



اَوْنِبُوْ سِيْتِيْ بَاتِيْكَوْ لُوْ كِيْ مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

UNIVERSITI TEKNOLOGI MARA (UiTM) KAMPUS BANDARAYA MELAKA

FACULTY OF BUSINESS MANAGEMENT

BACHELOR IN OFFICE SYSTEMS MANAGEMENT  
(BA232)

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INDUSTRIAL TRAINING - (MGT 666)



**SADA** Reg. 200901011159  
**SYARIKAT AIR DARUL AMAN SDN BHD**  
Anak Syarikat Kerajaan Negeri Kedah

PREPARED BY

NORAZAH IZZATI BINTI ZAMRI

2021111921

PREPARED FOR

MADAM SITI NORASHIKIN BINTI BASHIRUN

MADAM ROS ANITA BINTI YAHYA

SUBMITTED ON:

28<sup>th</sup> July 2023

## **EXECUTIVE SUMMARY**

The Syarikat Air Darul Aman (SADA) is an established company that provides access to clean water for consumption by urban dwellers in all of Malaysia's cities. It was a pleasure to finish the six-month industrial training at Syarikat Air Darul Aman. I'm final year student at Universiti Teknologi Mara (UiTM) Kampus Bandaraya Melaka by studying Office System Management (Hons.). Despite the fact that the goals of SADA's founding have nothing to do with the field of study I am pursuing, I have discovered the value of SADA to both employers and workers in the private sector.

Thus, I was given a six-month industrial training assignment and was given the human resources department. I've acquired skills in office administration and event planning. Using SWOT and PESTEL analysis, I was able to evaluate SADA's strengths, weaknesses, opportunities, and threats. This industrial training may help students' professional growth, career opportunities, and well-being. I would leave the event more knowledgeable, confident, and equipped to complete the task at hand.

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## 1.0 ACKNOWLEDGEMENT

Alhamdulillah, because of Allah SWT and His messenger, Prophet Muhammad SAW, I was able to successfully complete the assignments that were given to me by my professors, and for that I am deeply thankful.

Sincerely, I am delighted that Syarikat Air Darul Aman (SADA) and I may now finish the Industrial Report with passion and persistence. In order to guarantee that this assignment is effectively finished, I have made the best use of the time allowed to finish it by acquiring information relevant to the task description mentioned and having dialogues with my other group members. A very thankful Mrs. Nur Atiqah Binti Jamaludin, an Executive in the Department of Human Resources and Mrs. Rosnani Binti Shaari, Senior Manager of Human Resources, has been assigned to supervise my work.

I would want to take this opportunity to thank everyone who contributed to the overall success of this effort. To begin, I would like to express my gratitude to Madam Siti Norashikin for her lecture on industrial training that we had at MGT 666. She not only led us through the procedure but also instructed us on how to locate literature that was relevant to the task that had been assigned to us.

Then, I would want to express my gratitude to the parents for their constant encouragement during our search for knowledge and for the prayers they have said for our prosperity. Last but not least, we owe it to our friends to express our gratitude for all of the assistance they provided in completing the task. As a result, I feel it necessary to convey my appreciation to those individuals who not only assisted me but also discussed their thoughts with me regarding the appropriate name for the job.

Finally, I hope that all of our sacrifices and efforts in finishing this project will provide a successful result and evaluation.



## 2.0 STUDENT'S PROFILE

**NORAZAH IZZATI BINTI ZAMRI**  
OFFICE SYSTEMS MANAGEMENT



### SUMMARY

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Goal-oriented of Bachelor in Office Systems Management, CGPA 3.07 with experience as Human Resources Intern for 6 months that specialised on recruitment, payroll as well as training and development field. Compassionate and emotionally intelligent patients to overcome mental, emotional and behavioural challenges.

### EDUCATION

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**Universiti Teknologi Mara (UiTM)**

Bachelor in Office Systems Management (HONS)

- CGPA : 3.13

**Bandaraya Melaka, Melaka**

March 2021 – Current

**Universiti Teknologi Mara (UiTM)**

Diploma in Office Management and Technology

- CGPA : 3.42

**Kota Tinggi, Johor**

June 2017 – Sept 2020

### WORK EXPERIENCE

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**Human Resource & Administrative**

Internship – Syarikat Air Darul Aman Sdn. Bhd.

- Assisted in Payroll and allowance for overtime working hour and work time change employees' daily attendance using IFas Systems.
- Key-in and accumulated each staff from various department according to the system's thumbprint using HRC systems.
- Key-in clinic panels' receipt from each clinic's panel by using HRC systems.
- Responsible to preparing, organising and storing information in paper and general office duties.

