



# 2023

## INDUSTRIAL TRAINING REPORT AT RANHILL SAJ PONTIAN SDN BHD

*Prepared by:*

**MUHAMMAD RIZAL BIN BAINAL**

**2020827738**

**BA2436B**

*Prepared For:*

**MADAM NOOR RAFHATI ROMAIHA**

*DATE OF INTERNSHIP:*

**1 ST MARCH – 15TH AUGUST 2023**



[rizalbainal183@gmail.com](mailto:rizalbainal183@gmail.com)

## EXECUTIVE SUMMARY

My unforgettable and illuminating 6-month industrial training began here at Ranhill SAJ Sdn Bhd. To summarise, Ranhill SAJ Sdn Bhd is a subsidiary of Ranhill Utilities that has had a 30-year concession from the State Government to deliver treated water to Johor customers since March 2000. It also offers internships to students who want to learn about water treatment and other associated sectors such as administration, networking, and customer service. This internship report is divided into two sections, the first of which is about the organisation study in which I am participating in this industrial training. The second part concerns the investigation of observations and experiences gathered at the organisation.

First and foremost, this report begins with my profile, followed by the company's profile. The company's profile, which will be presented here, comprises the establishment's past, the organization's aims and goals, as well as the organization's vision and purpose. The organisational structure is also provided to highlight the administrative system of the organisation. Aside from that, this report includes an analysis of the organization's strengths, weaknesses, opportunities, and threats (SWOT) based on my observations while receiving this training at the organisation, as well as input from my training supervisor. In order to overcome flaws and capitalise on available possibilities, the debate and recommendations to correct and improve quality are also discussed here. Every task and job that has been allocated, as well as the industrial training experience earned, is also noted here for the job and work-study. Furthermore, the training focuses on learning information and improving skills. Finally, the conclusion is the last section of my report, where I will summarise all that, I have done throughout my industrial training.

## ACKNOWLEDGEMENT

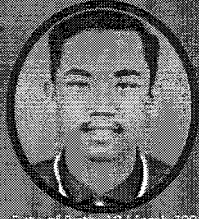
First and foremost, praises and thanks to the Almighty, Allah S.W.T., for His showers of blessings throughout our research work to complete the research successfully.

In performing our assignment, I had to take the help and guideline of some respected persons, who deserve our greatest gratitude. I would like to show our gratitude to Madam Noor Rafhati Romaiha for giving me a good guideline for this assignment throughout numerous consultations. I would also like to expand my deepest gratitude to all those who have directly and indirectly guided me in writing this report.

Next, I was extremely grateful to my parents for their love, prayers, caring, and sacrifices for educating and preparing for my future. I was very much thankful to them because being most understanding about my commitment to complete this report. I was grateful because I have them always pray for my success and support me during my hardship and through up and down.

Lastly, I would like to thank my supervisor Puan Subaia'ah bte Basimin that give me such a good motivation for me to complete this internship. They also remind me to make progress to complete this report continually. They also give me moral support and never stop giving good information during my journey to complete this internship.

# STUDENT'S PROFILE



**MUHAMMAD RIZAL BIN BAINAL**

Date of Birth: 18 March 2000  
Gender: Male  
Marital Status: Single

### CAREER OBJECTIVE

Seeking an opportunity to leverage my skills at your organization as well as looking forward to developing my potential to the highest level and proving myself to be a useful part of your organization.

### EDUCATION

**Bachelor of Business Administration (Hons.) Human Resource Management (2020-2023)**  
Universiti Teknologi MARA, Bandaraya Melaka Campus  
CGPA: 3.49

**Sijil Tinggi Pelajaran Malaysia (2018-2019)**  
Kolej Tingkatan Enam Pontian  
CGPA: 3.53

**Sijil Pelajaran Malaysia (2017)**  
Sekolah Menengah Kebangsaan Dato' Ali Haji Ahmad  
Grade: 1A, 2A-, 2B+, 2B, 2C+

### AWARD AND ACHIEVEMENT

Dean List Part 1 (3.63), Part 4 (3.55), Part 5 (3.61)  
2020, 2022, 2023

Principal Award STPM Sem 1 (3.50)  
2018

### WORK EXPERIENCE

**Good Receiving (Jan 2020 – Oct 2020)**  
Target Supermarket (Pontian) SB, Johor

- Inspect incoming goods as in the list
- Make sure the goods received are not damaged or have an expiration date
- Provide a letter if there are damaged items
- Make a note of the amount to all the prices of items brought in on each day before returning home

**INTERNSHIP (Mac 2023 – Aug 2023)**  
Ranhill SAI Pontian

- Checking meter problem at South Pontian area
- Joining Human Resources executive Ranhill SAI meeting.
- Become sepak takraw secretary at the Ranhill SAI sports carnival.
- Compile all office management files.

### COMPUTER & SOFTWARE SKILLS

- Microsoft Office: Word, Excel, Power Point
- Editing using Photoshop

### LANGUAGE

| Malay  | English |
|--------|---------|
| FLUENT | FLUENT  |

### CURRICULAR ACTIVITIES

**Kejohanan Silat Olahraga 2018**  
as a manager, organized by PESAKA Pontian

**Kejohanan Bola Sepak Bawah 15 Tahun 2014**  
as participant (Runner up), organized by Majlis Sukan Sekolah Johor (MSSJ)

**Kejohanan Bola Sepak Bawah 12 Tahun 2012**  
as participant (Champion), organized by Majlis Sukan Sekolah Johor (MSSJ)

### REFERENCES

Pn. Noraeffa Md Taib  
Senior Lecturer of the Faculty of Business Management (UITM, KBM)

Pn. Suraya Hamimi Mastor  
Program Coordinator (UITM KBM)

