



اَوْنُوْرُ تِكْنُوْلُوْجِيْ مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

Cawangan Melaka

**FACULTY OF BUSINESS AND MANAGEMENT  
BACHELOR OF BUSINESS ADMINISTRATION (HONS)  
HUMAN RESOURCE MANAGEMENT**

**HRM666**

**INDUSTRIAL TRAINING REPORT AT  
SOLAR ALERT SDN BHD**



**solaralert**

**PREPARED BY:**

**NOR ATHIRAH BINTI ZAHARI**

**2020819522**

**BA243 6B**

**ADVISOR'S NAME:**

**PUAN NOOR AZZURA BINTI MOHAMED**

## **EXECUTIVE SUMMARY**

My memorable and enlightening 6-month industrial training started at Solar Alert Sdn Bhd from March 1 until August 15, 2023. An industrial training programme is one of the requirements for students to achieve a Bachelor in Business Administration in Human Resource Management. Therefore, it is mandatory for me to undergo industrial training for a period of 24 weeks.

Solar Alert Sdn Bhd is one of the local companies leading Malaysia's Oil and Gas and engineering industries that supplies equipment services to clients across the global market. Currently, Solar Alert Sdn Bhd has four branches in Malaysia, originally located at Shah Alam, two branches in Terengganu, and Labuan. In this report, it provides details about the company, such as company background, products and services, organisation structure, vision and mission, objectives, and goals. This part has provided insight and specifics about the companies of Solar Alert Sdn. Bhd.

Next, this report will explain the various tasks and activities that I have been assigned since becoming a trainee at these companies. One of my responsibilities is to update the daily movement, update employee personal information such as training records, general administration (mailing, faxing, scanning, and photocopying of documentation), and do punch cards for all staff every month. Frankly speaking, this industrial training programme has made me a better person, been very educational, and boosted my confidence to become a competent employee in the future. Despite not having zero experience in the human resources department, with constructive feedback from my supervisor and assistance from all the staff, for which I am very grateful, I have come this far.

In this report, I provide a strengths, weaknesses, opportunities, and threats (SWOT) analysis that I have identified during my industrial training. One of the strengths of Solar Alert Sdn Bhd is that it gives good training to their employees to ensure adequate skills and knowledge. Moreover, one of the advantages is that they provide good benefits to their employees, which attracts their retention. Meanwhile, the weaknesses of the companies are a lack of interrelationships between each branch, a lack of usage of technology, and a lack of promotion of work-life balance. Solar Alert Sdn Bhd is one of the local companies leading Malaysia's Oil and Gas and engineering companies and is opening a new branch in Thailand to strengthen its position and be able to compete with its rivals. Last but not least, the threat to

the companies is a lack of initiative in learning new software and intense competition with their competitors.

Overall, Solar Alert Sdn Bhd is one of the good companies, providing a good working environment and a good company's reputation. I believe that industrial training is one of the processes that allowed me to gain insight and make preparations before entering the real working world, as the working culture within the classroom is totally different. Therefore, industrial training is one of the most valuable experiences that I have had. I cannot describe how much it has helped me in my future career, especially as an HR practitioner.

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## **ACKNOWLEDGEMENT**

Alhamdulillah, I would love to express my gratitude to the Almighty Allah for giving me the energy to finish this internship for my degree in Bachelor of Business Administration (Hons) Human Resource Management. I am additionally honoured and proud of myself for being able to complete the final report book of this industrial training, which has been compulsory for all Human Resources Management students who undergo industrial training for 24 weeks.

First of all, I would like to express my sincere appreciation to Solar Alert Sdn Bhd, who have been willing to accept me and give me the opportunity to do my internship journey in this company. This sincere appreciation goes especially to my supervisor, Mrs. Amirah Rohasmanisza Binti Mansor as HR Executive, Mrs. Farha Aiman as HR and Admin Clerk, and all the staff who help me a lot in monitoring my job scope and trusting me to do HR-associated duties in the company. With the guidance of the staff, I am able to improve my knowledge, strengthen my skills, and be inspired to always work hard, no matter what.

A debt of gratitude is also owed to my honourable academic supervisor, Puan Norr Azzura, for the valuable guidance and assistance given all throughout the duration of my internship and the guidance of this report. With the right guidance and supervision from her, I successfully completed this report on time and perfectly.

Last but not least, I would additionally like to increase my gratitude to my family members and friends who gave me a lot of encouragement and support, direct or indirect, from the beginning of my industrial training until the last part of it that made me be able to finish it with all the encouragement given from everyone sincerely.

All the guidance given during my industrial training is very much appreciated, God willing. I will surely take full advantage of all my experience here and what I have learned in the future to prepare for the real world of work throughout the journey I will go through soon.

## UPDATE RESUME



### NOR ATHIRAH BINTI ZAHARI

Seeking an opportunity as Admin staff where I will be able to expand my knowledge and enhance my skills.

#### ABOUT ME

Name: Nor Athirah Binti Zahari

Mobile:

Email:

Address:

#### SPECIALIZATION

- Good in speaking, writing, and reading for both language (Malay & English)
- Critical Thinking
- Active Listening
- Microsoft Dynamics
- Can work in team

#### REFERENCES

**Puan Amirah Rohasmanisza Binti Mansor**

- Solar Alert Sdn Bhd
- Supervisor
- 

**Puan Norraeffa Binti Md Taib**

- UITM Kampus Bandaraya Melaka
- Personal/ Academic Advisor
- 

#### EXPERIENCE

**CASHIER AND CUSTOMER SERVICE | 2019**

- Works at Restaurant in Kemaman as part-time worker
- Took order from customers and delivered foods to customer's table

**SALES PROMOTER | 2022**

- Identified interested customers and was responsible for the promotion of new products.

**INCLUSIVITY IN THE WORKPLACE: PEOPLE WITH DISABILITIES | 2022**

- Appoint as a multimedia bureau of the webinar

**INDUSTRIAL TRAINING PLACEMENT | MARCH 2023 - AUGUST 2023**

**SOLAR ALERT SDN BHD**

- Maintain, record, and updates employee personal information
- General administration such as mailing, faxing, scanning, and photocopying of documentation
- Updates employee training record
- Updates the staff movement for annual leave, medical leave and unpaid leave
- Doing punch card for all staff every month

#### PREVIOUS EDUCATION

**UNIVERSITI TEKNOLOGI MARA (UITM) KAMPUS BANDARAYA MELAKA**

*Bachelor in Business Administration (HONS) Human Resource Management | 2020- Present*

- Current CGPA: 3.55
- Estimate graduate in 2023 year
- Dean list award for semester 2, 3, 4, and 5

**SMK SULTAN ISMAIL | PRE-UNIVERSITY**

- Total CGPA: 3.50
- Members of Majlis Perwakilan Pelajar
- Muet band 4

## BACKGROUND OF ORGANIZATION



### **Logo Solar Alert Sdn Bhd**

Solar Alert Sdn Bhd. was established in 1995 by three enterprising young Malaysians as a Mechanical and Engineering company. Firstly, Solar Alert Sdn Bhd has started its business by providing Firefighting Services, Water Treatment Systems, and Lifts and Escalators. In 2000, a new chapter opened in the history of the company with the incorporation of the Oil & Gas Division. Since then, Solar Alert Sdn Bhd has produced and supplied equipment services to clients, such as surface wellhead equipment and Christmas trees, to support oil and gas exploration and development activities. This service is provided to agencies of the government and non-government sector, companies PSC in Malaysia. For instance, the client of Solar Alert Sdn Bhd is Petronas Cari Gali, Petrofac, ExxonMobil, Kencana Petroleum, and many mores.

One of the best of these companies is the only local company that provides equipment services to the oil and gas industry in Malaysia. All of the company's competitors are international companies such as Geowell Company, Cameron (M) Sdn Bhd, FNC Company, and many more. Not only that, the target market for the companies supplying their services has spread from Southeast Asia, the Middle East, Central Asia, and even Africa. For instance, Solar Alert Sdn Bhd has supplied equipment services to Turkmenistan, Thailand, Pakistan, Uzbekistan, Vietnam, and many more. This has proven that Solar Alert is able to produce a complete range of Wellhead equipment, Christmas trees, and oilfield-related equipment since moving to the current integrated manufacturing facility in 2008 that meets the highest industry

standards and is approved for American Petroleum Institute Standards API 6A and API 16A monograms.

