

INTERNSHIP REPORT

PETROFAC
(MALAYSIA-
PM304) LIMITED



Petrofac 

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2021132453
PROGRAMME BA246 BACHELOR OF
BUSINESS ADMINISTRATION
(HONS) INTERNATIONAL BUSINESS
1 MARCH - 15 AUGUST 2023
SIR MAZ IZUAN BIN MAZALAN

EXECUTIVE SUMMARY

Internships are opportunities for practical training that give students real-world experience related to their areas of study or career interests during the time period allotted by the respective universities, while industrial training gives students a broader experience for their career growth and development. The final year students must participate in industrial training for at least 24 weeks to finish their bachelor's degree in Bachelor of Business Administration (Hons.) International Business. This will expose them to the working world in accordance with their individual fields of study. Students must look for an internship placement during their final semester that has been offered by the relevant company. Petrofac (Malaysia-PM304) Limited was my preferred internship destination from 1st March 2023 until 15th August 2023. Petrofac is one of the operators that operates and is a Production Sharing Contract (PSC) operator to PETRONAS and holds working interest in Block PM304 - amongst the largest oil fields in Malaysia. Through a joint venture with Kuwait Foreign Petroleum Exploration Company (KUFPEC) and Petronas Carigali Sdn Bhd (PCSB). The company is the perfect place for me to complete my final semester of industrial training, and it is also a relevant location for my internship period. This will give me an advantage in my future endeavors once I have officially completed my bachelor's degree. Additionally, I have performed a SWOT analysis for Petrofac (Malaysia-PM304) Limited, which focuses on the company's strengths, weaknesses, opportunities, and threats followed by my views and recommendations regarding the SWOT analysis are then included in this report.

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ACKNOWLEDGEMENT

In the name of Allah S.W.T., The Most Beneficent and The Most Merciful, I would like to praise Allah The Almighty for giving me strength and guidance in completing this written report. I would also be Thank Allah The Almighty for giving His Blessings in accomplishing this written report. Without His Blessings, I would not be able to complete this final internship report. I gave 100% priority in completing this industrial training report which was assigned by our Internship (MGT666) advisor, Sir Maz Izuan bin Mazalan.

I would like to acknowledge it with thanks to my beloved advisor, Sir Maz Izuan bin Mazalan, for his relentless support and dedication because without his guidance, I would not have completed the written report within the time given.

I would like to thank my supervisor at Petrofac (Malaysia-PM304) Limited, Jeffrey Arulandan, Compliance and Assurance Manager for his guidance in assisting me in completing my daily tasks. He also explains a broader approach to the firm. Also, I would like to thank my fellow Compliance and Continuous Improvement team for helping me in adapting towards corporate life in the oil and gas industry.

Not to forget, I would like to thank Industrial training Unit Universiti Teknologi Mara Kampus Bandaraya Melaka (UiTM) for granting me an opportunity to undergo internship at my desired firm which would provide hands-on experience towards daily corporate activities. An Honorable mention goes to my family and my classmates for their courtesy in supporting me throughout my internship.

1.0 STUDENT PROFILE



NURUL FATEHAH BINTI ABU BAKAR

Recent university graduate that is looking for an entry-level position in the business management field or any field related to my course such as Compliance, Supply Chain, Administration, Human Resource, Marketing where I can utilize the extensive knowledge I gained during my internship period. Available to work in October.

Education Level

Universiti Teknologi MARA (UiTM) Kampus Bandaraya Melaka - Melaka Mac 2021 - Present
Bachelor Degree in Business Administration (HONs.) International Business,
Cumulative GPA: 3.55/4.00 (Semester 5)

Universiti Teknologi MARA (UiTM) Segamat, Johor - Segamat, Johor Sep 2018 - Jan 2021
Diploma in Investment Analysis,
Cumulative GPA: 3.52/4.00

Work Experiences

Petrofac (Malaysia-PM304) Limited - Menara Prestige, Kuala Lumpur March 2023 - Present
Compliance Intern

- Assisted compliance and assurance manager in overall compliance process.
- Using Microsoft Excel and Dow Jones system (Petrofac Vendor Due Diligence) in monitoring risk mitigation of vendors.
- Monitored provided documents during Joint Venture Audit and assisted compliance and assurance manager in answering queries from auditors.
- Assisted in random assurance analysis such as tender bidding list and Standard Technical & Evaluation Criteria (STEC).
- Analyzed samples Procurement Assurance Review (PAR) Audit by PETRONAS by conducting thorough investigations and gathering data.
- Understood the 4 quadrants in compliance and continuous improvement.
- Assisted in making poster for Introduction to new comers about Due Diligence.
- Learned to use IncidentXP to do Root Cause Analysis (RCA).

Pak Lang Kopitiam - Port Dickson, Negeri Sembilan - Sep 2022
Part Time Cashier

- Handled 90+ daily cash and credit transaction, answered customer inquiries & delivered prompt and friendly service.
- Ability to work under pressure and continue to work efficiently during busy periods
- Interacted with customers with excellent communication skills and customer service includes talking to the customer in a friendly tone and sharing helpful information about products.

Eco Shop Marketing Sdn Bhd - Port Dickson, Negeri Sembilan - Mar 2018

Part Time Sales Assistant

- Improved customers shopping experience by utilizing product knowledge to provide personalized recommendations that lead to increased sales revenue.
- Ensured accurate inventory counts for over 300 items by counting stock and timely identifying and reconciling any discrepancies.

