

2024 | MGT666

# INDUSTRIAL TRAINING REPORT

**STUDENT NAME:** NANI ATASHA BINTI KHALID

**STUDENT ID:** 2022898292

**PROGRAM:** BACHELOR OF ADMINISTRATIVE (HONS) FINANCE

**INTERNSHIP PERIOD:** 12 AUGUST 2024- 24 JANUARY 2025

**ORGANIZATION:** GAMUDA BERHAD

**ADVISOR:**

PUAN SITI NURUL HUDA BINTI IBRAHIM



## SURAT KEBENARAN

Tarikh : .24/1/2025.....

Kepada : Gamuda Berhad

**Penyelaras Latihan Praktikal**  
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Tuan/Puan

**Maklumbalas (/)**



Setuju



Tidak Bersetuju

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<b>Nama Pelajar</b>	Nani Atasha Binti Khalid		
<b>No. Matriks</b>	2022898292	<b>Nama Program</b>	HONS Finance
<b>Tajuk Laporan</b>	Industrial Training Report	<b>Nama Syarikat</b>	Gamuda Berhad

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Yang Benar



.....  
**Nama Pegawai** : Noorain Najwa Binti Roslan

**Jawatan** : Assistant in Account

**No. Tel.** :

**No. Faks** :

**Cop jabatan/organisasi:**

**GAMUDA BERHAD (29579-T)**  
Menara Gamuda,  
PJ Trade Centre, No. 8, Jalan PJU 8/8A,  
Bandar Damansara Perdana,  
47820 Petaling Jaya,  
Selangor Darul Ehsan.  
Tel: 03-7491 8288 Fax: 03-7727 4594

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1.0

# ACKNOWLEDGMENT

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## ACKNOWLEDGEMENT

First and foremost, I would like to express my deep gratitude to Allah S.W.T. for His abundant blessings and support throughout my practical training at Gamuda Berhad. Completing my internship has been a remarkable journey, and I firmly believe it would not have been possible without His divine guidance.

Secondly, I sincere thank to Universiti Teknologi MARA (UiTM) for giving students like me with the invaluable opportunity to gain exposure to a real working environment. The internship program offered by UiTM has allowed me to apply and enhance the knowledge and skills I acquired during my studies in a practical setting.

Then, I would like to thank to Gamuda Berhad for giving me with the great opportunity to learn and grow. This experience has been invaluable to someone like me, who came in with no special expertise. Thank you for believing in my potential and allowing me to develop my skills.

I am also profoundly grateful to my supervisors at Gamuda Berhad, especially Ms. Soo Chee Jun, my buddy Noorain Najwa, and the entire Finance Department team. Their guidance, patience, and willingness to share their knowledge have greatly enriched my learning experience.

Besides, I would like to express my heartfelt appreciation to my lecturer and advisor, Puan Siti Nurulhuda Binti Ibrahim, for her invaluable guidance and support during my practical training. Her mentorship has been instrumental in helping me understand and apply theoretical concepts in a real-world context.

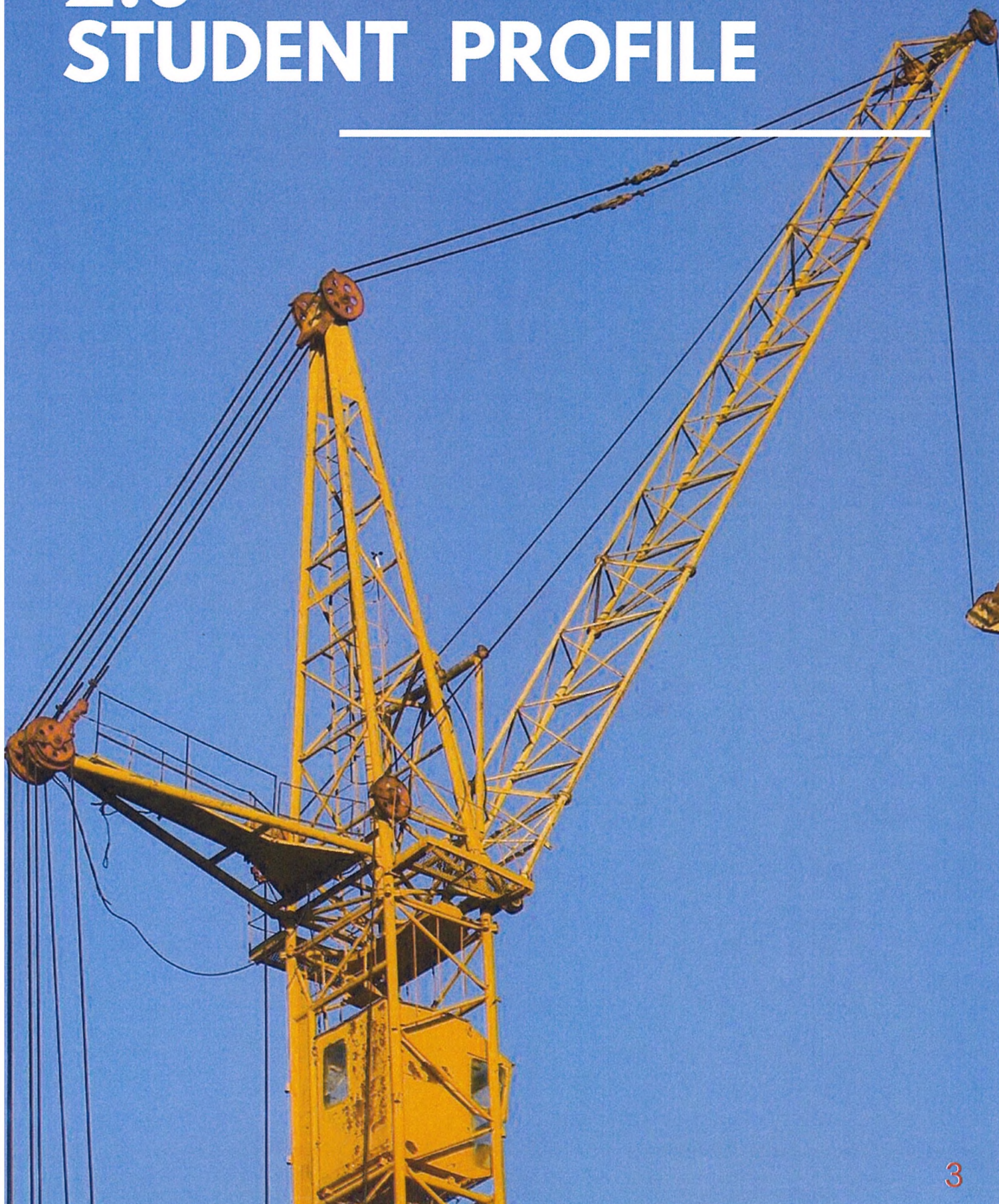
Lastly, I want to thank my family and friends for their unwavering support during my practical training. Their presence and encouragement during challenging times have been a source of strength and motivation.





# 2.0 STUDENT PROFILE

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# NANI ATASHA BINTI KHALID



## SUMMARY

Detail-oriented finance graduate with industrial experience in an infrastructure company. My diverse educational background showcases a dedication to continuous learning and seeking job opportunities to build a career path in finance, administration, and human resources. I am eager to enhance my knowledge and skills while embracing the opportunities and challenges of post-graduation life.

## EDUCATION

**Bachelor in Business Administration (HONS) Finance** **Oct 2022 - Jan 2025**

UiTM Bandaraya Melaka | CGPA : 3.54

**Diploma in Banking**

UiTM Merbok Kedah | CGPA : 3.76 (ANC) **July 2019 - March 2022**

## WORKING EXPERIENCE

**Intern, Finance Department Gamuda Berhad** **Aug 2024 - Jan 2025**

- **Account Payable:** Download and verify vendor invoices, ensuring accuracy and completeness. Carefully enter invoice details into the SAP system, adhering to company policies. Process and schedule payments to vendors, ensuring timely and accurate disbursements.
- **Account Receivable:** Generate and issue customer invoices via SAP, track payments, and manage collections.
- **Check Claim Report:** Compile and review all submitted claims for accuracy and compliance with company policies. Verify supporting documentation, reconcile discrepancies

**Sales Assistant, Jaya Grocery One Utama** **Jun 2022 - Sept 2022**

Assisted customers with their purchases, restocked shelves, maintained cleanliness and organization of the store, and sometimes even helped with inventory management. I must be personable, approachable, and knowledgeable about Jaya Grocery's products.

## TECHNICAL SKILLS

Microsoft Word	Proficient	Chartnexus Software	Intermediate
Microsoft Excel	Intermediate	Canva	Proficient
Microsoft PowerPoint	Proficient	SAP	Intermediate

## LANGUAGES

Malay	Native
English	Conversational
Arabic	Beginner



## ACTIVITIES

### Participant “ A day in the life of a Financial Analyst”

January, 2024

Program of Faculty Business & Administration (HONS) Finance

Workshops and presentations led by experienced professionals. Participants learned about industry trends, the best practices, and the relevant skills needed to succeed as a financial analyst. Receive valuable advice and guidance from seasoned professionals on career development, education requirements, and strategies for success in the field of financial analysis.