Now, Solar Alert Sdn Bhd is one of the leading Malaysian Oil and gas and engineering companies and currently has four branches across Malaysia, which are in Selangor, Terengganu, and Labuan. Moreover, one of the greatest achievements of Solar Alert Sdn Bhd is that they also have one branch in Indonesia and are currently planning to open a branch in Thailand. Even Solar Alert Sdn Bhd is being formed by locals, but their commitment and dedication have opened up more opportunities for the locals to obtain jobs. With more than 700 employees, Solar Alert Sdn. Bhd. has become one of the most popular employers, particularly for recent graduates. With the goals and objectives of the companies to continue growth and be competitive with their competitors, their presence has been felt by many people around the world.



## PART 3: COMPANY PROFILE

### INTRODUCTION TO THE ORGANISATION



**Figure 1: Solar Alert Sdn Bhd, Teluk Kalong Kemaman**

I decided to take advantage of my 24-week internship experience at Solar Alert Sdn Bhd. to gain my first exposure to the working world. One of the top businesses in Malaysia, Solar Alert Sdn Bhd is a well-known oil, gas, and engineering firm with more than one branch; its headquarters and factory are located in Shah Alam, Selangor. Most of these companies' top executives and key employees will be present here. The second and third branches of Solar Alert Sdn Bhd are situated in Teluk Kalong and Kemaman Supply Base (KSB), both in Kemaman, Terengganu. Not to mention that Solar Alert Sdn Bhd was able to add Labuan to their fourth branch.

I was placed at the Solar Alert base at Teluk Kalong, Kemaman, Terengganu, as it is near my home and known as one of the industrial areas in Terengganu. The total staff for branch Kemaman is 140, including permanent and contract staff. Meanwhile, there are now 20 interns in the Kemaman branch, representing a variety of educational institutions, including degree and diploma levels. One of the specialties of this company is that they always open the door for the intern students to learn by giving them hands-on experience with the help of experts from the company, which I fully appreciated throughout my internship.

DAY	WORKING HOUR	BREAK
Sunday – Thursday	8.00 AM – 5.30 PM	1.00 PM – 2.00 PM

Operation Hours of Solar Alert Sdn Bhd in Teluk Kalong, Kemaman, Terengganu

## **BACKGROUND OF ORGANIZATION**



**Logo Solar Alert Sdn Bhd**

### **MISSION**

To be the best company in the business with the highest quality of products and services and safety standards that deliver satisfactory value to customers, employees, and shareholders. To achieve the vision, the company will:

- Be a responsible employer whenever we operate and manage resources expertly and well.
- Meet the needs of our customers and aim to provide products and services of the highest quality.
- Have a safe work environment for our employees.
- We believe that to achieve this goal, we need an innovative approach and growth with our employees and suppliers to deliver the best value for our customers.

### **VISION**

To be the first successful Malaysian company in the oil and gas sector through oil well production and exploration.

## **OBJECTIVES:**

### **OBJECTIVE NO.1**

To ensure loading activity is in compliance with the customer's Material Request (MR) or Load Out Instruction (LOI) with zero mistakes in terms of items and quality. To be measured every quarter.

### **OBJECTIVE NO.2**

To ensure all safety precautions are taken during daily activities to achieve zero LTI working hours.

### **OBJECTIVE NO.3**

To ensure s2 NCR/CAR from Internal and External auditors issues to the warehouse department.

## **GOALS:**

1. Achieve the company's goals of a rating star jump from 4 to 5.
2. Improve Solar Alert Sdn Bhd's standing in the global market to be able to compete with competitors.
3. Ensure that every section of the business keeps growing in order to attract qualified employees, especially fresh graduates.
4. Expand the business globally by establishing a branch in Thailand and strengthening the company branch in Indonesia.
5. Providing the best quality of work in supplying equipment services to clients of the highest calibre is necessary to maintain the company's reputation.

## **ORGANIZATION STRUCTURE**

Solar Alert's Board of Directors:



**Dato' Zubaidi Sulaiman**

### **Managing Director**

Dato' Zubaidi, one of the most important employees of Solar Alert Sdn Bhd, is the managing director and head of the leader in the oil and gas division that leads in the oil and gas industry. Dato' Zubaidi, who was born in 1965, graduated from Universiti Teknologi Malaysia, majoring in Bachelor Degree of Engineering in Mechanical Engineering. Dato' Zubaidi started his career at Solar Alert in 2000 and has various experiences, including more than 20 years in the oil and gas sector. His area of expertise is oilfield equipment, specifically wellhead equipment and Christmas trees. Using his expertise and his experience working for various international organisations in this industry has helped Solar Alert Sdn Bhd grow to a higher level, especially since his existence played an important role in handling the merger of the Oil & Gas Division in Solar Alert Sdn Bhd.



**Dato' Hj. Ismail Salleh**

**Executive Director**

Dato' Hj. Ismail, who was born in 1965, was the executive director and one of the founders of Solar Alert Sdn Bhd. He has a Bachelor of Engineering Degree in Mechanical Engineering from Universiti Teknologi Malaysia. He started his professional career in the engineering and construction industries and worked in different organisations before joining Solar Alert Sdn. Bhd. He has a lot of experience and extensive knowledge in various areas of M&E, especially pumping stations, water treatment plants, fire extinguishing systems, HVAC, and plumbing. With his contribution, Solar Alert Sdn Bhd has succeeded up to this point and become one of the most in-demand companies in the oil and gas industry.



**Mohd Khir Isa**

**Finance Director**

Mohd Khir, who was born in 1963, is the main founder and was responsible for leading the financing department of Solar Alert Sdn. Bhd. Mohd Khir holds a Diploma in Business Administration and Finance. He had various expertise and knowledge of financing as he had already spent 17 years with Syarikat Kereta Nasional Malaysia (PROTON) before joining Solar Alert Sdn Bhd. Mohd Khir has been entrusted with the responsibility of leading and assisting the finance department of Solar Alert Sdn Bhd with various plans and strategies to become one of the most reliable companies in the industry.



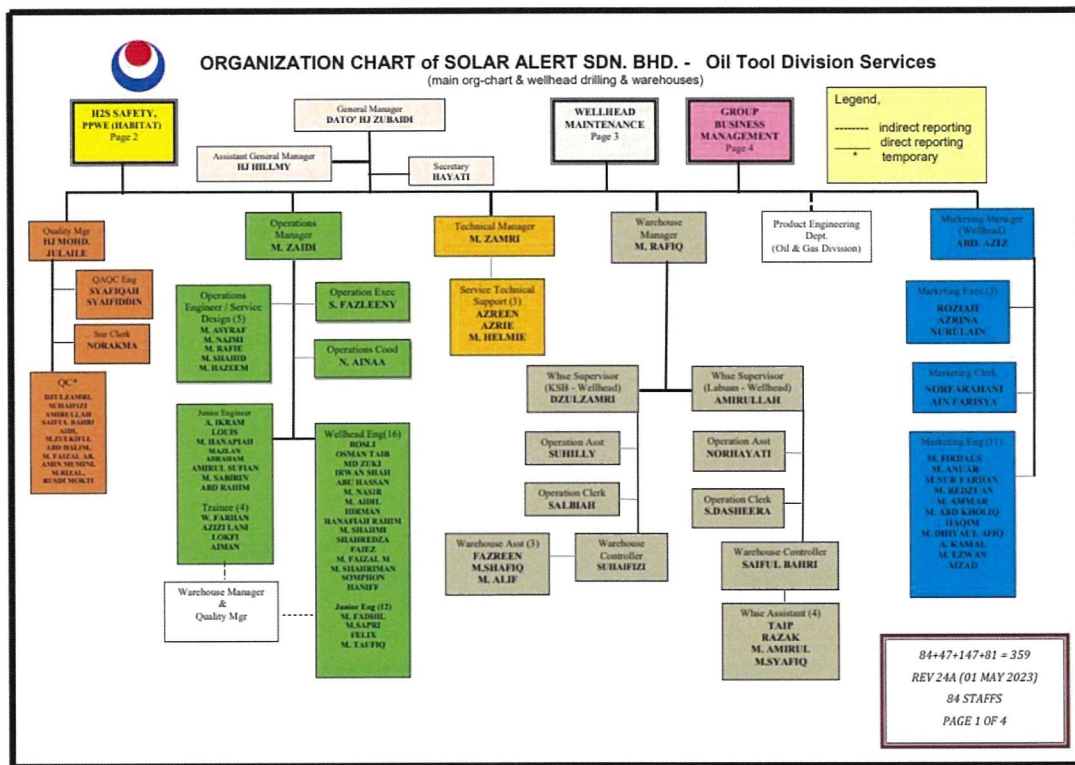
**Zainal Abidin Abdul Rahman**

### **HR & Admin Director**

Zainal Abidin, who was born in 1961, is the main founder of the companies and has led the Human Resources and Administration Department at Solar Alert Sdn Bhd. He only furthered his studies until SPM and had already spent 17 years in Operations and Administration at a major steel company before joining Solar Alert Sdn. Bhd. His presence has assisted the business in managing and resolving issues that arise with all of its employees.