Organizational Experience

Enchanting Malaysian Borneo - Nov 2022

Committee Member

- Enabled to complete our signboard for Corporate Social Responsibility (CSR) in Kampung Sambah, Sabah as planned on time.
- Achieved our objective to go to Sabah for an academic visit because we successfully visited Universiti Malaysia Sabah (UMS) to exchange knowledge about International Business.
- Committed to all the activities that have been planned throughout the trip for 5 days and 4 nights because we managed to finish all the activities as tentatively.

Kelab Debat dan Pidato - Jan 2021

Treasurer

- Managed the club's cash flows and liquidity by making sure it has enough money to pay its activities and meet its short- and long-term objectives

Team Building of Debate Club - Nov 2019

Project Leader

- Acted as to supervise all the general operations during the team building.
- Delivered the effective decision making regarding the flow plan of the event and ensuring the team building run smoothly according to the plan.
- Worked closely with the project manager and all the teams in Debate Club to guide them about their job scope during the event of Team Building.

Certificate

- Majlis Menandatangani Memorandum Persefahaman (MoU) antara UiTM dan CGS-CIMB (2020)

Skills

- **Soft Skills:** Team Leadership, Customer Service, Time Management, Willingness to learn
- **Hard Skills:** Advanced Microsoft Words, PowerPoint, Excel, Adobe, Canva, Dow Jones System

References

1. **MOHD ISHAM BIN ABIDIN**
Lecturer International Business
UiTM Kampus Bandaraya Melaka

2. **JEFFREY ARULANDAN**
Compliance and Assurance Manager
Petrofac (Malaysia-PM304) Limited

2.0 COMPANY'S PROFILE



Figure 1.0 Petrofac Malaysia (PM-304) Limited

Petrofac is a global provider of oilfield services with its headquarters in London, United Kingdom. The business is a global leader in offering oil and gas companies engineering, construction, operations, and maintenance services. It has a diverse clientele that includes national and international oil firms and works in over 30 different countries worldwide. Since its founding in 1981, Petrofac has developed into a significant force in the oil and gas sector, offering a comprehensive range of services to support the whole oil and gas value chain. The business provides conceptual studies, comprehensive engineering, procurement, building, installation, commissioning, and start-up services for onshore and offshore facilities.

Petrofac Malaysia (PM-304) Limited is a subsidiary of Petrofac, a global oil and gas services company headquartered in London, UK. With operations in more than 30 nations worldwide, the company was founded in 1981 and has since emerged as a major supplier of oil and gas services. PM-304 is a Malaysian-registered company that works in the offshore oil and gas sector. The business is well-established in Malaysia, where it offers a broad range of services to oil and gas corporations engaged in maritime operations there. Engineering, procurement, construction, installation, commissioning, and maintenance are just a few of the services offered by PM-304. The business's committed team of experts has years of experience in the oil and gas sector, allowing it to offer its customers top-notch services.

PMY is a Production Sharing Contract (PSC) operator to PETRONAS and holds a 35.3% working interest in Block PM304 - amongst the largest oil fields in Malaysia. Through a joint venture with Petronas Carigali Sdn Bhd (PCSB) and Kuwait Foreign Petroleum Exploration Company (KUFPEC), PMY is entrusted to be the operator for petroleum operations that involve exploration, field development, production, and abandonment for Block PM304. In 2004, Petrofac made its investment in Malaysia through Cendor PM304. Then in 2006, Petrofac (Malaysia-PM304) Limited was incorporated to oversee operations and activities involving Block PM304. Cendor Phase 2 (CP2) took place in 2009 and in 2011, Petrofac Energy Developments Sdn Bhd (PEDSB) was incorporated for the purposes of developing and producing from the Berantai field. Berantai operations was handed over safely to PETRONAS in 2016.

The national oil and gas firm of Malaysia, Petronas, is one of PM-304's principal customers in Malaysia. Petronas' exploration, production, and development efforts in the nation's waters are supported by PM-304's vital services. Other significant international oil and gas corporations operating in the area are also served by the company. In the Malaysian oil and gas sector, PM-304 has a proven record of accomplishment of successfully completing several projects for its clients. Numerous offshore projects, including platforms, pipelines, and subsea systems, have been successfully completed because of the company's engineering, procurement, and construction experience. All of PM-304's projects demonstrate the company's dedication to quality, safety, and environmental sustainability, and all its activities follow the strictest industry standards.

Overall, PM-304 plays a significant role in Malaysia's oil and gas sector by offering crucial services to support the nation's maritime exploration, production, and development activities. With its extensive experience, knowledge, and dedication to quality and safety, PM-304 is in an advantageous position to play a significant role in the growth of Malaysia's oil and gas industry for many years to come.

2.1 PURPOSE

Petrofac's purpose is to enable their clients to meet the world's evolving energy needs.

Three cornerstones underpin this:

- their strategy
- the organization that delivers it
- the values that guide its everyday application

Combined, they support their purpose and the discharging of their responsibilities to all stakeholders.

2.2 VALUE

Their four values are fundamental to who they are and what they do.