**March 2023 – August 2023**

Alor Star, Kedah

**TMpoint Telecommunications Services**

Customer Services – Telekom Malaysia

- Responsible in handling customers inquires.
- Identifying customers need from inbound calls and cross-selling / up-selling.
- Maintain a positive work environment that fosters collaborations.
- Responsible make a follow up customer's appointment.

**Jan 2019 – December 2020**

Skudai, Johor Bahru

## **ACHIEVEMENT**

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### **General EXCO**

**June 2022 – March 2023**

Cultural Heritage Club – UiTM Bandaraya Melaka

Bandaraya Melaka, Melaka

- Collaborates with other members of the executive committee and board of directors to create and execute exciting, interesting events for the club constituency.

### **Emcee**

**June 2022 – March 2023**

Cultural Heritage Club – UiTM Bandaraya Melaka

Bandaraya Melaka, Melaka

- For Malam Maya that involved by board of directors of UiTM KAG and from the entire student UiTM KBM.

## **ADDITIONAL SKILLS**

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**LANGUAGES: Bahasa Melayu** (Native Speaker), **English** (Proficient in oral and written)

### **SOFT SKILLS:**

- Quick to embrace challenge and changes in priority, providing significant result and high level of accuracy.
- Able to work well in a team, contributing ideas and cooperating with others to achieve common goals.
- Able to prioritise tasks effectively, ensuring efficient allocation of time and resources to maximise productivity.
- Highly self-motivated professional with strong intrinsic drive to excel and achieve results.

### **HARD SKILLS:**

- Data entry & documentation  
(**excel, word**)
- Communication skills
- Time management skills
- Communication tools  
(**Zoom, Microsoft team**)

### **3.0 COMPANY PROFILE**

Syarikat Air Darul Aman (SADA) Sdn. Bhd. is a company in Malaysia that makes sure the people of Kedah have access to clean water to consume. A business in Malaysia named Syarikat Air Darul Aman (SADA) Sdn. Bhd. assures Kedah residents to access the clean water. When it was created on January 1, 2010, it took on the duties of the Kedah Water Supply Department as a wholly-owned subsidiary of Kedah Darul Aman. On March 28, 2008, the Kedah Darul Aman State Legislative Assembly introduced, approved, and published the Water Supply (Substitute Company) Enactment 2008. The four Acts and one Enactment used in SADA operations are the Water Industry Services Act (Act 655), National Water Services Commission Act 2006 (Act 654), Companies Act 1965, and Water Supply (Successor Company) Enactment 2008. The goal of SADA is to deliver clean, potable water that complies with WHO criteria.

Additionally, all served by Syarikat Air Darul Aman Sdn. Bhd. (SADA), a privately held water provider. Sik and Kuala Muda are in Region Central. Including Baling, Bandar Baharu and Kulim, the South Region, Kubang Pasu, Kota Setar, Padang Terap, Pokok Sena, and Yan in Region North. And finally, the entire island of Langkawi is covered. Kedah Darul Aman's wholly-owned subsidiary. The Jabatan Bekalan Air (JBA) was in charge of overseeing the state's water supply before SADA was established. The Pedu, Muda, Beris, Ahning, and Malut dams are among the locations that serve as natural water supply sources.

The SADA employs 1,449 people across 22 departments, including the finance department, the technical department, the department of corporate, internal audit department and integrity, the department distribution, the department of revenue, the legal department, the housing department/R&D and innovation, the department of human resources, the department of ICT, the department of user, and the NRW Non-Revenue Water. For each division to start performing its duties and obligations, SADA also hires staff.