Figure 1: Student's Resume

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## COMPANY'S PROFILE

### 1.1 COMPANY PROFILE

Company Name: Ranhill SAJ Sdn Bhd

Company Type: Private

Industry: Water Utility Company

#### 1.1.1 Head Quarter (HQ)



**Figure 2: Ranhill SAJ Sdn Bhd Head Quarter**

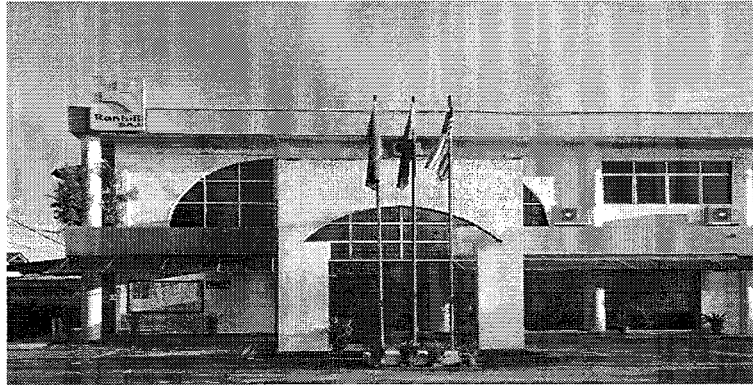
Address: Jalan Garuda, Larkin, 80350 Johor Bahru, Johor Darul Takzim

No. Phone: (+60)7-225 5367/225 5368

Day of operation: Sunday - Thursday

Operation hour: 8.30 A.M – 5.00 P.M

### 1.1.2 Branch (Pontian)



**Figure 3: Ranhill SAJ Sdn Bhd Pontian Branch**

Address: Jalan Teo Kang Sui, Kampung Atap, 82000 Pontian, Johor

No. Telephone: 07-687 8022

Day of operation: Sunday - Thursday

Operation hour: 8.30 A.M – 5.00 P.M (Sunday – Wednesday)

8.30 A.M – 4.30 P.M (Thursday)

### 1.1.3 Ranhill SAJ Values

#### RANHILL SAJ VALUES

##### **INTEGRITY**

Committed to being open, honest, and doing the right thing. have a strong ethical principle that guide the way of making decisions.

##### **CUSTOMER ORIENTED**

Ready to give priority to the customers and provide high quality service that meet their needs.

##### **TEAMWORK**

Believe in working together to achieve common goals. Create more skills and maximize that value that can be provided to customer.

##### **DISCIPLINE**

Have to abide the rules and laws made by the company.

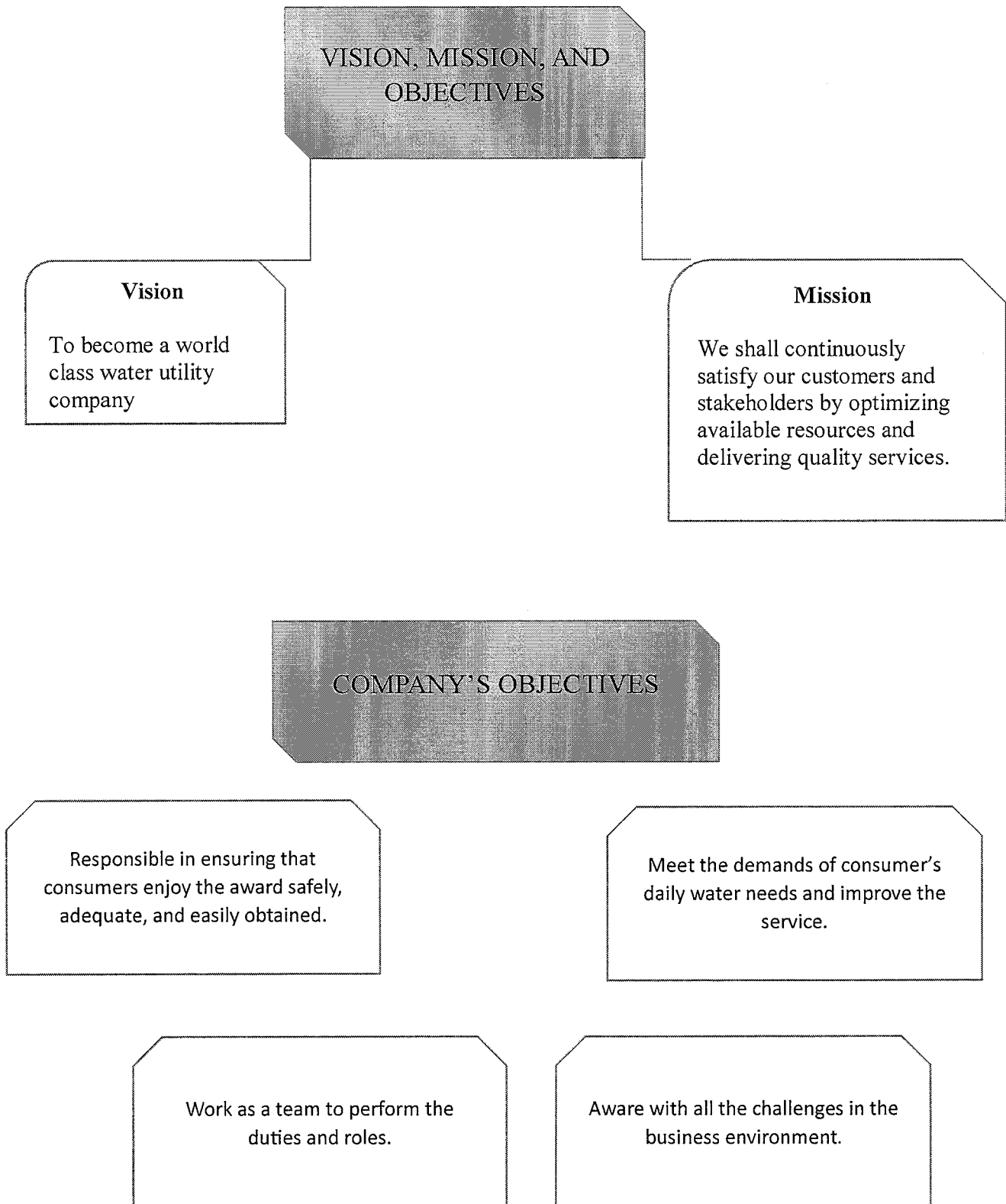
##### **PASSION**

Excited about what to do, how to do it and where to go. Committed to making a difference and putting extra effort into getting the job done.

##### **LEARNING**

Responsible for developing own skills and knowledge for the purpose of self-improvement to remain competitive in business.