They are the core principles that guide and direct their business. Acting as their compass, and informing their decision-making, they are inherent in every Petrofac project and contract. As well as expressing who they are now, they encapsulate where they are headed, and what their clients expect of them.

1. Driven

They aim higher. Delivering the best result, every time

- They invest in their knowledge and capability to become experts in their field.
- They look beyond the easy route, and find new ways to inspire each other and those they work with
- Their focus on service quality is unwavering. They always strive to optimize value for clients.

2. Agile

They have a responsive mindset and problem-solving culture.

- They anticipate change, evaluate risk, and adapt quickly to stay ahead.
- By combining curiosity and creative thinking, they navigate obstacles and find effective solutions.
- They embrace innovation and partner on technology to maximize productivity.

3. Respectful

They are good corporate citizens.

- If it is not the right thing, they do not do it. They never compromise on their responsibilities.
- They care about, respect and protect their people, host communities and the environment.
- They invest in long-term, trusted relationships that drive equally high standards.

4. Open

They work together for success.

- They create an inclusive environment where different opinions, ideas and experiences can thrive.
- They encourage honesty, actively listen to each other, and face challenges as a team.
- Driving the right solution matters to us. They value collaboration and welcome opportunities to learn and improve.

2.3 BACKGROUND OF ESTABLISHMENT

Petrofac Malaysia (PM-304) Limited is a subsidiary of Petrofac Limited, an international service provider to the oil and gas production and processing industry. In order to provide engineering, procurement, construction, commissioning, operations, and maintenance services to the Malaysian oil and gas industry, Petrofac Malaysia was founded in 2007. With its headquarters in Kuala Lumpur, Petrofac Malaysia employs more than 1,000 people. The Keabangan gas field development project, the Bukit Tua field development project, and the Sepat field development project are just a few of the significant projects the company has worked on in Malaysia.

A reputable and dependable partner in the Malaysian oil and gas industry, Petrofac Malaysia has a proven record of accomplishment of completing projects on time and under budget. Numerous accolades and certifications, including the OHSAS 18001:2007 and ISO 14001:2015 certifications for occupational health and safety and environmental management, respectively, have been bestowed upon the organization in recognition of its dedication to safety, quality, and environmental stewardship.

2.4 ORGANIZATIONAL STRUCTURE

1. Organizational chart

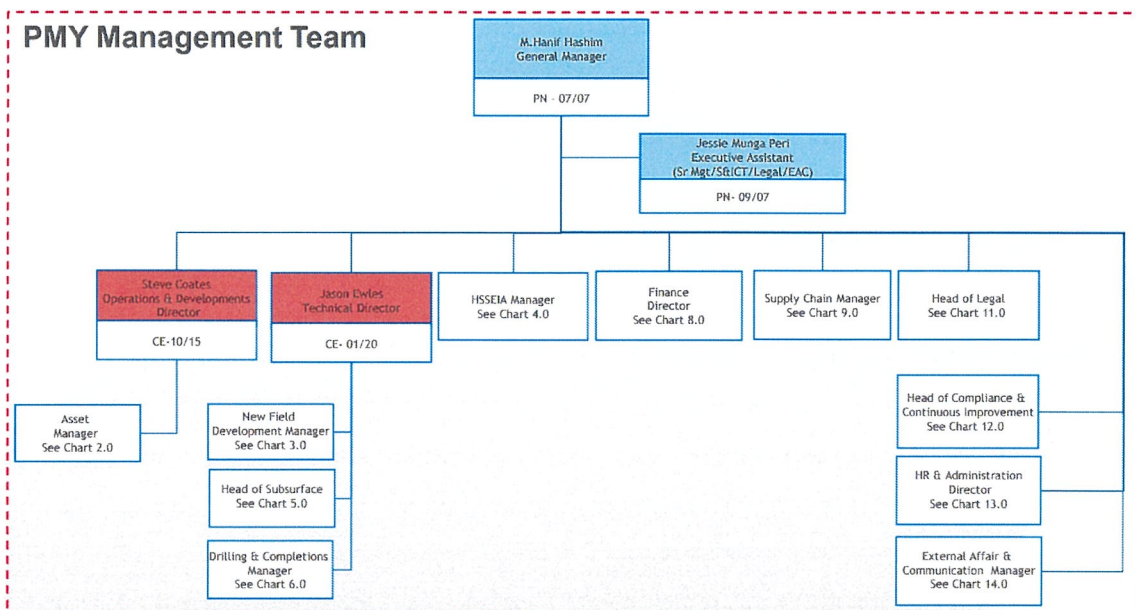
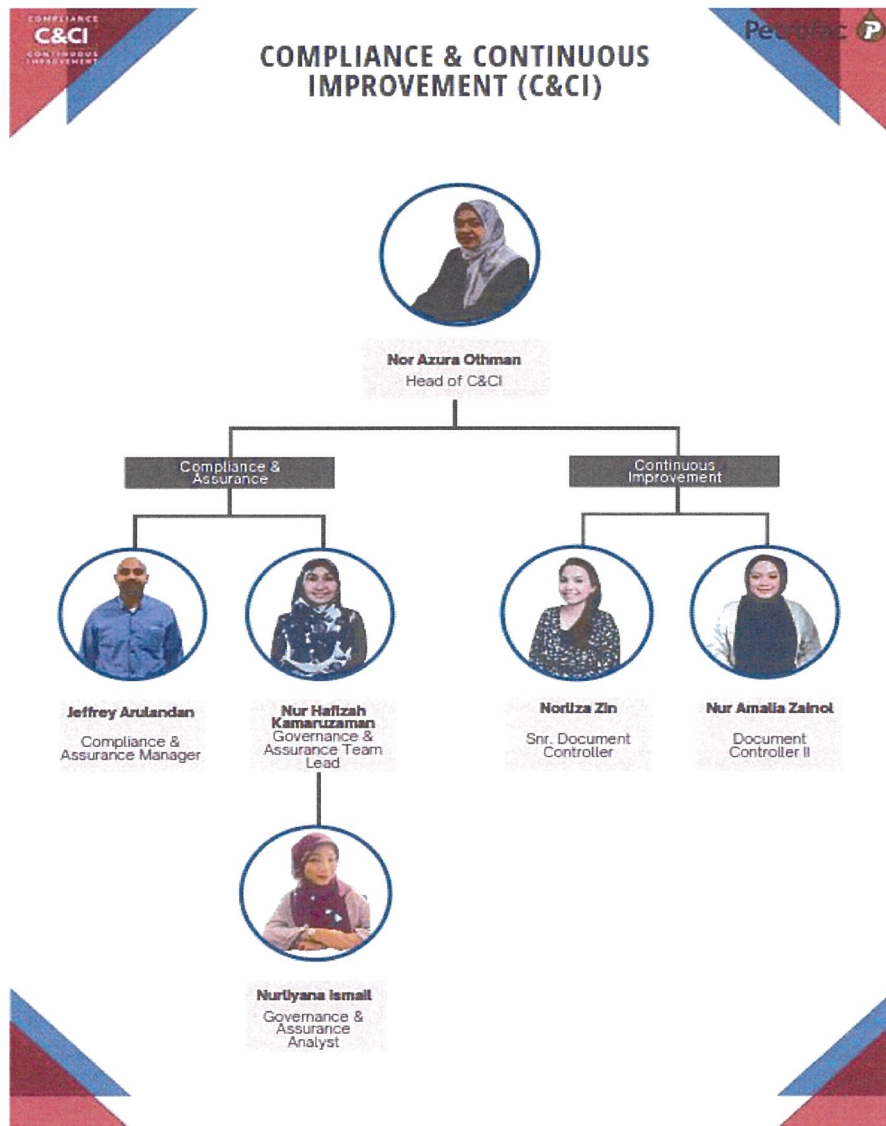