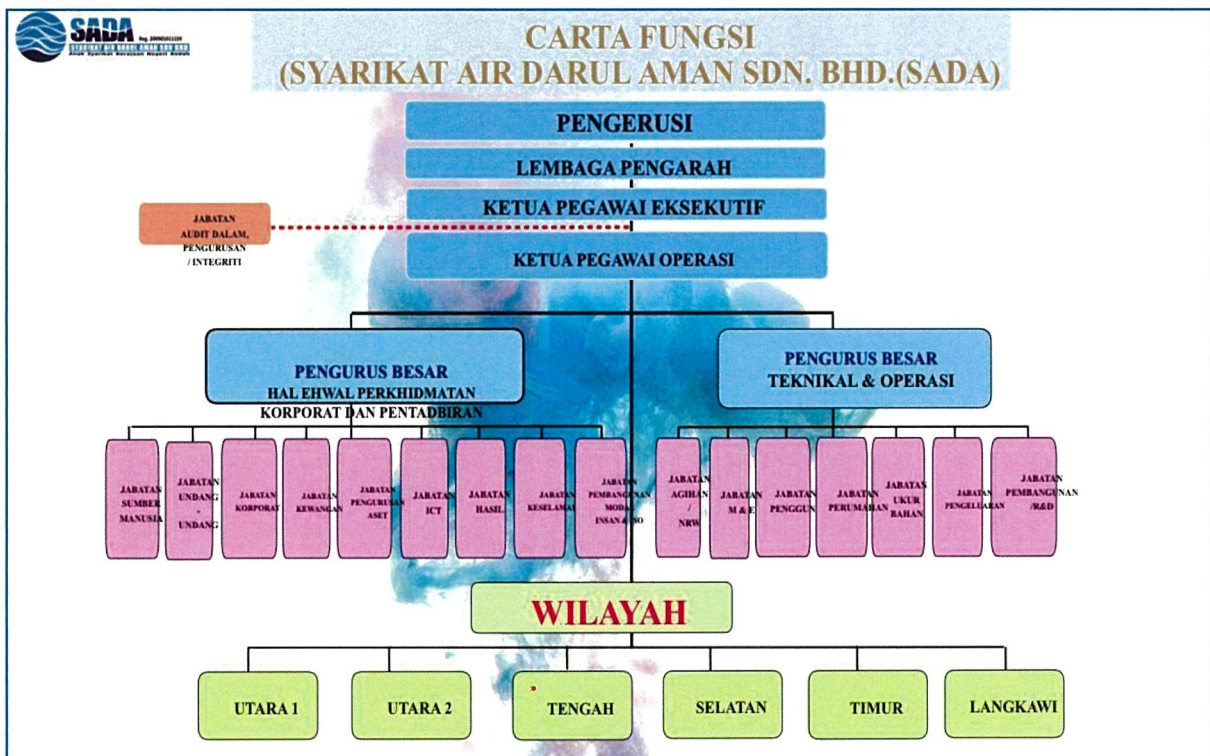
### 3.1 Vision, Mission and Objective

<b>Vision</b>	<ul style="list-style-type: none"><li>• Being clean of the water supply services company regional level.</li></ul>
<b>Mission</b>	<ul style="list-style-type: none"><li>• Providing clean, safe and sufficient water through the planning and development of a complete water infrastructure.</li><li>• An effective water supply distribution system, water quality monitoring and the use of the latest technology.</li><li>• Efficient and trained user service to all domestic and commercial users.</li><li>• Reducing the problem of Non-Revenue Water (NRW) in the State of Kedah.</li></ul>
<b>Objectives</b>	<ul style="list-style-type: none"><li>• In the best interest of the state's citizens, SADA is in charge of making sure that the general public has access to clean water that satisfies the standards of the Ministry of Health and the World Health Organisation (WHO). Furthermore, SADA supports up the administration, professionalism, effectiveness, and continuously high standard of service it offers to anyone in need.</li></ul>

### 3.2 Company Logo and Organizational Chart



Corporate logo qualities are ingrained in symbols that represent the company and shape how customers see the company. The use of white for SADA's wave logo reinforces its symbol of assurance, commitment, and endurance in the face of various challenges. In order to accomplish its mission and vision, Syarikat Air Darul Aman (SADA) also chose roundness as a symbol of unity, teamwork, and dedication. The corporate logo is the official visual representation of a company, and for it to be truly identifiable, it must reflect the organization's strategy and identity. The company's corporate symbol aids in brand recognition and memory after the strategy is understood.





### 3.3 *Product and Services*

When working in the service sector, it is vital to provide services of a high quality. SADA's primary mission is to expand access to potable water for all people, with a particular focus on those who live in the state of Kedah and on Langkawi Island as a whole. SADA has also introduced a number of new initiatives in order to improve the overall quality of the services that it provides to its customers. The purpose of this programme is to improve the organisational structure of SADA's most important elements in order to transition the agency's existing work culture into a corporate one. The market for the company's products and services will grow as a direct result of this move, which is yet another advantage it will bring. The administration of the nation's water supply falls within the purview of SADA. In the future, SADA plans to continue enhancing the quality of the services it provides and boosting the productivity of the staff that is responsible for generating money.

The next step is that in the event that a water main breaks or if there are other disturbances, a SADA tank may be used to transport water to individuals who are in need of it. The maintenance of mechanical and electrical components of the apparatus utilised in water purification facilities and pumping stations is also included on the list of services provided by these companies. This activity needs to be carried out in order to guarantee that the public water system is operating effectively. In addition to this, SADA is consistently working to improve the quality of all of the products and services it provides.

