



DEPARTMENT OF BUILDING UNIVERSITI TEKNOLOGI MARA (PERAK)

PRACTICAL TRAINING REPORT

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FACULTY OF ARCHITECTURE, PLANNING AND
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It is recommended that the report of this practical training
provided

By

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entitled

**CONSTRUCTION OF STRUCTURE BRIDGE IN
KELANTAN DARUL NAIM**

be accepted in partial fulfillment of requirement has for
obtaining Diploma in Building.

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STUDENT'S DECLARATION

I hereby declare that this report is my own work, except for extract and summaries for which the original references stated herein, prepared during a practical training session that I underwent at IM home Company for duration of 20 weeks starting from 23 August 2021 and ended on 7 January 2022. It is submitted as one of the prerequisite requirements of BGN310 and accepted as a partial fulfillment of the requirements for obtaining the Diploma in Building.

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1.0 ACKNOWLEDGEMENT

Assalamualaikum w.b.t.

Greetings to all.

First and foremost, I thank Allah S.W.T. for assisting me during this practical training during the Covid-19 pandemic outbreak in August 2021. Being able to complete my internship programme in such a high-risk circumstance has made me understand that none of this would have been possible without his help.

Second, I'd want to thank Universiti Teknologi Mara (UiTM) for enabling their students to continue with their internship programme despite the devastating pandemic that struck Malaysia two years ago.

In addition, I'd like to express my gratitude to my lecturer, DR Nor Asma Hafizah binti Hadzaman, for his guidance and instruction throughout my practical training term. Not to mention my bosses at PJZSB Constructions, Mohd Yasir bin Mokhtar and Nek Asmadi bin Samat, who helped me adapt to the public relations and corporate world despite my broadcasting background.

Thank you also to my family and friends for their support during the practical training when I needed it the most. Without them, I may not be able to keep up the pace necessary to complete this internship.

Last but not least, to my darling self, who has remained steadfast in the face of adversity and trials throughout this internship. Being able to get to this stage in time is already the most significant accomplishment of my academic career at UiTM since 2019.

2.0 ABSTRACT

This report describes and explains my journey of internship training at PJZSB Construction within 14 weeks to fulfil the requirement for Apprenticeship. The training started from 23th August 2021 and ended on 06th January 2022 with estimated duration of 14 weeks. PJZSB Construction is a well-known construction company in Malaysia originally known as Pembinaan Jaya Zira Sdn Bhd (PJZSB). The internship training was located in Gua Musang Street, Kelantan. During internship training, I experienced new tasks, work cultures and values in Public Relations and Corporate Communication. This is the first time I experienced real hands-on working environment since both Public Relations and Corporate Communication are quite different from what I studied. Initially, I felt difficult and challenging to adapt with the new environment and the work nature, but eventually I managed to adapt and keep learning from my fellow colleague at PJZSB Construction. While completing the internship, some of my ideas were rejected and some were modified and these experiences helps me to improve myself better and prevent from repeating the same mistakes. My supervisors always give constructive whenever I did some mistakes and I found that it is quite helpful for me to learn and adapt with the new environment. I learned that as a human being; it is normal to make mistakes but somehow we can avoid the mistakes from happening twice by following the procedures. Other than that, the internship program exposed me on how the company runs which is totally different from what being taught in the classroom. I faced with shorter due dates during the internship training which helps me increase my work productivity and critical thinking when creating a new content or completing the task given. Moreover, I'm able to improve my self-confidence and responsibilities towards the task given during the internship period. This can be considered as a preparation for me before starting my future career path. In a nutshell, I believe that this Integrated Internship Program at PJZSB Construction provides me with various work experiences, work cultures and work values which is crucial for me to begin with my future career path. By completing the internship training I believe that this program helps the student in adapting and preparing with the real working environment; despite of the MCO announcement and the SOPs given by the government throughout the training session. I also learned that students should prepare themselves better in language proficiency especially in Bahasa Malaysia and English to strengthen oral presentation and writing skills.

3.0 INTRODUCTION AND OBJECTIVES

3.1 About Pembinaa Jaya Zira Sdn Bhd (PJZSB) : PJZSB Construction

The PJZSB Firm, an integrated infrastructure group with a global presence in 33 countries, was founded on the foundation of PJZSB Construction. PJZSB Construction, formerly known as Syarikat Pembinaan Jaya Zira Sdn Bhd, is currently a full-service construction company that provides services ranging from concept and design through construction and fit-out. In Malaysia, they have a strong presence.