## 1.2 Vision, Mission, and Objectives



### 1.3 Company Background



Figure 4: Ranhill SAJ Sdn Bhd logo

Ranhill SAJ Sdn Bhd is an integrated water supply company and is a company that supplies clean water needs for residents in the state of Johor. In addition, the company also operates a water treatment plant to help ensure the quality of the water supply and is involved in the process of distributing treated water to consumers. Next, this company was founded in 1999 and is based in Johor Bahru, Johor, Malaysia.

In the past, this company was known as the Jabatan Bekalan Air Johor (JBAJ) and was fully owned by the Johor State Government. Later, this department was privatized and rebranded to Syarikat Air Johor (SAJ) in 1994. This company is a private company under the Companies Act 1965.

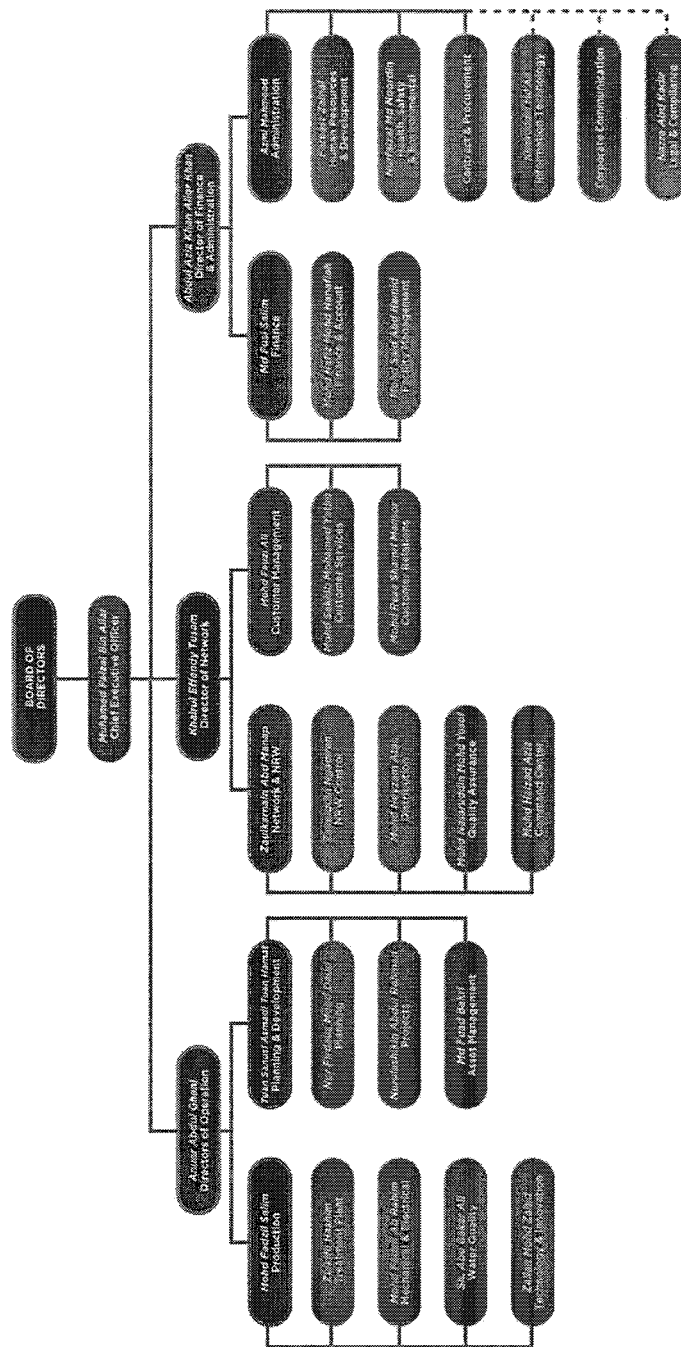
In June 1999, Thames Water signed an operating and management contract with SAJ and agreed in principle to take an equity position in the full concession contract. Until June 2003, SAJ was wholly owned by a Malaysian company (Ranhill Utilities), and had international experience in the form of advice and assistance through a Technical Services Agreement with Thames Water (Malaysia) Sdn Bhd.

Ranhill Holdings Berhad is a Malaysian conglomerate with interests in the environment and energy sectors. The company provides water supply services, operates water treatment plants and provides specialized services in the management and optimization of water utility assets. In the energy sector, this company develops and owns and operates power generation assets. Its operations and services are mainly in Malaysia, but its international operations are focused on Asian markets such as China, Thailand, and Southeast Asia.

In terms of environmental business, Ranhill has obtained an exclusive license from the Minister of Energy, Green Technology and Water Malaysia to provide water supply services to end customers in Johor, which is the second most populous state in Malaysia, with a population of approximately 3.5 million people. Outside of Malaysia, it operates BOT, BTO and TOT based water concession assets in China, consisting of 8 sewage treatment plants with capacities ranging from 5.0 MLD to 80.0 MLD and a 30.0 MLD recycling plant. In Thailand, Ranhill has 4 sewage treatment plants with capacities of 10.5 JLH to 15.0 JLH, 4 sewage treatment plants with capacities from 1.5 JLH to 24.0 JLH, and a recycling plant of 10 JLH. In addition, through the Yichun Areca joint venture, Ranhill operates the Yichun drinking water treatment plant, China, with a treatment capacity of 50.0 MLD.

