



INDUSTRIAL TRAINING REPORT AT **LEMBAGA AIR PERAK**

1 MARCH 2023 - 15 AUGUST 2023

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EXECUTIVE SUMMARY

This internship report is based on the wonderful 6-month industrial training I completed with success at Lembaga Air Perak (LAP), located at Menara Air Perak, Jalan Basco Kepayang 3, Basco Avenue@Kepayang 31400 Ipoh, Perak. I was placed in the training and competency unit, but I was still given the opportunity to get involved in the work process in the staffing unit.

I have included a student profile with my personal information in my report. The second section of the study follows, and it contains general information on Lembaga Air Perak (LAP), including its history and organisational structure.

The report also includes details about my industry training, which includes topics such as the tasks and responsibilities I was given and how they enhanced my skills. The SWOT analysis was presented as the report's following section. Based on observations made using the PESTLE (political, economic, social, technical, legal, and environmental), the strengths, weaknesses, opportunities, and threats of Lembaga Air Perak (LAP) have been identified and discussed. Four aspects of the SWOT analysis have received recommendations on how to strengthen and maintain the impact.

I've learned a lot and been blessed by my internship experience. I've gained knowledge about how the real working world functions and how to view things from many angles.

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PART 3: COMPANY'S PROFILE

3.1 COMPANY'S BACKGROUND



Lembaga Air Perak (LAP) was established as an agency of the State Statutory Body on 1st January 1990 after the enactment of the 12th Enactment of the Lembaga Air Perak 1988. This agency is tasked with providing water supply services in the state of Perak. Before the establishment of *LAP*, the Perak water supply service was initially run by *Jabatan Kerja Raya (JKR)* and later by *Jabatan Bekalan Air (JBA)*. *JBA* was established to take over all water supply matters from *JKR*, State of Perak. Lembaga Air Perak which supplies clean water to more than 2.5 million people is the third largest water operator in Malaysia after Selangor and Johor.

This agency is led by a General Manager who acts as the chief executive who is responsible for implementing all programs, schemes or projects and for implementing the decisions of the Board and the instructions of the Chairman. The first General Manager was YBrs. Ir. Aziz Bin Yazdani followed by Tuan Haji Sani Bin Sidik and then YBhg. Dato' Ir. Mohd Yusof Bin Mohd Isa. Most recently, the position of General Manager of the LAP was held by YBhg. Dato' Hj. Isaac Bin Abd Rahman.

At the beginning of the establishment of LAP, the regional administration was divided into 4 regions, the central, northern, western, and southern regions. In 1996, central region II based in Manjung district was created to take over part of the operations of central region and rebrand central region I. All these administrative regions are headed by a Regional Manager who is responsible for managing the daily affairs of their respective regions.

3.1.1 DETAILS OF LEMBAGA AIR PERAK (LAP)

Company's Name	Lembaga Air Perak (LAP)
Address (HQ)	Menara Air Perak Jalan Basco Kepayang 3, Basco Avenue @ Kepayang 31400 Ipoh Perak.
Contact Number	05 - 255 1155
Board Of Director (BOD)	YAB. Dato' Seri Saarani Bin Mohamad
General Manager	YBhg. Dato' Hj. Ishak Bin Abd Rahman
Sector	State Statutory Body
Working Hours	8.00 a.m. – 5.00 p.m.
Websites	https://mylapapps.lap.com.my/

