UNIVERSITI TEKNOLOGI MARA

FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT

PETRONAS RESOURCE CENTRE,

TOWER 1, LEVEL 4, PETRONAS TWIN TOWERS KLCC

50088, KUALA LUMPUR

Prepared By

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IM244 BACHELOR OF INFORMATION SCIENCE (HONS.)

LIBRARY MANAGEMENT

01ST MARCH 2022 – 31st JULY 2022

INDUSTRIAL TRAINING IMC690

Title:

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DECLARATION

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ABSTRACT

Final year students are required to undergo industrial training for a period five (5) months during final semester before graduation. In addition, to complete the industrial training, it is a compulsory for students to conduct a special project, or final year project at their respective industrial training workplace. The semester seven (7) students enrolling in Bachelor of Information Science (Hons.) Library Management will be regarded completed after submission of the report and presentation. The student had chosen to conduct his industrial training at PETRONAS Resource Centre, Kuala Lumpur. The content of this report contains the five (5) months industrial training progress, activities, and involvement at PETRONAS Resource Centre. This report consists of five (5) chapters in sequence, starting with the introduction, organization information, industrial training activities, industrial training reflection, and conclusion. This report also comprehended with appendices and logbook that records the daily activities of the student during his industrial training.

ACKNOWLEDGEMENT

In a nutshell, I lengthened my gratitude to my family that did not stop lending their hands in expedite during my industrial training, reports, and presentation. Not to forget, to my lecturers and supervisor from UiTM Negeri Sembilan branch Rembau campus, Encik Mohd Faizal Bin Mohd Ramsi as my lecturer supervisor for cooperation in making sure I am well prepared to present my report presentation that encouraged and pushed me through to be confident in myself and overcome my boundaries and deficiency.

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LIST OF ABBREVIATIONS

ABBREVIATION

ART   Average Resolution Time

AV   Audio-Visual

DDC   Dewey Decimal Classification

DRS   Document Request Service

DSS   Digital Signage System

EPub   Electronic Publication

HCI   Human Capital investment

HDMI   High-Definition Multimedia Interface

IRR   Information Research and References

KOPETRO   Koperasi PETRONAS

LCSH   Library of Congress Subject Headings

MARC   Machine-Readable Cataloging

OPAC   Online Public Access Catalog

PDF   Portable Document Format

PEKA   PETRONAS Corporate Knowledge Assets

PLC   PETRONAS Leadership Centre

PRC   PETRONAS Resource Centre

PRCB@PRSB   PETRONAS Resource Centre Bangi

PRSB	PETRONAS Research Sendirian Berhad
PS4	PlayStation 4
PSH	PETRONAS Subject Headings
QR Code	Quick Response Code
RDA	Resource Description Access
RDO	Resource Development and Organisation
RFID	Radio Frequency Identification
SOP	Standard Operating Procedures
UDC	Universal Decimal Classification
UiTM	Universiti Teknologi Mara
VPN	Virtual Private Network
VR	Virtual Reality

CHAPTER 1:

INTRODUCTION

CHAPTER 1: INTRODUCTION

1.1 Introduction to Practical Training

The first sub-chapter for this report will describe and disclose on industrial training. The purpose and objectives of industrial training will be deeply explained under the sub-heading of 1.1 Introduction to Industrial Training.

1.1.1 Purpose of Industrial Training

Industrial training, or internship is one of the compulsory requirements for a student to undergo to complete higher education learning, for example diploma, or bachelor's degree at universities. According to an educational website NIMS Ready (2018), practical training also known as industrial training, refers to practical training offered by companies and government organizations to provide students with significant skills and practical knowledges to motivates them. A case study conducted in Pakistan in 2020 shows that internship programs lead to positive impact on students' professional growth and skills. (Sadia Anjum, 2020).

Also known as internship, industrial training requires students to apply their knowledge and wisdom from their studies into the real work field. Industry training allows them to be more exposed to real-life situations that are not being documented on textbooks, it needs students to polish their skills and develop immediate problem-solving ability during the

internship duration. Not to forget that technologies in this era is evolving aggressively rapid, students need to verify of their skills in order for them to keep up with latest trends and needs of the industry and user of the organization.

1.1.2 Objectives of Industrial Training Report

Report writing is one of the crucial aspect students need to learn and master especially when it involves documentation technicalities in workplace. This is due to the formalities needed in report writing must adhere to professional standards. Students will need to develop proper writing skills and use proper words and sentences. Students also must be able to explain and list out their experiences and involvement in written form for easy sharing and information dissemination.

In addition, other objective of industrial training report is to establish a sense of responsibility for students to records and increase understanding of the knowledge gained throughout the industrial training period. Committed and positive working habits are essential in order for students to document and report their daily responsibility throughout the industrial training.

In another note, by having students to report their industrial training allows superiors from organization and universities to identify the exact nature of work experienced by students and the current trends and skills needed in related workforce.

This allows monitoring of students' behavior and acts during industrial training, also identify any improvements to be made for the university to better prepare and train their students before entering the work field.

1.2 Introduction to Organization

The Chapter 1 second sub-chapter will introduce deeper on the organization of industrial training chosen. Background history of PETRONAS Resource Centre and the organizational structure of the organization will be recorded in this sub-chapter.

1.2.1 Background of PETRONAS Resource Centre

Figure 1.1

PETRONAS Official Logo

The history of Petroliam Nasional Berhad (PETRONAS) went started when it was first established in 1974 as a leading petroleum corporation in Malaysia. The organization started their first operation from the premises of the Prime Minister's Department in Jalan Dato' Onn, Kuala Lumpur complete with its own corporate library, PETRONAS Resource Centre or PRC. PRC has gone through the various rough transformations and relocations of PETRONAS into the PETRONAS Twin Towers in 1999.

PRC is located at Tower 1, Level 4 of the PETRONAS Twin Towers as the Resource Centre for PETRONAS Headquarters. The resource centre / library initially occupied two floors dedicated for information sharing now occupy 1 floor of level 4 as one of their approaches to dedicate more in providing services as a hybrid library that prosper their own digital library service.

Figure 1.2

PETRONAS Resource Centre Entrance

The main objective of PRC as information centre is to promote and enable information knowledge discovery, value creation and collaboration and talent development in PETRONAS Group Wide especially as PETRONAS sole Corporate Library. Apart from that, PRC vision and mission to enrich the lives of their users through efficient access to variety of business-related information and information resources in different media and formats. PRC showcase themselves as an innovative corporate destination and site for research, learning and recreation as well as a place where talents come together to network, exchange ideas and collaborate.

PETRONAS Resource Centre also have other smaller branch known as PETRONAS Resource Centre Bangi or PETRONAS Research Sendirian Berhad (PRCB@PRSB) that was set up in PETRONAS Research Institute (PRI). Although PRCB is located at another state from PRC headquarters, PRCB works alongside PRC in providing information services and materials where PRCB leans more towards being a strategic partner in learning, research, contributing a range of services, resources, and programs to strengthen effective discovery, use and management of information that suits the needs of researchers at Petroleum Research Institute Bangi (PRI).

Besides that, some of PRC Law Resources collections were also held at PETRONAS Legal Department known as PRC Legal. In the near future, PRC will also be responsible for collections and information materials at PLC Resource Centre that is the new PETRONAS Leadership Centre (PLC) at Bangi.

Figure 1.3

PETRONAS Resource Centre Bangi or PETRONAS Research Sendirian Berhad (PRCB@PRSB)

Fairly important is PRC association and alliances with other libraries to assist further collaborations and information resources sharing. PRC associate with University Teknologi PETRONAS (UTP), PETRONAS Leadership Centre (PLC), Institut Teknologi Petroleum PETRONAS (INSTEP), Akademi Laut Malaysia (ALAM), Malaysia International Shipping Corporation (MISC) and Art Resource Centre (ARC). These connotations with PRC in building relationships and connections with other academic library sectors, university academies, and private organization ease each other's supports in programs, and information resources sharing.

The operating hours for both PRC and PRCB@PRSB are on Monday to Friday at 8.00 am till 5.00 pm and closed on Saturdays, Sundays, and Public Holidays. The operating hours were set to ensure the safety of PRC and PRCB@PRSB staff commute to the library and preparation for service and facilities for the day.

Figure 1.4

PRC Official Website, MyPrecise

To summarize, PETRONAS Resource Centre details are as follows:

PETRONAS Resource Centre (PRC)	
Address:	Tower 1, Level 4, PETRONAS Twin Towers, KLCC 50088, Kuala Lumpur.
Telephone Number:	+603 2331 3807, +603 2331 1730 (Fax)
Email:	precise@petronas.com.my
Website:	myprecise.petronas.com
Branches:	PETRONAS Resource Centre Bangi (PRCB@PRSB)

Table 1.1 PETRONAS Resource Centre Summary

1.2.2 Layout of PETRONAS Resource Centre

PETRONAS Resource Centre is located at Level 4 of Tower 1, PETRONAS Twin Towers, KLCC, 50088, Kuala Lumpur. From the outside, PRC can be spotted from below due to the significant of glass windows at PRC meeting rooms.
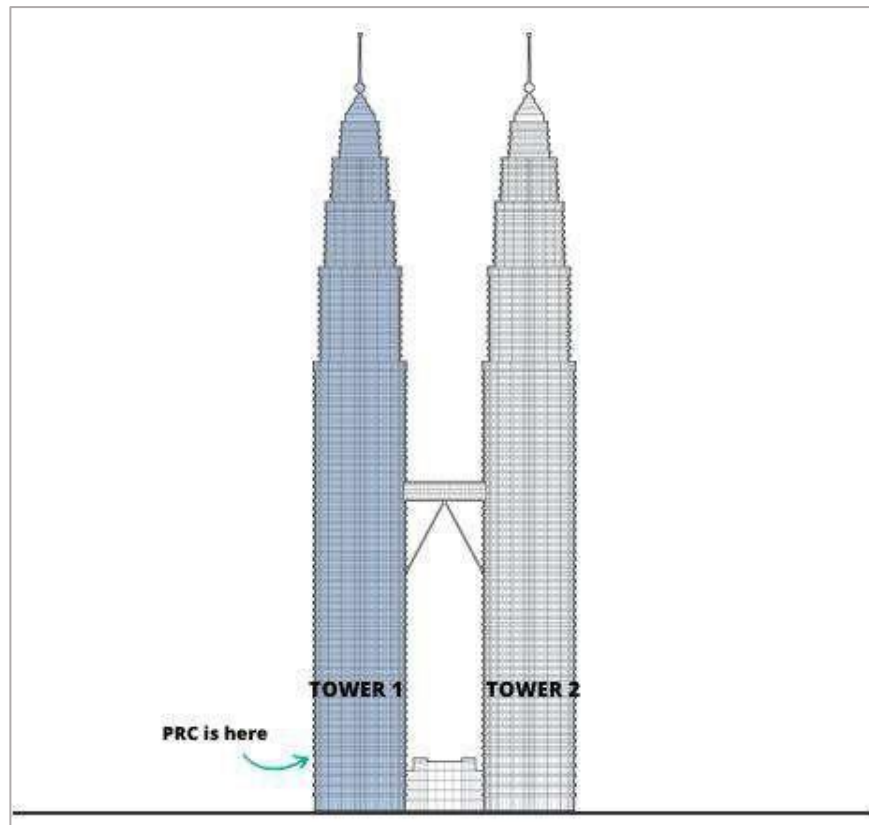
Figure 1.5

Location of PRC in PETRONAS Twin Towers KLCC

The layout floor plan of PRC is mostly dedicated to providing meetings spaces for PETRONAS staff to disseminate information, collaboration with employees, workshops, and also for de-stress and recharges. Spaces that are available in PRC includes Meetings Rooms, Collaboration Space, IT Media Lab, Hot Desks, Recharge Area, Alcoves' seating, café, and waiting area.

Each of these areas are available for all PETRONAS staff and visitor to use during the operation hours. Some requires bookings beforehand usages while others are mostly made available for on-the-spot usages.
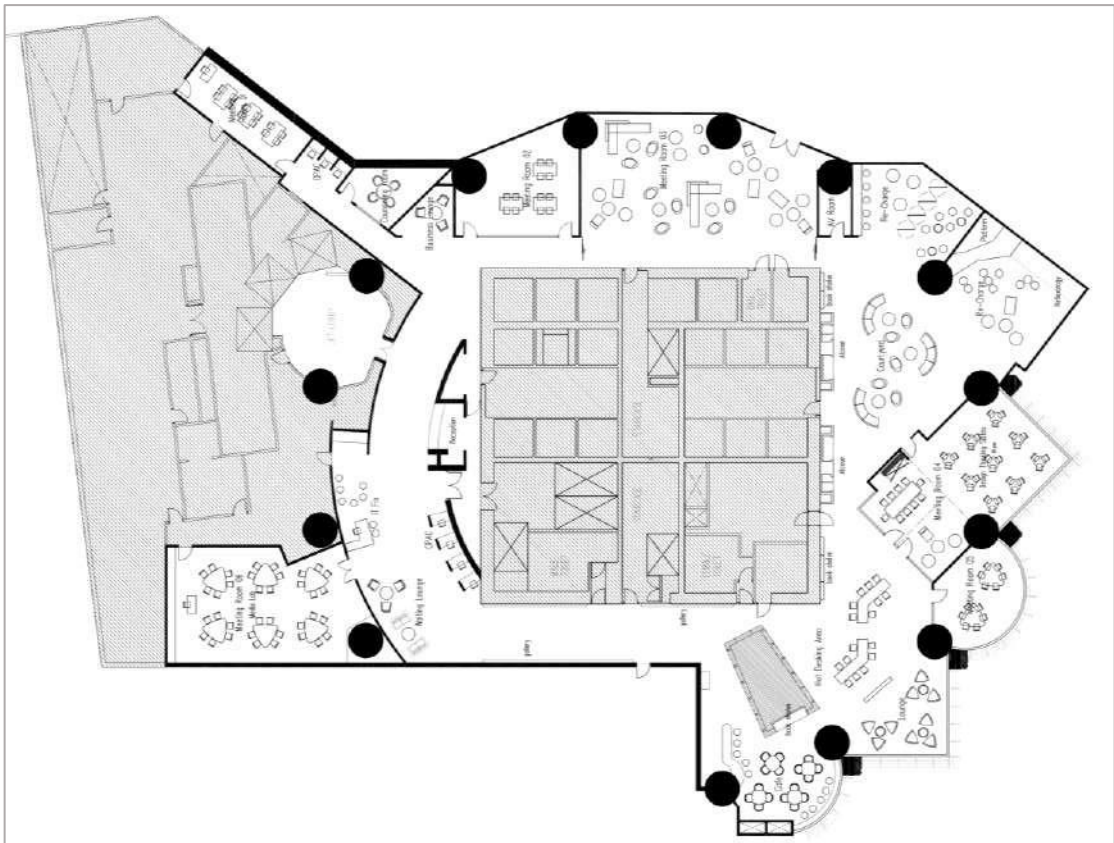
Figure 1.6

PETRONAS Resource Centre floor layout plan

1.2.2.1 Meeting Rooms

PRC contains a total of 3 meeting rooms which are: Meeting Room 1, Meeting Room 2 and Meeting Room 5. Each of these meeting room have the different abilities hold pax of users at a time, different facilities, and different pricing. These meeting rooms are often used during presentations, department meetings, workshops and information sharing of multiple departments of PETRONAS staffs.

| Figure 1.7 | Figure 1.8 | Figure 1.9 |
| Meeting Room 1 | Meeting Room 2 | Meeting Room 5 |

1.2.2.2 Collaboration Space

The presence of bean bags and sofa at this open area, collaboration space is the biggest room in PRC that allows idea sharing and suitable for workshops or presentations that is for formal and semi formal purpose up to 100 pax of users at a time. This allows users to withhold a meeting but with a more interactive and open environment for information sharing.

Figure 1.10	Figure 1.11
Collaboration Space	Design Thinking Suite (DTS) 1,2,3

1.2.2.3 Design Thinking Suite 1, 2, 3

Design Thinking Suite (DTS) 1,2 and 3 can be combined into one big room to fits 40 pax although they are also available to be used separately. These workshop space differs from other meeting room as they also include high seating chairs, normal chairs and bean bags.

1.2.2.4 IT Media Lab

It also known as Training Room, this room contains four(4) Display Screen compared to other meeting rooms, suitable for meetings, seminar and workshop that requires multiple IT presentation on screen. Can hold up to 30 pax of users at a time, this room still manage to provide an extra space for walking around.

Figure 1.12	Figure 1.13
IT Media Lab	Counselling Room

1.2.2.5 Counselling Room

Fitting around 4 pax at a time, Counselling Room provides calm and relaxing ambiance for PRC users to hold close up conversations and discussions. Provided with Touch Display Panel with wireless presentation, this room is located secluded from other rooms in the resource centre allowing privacy for its users.

1.2.2.6 Alcoves

PRC understand the need for working space for majority of PETRONAS staff thus Alcoves' spaces are one of the most frequently used by PRC users. It provides open space impression for discussions while still allows privacy and comfort for users to simply work in their own space and lounge around. Similar to Alcoves,

1.2.2.7 Hot Desking

Hot Desking spaces are also widely used by users as working space due to its open space environment allowing free open discussions and availability of plug sockets on the table for easy access.

Figure 1.14	Figure 1.15
Alcoves	Foosball at De-stress and Recharge Area

1.2.2.8 De-stress & Recharge Area

PRC provide multiple latest technology de-stressing facilities such as PlayStation 4, Virtual Reality Game, Foosball, and iPad facilities for users to fully make use of it. This area particularly filled with bean bags, pillows, and reflexology stone path for PRC users to destress and enjoy themselves without any further charges. The PlayStation 4 especially, are highly used during lunch hour breaks.

1.2.2.9 Café

Café space allows users to eat open food at the area hence, requiring any food catering for meeting spaces to be provided in packed units or buffet style. Moreover, users are provided with free drinks from vending machine available and make use of the Café area as working space too.

1.2.2.10 iPad

This area provides iPads for users' usage while also enjoying the view and television. Users mostly make use of this area to read from nearby bookshelves whilst enjoying the view from the open windows.

1.2.3 Organizational Structure

PETRONAS Resource Centre is managed under Human Capital Investment (HCI) division of PETRONAS Group Human Resource Management (GHRM).
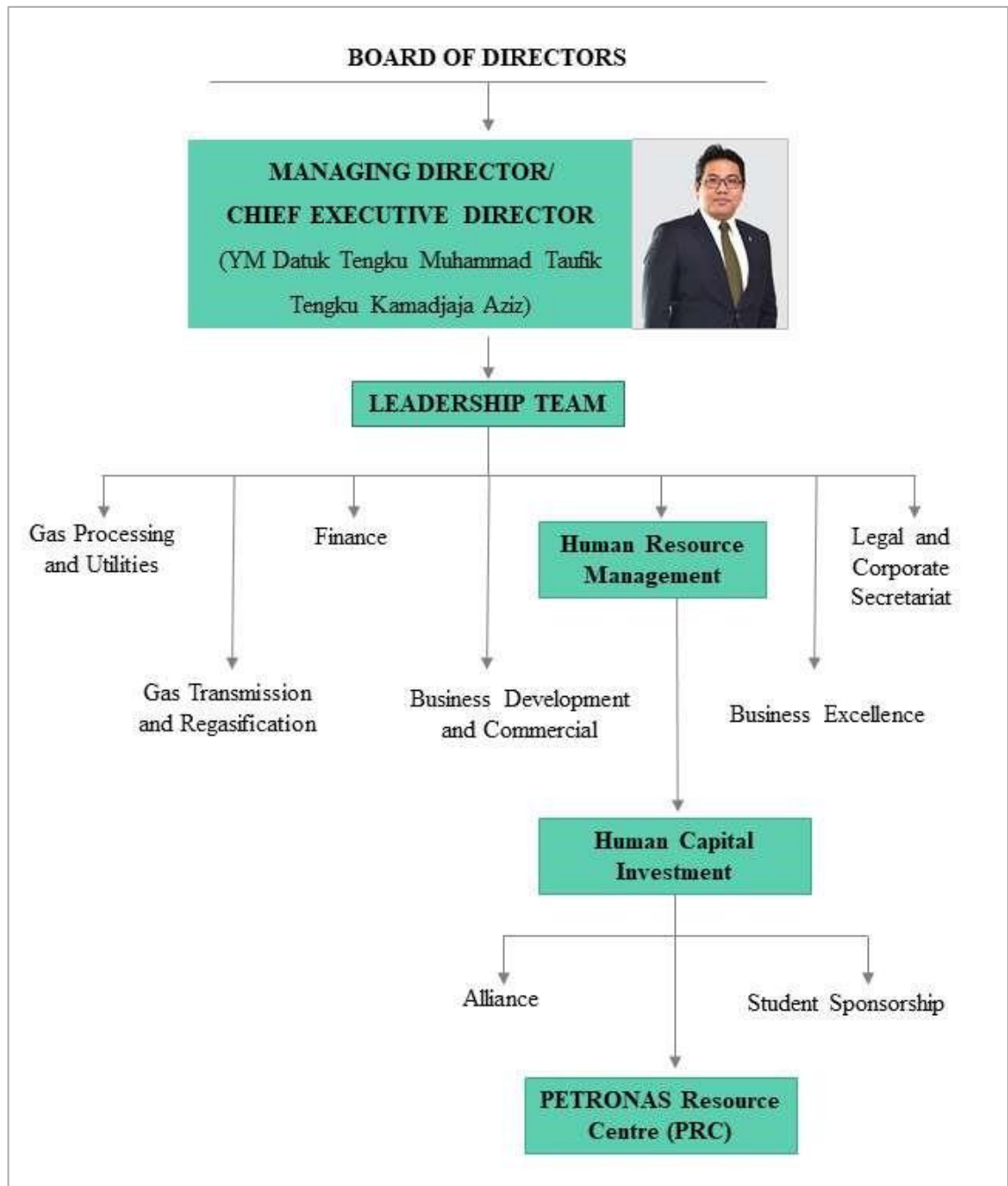
Figure 1.16