They have built power plants and railway lines, schools and hospitals, iconic high-rise structures that define a city skyline, and villas that redefine luxury, and they have the depth and breadth of experience across a broad spectrum of infrastructure items. PJZSB Construction consistently delivers on time and on budget, with a strong emphasis on quality. Design-driven, they are constantly looking for new ways to provide an amazing, inspiring product, setting new standards in construction that contribute to a country's progress.

They value the effective use of technology to better what we build, as well as having a social conscience and a keen awareness of their impact on the environment and the future. PJZSB Construction is a learning business that encourages and develops its workers to reach their greatest potential. In the process, they're generating a pool of knowledgeable, experienced design and construction industry thought leaders. They also have a strong sense of moral duty, assuring their clients', partners', and businesses' long-term success and viability.

3.2 PJZSB Construction's Objectives

The goal of PJZSB Construction is to improve the quality of life in the areas where they work. PJZSB Construction is part of the PJZSB Group, a global integrated infrastructure developer dedicated to creating value that is not only long-lasting, but also worthy of being long-lasting.

Their philosophy is anchored on the belief of BUILDING THE RIGHT THING, through five (5) cores of PJZSB Group Core Values which are honesty, hard work, moral responsibility, togetherness and vitality.

3.3. YTL Construction's Mission and Vision

3.3.1. Mission

1. To install customer-centric mindset.
2. To embrace innovation through technology.
3. To be design-driven.
4. To be a learning organization.
5. To attain high levels of sustainability.

3.3.2. Vision

“Building life-changing infrastructure that inspires people and nations.

3.4. YTL Construction's Logo



3.5. YTL Construction's Integrated Internship Program : Practical Training

The goal of the programme is to expose energetic young people who are passionate about improving the built environment to various elements of PJZSB Construction's company, depending on their field of study. In-office and on-site exposure, as well as on-the-job training, are all part of the programme.

Students receive not only the information and abilities, but also the experience of working in the construction industry, through this curriculum. Students who perform especially well throughout their internship may be given job opportunities after graduation. The Integrated Internship Program focuses on the following areas:

- Developing the technical skills needed for specific career pathways.
- Development of soft skills to be able to be an active, contributing team player.
- Matching the student's knowledge to work experience opportunities based on individual interests and skills, with the aim of developing specific skill sets.
- Building the student's understanding of and appreciation for PJZSB Construction's collaborative work culture.
- Clearly communicating what is expected of employers and employees in the construction industry, with specific emphasis on PJZSB Construction.

4.0 MAIN REPORT

4.1. List of Duties and Job Descriptions

1. Developing the technical skills needed for specific career pathways.

This is due to the fact that this corporation places a greater emphasis on corporate communication. As an intern, I must constantly be confident in what I am doing; for example, the internship programme continued despite the government's Movement Control Order (MCO). To ensure that the information is transmitted through newsletters and posters, I must read thoroughly and clearly define the phrases in order to remind others of the Standard Operation Procedures (SOPs). In order for the recipients to be well-informed.

2. The development of soft skills in order to be a productive and engaged member of a team.

Because the government has imposed so many limits on the pandemic, I need to be active and contribute to others as a member of the Communication Team. I need to be able to persuade and inform people I've never met face to face.

3. Building the student's understanding of and appreciation for PJZSB Construction's collaborative work culture.

As an intern, I need to know and understand the work culture and value at PJZSB Construction which consist of the five cores which are honesty, hard work, moral responsibility, togetherness and vitality.

4. Employers and employees in the construction business, particularly PJZSB Construction, expect clear communication.

I need to be able to speak and transmit information to other employees and employers fluently as an intern, especially if I am assigned to the Communication Team. For example, when I give a presentation to other employees about a task, I need to be able to explain the problem, identify a good problem, and come up with a better solution to the problem that may develop.

5. Providing a mentoring environment to help build understanding and appreciation for the construction industry as a whole.

Internship programmes should give students with comprehensive training as well as exposure to real-world job environments. In terms of PJZSB Construction's Integrated Internship Program, they present me as an intern with a variety of experiences that I would not have learned in my academic lectures. The ability to observe, adapt, and evolve with your surroundings based on what is needed is the most vital element for a broadcasting student.

Students were instructed and advised to give presentations in English, even if some of them may not be fluent in the language. However, during the internship, no one is judgmental; rather, everyone is helpful to others in order to understand each other and focus on the company's purpose.

5.0 ANALYSIS / REFLECTION

5.1. Practical Training Outcome

During my internship training, I learnt a lot of new things, like how to adapt to a new working environment, how to operate under pressure, and how to communicate professionally.