### Special Duty Task Committee Members

December, 2023

Professional Image in the Hospitality Industry Program

Carrying out the assigned tasks according to the established plans and timelines. Preparing certificates of participation for speakers' guests. Preparing gifts for the lecturer's guest and the speaker. Working closely with team members to ensure smooth execution and collaboration. Addressing any challenges or obstacles that arise during task execution and finding solutions to overcome them.

### Participant in Newcaster

January, 2023

Program of Faculty Business & Administration (HONS) Finance

Joining a news reader contest can be a rewarding experience both personally and professionally, offering opportunities for skill development, networking, and recognition.

## ACHIEVEMENTS

### Dean List Award for Degree

2022-2024

4 out of 6 Semester

### Vice Chancellor Award (ANC)

2019-2022

Diploma in Banking, Uitm Merbok, Kedah

## REFERENCES

### Miss Nurhaslinda Binti Hashim

Senior Lecturer,UiTM Bandaraya Melaka

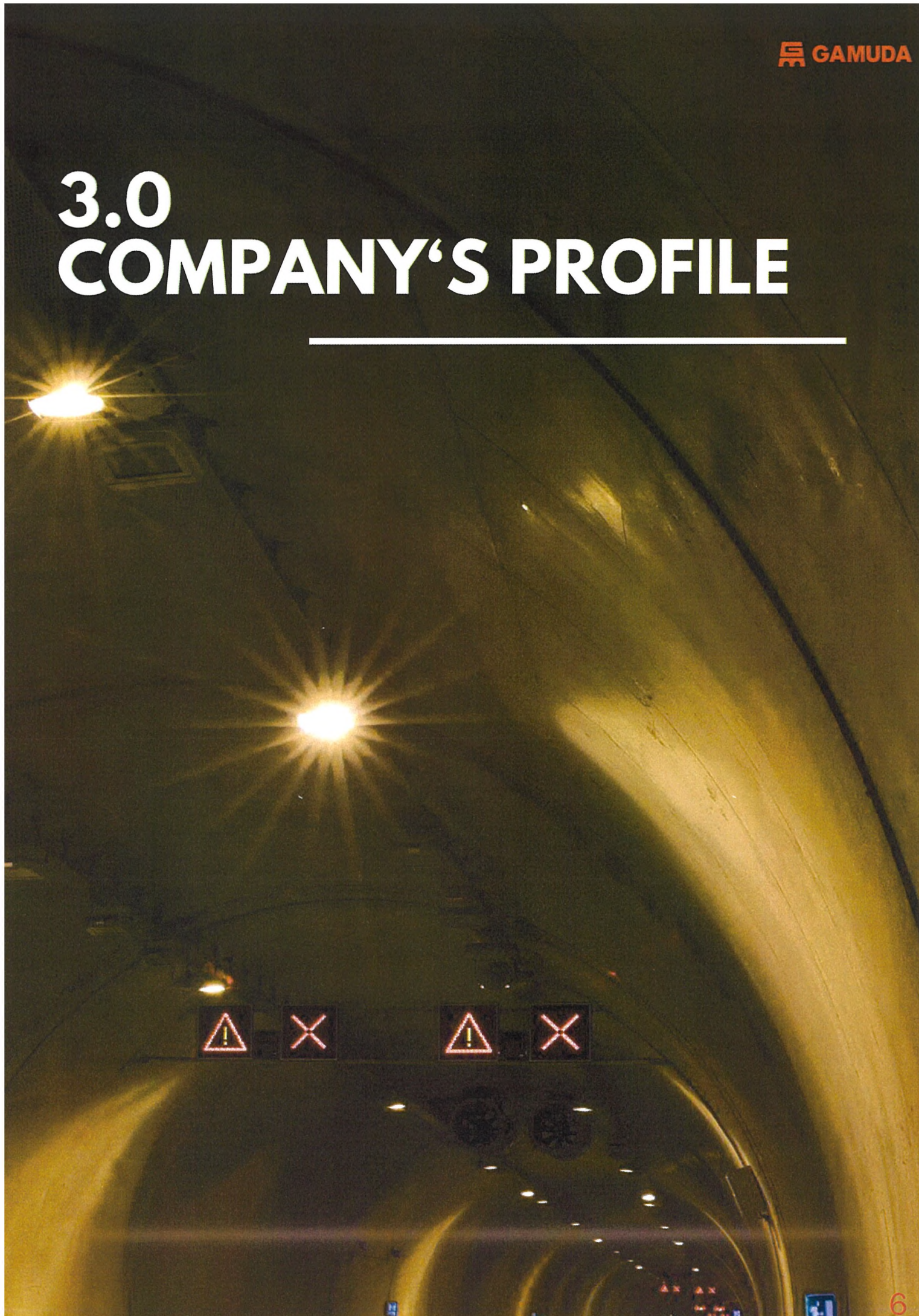
### Miss Noorain Najwa Binti Roslan

Assistant Account in Finance Department Gamuda

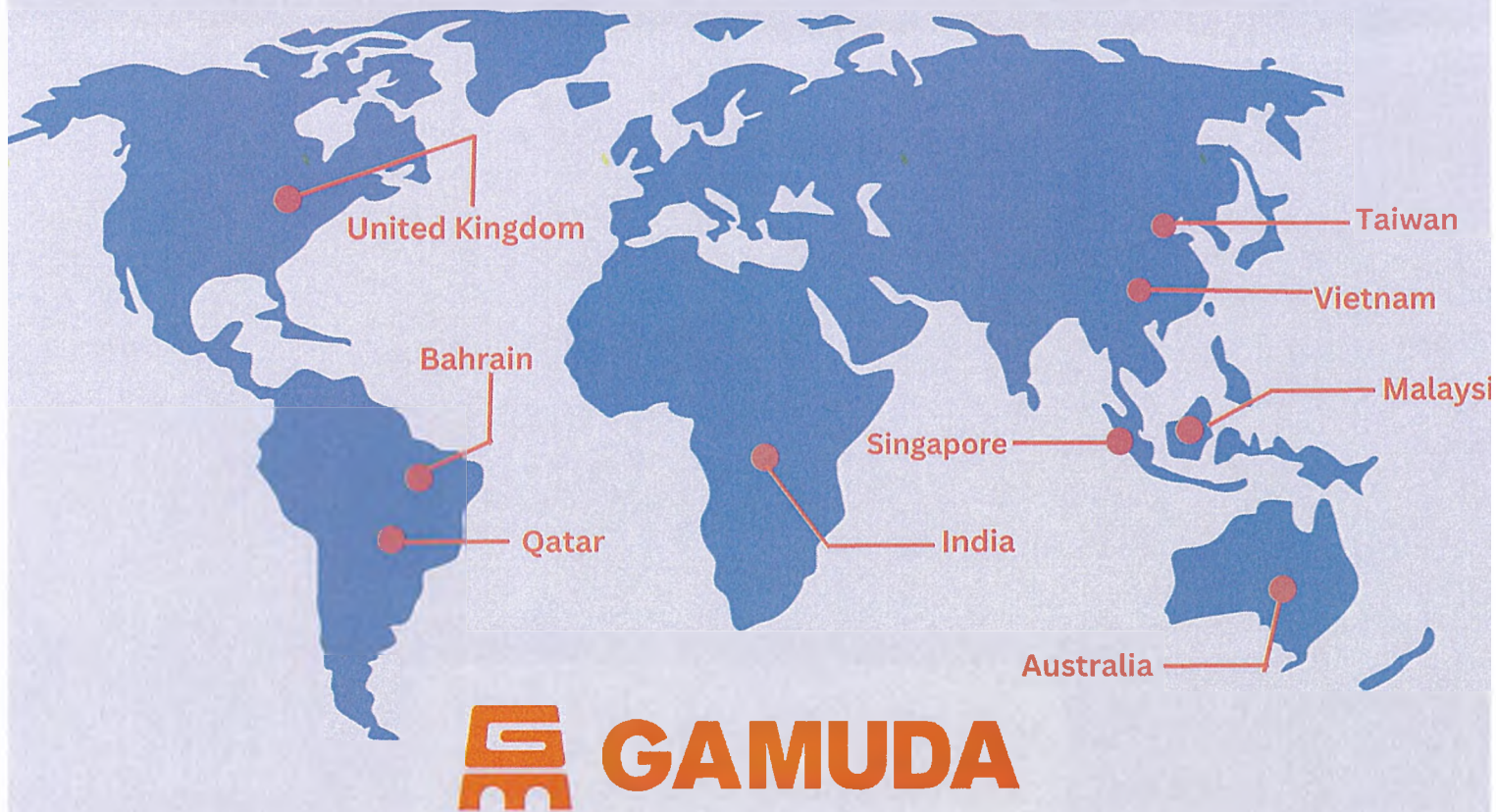


# 3.0 COMPANY'S PROFILE

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Gamuda Berhad was founded on 6 October 1976 in Ipoh, Perak, as a private limited company by Koon Yew Yin and Lin Yun Ling. On 10 August 1992, it was listed on the main board of Bursa Malaysia, marking its transformation into a public entity. Since its inception, Gamuda has grown into a prominent player in engineering and construction, property development, and infrastructure concessions. The corporation achieved significant milestones, including the 1980s building of the North-South Expressway, participation in the SMART Tunnel, and the development of large-scale residential developments such as Kota Kemuning and Horizon Hills. Along with completing several important domestic and international projects, the corporation has built townships, highways, airport runways, railroads, tunnels, water treatment facilities, and Klang Valley MRT lines.