Organizational Structure of PRC in PETRONAS

CHAPTER 2:

ORGANIZATIONAL

INFORMATION

CHAPTER 2: ORGANIZATIONAL INFORMATION

2.1 Departmental Structure

PETRONAS Resource Centre are divided under two (2) units which are Resource Development and Organisation (RDO) unit and Information Research and References (IRR). Including PRCB branch and the future opening of PRC branch at PETRONAS Leadership Centre (PLC), Bangi. All PRC units and branches are under supervision of PRC's Chief Librarian.
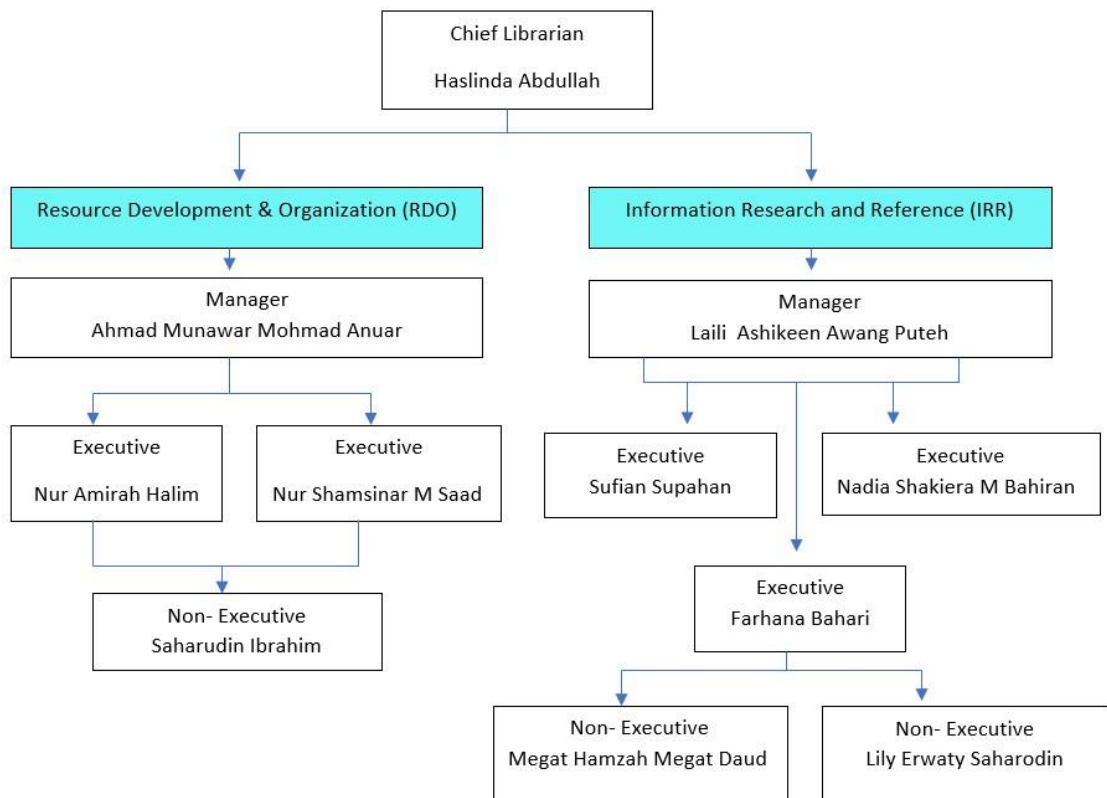
Figure 2.1

Organizational Structure of PETRONAS Resource Centre

Current chief librarian of PRC, Haslinda Abdullah were appointed to replace former chief librarian, Norhayati Abdul Malek last December of 2022. The chief librarian is responsible to oversee, monitor, and guide all tasks and activities in PRC to support PETRONAS growth and research. Alongside with Manager of Resource Development and Organisation (RDO) Ahmad Munawar and Manager of Information Research and References (IRR) Laili Ashikeen, the activities in PRC are closely monitored.

Apart from managers, executives, and non-executives, PRC also receives additional manpower from PETRONAS PROTÉGÉ-GEES, an initiative for Graduate Employability Enhancement Scheme. During the internship period of March 2022 till July 2022, a total number of four (4) Protégé-Gees were available to work alongside the interns in prospering PRC.

Figure 2.2

PRC staff members as in June 2022

2.2 Resource Development and Organisation (RDO) Unit

Currently, there are a total of four (4) PRC staff from RDO unit consists of the manager, Ahmad Munawar Mohmad Anuar, executive Nur Amirah Halim and NurShamsinar M Saad and non-executive Saharudin.
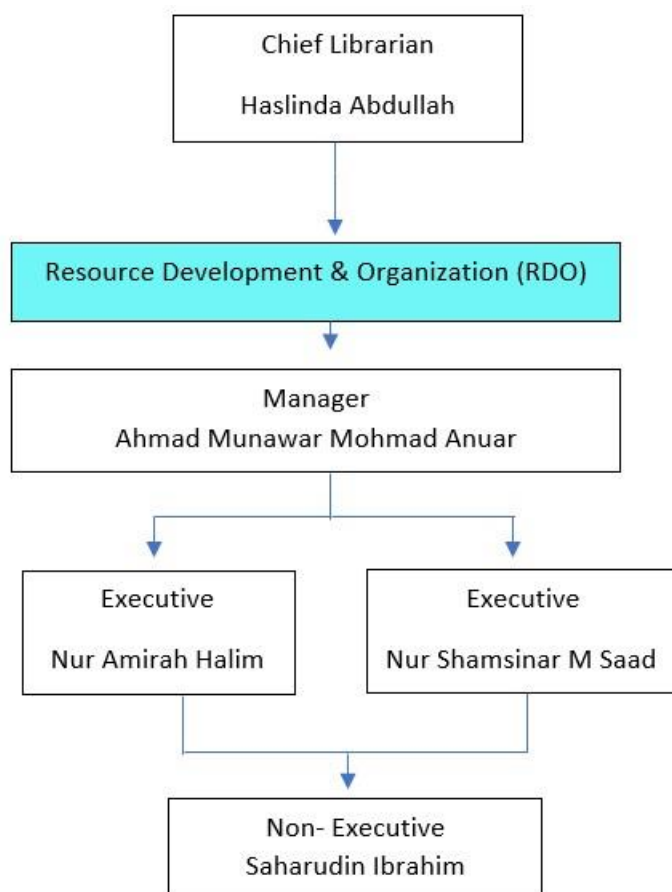
Figure 2.3

Organizational structure of RDO Unit in PRC

The area of functional for RDO unit involves areas of collection development and management where the unit aims to develop, manage, and organize information resource collection. RDO unit responsible to establish and maintain strategic partnership with internal and external organisations on resource sharing activities.

RDO unit are also responsible for managing the development and organisation of resources and materials at PRC. Executive Nur Amirah Halim also withholds the position as official cataloguer of PRC where the cataloging and acquisition of PRC materials happens. Executive Nur Shamsinar responsible for the administrative. The core value chain of RDO is divided into two (2) which are: Information Resource Development and Information Resource Management.

2.2.1 Information Resource Development

The tasks placed under Information Resource Development activities are mostly administrative works which are mostly under the responsibilities of non-executives in this unit. The tasks are as per listed below:

- Planning and budgeting for information resources groupwide

- Procurement

- Subscription management

- Vendor management

- Contract management

- Payment management

- Administration

The tasks listed above will ensure services offered by the unit can be used by PRC users to the fullest. Users will experience more centralized subscriptions of information resources and materials from PRC digital collections, a more stable contract management with vendors of the resource subscriptions and materials, and wider recommendation of books, or any form of resource materials provided by PRC for PRC users to access freely.

2.2.2 Information Resource Management

Activities for Information Resource Management are more closely related and named for a librarian. This is due to the executives or staff responsible for the tasks must be able to exchange information gained from the organization or PRC users into collections and resources to be acquired by PRC. The activities include:

- Cataloging and classification of library resources and materials

- Indexing of resources and collections

- Metadata of resources and collections

- Corporate Knowledge Management supply appropriate materials and resources for corporate users .

- Archival and preservation of PRC resources and important documents related to the PETRONAS.

Considering PRC as and information centre for the organization to find information and manage them systematically, PRC offer services for the corporate as the corporate knowledge repository where important documents are being kept and managed systematically along with appropriate archival and preservation act on said documents. Other skills adapted by PRC staff is Corporate Knowledge and Knowledge Management where librarians of PRC must obtain the knowledge of the important subjects and interests of PETRONAS corporate and staff that will ensure maximum productivity and input for their research and works.

2.2.2.1 Processing Resources and Labelling

This task involves physical processing of the wellbeing of library resources and materials in terms of ensuring item's security and physical identification. This is due to physically processing resources before placing them on the shelves or distributed for usage involves affixing barcode, RFID security strips, attaching return reminders and stamping on materials. Meanwhile, labelling of library items are made based on the assigned call number and shelf location in PRC. Although PRC no longer practices large number of physical materials shelving, the available physical resources in PRC are still being arranged and organized according to their own subject matter.

At this current situation, PRC are more focusing on digital resources compared to physical resources or materials. Since it is much more convenient and easy to store. It does not require large space or physical area to store and manage the physical collection.

2.2.2.2 Cataloging and Classification

Cataloging and classification of library resources in PRC as a corporate or special library is a way of organizing PRC materials and resources in an ordered and standardized system for ease to retrieve of both physical and digital resources. PRC performed its cataloging by collecting details of materials and catalog it based on Resource Description and Access (RDA) and Anglo-American Cataloging Rules (AACR2) to ensure consistency and in accordance with library international standards worldwide.

Classification of PRC library materials involve assigning call number and subject headings to allow effective access by users either on shelf or through online public access catalog, such as i-PULSE. PRC materials revolve mostly around materials of subject that have interest related to PETRONAS nature of business. The classification standards practiced by PRC are through multiple standards which are both Universal Decimal Classification (UDC) followed by Dewey Decimal Classification (DDC). For classification of item's subject heading, PRC practices Library of Congress Subject Headings (LCSH) and PETRONAS Local Subject Headings (PLSH).

Furthermore, PRC also have its own shelving system for periodicals collection based on code numbers of periodicals collections. The arrangement by periodical codes represents the subject area of the periodical title as per seen during cataloging and classification of the item.

2.2.3 PETRONAS Resource Centre Collections by Subjects

PRC as a special library, PRC must provide collections with subjects that related to PETRONAS nature of business and ensure superlative output of information to support its personnel and work performance. Materials collections and acquiring for PRC covered almost of 75% technical subjects.

2.2.3.1 Energy, Oil and Gas

PRC as a special library for an oil and gas company PETRONAS must supply the organization with resources and materials that is based on the subjects related to energy, oil and gas. This is due to the amount of research and tasks carried out by PETRONAS personnel and PRC users are highly related on the specific subjects.

2.2.3.2 Technical (Engineering, Chemicals, Drilling, Geology, Exploration)

Technical subjects are highly desired by PRC users to enhance and improve their work performance and to have extreme understanding on their job scope area.

2.2.3.3 Management

Apart from technicalities and drilling activities, PETRONAS also manages several partnership and alliances that involves management such as Human Resource Management, Marketing Management, and event Business Management.

2.2.3.4 Law and Government

The materials surrounding this subject are mostly needed by PRC users that are placed under top managements such as Legal Department, and board of directors. Although PRC did not actually hold most of the collections considering they are being placed at Legal Department of PRC (PRC Legal) due to high demand and requests for withholding, PRC is still responsible for acquiring, keeping and managing the resources regarding these subjects.

2.2.3.5 Information Communication Technology (ICT)

To be able alongside with the current rapid changing of technology generation, PRC provides resources for ICT subjects where PRC users may use to guide themselves in making the most out of software handbooks, future implementation of technologies in machineries, and educate themselves in implying technology into their daily lives.

2.2.3.6 Health, Safety and Environment (HSE)

In order to support PETRONAS' movements towards safety environment, PRC provides resources with subjects that promotes safety in workplaces and took the environment safe.

2.2.3.7 Others (Religion and Lifestyles)

The last subjects that are acquired and managed by PRC is leisure subjects that is considered to be essential to improve PRC user's lifestyle. Materials and resources revolving related to religion matters and practicing healthy lifestyle is applicable for PRC users to practice a healthy and balanced work-personal lifestyle.

Figure 2.4

Leisure reading bookshelves in PRC.

2.2.4 PETRONAS Resource Centre Collections by Types and Formats

Around 92% of PRC collections are in a digital/electronic resources format compared to physical formats. This is one of PRC approach to be more technological-friendly to assist users in providing accessible materials and resources anywhere anytime as a digital library.

2.2.4.1 Electronic Books (E-book)

The most collection PRC keep and manage is in electronic format where most materials and resources found to be a related subject for PRC users' demands. PRC staff will acquire the collection in PDF format, EPub, and other form of electronic book file format for users' ease of access and retrieval.

2.2.4.2 Electronic Clippings (E-Clippings)

Most of printed or online news clippings with information relating to PETRONAS corporate image or for the organization knowledge management will be scanned, digitized, and transformed into electronic format to be stores into PRC collections database for archival and future readings and reference.

2.2.4.3 Printed Books

Physical materials available in PRC are stores on the available bookshelves of PRC and inside the storage room to limit usage on particularly valuable collections. These physical collections are available for circulation upon requests from PRC users through contacting PRC staff and users can find their availability through PRC public access catalog system known as i-Pulse.

2.2.4.4 Electronic Articles (E-Articles)

Analogous to E-Clippings, important articles from various outsider resources, or published in the company portal will be documented and stored in digital form.

2.2.4.5 Electronic Journals (E-Journals)

In order to support the research activities performed by PETRONAS researchers from every part of the world, electronic journals are made available online apart from the ones already subscribed in databases.

2.2.4.6 Electronic Magazine (E-Magazine)

The electronic magazines provided by PRC is mostly related to oil and gas or energy highlights with minimal magazines regarding leisure and lifestyle. This is to allow a more relaxing reading for PETRONAS employee job scopes and interests.

2.2.4.7 Electronic Newspapers (E-Newspapers)

PRC also provide daily physical newspaper for users that come to the resource centre. However, as one of the approaches to provide better resources as a digital library, PRC now resorts to provide electronic newspaper subscriptions for PRC users to access from their devices such as Press reader Application. It comprises more than 10 news paper company within one application.

2.2.4.8 Audio Visual Materials, Video, and 3D Items

AV materials provided by PRC varies such as speech video, multimedia, and 3D items to visualizes information. PRC gather and acquire materials in multiple AV forms and made them online in assisting users that are keener for AV learning and information searching.

2.2.5 PETRONAS Resource Centre Online Databases

There are four (4) sites that are highly associated with PRC resources for materials access. They are i-PULSE, MyLibrary, Electronic Library Resources, and PRESERVED.

2.2.5.1 MyLibrary

PRC plays a vital role in ensure of PETRONAS staff digital platform for information sharing are in good condition to be access. MyLibrary channel in PETRONAS internal social platform, MyExplorer often shares past and upcoming activities, events, information, and recent subscriptions or resources acquired by the resource centre. Here, PRC users can follow, share, and save the information for future reminder and updates.

2.2.5.2 i-PULSE

PRC's version of Online Public Access Catalog (OPAC) are called i-PULSE. It is a search engine for users to search for any information materials and resources of PRC. This includes any materials from all PRC branches, its availability and format.
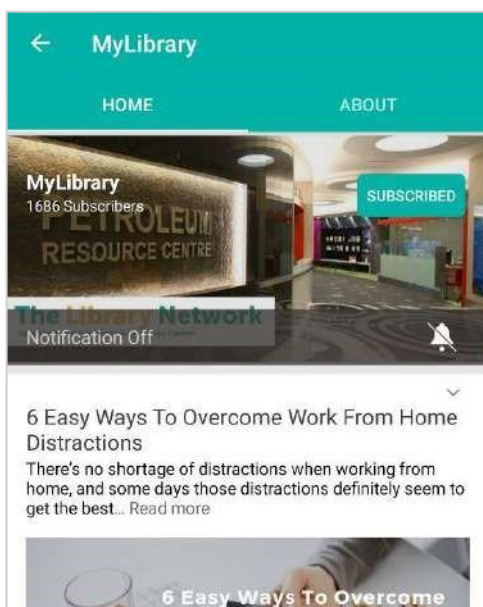
Figure 2.5

PRC MyLibrary channel

Figure 2.6

PRC i-PULSE Catalog

2.2.5.3 Library Resources/ Digital Resources

PRC users able to connect and have the access to any databases subscribed and provided by PRC through the website. This is helpful as PRC provides single sign-on feature where users may not need to sign in every single database. Some databases only allow an in-house access while some allows a 'PETRONAS ONLY' access for group-wide PETRONAS staff to access. Along open access databases that can be accessed provided by PRC are Oxford Academic, e-LiS, Malaysian Thesis Online (MyTO), SciTech Connect, AAPG, Lyell, Gartner and etc.

2.2.5.4 PRESERVED

PRESERVED stand for PETRONAS Resource Centre Repository Services & Electronic Documents, PRESERVED is also known for another name which is PETRONAS Corporate Knowledge Assets (PEKA). PRESERVED runs on PETRONAS centered database system known as VITAL. In short explanation, these PRESERVED, PEKA, and VITAL leads to one platform site which is PRESERVED.

As it is PETRONAS' institutional digital repository, other departments in organization may also upload and store their materials and resources regarding of PETRONAS into the online digital archive. PRC plays a massive role in contributing to archival preservation and storage of PETRONAS materials such as newspapers cuttings, journal articles, AV materials, and digital clippings.
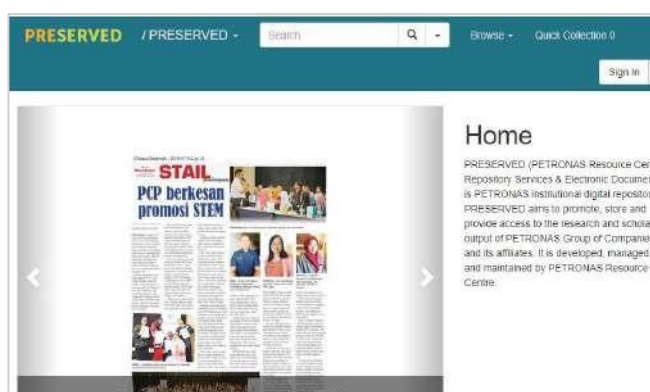
Figure 2.7

PETRONAS Digital Repository PRESERVED/VITAL

2.2.6 PETRONAS Resource Centre Integrated Library System
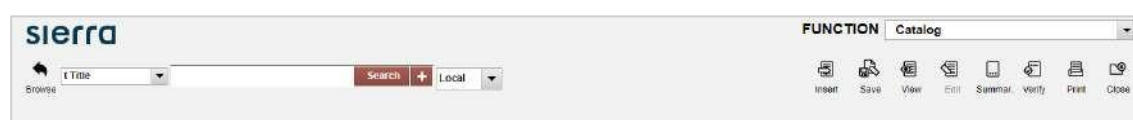
Figure 2.8

Sierra Integrated Library System

PRC is currently using Sierra Integrated Library System (ILS) to support its library functions and daily operation which includes e-resources management, cataloging,

circulation, acquisitions, holds, fines, data statistics and other library administrative functions. However, due to increasing number of library resources and the expansion of tasks and functions demanded by PRC, the resource centre decided to migrate to another integrated library system that are currently in discussion and comparison process.

As a commercial software package, Sierra can be accessed through installation on desktop software or browsed through software browsers with the aid of VPN access of PETRONAS internal network. It also can be connected by using PETRONAS WIFI named "Progress", especially for user that accessing it at Twin Tower KLCC. In PRC, Sierra is heavily used for circulation, cataloging, and new users' registration function as per seen in table below.

Circulation (Check in and Check Out)	Used to check out and check in library materials borrowed by patron by entering patron's and material's details
Cataloging	Performed cataloging data and information of materials from various format into library. This is where MARC/RDA tagging is used.
User's Registration	Where librarian key in information and register new user into library system to allow circulation activity
Renews	Used to renew circulation record for patron with borrowed item
Statistics	Allow list creations to gather statistics such as circulation and new items catalogued statistics and in-house materials
Search/Holds	Used to look up item details and patron holdings
Fine	Function to search if patrons got any outstanding fine.