# ORGANISATION CHART

Solar Alert Sdn Bhd was founded in 1995 as a mechanical and engineering firm by three enterprising young Malaysians. Employees at Solar Alert Sdn Bhd are organised into their own individual departments according to their qualifications, and each department is charged with a certain set of responsibilities to enhance the improvement of the company. Below is the organisational chart of Solar Alert Sdn Bhd according to each department.

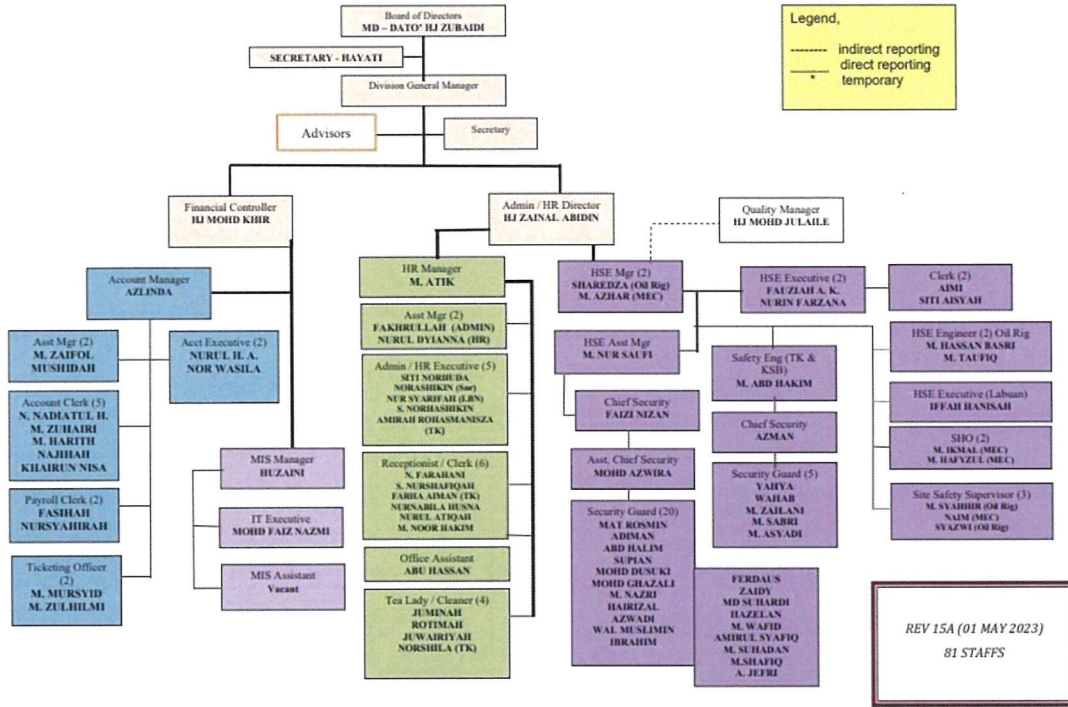


**Organisation Chart of Main Organisation, Wellhead Drilling and Warehouse.**

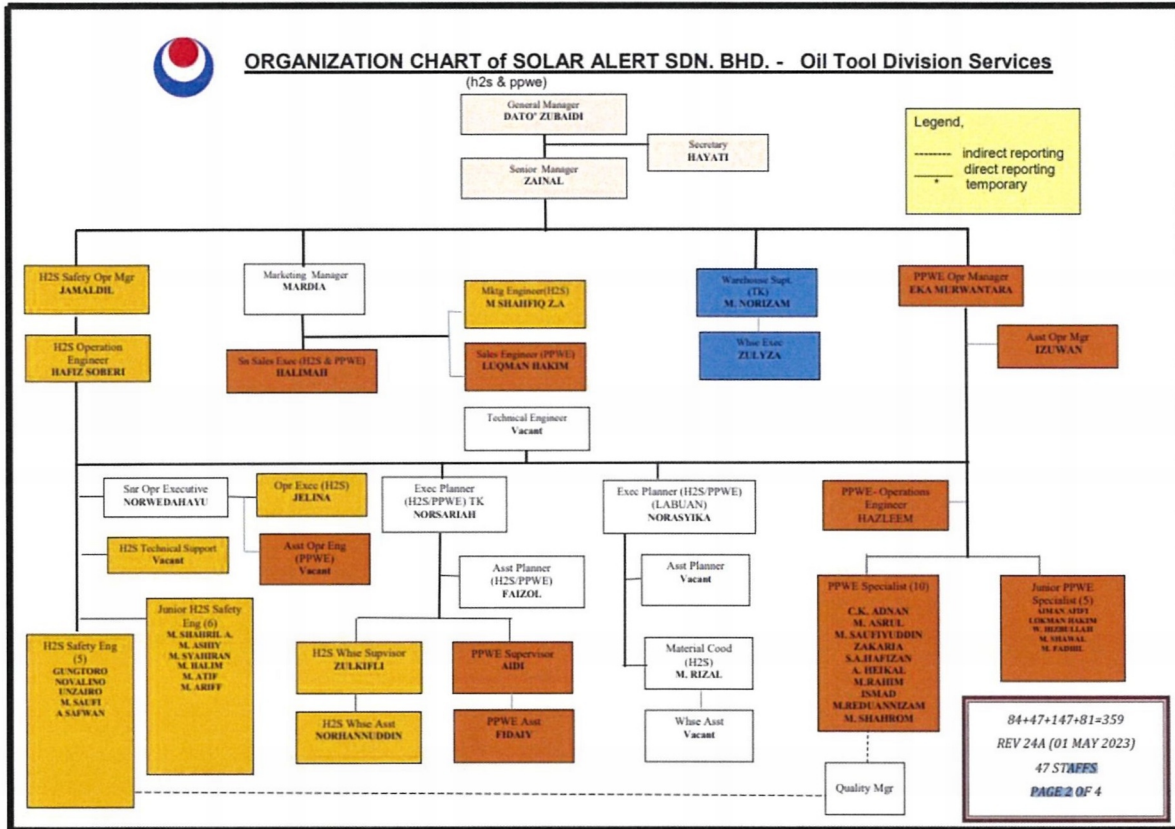




**ORGANIZATION CHART of SOLAR ALERT SDN. BHD. - Group Business Management (Finance, Admin/HR, HSE and MIS)**



**Organisation Chart of Group Business Management**

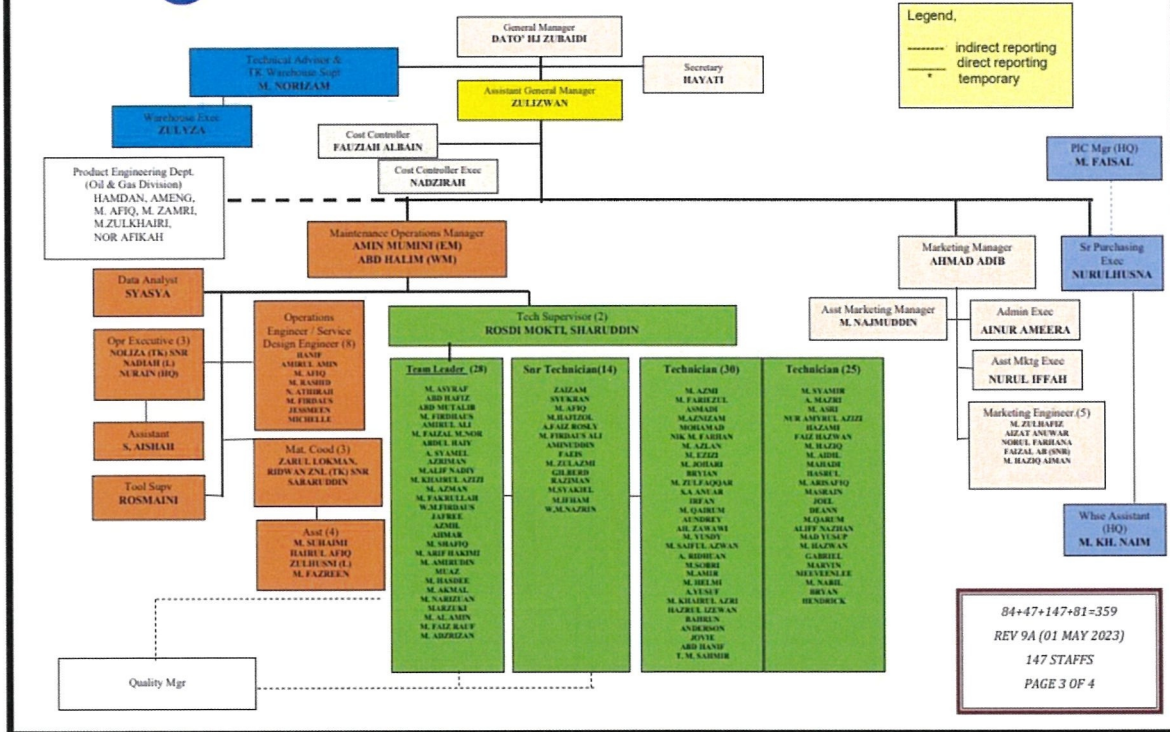


**Organisation Chart of H2S and PPWE**



# ORGANIZATION CHART of SOLAR ALERT SDN. BHD. - Oil Tool Division Services

(wellhead maintenance) – t.kalong & labuan



Organisation Chart of Wellhead Maintenance

## **PRODUCTS OR SERVICES**

In Solar Alert, there are a few departments that have been divided, such as wellhead maintenance, H2S services, and Habitat. Each of these departments carries out different responsibilities and provides different services to the clients of Solar Alert Sdn. Bhd.

First, **the Wellhead Maintenance Department** provides services by conducting a critical device functional test (CDFT), a test to determine whether the wellhead has sustained damage. The services that this department does are repairs on wellheads such as gate valves, safety valves, metal-to-metal seals (MTM), and a surface control surface safety valve (SCSSV), which is also known as a flipper. Not only that, this department also changes tools found on wellheads such as gate valves, safety valves, and annular valves. Special jobs such as cutting down a Christmas tree (nipple down) to change the MTM or changing a new Christmas tree, injecting plastic packing, and installing a chamber are some of the services offered by this department.

Next is **the H2S Services department**, where it provides complete services on H2S emergency response procedures, equipment rental, training for the use of equipment, measures to eradicate H2S gas, H2S safety training, and Confined space entry inspection. These departments also provide services that include the exploration and development of wellheads. After completion of the rental from the client, all equipment will be re-serviced by this department.

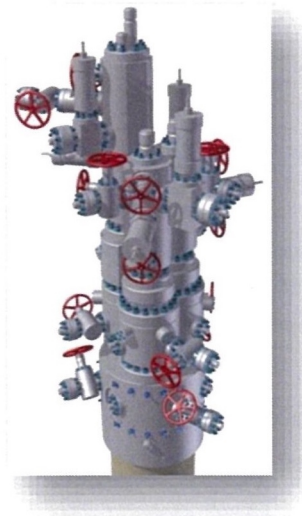
