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**MALAYSIAN
REFINING
COMPANY**

FACULTY OF BUSINESS AND MANAGEMENT

UNIVERSITI TEKNOLOGI MARA (UiTM)

KAMPUS BANDARAYA MELAKA

BACHELOR OF OFFICE SYSTEM MANAGEMENT (HONS.)

INDUSTRIAL TRAINING REPORT

MGT666

INTERNSHIP REPORT "SWOT ANALYSIS OF MALAYSIAN REFINING COMPANY
SDN BHD"

11 AUGUST 2025 – 23 JANUARY 2026

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 Izyana binti M Hariffin
Executive Training Coordinator
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EXECUTIVE SUMMARY

The report will include a brief description of my six-month industrial training experience with Malaysian Refining Company Sdn. Bhd. (MRCSB), an oil and gas company operating in the downstream sector. The company is situated in Sungai Udang, Melaka. My industrial training took place from 11 August 2025 to 23 January 2026. During my training, I had the opportunity to be exposed to the HR Capability Department and the Maintenance Capability Team.

During the internship, I was introduced to different HR and capability functions such as talent acquisition, workforce planning, learning and development, performance and rewards, employee engagement, organization development, diversity, equity, and inclusion (DEI), and strategic HR and workforce analytics. My tasks involved supporting recruitment and onboarding activities, helping with training and employee engagement initiatives, and contributing to workforce planning and capability projects in the maintenance function.

My major accomplishments included assisting in talent reshaping and workforce planning initiatives, creating HR and capability dashboards using Power BI, and automating some processes using Power Automate to improve work efficiency. Additionally, I assisted in coordinating training events for the corporation and maintenance to improve the overall employee experience.

During my internship period, I acquired technical and non-technical skills. In terms of technical skills, I gained knowledge in HRIS, HR analytics, data analysis and reporting, process management, compliance documentation, and training supervision. In terms of non-technical skills, I enhanced my communication skills, teamwork, problem-solving skills, time management, and adaptability. Moving from a full-time student to a working person helped me develop discipline, attention to detail, and professionalism.

Overall, this kind of industrial training experience was highly enriching, both academically and professionally, as it enabled me to apply my theoretical knowledge in real-life work environments and helped me prepare better for my future roles in the field of human resource and organisational development.

ACKNOWLEDGEMENT

First of all, with grateful heart, I would like to thank to Allah SWT for the blessings and opportunity that He has given me strength and good health as well as guidance until I have completed my industrial training and this report. Without His mercy, we would not have had such a precious experience.

I would like to express my gratitude to Malaysian Refining Company Sdn. Bhd. (MRCSB) for providing me to do my industrial training at their company. All my thanks to the HR Capability Team for the day-to-day support and guide I received in all these three months. I have learned a lot from what they shared, their professionalism and also how they motivated me in my studies, in my profession as an HRM professional.

An expression of my deepest thanks to the Team Coordinator (TC) as well as the CMMU Maintenance team for giving me the chance not only to receive a cross- functional exposure but also hands-on work experience. The guidance and support from the TC and CMMU maintenance team has served to heighten my grasp of organizational function, as well as have boosted my ability to operate effectively through multiple departments.

I also want to express my heartfelt thanks to my university supervisor for providing me guidance, assistance and constructive suggestions during the industrial training time. I could not have done this training without their backing.

Finally, I would like to extend my gratitude to all supervisors, co-workers and staff members of MRCSB who have been involved in my learning process whether directly or indirectly. I am also grateful to my family and friends who provided me moral support and encouragement all along the way.

Sincerely,

Nurul Aina Najiha

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