3.2 MISSION AND VISSION OF LEMBAGA AIP PERAK (LAP)

Vision

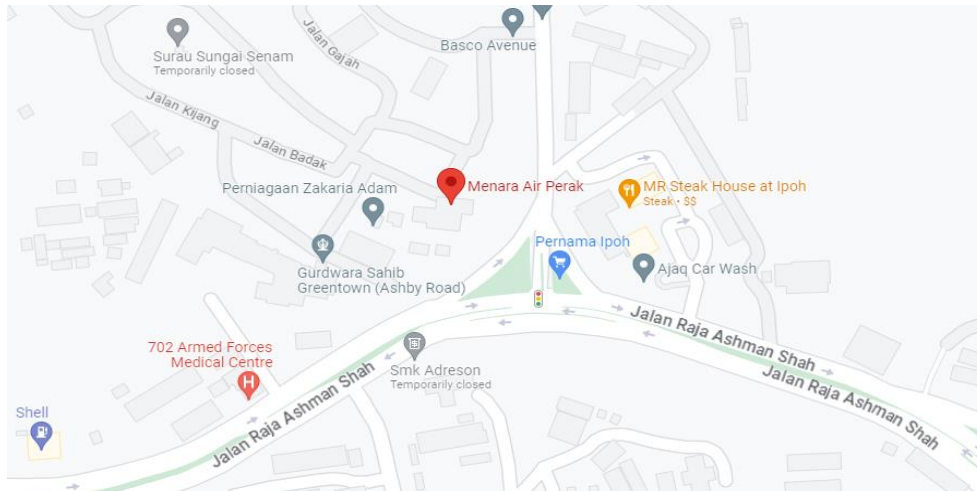
Providing clean water for the needs of all including residents in and outside the city as well as the commercial and industrial sectors.

Mission

We will fulfill our mission by being an efficient and responsible company that always strive to:

- Be a leader in the home industry in Malaysia.
- Offer our customers high-quality service.
- Conducting business with the highest respect for environmental protection, public health, and safety.
- Providing value for all parties involved in the operation of our company.

3.3 COMPANY'S LOCATION



3.3.1 LAP THROUGH THE MAPS



3.3.2 ENTRANCE OF MANAGEMENT & CORPORATE SERVICES (LEVEL 11)

3.4 LAP'S MANAGEMENT



YAB. Dato' Seri Saarani bin Mohamad,
S.P.M.P., D.P.C.M., A.M.N., A.M.P., P.J.K.
Menteri Besar Perak Darul Ridzuan

YB. Dato' Ahmad Suaidi bin Abdul Rahim,
D.P.C.M., D.P.M.S., A.M.S.
Setiausaha Kerajaan Negeri
Perak Darul Ridzuan



YB. Dato' Hj. Mohd Tarmizi bin Hj. Idris,
D.P.M.P., A.M.P., P.J.K.

YB. Dato' Azmir Shah bin Zainal Abidin,
D.P.C.M.
Penasihat Undang-Undang Negeri
Perak Darul Ridzuan



YB. Dato' Hj. Zainun bin Hj. Mat Noor,
D.P.M.P., A.M.P., K.M.N., P.P.T.

YB. Dato' Zulazlan bin Abu Hassan,
D.P.M.P., P.M.P., P.P.T.
Pegawai Kewangan Negeri
Perak Darul Ridzuan



**YBhg. Dato' Iskandar Dzulkarnain
bin Abdul Khalid,**
D.I.M.P.

YB. Dato' Hj. Mohd Zolkafly bin Harun,
D.P.M.P., K.M.N., P.M.P., A.M.P., P.P.T., J.P.
Pengerusi
Jawatankuasa Infrastruktur, Tenaga, Air
dan Pengangkutan Awam Negeri Perak



YBhg. Dato' Ir. Mohd Yusof bin Mohd Isa,
D.P.M.P., P.M.P.

YB. Dato' Zainol Fadzi bin Hj. Paharudin,
D.P.C.M., K.M.N., P.M.P., D.S.M., A.S.D.K.
Pengerusi Jawatankuasa Pembangunan
Luar Bandar, Pembangunan Usahawan dan
Koperasi Negeri Perak



**YBrs. Dr. Najihatussalehah binti
Ahmad**
MBBS (U.Malaya)

3.5 BOARD MEMBER PROFILE



YBhg. Dato' Hj. Ishak bin Abd Rahman
D.P.M.P., P.M.P., A.M.P.
Pengurus Besar

Ir. Hj. Wan Amil Abas bin Wan Omar,
A.M.P.
Timbalan Pengurus Besar (Pembangunan)



Ir. Hj. Mohd Marzuki bin Baharuddin,
A.M.P., P.P.T.
Pengurus Wilayah Tengah I

Ir. Lokman bin Abd Rahim,
A.M.P., P.P.T.
Timbalan Pengurus Besar (Pengurusan)



En. Nor Bahri Bin Ya'acob,
A.M.P.
Pengurus Wilayah Tengah II

En. Ahmad Termizi bin Mohd,
A.M.P.
Jurutera Kerja Kanan (Operasi)