Lastly, **the Habitat department** protects the environment with the welding process, which is easily adjusted and fits any workplace. This department is able to allow field welding to be practical in the workplace and, if permitted or otherwise, compact.

Solar Alert provides comprehensive maintenance services for all its major wellheads and Christmas trees. They include, but are not limited to, the following:

- Physical inspection of wellhead and Christmas tree components
- Lubrication of valves and valve actuators
- Corrosion and erosion inspection on the wellhead and Christmas tree
- Replacement of components or parts
- Modification to the obsolete wellhead and Christmas tree systems.
- Preparation in the wellhead and Christmas tree maintenance programme.

Solar Alert Sdn Bhd is one of the companies capable of providing the full range of maintenance services such as greasing, integrity tests, replacement of damaged parts in the wellhead, and Christmas trees, amongst others.

The diagram shows an overview of the wellhead and Christmas trees



Solar Alert Sdn Bhd's scope of business also includes:

1. Oil and Gas equipment for well exploration and drilling systems
2. Civil construction works in road construction.
3. Construction of old buildings and general civil construction works
4. Mechanical and electrical construction work is especially important in firefighting.
5. System, air conditioning and ventilation system, and water treatment.
6. Plant, pump station, and lift system.
7. Selling fire extinguishing and safety equipment, specialising in foam.
8. Fire extinguishing equipment for the petrochemical and general industries
9. Building.

Our client includes, but is not limited to, the following categories:

1. Government and Semi-Government Agencies
2. Local Authorities
3. Petrochemical Industry
4. Marina and Offshore Industry
5. Chemical Plant
6. Warehouse and Factory
7. Private Developers and GLCs

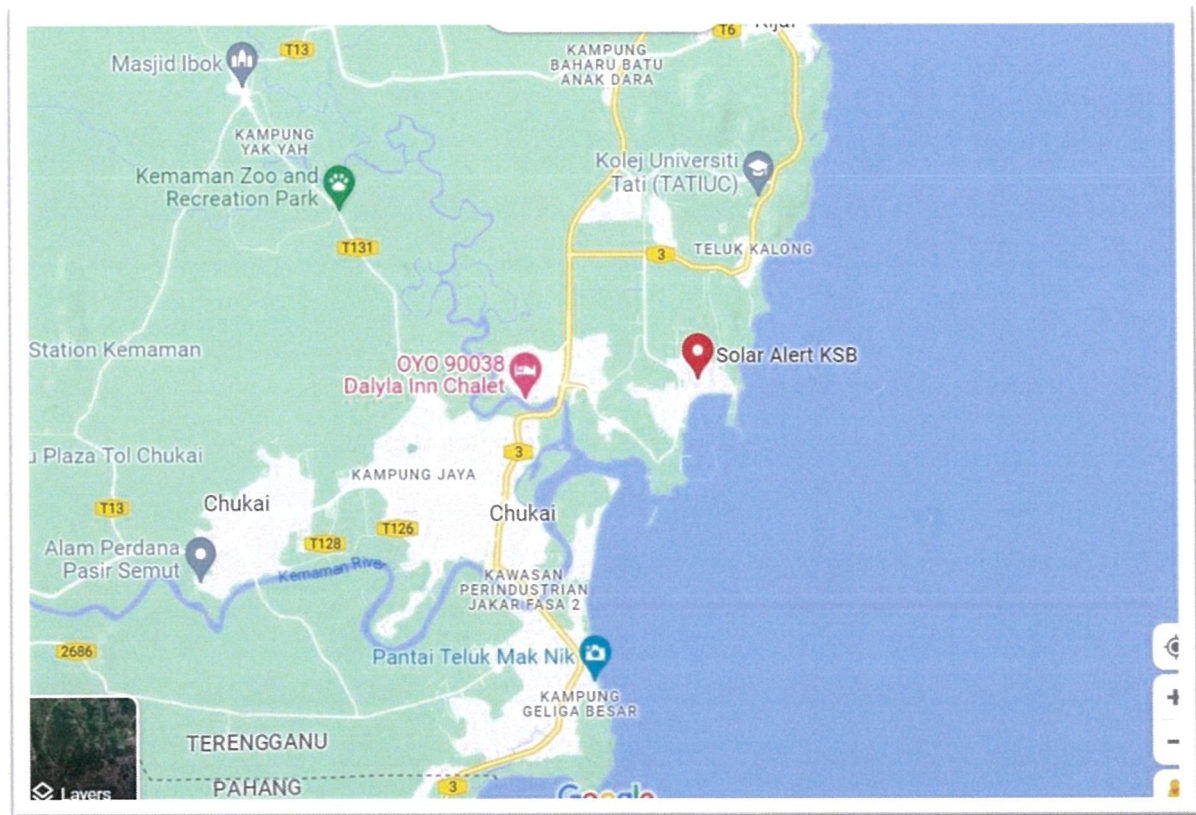
## COMPANY LOCATION



### Location of Solar Alert Sdn Bhd (HQ)

#### Head Office and Factory

No 2, Jalan Sg Kayu Ara 32/37,  
Berjaya Industrial Park, Section 32,  
40460, Shah Alam, Selangor, MALAYSIA  
Tel : +603 - 5740 8600  
E-mail : [info@solaralert.com.my](mailto:info@solaralert.com.my)



**Location of f Solar Alert Sdn Bhd (KSB)**

**Warehouse (West Malaysia)**

Warehouse No 14, Door No 14, Kemaman Supply Base,  
24007 Kemaman, Terengganu, MALAYSIA

Tel: +609 - 8623470/71

E-mail : [info@solaralert.com.my](mailto:info@solaralert.com.my)