Figure 1.1 above shows the current organization chart of Petrofac (Malaysia-PM304) Limited. The chart contains the name of the General Manager and departments that are available at Petrofac (Malaysia-PM304) Limited.

2. Compliance Department Organizational Chart



I have been assigned to the Compliance and Continuous Improvement of Petrofac (Malaysia-PM304) Limited, located at level 28 in Menara Prestige. The department is led by Head of C&CI (COMPLIANCE & CONTINUOUS IMPROVEMENT) (COMPLIANCE & CONTINUOUS IMPROVEMENT), Nor Azura Othman. There are 6 people in the department, and I was working under Jeffrey Arulandan.

2.5 SERVICES OFFERED

In Petrofac, they provide a range of services in the oil and gas industry. They design, build, manage and maintain oil, gas, refining, petrochemicals and renewable energy infrastructure. Under the terms of the Block PM304 Production Sharing Contract, the field was developed by Petrofac (Malaysia) Limited, Kuwait Foreign Petroleum Exploration Company, and PETRONAS Carigali Sdn Bhd. However, Petrofac Malaysia, PMY is tasked with acting as the operator for Block PM304's petroleum operations, which include exploration, field development, production, and abandonment. On June 23, 2021, the East Cendor field in Block PM304, 140 kilometers off the coast of Peninsular Malaysia, began producing oil.

After Cendor, West Desaru, and Irama, East Cendor is the fourth development in the Block PM304 series. The project involves building a single new Wellhead Platform (WHP) and a new pipeline connecting the field to the current FPSO (FLOATING PRODUCTION, STORAGE AND OFFLOADING) Cendor, totaling 6.3 kilometers. The field is anticipated to produce approximately 7,000 barrels of oil per day at its peak, extending the Block PM304's economic life.



West Desaru



Cendor MOPU (MOBILE OFFSHORE PRODUCTION UNIT)



Cendor



East Cendor

3.0 TRAINING REFLECTION

3.1 Training Duration

Internship Period	1 st March 2023 – 15 August 2023
Weekly Working Days	Monday - Friday

3.2 Operation Hours

As the flexible working hours policy are practices in the firm, the official working hours in the firm commences at **8.00 a.m. to 6.00 p.m.** the personnel have the flexibility to begin their work from 7.00 a.m. to 9.00 a.m. which they need to fulfil the daily 10 hour working day requirement which included 1 hour for lunch hour and 1 hour to cover on Friday as Friday is a half day. Below is a table containing the working hours in the organization:

Core Working Hours	8.00 a.m. – 6.00 p.m.
Other Working Hours	7.00 a.m. – 5.00 p.m.
	7.30 a.m. – 5.30 p.m.
	8.30 a.m. – 6.30 p.m.
	9.00 a.m. – 7.00 p.m.