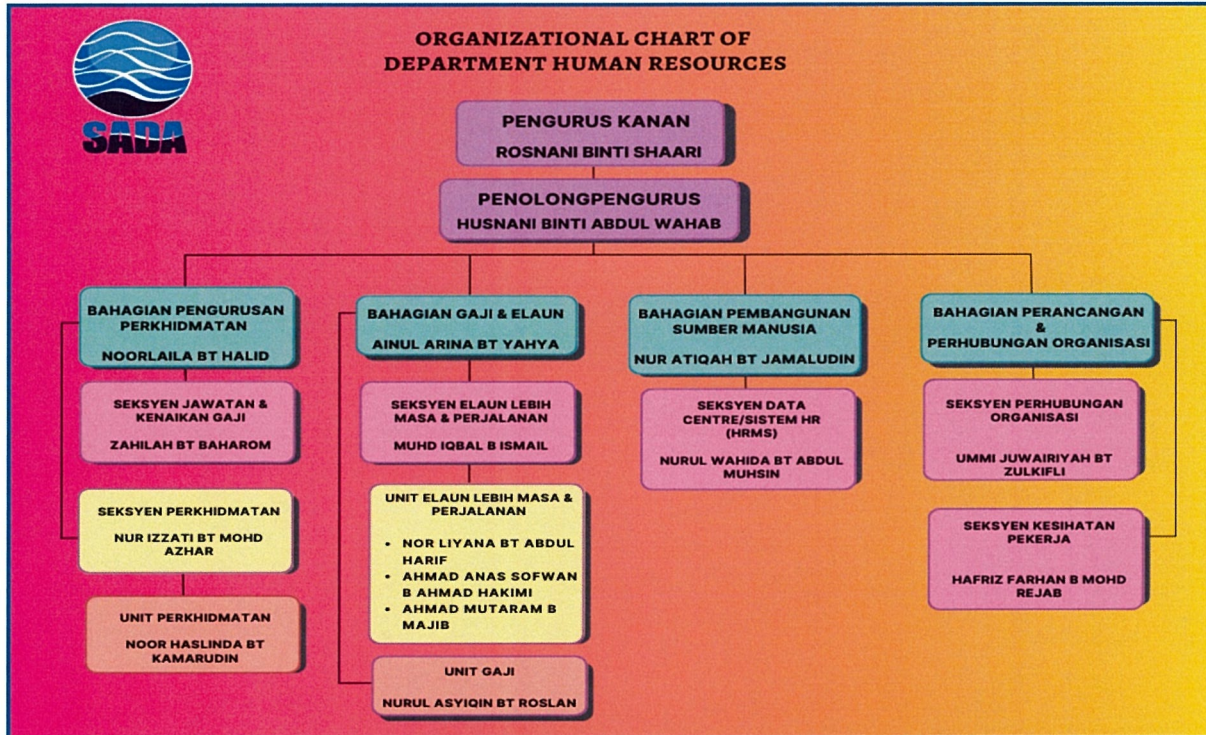
In point of fact, SADA gives its customers the option of paying their water bills at a counter, which gives them the flexibility to pay their bills at any authorised place, including the counter at SADA itself or online. SADA also offers a user assistance programme to anyone who may be having issues with the water supply in their home. It is possible that there is no water available, that pipes have been stolen, that the water metre is broken, or that the problem is caused by something altogether else.

During my time spent through industrial training, I kept up with the SADA company by following their trips to the Bukit Pinang Plant and the Pelubang Water Plant. When it comes to producing clean water of a high grade, there are many different kinds of filtration and processing equipment that can be employed. In addition to offering services for water delivery through the acquisition of SADA tank plants, SADA is able to do so to coordinate operations in locations where access to municipal water has been cut off as a result of interruptions in water supply or other disturbances.



## 4.0 TRAINING'S REFLECTION

### Department of Human Resources



During the course of my internship, I received training from the department of Human Resources. It is common knowledge that issues relating to employees are to be directed with the department of human resources for resolution. Human resource development is a strategy that provides a framework for managing, enhancing, and increasing the competence, abilities, and talents of employees. By enhancing staff performance and competency, this strategic framework contributes to an increase in the effectiveness of the organisation.