**Location of Solar Alert Warehouse Teluk Kalong**

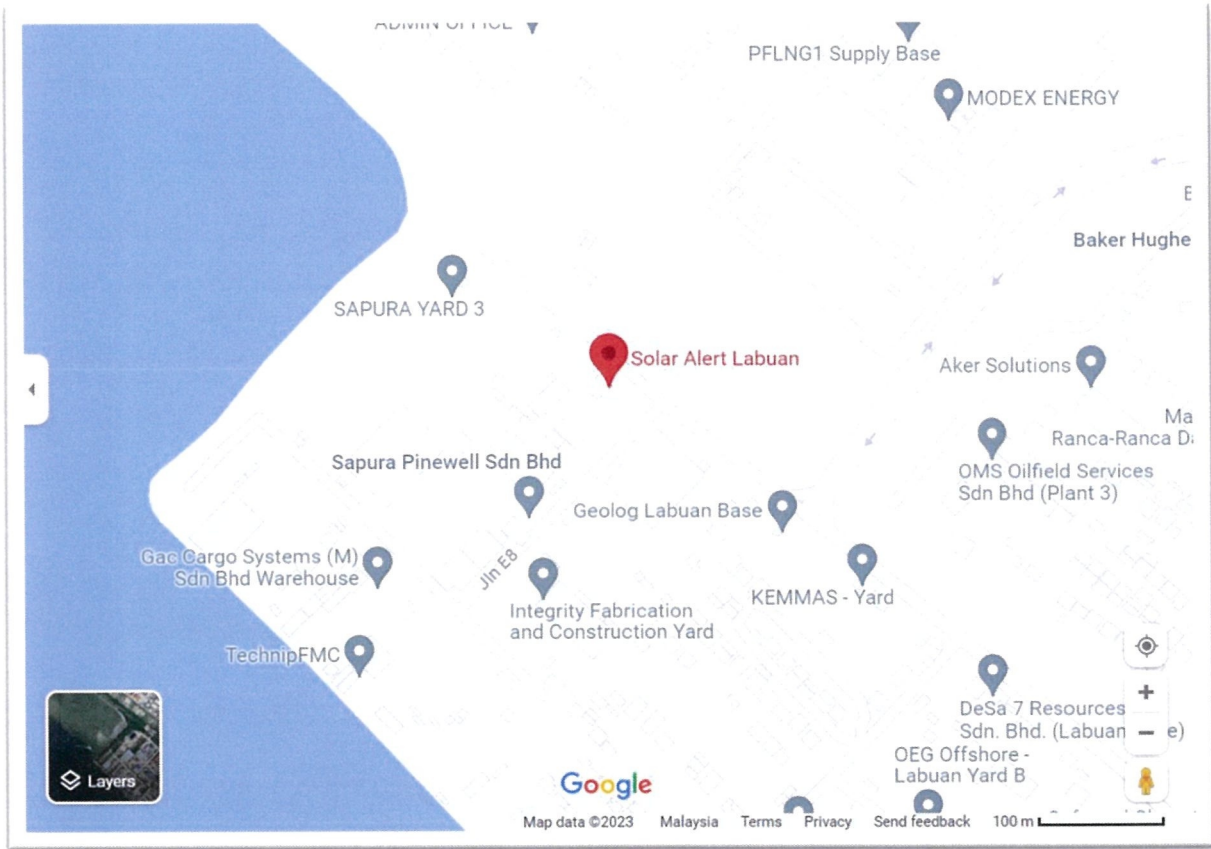
**Warehouse 2 (West Malaysia)**

Lot 619, Kawasan Perindustrian MIEL Telok Kalong, 2

4007 Kemaman, Terengganu, MALAYSIA

Tel: +6019-3558600

E-mail : [info@solaralert.com.my](mailto:info@solaralert.com.my)



### **Location of Solar Alert Warehouse Labuan**

#### **Warehouse (East Malaysia)**

Lot B12, Ranca Ranca Industrial Estate,

Ranca Ranca

87000 Labuan, MALAYSIA.

Tel: +6012-7078379

E-mail : [info@solaralert.com.my](mailto:info@solaralert.com.my)

## **DURATION**

I am starting my internship training from March 1 until August 15, which is 24 weeks, at Solar Alert Sdn Bhd, where I am being assigned to the Human Resources department. Solar Alert Sdn Bhd.'s working day runs from Sunday through Thursday from 8 a.m. to 5.30 p.m. There are just two employees in the human resources department that I was assigned to in this branch, which are Puan Amirah Rohasmanisza as HR Executive and my supervisor, along with Mrs. Farha Aiman as HR and Admin Clerk. Since there are two branches in Kemaman, Terengganu, and only two employees in the human resources department, each of us will have to perform more duties and responsibilities for this department. As a result, this situation has provided more opportunities for me to attain knowledge and perform HR-related tasks.

## **DETAILS**

During my internship training, I was assigned to update the daily movement of staff at Solar Alert Sdn Bhd., as employees are one of the key assets for the company. As a result, one of the tasks of the HR department is to constantly update each employee's present location, especially for those who need to work out of town. For instance, I need to update the employee's attendance database for those who work physically at the office, offshore, or outstation. One of the policies of this company for those employees who want to use their annual leave is to fill out the form for leave at least three days before. Their form of leave includes the date of leave, the reason, and those who can cover their presence at work. Therefore, one of my tasks is to assist with employee leave by updating the employee leave database and informing their leader to avoid any disagreement with the absence and to ensure smooth operation for each department. Hence, for internship students who want to take a leave, they will be granted an unpaid leave that I need to notify their supervisor beforehand.

Another aspect of a company's culture to which employees look forward is the provision of training to advance employees Knowledge, Skills, Abilities, and other characteristics (KSAOs). Therefore, one of my responsibilities is to update internal databases to track employees who need to leave for their monthly training. This field is especially important for the Maintenance and Habitat department since the requirement is to be up-to-date on their certificate of training programme every time they need to go offshore in order to ensure that they are qualified to perform and fit to work. Next, I must update each employee's summary of the training they have received and prepare an evaluation form for each leader to comment on how well the employee has achieved their objectives.

One of my opportunities as an HR practitioner is to screen resumes and applicant forms during the recruitment process. Firstly, I need to help my department advertise the job opening to attract the most qualified candidate for that position. After that, inform the applicants of the interview date and time for those who were initially selected favourably by the department head. For instance, I need to prepare an interview form and group the candidates based on their educational level to make it easier for the HR department to schedule interviews for the candidates. Lastly, for the recruitment stage, I need to assist my department in updating internal databases with new employees' information that requires the new employee's contact information, their details, and their background to ensure the right information is in the real-life database.

Other than that, one of my responsibilities during my industrial training is to do punch cards for all staff every month. Punch cards are one of the tools that can monitor employee attendance. Thus, I need to prepare a punch card for each department every month by pasting the employee's name onto the card and organising it according to the department.

Then, I must complete each employee's punch card that has been used to record their attendance throughout the previous month. One of the regulations in this organisation is to penalise internship students who arrive late by taking money out of their monthly salary. As a result, I have to gather information for any intern that arrives late to work every 30th of the month before forwarding it to the accounts department, which will manage the interns' salary.

One of the best moments during my industrial training was participating in organising company events that gave me the opportunity to collaborate with various employees across departments. On April 19, Solar Alert Sdn Bhd will organise a ceremony for those employees that have served this company for 5 years, 10 years, and 15 years. Therefore, I need to help prepare the event by decorating the stage, making the backdrop, and ensuring the event runs smoothly. Not only that, I also helped the staff prepare for our iftar and celebrate Hari Raya Aildilfitri at the event company. I am not only helping to make the event run smoothly, but at the same time I am able to strengthen my relationship with all the staff. Last but not least, my daily routine in the office is to make an announcement and start prayer recitation before work, during lunch, and after work.

## **BENEFITS AND GAINED DURING INTERNSHIP TRAINING**

**One of the benefits of being a practical student at Solar Alert Sdn. Bhd. is that you will be provided with a monthly allowance.** I received RM 500 per month, which I believe is fair and sufficient for a student. Not only that, the company provides a good working environment with good facilities for all the staff. For instance, I have my own personal working space to perform the work, which helps me keep focused on doing my tasks. Each member of the staff can also use all the stationery that the office has provided without any limits. Moreover, I can also use the laptop provided for the human resources department to carry out my duties and HR-associated tasks. This reward has inspired me to work hard in order to complete the task at hand efficiently and carry out my responsibilities to high standards of quality.