3.3 Working Schedule

The employees need to work in the office from Monday until Thursday and as for Friday, we are given flexibility to work from home. However, if we are required to work from the office during the day that we are scheduled to work from home with the authority from our superiors.

3.4 Training Details

I was placed under Jeffrey Arulandan, Compliance and Assurance Manager, which involves assisting him in various tasks related to compliance and assurance. The department is making sure that our organization always acts responsibly and conducts our business in full compliance with the 4 Quadrants (4Qs) of PMY Governance. We are charged not just with keeping our organization's business dealings ethically sound and legally pristine, but with educating the entire organization and instituting practices that will ensure the highest possible level of compliance.

3.5 List of Duties and Responsibilities

a) Conducting due diligence in Dow Jones system.

- Conducted due diligence on clients, vendors, and other third parties to ensure that they were not involved in any illegal or unethical activities that could put the company at risk.
- Checked active vendors to ensure that they do not have any pending risks and that they have provided all the necessary documents to ensure compliance.
- Monitored weekly due diligence on risk mitigation for both open and new vendors.
- Checked the attached document of contractors in Dow Jones to find its accuracy for the quarterly periods of 2021, 2022, and 2023.

b) Supporting my supervisor during the Joint Venture Audit.

- Created a folder for internal to gather all documents needed for the JV (Joint Venture) Audit where focal person from other departments can insert the required document in the folder.
- Monitored the provided documents and made sure that all documents were adequate.
- Worked closely with other members of the audit team and with joint venture partners to gather information and resolve issues.
- Tasked with communicating with the auditors and relaying any queries on documentation. After receiving the right documents, I handled compiling and reviewing them to ensure that all inquiries were satisfied.

c) Helping in Random Audit – Analysis in Bidder Response.

- Helped in extracting data from Excel and devised a new analysis to determine the number of bidders who accepted or rejected the tender opened to the selected contractors.
- We made several charts that allowed for a more comprehensive and nuanced analysis of the information at hand, enhancing data visibility and providing valuable insights.
- Keyed in the information of the findings in Excel and made some updates on statistical analysis.
- I presented some analysis I conducted to the compliance team to gather ideas on improving my work.
- Prepared a slide presentation containing the finalized analysis, reviewed by the compliance department team. This presentation will be delivered to the focal person from the Supply Chain Management team to discuss the analysis's outcomes.

d) Assisting in Root Cause Analysis (RCA)

- Read about the Root Cause Analysis (RCA) and how the system, IncidentXP works.
- Analyzed together with compliance team on samples Procurement Assurance Review (PAR) Audit by PETRONAS that provided by Supply Chain Management and try to find the root cause of the findings.
- Extracted the root cause by using fishbone diagram and learnt how to insert the information in the IncidentXP system.
- Prepared a slide presentation of the findings, discussed the outcomes with the compliance team and focal person, and brainstormed solutions to avoid repetitive mistakes.

e) Do a sharing session during Compliance Monthly department meeting and Governance Review Board (GRB)

- Presented a presentation about Data Privacy and methods to protect information from data breaches during compliance monthly meetings with compliance and continuous improvement.
- Participated in the Governance Review Board meeting with the MTs (MANAGEMENT TEAM) (Management Team) and the general manager to review the company's performance and I had the opportunity to present my compliance moment for the opening.

3.6 Training Gains

Intrinsic Benefits	Extrinsic Benefits
<ul style="list-style-type: none">- A clearer picture on upstream industry- Enhancing soft and hard skill sets- Opportunity to engage with students and colleagues from different business functions.- Gain a better understanding of my strengths, weaknesses, and areas for improvement.	<ul style="list-style-type: none">- Monthly allowances of RM800- 1-day annual leave every month

4.0 SWOT ANALYSIS

Internal Factors	Strengths <ul style="list-style-type: none">- Working flexibility- Employee Benefits	Weaknesses <ul style="list-style-type: none">- High attrition rate in work force- Controversies
External Factors	Opportunities <ul style="list-style-type: none">- Skilled Worker- Global Expansion	Threats <ul style="list-style-type: none">- Run out of oil and gas in the future.- High Competition

4.1 Strengths

1. Working flexibility

- Petrofac Malaysia offers flexibility in working hours, allowing employees to choose to arrive between 7 a.m. and 9 a.m. Additionally, with supervisor permission, employees can opt to work from home.

2. Employee benefits

- Petrofac Malaysia offers a lot of benefits for employees, such as health insurance, job training, a good salary, long-service awards, employee discounts and offers, and many more.

4.2 Weaknesses

1. High attrition rate in work force

- Petrofac Malaysia has a higher attrition rate compared to competitors. More employees are leaving the job, and as a result, it is spending more on training and development as employees keep leaving and joining.

2. Controversies

- There have been a few controversies involving Petrofac in recent times. One recent allegation was the 'Big Ben' scandal between Petronas and Petrofac. Not only that, in 2021, investors of Petrofac UK sought legal action regarding bribery allegations within the company.

4.3 Opportunities

1. Skilled workers

- The number of skilled workers in the nation has expanded because of increasing education and training provided by different institutions. As a result, Petrofac Malaysia Limited would save money if it could hire skilled labor and spend less on training and development.

2. Global Expansion

- Petrofac is known for entering new markets and conquering them and hence expansion to new locations and countries is always an opportunity for the company.