With notable projects in nations including Qatar, Bahrain, India, Taiwan, Malaysia, Singapore, and Australia, Gamuda's global expansion has been fueled by its experience and creative solutions.



## COMPANY'S LOCATION

Gamuda Berhad headquarters was located at  
PJ Trade Centre, No 8, Jalan PJU 8/8A  
Damansara Perdana, 47820 Petaling Jaya,  
Selangor



# Organizational Structure



**Dato' Lin Yun Ling**

Group Managing Director



**Dato'lr Ha Tiing Tai**

Deputy Group Managing Director



**Mr. Justin Chin Jing Ho**

Managing Director of Gamuda Engineering



**Ir Chu Wai Lune**

Chief Executive Officer of Gamuda Land



**Mr. Soo Kok Wong**

Group Chief Finance (Gamuda Berhad)



**Mr. John Lim Ji Xiong**

Group Chief Digital (Gamuda Berhad)



**Ms. Ong Jee Lian**

Group Chief Communications & ESG (Gamuda Berhad)



**Ms. Siti Ezyana Syed Jaafar**

Chief Integrity & Governance (Gamuda Berhad)



# Product & Services



## Property Development

Gamuda Berhad's property development division, Gamuda Land, is a prominent developer known for creating sustainable townships. With over 20 years of experience, their approach integrates respect for nature and community well-being. They have developed 12 townships and 14 vertical communities, totaling over 57,000 homes across Malaysia, Vietnam, Singapore, Australia, and the UK. Gamuda Land manages a significant landbank and aims to continue its expansion, emphasizing innovation and sustainability in urban development.

## Infrastructure Concessions



Focus on developing and managing significant transportation projects, including roads, expressways, and water supply systems. Key projects include the Stormwater Management and Road Tunnel (SMART), SPRINT Highway, Lebuhraya Damansara-Puchong (LDP), Shah Alam Expressway (SAE), and Pan Borneo Highway. Syarikat Pengeluar Air Selangor (SPLASH) also provides water to over 45% of Klang Valley residents, ensuring essential infrastructure for better connectivity and utility services.



## Engineering and Construction

Gamuda Berhad's engineering and construction division has over four decades of experience in delivering innovative infrastructure solutions. Their expertise spans civil, mechanical, and engineering consulting, with notable projects like the SMART Tunnel, next-gen digital IBS facilities, and urban transformation initiatives like Penang Silicon Islands. They are recognized for advanced rail and metro systems, extensive road and expressway projects, water treatment solutions, hydroelectric dams, ports, marine structures, bridges, and airport facilities. Gamuda's global presence includes significant projects in Australia and beyond.



# → Mission

Gamuda's mission focuses on delivering innovative and sustainable infrastructure, property development, and investment solutions that enhance the quality of life and create long-term value for stakeholders. They aim to achieve this through excellence in execution, sustainability practices, and leveraging technology.

# → Vision

Gamuda envisions being a leader in shaping a sustainable future, emphasizing the importance of innovative and environmentally friendly solutions in their projects.

# → Values

## **Sustainability**

Gamuda prioritizes sustainable practices in all its operations, aiming to reduce environmental impact and promote green initiatives.

## **Integrity**

Conducting business with integrity and transparency is essential to Gamuda, fostering trust and reliability among stakeholders.

## **Corporate Culture**

Gamuda's dedication to creating a dynamic and inclusive work environment.

## **Quality**

Maintaining high quality standards in all aspects of their work is a core value, ensuring that their projects meet the highest benchmarks.





# 4.0 TRAINING'S REFLECTION

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## DURATION: SPECIFIC DATE, WORKING DAY AND TIME



### INTERNSHIP DURATION

12th August 2024–24th January 2025

### WORKING DAY

**Monday–Friday**

Off-day on Saturday & Sunday

### WORKING HOURS

**8.30 am– 5.30 pm**

Flexible working hours start at 8:30 am or 9:00 am

### LUNCH HOUR

**Monday – Thursday**

1.0pm – 2.00 pm

**Friday**

12.30 pm – 2.30 pm



## DETAILS: DEPARTMENT DETAILS



The **Finance Department** at Gamuda Berhad Headquarters, located on Level 17, is responsible for overseeing the organization's financial operations and strategic planning. I was assigned to Mrs. Soo Chee Jun, the Finance Manager of Gamuda Berhad, and I was fortunate to have Mrs. Noorain Najwa Roslan as my buddy throughout my internship, giving me with advice and support. The finance department is divided into numerous sub-units, including **Gamuda Berhad**, **Gamuda Engineering**, **Gamuda Healthcare**, **Gamuda Capital**, and **Gamuda Project Healthcare**.







The department's key responsibilities include **financial planning and budgeting**, ensuring that resources are allocated effectively among various divisions, and providing reliable financial forecasts to support long-term decision-making. It also manages accounts payable and receivable to maintain a healthy cash flow and ensure timely payments to customers and suppliers. In addition, the department is responsible for **financial reporting and compliance**, which includes preparing thorough financial statements and complying with accounting standards and tax requirements. Another essential function is **cost control and efficiency enhancement**, which involves analyzing financial data to identify cost-saving options and increase operational productivity. The department prioritizes risk management, building internal controls, conducting audits, and managing financial risks to protect the company's assets.

Furthermore, the finance department **oversees project finance and capital structure**, assuring the financial viability of initiatives and minimizing funding expenses. It delivers strategic financial information and analytics to assist the company's growth strategies and cross-departmental collaboration. The finance department's primary goals are ensuring financial stability, increasing shareholder value, and supporting strategic growth plans. The Finance Department acts as Gamuda Berhad's backbone, contributing to the performance of its divisions and the organization's overall sustainability by driving operational efficiency, guaranteeing compliance with regulatory obligations, and maintaining openness in financial reporting.



# DETAILS: ROLES AND RESPONSIBILITY

During my internship at Gamuda Berhad, I gained hands-on experience in various accounts payable functions. My responsibilities included **keying invoices into the SAP system, processing payments, filing, performing bank reconciliations, handling double-entry accounting, and verifying claims.** SAP (Systems, Applications, and Products) is the systems that enhances its business operations, particularly in procurement and financial management in Gamuda Berhad. These tasks allowed me to develop a solid foundation in accounting principles and practices while enhancing my proficiency in using SAP software.

One of my key responsibilities was **managing payments** across more than 20 departments within Gamuda Berhad. Additionally, I handled accounts payable for another company account, Gamuda Engineering Sdn. Bhd. This involved ensuring timely and accurate payment of invoices, maintaining proper documentation and records, and managing the overall the accounts payable process efficiently. I diligently executed my tasks, ensuring all financial transactions were accurately recorded and processed and payments were made to creditors on time.

Through these experiences, I successfully met payment deadlines, keyed in numerous invoices, and prepared payments for creditor accounts using Maybank2e. This process enabled me to analyze various transaction types and develop critical thinking skills in determining debit or credit entries for respective account codes. I also collaborated with internal teams to resolve discrepancies or issues related to the accounts payables and cash book entries. Furthermore, I reviewed and verified expense claims to ensure compliance with company policies, maintaining high standards of accuracy and adherence to procedures.