**One of the primary objectives of industrial training is to fill the gap between classroom learning and practice and expose students to specific practices in their respective fields of specialties, which I believe this objective has met.** This is due to the fact that not every student has time to get prepared before facing a circumstance in the actual world of work. With the assistance of my supervisor and all the staff, I was able to learn a lot from each of them, reflecting on myself and improving my weaknesses. As a fresh graduate, they should equip themselves with adequate knowledge and abilities to become competent graduates and gain a competitive edge in the marketplace for new jobs. Therefore, I am also given the opportunity to collaborate with employees across departments to perform a task such as learning by doing a stock card. During my first week of industrial training, I assisted the maintenance department in doing stock cards to keep records and update company products with relevant details before the auditing process. This activity is crucial because, by tracking the product firm, it enables us to identify which platforms the product has undergone and, at the same time, helps me gain an understanding of the company's product's process. Other than that, one of the important things that I learned during my internship training is about safety at the workplace. Every month, the safety engineer of Solar Alert Sdn Bhd will give a briefing about safety awareness at the workplace, which has given me more knowledge on how to prevent any incident from happening at work.

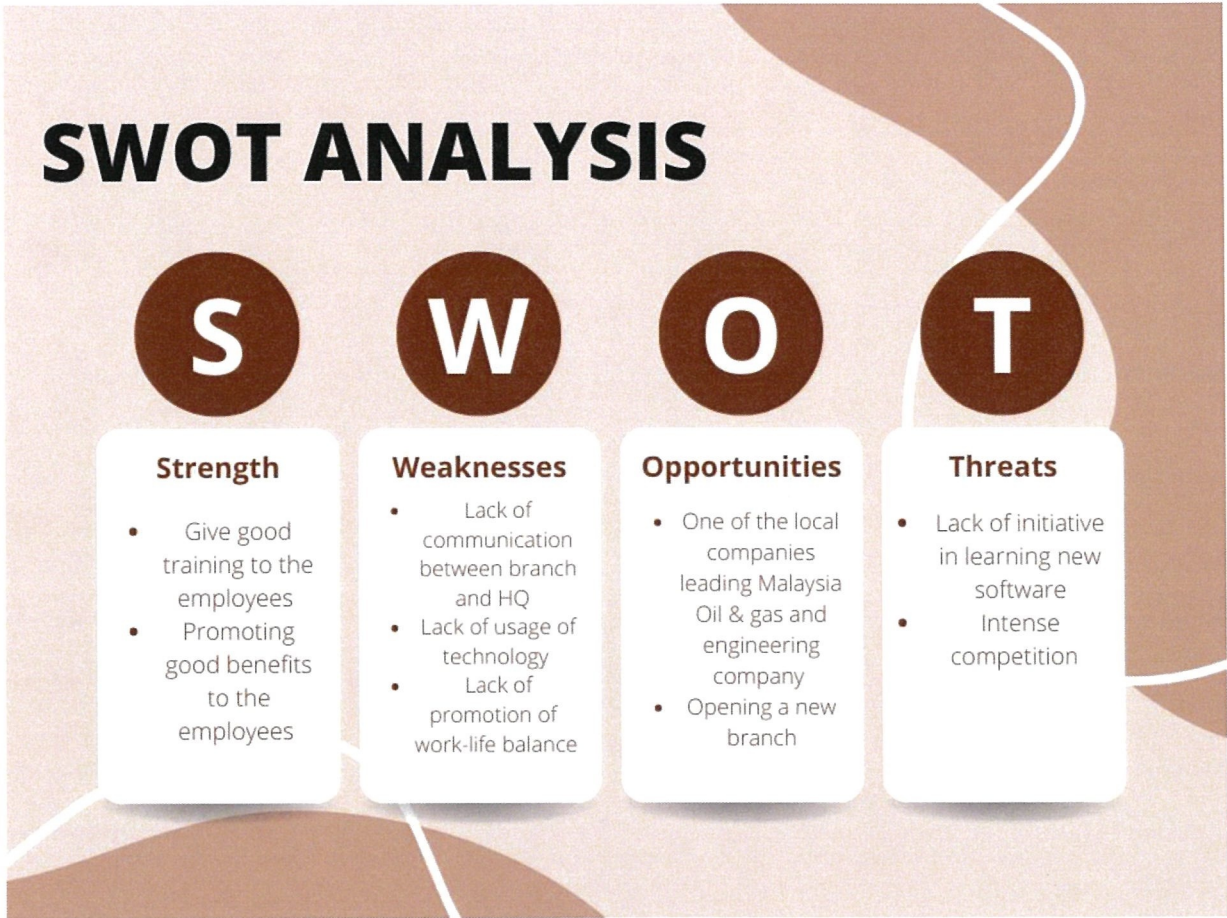
Having a degree alone does not guarantee a person's employment, while having good abilities can help us stand out from others. During my **industrial training, one of the skills that I have acquired is improving my use of Microsoft software.** For instance, one of my

responsibilities is to update employee personal information, training records, and staff movements. Therefore, I am becoming more familiar with the Microsoft software that I need to use to perform my duties daily. Using these skills, I am able to submit my tasks within the required deadline period, and at the same time, these skills help me to adapt quickly in order to become more productive in submitting my tasks. These skills also help me manage my time accordingly by not only being punctual to work but also planning the tasks efficiently.

**Not only that, but one of the most useful skills that I gain is improving my communication skills, which are essential skills that one needs in a career.** As I am an introverted and shy type of person, it is very difficult for me to communicate with my other colleagues, especially with the senior staff. However, as time goes on, I gain more confidence and become more comfortable when communicating with other staff. Communication skills are necessary not only to avoid any miscommunication occurring but also to deliver the message that we want to convey and how it is received by the other person. Therefore, having these skills, I am able to avoid any conflict or misunderstanding and learn to negotiate, especially when working in groups to perform the tasks.

**Last but not least, during my industrial practical, I was able to boost my self-confidence level to perform my duties.** Confidence is one of the necessary abilities to gain trust from others. Since this is my first time undergoing professional work experience, there are times that I doubt my abilities. However, with constructive feedback from my supervisor and trust given by other staff, it has boosted my confidence level to perform and always learn from mistakes. We need to always remind ourselves that putting trust in others also gives us a chance to improve ourselves. This not only improves our self-confidence skills but also our ability to multi-task and gain new insight from experience.

**SWOT ANALYSIS**



**SWOT ANALYSIS OF SOLAR ALERT SDN BHD**



## **STRENGTH**

### **1. Provide adequate training for the employees.**

**The best thing that Solar Alert Sdn Bhd has offered is that each of the employees is required to go through a training programme.** Solar Alert Sdn Bhd. will organise the training programme for each department that all employees need to undergo at least once a year. The company does not mind investing money to spend on training programmes for their employees. For instance, the company will hire external trainees who are well experienced and have the expertise to train their employees. Not only that, some of the training will also be conducted in a comfortable place outside of the office to encourage and motivate the employees to undergo the training programme, and the company will provide some benefits. The benefits that the employees will receive include being able to claim their millage, laundry money, transportation, accommodation, and replacement leave if the training programme is conducted during the weekend. According to the article *"The Importance of Training Employees: 11 Benefits"* by Jennifer Herrity On March 30, 2023, it was stated that implementing training programmes in the workplace will help employees feel like the company is invested in them and show that the employees are valued and worthy of the company. Moreover, it also stated that the training programme prepares employees for higher responsibilities that are required to function effectively in their new positions.

For instance, the department of human resources across all the branches of Solar Alert Sdn Bhd has undergone its training programme from May 26 until May 28 this year. One of the objectives of that programme is to ensure the employees' skills and knowledge have improved and, at the same time, to improve the teamwork skills of the department. The activities that the companies have organised are the implementation of the amendment laws for workers in Malaysia, any changes to existing new laws, and holding a meeting to discuss any issues that employees in each branch have acquired. Meanwhile, those employees who need to undergo offshore platform training must renew their certificate, which has a validity they can use throughout the training. It is very important, as it is one of the requirements of the employees to undergo offshore platform training beforehand, especially to show those employees are competent to work and fit with the jobs. Lastly, every department team leader will do an evaluation for each of their departments that attend the training programme.

Therefore, every leader will know the effectiveness of the training programme and how it has changed their employees to meet the objectives of the programme. By continuing to teach the employees new skills and abilities, they will not just become better workers, but they will also feel like more productive members of the organisation. Therefore, it will help Solar Alert Sdn Bhd to have more well-trained employees, which will become their competitive advantage compared to their competitors.