4.4 Threats

1. Run out of oil and gas in the future

- Petrofac Malaysia is known as an operator for PETRONAS which they find crude and sell it. However, Malaysia is one of the countries that is rapidly running out of oil.

2. High competition

- The oil and gas industry are highly competitive due to factors like global demand, volatile prices, exploration challenges, technological advancements and more, making it difficult for other oil and gas companies to meet the demand.

5.0 DISCUSS AND RECOMMENDATION

5.1 Strengths

The company has flexible working hours, according to which the company's official operating hours begin from 7.00 a.m. to 5.00 p.m. daily. The employee has the flexibility to choose to attend the office from 7.00 a.m. to 9.00 a.m. and their working hours would end in between 5.00 p.m. to 7.00 p.m. depending on the hours that they have commenced their working hours. The flexible working arrangement minimizes the cost and duration of commuting to the workplace as they do not rush to the office due to the flexible working policy. Not to mention, the flexibility to work from home with approval and 1 day work from home per week.

Flexible scheduling enables workers to deliver higher-quality results. Employees who work a set 9–5 daily shift experience burnout and reduced productivity since they are tied to their own job responsibilities. According to a study, adopting a working from home strategy increases productivity levels by 13% (Bloom, 2020). They can work at any time if they can get access to the internet and official systems to complete their allocated assignments (Carnevale and Hatak, 2020, Mariani and Fosso Wamba, 2020, Hodgson and Wigglesworth, 2020). Regardless of their status or rank, mental health has become a major worry today because it has previously claimed the lives of many innocent people. Due to the workload of chores, office politics, and favoritism, workplace stress persists even among employees who genuinely enjoy their work. When compared to those with inflexible work schedules, only 20% of those who had flexible work schedules reported experiencing undue stress at work (Kenexa High Performance Institute).

Petrofac (Malaysia-PM340) Limited should continue this strategy. For recommendation, Petrofac can provide the equipment and resources they need to operate remotely or from home successfully. This entails providing access to dependable internet connections, safe remote access to corporate systems, and explicit rules for the expectations and communication methods of remote work. On top of that, the higher level can encourage team members to work together and communicate openly

regardless of where they are physically located. To sustain efficient teamwork and engagement, use technological platforms that enable virtual meetings, document sharing, and in-person collaboration. Petrofac (Malaysia-PM304) Limited can further enhance the advantages of flexible scheduling by putting these recommendations into practice, which will boost employee satisfaction, productivity, and overall organizational performance.

5.1.2 Employee Benefits

Working in Petrofac (PM-304) Malaysia and other professional services industries would provide benefits for the employees. In Petrofac, Petrofac Malaysia (PMY) provides a lot of benefits for their employee. For example, employees must contribute to the Employee Provident Fund (EPF) from their respective basic salary at a rate prescribed by the Employees Provident Fund Act, 1991. Employees that serve the company more than 4 years and up to 6 years contribute 16% of their basic income to EPF while employees serve more than 6 years contribute 18% of their basic income. Additionally, all employees and their dependents are covered under a private healthcare scheme, the cost of which is borne by the company as per the company's medical insurance policy. There are a lot more benefits that the company provides for the employees which can help in promoting the health and well-being of employees.

In exchange for the employee's beneficial ideas, which may eventually convert to improved economic outcomes, the employer provides the employee with goods or services under the umbrella of employee benefits. With such benefits, employees will be more likely satisfied with their job (Malhotra et al., 2007) and it shows reduction on employee turnover (Lee et al. 2006). Employee motivation toward the benefits of their choice and demand is frequently key to the success of employee benefit schemes and their long-term implementation.

It is advised that Petrofac Malaysia continue to place a high priority on employee benefits and look for new opportunities to improve employees' well-being. Petrofac can review and update the benefits program-based employees' needs. By doing that,

Petrofac Malaysia can meet the demands and preferences of the workforce. It can create a healthy work environment and encourage a sense of loyalty and dedication among their employees.

5.2 Weaknesses

5.2.1 High attrition rate in workforce

One of the weaknesses that can be observed in Petrofac (Malaysia-PM304) Limited is a high attrition rate in its workforce. High attrition rates indicate that employees are leaving the company where they are employed. This trend has recently been observed in Petrofac, particularly after employees receive or do not receive their bonuses, which has proven to be detrimental to the company. Personally, another reason is the significant growth of the oil and gas industry, which has created numerous opportunities and job openings. The employees who are leaving their current companies are seeking better career prospects and advancement.

The company's high attrition is a disadvantage to the company, including to a company's revenue and profitability. This will increase the recruitment costs and time spent on the new employees' training. This weakness could impact on decreasing productivity. However, the employees' dissatisfaction with Petrofac could also contribute to the high attrition rate. According to (Kanchana & Jayathilaka, 2023), the employee turnover significantly affects job satisfaction no matter what generation the employee is. Even though the cause of employee turnover may be result from the internal issues, it can still negatively impact the business and external areas.

To address the issue of high attrition, Petrofac (Malaysia-PM 304) Limited needs to focus on n implementing measures that enhance employee satisfaction and reduce the high attrition in the company. The human resources department can play an important role by improving employee career development opportunities such as encouraging employees to set personal goals and support them in achieving those goals. Additionally, Petrofac can offer continuously monitoring the attrition rate and employee satisfaction level. By implementing some of these recommendations, Petrofac (Malaysia-PM304) Limited can improve satisfaction among staff members, promote a pleasant work environment, and lower the high attrition rate. This can then help the business succeed in the long run by improving production, raising revenue, and so forth.