An internship that started on March 1 and lasted all the way through August 15 in 2023 lasted a total of 24 weeks. I came to the conclusion that the Syarikat Air Darul Aman (SADA) in Alor Setar, Kedah would be the best place for me to complete my internship. I work five days a week, from Sunday through Thursday, during the business hours of my company, which are from 8:00 a.m. to 5:00 p.m., each day.



The Human Resources Department is one of the sections that fall under the Corporate Affairs Division of Administrative and Financial Services. Human Resources is the department in charge of handling concerns regarding SADA for Human Resources staff as well as occasional Human Resources development plans. The service management section, the wage and allowance section, the human resource development section, and the organisational planning and relations section make up the Human Resources Department. To maintain efficient course operations and to improve administrative management effectiveness and efficiency, all of these responsibilities are constantly handled.

My main duty is to finish administrative projects and duties that support the effective operation of offices. I've learned a lot as a consequence, knowledge that will come in useful once I start working. For instance, I gained knowledge of the HRC SADA and IFas systems, two of those that the SADA Company provides. This system contains sensitive data, so it should be used with care. The HRC system, which has all the information on each employee preserved, and the IFas system, which also maintains track of each employee's earnings, pay stubs, and monthly bonuses, must only be used for specific groups of people.

I can also use my talents to assist officials by utilising the appropriate software to edit photos, create certifications, create presentation slides, and scan documents. I must also make sure that I finish the things that my supervisor is monitored under my supervisor. I discovered a lot of new things during the industrial training, including how to print, and scan copy letters using a photocopier. I also learnt how to laminate documents, bind them, and stamp names and signatures. Additionally, I updated the service record book, compiled the salary slips for the officers, and organised papers into their personal files.

This is because I regularly used both programmes to complete the work that was given to me, which allowed me to gain first-hand experience with what a renowned by SADA. Microsoft Word and Excel have to be used for my job, so I had to become more proficient in those applications as well. This is crucial since it will help me be more equipped for the future and enable me to predict new advancements in this field. I can say that this experience has been beneficial to my personal development and helped me turn into a better person. I am able to communicate with individuals more effectively, whether they are younger or older than me, thanks to the company's welcoming and laid-back culture. Not to mention, I was able to increase my own self-confidence, which will surely be helpful in the future. This is due to the fact that I frequently need to speak with others in order to fulfil obligations that are either mine or those of others.



## 5.0 SWOT ANALYSIS



The infographic is a vertical stack of four black rounded rectangular boxes, each representing a different category of the SWOT analysis. The background features decorative wavy lines in shades of blue and green. Each box contains a title, a list of points, and a white icon.

### STRENGTHS

- Strong brand name
- Efficiency of the work operations in HR



### WEAKNESSES

- Lack of technological issues.
- Lack of qualified skills.



### OPPORTUNITIES

- Upgrade a better services and product
- Social Media Growth



### THREATS

- Climate Change
- Site Location for Upcoming Project





The performance of Syarikat Air Darul Aman Sdn. Bhd. (SADA) has been analysed using a SWOT analysis. This is essential if the business is to manage their performance, advance in the market, and maintain stability. The organisation is evaluated using the SWOT method, which takes into account both internal and external issues. The company's internal elements include its strengths and weakness, while the opportunities and threat it faces are regarded to be external factors. (Vanessa, July 1, 2023). Employee morale and management changes are examples of internal elements that the firm can influence, but the economy, the environment, and politics are examples of external factors that the company cannot influence (Parsons, N. 9 Sep 2022). The SWOT analysis for this report outlines the organization's advantages, disadvantages, opportunities, and threats. based on what I saw and some feedback from my training manager.

### **5.1 STRENGTH**

#### **i. Strong brand name**

In the business of providing safe drinking water, Syarikat Air Darul Aman is a well-respected and well-known brand. The corporation has been able to more quickly pick up the success of new items because a consequence of this. Since SADA is the only water provider in Kedah with SPAN and control over the amount of water that is regulated by the MOH, it is the only business to be granted a specific licence for the city's water supply, the sole company that produces purified water for Kedah's water supply. The SADA will therefore have an easier time executing the Business Plan to raise production and service quality. On the other hand, when there is just one producer and a sizable client base, a strong brand name is present. The process of creating a powerful brand requires ongoing improvement and modification. However, the business needs to have the correct branding elements if it wants to succeed and reach a long-term audience. (Yec, 2022)

As a result, a single producer has power over the price of a product. In other words, the producer is a price maker who can influence the price level by deciding how much of a product to produce. For instance, having multiple energy suppliers is unnecessary given how expensive it is to establish electricity lines. Customers are at a loss for options because there is no trustworthy alternative for the distribution of clean water power, the seller sets the price because it is anticipated that the majority of customers would continue to purchase power even if the energy distributor decided to raise prices.