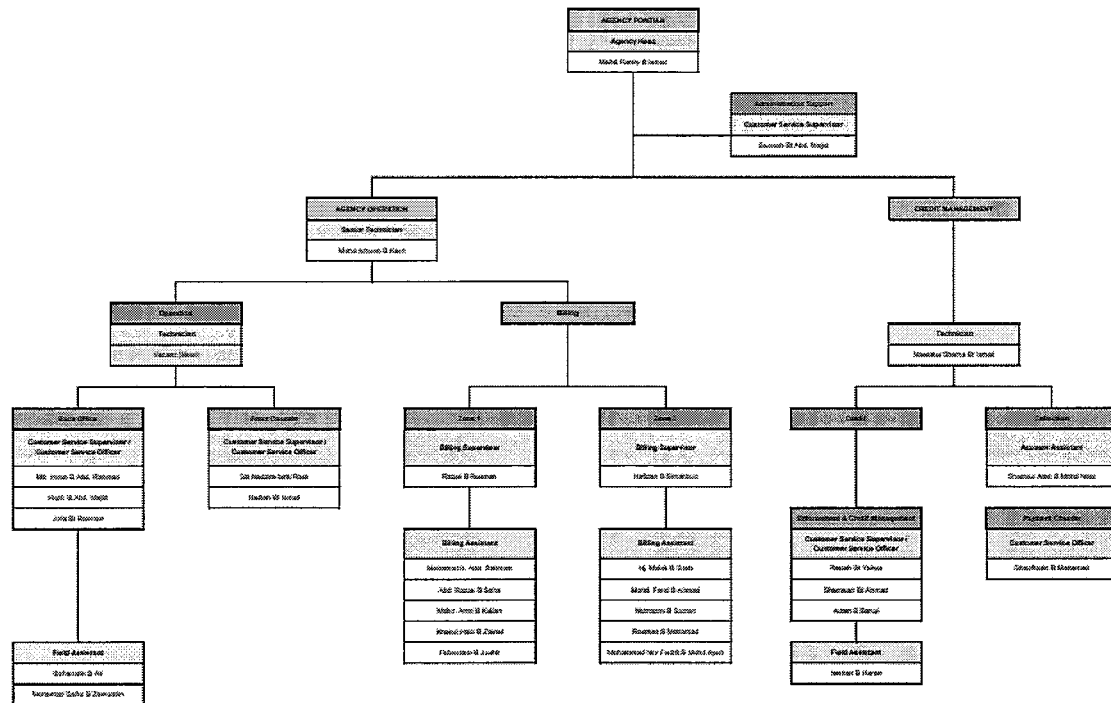
Ranhill owns and operates two 190 MW CCGT power plants in Sabah, Malaysia, under subsidiaries RPI and RPII. The plant generates 380 MW of electricity for a period of 21 years, starting on 25 October 2008 and ending on 22 April 2011. Ranhill provides O&M services to RPI and RPII with RPOM and RPOMII.

## 1.4 Organizational Structure



**Figure 5: Ranhill SAJ Organizational Structure (HQ)**

**ORGANIZATION CHART: AGENCY PONTIAN**  
EFFECTIVE DATE: 01 JANUARY 2022



**Figure 6: Ranhill SAJ Organizational Structure (Pontian)**

### 1.5 Business Activities, Product and Service Offered

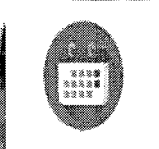
#### BUSINESS ACTIVITIES

- Operations, maintenance and development of water treatment, reticulation and supporting systems.
- Distribution of treated water for the domestic, commercial, and institutional sectors
- Billing and collection for water supply services across multiple classes of consumers

#### PRODUCT AND SERVICE

- Provide application of water supply for customers to register an account at Ranhill SAJ for the premises which had not been registered before
- Termination of water supply
- Reconnection of water supply
- Water treatment
- Water meter testing

# TRAINING REFLECTION



**Duration: 1  
March - 15  
august 2023**



**Working  
day:  
Sunday -  
Thursday**



**Working  
Time: 8.30  
A.M - 5.15  
P.M**



**Department:  
Administration,  
Network, and  
Customer  
Service**

## 2.1 Roles, Responsibilities and Assignments

During the 24 weeks of industrial training at this company, I was placed in the administration, network, and customer service unit. I was also given the opportunity to learn and perform various types of tasks in all these units.

### **Administration unit**

- Checking customer invoices.
- Calculate payment records.
- Checking and recording Ranhill SAJ Pontian vehicle tires series
- Prepare a lucky draw during Ranhill SAJ Pontian sport and welfare bureau meeting.
- Editing poster and video for Ranhill SAJ Pontian sport and welfare bureau meeting.
- Handling computer during Ranhill SAJ Pontian sport and welfare bureau meeting.
- Help enforcement unit to cut off water act.
- Compile all files in the administration unit.
- Make records of the incoming mail and outgoing letter in excel systems.
- Help SAJ staff to manage Ramadhan program.
- Joining Human Resources executive SAJ Ranhill meeting.
- Become Mc for final ceremony of practical students.
- Become sepak takraw secretary at the SAJ sports carnival.