## **2. Promoting good benefits for the employees**

**The best part of working at Solar Alert Sdn Bhd is that the employees are able to enjoy benefits as the company promotes a variety of benefits for the employees.** According to the article "*How Benefits Help Retain Employees*," one of the main drivers of turnover includes salaries and benefits that companies have offered. Competitive benefit packages help organisations attract and keep talent, lead to greater employee satisfaction, and are more appealing to potential recruits. For instance, the employees of Solar Alert Sdn Bhd will receive bonuses at the end of the year and during Hari Raya Aidilfitri every year. The employees can also claim their telephone bills, mileage if they are required to travel by the company, welfare, and marriage for every permanent and contract staff member. Some of the employees are also able to enjoy the benefit of a cost of Living Allowance (COLA) for each month. The employees will receive RM500 of allowance COLA for the salary between RM1,500 and RM4,000. Meanwhile, salaries of RM4,001 to RM7,000 and RM7,001 to RM10,000 will receive RM400 and RM300 of allowance COLA, respectively. This allowance helps to increase the benefits or salaries of employees to counteract inflation and afford their goods.

One of the best benefits that the company has provided is organising a service award as a gesture to appreciate the employees who have been of service to the company. The award will be given to employees who have been employed at Solar Alert Sdn Bhd for 5 years, 10 years, or 15 years. They will receive a medal plaque and some money as a token of appreciation from the companies. Not only that, one of the ways to retain employees is by providing a good working environment with conducive working space and well-equipped facilities to ensure employees can work comfortably and focus. Therefore, Solar Alert Sdn Bhd always ensures to improve the facility and working environment for every branch. Other benefits the employees will receive are a salary increment for every year, paid leave, maternity leave, paternity leave, and a panel clinic for all the staff. For permanent staff who have been in service for 5 years or

more, they will receive 22 days of paid leave, while those who have been in service for less than 5 years will receive 14 days of paid leave. For contract staff, they will receive 12 days of paid leave. Therefore, providing a good benefit is very important, as can be seen in the article "*How Benefits Help Retain Employees*," which states that the estimate for every turnover costs a company on average six to nine months to find qualified candidates. The time and effort managers have to spend during the recruitment process will also cost the company money. Therefore, one of the strategies of Solar Alert Sdn Bhd for retaining their employees can be seen by the fact that most of the employees are staying longer with the company by offering a good package of benefits.

## WEAKNESS

### 1. Lack of communication between each branch

Solar Alert has more than one branch across Malaysia, which is in Sabah, Terengganu, Labuan, and Shah Alam, which is the main office. **However, even though it has more than one branch, the company has not established one system or software that can align all their employees for work.** For instance, if there is a new memo on leave, salary, policy, or any changes to the company, the Shah Alam branch will get the new information first compared with other branches. Even though there was only a minor alteration of information, the implementation of this information has taken a while to reach other branches. Not only that, but the lack of communication at each branch has resulted in a lack of interrelationships between each department. Even though they have been in the same department, there are not the same guidelines for each department of the company to align their work. For instance, the staff for department habitat in the Kemaman branch do not know any updates for their department in Miri.

*"The Importance of Communication Between Different Departments in Organisation"* by George N. Root on February 5, 2019, has stated that communication is one of the organisational functions that helps a company stay efficient and productive. He also highlights that building trust is one of the most important things within the organisation and requires accuracy and efficient communication between departments. Therefore, as the employees of Solar Alert Sdn Bhd do not have any chance to meet up and time for different branches results in them being unable to have time to discuss the issues that arise between their departments, it creates an error-free flow of communication and slows down the company's ability to reach its ultimate goal for every department. So, it can be concluded that the employees of Solar Alert Sdn Bhd are only focusing on their branches and do not have any chance to learn about any updates from other branches.

## **2. Lack of usage of technology**

**Next, the weakness of Solar Alert Sdn Bhd is its lack of use of technology in the company.** As we all know, technology has always advanced from time to time and is one of the tools to help companies improve and be able to compete with their competitors. However, the technology of companies is still behind compared with their competitors, especially if they are well-being companies. The companies still prefer using manual labour compared to establishing new technology within the organisation. For instance, the employees are still using a punch card to keep track of their daily attendance rather than a fingerprint attendance system that has high accuracy and eliminates the need for more time. As one of HR's responsibilities is to update the daily attendance for all staff, it needs to go through and check all the punch cards every day, which requires more work and takes a lot of time.

Not only that, most of the databases companies use are still in Microsoft Excel, such as the daily movement and leave of employees, compared to using a system that the employees can keep updated themselves. One of the weaknesses of using a manual system is that it takes more time, costs a lot of money, and will create more errors. For instance, all the employees need to fill out the form first to apply their leave manually before the HR department will update the employee's leave. After that, the HR department will be emailing each of the team leaders daily, which takes a lot of time and process to go through. As the companies prefer using manual processes, it requires a lot of paper to be used, which costs them a lot of money.

Implementation of technology used in work not only helps to ensure the flow of work, efficiency, and a productive process, but also helps to keep the record safer and more secure. Ruby Singh stated on July 8, 2023, in "*Positive and Negative Impacts of Technology on Business*," that establishing an organisation's work system protects it from unauthorised users, opens sensitive data, and provides a storage facility for files to protect them from blunder and loss. Therefore, it is very important for Solar Alert Sdn. Bhd. to update their technology within the organisation, as it has a lot of benefits and advantages.

### **3. Lack of promotion of work-life balance**

**One of the issues with the staff at Solar Alert Sdn Bhd is not being punctual at work repeatedly, as some of them have a commitment to send their children to school, a distant position from the workplace, and issues with traffic jams.** To promote employees' wellbeing, the government already encourages employers to apply a work-life balance system to their company. *According to the article, "7 Business Benefits of a Good Work-Life Balance for Employers and Employees in August 2021,"* promoting a healthy work-life balance for employees includes giving flexible working hours and alternative working days according to the employee's preference. It stated that the benefit of work-life balance to the employees is increased productivity for the company, and offering flexible working options to employees does more than make their lives easier. Allowing employees to enjoy flexible work schedules lets the staff work when they are at their most productive and able to make their own decision about working time. However, the company, Solar Alert Sdn Bhd, still does not apply these incentives and requires their employees to work according to the working days and working hours of their branches. For instance, all the employees at the branch in Terengganu need to work on Sunday until Thursday from 8 a.m. until 5.30 p.m. Therefore, the employees do not have any opportunity to choose their own working days and hours, and the issue of being unpunctual to work will always occur.

## OPPORTUNITIES

### 1. One of the local companies leading Malaysia's oil and gas and engineering companies

**Solar Alert Sdn. Bhd. is the only local company leading Malaysia's Oil and Gas and engineering industries.** Solar Alert Sdn. Bhd. was founded by our own local people, who are more focused on helping the locals get job opportunities compared to foreign workers. These companies not only give services to clients within Malaysia but also go across the entire world. For instance, the target markets of companies are Turkmenistan, Bahrain, Sudan, Uzbekistan, Pakistan, Thailand, Vietnam, and East Timor. According to the article "*Why it's important to expand into the global market quickly,*" published on January 11, 2023, expanding into foreign markets can help a business increase its customer base and revenue, leading to overall growth and success. For instance, as Solar Alert Sdn. Bhd. has extended to the global market, they are able to reach a larger group of potential clients, which is a competitive advantage for growing the business widely.

Not only that, but Solar Alert Sdn. Bhd. always opens opportunities for students to undergo industrial practicals to get a real experience of working. The practical students also get benefits such as hands-on job assistance from the experienced employees and an allowance of RM500 per month for students who are currently doing their internship at their company. With the benefits, good facilities, and pleasant working conditions, the student's practical interest has drawn him to become one of the employees as well. As Solar Alert Sdn Bhd has more than one branch, they also focus on increasing their brand and growth from time to time. By promoting a good package of benefits and the well-deserved reputation of the company, it has attracted its employees to stay in the organisation for a long time and grabbed the attention of good candidates to apply under this company. Therefore, it will become a competitive advantage for the companies compared to their competitors, as they will have better employees with good experience and skills.

## 2. Opening new branches

Solar Alert Sdn. Bhd. currently has four branches across Malaysia, with the original located in Shah Alam, Terengganu, and Labuan. **One of the objectives of the companies is to establish a branch in Thailand and strengthen the company branch in Indonesia.** As the company targets opening a new branch in Thailand, it has opened a variety of benefits and opportunities for the companies.