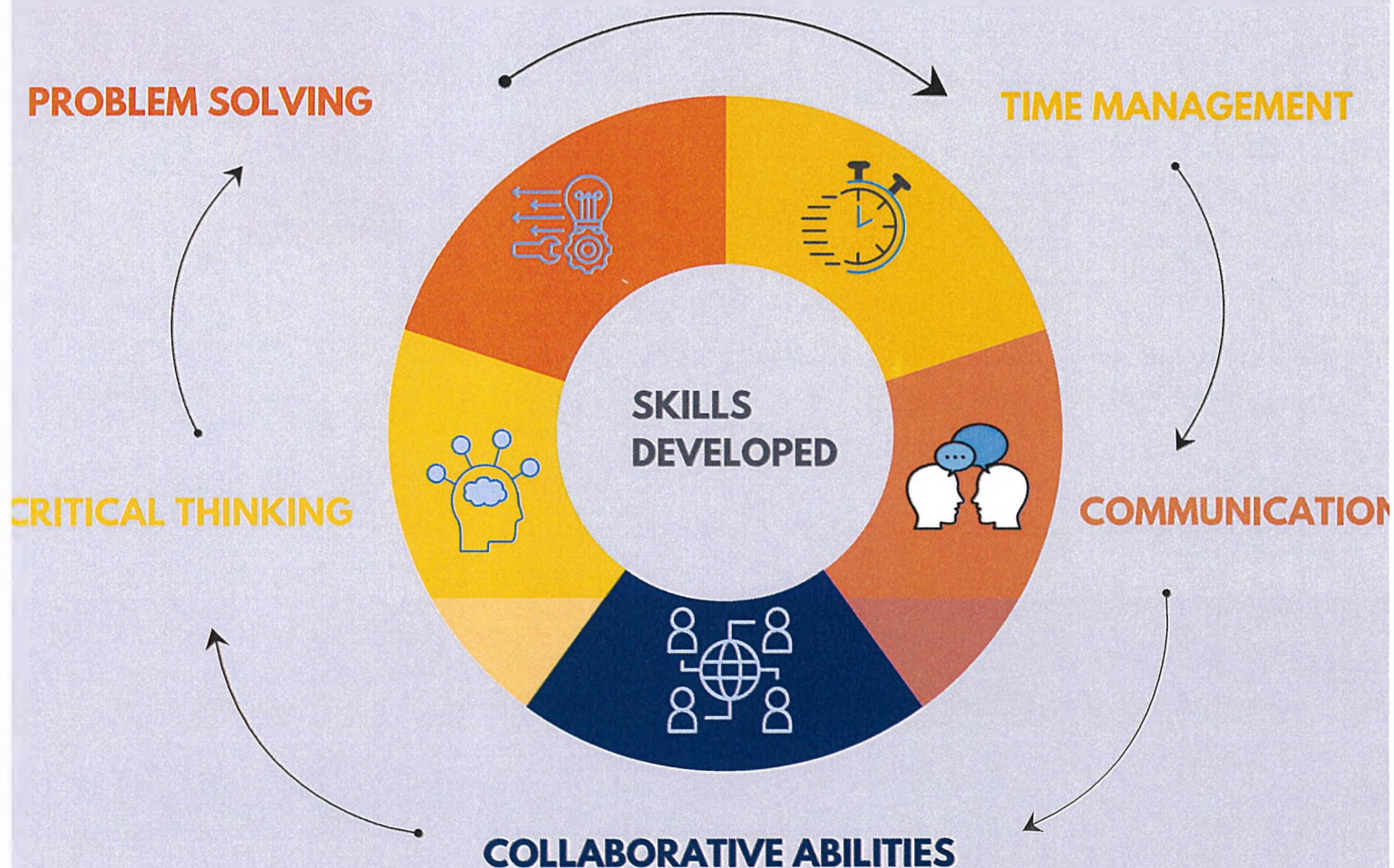
In addition to my core responsibilities, I was assigned to a significant **document scanning** project. As the Finance Department on Level 17 was relocating, old documents such as loan agreements, claims, and payment vouchers from 2016 to 2021 needed to be organized and sent to another location for better storage. I was specifically tasked with scanning and digitizing payment vouchers for 2016 and 2017, as the company did not have software copies for those years. Despite the time-consuming nature of this task, compounded by my other ongoing responsibilities, I managed to complete it successfully before the end of my internship.





As part of my responsibilities, I also **check claims** with precision and attention to detail to ensure they comply with the company's policies and guidelines. I examine supporting documents, such as invoices and receipts, to validate their accuracy and legitimacy. I carefully examine supporting documents, such as invoices, receipts, and other relevant materials, to confirm their accuracy and validity. Using tools like Excel, I cross-reference data, identify discrepancies, and address issues effectively. I communicate with claimants to clarify details or request additional information, ensuring a smooth and efficient process. This role has strengthened my analytical skills and reinforced the importance of maintaining fair and accurate in resource allocation.

Overall, my internship at Gamuda Berhad was a valuable experience that enhanced my technical skills, such as SAP proficiency and understanding of accounts payable, while also improving my time management, problem-solving, and collaborative abilities. These experiences have significantly contributed to my professional development in the field of finance.





# GAINS: INTRINSIC & EXTRINSIC BENEFITS

As a Gamuda intern, I receive a monthly allowance of RM 1000, which is applicable to degree-level students. This amount seems satisfactory and sufficient to meet my daily expenses, especially for food and transport. My workspace is spacious, so the working environment is comfortable. Interns have also been provided with access to parking facilities in Menara Gamuda. Gamuda also supplies necessary office equipment, such as a laptop, to ensure that I can carry out my duties effectively.

The intrinsic benefits I acquired were invaluable and helped me grow personally and professionally. One of the most significant intrinsic benefits was the ability to expand my technical and practical skills in account payables functions. Tasks such as keying invoices into the SAP system, processing payments, performing bank reconciliations, and managing double-entry accounting allowed me to better understand of core financial operations.

Furthermore, the internship improved my problem-solving abilities and critical thinking. Handling discrepancies in cash book entries, verifying expense claims, and meeting payment deadlines helped me improve my abilities to analyze situations, make decisions, and manage time effectively under pressure. Furthermore, the experience gave me a strong sense of satisfaction and confidence because I effectively managed activities across several departments and ensured financial transactions were accurate.

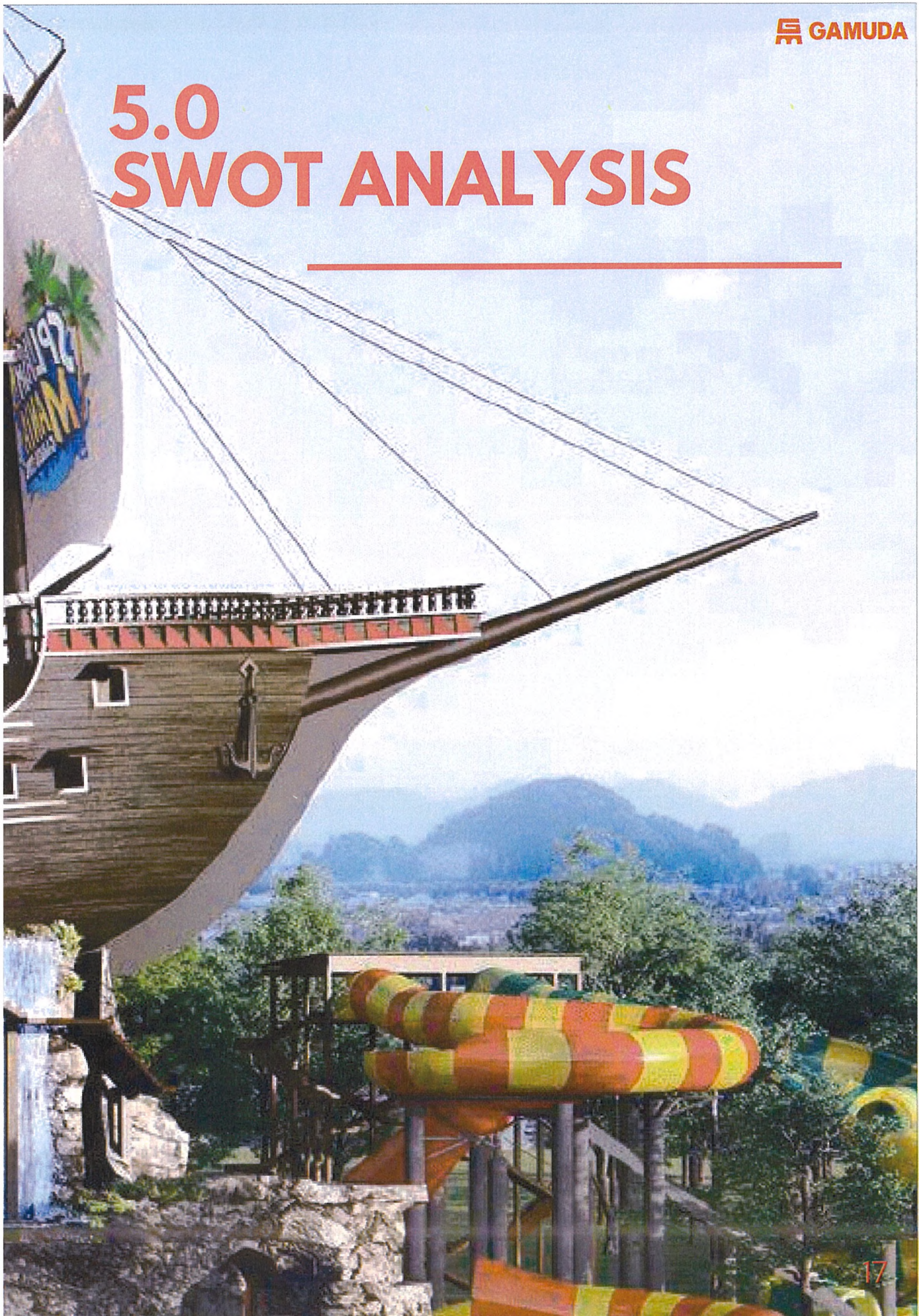
I also benefited greatly from the mentorship and advice I received from my buddy, Mrs. Noorain Najwa Roslan, and my supervisor, Mrs. Soo Chee Jun. Their assistance and suggestions were critical in helping me improve my abilities and understanding of workplace dynamics. Collaborating with internal teams improved my interpersonal and communication skills while teaching me the value of teamwork in accomplishing company goals. During my internship at Gamuda, I got the opportunity to work with people with autism as part of the company's inclusive workforce strategy. Working with autistic coworkers taught me patience, understanding, adaptation and how to value their distinct abilities and viewpoints. By participating in day-to-day chores together, I saw how Gamuda develops an environment that values mutual respect, understanding, and equitable chances for all. This experience not only strengthened my awareness of diversity but it also improved my interpersonal skills and ability to work well with people from all backgrounds.

Being part of such an inclusive workplace has been a truly satisfying component of my internship allowing me to grow both personally and professionally while contributing to a culture that values the contributions of every team member.