## ii. Efficiency of the work operations in HR

The next strength is the efficiency of the work procedures. SADA has various divisions, including management, pay and benefits, human resource development, and organisational planning and relations, just like other corporations. These departments must work together and remain in close contact at all times. Every department has phones to help with communication and offer updates on work progress. To examine how projects are progressing and to confirm and approve paperwork like invoices, pay stubs, and allowance forms, for instance, the director frequently meets with representatives from each department.

The human resources division follows immediately after the other divisions in a short cycle to complete all tasks and assignments. Continuous and efficient organisational participation and interaction have enhanced work processes and helped to maintain the company's financial performance and position.

### **RECOMMENDATION**

The operational effectiveness of each client is highly valued by SADA. The company's main operational goal is to make customers happy. This can be investigated using the phases that are generated when tasks are completed. The process was created to operate more effectively while also lowering the possibility of staff confusion and error. It is possible to rapidly correct any discovered irregularities or errors and notify the appropriate department. For instance, personnel frequently make errors when it comes to customer fees and document completion status. Work efficiency is increased by having table phones in each department for easier internal communication.

In order to ensure efficiency, the business should urge that workers, particularly interns, be paid equally. While other departments have fewer employees, departments like human resources have numerous interns. A more evenly distributed workforce will reduce the burden placed on each department and promote quicker, more precise processes that may boost revenue and profitability.



## 5.2 WEAKNESS

### i. **Lack of technological issues.**

Working with outdated technological equipment presents a number of difficulties. SADA currently uses the business' services on behalf of numerous departments and individuals. For instance, each department frequently utilises the company's auditing and allowances services. As a result, there has become more work to do almost every working day. The HRC and IFas systems are just two of the many types of systems used in the human resources division. The HRC system both looks for information on a staff member and maintains all of the personal information about the staff. There are numerous areas in the HRC system, including those for leave requests, organisations, positions held, and training that has been completed. The HRC system also keeps up with the most recent data. And the IFas system is used by salary units to update the staff members' most recent salaries. The IFas system also includes lists for banks, social welfare organisations, and Tabung Haji in addition to sections for OT, millage, deductions for ASB, PTPTN, and Angkasa.

It is unsuitable for use in business operations in addition to the outdated versions of IFas and the HRC system. Because the IFas system is linked to the finance department for the distribution of employee salaries, this delays work, which has a greater impact on other employment. Companies with slow systems run the danger of losing their competitive edge since they can't complete tasks as rapidly as other businesses. Slow speed can be very expensive and inhibit business growth in addition to being annoying and demotivating to work with (Dagher, September 2, 2022).

### **RECOMMENDATION**

A company may want to consider spending a portion of its resources to repair or improve its technical equipment. This is done to ensure that the company can operate at the highest level of productivity. The key is to perform routine maintenance on computers and networks. To ensure there are no software conflicts, remove any suspicious apps, and even hire someone to update the hardware, if necessary, they must keep track of their technical documents. When this problem occurs, they may address several of these issues at once with one quick swipe. SADA can also install an anti-virus application on each staff computer, in this way it can deal with problems in terms of staff data leakage. All information about staff at SADA is extremely dangerous if it is disclosed to people outside of SADA.



## **ii. Lack of qualified skills**

There is a potential risk that the work quality would suffer if staff do not possess the necessary abilities. If employees do not receive proper instruction, the job they produce will be of a poorer quality and quantity. Because of this, the cost of having to change poor performance or pay for damages caused to third parties as a result of negligence on the part of an employee with insufficient qualifications could go up. They are unable to predict industry trends, which could be essential for safeguarding a company's future. It might result in the demise of the SADA agency. It is challenging to provide an organisation with excellent performance efficiently without skilled staff members.

Additionally, poor communication skills among employees may affect the calibre of their work. Because, in my observation, inadequate training will lead to fewer workers providing subpar work. For instance, the customer service department must be aware of which department the consumer should contact before taking any action. Customers visit SADA to report problems with their water bills, thus the customer service department needs to be aware that complaints about bill cutbacks should go to the consumer department rather than the human resources department. When this occurs, outsiders are negatively seen in the SADA setting.

### **RECOMMENDATION**

As previously mentioned, there are a lot of consequences that can result from a lack of training in the job. On the other hand, SADA can make up for this deficiency by organising a training session once a month for its staff members on how to deal with challenges such as communication and customer service skills. This would allow the organisation to maintain its momentum of producing high-quality work. Within the context of the SADA organisation, everyone is aware that training has a positive impact since it makes it easier to avoid making severe mistakes.

