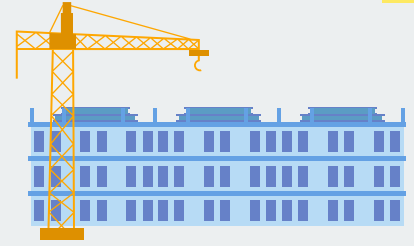
OPPORTUNITY 3

Regulatory changes

SPAN (National Water Services Commission) announced the new water tariffs for domestic users in Peninsular Malaysia and the Federal Territory of Labuan will involve an average increase of 22 sen per cubic meter, effective from 1 February 2024. Therefore, Air Kelantan Sdn Bhd (AKSB) will use the revenue obtained from the water tariff adjustment to solve issues regarding leaking pipes and improve the quality of water supply services to consumers in the state.

THREATS 1

Construction project



The construction of bridges and roads by other companies (such as electricity, optical cables, drainage and others accidentally damage the company's water supply pipes or incidents, accidents, natural disasters (landslide), broken pipes etc. are also the risks that the company must be careful of.

THREATS 2

Climate change

Climate change poses several significant threats to Air Kelantan Sdn. Bhd., impacting both the quantity and quality of water resources. When it is a hot season, the demand for clean water will increase, creating more pressure on the company. Air Kelantan Sdn. Bhd. must pay attention to this issue to ensure a sufficient and stable water supply for consumers.



THREATS 3

Economic factor



The most direct economic factor is the level of income that consumers have. Lower-income households may struggle to allocate funds for essential utilities like water, making it more challenging to meet regular water bill payments.

RECOMMENDATION

1. Strength and Opportunity Strategy (SO)

Focusing on investment in the water infrastructure, technological advancement, and information technology in water treatment and management, preventing loss and ensuring clean water for the consumers.

- When Air Kelantan Sdn. Bhd. has support from the government (state/federal), they can focus on investment in the water infrastructure, technological advancement, and information technology in water treatment and management because technology plays a vital role in the continuous monitoring of water quality parameters. Sensors, drones, and remote sensing technologies enable the detection of pollutants, harmful algal blooms, and changes in water quality, ensuring timely remedial actions and safeguarding human and environmental health.

2. Weakness and Opportunity Strategy (WO)

Strengthen checking of damaged water pipes and replacing new water pipes. Increasing development of science and technology for accurate and effective management zoning of water pipeline systems.

- Air Kelantan Sdn. Bhd must propose and use advanced equipment in the construction of pipe improvement and replacement works to improve water quality and leakage pipes. To have a reasonable investment strategy, Air Kelantan Sdn. Bhd. must decentralize the work, prioritizing investment in improving the old and rotting pipeline system with new high-quality pipes. To save costs for investment in infrastructure, the element of materials used is very important.

3. Strength and Threat Strategy (ST)

Implement public awareness campaigns to encourage water conservation practices among residents and businesses. Provide information on reducing water consumption, fixing leaks, and using water-efficient appliances.

- Awareness campaigns play a crucial role in promoting water conservation. They serve as a platform to educate the public about the importance of water, the current state of water resources, and the need for conservation. By providing information and facts about the scarcity of water and the consequences of its misuse, these campaigns can help people understand the urgency of the issue. These campaigns can also introduce and promote various water-saving techniques. For instance, they can teach people about rainwater harvesting, the use of water-efficient appliances, and simple habits like turning off the tap while brushing teeth. By demonstrating how these small changes can make a significant difference, campaigns can encourage individuals to adopt more sustainable practices.

4. Weakness and Threat Strategy (WT)

Ensure that construction teams are trained in emergency procedures and know how to respond to incidents involving water supply pipes.

- Air Kelantan Sdn. Bhd can schedule regular meetings between construction to discuss ongoing projects, potential risks, and any changes in emergency procedures. Air Kelantan Sdn. Bhd provides information to the construction team about the location of critical water supply infrastructure, such as pipelines, valves, and water treatment facilities. This information is essential for construction teams to avoid potential damage.



CONCLUSION

After going through twenty-four weeks of industrial training from 03 September 2023 until 09 February 2024 at Air Kelantan Sdn Bhd, I obtained a lot of new knowledge from the responsibilities given to me from every and all people from the organization. Human Resource genuinely plays a huge function in the organization with the intention to constantly recruit new competent candidates for each internship students and full-time employee. My opinion is that industrial training has definitely achieved its primary objective which is to expose students to a real working environment. I enjoyed the learning regarding Human Resource and will continue to look forward to many more HR tasks that I could possibly do in the future with the knowledge I have gained from this internship experience. The staff there has also been very helpful and pleasant and guide me while I need assistance.

To conclude my training experience, I am glad to spend 24 weeks at Air Kelantan Sdn Bhd and learn challenging work experience to help me for my future career. The knowledge I received can only be developed through industrial training. I am happy that my task was completed before the end of my internship program, and I was very pleased to hear positive comments and praise from my supervisor regarding the task I undertook. Therefore, I am very proud of myself for the achievement of completing this industrial training satisfactorily both for me and for Air Kelantan Sdn Bhd.