# 5.0 SWOT ANALYSIS

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# SWOT ANALYSIS & RECOMMENDATION

## 1. Strengths

- High-Value Diversification Strategy
- Compliance with Sustainable Practices

## 2. Weaknesses

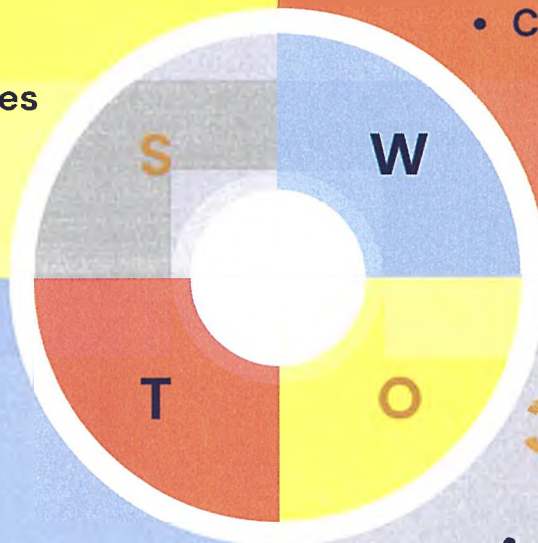
- Inefficient Workflows and Operational Procedures
- Cost Overruns and Delays

## 4. Threats

- Economic Fluctuations
- Regulatory Changes

## 3. Opportunities

- Green Infrastructure & Sustainable Development
- Innovation & Technology Advancement



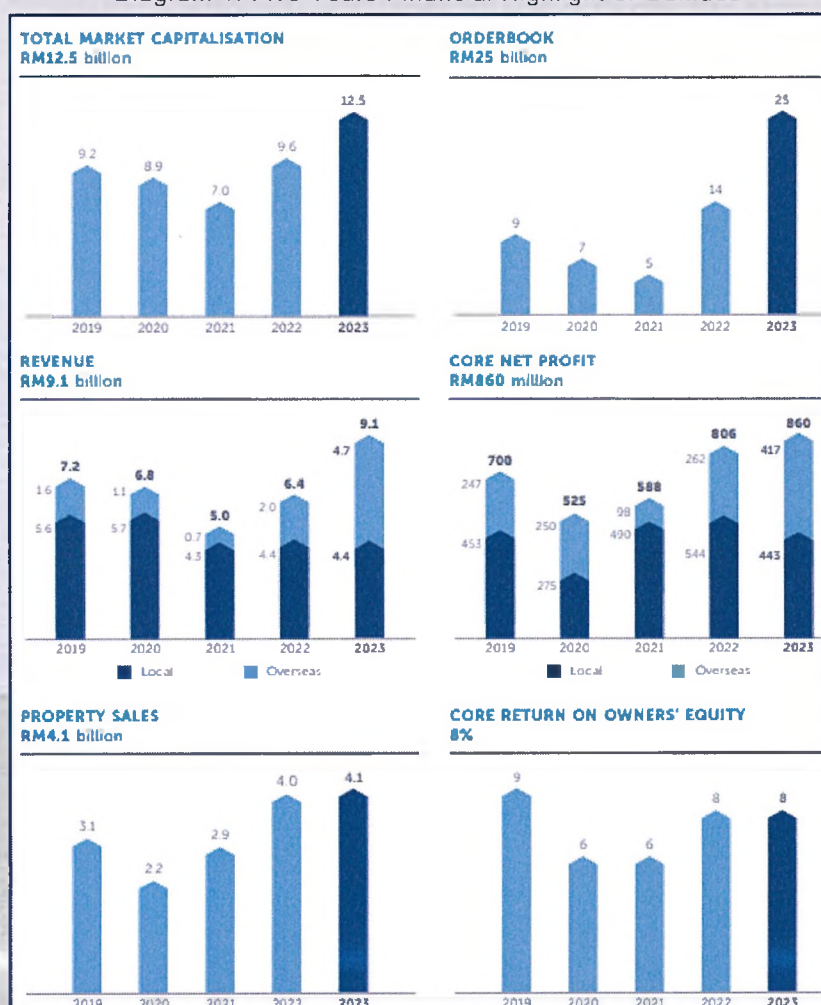


## HIGH-VALUE DIVERSIFICATION

Gamuda's high-value diversification strategy leverages its expertise in developing high-value infrastructure projects to maintain a strong position across industries, including engineering, construction, real estate development, and infrastructure concessions. This diversity improves stability overall by generating multiple revenue streams and reducing risks. Furthermore, Gamuda's strong financial position enables the company to embark on large-scale projects and engage in development possibilities boldly. A strong balance sheet increases the company's credibility and makes it possible to successfully pursue strategic goals and obtain funding for new projects. Gamuda's diverse business gives it a great chance for long-term financial stability.

In the Financial Year Report 2023, the Group achieved large revenue, pre-tax earnings, and net profits despite losing two major profit drivers: toll highways and the completed MRT Putrajaya Line projects. The Group's revenue increased 41% to RM9.1 billion from RM6.4 billion the year before. Overseas revenue increased to RM4.7 billion, accounting for more than half of the Group's total annual income. Despite a stagnating domestic market, for Malaysian revenue remained high at RM4.4 billion. This performance underscores the strength and resilience of the Group's high-value, diverse portfolio, which allows it to thrive in varied market conditions. The combination of high-value diversification and financial strength is critical to the company's long-term success in a competitive market (Gamuda, 2023).

Diagram 1: Five Years Financial Highlight of Gamuda



Source: Gamuda Berhad (2023)



# STRENGTHS

## COMPLIANCE WITH SUSTAINABLE PRACTICES

Gamuda Berhad's dedication to Environmental, Social, and Governance (ESG) principles is recognized as a key contribution to sustainability. Several environmental projects that aim to achieve net zero carbon emissions by 2050 show Gamuda Berhad's strong commitment to sustainability. They use renewable energy sources, prioritize water and waste management, and monitor greenhouse gases digitally. The company actively conserves biodiversity and follows severe environmental rules in numerous nations. Collaboration with organizations such as the UNDP and Climate Governance Malaysia helps them achieve their goals of lowering carbon footprints and promoting sustainable infrastructure. Gamuda's proactive ESG strategy involves extensive climate risk assessments to protect against environmental threats.



Source: Gamuda Land (2024)

Gamuda Berhad's commitment to sustainable practices is evident through its numerous awards and certifications, which have significantly enhancing its brand image as a responsible and innovative corporation. The Malaysia Property Award 2024 – Environmental Category for the Wetlands Arboretum Centre, as well as the GreenRE Provisional Super Low Energy (Positive Energy) Certification, demonstrate the company's commitment to environmental sustainability and energy efficiency. These awards validate Gamuda's commitment to high sustainability and governance standards and strengthen its reputation as a forward-thinking industry leader, attracting environmentally conscious investors, fostering trust in stakeholders, and securing its position as an example of environmental and technological advancements.





Based on the Gamuda Sustainability Report 2023, they also focus on employment creation and community involvement, which shows a dedication to social sustainability. This ensures that the projects benefit the local communities, fostering social fairness and well-being. An important illustration is Malaysia's groundbreaking Employment Transition Programme (ETP), which educates and places autistic people in long-term jobs. Gamuda is Malaysia's first and only corporate company to offer such a program, showcasing its commitment to inclusivity and support for neurodiverse people. Furthermore, they provide financial aid and growth chances to worthy students through their educational programs, such as the Gamuda Scholarship, which expanded its investment to RM20 million in 2023. This substantial investment enabled Gamuda to provide 79 full scholarships to students pursuing a university education, thereby fostering social fairness and well-being in the communities it serves.

Aside from these measures, Gamuda's excellent governance promotes ethical management and accountability, which are critical for long-term success. Maintaining open and honest procedures helps Gamuda gain the trust of its stakeholders. Their governance and risk management practices are held to high standards, and organizations such as Sustainalytics analyze them to ensure they align with worldwide best practices. They also follow the Malaysian Code on Corporate Governance (MCCG) and its equivalents in Vietnam and Australia, which provide strong corporate governance following local legislative standards (Gamuda Berhad, 2023). Furthermore, Gamuda uses third-party assurance to guarantee the accuracy of their data and disclosures. Overall, these efforts align with the sustainability principles and demonstrate Gamuda's proactive approach to positively impacting on the environment and society.



Gamuda Berhad Scholarship in 2024



A photo of me with one of Gamuda's employees who is autistic



## RECOMMENDATION

Based on Gamuda's good financial performance and successful high-value diversification strategy, a recommendation can be made to strengthen its market position further. Firstly, an increased global reach would enable Gamuda to reach developing nations with substantial infrastructure development requirements. According to Alon-Barkat and Busse (2022), international diversification can help businesses access new markets, lessen their reliance on domestic markets, and lower the risks of local economic downturns. There is still much room for expansion for Gamuda by entering more emerging markets in Asia, the Middle East, and Africa. While Gamuda already operates throughout Southeast Asia, countries like Vietnam, Indonesia, and the Philippines continue to see rapid urbanization and increasing demand for infrastructure projects. According to Nguyen and Tran (2021), these markets are seeing significant infrastructural growth, which presents potential for companies like Gamuda. Furthermore, there is substantial infrastructure development in the Middle East and Africa, with long-term potential created by programs like Saudi Vision 2030 and African urbanization. Although Gamuda is already established in Asia, moving into growing markets such as the Middle East and Africa might help the company capitalize on rapid infrastructure growth, diversify risks, and boost global competitiveness.