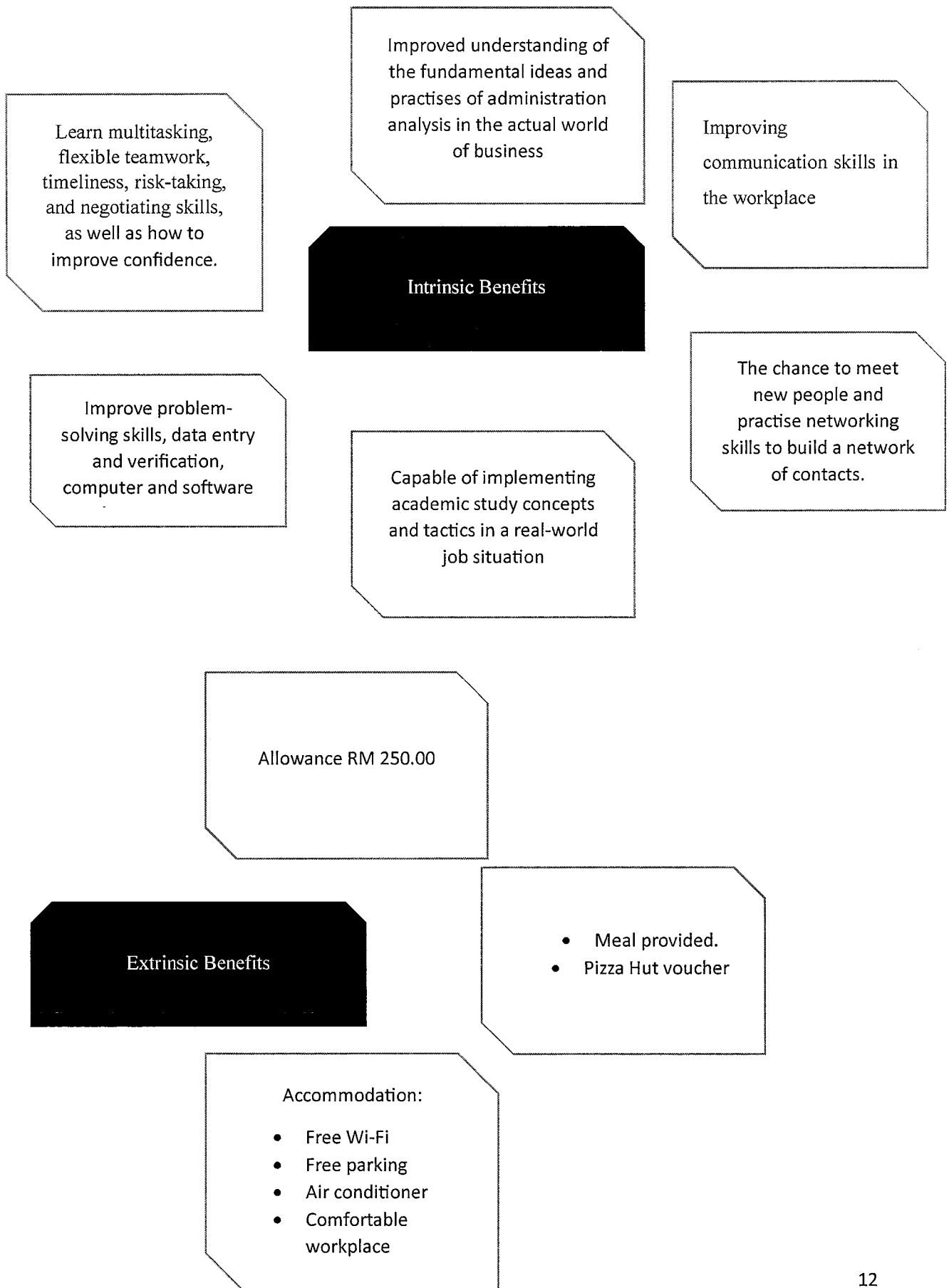
### **Network unit**

- Helping Ranhill SAJ Pontian staff doing inspection for new housing project
- Records all the area in Pontian of large broken pipe and leaks.
- Visited pump house.
- Records Benut and Bandar Pontian exercise valve.
- Checking and record network unit equipment.

### **Customer Service Unit**

- Checking meter problem at South Pontian area
- Compile all office management files.
- Replace meter problem.

## 2.2 Gains: Intrinsic and Extrinsic Benefits



## SWOT ANALYSIS RANHILL SAJ PONTIAN

| STRENGTHS                                                                                                | WEAKNESSES                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"><li>1. Long-term survival</li><li>2. Employee retention</li></ol>      | <ol style="list-style-type: none"><li>1. Outdated software system, computer and repairs.</li><li>2. Less diversity in the workplace</li></ol> |
| OPPORTUNITIES                                                                                            | THREATS                                                                                                                                       |
| <ol style="list-style-type: none"><li>1. Johor water resources</li><li>2. Career opportunities</li></ol> | <ol style="list-style-type: none"><li>1. Water pollution</li><li>2. Scarcity of resources</li></ol>                                           |

**Table 1: Ranhill SAJ Pontian SWOT Analysis**

### 3.0 Swot Analysis Discussion and Recommendations

#### 3.1 Strength

##### 1. Long-term survival

A monopoly is a business that has a dominance in an industry or area and eliminates all feasible competitors (Azami, 2021). Ranhill SAJ is an organization that monopolizes clean water supply operations in the state of Johor. Ranhill SAJ's main account has been able to survive in this field for a long time because there is no competitor running the industry like them. For the nine months they operate in 2021, the company's profit is worth RM 1.12 billion, which is profit before tax (Zaky, 2021). This shows the stability of Ranhill SAJ to remain for a long time as a body that manages water in Johor.

Because there is no competition in this market model, long-term earnings are substantial, and dominant corporations may limit output while raising prices and boosting profits (Indeed, 2022). Ranhill SAJ has the right to increase the water bill tariff rate with the approval of the National Water Services Commission (SPAN). This is a good fortune for the company because there are no competitors who can challenge their business position. This shows the ability of Ranhill SAJ to be a company that can survive for a long time in facing challenges in the future.

This is because the use of water is a necessity for the people of Johor and water use services will increase along with the increase in population and business.

### **Recommendations**

To further improve their service, Ranhill SAJ needs to act quickly by acting on customer complaints as soon as possible. Customer complaints are expressions of displeasure expressed by customers of your company to an employee, a management, or in a public forum, such as a business review site. Customer complaints might sometimes be justified criticisms of how our company runs or the things it sells (Indeed, 2022). The stability of a company is seen in terms of their profits obtained from customers' money. Customer satisfaction will further improve the relationship between the customer and the company, which allows the company to continue to lead a business. The stability of Ranhill SAJ can also be shaken if there is a protest or boycott by Johor state water users. Therefore, Ranhill SAJ needs to listen to customer complaints and act immediately on those complaints.

## 2. Employee's retention

| No | Age (Years) | Total |
|----|-------------|-------|
| 1  | 50-60       | 44    |
| 2  | 40-49       | 18    |
| 3  | 30-39       | 17    |
| 4  | 20-29       | 13    |

**Table 2: Age Group of Ranhill SAJ Pontian employees**

Human resources refer to both the individuals who work for a firm or organisation and the department in charge of managing personnel resources. As a result, it is considered as the most precious and critical productive resource that generates the greatest and longest-lasting advantage for an organisation (Subha, 2020). Having loyal employee in the workplace can boost the company's everyday operations. It can also aid in attracting fresh talent and lowering staff turnover rates (Indeed, 2022). Based on *Table 2*, majority of SAJ Pontian employees are made up of workers aged 50 and over who have been working here for a long time. This evidence indicates the organization's good employee retention.

Their persistence in working is because of excellent work management done by the SAJ itself. Benefits such as allowances, incentives and even salaries are factors that make SAJ employees last a long time in this organization. The location in Pontian is also one of the main attractions for employees to work at SAJ Pontian. This is because the cost of living is seen to be cheaper compared to working in areas such as Johor Bahru or Kulai. Pontian is a rural district but one of the developing districts in Johor. SAJ Pontian has the advantage of getting these loyal employees because these employees really understand the work culture in the organization. This also helps SAJ Pontian not to bother in terms of retaining existing employees.