5.2.2 Controversy

In recent times, there have been allegations thrown at Petrofac regarding issues of bribery. For example, investors of Petrofac UK sought legal remuneration amounting to £400 million after allegations of bribery, corruption and money laundering. Legal action has been taken after a former sales executive pleaded guilty to charges of bribery amounting to £39 million to secure contracts in the Middle East. Additionally, Petrofac was accused of maliciously submitting false and invasive documents while failing to reveal compliance and corporate governance policies which led to substantial losses suffered by the shareholders.

Because of that case, it has had a bad impact on Petrofac Malaysia as well. According to Malay Mail, on May 26, The Malaysian Anti-Corruption Commission (MACC) said it has launched an investigation into a project involving Petroliam National Bhd (PETRONAS) and Petrofac Limited. The investigation was launched because of Petronas's decision to work with Petrofac that was allegedly involved in a corruption case abroad. The tender was for a project worth RM399 million in Sarawak.

Scandals in a company can have a negative impact on a company. Corporate failures resulting from financial instability or scandal have serious negative consequences for all stakeholders, including employees, business partners, investors, creditors, auditors, regulators, capital markets, and society at large (Warner, 1977; Zavgren, 1983; Jones, 1987; Davidson and Worrell, 1988; Zahra et al., 2005; Szwajkowski, 1985). After years of efforts in convincing and attracting new clients and maintaining the clients, these controversies may put the effort in vain as it will certainly damage the trust of clients of Petrofac. In result, it will decrease the revenue and loss of existing clients. The company might also face legal consequences which result in financial losses, legal expenses, and damage to the company's operation. To avoid these problems, Petrofac Malaysia needs to consider acting fast and take responsibility to address any wrongdoing and accept responsibility for misconduct. In addition, the company should rebuild trust with customers and stakeholders by implementing customer satisfaction

initiatives and demonstrating a commitment to ethical practices. It is a long-term process to recover and rebuild the company reputation.

5.3 Opportunities

5.3.1 Skilled worker

Currently, organizations all over the world place a high value on human capital, which is essential to the health of an economic system (Quintini, 2014; Shields & Kameshwara, 2020). Three established levels of analysis are considered when discussing human capital: individual (micro), which is defined as "the knowledge, skills, competencies and other attributes embodied in individuals or groups of individuals acquired during their life and used to produce goods, services, or ideas in market circumstances" (Westphalen, 1999). Petrofac is a prominent international energy industry service provider and a well-known company. Utilizing our engineering expertise and consulting skills, we design, construct and operate world-class energy facilities that are engineered for safety, maximum efficiency, and minimal emissions. According to the International Labor Office, individual abilities for work and opportunities at work are improved by skill development, providing more room for innovation and job pleasure.

It is important to supply skilled laborers as it will reduce training costs. Workers that are skilled already have the information, credentials, and experience needed to carry out job duties. As a result, Petrofac Malaysia would have to spend less money on personnel training and development initiatives, saving money. Besides that, innovators, fresh viewpoints, and fresh ideas are frequently brought to the workplace by skilled people. They can support the application of modern technology, process enhancements, and problem-solving. This might encourage a culture of ongoing learning and information sharing at Petrofac Malaysia, which would be advantageous for the business's competitiveness and long-term success. Employing competent individuals enables the business to capitalize on current skills and concentrate resources on other growth and development areas.

5.3.2 Global Expansion

Petrofac has potential to build its business and enter new markets by spreading its operations to new locations and countries. Petrofac can gain access to a larger consumer base and land new clients by entering new markets. The need for oil and gas services may vary by nation or location, giving Petrofac chances to secure projects and contracts that were not previously available. An increase in revenue sources and business growth may result from this expansion. In addition, Petrofac can outperform its competitors by growing internationally. When competing for contracts with regional rivals or other worldwide players, the organization has a competitive advantage thanks to its knowledge, experience, and record of accomplishment of successfully completing projects in various countries. Petrofac may have an edge over new market entrants due to its capacity to adapt to local market conditions and laws. Besides that, Petrofac's global growth enables it to spread its knowledge, industry best practices, and technology innovations to new places. Petrofac can aid in the growth and modernization of the oil and gas industry in these markets by bringing creative solutions and effective procedures. Petrofac can gain from this information transfer by improving its standing as an industry leader.

However, it is crucial to remember that globalization has drawbacks as well, such the need to comprehend regional laws, cultural variances, and geopolitical risks. In-depth market research, a complete market entry strategy, and the adaptation of Petrofac's business model to the unique requirements and dynamics of each new area are all necessary. Petrofac can maintain growth, boost its market share, and solidify its position in the global oil and gas business by successfully entering new regions and nations.

5.4 Threats

5.4.1 Run out of oil and gas in the future.

The primary energy source in the world, fossil fuels power most of contemporary society as we know it, including transportation and industrial uses. But this paradigm obviously cannot exist forever because resources are finite. Underground oil reserves require drilling, pumping and processing. As of 2022, the proved oil reserve amount was 1,757 billion barrels, up from 1,735 billion barrels the previous year. The consumption of oil globally is now estimated to be around 96.5 million barrels per day. According to OPEC, global demand is likely to hit 109 million barrels per day. Estimations vary slightly, but it is predicted that we will run out of oil from known reserves in about 47 years.