Besides, Gamuda should focus on it, particularly in light of the stagnant domestic market. According to Tan and Niu (2022), reviving local markets through urban regeneration initiatives and public-private partnerships can assist businesses in maintaining a strong presence in their home country. Due to its background in working on major projects like the MRT Putrajaya Line, Gamuda is well-positioned to take advantage of Malaysian redevelopment and infrastructure enhancement prospects. By focusing on international expansion and local market regeneration, Gamuda can maintain its financial strength and durability.





Furthermore, Gamuda Berhad's commitment to sustainability, as demonstrated by its proactive approach to Environmental, Social, and Governance (ESG) principles, could be strengthened by improving the transparency and comprehensiveness of its sustainability reporting. According to Chen et al. (2022), investors and stakeholders prefer companies that disclose following international sustainability frameworks such as the Global Reporting Initiative (GRI) or the Task Force on Climate-related Financial Disclosures (TCFD). The Global Reporting Initiative (GRI) and the Task Force on Climate-related Financial Disclosures (TCFD) are frameworks designed to help organizations disclose information about their sustainability and climate-related activities. Gamuda can continue to publish clear and extensive information about its ESG initiatives, including its progress toward net zero carbon emissions by 2050. This transparency would increase Gamuda's credibility while attracting environmentally conscious investors and stakeholders.





# WEAKNESSES

## INEFFICIENT WORKFLOWS AND OPERATIONAL PROCEDURES

One of Gamuda's weaknesses is inefficient processes and operations. This is significantly impacting productivity and employee morale. Since implementing the SAP system, the organization has encountered difficulties with workflow optimization and standardization. SAP (Systems, Applications, and Products in Data Processing) is a widely used enterprise resource planning (ERP) system that automates and integrates business activities across an organization's functions. Gamuda uses SAP to manage financial, operational, and administrative responsibilities, such as accounts payable, project management, human resources, and supply chain management. Employee workloads have grown as a result of this system change since jobs that should be simple have become more complex because of unclear procedures and the new system's learning curve. For example, in the accounts payable department, processing invoices now entails navigating through complex workflows, assigning the right codes, and verifying compliance, which can be confusing for staff who are still adjusting to the system.

Gamuda does not take proactive measures to address the challenges posed by the SAP system, which could lead to significant issues, as employees may feel overburdened by the additional demands, which could result in stress and decreased job satisfaction, both of which could raise turnover rates. Stress and dissatisfaction can lead to increased turnover rates as individuals seek employment options where they feel more supported and less burdened by inefficient procedures. A cycle of low morale and decreased production may result from the combination of these issues, which would further affect the operational effectiveness of the business. Gamuda must address these difficulties to ensure that the SAP system implementation delivers its anticipated benefits.



# WEAKNESSES

## COST OVERRUNS AND DELAYS

One of Gamuda's weaknesses can be seen in its struggles with cost overruns and delays, which are usual in large-scale infrastructure projects but have had a particularly negative impact on the company. Gamuda faced cost overruns and delays due to regulatory and political interventions. These problems can put a burden on available resources, have an impact on profitability, and draw attention to inefficiencies in the processes of cost control and project management. A significant example is the Klang Valley Mass Rapid Transit Line 2 (KVMRT2) project, for which the Malaysian government re-tendered the underground component in 2018 due to budget restrictions. This had a direct impact on Gamuda's financial performance since it caused the contract value to drop significantly from RM39.35 billion to RM30.53 billion (The Edge Malaysia, 2018).

These incidents show weaknesses in Gamuda's capacity to foresee and address project inefficiencies, which raise expenses and expose the business to external interference and financial strains. Reliance on government contracts makes matters worse because changes or delays to these projects cause significant disruptions. If Gamuda continues to experience such cost overruns, and delays in large-scale projects, the consequences for the company could be severe. This will impact Gamuda's reputation, causing clients to lose confidence and reducing future project chances. Gamuda's competitiveness may suffer further as obtaining contracts becomes more difficult, particularly in the face of competitors offering more dependable, cost-effective alternatives.





## RECOMMENDATION

One effective recommendation for Gamuda to address the weaknesses caused by inefficient processes and operational procedures regarding adopting the SAP system adoption is to invest in thorough employee training programs. This training should focus on ensuring that employees have the necessary skills for dealing with the new system's complexities. This comprises clear workflow instructions and effective SAP usage for tasks like invoice processing, code assignments, and compliance checks. Rainer (2020) found that firms that prioritize ongoing training and assistance throughout ERP system transitions have smoother installations as employees build confidence and competence in utilizing the system. An ERP system transition refers to the process of moving from one Enterprise Resource Planning (ERP) system to another or upgrading an existing ERP system.

Besides, to effectively address cost overruns and delays, Gamuda should establish a more comprehensive project management framework that stresses proactive risk management, tighter cost control, and improved project monitoring. One critical component of this framework would be to improve project forecasting and budget planning through the use of advanced predictive analytics techniques. These tools can assist in forecasting possible cost increases and identifying dangers before they occur, allowing the organization to make sensible choices and take preventative measures earlier. Kannan and Choi (2021) found that applying such technologies considerably minimizes the chance of cost overruns and delays while also improving the accuracy of project schedules and budgets.

Furthermore, Gamuda could consider using Agile project management strategies as needed. This strategy, as described in research by Turner and Simister (2020) in the *International Journal of Project Management*, allows for flexibility, regular progress reviews, and faster decision-making, which can help reduce delays and costs by addressing emergent issues as they arise. By employing these strategies, Gamuda will be able to increase its ability to handle large-scale projects efficiently, assuring on-time and on-budget delivery and protecting its market reputation.

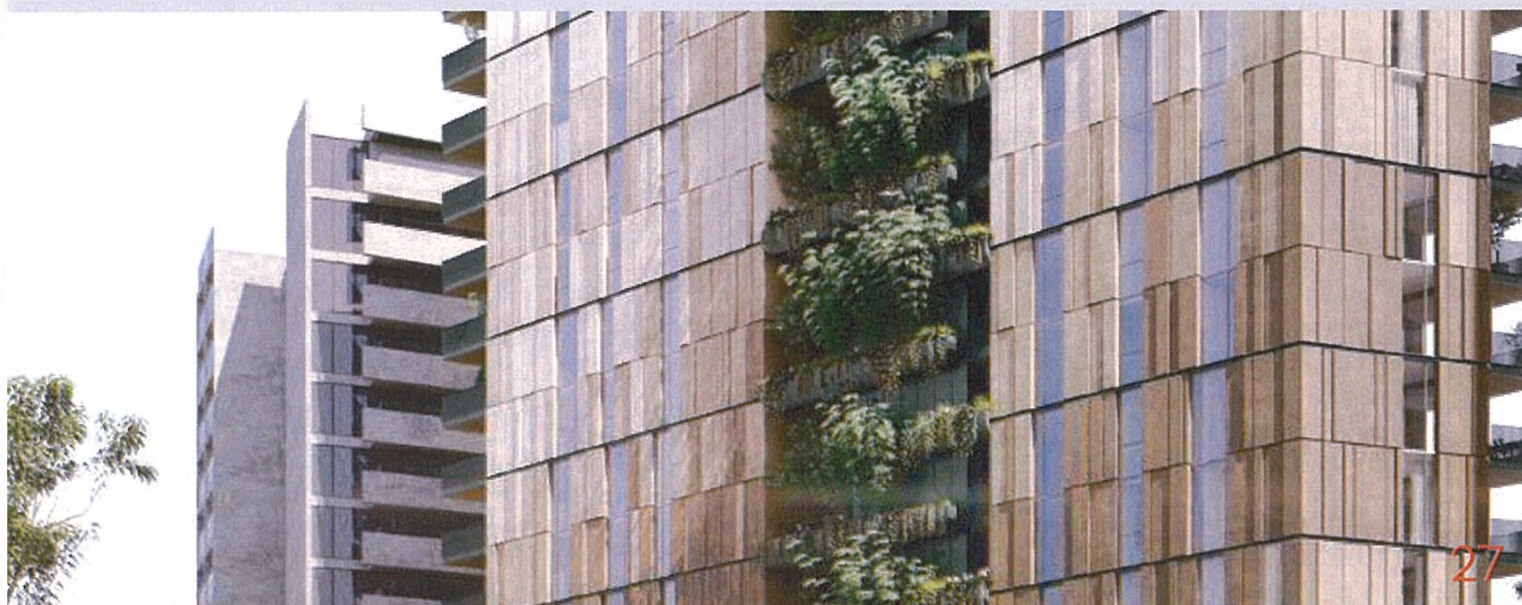


# OPPORTUNITIES

## GREEN INFRASTRUCTURE & SUSTAINABLE DEVELOPMENT

With sustainability and green building becoming increasingly important worldwide, Gamuda has the chance to establish itself as the leader in environmentally friendly infrastructure projects. In a market prioritizing corporate social responsibility, the company can invest in sustainable technology and practices to improve its brand reputation and attract new customers and contracts. The residential project, located at 95 St Kilda Road in Melbourne, Australia, emphasizes the growing importance of sustainability and green building practices as they plan to make St Kilda's [S1] apartments among the greenest in the city. With sustainability becoming a global priority, this project demonstrates the company's commitment to environmentally friendly procedures and innovative design, establishing it as a leader in sustainable building.