I learnt to adjust to a new working atmosphere that was vastly different from what I experienced during my studies. Because the assignment has a shorter deadline, I must adjust rapidly in order to be more effective in finishing my task. For example, I must complete each work before the deadline since it will be cross-checked by my supervisor, Nek Asmadi before being submitted to our Head of Department for final approval.

Aside from that, I need to adjust to the new working arrangement, which involves weekly rotating schedules due to government constraints. The limits are necessary to break the pandemic's chain, but they can be difficult at times because I have to deal with my apartment's poor internet connection.

I also learnt how to operate under duress. There were numerous tasks allocated to me that needed to be completed as quickly as possible. For example, when seeking for new content and contacting the website developer while also looking for a training provider to give trainings for the PJZSB Learning Academy, which is set to begin in early 2021. Due to the same due date set by my supervisor, the majority of these jobs must be completed at the same time.

Dealing with clients, such as website developers, can sometimes create strain and pressure because I can only contact with them through phone calls and emails. I don't think it's the ideal method to communicate, but I'm forced to do it by the MCO in order to avoid getting punished by the local authorities. Eventually, I was able to complete the assignment on my own and submit it without any issues.

Last but not least, I learnt how to communicate professionally. Through email, phone calls, online meetings, and face-to-face meetings, I learnt how to handle people professionally. As previously stated, PJZSB is creating a programme for their employees to improve their language abilities, soft skills, technical skills, and more.

5.2. Intern's Evaluation for PJZSB Construction's Integrated Internship Program

5.2.1. Improvements

Students should receive training that is relevant to their course of study from the employer. For example, as a broadcasting student, I anticipate that my internship training will require me to do a lot of video, but since the communication team is more similar to corporate communication, I anticipate that my internship training will require me to do a lot of video. With what I studied during my studies, I understood how corporate companies communicate information to locals and their employees in a distinct way. However, this is beneficial to students since they can learn to adapt to new job environments that are unrelated to their area of study.

Aside from that, the corporation could supply better equipment and editing tools to the trainees, such as a laptop and Adobe Premiere Pro editing software. This will undoubtedly improve the student's mastery abilities, which will be required once they begin working. As a result of the well-prepared equipment, the student will be able to be considerably more productive.

Finally, the firm has the option of increasing the intern's monthly allowance from RM 150 to at least RM 300. The reason for this is that students who are completing an internship are usually responsible for paying rent because they are not living with their families. Aside from that, the cost of transportation and other everyday necessities should be factored in. Because the cost of living in Kelantan is high, students will require a large sum of money to cover all of their expenses.

5.2.2. Strengths

The biggest strengths of the company is that they practiced what they preach. As mentioned before PJZSB construction is a construction company, they have their own philosophy which they believe in these five (5) cores of PJZSB Group Core Values which are honesty, hard work, moral responsibility, togetherness and vitality.

5.2.3. Opportunities

If a student performs well during their internship training, this company will offer the student a job. For example, several former internship students have been awarded contract staff positions and have begun their first careers with PJZSB Construction. Senior employees who are knowledgeable about the company's operations can teach new employees a lot. The internship programme is offered not only to local students, but also to international students, providing a unique opportunity for both the student and the organisation to learn about diverse work cultures and values from across the world.

5.2.4. Threats

Finally, PJZSB Construction faces stiff competition from the likes of IJM Corporation Berhad, Gamuda Berhad, Malaysian Resources Corporation Berhad, and others. The rivalry isn't only about securing government tenders or projects; it's also about how they use social media to communicate with the public, how sensitive they are to current concerns, and how they present themselves to the public.

YTL Construction is a large construction firm, yet there are many other large construction companies that offer greater work culture, values, job possibilities, and public participation options.

5.3. Faculty's Courses Learned and Used in Practical Training

Course	Details
<p>Principle of Translation</p> <p>News Writing and Reporting</p> <p>English for Critical Academic Reading</p> <p>English for Report Writing</p>	<p>I used this course to complete my task especially when researching the content for the Covid-19 poster, media press release for temporary station and email with training provider and website developers for PJZSB Learning Academy and Women in Rail Malaysia website.</p> <p>To write a good content, I need to do a lot of researches on various topics. Through these courses, I'm able to complete my tasks with flying colours because I can easily focus on the topic and type of researches that I wanted to depending on the requirement asked from my superiors. These courses also helped me in developing my writing ability in both languages Bahasa Malaysia and English.</p>
<p>Effective Speaking</p> <p>Communication Theory</p> <p>Introduction to Communication and Media Studies</p>	<p>These courses are very useful when I am assigned to create a video where I need to find participants to be included in the video.</p> <p>Other than that, I use this course to explain and secure a deal with training provider and website developer regarding the assignment given to me for PJZSB Learning Academy and Women in Rail Malaysia website. By using these courses, I'm able to read the room when I'm in the conversation.</p> <p>Finally, these courses helped me to improve my communication skills and avoid problems when having conversation with employers, clients and other colleagues.</p>

5.4. Student's Preparation for Internship Training

1. Company background research

Students should conduct extensive study on the company to which they have applied for an internship. This will provide them with a better knowledge of the company's working environment. Aside from that, it will assist students in physically, psychologically, and emotionally preparing themselves before beginning their internship training at a specific organisation.