Tn. Hj. Amarudin bin Ahmad Barkat,
Pengurus Wilayah Utara

Tn. Hj. Munjalin bin Wasimon,
P.M.P., A.M.P.
Akauntan Kanan



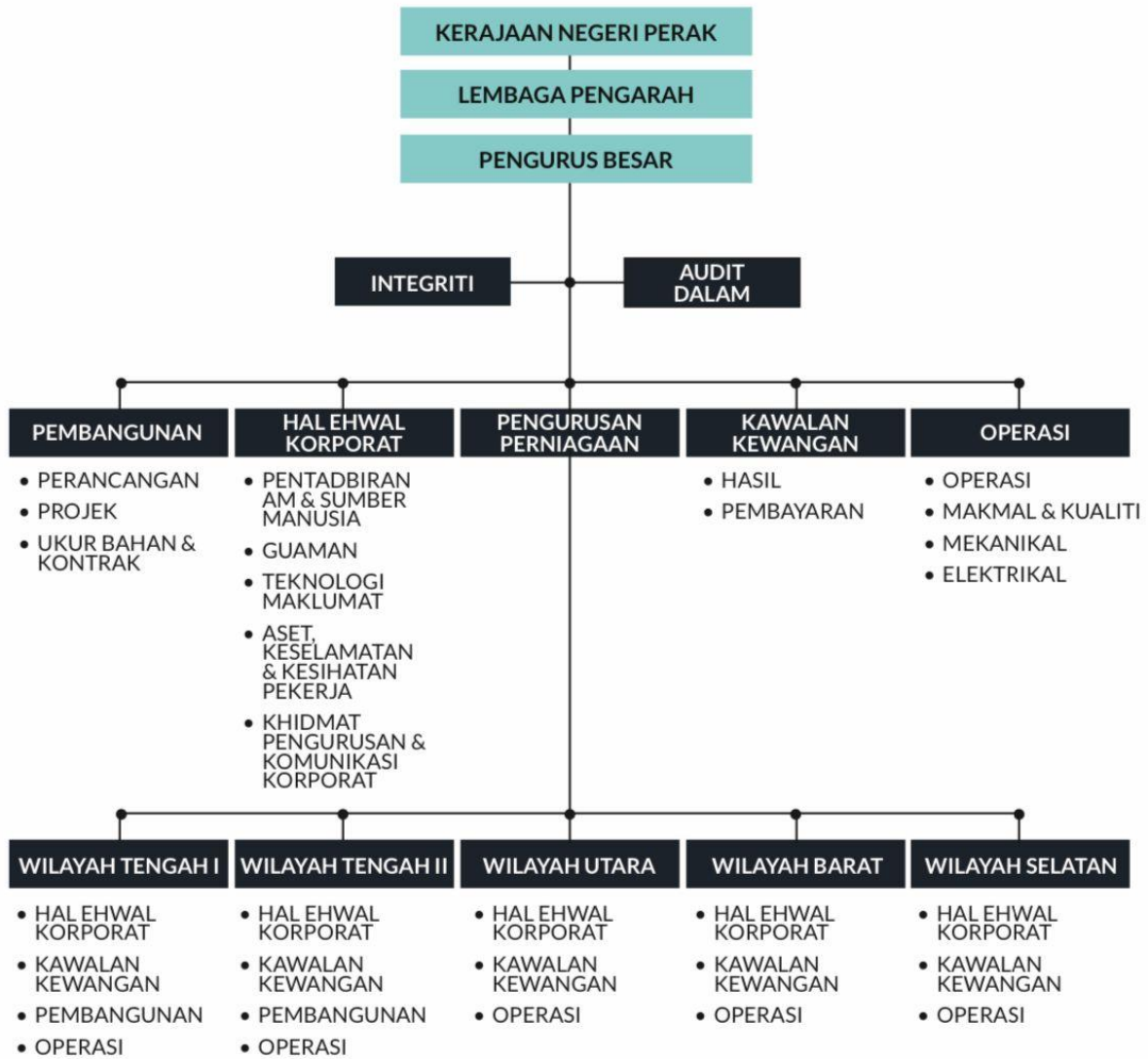
En. Rosli bin Mohd Sharif,
Pengurus Wilayah Barat