Table 2.1 Functionality of Sierra by PRC

2.3 Information Research and References (IRR) Unit

Currently, there are a total of five (5) PRC personnel from IRR unit consists of the manager Laili Ashikeen Awang Puteh, executives Farhana Bahari, Sufian Supahan, and Nadia Shakiera M Bahiran and a non-executive Lily Erwaty. This includes both PRC staff that manages PRCB.
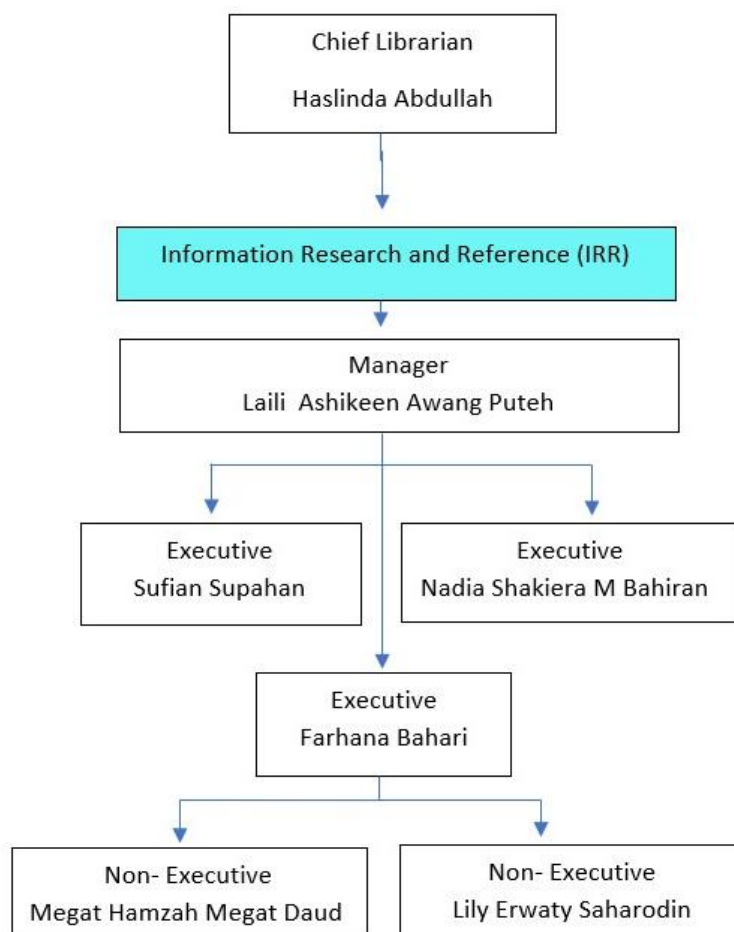
Figure 2.9

Organizational structure of IRR Unit in PRC

The major function for IRR unit cover of information services and users' experiences with PRC facilities and services. This also includes managing users' information needs and repackage information and implement into a marketing strategy and planning to promote all PRC resources and facilities. These are based on users' requirements to support PETRONAS' core nature of business and research activities. IRR unit is responsible for managing the information services, event spaces and facilities at PRC, and Library Consultancy for Reader's Advisory.

2.3.1 Information Services

IRR tasks and activities categorized under information services involves any activities to provide information to the users through various platforms that ease delivery presentation and receival of users.

2.3.1.1 Access to Resources

IRR contribution in providing PRC users access to library digital resources includes providing open access and group-wide access to digital resources and online databases. This includes research and subscribe to new databases that are regarded suitable to support PETRONAS group work productivity, providing guides in access and making use of databases by conducting introductory sessions and workshops, bringing into consideration on demands and requests for any requests for resource access. Such as, IRR is responsible in providing access for new PETRONAS staff as PRC user to access SPRINGER, Asia Nikkei online database through PRC single sign-on, PULSE Registration.

2.3.1.2 Document Delivery Service

Document Request Service (DRS) are one of the main services that's PRC offers to the users. It is a delivery service of document copies whether in both printed and electronical format. Users may request for journal articles, book copies, Standards of Policies and Procedures in PETRONAS, and Technical Papers that are related in order for the purpose that help to their research or work functions in PETRONAS. To request a document, it is compulsory that users must be a staff of PETRONAS and the DRS process can be completetd by submitting document request form from PRC official website, MyPrecise. However, the limitation of this service is that PRC strictly only allows work-related requests and forbid for a materials requests used for personal non-work research or recreational readings.

2.3.1.3 Information Packaging

Information Packaging service serve to PETRONAS staff as they may request for information pack of certain subject that varies from multiple resources and format. PRC took initiative in gathering information and materials of said subject from PETRONAS internal databases, websites, archives, and external clippings no matter the format in printed or electronical form. To provide clear vision, PETRONAS staff from Strategic Communication Group may request for information packaging on one PETRONAS directors to be used in an event. PRC will gather any news and article clippings, multimedia, and compilation of information and details of said directors from PETRONAS archive, PRESERVED, PETRONAS internal social site MyExplorer, and external site into an information pack or format as per requested within given due date of submission.

2.3.1.4 News Digest

As an initiative in serve latest information and updates on related fields that support PETRONAS nature of business, PRC supply daily on the latest news of selected topics relevant to PETRONAS. Since the beginning of this approach in 2016, News Digest has been focusing in providing latest featured news both local and international in topics of PETRONAS corporate, Pace, Digital, Collaboration & Competencies (PDC), Oil & Gas industry, Energy industry, Human Resource, Education, and Other featured news where healthcare, current issues, and government policy that may promote or impact PETRONAS operations and distributed to PRC users and News Digest subscribers. Need to be highlight that News Digest email alerts are precisely distributed daily at latest 10.30 a.m. in morning.

2.3.1.5 Loans and Circulation

PRC only provide services to the staff officially affiliated with PETRONAS Holding Company Units and PETRONAS Operating Units to register for loans and circulations services. This is due to a viable PETRONAS Staff ID must be presented during the circulation process.

Registered users are privileged to borrow maximum of 10 library resources for 30 days. Exceptions for confidential materials loans that must go through an approval from Chief Librarian, Puan. Haslinda due to PRC needs to protect the confidentiality of documents. Nevertheless, subscribed databases access can be accessed by all PRC users including contract staff and interns.

The returning of library materials, or Check-In of books must be done directly to PRC circulation counter, or the available book drop machine by the due date. Users must scan the QR Code for book returns that are available at both circulation counter and book drop to collect receipt of return as a proof of returning. PRC took initiative to generate a notice for reminder three (3) days before an item is due to avoid users overdue of circulation. Users will be given three levels of circulation overdue notices where users will be allowed to ask for renewal of item or return the material to the library. However, once all three levels of overdue notices have been sent, a replacement bill for each overdue item will be sent to user if the items have yet to be returned to PRC. Users are given 7 days from replacement bill notice to pay replacement fees for materials before a payroll payment is deducted.

Figure 2.10

Book Return Receipt

2.3.2 Library Consultancy/ Reader Advisory Service

Activities under Library Consultancy involves communication with users, vendors, and planning of the library needs and resources to be appropriately acquired to fulfil PRC users' needs. Activities managed under this division also involves consultation during usage of PRC spaces facilities efficiently.

2.3.2.1 Reader Advisory Services

Reader Advisory Service available at PRC act as a guide and suggest for users to direct them to appropriate library resources and materials to suit their needs aside from recommending books and titles. As PRC acknowledge knowledge experts of PETRONAS staff own discipline, PRC also provide immediate answers and reference materials to help users fill in their enquiries related to their work field. For example, PRC may suggest a physical book available in the library in the subject matter of green energy to users that need library materials of renewable resources.

PRC also suggest databases available or where user may choose to begin their research. As currently, PRC offers three (3) non-executive readers' advisory staffs at all PRC branches which are PRC KLCC, PRCB@PRCSB, and PLC Bangi. Users may also contact executives or direct straight to reference counter in PRC for a quick reader advisory service and walkthrough of library resources obtaining.

2.3.2.2 Electronic Information Services (EIS) Subscriptions

In terms of subscriptions of Electronic Information Services (EIS) databases, IRR unit join forces work together with RDO unit in terms of financing and budgeting to acquire and subscribe the certain databases for PETRONAS. Although RDO unit is responsible for budgeting and handling the finance allocation to acquire these databases, IRR unit is in charge of obtaining and researching the appropriate vendors and databases to be acquired as long as the databases related within the categories needed in PETRONAS natures of business and interest.

The five (5) categories of EIS needed in PETRONAS is shown in table below.

Category	Used for	Example
E-Books	Provide access to E-Book's collections for both multidisciplinary and PRC subject collections.	ProQuest Ebook Central and Springer Ebook.
E-Journals	Databases providing access to renown journals or articles for PETRONAS research and development.	Lyell Online Library, One PETRO SpringerLink and ScienceDirect.
Business Intelligence	Important for organization to improve and assist business decision making by using tools for gathering, storing, accessing, and analysing business data.	IHS, Platts, Gartner, Wood Mackenzie and Enverus and Argus.

Standards and Statutes	Provide subscriptions to international standards referred and adopted for PETRONAS Technical Standards and other technical fraternity.	IHS Standard Experts, LawNet, CLJ Law, UDC, Syndetics.
Aggregators	A combination of newspapers, journals, and other library resources from multiple publishers into one platform.	ProQuest Research Database.

Table 2.2

Categories of EIS in PETRONAS

IRR unit will conduct appropriate assessment criteria for renewals of EIS before forwarding it to RDO unit for approvals of renewal and budgeting confirmation. Criteria for EIS renewals that is taken into count encompasses the business requirements for PETRONAS, users' usage statistics, timeliness of updates, licensing terms, overlapping with existing collections, cost structure of budget allocations, utilisation rate and sufficient of funds to support the renewals subscriptions.

2.3.3 Event Spaces and Amenities

Any tasks and activities that involves enhancement and management of facilities at PRC is placed under one category. This is very helpful for event management, and facility update for any damage or loss and room for improvement that need to be perform to the resource centre in facilities provided and placements.

Figure 2.11

PRC Room Booking in MyPrecise

2.3.3.1 Meeting & IT Rooms, Design Thinking Suites, Collaboration Spaces

Perhaps one of the most sought PRC services, room bookings in PRC is under the responsibility and management of IRR unit. This includes assisting room bookings process, providing facilities, supporting events, tour guides, and providing safety video for Lower Zone PETRONAS Twin Towers to users.

The process of room bookings in PRC involves users to book their space through PRC Room Booking site in MyPrecise. Users may choose the right room for their event or meetings by comparing the details provided for each room's capacity, pricing, size, facilities available, and other requirements to use said room such as installation of conference screen sharing software Polycom Pano App onto their devices.

IRR unit shall assist room booking users during the event by assisting the screen sharing method, or any other requests from users such as air-conditioning issues or providing additional microphones and speakers. Before and after the event, IRR unit must ensure the wellbeing of facilities to operate smoothly, and the rooms are in good condition.

Figure 2.12

IRR unit preparation for event booking at Collaboration Space

2.3.3.2 Hot Desking/ Alcoves

Hot Desking and Alcoves area are where PRC users mostly make use of the space as their work area. Due to certain policy changes in PETRONAS that provides almost no physical office space for some job scope, PETRONAS staff turns to the resource centre as their hybrid workplace thanks to the facilities available. Hot Desking provides open space for easier group communications while alcoves gave out a more privacy and homey feeling. Both spaces did not require any prior bookings for usage hence, the popular usage.

 IRR unit must ensure users make use of the spaces appropriately where open discussions must not disturb other surrounding users and the facilities available such as electrical plugs, chairs, cushions, and lightings are working well.

| Figure 2.13 | Figure 2.14 |
| Alcoves area | Hot Desking area |

2.3.3.3 Recharge Area

For the recharge area of PRC, users will be able to de-stress and enjoy relaxing high technology facilities, for example Play Station 4(PS4), Foosball, and Virtual Reality (VR). The placements of bean bags, pillows, and stools allows users to roam freely and enjoy their time comfortably. IRR unit ensure the hygiene, appropriate placements of furniture, and the wellbeing of facilities once used by the previous users.

For example, IRR unit sanitize foosball and PS4 after usage through checking the usage tracking form filled by users before using the facilities. This is to ensure the place remains neat and in good arrangemet, aligned to PRC initiative to provide comfortable space for PRC users to de-stress.

Figure 2.15
PRC Recharge Area

2.3.3.4 Café and iPad area

The Café or Pantry area in PRC is a collaboration between the resource centre with Koperasi PETRONAS, (KOPETRO). KOPETRO is a department that provides meal plans for PETRONAS internal events. PRC allows consuming only drinks and meals provided by KOPETRO for any room bookings as per booked in PRC event spaces. The Café also provides a water filter machine and a free water vending machine by KOPETRO alongside dining tables and bars. IRR unit ensures the facilities in the Café are well kept and in a good condition after usage by PRC users.

The iPad sitting area provides three (3) placements of iPad for user's usage alongside business and leadership book shelve and a television monitor. It is IRR unit's responsibility to place the iPads to the respective places and ensure users to scan QR code for usage tracking. The television monitor also must be turned on every morning and only play educational channels with low volume and must be turned off after the end of PRC operation hours daily. On top of the Ipad Sitting Area, it also comes with Bluetooth speaker where users can enjoy the music from their devices wirelessly.

Figure 2.16

iPad sitting area

CHAPTER 3:

INDUSTRIAL TRAINING

ACTIVITIES

CHAPTER 3: INDUSTRIAL TRAINING ACTIVITIES

3.1 Training Activities Unit Placements

The industrial training/internship duration of intern in PRC is from the 01st of March 2022 till 31st July 2022, an approximate of five (5) months. An internship unit placement schedule was developed alternating my placement between RDO unit and IRR unit adequately. Around 24 days were reserved for intern's placement in each unit task division.

Period	Unit Placement
07th March 2022 – 31st March 2022	**RDO:** Acquisition
01st April 2022 – 25th April 2022	**IRR:** PRC Bangi (PRCB@PRSB)
25th April 2022 – 19th May 2022	**RDO:** Cataloguing
20th May 2022 – 14th June 2022	**IRR:** Circulation & Reader's Advisory
15th June 2022 – 09th July 2022	**RDO:** Knowledge & Records Management
10th July 2022 – 31st July 2022	**IRR:** News Digest & Integrated Library System

Table 3.1
Intern Unit Placement Schedule

Nevertheless, take into consideration the Standard Operating Procedures (SOP) of PETRONAS during the internship period, there were negligible changes for unit placements where intern's placements were alternated between Work-In-Office(WIO) condition and Work-From-Home(WFH). Hence, the intern's placement was established to be in Team A for PRC Work-In-Office staff rotation arrangements at PRC headquarters at PETRONAS Twin Towers. Tasks given during unit placements in PRCB were reformed from physically attending the resource centre to online tasks to be completed at intern's conventional placement.

3.2 Training Activities Resource Development & Organisation (RDO)

The intern's training activities during RDO unit placements were guided by internship supervisor cum executive, Puan Nur Amirah Halim and manager, En. Ahmad Munawar.

3.2.1 Acquisition

Acquisition unit involves acquiring new library resources whether in both physical form and electronic forms before being processed for cataloging and classification activities. The intern was placed at acquisition division from 07th March 2022 till 31st March 2022 where the activities involved acquisition of new library resources, financial budget processing and promotion of new library resources acquired.

3.2.1.1 Acquisition

For the starter, Mr. Kuganesh from Group Human Resource and Management briefly explain all the procedure and documents that need to be prepare and to be sent to the PRC and Group Security for security pass and onboard process. Later on, followed by internship supervisor Puan Amirah conducted a briefing session with intern through Microsoft Teams. The intern was given a set of documents and PRC policy and procedures in acquiring library resources and materials. As the contents of these policies and procedures are considered private and confidential, the documents are controlled, and any changes of acquisition procedures must be informed to upper management of PETRONAS. This is due to the security matters where acquisition of physical library resources to the resource centres must be through established procedures with the involvements of the building's guards, whilst electronical resources downloaded and uploaded must be safe from any threat online.

The acquisition activity conducted by the intern throughout the industrial training started by browse through library resources such as subscribed online databases at PRC Official Website. Intern also took approach in making use of other sources that library provides available such as PDF Drive and Z-Library. Apart from acquisition of latest library resources, the intern also acquired latest PETRONAS news clippings and articles from other PETRONAS department channels in PETRONAS social platform My Explorer and converting the selected news clippings, and articles into PDF format. Any other materials in various format such as video recordings , images, and speeches were also obtained from that sources.

3.2.2 Cataloging and Classification Activities

After the acquisition process, the library materials essential to go through the cataloging and classification process before the library materials can be shelved or promoted to the users. Even though the intern was officially placed at the cataloging and classification division from 25th April 2022 until 19th May 2022. Cataloging and classification process can be counted as a routine task as the activity of sourcing and cataloging new materials into PRC collections that happened throughout the internship period.

The intern performed cataloging activity through Sierra Integrated Library System and managed to catalog an average minimum of 100 e-resources cataloging every month to ensure the Key Performance Indicator (KPI) for PRC acquisition activity reaches a minimum of 300 catalogues every month into Sierra and PRESERVED. The cataloging activities were divided between interns and PRC Protégé-Gees where the intern was responsible to guide and referred for any related cataloging enquiries.

The cataloguing process involves documenting details of library materials and cataloguer must record the creator, title, type, date, subject, description, sources, language. Catalog details into a monthly cataloging spreadsheet shared between PRC staff to avoid duplication of cataloging materials and a variation control over items catalogued into PRC collections.

Figure 3.1 cataloging spreadsheet June 2022

3.2.2.1 Sierra Integrated Library System

The cataloging process of library resources into Sierra is more complicated than PRESERVED as it practices strict cataloging standards of RDA, MARC tagging, UDC, DDC, LCSH, and PSH. PRC practices copy cataloging from UDC official website for classification, and LCSH website for subject heading due to time crunch in cataloging huge number of library resources. However, during the internship period, PRC are in the midst of migration of Sierra to other library systems because Sierra is always occurred technical issue where the application failed to install, unable to launch and cannot log in to the account even though the username and passwords are correctly key in. But intern also get briefly explanation on how to key into the Sierra from the previous Protégé-Gees before their contract ended.

The process of cataloging library resources into Sierra is as listed below:

1. Upload library resources acquired (PDF, Video, clippings, etc) into PRC SharePoint database, i-Pulse.

2. Go to Sierra and click on "New" button in the "Catalog" page, before cataloging material details according to their RDA/MARC tagging's.

3. Include document link provided from PRC i-Pulse into tagging 856 for access and change format of resources into "electronic book" or item appropriate format.

4. Find classification number of items by using copy cataloging from UDC website, and subject headings from LCSH website.

5. Save the catalog before exiting.

6. Fill in cataloguer details into cataloging spreadsheet such as title of resources uploaded, date, cataloguer's name, cataloging location (Sierra/VITAL), type of resources and source of resource.

Figure 3.2

Sierra "Catalog" interface

3.2.2.2 PETRONAS Archive PRESERVED/VITAL/PEKA

Uploading and cataloging materials into PRESERVED is much more convenient compared to Sierra, considering that documenting the details of items to be upload into the archive did not require any tagging standards or more detailed subject analysis. Cataloging items into PRESERVED allows intern to document only relevant information details deemed necessary without having to follow any standards of document.

Steps in cataloging and uploading materials into PRESERVED is as per listed:

1. Upload library resources acquired (PDF, Video, clippings, etc) into PRESERVED

2. Fill in the Object Properties and Metadata details of item and delete unnecessary metadata.

3. Choose the collection holdings of item format (News Clippings, Article, E-Book, Video, Audio, etc.) before clicking "Apply Changes and Upload" button.

4. Fill in cataloguer details into cataloging spreadsheet such as title of resources uploaded, date, cataloguer's name, cataloging location (Sierra/VITAL), type of resources and source of resource.

Figure 3.3
PRESERVED item catalog interface

3.2.3 Knowledge & Records Management

The intern was placed under knowledge and records management during the last period of internship on 15th June 2022 till 9th July 2022. Due to the earlier exposure of PETRONAS databases and PRC site exploration from past unit divisions, the tasks of managing documents creations and organizing were done with ease.

 Among the knowledge and records management tasks that were performed by the intern includes managing and providing access for Human Resource Policy and Procedures documents from Group Human Resource Management's Knowledge Management Portal into PRC Knowledge Records Management holdings for Human Resource access. The process involves the intern to access and gather Human Resource Management documents from multiple internal databases and transfer them into PRC SharePoint according to their respective titles and folder placements.

The application of Electronic Records Management skills is especially crucial in conducting this task. In brief, the intern applied past knowledge of Electronical Records subject into performing this task and learnt the right and appropriate filing and organizing records and knowledge managements in multiple document formats to ease both organization and users for any documents demands and needs
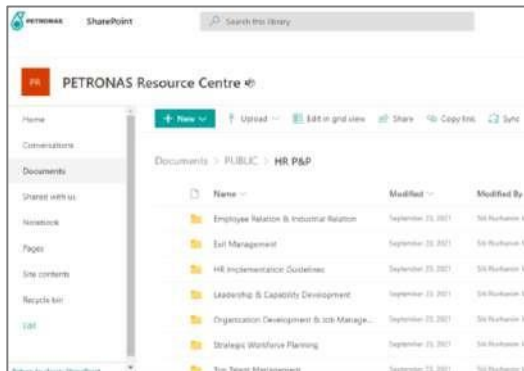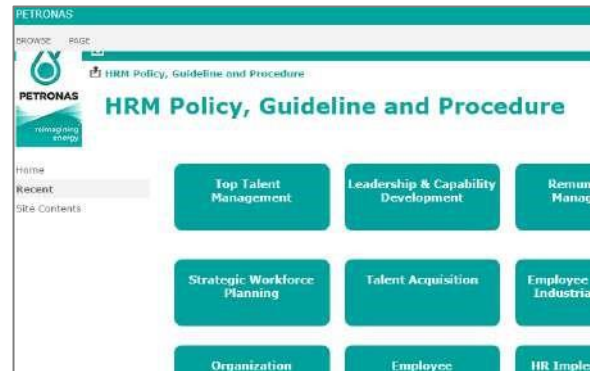
Figure 3.4	Figure 3.5
PRC SharePoint database	Human Resource Management Database

3.2.4 Administrative Activities

Apart from librarianship tasks, the intern also given opportunity to carried out administrative activities in librarianship field such as, receptionist technique, meeting moderating, emcee for semi-formal events and conducting small events in order to carry out administration process at the library. The intern was assigned to help and be involve for the technical preparation PRC Departmental Meeting April, May, June 2022. The monthly theme approach is different from other months. Such as on April theme was Ramadan, May theme is Hari Raya, June theme is Hari Gawai. The intern also in charge for the election method and calculation for PRC Club new committee for 2022 on March.

Taking as whole, the intern experienced the fundamental of administrative job scope and the importance of communication and moderating meeting skills. This is especially important especially to work in an organization with healthy environment and fast pace working activities. Administrative activities and people skills are deemed important even in librarianship field. Not only that, intern also been assigned a task to search for venue for the Protégé Gees end of contract, welcoming new staff for RDO and welcoming puasa. Intern need to communicate professionally with the hotels and restaurant asking for private room or spaces for 15pax in order to hold a private events.