The article on Urban Developer highlights Gamuda's intentions to integrate energy-efficient systems, green materials, and sustainable technologies into this development. By concentrating on these elements, Gamuda improves its brand recognition in a market that places a high value on sustainability while meeting the growing need for eco-friendly living spaces. Besides, the MRT projects, which seek to lessen urban congestion and promote public transportation as a sustainable alternative, are a reflection of Gamuda's strategic response. Through the effective implementation of projects like the MRT and the St Kilda development, Gamuda can draw in eco-aware investors and clients, enhancing its competitive edge in the building sector (Taryn,2024).



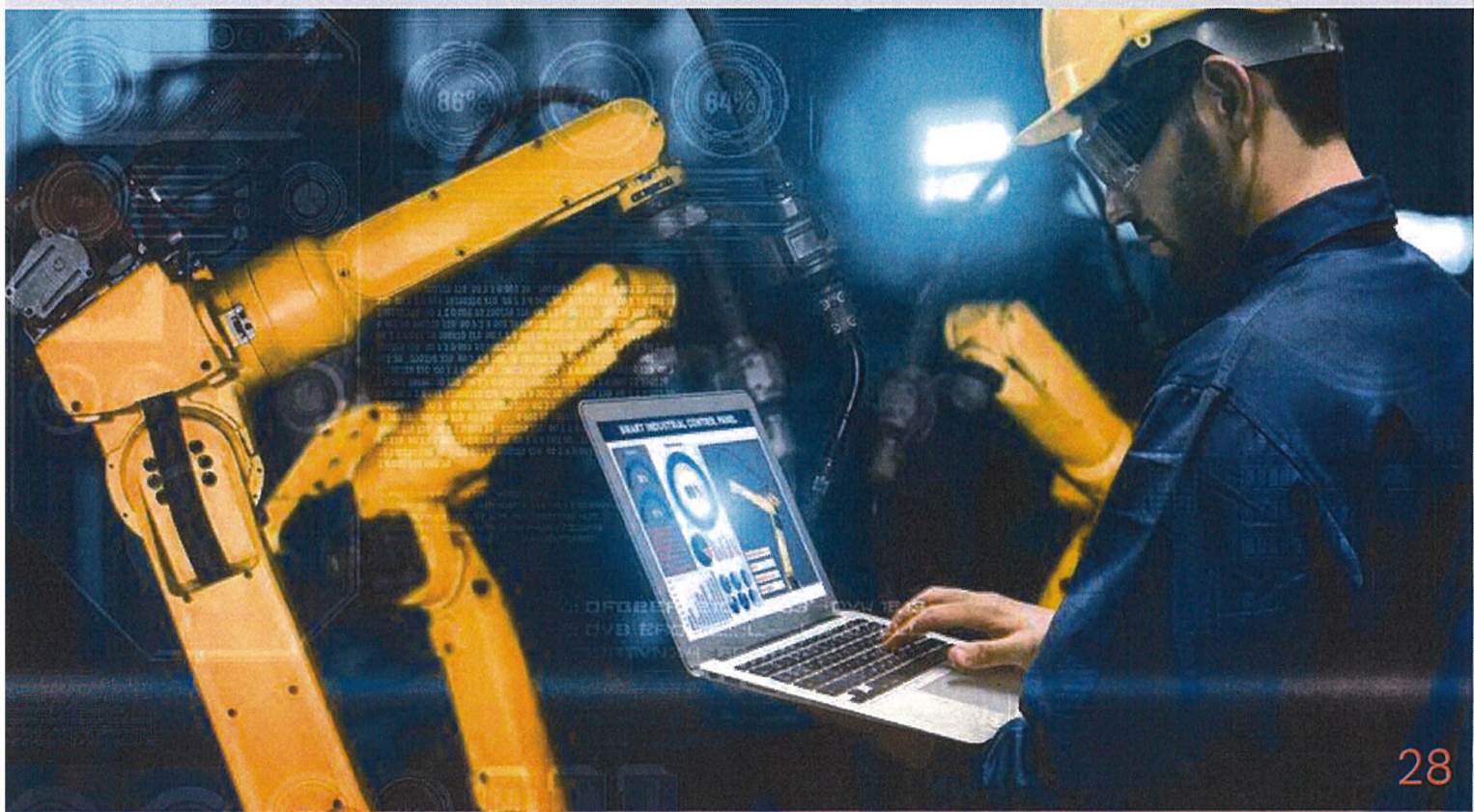


# OPPORTUNITIES

## INNOVATION & TECHNOLOGY ADVANCEMENT

Justin (2024) explained that in the age of technology, Gamuda Berhad understands how critical it is to use innovation to improve its business processes and productivity. Through the implementation of cutting-edge technology like enterprise resource planning (ERP) platforms, digital industrial building systems (IBS), and building information modelling (BIM), Gamuda optimizes processes and minimizes human labour. These advances result in cost reductions, faster project completion, and better resource utilization.

According to The Star (2024), in order to improve efficiency and lower human error, Gamuda is using automation. One example of this is their sophisticated Tunnel Boring Machines (A-TBMs) for the Sydney Metro West project, which integrates artificial intelligence. Energy-efficient technology integration eventually reduces operating expenses even more, improving profitability and financial management. A significant example is the RM400 million cost reduction obtained by repairing MRT1 TBMs for MRT2 deployment rather than purchasing new machines. Overall, Gamuda is now positioned as a leader in the construction sector because of these technological developments, which also improve its financial results and competitive advantage.





# RECOMMENDATION

Gamuda may take advantage of the growing worldwide focus on sustainability by expanding its portfolio of sustainable infrastructure development projects. With environmental concerns and green building techniques gaining drive, the company has an exceptional chance to position itself as a leader in the eco-friendly construction market. As mentioned in the Urban Developer article (Taryn, 2024), Gamuda's emphasis on implementing energy-efficient systems, green materials, and sustainable technologies into projects such as the St Kilda residential development and MRT systems demonstrates the company's dedication to sustainability. Gamuda may distinguish itself from competitors and attract conscious clients and investors by continuing to stressing green building techniques and incorporating creative, environmentally friendly solutions.

Meanwhile, green construction will improve organizational performance, implying that organizations that implement sustainable practices might obtain better operational outcomes (Olawumi & Chan, 2024). Moreover, as suggested by Parida (et al., 2024), practical guidance in sustainable infrastructure construction is also important to be implemented to fit with global sustainability targets. Therefore, by focusing on sustainable infrastructure could allow Gamuda to enter high-demand markets, encouraging long-term growth and a strong brand image as an environmentally responsible corporation.

In addition, Gamuda Berhad should continue to invest in and leverage advanced technologies like as enterprise resource planning (ERP) systems, digital industrial building systems (IBS), building information modeling (BIM), and automation. Empirical studies show that technology adoption has a favorable impact on construction. Piroozfar et al. (2024) found that automation and artificial intelligence have a transformational impact on construction projects. They discussed how AI-driven automation improves accuracy, reduces manual labor, and lowers operational costs, which mirrors Gamuda's use of AI-integrated Tunnel Boring Machines (A-TBMs) in projects like the Sydney Metro West. Gamuda can preserve its position in the construction industry by adopting innovative technology and incorporating AI-driven solutions.