### **Recommendation**

Good employee retention shows that employees in a company feel comfortable working in their workplace. To keep this good thing going, employer must help their employees achieve their professional objectives may persuade them to stay with the firm since they perceive it to be a place with numerous prospects (Indeed, 2023). Offering professional development opportunities to all employees at Ranhill SAJ will make them constantly improve their work

quality. They will always be thirsty for new challenges when they get the opportunity to further improve the level of existing job positions. This makes the employees not feel bored with the tasks given because they want to pursue their professional goals. In this way, employees can stay for a long time to work in an organization. Ranhill SAJ Pontian needs to offer professional development opportunities to all their employees. For example, encouraging employees to get a training course in a field funded by the company for potential employees.

## **3.2 Weaknesses**

### **1. Outdated software systems, computer and repairment**

Many industries value software development because they rely more on digital technology to help them operate. As a result, software developers frequently design customised digital technology solutions. The goal is for those solutions to help businesses gain efficiency as processes become less human and more automated and dependable. Investing in employee experience-enhancing technology, such as integrated workplace management software, may result in considerable increases in staff productivity, retention, and satisfaction (Spayce, 2023). Looking at this matter, SAJ Pontian is very lacking in terms of software development that is used for office use. The personal computer (pc) used is also a very old version. The use of old versions of computers causes problems in terms of updating new software and results in lagging problems.

Some computers that have been used by SAJ Pontian staff is still using Microsoft 2008 which is very outdated and lacks some functions found in the latest Microsoft Office 365. For example, when they do work that needs to use excel, there are some functions missing in this version that cause a task that needs to be completed to be slow. The computer used is also still using the old version of Lenovo computer which makes the computer experience lagging problems in completing some tasks. It is even worse when there are several pc that cannot be used, causing some SAJ Pontian staff to have to share the computer to complete their task. This problem needs to be sent to Ranhill SAJ HQ in Larkin through the approval of the party there. This causes delays in repairing the computer due to long waiting time process. There is almost half of the computer that have not yet been repaired or replaced.

### **Recommendation**

SAJ Pontian needs to always update the latest software to avoid falling behind in the times. SAJ Pontian should have its own technology unit to avoid the problem of delay in solving software update problems and office computer damage problems. This is because if the SAJ Pontian branch had its own IT unit, there would not be the issue of delay discussed earlier. Because the long waiting time process will delay any process in resolving the problem related to the use of computers in the office. IT experts are the contemporary economy's backbone, ensuring that the technology that powers our lives and companies runs smoothly and efficiently. They oversee the upkeep and maintenance of computer systems, networks, and databases, as well as the development of new software applications and technologies (Aida, 2023).

## **2. Less diversity in the workplace**

Diversity in the workplace mostly refers to an organisational ideology in which businesses purposefully conform their workforce of persons with various qualities such as gender, religion, race, age, ethnicity, sexual orientation, and education (Gpac,2023). Having a diverse group of people in your office will add a variety of ideas or fresher new perspectives and diversity to the environment. For example, increasing engagement, increasing earnings and productivity, and developing organisational talent.

Based on *Table 1*, SAJ Pontian has too many senior employees who are close to retirement. Almost 50% of the employees at SAJ Pontian are between 50-60 years old. This has a very wide gap with young workers between 20-29 years old which is only 14%. Having loyal employees is an advantage for an organization but it also has a negative impact when too many senior employees. Baby boomers are slower to adopt social networking sites like LinkedIn, and even less likely to fully support or Twitter in the workplace (Anastasia, 2023). This shows that baby boomers find it difficult to adapt to technology. The customer service unit in this modern era needs to be friendly with the latest social media to deliver information as well as to receive complaints from customers. The ideas and innovations of young people also need to be considered to enable the organization to move forward with the passage of time. Based on human resources unit, the employees at SAJ Pontian are also all Malays who give problems to customers of other races if there is a problem.

### **Recommendation**

As for creating good diversity in the company, SAJ Pontian must give a role to these senior employees to become mentors in the organization in addition to appointing more young people in the administrative unit. This is because the average employee who works in the office is close to retirement age. Appointing new, younger employees will increase fresher ideas in the organization (Subha, 2020). The senior workers who become mentors to these young people will give instruction related to the actual work of their position. Indirectly, new employees will quickly understand the work culture in the organization. SAJ Pontian also needs to give a quota to appoint new employees for races other than Malays to create colour in the organization. Diversity in the organization will create a more productive and competitive work environment.

### **3.3 Opportunities**

#### **1. Johor water resources**

The state of Johor is blessed with a wide plain, a long coastline and a variety of rich natural resources including abundant water resources. There are ten major river basins in the state of Johor including the Johor River, Muar River, Kesang River, Batu Pahat River, Pontian River, Benut River, Pulai River, Sedili Besar River, Mersing River, and Endau River (Tan, 2017). With this wealth of natural resources, the State of Johor has a bright opportunity to overcome the water crisis in the long term. According to MalaysiaKini (2015), Ranhill plans to further develop the water catchment area to ensure the smooth use of water for consumers. For now, the Ranhill side is actively looking for river sources and watersheds to increase water sources for the people of Johor state.

This indirectly affects the work operations in SAJ Pontian as well because there are also rivers in Pontian that have the potential to be a source of clean water supply. This creates a diversity of water resources to SAJ's own operations. With this new water source search operation, the existing water source can be expanded to prevent the Pontian district itself from experiencing a water crisis. As a company that monopolizes water supply operations, this is a good thing to maintain consumer trust in the organization. This opportunity is seen because of the uniqueness of natural resources that help the Ranhill SAJ organization to remain as an organization that continues to gain the trust of water use in the state of Johor.

#### **Recommendation**

Currently, the problem of polluted rivers often occurs to the extent that it interferes with the operation of water supply companies to supply clean water to consumers. Ranhill SAJ should learn from Republic of Singapore which implements a sea water distillation plant. Singapore has started operation of its fourth distillation plant in Marina East which can produce 137,000 cubic meters of water or about 30 million gallons of clean water per day (Bernama, 2021). The plant is operated by Marina East Water Pte Ltd for a 25-year concession period from 2020 to 2045, under a Design, Build, Own, and Operate agreement with the Public Utilities Board (PUB), the national water agency that manages the collection, production, water distribution and reclamation in Singapore (PUB, 2020). By learning this from the country of Singapore, the state of Johor will be able to further expand its water supply which is not limited to the current source only.