Nota: Berkhidmat sehingga November 2021

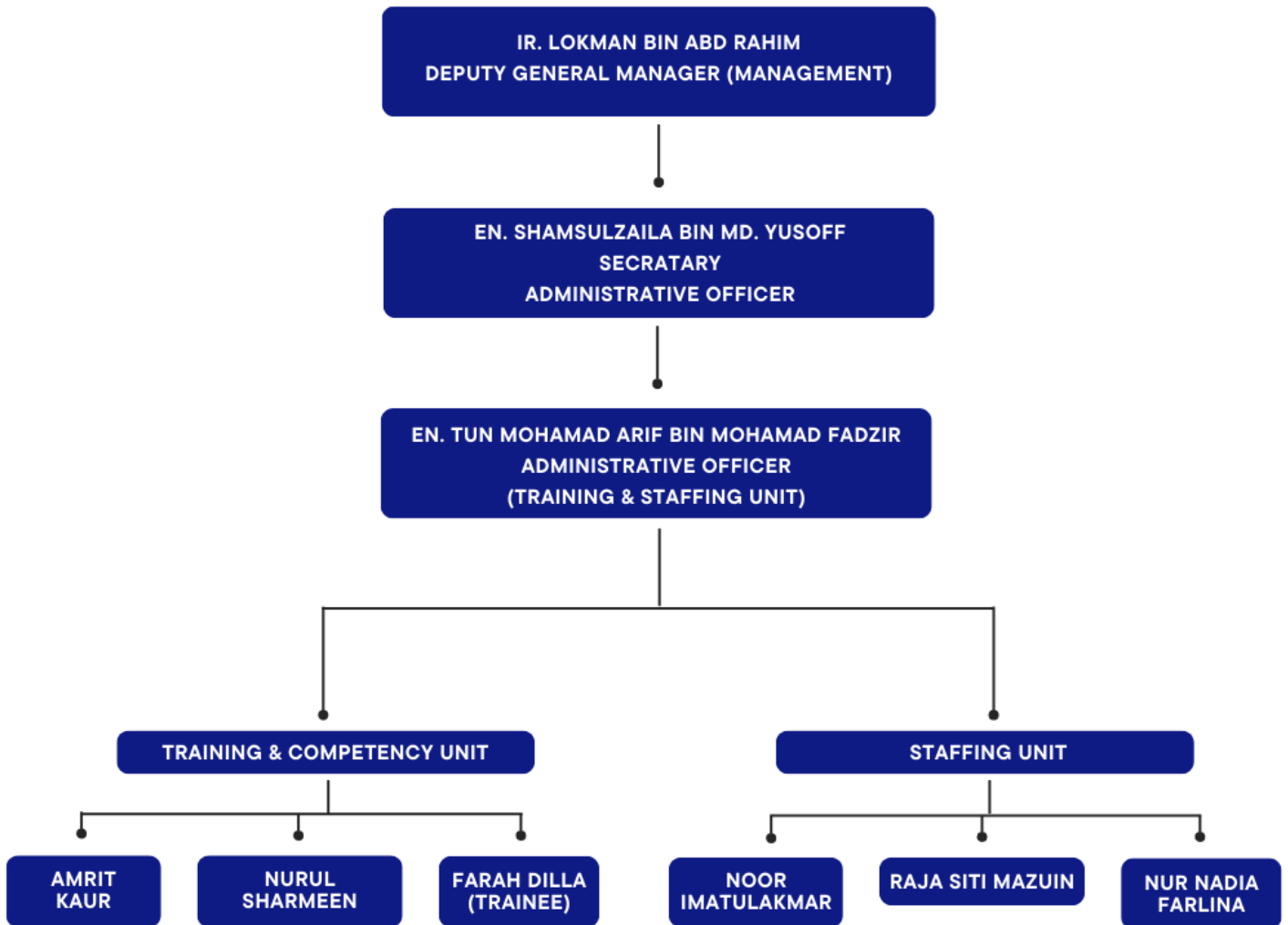


En. Khairul Aizam bin Taharin,
Pengurus Wilayah Selatan

3.6 ORGANISATIONAL STRUCTURE



3.7 ORGANISATIONAL STRUCTURE (TRAINING & STAFFING UNITS)



PART 4: TRAINING REFLECTION

4.1 SPECIFIC DATE, WORKING DAY AND TIME

It took me 24 weeks to complete my wonderful internship journey. My internship at Lembaga Air Perak (LAP) starts from the 1st March 2023, until 15th August 2023. In my view, 24 weeks, or 6 months, is an excellent duration of time for a university student to complete an internship. This is because there are many benefits that can be obtained by students during that period of time.