Moreover, intern also needed to become an emcee for the events and flow manager in ushering all the staff to the exact place which happened to be at Grand Hyatt Level 38 restaurant.

Figure 3.6 Chief of Librarian give a speech.

3.3 Training Activities in Information Research & References (IRR)

The intern's training activities during IRR unit placements were guided by executives, En. Sufian Supahan, miss Farhana Bahari, miss Nadia Shakiera and manager, Puan Laili Ashikeen. Activities and tasks during IRR unit placements were monitored and supervise by executives En. Sufian, miss Nadia and miss Farhana.

3.3.1 News Digest Daily Newsletter

PRC daily basis of newsletter News Digest was the first unit placement for the intern from 09th July 2022 till 31st July 2022. The intern was guided to the process of updating the newsletter throughout the industrial training period. Intern are required to perform News Entry where it was the intern's daily responsibility to read and analysis the selected news before extracting the details and translating them into PRC News Digest News Entry template. The News Entry template includes uploading thumbnails and appropriate images related to the news into PRC SharePoint database, extracting details such as news title, author, date published, name of news site, link of news, content and summary of news, subject taxonomy of news, and category of news.

 After the completion of News Entry for all news selected for the day, a PRC Protégé will perform News Digest Dreamweaver where the interface of News Entries will be converted into an email template using Dreamweaver software. This process involves communication and checking with intern that was responsible for News Entry for the right amount, writings, and details of said news. Lastly, the Dreamweaver email template will be Broadcast-emailed to all News Digest subscribers and PRC users. This process begins approximately at 8am in the morning and usually fully completed around 11am, considering the amendment for any error during news entry. Latest time set for mass-emailing is 10.30 am with another 30 minutes will be spent after mass-emailing to ensure feedbacks and access of subscribers to news.

Figure 3.7

Example of News Digest Newsletter email

The intern played a essential role in News Digest News Entry as the intern was appointed as the person in charge for any error during News Entry. Apart from that, the intern conducts daily News Entry task throughout the internship period and monitor the entries activities of other intern and Protégé for performance monitoring and any error.
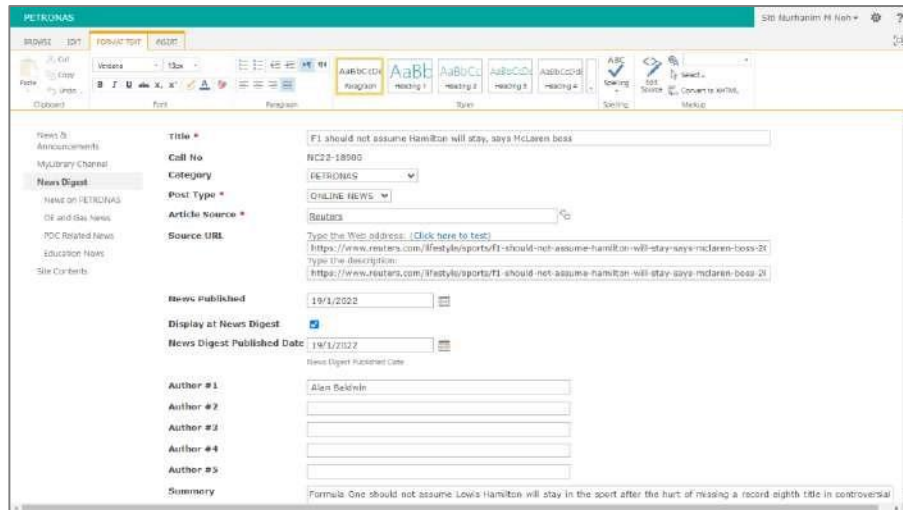
Figure 3.8

News Entry template to be filled with news details

3.3.2 Circulation & Readers' Advisory

Since the News Digest is under IRR unit, the intern was placed under Circulation and Reader's Advisory division at the same time considering they are managed under one executive, En. Sufian Supahan. From 20th May 2022 until 14th June 2022, the intern was exposed to the circulation and reader's advisory process. This includes the check-in and check outs of library materials, and any reference enquiries and recommending titles for PRC users. Subsequently, the intern offered to be placed at PRC reference counter during Work-In-Office (WIO) schedule to be exposed more on interactions and communicate directly with PRC users' requests and assist circulation process alongside Reader's Advisory service.

The check-in process or returning of library resources in circulation process is less complex and quicker than check outs process. Returning of library materials did not require user to interact directly with circulation staff and it can be done by simply dropping the materials at circulation counter or using Book Drop Machine at the outside area of PRC. The intern performed check in by putting in the item's unique serial number into Sierra Circulation service, before quarantining the book in the return box for 24 hours. The book will then be scanned by RFID machine to activate the RFID security tag and shelved in its appropriate location.
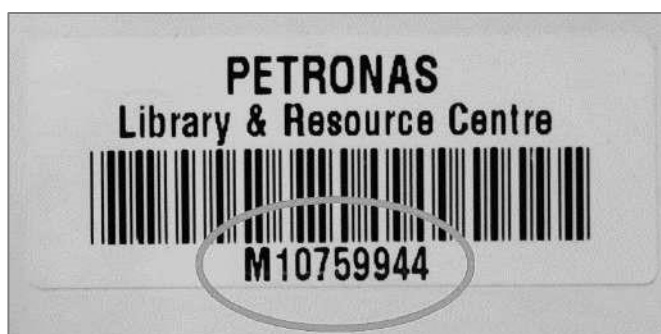
Figure 3.9

Item's unique serial number as circled

The check-out process of library items requires the details of user to be key in into Sierra Check Out Circulation such as PETRONAS staff id, Outlook email, name, and status of employment. The item will then be stamped with return date which is 30 days away from the borrowing date, and the item will have to go through the RFID machine scanning to deactivate RFID security tag. Item borrowing process was hindered due to registration of new PRC user into PRC circulation system. PETRONAS interns and contractual workers are also not allowed to be registered for circulation process, hence needing them to request for additional details from supervisor and executive to be appointed as focal person for the circulation process.
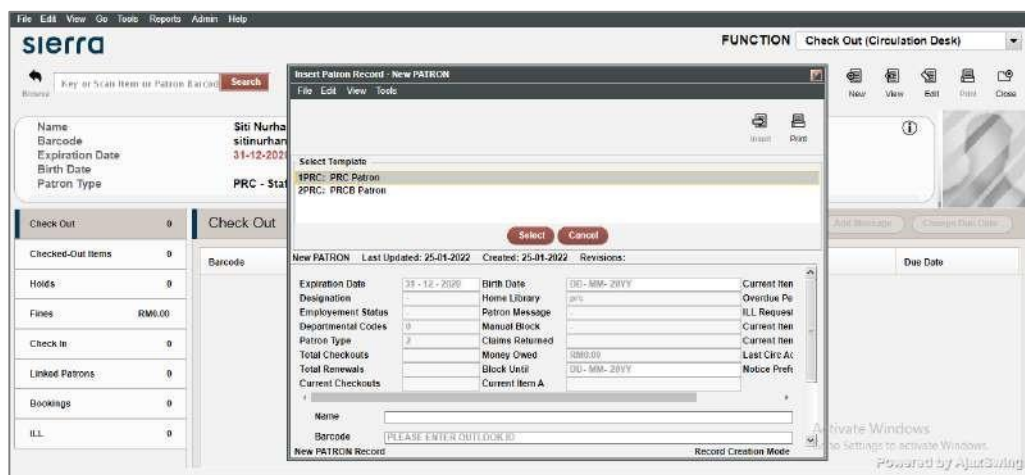
Figure 3.10

Sierra interface for Check Out service
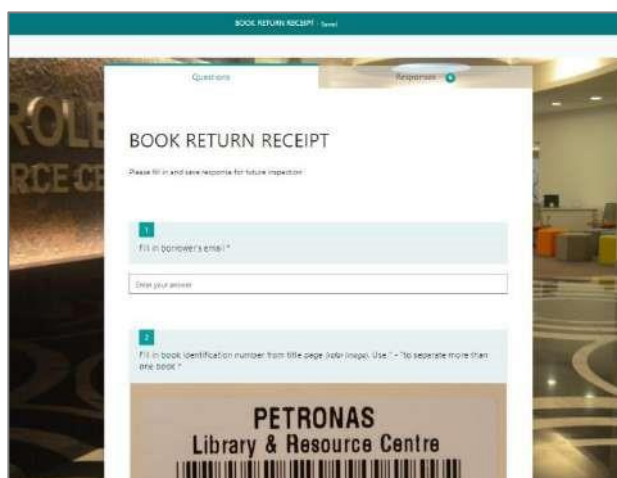
| Figure 3.11 | Figure 3.12 |
| Book Return Receipt form | Book Return QR Code |

3.3.3 Document Requests Service

The intern was given an opportunity to assist Document Requests Service on one of PETRONAS Managers from Upstream Department, Mr. Tan Kia Meng. PRC was requested to search for every publication materials published by author named Murchison that related to drilling. The intern was tasked to gather publication materials in physical. This is where intern needed to go to the archive in order to search for the book request by the user. The requests were given a due date of around one weeks. The intern spent around five (5) days going through approximately more than 5,000 material located at cataloguing room and archive. The intern managed to gather around 3 materials of Murchison physical mayerial within the due date given. To conclude, the intern gained skills such as extreme skimming skills, and searching skill to find material from unsorted and unorganized material.

3.3.4 Event Space Maintenance & Facilities

Due to the of national Standard Operating Procedure for COVID-19 has been loosen, PRC is allowed to operate and conduct events physically. This causes the usage of facilities and event spaces in PRC to be used widely by PETRONAS staff for any meeting, workshop and event bookings. The intern managed to experience and assisted the activities and responsibilities in maintaining the facilities and event spaces in PRC. Intern given opportunities to be involve with the seating arrangement, events preparation and set up for the events.

3.3.4.1 Facilities Maintenances

The intern was guide and enlightenment on facilities in PRC such as lightings, furniture, screen monitors and Digital Signage System (DSS) before the intern was tasked in detecting the faulty and damaged facilities in PRC. As a result, the intern was co in charge

for any maintenance updates of PRC for any inspection and monitoring of maintenance process throughout the internship period. The intern managed to gather the details of damaged facilities and raised maintenance ticket to KLCC Tenant Care Unit thereafter accompanies the maintenance process to inspect and monitor for any further damages occur and maintaining the facilities to be in great condition. For DSS, the intern assisted in preparing closure notice posters for executive and update into the DSS system application after getting approval from the manager.
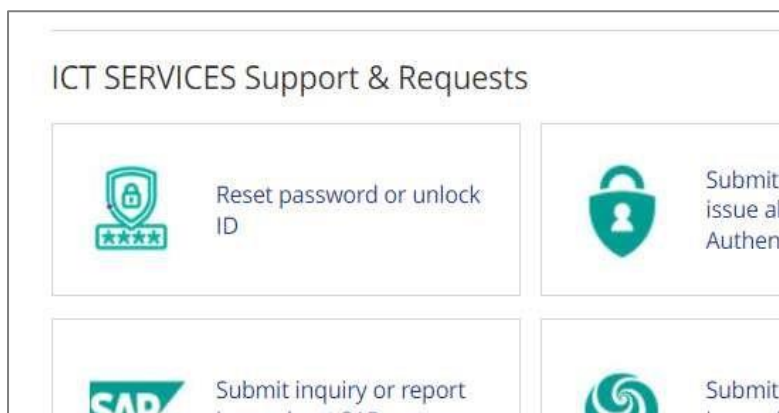
Figure 3.13	Figure 3.14
The interface of KLCC Tenant Care Unit Site	Monitor maintenance

Another task given for intern is to key in the number of PRC user by the of business Operation hour. Another activity the intern experience is the opening and closing hours of PRC operation hours. PRC has been going through user operation hours from opening hours 8.00 am and closing hours from 5.00pm. This forces PRC staff to prepare for opening and closing of PRC faster. The intern assisted daily preparation of PRC opening hours by unlocking the gate, turning on the library's background audio and television screens, locating iPads to it positions, turning on lights and re-arranging furniture. For closing, the intern will collect the iPads to be stored in the staff office, shutting off the lights and background audio and put the pad lock at the glass door.

| Figure 3.15 | Figure 3.16 |
| Locking PRC gates | Turning on and shutting off the lights in PRC |

3.3.4.2 Event Space and Meeting Rooms

Considerably one of the most needed service in PRC, event space and meeting room bookings usage increases upon the reopening of PRC after long period of lockdown and strict Movement Control Order (MCO) Standard Operating Procedures (SOP). The intern assisted in checking for pending of booking requests, guiding users in booking processes through PRC Room Booking site and MyPrecise. Considering that room booking requests can only be approved by executives. Daily tasks include the intern in making sure of the preparations of room booking for the day was conducted and all the requirement are prepared according to users demands and requests. For example, the intern will prepare HDMI cables connector, additional display monitor, microphones and speakers-based user's requests.

Room bookings also allows users to request for additional facilities such as flipping charts and extra chairs and desks according to the event requirement. In some other cases, users may request for changes of room layout in order to fit the events, thus it was the intern's responsibility in assist the changing of layouts for the events. Nevertheless, the intern was involved with the pre, present, and post process of room booking until the user from room booking wrap their events.

Figure 3.17

Polycom Pano App software in DTS meeting rooms

Moreover, intern acquired new expertise to make use of a conference screen sharing application feature on PRC screens to connect with users' laptops and devices. The Polycom Pano app must be installed on users' devices to connect with PRC event spaces screens wirelessly and without using HDMI Cable Connector. The intern managed to perform a ways on installing and operating the software, hence was highly desired after to guide and assist users in using Polycom software during room bookings. Users may connect screen sharing from their devices to PRC screen sharing simply by launching the software on their devices and filling in the room number and passcode details given on screen into the software on their devices. In addition, the facilities of these room booking around PRC must be maintained and check regularly such as checking on the air conditioner functioning, cable wire extensions, display appearance and sound systems.

Figure 3.18

Intern assisted in preparation for searing arrangement for event at Collaboration Space

3.3.5 Proposals and Research

PRC offered the interns to conduct Aidiladha programs and bring upon proposals for PRC for online events. Taking into consideration, the intern managed to individually prepare an information sharing program proposal "Hajj sharing from Mutawwif".

Other than that, the intern was assisng to conduct multiple mini researches to assist PRC staff such as research on clippings and details of recent PETRONAS news related to PETRONAS Asset at Luxembourg seized, PETRONAS Education Sponsorship Program (PESP) , and automated library services. Moreover, intern also involved with PETRONAS Brands Awards Research for Group Strategic Communication. However, considering this research are for internal based and it also private and confidential to share, intern did not have the authority to share more details on these researches to the public.

3.3.5.1 Hajj sharing from Mutawwif Program

Intern proposed to conduct a program and prepare a proposal for PRC information sharing program. Intern suggested for an information sharing program of a where attendees will be exposed on the mutawwif from famous travel company named Andalusia. The mutawwif will share the experience and hacks on to utilise the opportunity when the pilgrims reach Mecca and Madinah to perform hajj since the Hajj seasons just around a corner. "Hajj sharing from Mutawwif" program proposal was prepared by the intern and sent to executive in order to proceed with the next step. The intern managed to prepare the overall preparation for the program such as the initial preparation of problem statement, objectives, programme details, tentative, and contents.

Apart from that, the intern also contacted few candidates for the program's speakers which are from Andalusia Travel and Tours Agency, mutawwif, Ustaz Haji Saifullah Nasri, and Author of best seller book for Hajj, Professor Dr. Ustaz Muhd Kamil Ibrahim. The intern was the spokesperson and middleman between PRC and the speakers. The intern managed between these speakers in terms of availability, content details, and

criteria according to align with the program's objectives. The intern managed to create a deal with speakers and prepared the program proposal within suggested due date.

No	Item	Description
1	Programme	Hajj Sharing Session : Experiences and tips for new pilgrim.
2	Date	10 June 2022 (Friday)
3	Time	12.00 pm – 1.00 pm
4	Platform	Online session (Via Microsoft Team)
5	Target Audience	PETRONAS Groupwide Users
6	Objective	• To cultivate knowledge sharing initiatives and provide support for upcoming pilgrim that going to perform Hajj. • To raise awareness and interest of Holy Mecca and Madinah through this sharing session where beneficial tips and advice will be shared to the viewer as a guidance for them. • To support work life balance initiatives that could contribute and bring to a positive working environment among PETRONAS staff.
7	Speaker	**Saifullah Bin Mohd Nasri** • Ustaz Saifullah is an Usuluddin graduate in master's degree from Universiti Kebangsaan Malaysia. • He started to become 'Mutawwif' under Andalusia Travel and Tours from 2015. • Ustaz Haji Saifullah is not only specifically for Umrah and hajj but also cater for Europe and other part of the world travel. • He also has conducted umrah and hajj courses through online as preparation before the client going for umrah .

Figure 3.19

Completed proposal of Hajj sharing from Mutawwif session program

Regrettably, the program could not be organized within suggested time and date due to PRC organization changes and lack of time. Nonetheless, the finished proposal was send to executive Pn Nadia Shakiera to conducts the program in future.

3.3.6 Content & Design Creations

The intern assisted in various creations and designing posters, headers, teasers, and infographics media for PRC programs, and information sharing postings through MyPrecise and MyLibrary. The intern uses Canva editing platform and was given access for PRC Digital Team group templates in Canva. One of the intern's creations is an infographic poster sharing that PRC uploaded on MyLibrary channel for Bloomberg Webinar.

Figure 3.20

One of intern's poster design for Oil and Gas Journal webinar

3.3.7 Internal & External Events

PRC have conducted various and a few programs throughout the intern's industrial training period. The intern managed to take part and play various responsibilities in supporting succeeding these programs.

3.3.7.1 Farewell, welcoming new employee and welcoming month of Ramadhan.

First internal event intern take part was farewell for Protégé-Gees, welcoming new staff for RDO Unit and also celebration on welcoming month of Ramadhan. Intern was given a task to prepare for the video montage farewell for Zulaikha and Yasmin which is Protege Gees that is end for the protégé gees period. Intern also in charge for the venue and menu booking and reservation. Throughout the event preparation, the intern developed communication and research skills by emailing and contacting the reservation person to reach mutual agreement for the booking venue and to reach out to the PRC staff that keep Zulaikha and Yasmin photo or video that will be used into a farewell montage.

This is where intern is communicating professionally with the a few restaurants and hotels such as Bens Restaurant, Mandarin Oriental Hotel, Grand Hyatt Hotel, Four Seasons Hotel and Serai Restaurant. Intern also take in charge to communicate for the table and seating arrangement at Grand Hyatt Hotel as it is the chosen venue for the events. Intern also are given task to be a emcee for that event.

3.3.7.2 Pre-Departure Briefing for Student Canada, United Kingdom and United States of America.

The most important and massive events that intern ever involve are the Pre-Departure Briefing for Student Canada, United Kingdom and United States of America under PETRONAS Education Sponsorship Program (PESP) held at PETROSAINS Suria KLCC on 16th June 2022. Throughout the preparation, the intern was assigned as technical support to intermission slide and need to find the PETRONAS video advertisement that related to PESP. The intern develops technical and research skills as it requires intern to find at least 10 PETRONAS video advertisement that related to PESP. During the event, intern assigned as support to take over the slide shows. Taking into consideration that this events are for internal and it also private and confidential to share, intern did not have the authority to share more contents on these events to the public.

Figure 3.21 session with HSE for the PESP students.
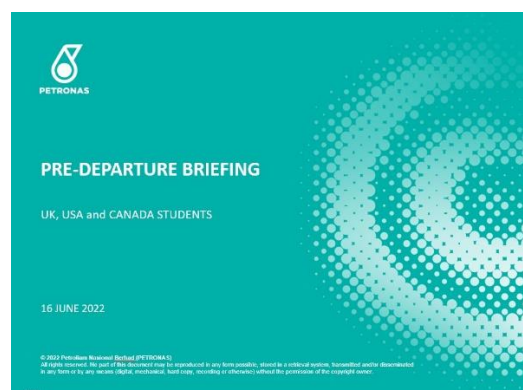
Figure 3.22 Slide the intern assigned to take control.