Malaysia, one of the Southeast Asia's economic powerhouses, has experienced huge economic progress in recent year. Oil and gas have contributed a lot to this economic growth, which makes the country attached to fossil fuels as well as dependent on them. The higher oil price growth is associated with higher Malaysian GDP growth (Ruperto,2020). Malaysia currently has no choice but to sustain the energy due to dwindling oil reserves and sharply rising domestic consumption. Malaysia will run out of oil in approximately 14 years if consumption continues at its current rate of about 260 million barrels annually.

In order to achieve sustainable energy, Petrofac needs to start developing its renewable energy right away. As Malaysia is strategically located in Southeast Asia, where it experiences a lot of sunny days which makes it suitable to be taken advantage of to generate solar energy. Additionally, Malaysia is surrounded by South China Sea and Strait of Malacca, it is suitable to generate wind energy. The world's increasing renewable energy technology is wind power (Shakya, 2020). In order to supply electricity in remote areas as renewable energy technology advances, Malaysia can create hybrid energy system. A hybrid energy system, commonly referred to as hybrid power, combines two or more renewable energy sources to improve system efficiency and supply equilibrium. The advantages of the energy systems, which include supply security and reduced carbon emissions, are the main drivers behind their

implementation. If Petrofac can develop a reliable system which focuses on renewable energy, it could potentially be a significant step in the right direction.

5.4.2 High competition

The oil and gas industry are getting big despite the oil and gas running out in the future. There are many well-established oil and gas companies in Malaysia, both domestically and internationally, competing for contracts and projects. Due to the high competition in the market, it is challenging for Petrofac Malaysia to secure new business opportunities and contracts. With few projects available and several companies fighting for the same contracts, Petrofac Malaysia would find it challenging to sustain a consistent flow of income. In addition, due to factors like supply and demand, geopolitical conflicts and global economic concerns, the oil and gas business is particularly vulnerable to price volatility (Monger, 2023). Changes in the price of oil and gas have a direct effect on how profitable businesses in this industry are. When oil prices are low, clients may decide not to invest as much in new projects or to postpone ongoing ones, which would have an impact on Petrofac Malaysia's income streams.

In order to cater this problem, there are several recommendations that Petrofac Malaysia can apply. Firstly, Petrofac Malaysia needs to focus on client relationships, which is Petronas. Maintain a strong relationship with Petronas by completing projects on time, within budget and meeting their expectations. If Petronas is satisfied with Petrofac's work, they will recommend Petrofac Malaysia to others, giving the company a competitive advantage. Secondly, to create a long-term transition plan to help Petrofac Malaysia deal with the eventual fall of the oil and gas business. Portfolio diversification is a great strategy in ensuring the business can survive in the long run. Petrofac can diversify its business by investing in renewable energy, exploring in technology manufacturing or even in real estate business. By implementing these recommendations, Petrofac Malaysia may establish itself as a progressive and adaptive business, reducing the risks posed by competition and the potential downfall of the oil and gas sector.

6.0 CONCLUSION

My industrial training experience at Petrofac Malaysia has been immensely rewarding and has provided me with valuable knowledge and skills that will benefit my future career. Throughout my time in Petrofac, I gained a comprehensive understanding of the inner workings of the oil and gas industry, as well as hands-on experience in various aspects of the company's operation. One of the significant gains from my industrial training at Petrofac is the exposure to real-world challenges and problem-solving. Working alongside experienced professionals in the industry has allowed me to apply theoretical skills but also sharpened my critical thinking and decision-making abilities.

I have been doing my internship for almost 6 months and I have learned a lot after experiencing real-life work in the Compliance and Continuous Improvement department. At first, I did not understand what compliance did but after a while, I understood that compliance's job is to monitor the company's performance and ensure that the company operates by following the regulations in the oil and gas industry. We need to make sure to avoid any bribery, corruption and any misconduct in company to avoid legal action. My expectation before I work in the company is to gain some new knowledge and new skills that I can apply in my future. My goals are achievable as I gained some new knowledge and skills from the internship. Also, it helps me to work under pressure which would become handy in the future. Although it can be quite stressful with the workload, my supervisor and team always make sure that I understand the task and help me execute the assigned tasks perfectly.

It is a pleasure to work in this company. The Compliance and Continuous Improvement department offers a supportive and inclusive work environment, where I can learn a lot from my team from different backgrounds. It fosters a culture of learning and growth. Nonetheless, the overall experience is unforgettable. Skills and knowledge are valuable for an intern to pursue a successful career in the oil and gas industry and this internship period will undoubtedly contribute to my success. I am confident that the lessons learned, and the experience gained at Petrofac will shape my career positively, enabling me to make a meaningful contribution to industry and society.

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8.0 APPENDICES



Sharing session with compliance team about the visit to Jeram Hill



A visit to Jeram Sanitary Landfill



Compliance and Continuous department open house



International Women Days Celebration



“Coffee Talk with MT” Sharing session with Head of Department Compliance and Continuous Improvement



Participated in Netball