According to the article "*Why it's important to expand into the global market quickly*" on January 11, 2023, expanding a new branch of the company can give access to new talent and resources. By expanding into a new market, it draws a pool of skilled and diverse talent that can bring new perspectives and new strategies to the planning of the company, which can drive innovation and competitiveness. Most of the fresh graduates, especially students in this field of industry, will be attracted to Solar Alert Sdn. Bhd. because it is a well-branded company that has gone global and offers a lot of job opportunities in this industry. Moreover, as it becomes a high-demand job, the workers will feel secure and retain their employment. This helps the companies attract more good candidates, which increases the company's productivity in the future. Not only that, but opening a new branch of the company will also benefit the employees. As the opening of a new branch in Thailand will create opportunities for promotion for the current employees, promoting an employee will inspire high motivation and improved productivity to achieve the company goals. Thus, it helps the company of Solar Alert Sdn. Bhd. grow and be able to compete with their competitors by opening a new branch.



## **THREATS**

### **1.Lack of initiative in learning new software**

**Even though Solar Alert Sdn. Bhd. is one of the leading companies in the Oil and Gas and engineering industries, the lack of initiative in learning new software has posed a threat for the companies compared to their competitors.** It can be seen that the internal database of companies is still using a manual system and only Microsoft Excel instead of an established system. For instance, instead of establishing a new system to key in the daily movement of employees, they can upload it themselves, but the companies still use the punch card that the HR department needs to update every day for all staff. Moreover, one of the issues that arise in the companies is the slow process of claims and the couriering of work between branches as a result of a lack of initiative in learning new software. For instance, if the employee wants to claim their advance, they need to fill out a form first before their department will courier their form to the headquarters of the office, which is in Shah Alam. Therefore, this will take a longer time as the form needs to be couriered first. Moreover, if the employee needs to work on an offshore platform, they are unable to make this claim and must wait until they return to the office, as they require filling out the form manually. This situation has created a high cost, especially in buying paper and paying the company's courier.

As the companies do not want to take any initiative to establish new software and do not organise any training programme on the use of advancement technology that can give more advantages to their employees, such as creating one system for all the employees to receive new information, process claims, process leave, and update attendance. Thus, this resulted in an increased workload for the employees, and the flow of work was less effective due to the lack of technology.

## **2. Intense competition**

**The intense competition between the companies poses threats to Solar Alert's standing in this industry.** Solar Alert Sdn. Bhd. is the only local company that provides equipment services to clients in the oil and gas and engineering industries. Solar Alert Sdn Bhd's international competitors are Cameron (M) Sdn Bhd, FNC Company, Geowell Company, and many more. With the intense competition with other companies, especially those that have more advanced technology, it is a threat for the companies to compete in this industry and retain employees. For instance, even Solar Alert Sdn. Bhd. gives a good package of benefits; however, the salary and compensation of employees are still low. Especially for contracts with new staff, where the company only provides their salary at a minimum wage, Thus, some of the employees believe the minimum wage is still not adequate, especially the young staff, and will go to company competitors that provide a good basic salary advantage.

Especially for those employees that need to undergo offshore platforms that require long hours, difficult working conditions, and being fit to work, this can affect the employee's health. Some of the employees will think that their work is not worth it or is underpaid, especially those who are qualified and can demand a better salary from other companies. According to the article "*Important of Compensation in the Workplace*" by Kimberlee Leonard on March 1, 2019, creating the right compensation plan leads to stronger job satisfaction and makes employees feel like they are being appreciated. Thus, with the intense competition, especially from larger companies that are well experienced in this industry, it has become a threat to the success of these companies.

## RECOMMENDATION

**One of the recommendations of Solar Alert Sdn. Bhd. is to provide policies of work-life balance and flexible working hours to their employees.** Most of the employees are looking forward to having a work-life balance and flexible working hours according to their preferences and lifestyle. This has resulted in discipline issues as some employees are unable to come to work before 8 a.m. because of traffic jams, send their children to school, or stay far from the office. Therefore, applying policies of work-life balance and flexible working hours is one of the best suggestions to overcome these discipline issues between employees. Every worker can choose their working hours, with a minimum of eight hours per day.

According to the article "*How Flexible Work Benefits Companies and Employees*" by Jessica Howington, the benefits of flexible work for companies go beyond happier employees. It is also stated in the article that in the 2019 survey, 30% of respondents left their current job because the company did not offer flexible working options, and 16% looked for a new job due to a lack of flexible options. Thus, it can be concluded that by providing flexible working policies in the company, the employees will likely stay as long as they can balance both work and home and have their own freedom.

**Next, the companies need to establish a single system between the main office and each branch.** For instance, the company needs to invest in one system of database work to align all the work within all the departments. By establishing one system, it can ensure the effectiveness of work, smooth the process of work, and avoid any conflict of work. For instance, by organising one app about the organisation that will provide all the details about the staff, the employees will be more updated and aware of their details, such as their leave, basic salary, compensation package, and so on. Moreover, by providing one app, new information will be distributed smoothly without taking a longer time.

**Furthermore, the companies also need to improve their relationships across all their internal branches.** The companies need to always organise a meeting between one department across all branches for the employees to get to know their colleagues. The employees need to be given the opportunity to know their colleagues and not be limited to their branch only. For instance, companies need to allocate time to hold an online meeting for every department frequently. Thus, the employees are able to discuss any current issues, discuss any plans or strategies of each department, and at the same time improve their teamwork. During the meeting, each of the employees will also have a chance to state their opinion and exchange ideas and perspectives that can help the company make plans and strategies.

According to the article *"The Importance of Teamwork"* by Tracy Middleton on January 25, 2023, people are more likely to work collaboratively when taking risks that lead to innovation if they have the support of a team behind them. Moreover, improving the relationship between their colleagues will encourage personal growth, increase job satisfaction, and reduce stress.

**Last but not least, the recommendation is that the company needs to provide a good benefit to employees by improving the facilities and their welfare.** A good working environment is one of the essential tools to ensure employees are able to stay productive and motivated to perform their responsibilities. One of the suggestions of the company, Solar Alert Sdn Bhd, is to improve facilities, such as expanding the area of parking, building a small mosque, and building a canteen, to ensure employees will be more satisfied. Moreover, the companies also need to improve the issue of employee usage of company cars, which sometimes employees need to use at the same time as the company provides only one car for the branch. Another issue is the claim issue, where the process of claiming takes longer, such as up to 3 months, and the employee needs to wait to get their claim.

According to the article *"6 Ways to Improve Your Office's Work Environment"* by Max Freedman on February 22, 2023, it is also suggested that making the office comfortable with a clean, attractive office and giving freedom for the employees to choose their working personal space helps to create a positive vibe, reduce stress, boost employee morale, and increase employee retention.

## **CONCLUSION**

Alhamdulillah, finally I was able to complete my internship training in 24 weeks at Solar Alert Sdn Bhd from March 1 until August 15, 2023. In my opinion, industrial training has definitely achieved its primary objective, which is to expose the students to the real working-world environment before they enter it after graduation.

I am very grateful, mostly to my colleagues, who put trust in me to handle HR duties and gave me a chance to prove myself. With the assistance of my supervisor and all the other staff, I have become more confident in carrying out my responsibilities, especially in handling documentation for training staff, filling out documentation, updating daily movements, preparing to manage some events, and many more. I am not only learning how to carry out my responsibilities but also how to improve my communication skills, especially how to communicate with senior staff. Not only that, I am also learning how to manage time, as it is one of the issues or aspects that are highly emphasised by the company managers.

Throughout my internship, it also helped me identify my strengths, weaknesses, opportunities, and threats. It truly helped me improve my weaknesses and become a better person. As this is my first exposure to professional work as a rookie, I am still lacking in making decisions and not very good at working under pressure. Therefore, I need to work hard and make good decisions, which is one of the requirements when entering the world of work.

In the following five years, I envision myself as an HR Practitioner in one of the largest companies in Malaysia that has contributed to the growth and success of the organisation using my expertise and abilities. Overall, I can conclude that industrial training is one of the journeys that cannot be forgotten and is an invaluable experience in my life. Solar Alert Sdn Bhd is one of the good companies, and it is recommended for students to undergo their training here as it provides a good environment and good facilities. Not only that, it has changed my perception of the reality of the world, especially because training is very different from what we study in the classroom and, notably, from the ups and downs of real life. All the activities that I have learned during industrial training are totally useful, especially to build my career as a human resources practitioner in the future.

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**The workplace**



**Air Grease Pump & Wellhead**





**Event at Solar Alert Sdn Bhd**



**The production at Solar Alert Sdn Bhd**