3.3.7.3 Book talk with Quran Tag Girl

The intern's first program managed under PRC is a "Book talk with Quran Tag Girl" event, it involves a sharing session from external speaker to the program's participants. This program was managed under IRR executive, Miss Nadia Shakiera with around 60 attendees of PETRONAS employee from different department. The intern was appointed as the technical support to ensure the audio visual is in perfect condition and also right-hand person in managing the event dry runs, and contingency plan for the event. Aside from participating in the actual event, the intern also blasting link of the event to the contacts in PETRONAS, share the feedback link and controls for the slide presentation by speaker to be used throughout the event held on 19th May 2022.
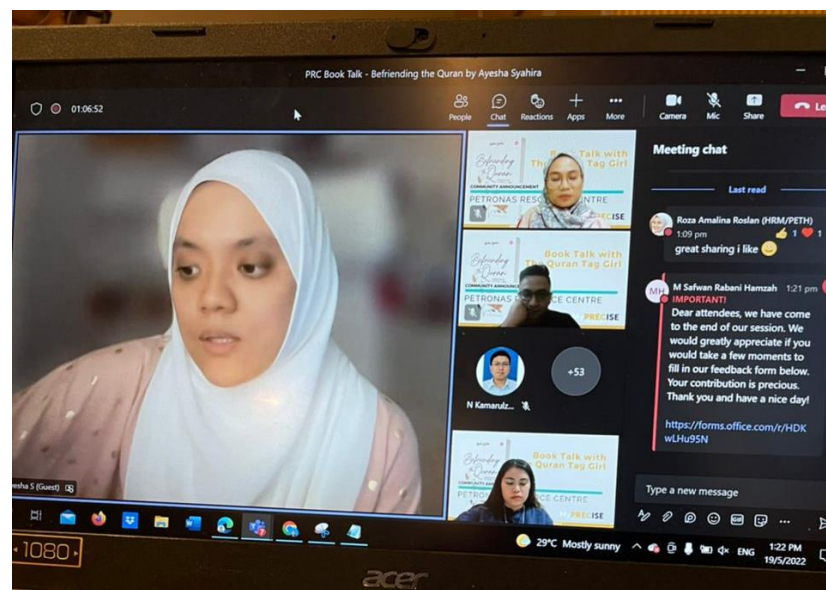
Figure 3.23
The intern during program Book talk with Quran Tag Girl

3.3.7.4 PETRONAS MESTIFit4Health Program

Another event that PRC the intern participated in is MESTIFit4Health Program proposed by Human Capital Investment division, to be executed by all department units under HCI, this includes PRC. All the staff under HCI division required to perform exercise and record the exercise accordingly in order to get the point. The intern took part in program as the intern ensure everyday must gain a point for the group that intern put at. Each of the staff under HCI Division will be divided into four (4) group which green, blue, red and yellow. Points will be given if the participants have perform as stated :

1. Every 5000 step will be given 3marks.

2. Every 1-kilometre jogging or walk will be given 5 marks.

3. Every 5-kilometre cycling will be given 3 marks.

4. Every 1km swimming will be given 10 marks.

Intern grouped under red group and has contributed almost 100 points for the red group.

Figure 3.24 MESTIFit4health marks for red group.

Figure 3.25 MESTIFit4health map tracking of jogging

3.3.7.5 Sharing Session with PETRONAS Resource Centre

To sum up the interns' industrial training at PRC, a sharing session with PRC family was conducted on 25th July 2022 where the interns presented the internship experiences and celebrated with a farewell event. The intern prepared a sharing session slide that has been reviewed and approved by PRC executives in preparation of the sharing session. The intern also performed some technical solving skills that requires critical thinking where the intern led the use of Polycom Pano App and moderate the hybrid sharing session during technical issues intermissions. In addition, the hybrid sharing session was also conducted at Collaboration Space of PRC booked by the intern with meeting layouts and seating arrangement made by the interns with the help of Protégé Gees.

3.4 Special Project

In this sub-chapter, the intern record and documented the special project, or final year project conducted to industrial training organization. The intern's special project can be concluded as contributing information pack research on PRC for Human Information Behaviour. A copy of the information pack can be found included in Appendix G.

3.4.1 Project overview

Due to management changes and new Policies and Procedures implemented in PETRONAS and Human Capital Investment division, PRC is needed to find new pattern and current of Human Information Behavior (HIB). The intern was proposed to lead a critical analysis on Human Information Behavior (HIB) to be implemented at PRC in order to improve the services. The intern prepared a 17 pages Information Pack of guides, concept, case study, benefits, and recommendations, to PRC.

3.4.2 Definition

Human Information Behavior (HIB) can be defined as the totality of human behavior in relation to sources and channels of information, including both active and passive information seeking, and information use. (Wilson, 2000). Apart from that, it also can be described of how people need, seek, give, and use information in different contexts. (Pettigrew et al, 2001). Moreover, it is to support human adaptation to changing, evolving, and uncertain environments, promoting behavioral changes especially in social contexts. (Montesi,2021).

3.4.3 Concept

Human Information Behavior (HIB) comprises of 4 main concept, it is Information Needs, Information seeking behavior, Information Use and Information poverty and barriers. Every each of the concept play vital roles that affect the Human Information Behavior. Information Needs can be split under 3 types. Such as look up, learn, and investigate. It was proposed by Marchionni in the 2006. Information use can lead people to identify and access information sources in work related and leisure. Information seeking behavior is a process where people search information and utilize the info to complete their assigned task based on their needs and preference. Information is basically structured or processed data. It specifically focuses on searching, finding, and retrieving information. Lastly, Information poverty is described by the understanding that information is not equally accessible to all people. Information poverty and barriers consists of Risk taking, Deception, Situational relevance, and Secrecy.

3.4.4 Challenges implementing Human Information Behaviour.

There are three (3) main challenges that forecast going to be faced by PRC in order to implement and identify Human Information Behavior. Firstly, is adaptation to new trend that affect to information seeking. Next, less exposure to the latest technology. Third is diversity of generation.
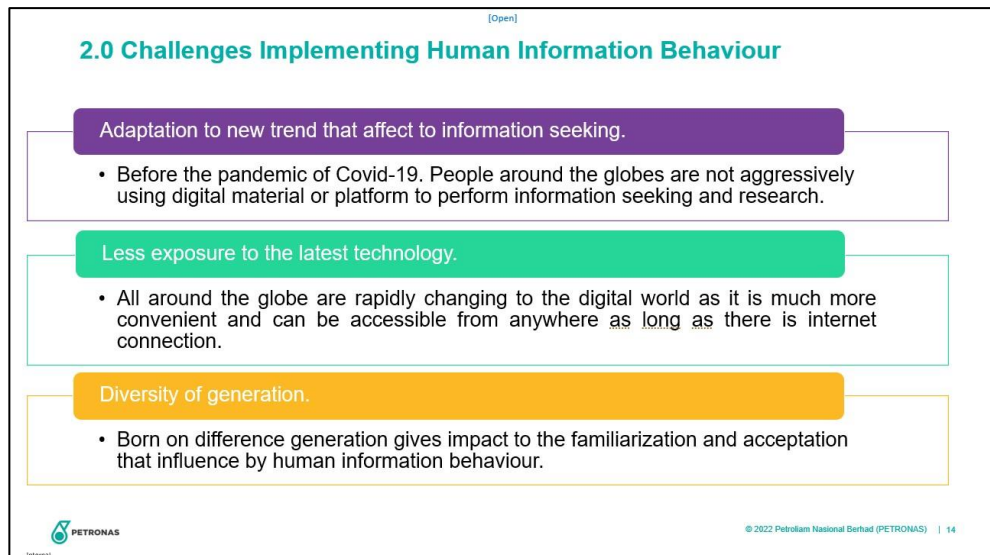
Figure 3.26

Challenges in implementing HIB at PRC in information pack .

3.4.5 PRC Information Behaviour Case Study

The actual case study are based on the real experience faced by intern throughout the five (5) months period on internship at PRC. First is new user at PRC does not know the presence of official website. Furthermore, PETRONAS user not familiar with PRC official website. Lastly is, User preferences to library service.

Figure 3.27

Real case study visualized content in information package
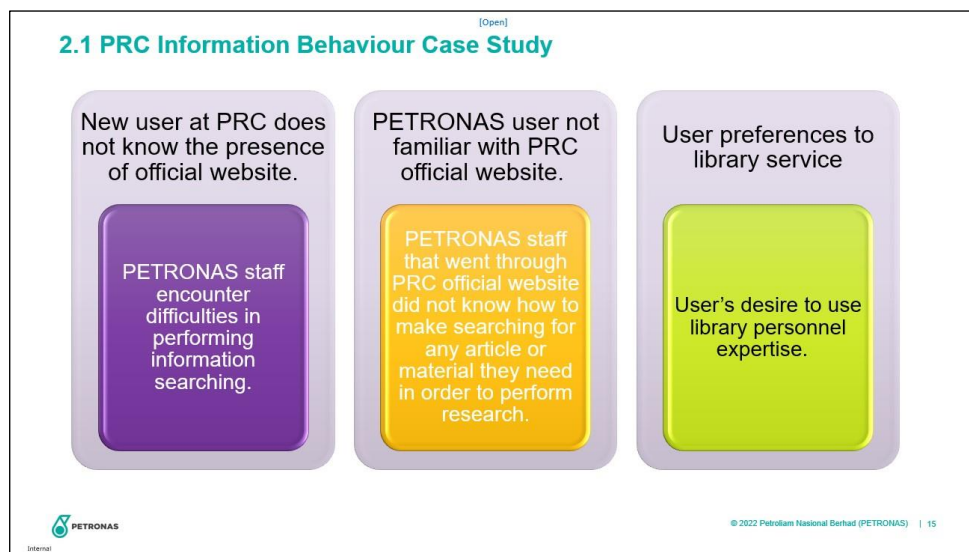
3.4.6 Recommendations, Benefits

. The intern finds a room for improvement in order to give a chances to the PRC user to develop their information seeking to another level for self-development. PRC might consider by providing video tutorial or guideline of PRC official website. Next is, PRC would be able to organize Information Literacy Program for the PETRONAS personnel. Lastly, Establish Live Chat that might be handy and useful for the PRC visitor to ask for a help and guide. Benefits of implementing the recommendation action is directly would impact to the PRC users as a whole. It provides direction and guide for changes and improvement for future. It also improves user experience and able to identify specifically the needs and wants of user that looking for any material needed.
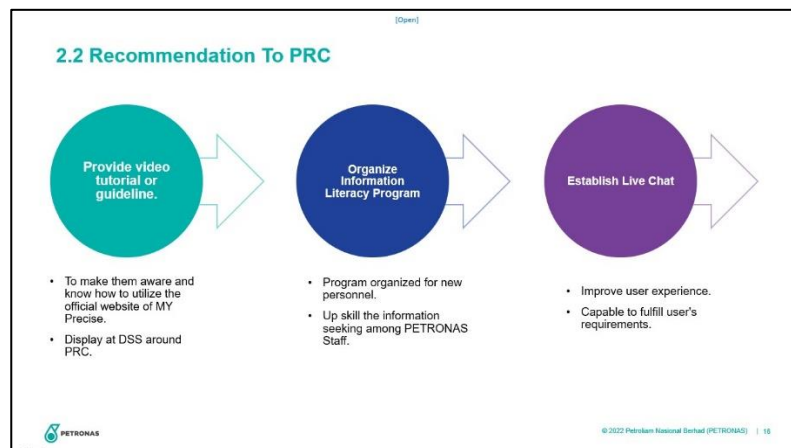
Figure 3.28 Example of recommendations to PRC
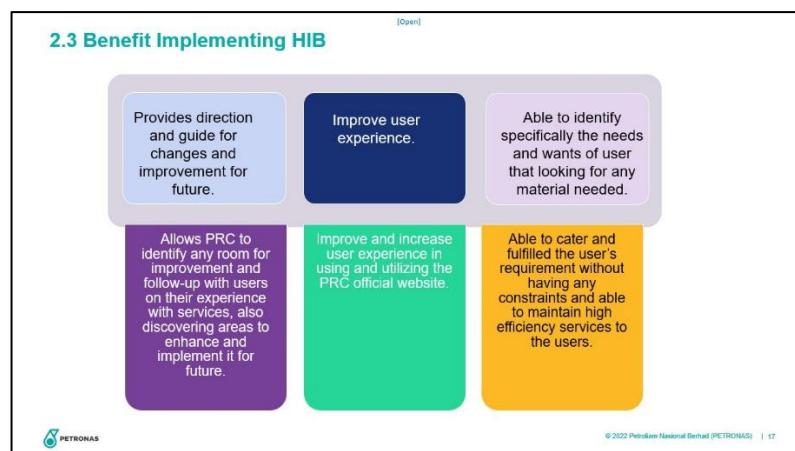
Figure 3.29 Example of benefit implementing HIB

3.4.7 Presentation and Conclusion

After going through several reviewing by executive, Puan Nur Amirah Halim and manager, Encik Ahmad Munawar. Summing up, the special project research for an information pack to PRC was acknowledged. However, the information package did not have the chances to present to the Chief of Librarian, Puan Haslinda Abdullah due to some issues. However, the intern managed to gain knowledge in the pattern of human information behaviour and make full use of critical thinking skills and also time management to complete the content analysis in given time.

CHAPTER 4:

INDUSTRIAL TRAINING

REFLECTIONS

CHAPTER 4: INDUSTRIAL TRAINING REFLECTIONS

4.1 Application of Knowledge, Skills, and Experience in Undertaking the Task (Knowledge Achieve)

The first subchapter of Chapter 4 will demonstrate directly on the intern's industrial training reflections in terms of application of experience, knowledge, and skills in performing the tasks. The intern will apply the knowledge gained throughout university period and applied it during internship period. Internship period where the real situation is adapted and applied for every knowledge they get from university.

4.1.1 Technical Librarianship Skills

Intern applied librarianship skills during university previous semester to perform tasks during the industrial training at PRC. Considering the learnt theories may differ from real-life technical implications, it requires the intern to develop and enhance critical thinking and problem-solving skill to solve issue or assignment using the appropriate techniques learnt in university.

4.1.1.1 Cataloging and Classification

Librarianship tasks are very likely famous and inseparable with cataloging activities that were taught at university. Cataloging and classification tasks involved techniques such as subject analysis skills and information extraction were not only practiced during the intern's placement in Cataloging Unit, but also in other departments that requires managing and extracting information such as News Digest, and Document Requests Service.

The intern applied skills gained through AACR, MARC tagging, RDA tagging, LCSH, Indexing and Abstracting, and Electronic Cataloging skills that were previously learnt through KOHA Integrated Library System into PRC Sierra Integrated Library System. The intern was given trusted by executive to guide PRC Protégé and other intern in executing cataloging activities for some of PRC library materials. The cataloging skills previously learned also ease the intern's task in performing cataloging activities quicker and more accurate in order to achieve the KPI for cataloging unit at PRC.

4.1.1.2 Electronical Records

Although an elective subject, the application of electronical record knowledge in PRC is rather significant considering the resource centre is leaning towards becoming a digital library. Therefore, the intern needs to train electronical records knowledge learnt at university into completing tasks in managing records in PRC that are mostly in digital forms.

4.1.2 Communication Skills

The intern had polished and improve soft skills and communication skills that are necessary for user interactions with other employees no matter where their department are. The intern applied good communication skills adapted from past semesters in university such as working as a team, communicating and contributing ideas and sharing information effectively. In performing tasks at PRC that mostly are user-oriented, added with the intern's placement at reference counter, the intern had to deal with many interaction direct to the users to guide them.

4.1.3 Technicalities, Software, Administrative

Without any doubt, PRC fully utilised of various types of software and administrative skills that are mostly not familiarized in university life. The intern learnt on how to applied past experiences in performing tasks in university into using software and practices at PRC. The intern discovered his ways in performing cataloging activities using Sierra Integrated Library System in PRC although past application of knowledge in university is different which is KOHA Integrated Library System. In addition, the intern also implemented subject related learnt at university such as multimedia designs from Canva, and Adobe Photoshop for creating promotional material for PRC.

The intern learnt the hard way to familiar with the software before the industrial training exposure such as Polycom Pano App for screen sharing. The intern gained skills in handling this software and make full use of the experience in guiding other intern and PRC Protégé in managing and handling the issue related to the software. Furthermore, the intern learnt to understand the concept of how these application and software operate.

4.2 Personal Opinion and Thoughts

The second subchapter of Chapter 4 Interpret the intern's personal thoughts and opinions on the industrial training experience and knowledge gain throughout five (5) months of internship period at PRC. Opinions given related on PRC as a library seen less exposed intern to special library works, and the intern shall relate them with past experiences and theories learnt from the past.

4.2.1 How Library Remains Relevant to Organizations

Libraries in private sector that is not indirectly related to information managing are often neglected. The intern oversee how libraries and resource centres remains relevant and updated to organizations by providing information resources and managing archival materials along with facilitating research. By having very minimum physical collections to serve the users, PRC provided huge information resources through online that made it much more easier to be access.

In short, the intern learnt that libraries and resource centres in the latest century community is no longer the embodiment of past libraries that only provides physical books, lame place and quiet. To align with the technological needs of users and growth of their main organization, library remains relevant in providing, storing, organizing, managing and guiding information research and retrievals by keep themselves into serving their targeted users according to their needs and wants.

4.2.2 Career Opportunity

The real workforce, the intern realized that people tends not to get the job as what they wished for, but when they do, it is not always the exact job scope. There is expand job scope for a job title especially in this librarianship field that not many people knew before. Community assumptions of the job scope of a librarian actually differs from the real-life

job. By undergo industrial training at a big organization in Malaysia and a special library that did not fit the traditional description of libraries, the intern managed to get several hacks and opportunities of exposure for many different types of careers that suits education level with most of them starts to interest to achieve a professional career. The intern was exposed with other possible career scope that also works in information management field such as information professionals, specialists, and the field of interest in libraries from other scope of studies. To demonstrate, librarians with interest in electronical systems can operate system databases for the library electronical access and information databases while librarians with scope of interest in multiple subjects suits as a reader advisor especially in PRC, where the Oil and Gas subject is a matter to be understood by PRC staff in order to help PETRONAS staff choose the right subject material for their job scope.

4.2.3 Differences of Experiences

Librarian that live on the 20th century may find it far more differences on job scope and related field as it is much more to digital and technologies compared to 10 years back. User nowadays tend to look for digital resources and materials compared to physical because it is easy to store and retrieve. Hence it essential for the librarian in this era to have a high knowledge related to technologies compared to 10 years back.

4.3 Lesson Learnt

This subchapter will assemble on lessons learnt by the intern throughout the industrial training period whether based on personal experience or due to mishaps and personal realization for individual growth.

4.3.1 Work-Life Balance and Time Management

PETRONAS works in a very highly competitive surrounding where time is mostly a major challenge in completing a task. This forced the intern to take his time off work to complete the tasks which hinders a productive personal life. Due to this matter, the intern learnt to manage his time in balancing work and personal life by creating a timeline for tasks to be completed and taking an approach in maintaining due dates for tasks.

The intern focused in completing the tasks within time due during working hours and leaving personal matters to be attended to after working hours. This is courtesy of advice from executives in practicing a work-life balance and to allow rests and work-free personal time outside of office hours unless for emergency work matters. The intern found that tasks given by PRC were completed more quickly and in a better quality after the intern managed to practice healthy work-life balance where healthy lifestyle and focusing on himself after working hours leads to better working condition for working hours. The intern managed to avoid last-minutes tasks completion and rushing to complete a task.

4.3.2 Critical Thinking and Problem-Solving

Bearing in mind that PETRONAS is a fast-working pace environment, PRC encourage critical thinking and problem-solving skills among their interns in performing tasks outside of their learnt theories and studies. The interns had to work together in a team in solving tasks and asked for guidance from multiple individuals including assistance from PRC staff to go overcome an issue.

The intern consulted managers and other available executives in any actions and spent time in practicing his own way through software and documents to solve every tasks and assignment. Fortunately, PRC provide full supports for the intern's growth helped in providing assistance and guidance to confirm and lead to the completion of tasks.

The intern understands the importance of critical thinking skills with an out-of-the-box thinking to solve some problems. The intern also gains more confidence in asking for any opinions and voicing out any suggestions to improve PRC services such as the establishing of intern on board module, centralized name of space at PRC, displaying PRC layout for users to find their ways through DSS, and other contributions made to PRC after approvals from PRC staff in solving problems.

Figure 4.1

PRC layout in DSS at reference counter.

4.3.3 Building Relationships and Connections

The intern found it necessary to build connections among the people of our surroundings. This is to ensure we are treated fairly and to uplift the positive feeling in our working environment. Thus, the intern learnt to build networking among other people in the organization apart from PRC staff, such as other PETRONAS personnel. This resulted

into a strong social networking with people from various background, nationality, and beliefs.

The presence of other industrial training students at the workplace has exposed the intern to various possibilities carrying out a task and keep a good company during his practical duration in PRC. The library staffs also brought positive atmosphere as all of PRC staff work together in problem-solving and sharing experiences. The intern's connections made with the people met at PRC is still going strong even after he ended his practical training. The intern stay updated with each other's and updates regarding the resource centre. The connections establish in work field nowadays are crucial in order to aid improve the progress and ongoing events in the same librarianship field. This will also help collaborations and further alliances of organizations and libraries in the future.

Figure 4.2

Connections built with PRC staffs

4.4 Limitations and Recommendations

The last subchapter of Chapter 4 will discuss on the intern's limitations throughout the industrial training period and recommendations to overcome the limitations experienced and improve future industrial training approach.

4.4.1 Limitations

Based on the past interns' experience during internship period, the division of Work-In-Office weeks rotation allows the intern to experience both Work-From-Home and Work-In-Office throughout the internship period. The limitations however, focused more on the lack of access for interns to access important PETRONAS for PRC. This forces the intern to gain access by using PRC Protégé's account and the executives' accounts in completing the tasks such as cataloging account access in Sierra, and account for PRESERVED. Considering the intern was actively cataloging and managing documents in both sites, the lack of access for own's account hinders the activity progress.

In addition, the period of internship should be more lengthened up to 6months in order for the intern to have sufficient time to learn a new things and uplift their skill to become more solid and better.

4.4.2 Recommendations

These enhancements may help the university and industry in the long term and aid in creating a better librarian for the future market. By lengtehend the internship period, it will provide a lot more experience and exposure to the intern before they are going into real work field. In conclusion, it is recommended for the university and industrial to gain mutual agreement in implementing a six 6 months internship period in the future.

CHAPTER 5: CONCLUSION

CHAPTER 5: CONCLUSION

After the five month of internship period, industrial training must be determined for university students in order to let them gain more knowledge and experience related to their scope of learning through internship. Not only it able to help students learn and get beneficial experience for the real work field. It can also capable to give them the exposure and uplift on students' skills such as communication, confident level, team player, technical task in librarianship, and other unknown skills that cannot be getting without go through industrial training. In a matter of fact, the high competitive in the nature of real work fields nowadays are extremely aggressive and this internship opportunity just give them the added value to themselves in competing with other candidates.

To conclude, although real-life working environment might be a lot diverse compared to classes during past semester, hands-on experiences and exercises on past subjects contributed greatly to excel in internship tasks. Librarianship field remains relevant especially as a part of information management in 21st century where information explosions and information overload are still an issue.