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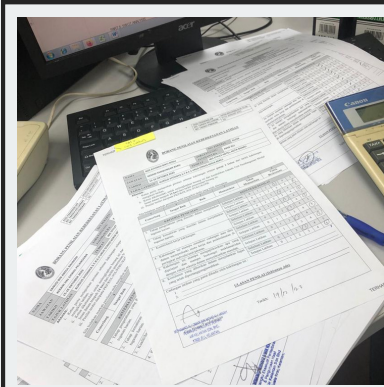
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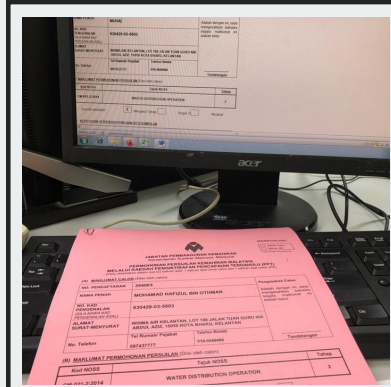
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APPENDICES

Roles & Responsibilities, Assignment and Tasks



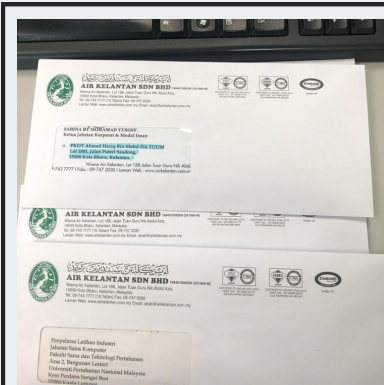
Filling training effectiveness form



Prepare material of upcoming course, workshop or seminar



Create certificates of upcoming courses



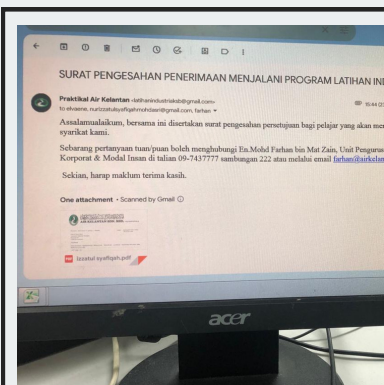
Mail acceptance letter to student and university



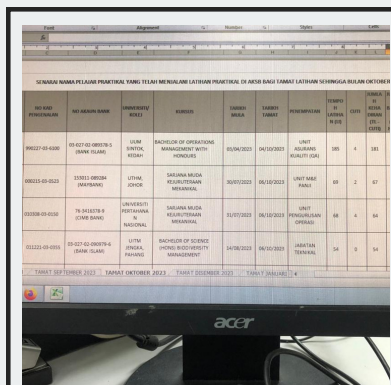
Manage the registration of new student practical



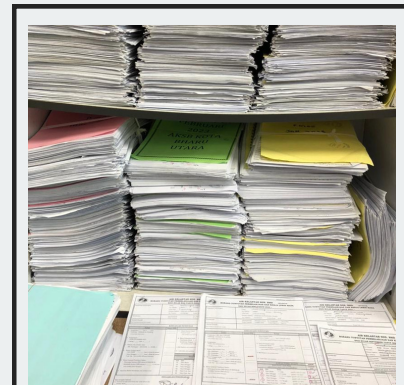
Print and laminate ID card for new student practical



Send email of confirmation letter to student and university

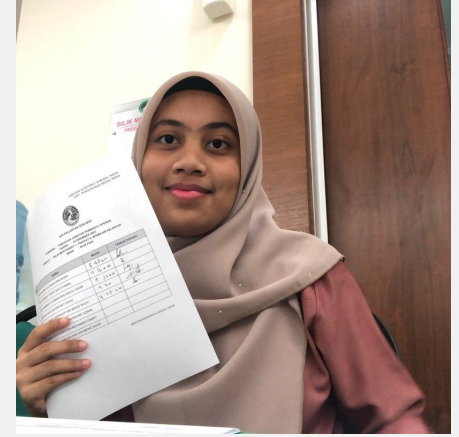


Calculate allowance of student practical



Sorting claim overtime form by branches

APPENDICES



Interview Session for the Position of Operations Assistant and equivalent



Insurance Course for Project Management



Last day internship

APPENDICES

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UNIVERSITI TEKNOLOGI MARA

ENDORSEMENT OF OURIGINAL REPORT

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Perlis

Sir

ENDORSEMENT OF OURIGINAL REPORT FOR PROPOSAL/DISSERTATION/THESIS/PROJECT PAPER/ ASSIGNMENT

With reference to the work of the candidate below:

Name : WAN IZZATY NURINA BINTI AZMAN
Matic No. : 2021107105
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Programme : BA243
Title : INDUSTRIAL TRAINING AT AIR KELANTAN SDN. BHD.

Percentage of Original Report :

I am pleased that the proposal/thesis/dissertation/project paper/ assignment of the above candidate has fulfilled the Original percentage of the university's requirement.

Thank you.

1st advisor's signature and stamp

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29 January 2024

Date:

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