## **2. Career opportunities**

Ranhill SAJ Pontian is one of the organizations that often take practical students to do industrial training. SAJ gives real tasks to students who do industrial training in this organization. This assists them in putting their academic knowledge into practise. It is supplied for a certain period, primarily during the course of education. Industrial Training also provides students with an understanding of the organisation, its structure, and work duties (CTDC, 2020).

In this regard, SAJ Pontian itself can expand the pool in filling vacant positions in the organization. According to SAJ Pontian human resource supervisor, SAJ's Ranhill head office (HQ) often hires potential graduates who undergo industrial training in each state branch. This shows the seriousness of the organization to give space for graduates to serve in this organization. Students who do industrial training at Ranhill SAJ in all branches will carry out their training more diligently to get the opportunity.

### **Recommendation**

To make sure that the company can get the talented fresh graduates, Ranhill SAJ Pontian needs to start engaging them early. The most successful employers have developed partnerships with students at the highest educational levels (LinkedIn, 2022). Attending campus conferences and recruitment events, as well as forming ties with university career counsellors and student organisations, may help you achieve this. The most successful businesses have also created their own student network, reaching out to first- and second-year students to raise employer brand awareness and foster trust and loyalty. Talented graduates tend to work in large companies, Ranhill SAJ especially the Pontian branch needs to monitor the students in the university early to convince them to work in this organization. As the second state to show an increase in population in Malaysia, Ranhill SAJ has the opportunity to get more quality workforce.

### **3.4 Threats**

#### **1. Water Pollution**

The main threat to the operation of the SAJ organization is water pollution. Previous incidents of water pollution reportedly occurred water pollution in Sungai Kim Kim, Pasir Gudang causes health problems for the users in 2019. A total of 5,848 children and adults have been treated since March 8 due to toxic waste pollution in Sungai Kim Kim, Pasir Gudang, Johor (Irwan, 2019). Unpredictable rain can cause river pollution if the discarded waste is near the river. This shows that not only littering can pollute the river, but littering near the river can also cause this to happen. This is not impossible to happen in the Pontian district if the clean water supply area is not carefully maintained. This kind of thing can affect the image of SAJ Pontian's own organization as a result of being indifferent to maintain the quality of water supplied to users. A bad image causes a lack of trust among water users towards SAJ Pontian which in turn causes problems in the future.

#### **Recommendation**

In order to avoid the risk of water pollution, the Pontian SAJ needs to increase the number of staff in the enforcement unit because the number of employees in this unit is very small. Monitoring the discharge of factory sewage waste is among their scope of work but this unit is more likely to carry out water cutting operations due to their insufficient number. In addition, SAJ Pontian can run a campaign to care for the river to give awareness to the community about the importance of conserving the river. This indirectly makes the community closer to the SAJ Pontian organization itself. This has a good impact, for example, the public can make a report to SAJ Pontian if they find river pollution because they feel the responsibility is borne together with the organization. Excellent customer service may lead to great evaluations and word-of-mouth referrals for your company, which can lead to new business. A favourable public image can improve how others perceive the firm, its products, or services (Herrity, 2023).

## **2. Scarcity of resources**

The country's population is estimated to reach 33.2 million as of the first quarter of this year. The Chief Statistician of Malaysia, Datuk Seri Dr Mohd Uzir Mahidin said that the figure increased by 1.6 percent compared to the first quarter of last year with 32.6 million. He said that three states recorded the highest population in the first quarter of this year, namely Selangor with 21.7 percent followed by Johor (12.3 percent) and 10.4 percent in Sabah (Redzuan, 2023). This shows that the state of Johor shows the second-highest population increase in Malaysia. The increase in population will have an impact on the use of basic needs such as electricity and water supply. Ranhill SAJ as a company that manages water supply to consumers in Johor, will certainly be affected by this. This is because logically, the increase in population will increase the daily use of water. If this continues without a proper plan, Johor will experience a water crisis with increasing daily water consumption. If this continues without a thorough plan, Johor will experience a water crisis with increasing daily water consumption and water wastage.

### **Recommendation**

Increasing the rate of water usage tariffs can help control the issue of water wastage in Johor. The increase in water tariffs in Denmark is changing the way water is used by its citizens (OECD, 2019). Taking an example from this developed country, if the controlled use of water is due to the increase in the population in Johor, Ranhill SAJ can make a new policy to increase the cost of water tariffs in the state. Ranhill SAJ can appeal to the National Water Services Commission (SPAN) if they want to do this. This is because all water tariffs in this country need to be approved by SPAN first. However, this tariff increase is necessary in line with the cost of living for residents in the state of Johor. The act of raising water tariff prices that exceed the income of residents in this state will have an impact on Ranhill SAJ itself. The people in Johor will see the company's actions as pressuring them instead of educating them to save water among the people in the state.

## CONCLUSION

In conclusion, completing industrial training at this organisation aided me in the improvement and development of my abilities, talents, and knowledge. It also helps me to enhance my confidence when faced with an inconvenient situation. This company's 24 weeks of industrial training was a fantastic experience for me. It broadened my outlook on working in the real world. My exceptional skills and information gained throughout my time at the organization will be useful in my future career.

Next, the work environment here is incredibly gratifying, with all of the staff being extremely helpful and decreasing my worry about working in a nice workplace. The firm treats its employees fairly and professionally. I appreciate the excellent experience and guidance I received from my supervisor and the other staff at this business. They also helped me deal with some of my weaknesses and gave me advice when I needed it. I am grateful for the opportunity to join Ranhill SAJ for 24 weeks of industrial training.

Nonetheless, I am eager to investigate any opportunities that may arise in the next years. I also take pride in being adaptive and flexible in new situations. I feel that making the most of the present moment is the best way to plan for the future. My short-term professional goal is to be on a career path that leads to a supervisory role in five years, and my long-term goal is to work my way up to upper management. Finally, my long-term goals include working as a human resources executive, but if that does not work out, I am confident that I will either continue my education and receive a master's degree or build a great career in any industry.