In a nutshell, industrial training at PETRONAS Resource Centre has proved the intern to become more prepared to enter and go through the real industry. Is it sorrowful to that internship period at PRC has ended on 31st July 2022 with a great success by obtaining a lot of new experience and valuable knowledge. The intern wished to contribute a lot more to information management field and especially to PRC and university for the effort given to the intern before graduating and joining the real working field.

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APPENDICES

APPENDIX A

Reference:HCI/2021/Internship-5361   **PRIVATE & CONFIDENTIAL**

16 February 2022

MUHD SAFWAN RABANI HAMZAH
4-5-4 PPR SERI ALAM JALAN LAPANGAN TERBANG LAMA,
57100 KUALA LUMPUR
(Tel. No. +6011-2324 4867)

Dear Sir/Madam,

PLACEMENT FOR INTERNSHIP

We are pleased to offer you (herein after referred to as "Intern") a placement for Internship subject to the following terms and conditions:

1.   Details of the Internship placement are as below:

Internship Period	:	**1 March 2022 – 31 July 2022**
Supervisor	:	**Ahmad Munawar Mohmad Anuar**
Department	:	**Petronas Resource Centre**
Location	:	**Petronas KLCC Tower 1, Level 4**
Monthly Allowance	:	**RM1,000.00**

2.   Intern is required to report for the duty on **1 March 2022** (herein after referred to as "Report Duty") at **9:00 am** to:

        Kuganesh Kumar Raj Kumar
        Level 61, Tower 1, PETRONAS Twin Towers
        Kuala Lumpur City Centre
        50088 Kuala Lumpur

PETROLIAM NASIONAL BERHAD (PETRONAS) (20076-K)
Tower 1, PETRONAS Twin Towers, Kuala Lumpur City Centre, 50088 Kuala Lumpur, Malaysia
T: +(603) 2026 5000, 2051 5000 F: +(603) 2026 5050
www.petronas.com

Open

3. PETRONAS shall not be responsible to provide accommodation and transport facilities. All the cost relating to the accommodation and transportation shall be borne by Intern.

4. During the Internship Period, Intern is subjected to all rules and regulation set and enforced by PETRONAS or its Subsidiaries (herein after referred to as "PETRONAS") from time to time including but not limited to behavior, disciplinary and loyalty matters.

5. Interns is required to sign a confidentiality agreement in which the Intern is required to maintain the confidentiality and not to disclose, directly or indirectly, any information whether the information was received directly or indirectly pertaining to PETRONAS's business, including but not limited to, information with respect to operations, procedures, methods, accounting, technical data or existing or potential customers, or any other information which PETRONAS preserved as confidential.

6. Neither Intern nor anyone on behalf of the Intern shall make any claims against PETRONAS for any injuries or accidents experienced by the Intern during the Internship Period arising out due to Intern's negligence.

7. Intern is required to have an insurance protection whether group insurance or personal insurance. The insurance coverage shall be tendered to PETRONAS during the Report Duty date.

8. You are required to signify your acceptance or rejection of our offer on the Reply Form. Should you accept the offer, kindly fil the Reply Form as attached and return it within five (5) days to Business HR Focal person.

9. Please bring the duly completed Letter of Indemnity & Undertaking and Secrecy Agreement and a copy of the insurance protection whether group insurance or personal insurance during the reporting day.

Thank you.

Yours sincerely, *for*
PETRONAS

Salmi Suzana binti Ahmad Fadzil
Head (Student Development & Program Management)
Human Capital Investment
Group Human Resource Management

APPENDIX B

SELF DECLARATION FORM
(To be filled by student)

The PETRONAS Code of Conduct and Business Ethics ("CoBE") sets out the standards of behaviour and ethical conduct expected of each individual to whom the CoBE applies with respect to ethics and integrity and relevant laws. As part of our commitment, PETRONAS expects its counterparty including contractors, subcontractors, consultants, agents, representatives, job applicants, interns and others performing work or services for or on behalf of the Group to comply with all applicable laws and the relevant parts of the CoBE and any other relevant guidelines or manual when performing such work or services.
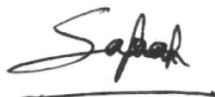
Therefore, before PETRONAS engages a counterparty, we are obligated to conduct appropriate counterparty due diligence to understand the background of our prospective counterparty to ensure that we are dealing with parties that subscribe to the same values and ethical standards of integrity as PETRONAS as well as a requirement for the counterparty to fill up this self-declaration form. The PETRONAS Code of Conduct and Business Ethics is available at https://www.petronas.com/sustainability/governance-and-ethics.

SELF DECLARATION
I hereby understand and acknowledge that PETRONAS observes good business conduct and is committed to adhere to all laws and regulations wherever it operates, guided by the PETRONAS Code of Conduct and Business Ethics ("CoBE"). Accordingly, I hereby confirm and declare that, to the best of my knowledge, that:–

    (a)   am not the target or subjects of any sanctions;
    (b)   have not been engaging in any conduct/activity that would result in breach of any sanctions or becoming a target or subject of sanctions;
    (c)   have not been the subject of any convictions or prosecutions or is it the subject of any pending investigations by a public authority, in relation to in relation to bribery or corruption or money laundering regulations.

Signed by

_____   18/02/2022

Signature   Date

Name: MUHAMMAD SAFWAN RABANI BIN HAMZAH

NRIC No./Passport No.: 971029-14-5361

APPENDIX C

Cawangan Negeri Sembilan
Kampus Rembau

UNIVERSITI TEKNOLOGI MARA

LETTER OF INDEMNITY & UNDERTAKING

To:

Puan Norhayati Abdul Malek
Chief Librarian
PETRONAS Resource Centre
Level 4, Tower 1, PETRONAS Twin Towers
KLCC 50088, Kuala Lumpur

RE: Muhammad Safwan Rabani Bin Hamzah, I/C No. 971029-14-5361
_____

In consideration of PETRONAS, (i) consenting <u>Mr Muhammad Safwan Rabani Bin Hamzah</u>, NRIC <u>971029-14-5361</u> ("Trainee") of discipline <u>Bachelor of Information Science (Hons.) Library Management</u> to undertake and undergo the industrial training programme at PETRONAS Resource Centre ("Company") from <u>1 March 2022</u> until <u>31 July 20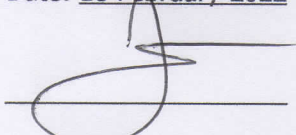22</u> ("Industrial Training Period") and (ii) providing allowance, at the amount as shall be determined by PETRONAS, to the Trainee:

(i)   the University/Institution confirm s that we shall be fully responsible towards the Trainee throughout the Internship Period;

(ii)   the University/Institution hereby agrees and undertakes that the University/Institute shall be liable for and will indemnify PETRONAS all liabilities, loss, claims or proceedings, actions in respect of injuries, including death of, and loss of or damage to property of, the Trainee or the Company or third parties arising out of negligence, any act, omission of the Trainee or contributable to or was partly contributable to the performance of work of the Trainee in the course of the Trainee undergoing the industrial training programme or for any reasons whatsoever.

Date: <u>18 February 2022</u>

<u>Mohd Zailan Bin Endin</u>
<u>Senior Lecturer</u>
<u>Universiti Teknologi MARA</u>
<u>Cawangan Negeri Sembilan</u>
<u>Kampus Rembau</u>
<u>71300 Rembau, Negeri Sembilan</u>

c.c (Head, Centre of Studies)

MOHD ZAILAN BIN ENDIN
Pensyarah Kanan
Fakulti Pengurusan Maklumat
UiTM Cawangan Negeri Sembilan
Kampus Rembau

(UNIVERSITY/INSTITUTION OFFICIAL STAMP)

MZE/LI2022/desktop

Fakulti Pengurusan Maklumat
Faculty of Information Management
www.fpm.uitm.edu.my

Universiti Teknologi MARA
Cawangan Negeri Sembilan
Kampus Rembau
71300 Rembau, Negeri Sembilan Darul Khusus.
Tel : 06-698 2000   Faks : 06-698 2391
https://rembau.uitm.edu.my/

ISO 9001:2015 Certificate No.: 10120156

UiTM *di hatiku*

APPENDIX D

<u>SECRECY AGREEMENT TO BE SIGNED BY STUDENT</u>

In consideration of being permitted to undergo training with <u>PETROLIAM NASIONAL BERHAD (PETRONAS)</u> ("COMPANY"), the undersigned <u>MUHAMMAD SAFWAN RABANI BIN HAMZAH</u> ("STUDENT") hereby undertakes to COMPANY :-

1. that the STUDENT shall at no time without the prior written consent of the COMPANY in connection with any **proprietary and/or confidential** information belonging to the COMPANY or any associates of the COMPANY (including but not limited to confidential information as to formulate, test methods, processes and manufacturing methods, and confidential information as to the business and affairs of the COMPANY) which the COMPANY may wish to entrust to the STUDENT from time to time (such proprietary and/or confidential information hereinafter called "Confidential Information");

   1.1 disclose to any third party the fact that the Confidential Information may be or has been entrusted to the STUDENT.

   1.2 reproduce, copy or use, disclose to, place at the disposal of or use on behalf of any third party or enable any third party to peruse, copy or use any Confidential Information or other documents, drawings, data or other information or any part thereof:-

      (i)   place or to be placed at the STUDENT's disposal by or on behalf of the COMPANY for carrying out the TRAINING for the company;

      (ii)   which the STUDENT may in any other way acquire from the COMPANY or any ASSOCIATES of the COMPANY and which is directly or indirectly related to such TRAINING;

      (iii) which the STUDENT has prepared or will prepare in connection with such TRAINING, in so far as such Confidential Information or documents, drawings, data and other information contain any information placed at the STUDENT's disposal or acquired by the STUDENT as referred to in (i) and (ii) herein.

Open

2. that the STUDENT, upon completion of the training with the COMPANY, shall return to the COMPANY all Confidential Information or documents, drawings, data or other information referred to in Clause 1 paragraphs 1.2 (ii) and 1.2 (iii) hereof that the undertaking as contained in Clause 1 shall not apply:-
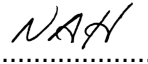
2.1   if and in so far as the fact and any of the documents, drawings, data and other information related in Clause 1 paragraph 1.2 (ii) and 1.2 (iii) hereof respectively are part of public knowledge or literature at the date of their receipt by the STUDENT; as from such date:

2.2   if and in so far as such fact and documents, drawings, data and other information become part of public knowledge or literature subsequent to the date of their receipt by the STUDENT; as from such subsequent date:

2.3   if and in so far as documents, drawings, data and other information similar to such documents, drawings, data and information are already in possession of the STUDENT at the date of their receipt by the STUDENT; as from such date:

2.4   if and in so far as documents, drawings, data and other information similar to such documents, drawings, data and information are subsequently to the date of their receipt by the STUDENT disclosed to the STUDENT by a third whose possession is lawful and is under no obligation not to disclose; as from such subsequent date.

Signed by	:	_Safwan_
Student Name	:	MUHAMMAD SAFWAN RABANI BIN HAMZAH
NRIC/Passport No.	:	971029-14-5361
Date	:	18/02/2022
University/College	:	UNIVERSITI TEKNOLOGI MARA

Signed by	:	_NAH_
Witness Name	:	Nur Amirah Bt Halim
NRIC/Passport No.	:	890420-14-5116
Date	:	24th February 2022
Position	:	Executive, PRC

APPENDIX E

PETRONAS	INTERNSHIP ATTENDANCE SHEET		

A.   TRAINEE DETAILS

NAME	MUHAMMAD SAFWAN RABANI BIN HAMZAH	IC NO	971029145361
DEPT/DIV	PETRONAS RESOURCE CENTRE	COST - CENTRE	
H/P NO	01123244867	EXT NO	
EMAIL	msafwanrabani.hamzah@petronas.com.my	CONTACT PERSON *Dept. Focal/Secretary	Nur Amirah Halim
PETRONAS Scholar	Yes	✓ No	

B.   ATTENDANCE DETAILS

DATE	TIME IN	TIME OUT	REMARKS
1st	8.00 AM	5.00PM	
2nd	8.00 AM	5.00PM	
3rd	8.00 AM	5.00PM	
4th	8.00 AM	5.00PM	
5th			Weekend
6th			Weekend
7th	8.00 AM	5.00PM	
8th	8.00 AM	5.00PM	
9th	8.00 AM	5.00PM	
10th	8.00 AM	5.00PM	
11th	8.00 AM	5.00PM	
12th			Weekend
13th			Weekend
14th	8.00 AM	5.00PM	
15th	8.00 AM	5.00PM	
16th	8.00 AM	5.00PM	
17th	8.00 AM	5.00PM	
18th	8.00 AM	5.00PM	
19th			Weekend
20th			Weekend
21st	8.00 AM	5.00PM	
22nd	8.00 AM	5.00PM	
23rd			Medical Leave
24th			Medical Leave
25th	8.00 AM	5.00PM	
26th			Weekend
27th			Weekend
28th	8.00 AM	5.00PM	
29th	8.00 AM	5.00PM	
30th	8.00 AM	5.00PM	
31st	8.00 AM	5.00PM	

C.   APPROVING AUTHORITY

	TRAINEE	APPROVED BY (Supervisor)
SIGNATURE	*Safak*	
NAME	MUHAMMAD SAFWAN RABANI BIN HAMZAH	
POSITION	INTERN	
DATE	31 MARCH 2022	

Open

E&P Industrial Training Attendance Sheet

INTERNSHIP ATTENDANCE SHEET

A. TRAINEE DETAILS

NAME	MUHAMMAD SAFWAN RABANI BIN HAMZAH	IC NO	971029145361
DEPT/DIV	PETRONAS RESOURCE CENTRE	COST - CENTRE	
H/P NO	01123244867	EXT NO	
EMAIL	msafwanrabani.hamzah@petronas.com.my	CONTACT PERSON *Dept. Focal/Secretary	
PETRONAS Scholar	Yes	✓ No	

B. ATTENDANCE DETAILS

DATE	TIME IN	TIME OUT	REMARKS
1st	8.00 AM	5.00PM	
2nd			Weekend
3rd			Weekend
4th	8.00 AM	5.00PM	
5th	8.00 AM	5.00PM	
6th	8.00 AM	5.00PM	
7th	8.00 AM	5.00PM	
8th	8.00 AM	5.00PM	
9th			Weekend
10th			Weekend
11th	8.00 AM	5.00PM	
12th	8.00 AM	5.00PM	
13th	8.00 AM	5.00PM	
14th	8.00 AM	5.00PM	
15th	8.00 AM	5.00PM	
16th			Weekend
17th			Weekend
18th	8.00 AM	5.00PM	
19th			Nuzul Quran Public Holiday
20th	8.00 AM	5.00PM	
21st	8.00 AM	5.00PM	
22nd	8.00 AM	5.00PM	
23rd			Weekend
24th			Weekend
25th	8.00 AM	5.00PM	
26th	8.00 AM	5.00PM	
27th	8.00 AM	5.00PM	
28th	8.00 AM	5.00PM	
29th	8.00 AM	5.00PM	
30th			Weekend
31st			April until 30th only.

C. APPROVING AUTHORITY

	TRAINEE	APPROVED BY (Supervisor)
SIGNATURE	*(signed)*	
NAME	MUHAMMAD SAFWAN RABANI BIN HAMZAH	
POSITION	INTERN	
DATE	29/4/2022	

Open

E&P Industrial Training Attendance Sheet

INTERNSHIP ATTENDANCE SHEET

PETRONAS

A. TRAINEE DETAILS

NAME	MUHAMMAD SAFWAN RABANI BIN HAMZAH	IC NO	971029145361
DEPT/DIV	PETRONAS RESOURCE CENTRE	COST - CENTRE	
H/P NO	01123244867	EXT NO	
EMAIL	msafwanrabani.hamzah@petronas.com.my	CONTACT PERSON *Dept. Focal/Secretary	
PETRONAS Scholar	Yes	✓ No	

B. ATTENDANCE DETAILS

DATE	TIME IN	TIME OUT	REMARKS
1st	—	—	Weekend
2nd	—	—	Eid Public Holiday
3rd	—	—	Eid Public Holiday
4th	—	—	Eid Public Holiday
5th	8.00 AM	5.00PM	
6th	8.00 AM	5.00PM	
7th			Weekend
8th			Weekend
9th	8.00 AM	5.00PM	
10th	8.00 AM	5.00PM	
11th	8.00 AM	5.00PM	
12th	8.00 AM	5.00PM	
13th	8.00 AM	5.00PM	
14th	—	—	Weekend
15th	—	—	Weekend
16th	—	—	Wesak Public Holiday
17th	8.00 AM	5.00PM	
18th	8.00 AM	5.00PM	
19th	8.00 AM	5.00PM	
20th	8.00 AM	5.00PM	
21st	—	—	Weekend
22nd	—	—	Weekend
23rd	8.00 AM	5.00PM	
24th	8.00 AM	5.00PM	
25th	8.00 AM	5.00PM	
26th	8.00 AM	5.00PM	
27th	8.00 AM	5.00PM	
28th	—	—	Weekend
29th	—	—	Weekend
30th	8.00 AM	5.00PM	
31st	8.00 AM	5.00PM	

C. APPROVING AUTHORITY

	TRAINEE	APPROVED BY (Supervisor)
SIGNATURE	*(signature)*	
NAME	MUHAMMAD SAFWAN RABANI BIN HAMZAH	
POSITION	INTERN	
DATE	31 May 2022	

Open

E&P Industrial Training Attendance Sheet

APPENDIX C

PETRONAS	INTERNSHIP ATTENDANCE SHEET	

A. TRAINEE DETAILS

NAME	MUHAMMAD SAFWAN RABANI BIN HAMZAH	IC NO	971029145361
DEPT/DIV	PETRONAS RESOURCE CENTRE	COST - CENTRE	
H/P NO	01123244867	EXT NO	
EMAIL	msafwanrabani.hamzah@petronas.com.my	CONTACT PERSON *Dept. Focal/Secretary	
PETRONAS Scholar	Yes	✓ No	

B. ATTENDANCE DETAILS

DATE	TIME IN	TIME OUT	REMARKS
1st	8.00 AM	5.00PM	
2nd	8.00 AM	5.00PM	
3rd	8.00 AM	5.00PM	
4th			Weekend
5th			Weekend
6th			Agong's Birthday Public Holiday
7th	8.00 AM	5.00PM	
8th	8.00 AM	5.00PM	
9th	8.00 AM	5.00PM	
10th	8.00 AM	5.00PM	
11th			
12th			
13th	8.00 AM	5.00PM	
14th	8.00 AM	5.00PM	
15th	8.00 AM	5.00PM	
16th	8.00 AM	5.00PM	
17th			Annual Leave
18th			Weekend
19th			Weekend
20th			Annual Leave
21st	8.00 AM	5.00PM	
22nd	8.00 AM	5.00PM	
23rd	8.00 AM	5.00PM	
24th	8.00 AM	5.00PM	
25th			Weekend
26th			Weekend
27th	8.00 AM	5.00PM	
28th	8.00 AM	5.00PM	
29th	8.00 AM	5.00PM	
30th	8.00 AM	5.00PM	
31st			June only 30th

C. APPROVING AUTHORITY

	TRAINEE	APPROVED BY (Supervisor)
SIGNATURE	*(signature)*	
NAME	MUHAMMAD SAFWAN RABANI BIN HAMZAH	
POSITION	INTERN	
DATE	1 July 2022	

Open

E&P Industrial Training Attendance Sheet

INTERNSHIP ATTENDANCE SHEET

PETRONAS

A. TRAINEE DETAILS

NAME	MUHAMMAD SAFWAN RABANI BIN HAMZAH	IC NO	971029145361
DEPT/DIV	PETRONAS RESOURCE CENTRE	COST - CENTRE	
H/P NO	01123244867	EXT NO	
EMAIL	msafwanrabani.hamzah@petronas.com.my	CONTACT PERSON *Dept. Focal/Secretary	
PETRONAS Scholar	Yes	✓ No	

B. ATTENDANCE DETAILS

DATE	TIME IN	TIME OUT	REMARKS
1st	8.00 AM	5.00PM	
2nd			Weekend
3rd			Weekend
4th	8.00 AM	5.00PM	
5th	8.00 AM	5.00PM	
6th	8.00 AM	5.00PM	
7th	8.00 AM	5.00PM	
8th	8.00 AM	5.00PM	
9th			Weekend
10th			Weekend
11th			Eid Public Holiday
12th	8.00 AM	5.00PM	
13th	8.00 AM	5.00PM	
14th	8.00 AM	5.00PM	
15th	8.00 AM	5.00PM	
16th			Weekend
17th			Weekend
18th	8.00 AM	5.00PM	
19th	8.00 AM	5.00PM	
20th	8.00 AM	5.00PM	
21st	8.00 AM	5.00PM	
22nd	8.00 AM	5.00PM	
23rd			Weekend
24th			Weekend
25th	8.00 AM	5.00PM	
26th	8.00 AM	5.00PM	
27th	8.00 AM	5.00PM	
28th	8.00 AM	5.00PM	
29th			Public Holiday
30th			Weekend
31st			Weekend

C. APPROVING AUTHORITY

	TRAINEE	APPROVED BY (Supervisor)
SIGNATURE	*(signature)*	
NAME	MUHAMMAD SAFWAN RABANI BIN HAMZAH	
POSITION	INTERN	
DATE	28/7/2022	

Open

E&P Industrial Training Attendance Sheet

MyPRECISE
WOULD YOU LIKE TO KNOW MORE?

Taylor & Francis
an **informa** business

INCREASING THE IMPACT OF YOUR RESEARCH
22 JUNE 2022 (WEDNESDAY)

Elaine

Digital Communications Director at Taylor & Francis and a communications professional with two decades' experience of engaging wide range of audiences.