It is recommended that multiple training programmes be designed given that not all businesses provide their employees with training opportunities. This differentiates SADA from other organisations due to the fact that, once the appropriate training programme has been implemented, SADA will experience increased output as well as increased employee satisfaction. The establishment of a robust training programme contributes to the continued productivity, viability, and health of your company.

### 5.3 OPPORTUNITY

#### i. **Upgrade a better services and product**

SADA has implemented a number of factors that can enhance business operations. It fits the definition of economic innovation as a whole, employees that are required to enter all company data and transactions need better and more user-friendly software to ensure that their responsibilities are accomplished accurately and swiftly (Geraghty and others, n.d). In turn, creating a new version of an old product might provide motivation to keep it in use.

On the other hand, creating an updated iteration of an already existing product may provide a motivation to maintain the product's recognizability. The enterprise would have the best chance of boosting output and satisfying the water needs of all sectors in Kedah if it has access to the most recent and dependable equipment available on the market.

Also broken are water plants. A method to help ensure that the water level in the tank is always kept at an adequate and safe level is to increase the number of water pumps in the facility. Water pump mechanical or electromechanical tools that employ pressure differences to convey water through a system of pipes and hoses have been discovered in both Pelubang and Bukit Pinang facilities.

### **RECOMMENDATION**

In relation to the recommendations, my investigations have led me to believe that the water treatment facility required to increase the level. With the assistance of this water pump, a sizeable amount of water may be moved from the river to the storage tank. In order to increase production and continue supplying the people of Kedah with high-quality pure water, the SADA company will have to shell out additional funds for plant supplies and machinery.

Next, a corporation can boost its output and operational effectiveness by making investments in high-tech machinery that automates labour-intensive processes and lessens its need on human labour. The development of new machinery that is able to accomplish more with less effort, time, and resources while also being quicker, safer, and of higher quality is something that is highly desired. Not only does this efficiency result in large savings, but the savings are often made on their own automatically.



## ii. **Social Media Growth**

According to the (Ospina, Sept 18,2019) social media has changed the world. These technologies are being widely and quickly adopted, which is transforming how we organise to demand political change, locate partners, and obtain news information. My observations suggest that individual rather than group efforts is more responsible for the contribution that the study of social media in government makes.

A company needs to use social media to spread the word about SADA to the outside world. Giving the State of Kedah a social media platform, like Facebook, for daily discussion and debate on climate change that has happened or will happen there. Social media has enabled the present generation of society to swiftly and extensively share its ideas and thoughts on a variety of topics, including those pertaining to national heritage, as well as to display news. Locals have the chance to use social media to better prepare if the water supply problem is stopped. Residents can conserve water and supply enough water for the entire household by alerting others to the issue (noorazura abdul rahman, 2023).

## **RECOMMENDATION**

My observations suggest that SADA needs to recruit a specialist in websites, Facebook, and Twitter as its only means of social media. All the knowledge about SADA will spread widely and rapidly when someone only focuses on one item. They can also take into account social media as an additional avenue for digital marketing that businesses can utilize to reach customers with advertisements. Next, as is common knowledge, both young and old people are adept at using social media today.

They can also advertise newly updated goods and services via social media, like the development of a new location in Loji Pelubang. More job opportunities at SADA have become available as a result of the upgrades at the Pelubang Plant, increasing staff quality and productivity. As a result, they can share positive news about the activities planned by SADA via social media. For instance, based on my experience doing industrial training during the fasting month, SADA has organised a number of programmes, like distributing Lambuk porridge to people in the public in front of the SADA building and hosting a date distribution programme for staff members in each department of SADA. Thus, using social media they can publicise the water supply issues they experience, such as cutting off the water supply so that the water tank can be cleaned. In this way, they can promote the events they host.



## 5.4 THREAT

### i. **Climate Change**

The six water dams in Penang, Kedah, and Perlis currently show a decline in the storage level of raw water resources, although it is still over the essential threshold, according to the National Water Services Commission (SPAN). El-Nino is caused by a sudden rise in Pacific Ocean temperature, which alters the climate system and causes changes in Malaysia's weather, particularly an increase in surface temperature and a decrease in rainfall. (Bernama, Mei 5, 2023). Following the occurrence of this El-nino, some local areas experienced water supply interruptions as a result of water supply system upgrade projects, planned maintenance at the relevant water treatment plant, or as a result of incidents involving burst pipes. SPAN has since instructed all water operators in SADA to take specific precautions to address the risk of water supply interruptions due to drought. The operation will be terminated when the water level drops and the next level cannot be reached. As a result, the level of the water behind the dam will start to cloud up as the monsoon season approaches, and it will take some time for the water to clear up after these processes.