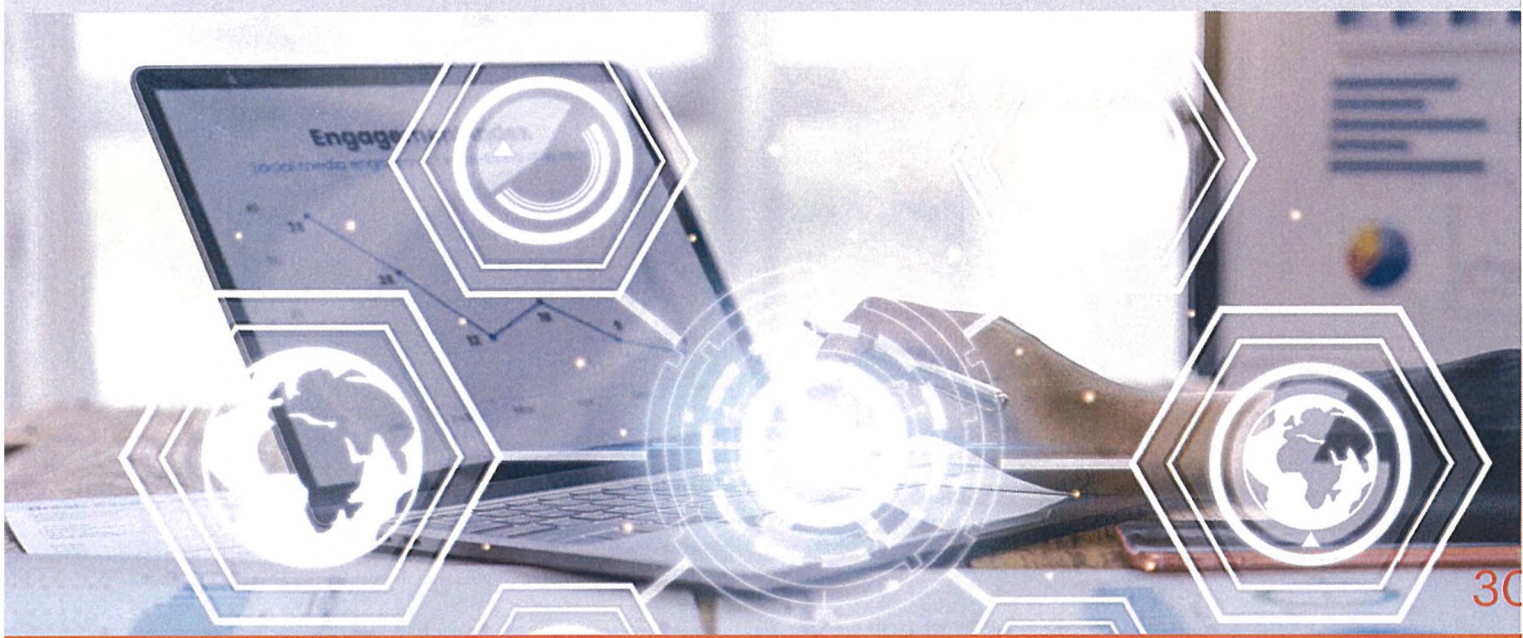


# THREATS

## ECONOMIC FLUCTUATIONS

Due to its operations in multiple areas, Gamuda's operations and profitability are seriously threatened by economic volatility. Recent news stories have brought attention to worries about global economic uncertainty and rising inflation rates, which can directly affect infrastructure project investment. Gamuda is actively involved in large-scale projects in several nations, such as Australia and portions of Southeast Asia, where the International Monetary Fund (IMF) has forecast slower economic growth.

According to Hall-Cotton (2024), construction companies in Australia are worried about preserving profit margins due to rising material costs brought on by inflation. This position was reflected in recent stories outlining the construction industry's issues, where companies are attempting to strike a balance between competitive pricing and rising prices. Economic constraints may cause the public and private sectors to cut back on infrastructure spending, which would affect Gamuda's revenue and project pipeline. Furthermore, Emerson (2024) states that financial planning for global companies may become even more challenging due to changes in exchange rates. For instance, the price of imported materials may increase and further reduce profit margins if the Malaysian Ringgit weakens in relation to other currencies. Gamuda can maintain its competitive advantage in an ever-changing economic world by being informed of these economic challenges and altering its plans accordingly.





# THREATS

## REGULATORY CHANGES

Gamuda, which operates in numerous countries, is vulnerable to regulatory changes in a variety of legal and political situations. Each country has its own set of regulations for building, environmental standards, labor legislation, and public safety. Changes in these regulations can have a substantial impact on project timetables, costs, and feasibility. For example, in Australia, where Gamuda is working on major infrastructure projects such as the Sydney Metro, recent conversations about tougher environmental rules and sustainability goals led to worries about compliance costs and project approvals. As governments throughout the world focus more on sustainability and lowering carbon emissions, construction companies like Gamuda must adapt to new standards.

Furthermore, in nations such as the United Kingdom and the European Union, continuing regulatory changes following Brexit or in response to new climate policies might have an impact on operating procedures and project scopes. These changes in regulations may necessitate higher compliance expenditure, which could result in project delays or higher expenses, which could affect profitability. Furthermore, Gamuda's capacity to carry out its projects efficiently may be made more difficult by sudden regulatory changes or adjustments in public expenditure priorities brought on by political unrest in any of these areas. For example, government infrastructure investment policy changes can result in canceled or postponed projects, affecting Gamuda's revenue sources directly.

To minimize risks and guarantee compliance while attempting to keep its competitive advantage in the global construction market, Gamuda, which operates in a number of international markets, must constantly evaluate and adjust to these regulatory environments (Hall-Cotton, M., 2024,).



# RECOMMENDATION

Gamuda Berhad should adopt a proactive and resilient strategy to minimize the effects of economic volatility. One significant recommendation is diversifying its operations and revenue streams across several countries and sectors to avoid relying on markets vulnerable to economic downturns. Diversification in project types, including public-private partnerships, smart infrastructure, and renewable energy, can help stabilize revenue during uncertain economic times. Piroozfar et al. (2024) advocate these tactics, emphasizing the necessity of financial flexibility and operational diversification for construction firms facing economic volatility.

Another solution is to use strong financial risk management procedures like currency hedging and inflation-linked contracts to defend against exchange rate volatility and rising costs. Creating strategic agreements with suppliers can also help to lock in material costs and limit the possibility of price increases due to inflation. Meanwhile, according to Chan et al. (2024), risk-sharing systems in contractual agreements play an important role in mitigating financial pressures generated by macroeconomic fluctuations. These strategies not only protect Gamuda's profitability and improve the company's ability to remain competitive in the face of economic uncertainty.

Gamuda Berhad should have a proactive compliance and adaptation strategy to mitigate the risk of regulatory changes. One essential idea is establishing a team or system to monitor regulatory developments in the company's regions closely. This would assist in anticipating and responding to changes in laws, environmental restrictions, or governmental construction requirements. By anticipating new laws, Gamuda can ensure its projects remain compliant and avoid costly penalties or delays. Al-Kilidar et al. (2024) found that construction enterprises that invest in regulatory compliance and adaptability are better able to handle changes and lower operational risks associated with regulatory changes. Furthermore, Dainty et al. (2024) emphasize the necessity of building relationships with policymakers to manage regulatory changes successfully. These measures will help Gamuda remain competitive and keep its projects on track, especially in changing regulatory environments.



# 6.0 CONCLUSION

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# CONCLUSION

In conclusion, conducting a comprehensive SWOT analysis of Gamuda provided me with valuable insights into the company's internal strengths and weaknesses as well as the external opportunities and threats it faces. This analysis helped me better understand Gamuda's operational efficiency, strong project management capabilities, and commitment to sustainability, which are among its key strengths, while highlighting areas for improvement. It provided me with a comprehensive understanding of strategic planning and decision-making in a large-scale company, expanding my learning experience and equipping me with analytical skills that would be useful for my future career.

Gamuda is widely recognized as one of Malaysia's leading engineering, construction, and infrastructure companies. The company's outstanding achievements in completing large-scale, complex projects focusing on sustainability and innovation have established a standard for excellence in the industry. Gamuda's capacity to adapt to changing market circumstances while maintaining high quality and efficiency demonstrates its visionary leadership and strong organizational values. Gamuda, as a company that constantly pushes the boundaries of engineering and design, sets an encouraging example for other construction firms to follow, demonstrating how strategic planning, technical innovation, and a commitment to sustainability can create long-term success.

Beyond the analysis, my internship allowed me to obtain practical knowledge and hands-on experience in my field of study, bridging the gap between theoretical principles and real-world applications. I honed my skills in communication, accuracy in data entry, and the use of industry-standard tools such as SAP for efficient cash flow management. Working on complex invoices and collaborating with colleagues from various departments enhanced my interpersonal and problem-solving abilities while expanding my professional network. This experience has prepared me to face problems in a rapidly changing sector and developed my technical and personal abilities, which will certainly be advantageous to my future career.



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# 8.0 APPENDICES

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# APPENDICES



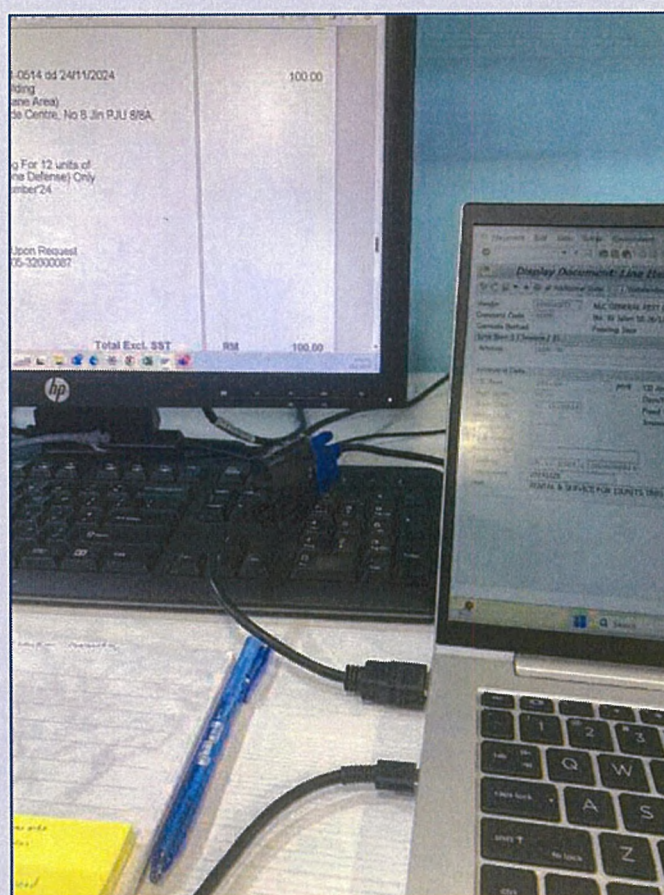
The photo captures the joyful moments of a celebration, with people eating and enjoying each other's company.





Photo of me enjoying my internship at Gamuda, sharing a moment with my amazing workmates.





Typical day in my role, performing duties (Account Payable, Filling, Etc.)