22 JUNE 2022
10:00 AM JST

Click here to register

Key Highlights

- How can you make sure your research gets the recognition it deserves? This webinar will explore the tools and tactics that are available to promote your research after publication.

- The speaker will discuss the different groups you may be trying to reach (academic and non-academic), the channels you may wish to use (and common errors to avoid), and case studies where Taylor & Francis authors have taken their findings to a global audience.

MHCV ELECTRIFICATION LANDSCAPE - APAC

MyPRECISE
WOULD YOU LIKE TO KNOW MORE?

22 JUNE 2022
10.00 AM JST

Click here to Register

Key Highlights

- Market Insights on the electrification of medium-sized and large commercial vehicles in APAC will be the highlight of the webinar.

- Against the backdrop of inflationary pressures worldwide, pandemic lockdowns in China, and geopolitical tensions between Russia and Ukraine, how are the growth prospects for MHCV?

- APAC is now at the precipice of an electrification revolution. The region is believed to be lagging behind Europe in EV adoption.

- As APAC joins the electrification race, what will be the key drivers and outlook for the acceleration of electrification in the MHCV segment?

Andrej Divis
Executive Director, Global Truck Research
S&P Global Mobility

Satvik Nikunj
Analyst, Medium and Heavy Commercial Vehicle Forecasting
S&P Global Mobility

S&P Global Mobility

APPENDIX G

HUMAN INFORMATION BEHAVIOUR (HIB)

Muhammad Safwan Rabani Bin Hamzah
Intern March 2022 – July 2022

Present to Puan Haslinda binti Abdullah (Head of PRC)

MARCH 2022

Content   Page Number

Internal

1.0 HUMAN INFORMATION BEHAVIOUR

1.1 Introduction : What is Human Information Behaviour

1.2 Human Information Behaviour Concept

PETRONAS

What is Human Information Behaviour

The totality of human behavior in relation to sources and channels of information, including both active and passive information seeking, and information use. (Wilson, 2000)

How people need, seek, give, and use information in different contexts. (Pettigrew et al, 2001)

To support human adaptation to changing, evolving, and uncertain environments, promoting behavioral changes especially in social contexts. (Montesi,2021)

4

Human Information Behaviour Concept

(Wilson,1981)

Why look for information

What is the purpose the information

How info is retrieved
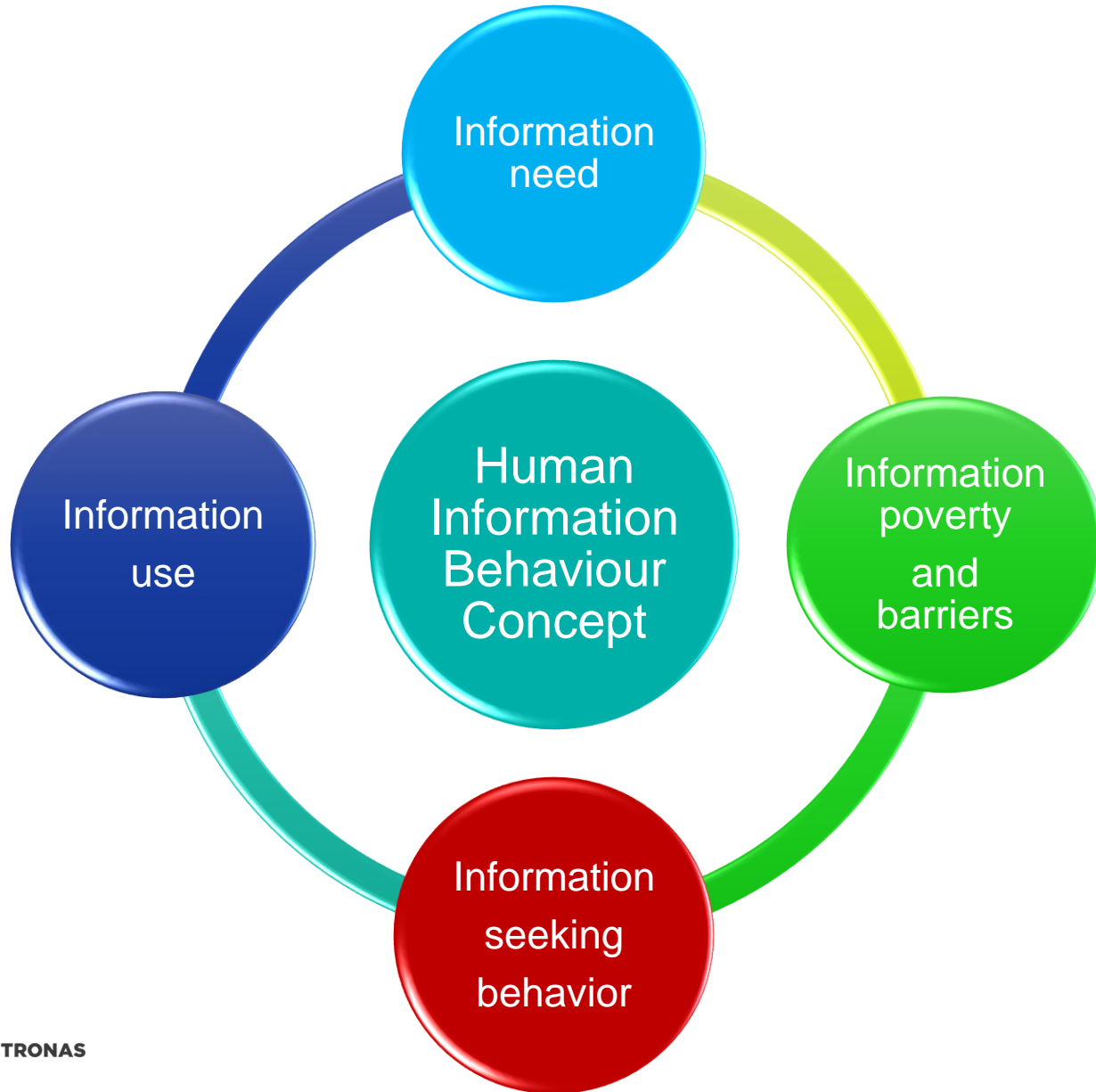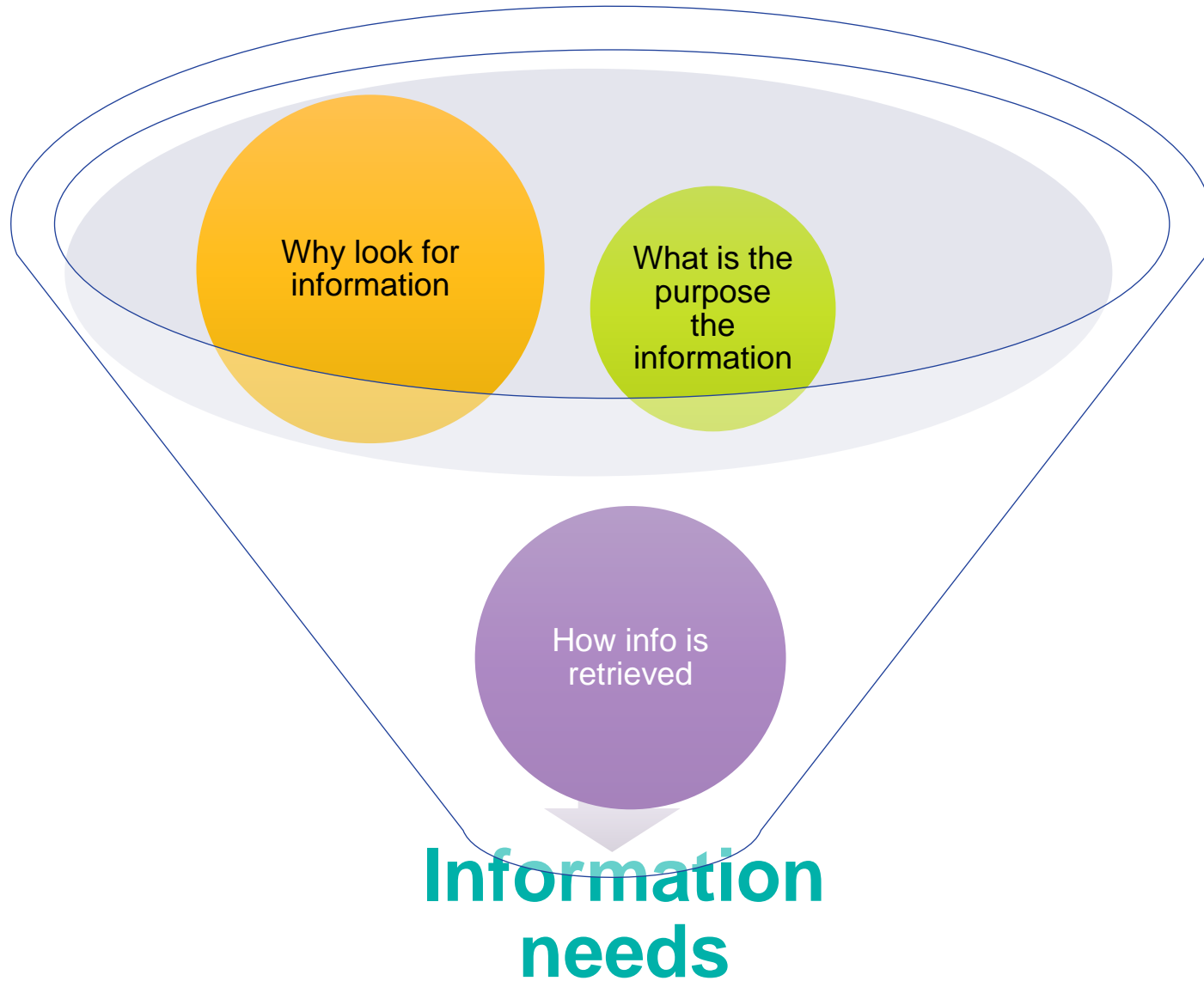
Information needs

(Wilson,1981)

Information-Seeking Behaviour

More specific concept of information behavior

Focuses on searching, finding, and retrieving information

Why the user behaves the way they do

behavioral factors, personal factors, product/service factors and situational factors

(Utkarsh,2015)

Information Use

Information Use

To identify and access information sources.

Secondary driver determined by more fundamental factors

(Savolainen 2017)

Internal

PETRONAS

Information poverty and barriers

- Risk taking
- Deception
- Situational relevance
- Secrecy
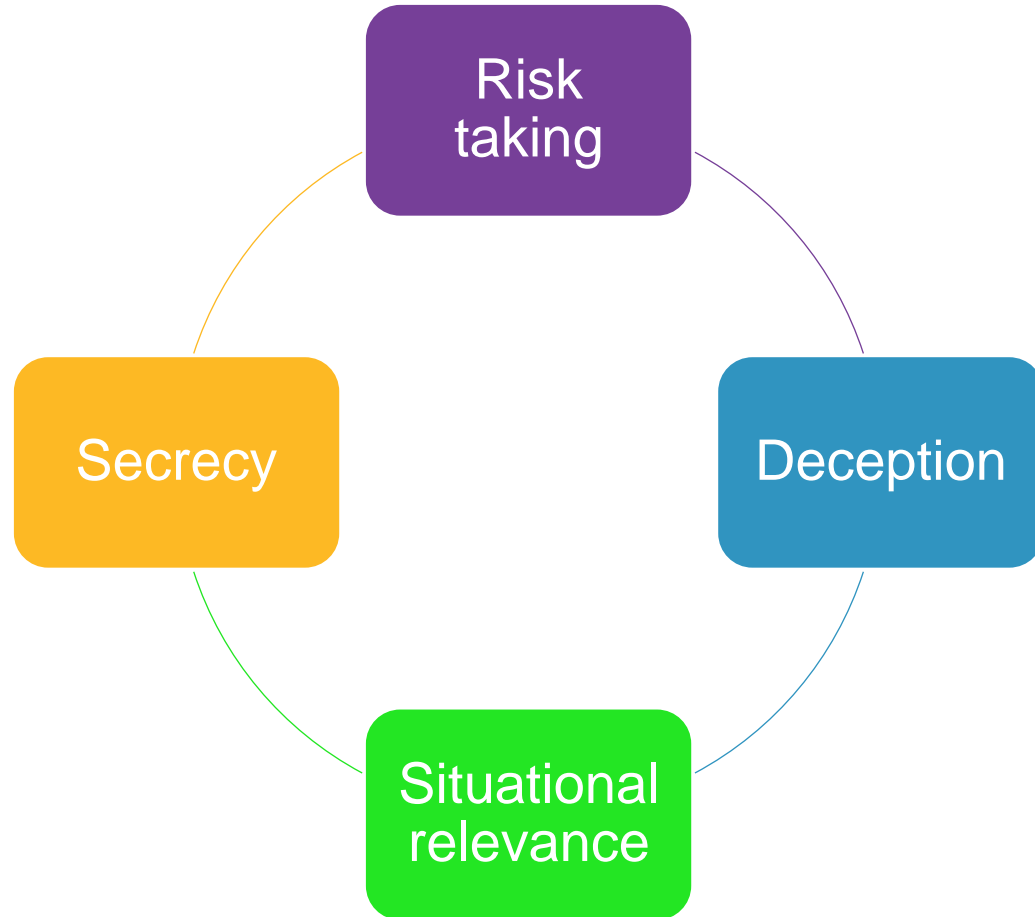
(Elfreda 1996)

2.0 Challenges Implementing Human Information Behaviour

2.1 Case Study

2.2 Benefits,

2.3 Recommendation to PRC

PETRONAS

Internal

Challenges Implementing Human Information Behaviour (HIB)

Adaptation to new trend that affect to information seeking.

- Before the pandemic of Covid-19. People around the globes are not aggressively using digital material or platform to perform information seeking and research.

Less exposure to the latest technology.

- All around the globe are rapidly changing to the digital world as it is much more convenient and can be accessible from anywhere as long as there is internet connection.

Diversity of generation.

- Born on difference generation gives impact to the familiarization and acceptation that influence by human information behaviour.

Adaptation to new trend that affect to information seeking.

Less exposure to the latest technology

Diversity of generation.

2.0 Challenges Implementing Human Information Behaviour

Adaptation to new trend that affect to information seeking.

- Before the pandemic of Covid-19. People around the globes are not aggressively using digital material or platform to perform information seeking and research.

Less exposure to the latest technology.

- All around the globe are rapidly changing to the digital world as it is much more convenient and can be accessible from anywhere as long as there is internet connection.

Diversity of generation.

- Born on difference generation gives impact to the familiarization and acceptation that influence by human information behaviour.

2.1 PRC Information Behaviour Case Study

New user at PRC does not know the presence of official website.

PETRONAS staff encounter difficulties in performing information searching.

PETRONAS user not familiar with PRC official website.

PETRONAS staff that went through PRC official website did not know how to make searching for any article or material they need in order to perform research.

User preferences to library service

User's desire to use library personnel expertise.

PETRONAS

2.2 Recommendation To PRC

Provide video tutorial or guideline.

Organize Information Literacy Program

Establish Live Chat

- To make them aware and know how to utilize the official website of MY Precise.
- Display at DSS around PRC.

- Program organized for new personnel.
- Up skill the information seeking among PETRONAS Staff.

- Improve user experience.
- Capable to fulfill user's requirements.
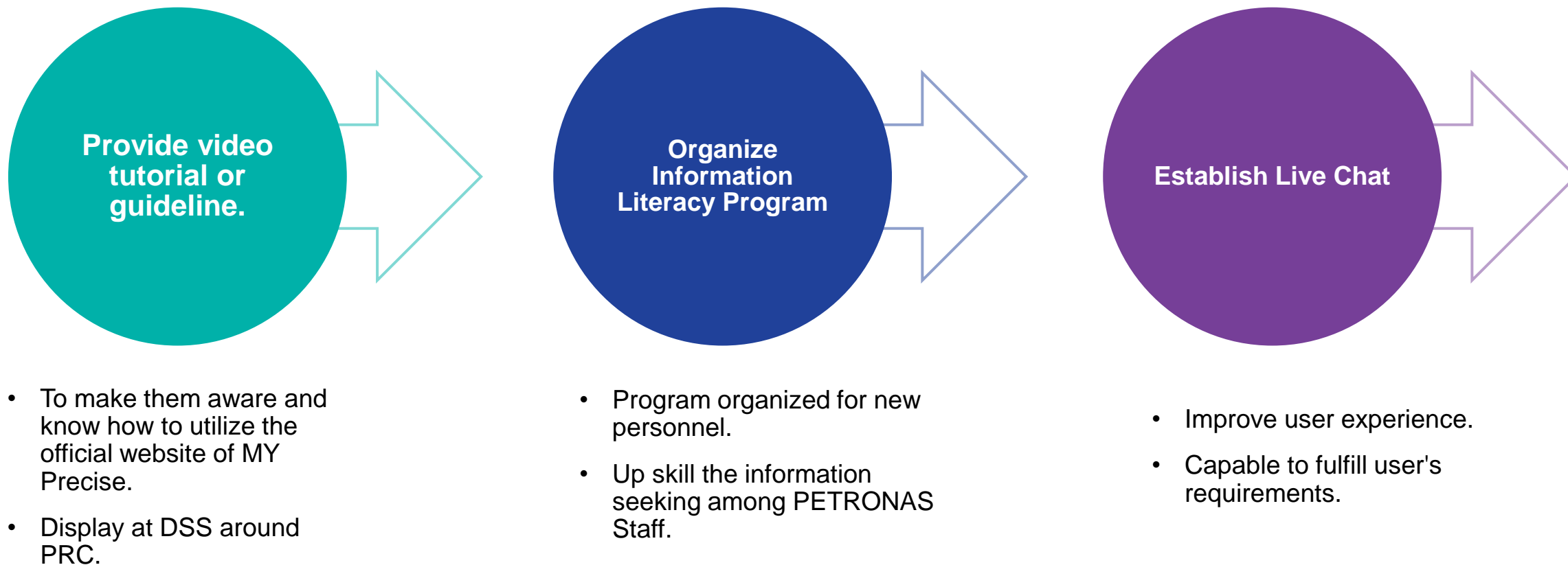
2.3 Benefit Implementing HIB

Provides direction and guide for changes and improvement for future.	Improve user experience.	Able to identify specifically the needs and wants of user that looking for any material needed.
Allows PRC to identify any room for improvement and follow-up with users on their experience with services, also discovering areas to enhance and implement it for future.	Improve and increase user experience in using and utilizing the PRC official website.	Able to cater and fulfilled the user's requirement without having any constraints and able to maintain high efficiency services to the users.

3.0 Conclusion

After the research for this special project has been completed during the internship period. Hopefully it will be beneficial for the PRC to implement it and to improve the PRC services to another level beyond past achievement.

A SMOOTH SEA NEVER MADE A SKILLFUL SAILOR.

PETRONAS
Passionate about Progress

APPENDIX H

PRACTICAL TRAINING LOG BOOK

UNIVERSITI
TEKNOLOGI
MARA

1. **Student's Name**   : MUHAMMAD SAFWAN RABANI BIN HAMZAH

2. **Date & Place of Birth :** 29.10.1997. KUALA LUMPUR

3. **UiTM I/C No.**   : 2019594019

4. **Course**   : LIBRARY MANAGMENT

5. **Year**   : 3   **Part:** 7

6. **Home Address**   : 4-5-4 PPR SERI ALAM, JALAN LAPANGAN TERBANG LAMA, 57100, KUALA LUMPUR

7. **Address During Practical Training:**
   4-5-4 PPR SERI ALAM,
   JALAN LAPANGAN TERBANG LAMA,
   57100, KUALA LUMPUR

8. **Place of Training**   : Petronas KLCC Tower 1, Level 4, PETRONAS RESOURCE CENTRE.

9. **Name of Supervisor In-Charge :** Ahmad Munawar Mohmad Anuar

10. **Duration of Training**

 From: 1ST MARCH 2022   **To:** 28TH JULY 2022

FOR OFFICE USE ONLY:
11. **Remarks: [Dean/ Course Tutor]**

Daily basis opening of the library :

1. Switch on all the light around the PETRONAS Resource Centre.

2. Locate the iPad at the iPad Area.

3. Switch on the Television.

4. Check for any room booking special requirements.

5. Performing news entry for the News Digest to be blast.

6. Check for any unusual arrangements or setting at PRC and tidy up as per opening arrangement.

7. Before going back, ensure there is no user left in the library.

1st March 2022
   i.   Briefing by Human Resource And Management PETRONAS Department, Mr. Kuganesh
   ii. Introductory meetings with intern's supervisor and head librarian PETRONAS Resource Center.

2nd March 2022
   i.   Brief by supervisor about the spectrum official colour for PETRONAS and guideline for making any poster or video. Brief about nature of works and the job scope in general.

3rd March 2022
   i.   Assigned for the first task to search and perform poll software or website for the Club Committee Election and Department Meeting.

4th March 2022
   i.   Involve during department meeting for the voting sessions.
   ii. Given tasks to search for any information literacy module/program for benchmarking to be implement at PRC.
   iii. Meeting with the supervisor to get the full explanation and to clarify any inquiry.

7th March 2022
   i.   Weekly Stand-up meeting with PRC for the progress of every department.
   ii. Perform research for special project.
   iii. Perform daily basis PRC operation.