### **RECOMMENDATION**

Rainwater collection has become increasingly popular in recent years, and everyone ought to use it. Rainwater collected by rainwater collecting systems can be stored for later use. For that particular threat, SADA must assess the sufficiency of raw water supply sources, prepare a plan to send tankers to specific locations as needed, and place static tanks in key locations. SADA also needs to be ready with machinery, vehicles, equipment, and manpower to carry out repairs right away in the event that the plant is damaged or an unwanted event, such as broken pipes, occurs.

Next, if the situation is too serious, SADA must also ask water operators in other states for assistance with tankers and labour. For example, asking for assistance from the States of Perlis or Penang can help to lessen difficulties with the State of Kedah's water supply. Additionally, this can improve international ties by establishing relationships between two or more governments is known as diplomacy. The foundation of this relationship is essentially trust, compatibility, and a shared desire to accomplish goals for the benefit of their respective governments.

## ii. Site Location for Upcoming Project

The long-term sustainability of renewable energy is largely dependent on the ability to locate production facilities in the most advantageous areas. The most suitable spot can be determined at the national level by comparing various areas of a nation and regions to a set of criteria and sorting the results (Siamak Kheybari et al., 15 May 2019). These elements should be taken into account when picking a location for any kind of plan or production; by understanding the reason for needing the location, they may plan the design efficiently and give the construction process a purpose.

My observations lead me to believe that one of the threats to SADA is the decision for the following project because the dams that have already been built are close to settlements with a high population density, making it challenging to choose a location for the plant-water treatment facility to be built. According to the existing plant in the village, processing work will be minimal and reliant on the usage of machinery to transport water from the dam to the water treatment facility. Any building or construction project that wants to be successful needs to be carried out close to infrastructure and utilities. Water, power, and health care should all be available. The accessibility to the raw materials that will be used for planning or construction is another crucial issue that they need to take into consideration.

### **RECOMMENDATION**

They can reduce the cost of importing or delivering raw materials to the site by picking a strategic location. Other manufacturing costs for intensive include sourcing and transportation expenses. Since distance and mode of transportation directly affect transportation costs, businesses that site their facilities distant from their consumers typically pay high transportation expenses and will also have access to sufficient resources to do the job. This is also crucial if they intend to develop a manufacturing sector; having access to the raw materials required for production would be very advantageous in the long term.

SADA must use care when making decisions regarding the local environment, such as avoiding establishing a plant near rivers or waterfalls because raw water is one of the company's primary resources. By building new plants, SADA can give locals and people living nearby the new plant access to jobs. With the availability of labour, we mean the accessibility of qualified talent, which is an essential factor for businesses when deciding where to locate.



## 6.0 CONCLUSION

I am therefore very happy with all the materials the company has given me to use as a student. In addition to the accommodations provided, Syarikat Air Darul Aman (SADA) staff members are outstanding with the students' practicalities and all have a professional attitude on their duties. In addition, I got a lot of fresh knowledge from this practical experience that I may use moving forward. To establish a competitive company in the future, the person in charge will need to make some changes and address some issues.

Students who participate in industrial training gain first-hand practical experience that aids in completing a learning process necessary for graduation. Industrial training exposes students to the working world authentically and right away, as opposed to when they were only exposed to theoretical study in institutions. Students must fight the idea that seizing an opportunity that has been successfully presented is more important than enrolling in a lot of industrial training. Industrial training is something that all students should take seriously, not just as a necessity for graduation.

With the goal that SADA would grow in the future with personnel who possess a high-class professional attitude and who are led by a competent individual. I'm also told to research a number of in-depth details regarding the business. The greatest priority is given to particular training concerns relating to student function because every event is a beautiful learning opportunity that may be applied in the future.

However, because of the staff's friendliness, which allowed everyone present to feel at ease and frequently cooperate with them, students had no issues during their practical training with them. The assignment is given a lot of time, and all information specialists are eager to share their knowledge with students and have access to a variety of historical sources. Learning how to succeed in all facets of the financial and meaningful for all parties is the most difficult portion of the practical training. Many important concerns have been raised from the perspectives of students, colleges and universities, managers, and employees. It is important to carefully assess how each party has prepared for practical procedures, including their expectations, views, and understanding of the concerns.



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## 8.0 APPENDICES