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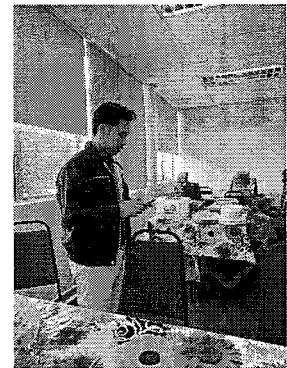
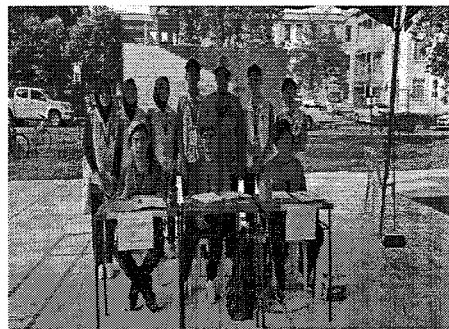
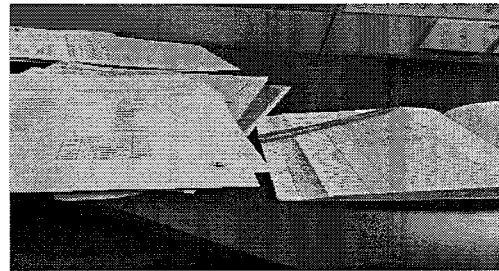
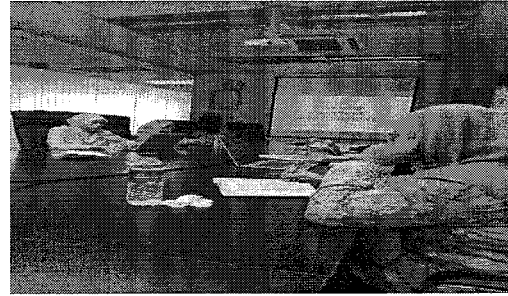
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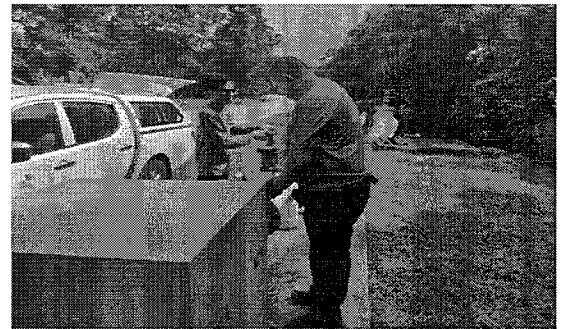
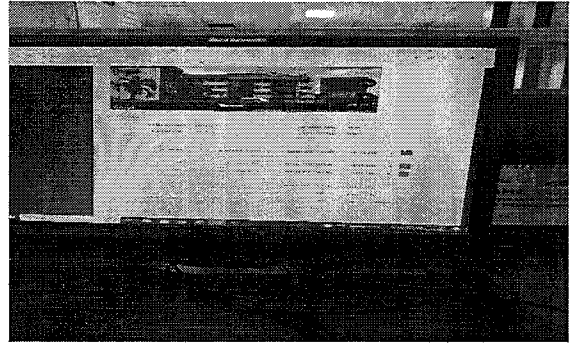
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## APPENDNCES



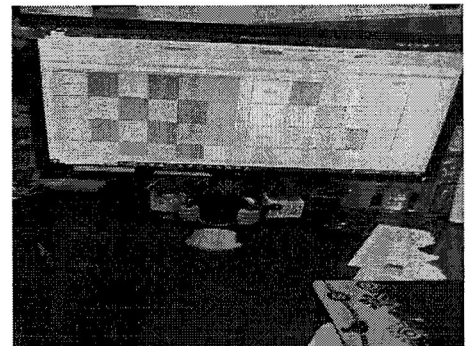
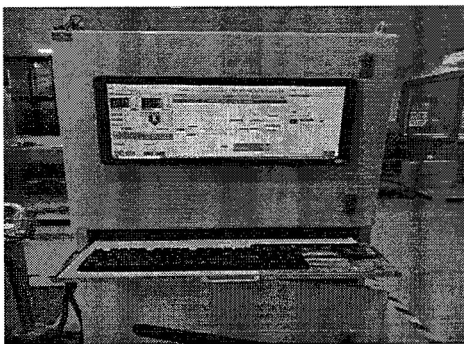
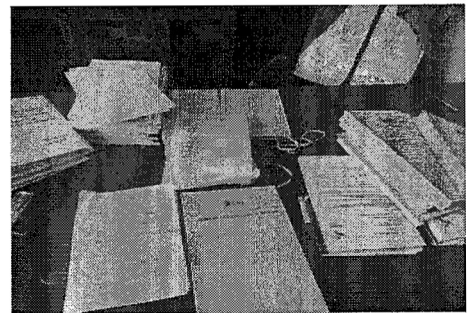
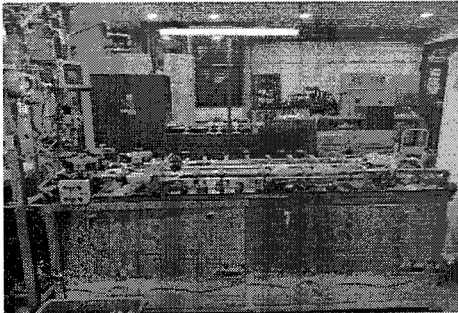
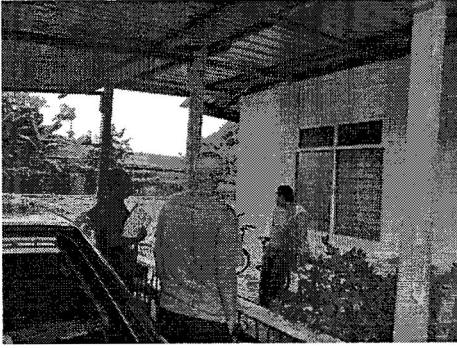
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Example of task at administrative unit



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Example of task at network unit



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Example of task at customer service unit