8th March 2022

    i.   Given task to search for any application or software that can helps user to perform information seeking. The apps need to be installed at iPad to utilise the iPad.

    ii.   Updating the task regarding information literacy module/program

    iii.   Brainstorm and reviewed the finding to the supervisor and need to perform amendment before present to the head librarian in order to implement at PRC.

    iv.   Perform daily basis PRC operation

9th March 2022

    i.   Perform amendment for the task of information literacy module/program.
    ii.   Update the task of seeking information applications.
    iii.   Perform daily basis PRC operation

10th March 2022

    i.   Perform amendment for information literacy module. Prepare slide and content along with video for the module.

    ii.   Given task to prepare a shot video for the contract staff that going to be end on the 31st of March 2022.

    iii.   Perform the process of books circulation.

    iv.   Perform daily basis PRC operation

11st March 2022

    i.   Introduction to stock take.
    ii.   Perform stock take task for business and leadership management.
    iii.   Updating (Electronic Information Subscription) EIS list from supervisor for purchase of materials.
    iv.   Perform daily basis PRC operation

14th March 2022

    i.   Involve with training for appspace.
    ii.   Co in charge for every DSS. Check for maintenance and condition every DSS. Monitor DSS for update when requested.
    iii.   Perform daily basis PRC operation.
    iv.   Guide the other intern student for daily task operation.

15th March 2022

    i.   Updating (Electronic Information Subscription) EIS list from supervisor for purchase of materials.
    ii.   Perform daily basis PRC operation
    iii.   Perform research for special project.

17th March 2022

    i.   Updating (Electronic Information Subscription) EIS list from supervisor for purchase of materials.
    ii.   Perform daily basis PRC operation
    iii. Assists user in getting the monitor connected with laptop by using wireless method. Using Polycom Pano App by PETRONAS. Provide HDMI cable for alternative use.

18th March 2022

    i.   Perform daily basis PRC operation
    ii.   Perform research for special project.

21st March 2022

    i.   Perform daily basis PRC operation
    ii.   Perform research for special project.

22nd March 2022 – Medical Leave

23rd March 2022 - Medical Leave

24th March 2022

    i.   Perform daily basis PRC operation
    ii.   Perform research for special project.
    iii. Propose for special events collab with faculty.

25th March 2022

    i.   Perform daily basis PRC operation
    ii.   Given task to seek for hotels or restaurant for a farewell events and welcoming Ramadhan and new staff that going to held at 1st of April 2022.

28th March 2022

    i.   Perform daily basis PRC operation
    ii.   Follow up with a few restaurant and hotel regarding the reservation.
    iii. Perform the stock take task for the cataloguing room.

29th March 2022

    i.   Perform daily basis PRC operation

    ii.   Follow up with a few restaurant and hotel regarding the reservation.

    iii.   Perform the stock take task for the cataloguing room.

30th March 2022

    i.   Perform daily basis PRC operation

    ii.   Follow up with a few restaurant and hotel regarding the reservation.

    iii.   Perform the stock take task for the cataloguing room.

31st March 2022

    i.   Perform daily basis PRC operation

    ii.   Follow up with a few restaurant and hotel regarding the reservation.

    iii.   Perform the stock take task for the cataloguing room.

    iv.   Prepare the farewell video for the contract staff.

1st April 2022
    i.   Perform daily basis PRC operation

    ii.   Guide and usher all the PRC staff to the Grand Hyatt. Communicate with the Hotels personnel for the sitting arrangement and setting for the food. Recite prayer and emcee for the farewell occasion.

    iii.   Perform the stock take task for the cataloguing room.

4th April 2022
    i.   Perform daily basis PRC operation.

    ii.   Perform the stock take task for the cataloguing room

5th April 2022
    i.   Perform daily basis PRC operation

    ii.   Perform the stock take task for the cataloguing room

    iii.   Learn Cataloging from the materials left from handover sessions.

    iv.   Reports to the ICT department for the news digest issue. Alignment on the main page.

6th April 2022
    i.   Perform daily basis PRC operation.

    ii.   Perform task to search for 220 books categorized on innovation and digital and reading list from top leader around the world and top leader in OnG industry. For the PETRONAS Leadership Center collection at Bangi PLC.

7th April 2022
    i.   Perform daily basis PRC operation.
    ii.   Perform the stock take task for the cataloguing room
    iii.   Perform task to search for 220 books categorized on innovation and digital and reading list from top leader around the world and top leader in OnG industry. For the PETRONAS Leadership Center collection at Bangi PLC.

8th April 2022
    i.   Perform daily basis PRC operation

    ii.   Perform the stock take task for the cataloguing room
    iii.   Perform task to search for 220 books categorized on innovation and digital and reading list from top leader around the world and top leader in OnG industry. For the PETRONAS Leadership Center collection at Bangi PLC.
    iv.   Involved for PRC Open day for Gimmick and video montage preparation.

11th April 2022
  i.   Perform daily basis PRC operation

  ii.   Perform the stock take task for the cataloguing room
  iii. Perform task to search for 220 books categorized on innovation and digital and
        reading list from top leader around the world and top leader in OnG industry. For the
        PETRONAS Leadership Center collection at Bangi PLC.
  iv.   Assist in Set up for the upcoming event from Motorsport that going held event at PRC
        Collaboration space. Formula 1 Racer from Mercedes Team : George Russell.

12th April 2022
  i.   Perform daily basis PRC operation

  ii.   Perform the stock take task for the cataloguing room
  iii. Perform task to search for 220 books categorized on innovation and digital and
        reading list from top leader around the world and top leader in OnG industry. For the
        PETRONAS Leadership Center collection at Bangi PLC
  iv.   Assist on task to complete the memorabilia section that is not completed on the PLC
        Proposal.

13th April 2022
  i.   Perform daily basis PRC operation

  ii.   Perform task to search for 220 books categorized on innovation and digital and
        reading list from top leader around the world and top leader in OnG industry. For the
        PETRONAS Leadership Center collection at Bangi PLC.
  iii. Assist on task to complete the memorabilia section that is not completed on the PLC
        Proposal.

14th April 2022
  i.   Perform daily basis PRC operation

  ii.   Perform the stock take task for the cataloguing room
  iii. Perform task to search for 220 books categorized on innovation and digital and
        reading list from top leader around the world and top leader in OnG industry. For the
        PETRONAS Leadership Center collection at Bangi PLC

15th April 2022
  i.   Perform daily basis PRC operation

  ii.   Perform the stock take task for the cataloguing room
  iii. Perform task to search for 220 books categorized on innovation and digital and
        reading list from top leader around the world and top leader in OnG industry. For the
        PETRONAS Leadership Center collection at Bangi PLC
  iv.   Assist on listing for PRC Asset that going to be reviewed.

18th April 2022
   i.   Perform daily basis PRC operation
   ii. Perform the stock take task for the cataloguing room
   iii. Perform task to search for 220 books categorized on innovation and digital and reading list from top leader around the world and top leader in OnG industry. For the PETRONAS Leadership Center collection at Bangi PLC.
   iv. Assist on listing for PRC Asset that going to be reviewed.

20th April 2022
   i.   Perform daily basis PRC operation
   ii. Perform the stock take task for the cataloguing room
   iii. Completed the 220 books categorized on innovation and digital and reading list from top leader around the world and top leader in OnG industry. For the PETRONAS Leadership Center collection at Bangi PLC.
   iv. Assists in photoshoot for the Group of Human Capital Investment.

21st April 2022
   i.   Perform daily basis PRC operation.
   ii. Assists Information reference and research for managing the confidential room.
        Moving the material from the confidential rooms to the counselling room.

22nd April 2022

   i.   Perform daily basis PRC operation
   ii. Assists Information reference and research for managing the confidential room.
        Moving the material from the confidential rooms to the counselling room.
   iii.

25th April 2022

   i.   Perform daily basis PRC operation
   ii. Given tasks to organize and suggests 1 hour session for aidiladha event. Find mutawwif/ustaz regarding related topic to aidiladha.

26th April 2022

   i.   Perform daily basis PRC operation
   ii. Assists Information reference and research for managing the confidential room.
        Moving the material from archive to the confidential rooms.
   iii. Contacting and finding speaker for the aidiladha events.

27th April 2022
   i.   Perform daily basis PRC operation.
   ii.   Contacting and finding speaker for the aidiladha events.
   iii. Preparing the paperwork for the speaker for the aidiladha events.

28th April 2022
   i.   Perform daily basis PRC operation.
   ii.   Preparing the paperwork for the speaker for the aidiladha events.

29th April 2022
   i.   Perform daily basis PRC operation
   ii.   Follow up with speaker for the aidiladha events. Send the research proposal to be
         reviewed by supervisor.

May 2022

5th May 2022
   i.   Assigned task to find more books for PLC Acquisition of collection under Digital and Innovation category.
   ii. Perform daily basis PRC operation

6th May 2022
   i.   Perform daily basis PRC operation
   ii. Assists user for room booking set up,

9th May 2022
   iii. Task to find more books for PLC Acquisition of collection under Digital and Innovation category.
   iv. Perform daily basis PRC operation
   v.   Assists user for room booking set up,

10th May 2022
   i.   Assigned task to find more books for PLC Acquisition of collection under Digital and Innovation category.
   ii. Perform daily basis PRC operation
   iii. Assists user for room booking set up,

11th May 2022
   i.   Assigned task to find more books for PLC Acquisition of collection under Digital and Innovation category.
   ii. Perform daily basis PRC operation
   iii. Assists on making report to tenant care KLCC Urus Harta for facilities issue at PRC.
   iv. Clear out the assets and equipment in the Audio-Visual Room and move to Room PRC 01.

12th May 2022

    i.   Assigned task to find more books for PLC Acquisition of collection under Digital and Innovation category.

    ii.   Perform daily basis PRC operation

    iii.   Assists on making report to tenant care KLCC Urus Harta for Wi-fi issue at PRC.

    iv.   Having a consultation on the Human Information Behaviour info pack.

13th May 2022

    i.   Assist on labelling and records the asset labelled at PRC01 room.

    ii.   Assists on record and labelled the asset for disposal at Storeroom.

    iii.   Assists user on the polycom connection issue

    iv.   Perform daily basis PRC operation

17th May 2022

    i.   Assists staff to prepare notice and DSS Appspace Display for internal event.

    ii.   Assists on arrange for event and close up area standee and notice.

    iii.   Assists user for room booking set up,

    iv.   Assigned task to find more books for PLC Acquisition of collection under Digital and Innovation category.

18th May 2022

    i.   Assists user on the polycom connection issue

    ii.   Assists on the disposal asset management Excel and PowerPoint

    iii.   Perform daily basis PRC operation

    iv.   Assists user for room booking set up,

    v.   Assigned task to find more books for PLC Acquisition of collection under Digital and Innovation category.

19th May 2022

    i.   Assists user on the polycom connection issue

    ii.   Assists on the disposal asset management Excel and PowerPoint

    iii.   Perform daily basis PRC operation

    iv.   Assigned task to find more books for PLC Acquisition of collection under Digital and Innovation category.

    v.   Assists user for room booking set up,

20th May 2022

    i.   Prepare the PowerPoint and excel for the disposal asset at Storeroom.

    ii.   Assists on arrangement for the room booking.

    iii.   Assists on catalogue the materials for PRC on Vital and Preserve.

    iv.   Training for cataloguing from executive.

23rd May 2022

    i.   Assists on catalogue the materials for PRC on Vital and Preserve.

    ii.   Assists on making report to ICT for My Precise Official Website issue.

    iii.   Assists on guide the Protégé Gees and intern for cataloging process.

    iv.   Assists user on the polycom connection issue

24th May 2022

    i.   Assists on catalogue the materials for PRC on Vital and Preserve.

    ii.   Assists user for room booking set up,

    iii.   Assists on preparing notice for the upcoming event.

    iv.   Assists user on the technical task at library

25th May 2022

    i.   Perform daily basis PRC operation

    ii.   Assists for arrangement for townhall.

    iii.   Assists on catalogue the materials for PRC on Vital and Preserve.

    iv.   Assists user for room booking set up,

    v.   Assists executive on the integrity quizzed events held at PRC.

26th May 2022

    i.   Perform daily basis PRC operation

    ii.   Assists on catalogue the materials for PRC on Vital and Preserve.

    iii.   Assists on research for PESP newspaper article and clipping.

    iv.   Register for Rystard, Wood Mackenzie, IHS Markit, Garner Database.

27th May 2022

    i.   Assists on catalogue the materials for PRC on Vital and Preserve.

    ii.   Assists user for room booking set up,

    iii.   Perform daily basis PRC operation

30th May 2022

    i.   Prepare poster for promotional Gartner.

    ii.   Assisting on research for the PESP article or newspaper clipping from press reader from Jan to Dec 2020.

    iii.   Assists on catalogue the materials for PRC on Vital and Preserve.

    iv.   Assists staff to prepare notice and DSS Appspace Display for internal event.

    v.   Perform daily basis PRC operation

31st May 2022

    i.   Assisting on research for the PESP article or newspaper clipping from press reader from Jan to Dec 2020.

    ii.   Assists on catalogue the materials for PRC on Vital and Preserve.

    iii.   Assists for issue at Design Thinking Suites. Display does not appear on tv.

    iv.   Perform daily basis PRC operation

June 2022

1st June 2022

    i.   Assists on making report to tenant care KLCC Urus Harta for facilities issue at PRC.

   ii.   Perform daily basis PRC operation

  iii.   Handover sessions from RDO to IRR unit.

2nd June 2022

    i.   Assists on making report to tenant care KLCC Urus Harta for facilities issue at PRC.

   ii.   Perform daily basis PRC operation

  iii.   Assists user on the polycom connection issue.

3rd June 2022

    i.   Perform desktop research for PETRONAS Brands Award. Focusing on Malaysia Top Companies: New Sheet (Peers P2 Tab) Tenaga Nasional Berhad (TNB), Maybank, Exxon Malaysia, Shell Malaysia, Petron Malaysia.

   ii.   Perform desktop research for PETRONAS Brands Award. Focusing on International Oil & Gas Companies: Existing Sheet (Peers Tab) Petrobras, Eneos, Woodside, Pertamina.

  iii.   Perform daily basis PRC operation

7th June 2022

    i.   Perform desktop research for PETRONAS Brands Award.

   ii.   Perform daily basis PRC operation

  iii.   Assigned task to find more books for PLC Acquisition of collection under Digital and Innovation category.

8th June 2022

    i.   Assist on speaker for the aidiladha events. Change of speaker from mutawwif to book author.

   ii.   Perform desktop research for PETRONAS Brands Award.

  iii.   Follow up with the speaker for Eid Adha Events.

  iv.   Assists on catalogue the materials for PRC on Vital and Preserve.

9th June 2022

    i.   Record for My library hits promotional activity, poster and announcement.

    ii.   Assists on catalogue the materials for PRC on Vital and Preserve.

    iii.   Perform daily basis PRC operation.

    iv.   Follow up with the speaker for Eid Adha Events.

10th June 2022

    i.   Assists user on how to log in to library resources.

    ii.   Assists on catalogue the materials for PRC on Vital and Preserve.

    iii.   Prepare poster for promotional plan for Bloomberg Webinar.

    iv.   Amendment for the Special project info pack.

13th June 2022

    i.   Amendment for the Special project info pack.

    ii.   Assists user on the polycom installation and equipment for room booking.

    iii.   Perform desktop research for Group Strategic Communication, PETRONAS Brands awards.

    iv.   Prepare poster for promotional plan for Bloomberg Webinar.

14th June 2022

    i.   Assisting on research for the iPad anti-theft lock device for the PRC facilities.

    ii.   Assist on speaker for the aidiladha events. Change of speaker from mutawwif to book author.

    iii.   Perform desktop research for Group Strategic Communication, PETRONAS Brands awards.

    iv.   Prepare poster for promotional plan for Bloomberg Webinar.

15th June 2022

    i.   Perform desktop research for Group Strategic Communication, PETRONAS Brands awards.

    ii.   Prepare poster for promotional plan for Bloomberg Webinar.

    iii.   Amendment for the info pack.

16th June 2022

    i.   Assists on research for, Aapg, Lyell, Seg Geoscience Database

    ii.   Perform desktop research for Group Strategic Communication, PETRONAS Brands awards.

    iii.   Perform daily basis PRC operation.

21st June 2022

    i.   Assisting on research for the iPad anti-theft lock device for the PRC facilities.

    ii.   Assists on research for, Aapg, Lyell, Seg Geoscience Database

    iii.   Perform desktop research for Group Strategic Communication, PETRONAS Brands awards.

    iv.   Perform daily basis PRC operation.

22nd June 2022

    i.   Prepare poster on research for Aapg, Lyell, Seg Geoscience Database.

    ii.   Perform daily basis PRC operation.

    iii.   Perform desktop research for Group Strategic Communication, PETRONAS Brands awards.

23rd June 2022

    i.   Assisting on fill up the PRC Staff Details.

    ii.   Assists on research for, Aapg, Lyell, Seg Geoscience Database.

    iii.   Perform research for collection on promotional records for PETRONAS festive campaign 2008 – 2010

    iv.   Perform desktop research for Group Strategic Communication, PETRONAS Brands awards.

24th June 2022

    i.   Perform research regarding festive campaign at Preserved.

    ii.   Assisting to approach prc staff to fill up the details of staff for record keeping.

    iii.   Submission on research for Aapg, Lyell, Seg Geoscience Database.

    iv.   Perform desktop research for Group Strategic Communication, PETRONAS Brands awards.

27th June 2022

    i.   Assists on facilities at room 2, and IT Media Lab. Does not appear at tv.

    ii.   Perform desktop research for Group Strategic Communication, PETRONAS Brands awards.

    iii.   Assisting on fill up the PRC Staff Details.

28th June 2022

    i.   Assists on facilities at DSS for Astro no display.

    ii.   Perform desktop research for Group Strategic Communication, PETRONAS Brands awards.

    iii.   Perform daily basis PRC operation.

29th June 2022

    i.   Assists on making report to tenant care KLCC Urus Harta for facilities issue at PRC.

    ii.   Perform daily basis PRC operation.

    iii.   Perform desktop research for Group Strategic Communication, PETRONAS Brands awards.

30th June 2022

    i.   Assists on follow up the report for ASTRO issue at PRC.

    ii.   Perform daily basis PRC operation

July 2022

1st July 2022

   i.   Prepare for the Gimmick video opening for PRC Open Day Event.
   ii. Perform daily basis PRC operation
   iii. Assists user on the polycom connection issue.
   iv. Assists supervisor visit to PRC.

4th July 2022

   i.   Assists on follow up the report for ASTRO issue at PRC.
   ii. Assists on trouble shooting for It Media Lab Polycom Issue. The Centre television cannot display as it set up.
   iii. Prepare for the Gimmick video opening for PRC Open Day Event.
   iv. Perform daily basis PRC operation.

5th July 2022

   i.   Assisting on beta run for the My Precise migration system as administrator.
   ii. Prepare for the Gimmick video opening for PRC Open Day Event.
   iii. Perform daily basis PRC operation

6th July 2022

   i.   Assisting on beta run for the My Precise migration system as administrator.
   ii. Prepare for the Gimmick video opening for PRC Open Day Event.
   iii. Perform daily basis PRC operation

7th July 2022

   i.   Assisting on beta run for the My Precise migration system as administrator.
   ii. Prepare for the Gimmick video opening for PRC Open Day Event.
   iii. Assists user on the polycom connection issue.
   iv. Perform daily basis PRC operation

8th July 2022

   i.   Prepare for the Gimmick video opening for PRC Open Day Event.
   ii. Perform daily basis PRC operation.

12th July 2022

   i.   Prepare for the Gimmick video opening for PRC Open Day Event.

   ii.   Assists user on the polycom connection issue.

13th July 2022

   i.   Prepare for the Gimmick video opening for PRC Open Day Event.

   ii.   Assisting on research for any news article related to "PETRONAS Asset Seized at Luxembourg"

   iii.   Assists user on the polycom connection issue.

14th July 2022

   i.   Prepare for the Gimmick video opening for PRC Open Day Event.

   ii.   Assisting on research for any news article related to "PETRONAS Asset Seized at Luxembourg"

   iii.   Assisting on the purchase list of book from KINOKUNIYA Vendor.

   iv.   Assists user on the polycom connection issue.

15th July 2022

   i.   Perform research for current issue of seize PETRONAS assets at Luxembourg. News paper clipping or article related.

   ii.   Assisting on research for any news article related to "PETRONAS Asset Seized at Luxembourg"

   iii.   Made amendment on the list of article related to "PETRONAS Asset Seized at Luxembourg" and handover to executive for further action.

18th July 2022

   i.   Assisting HCI department staff on room booking for departmental use.

   ii.   Assisting staff from PD&T for borrowing furniture from PRC.

   iii.   Perform daily basis PRC operation

   iv.   Prepare for the Gimmick video opening for PRC Open Day Event.

19th July 2022

   i.   Prepare for the Gimmick video opening for PRC Open Day Event.

   ii.   Perform daily basis PRC operation

20th July 2022

   i.   Perform daily basis PRC operation.
   ii.   Prepare for the Gimmick video opening for PRC Open Day Event.
   iii. Assists user on the polycom connection issue.

21st July 2022

   i.   Perform daily basis PRC operation.
   ii.   Prepare for the Gimmick video opening for PRC Open Day Event.
   iii. Assists user on the polycom connection issue.

22nd July 2022

   i.   Perform daily basis PRC operation.
   ii.   Prepare for the Gimmick video opening for PRC Open Day Event.
   iii. Assists user on the polycom connection issue.

25th July 2022

   i.   Presentation to PRC Department for progress throughout the internship period.
   ii.   Perform daily basis PRC operation.
   iii. Prepare for the Gimmick video opening for PRC Open Day Event.
   iv.   Assists user on the polycom connection issue.

26th July 2022

   i.   Perform daily basis PRC operation.
   ii.   Prepare for the Gimmick video opening for PRC Open Day Event.
   iii. Prepare the handover task that need for further action.

27th July 2022

   i.   Perform daily basis PRC operation.
   ii.   Prepare for the Gimmick video opening for PRC Open Day Event.

28th July 2022

   i.   Prepare for the Gimmick video opening for PRC Open Day Event.

Reviewed by :

Shamsinar

Executive
Resource Development & Organisation