2. Multi-tasking

Multitasking should be a skill of an active learner. Basic multitasking skills are a fantastic place for an intern to start their training because we want to impress the company while also presenting a positive image and setting a good example as UiTM students.

3.0 Basic Editing Skill

Students should grasp basic editing skills such as copying, cropping, pasting, aligning, and a few more. Students attend practical training to learn new skills and methods in the relevant industry and company, but without basic editing skills, they will struggle to excel throughout their internship training.

4. A desire to learn

To ensure that their internship training will give them with the best experience in the related business, students should exhibit an enthusiasm in learning new things. They should be able to build their enthusiasm in learning new things by doing some research on the organisation and prepare themselves to perform better during future training sessions.

5. Ability to write and communicate in a foreign language

Some students may believe that they have mastered both languages, particularly Bahasa Malaysia because it is their mother tongue, however students frequently overlook this value because they believe that other skills are more necessary throughout training. Students, in my opinion, should practise and study more to improve their language competence so that they do not experience any difficulties during training, such as fumbling, stuttering, incorrect grammar and tenses, and so on.

5.5. Work Satisfaction at YTL Construction

The working environment at PJZSB Construction is pleasant. In every situation, they put their employers first. Because of their work culture and principles, I found myself satisfied while receiving my industrial training at PJZSB Construction.

First and foremost, communication is important. They supervised their employees' behaviour and work productivity at PJZSB Construction. When their employees have personal or work-related issues, they are willing to talk about it and assist them in resolving the issue. Because they feel that if an employee is distracted by a personal issue, their productivity will suffer, and the company's credibility as an internationally ranked corporation will suffer as a result.

Second, the Stakeholder and Strategic Communication departments at PJZSB Construction work very well together. To achieve our aim, we must work together. This is to ensure that everyone stays active and productive while performing their tasks, despite the fact that they have a lot of due dates to meet. For example, when I was a part of the Christmas Town Hall event, everyone on the team was helpful to one another, despite the fact that some of them had personal tasks due the same week. We assist one another in carrying and arranging meals for all of the personnel while also decorating and prepping the area that will be used during the event.

My supervisor, on the other hand, always gave me helpful input. For example, when I initially started writing for the company, it was very different from the writing I had done during my studies. She showed me how to use more distinct tones and sentences in my writing rather of having it be bland and general. She recommended that I read books on self-improvement, and she also provided me with some materials that I could turn to if I was having difficulty completing the work.

Finally, PJZSB Construction's employees are goal-oriented. They were always clear about what they wanted to accomplish and had a plan in place to get there. It taught me how to set a goal that is ideally and logically achievable in a short amount of time rather than just dreaming big without any strategy or effort. For example, I was tasked with assisting design the 2022 Year Plan. I was considering organising an event on World Forest Day, but I didn't realise it would be impractical given the current pandemic.

6.0 CONCLUSION AND RECOMMENDATION

6.1 Conclusion

PJZSB Construction's Integrated Internship Program allows students to obtain real-world experience in public relations and corporate communications. This training provides the student with a variety of real-world work experience, as well as a diverse work environment and workload. Students learn how to prepare themselves physically, psychologically, and emotionally during a crisis through this internship programme. Furthermore, the student learns to survive in a real-world working environment as a result of the diverse experiences gained during the internship programme. All of this experience will benefit students in the future when they start their real jobs.

Apart from that, despite the MCO announcement and the SOPs provided by the government during the training session, the Integrated Internship Program assists the student in adapting to and preparing for the real working environment.

Last but not least, despite the numerous problems I had during my internship training, I am grateful that I was able to complete it without having to prolong my training at PJZSB Construction.

6.2 Recommendation

My own opinion is that PJZSB Construction should hire more recent graduates who can bring new ideas for programme or event content and design. The proposal will be more fascinating if it is combined with the ideas of newly graduating personnel and experienced staff. It can also be a stepping stone to future success. The organisation should trust new graduates and provide opportunities for them to contribute to the industry.