It is because within a period of 6 months, it not only allows a person to gain sufficient knowledge before graduating, but it can help a person prepare to face the real world of work one day. Since it saves them more money, a lot of companies prefer students whose internships last six months or longer because they only need to find 2 intern students in one year, so it will save energy and also other costs such as training and uniform. For me personally, these 6 months are a very meaningful period for me because I had the opportunity to experience working in the old building before moving to the new building. Not only that, I also feel that this period of 24 weeks is very valuable because it has helped me a lot to gather as much knowledge as possible, and it is a time that I will not forget or waste.

Working hours at Lembaga Air Perak (LAP) are Monday through Friday, from 8 a.m. to 5 p.m. In the old building at Jalan St. John, employee attendance record is using employee finger scan method or called as '*E-Jari*'. All LAP staff need to scan their fingers when entering and leaving the office to be recorded in the database. Meanwhile, in the new building in Jalan Basco, fingerprint scanning is no longer used. The '*E-Jari*' system has been replaced by an access card. Every individual who works at LAP (HQ) will be given an access card including industrial training students. LAP staff need to swipe their access card to the access control card reader as a new way to record their attendance into the database. For OT, not only internship students, but also officers are not allocated. This is because OT payments are only allocated for staff who hold lower positions than officer positions only.

4.2 DEPARTMENT, ROLES, RESPONSIBLES, ASSIGNMENTS AND TASKS

At Lembaga Air Perak (LAP), the Hr Unit is under the Management & Corporate Services Division. Three units—the human resources unit, the general administration unit, and the corporate communication unit—make up this section of the organisation. During my internship at LAP, I have been assigned under the human resources unit, and will be supervised by Encik Arif who is an officer for the training and staffing unit. Encik Arif has assigned me to the training and competency unit throughout my training period. Even so, I was still given the opportunity to learn the work process at the staffing unit including the recruitment process, contract extension and many more.

As an industrial trainee, I carry the same work as my other officemates, only I am more into common work, not too confidential work. One of my main tasks is managing industrial training students. When I first began working at LAP, I was taught how to manage internship applications' documentation. Miss Sharmeen then gave me the responsibility of managing the student application process for the internship from beginning to end once I had fully comprehended the procedure and could manage it on my own. When I say from beginning to end, I'm talking about the entire process, from managing the applicant's documents, sending feedback via email to the students and their coordinators, the initial briefing to the students on the first day reporting for duty, up to the student allowance claim. In other words, I'm responsible for anything related to industrial training students.

My daily responsibility at work is to check the internship email. If there are any applications, I will extract all the documents into a folder for Ms. Sharmeen to review before moving on to the next step of the process. If the student is accepted, I need to send an email and offer letter in soft copy before sending a hard copy to the student and their coordinator. While for students who did not succeed in getting an industrial training position at LAP, I will send emails to thank them for choosing LAP. On the day the interns were required to report, I was assigned to brief them about the company and manage the Official Secrets Act form that they were required to fill out. After that, Ms. Najwa from the integrity unit will take charge of the '*E-Jari*' registration procedure for laboratory students who will undergo training in the old building which is at Jalan St. John will also go through some of the rules and procedures that need to be followed.

Not only that, but I also handle every documentation related to intern students, including leave application forms, mc and all matters involving intern students. The allowance claim is the last thing I need to do for the intern student. A week before the students finish their industrial training, I will email the students the documentation they need to complete in order to submit an allowance claim. Once their internship period is over, they will return all the documents that have been filled out

to me, so that I may go on to the next process. From there, I will check the student's attendance records and will calculate the amount of claims based on how many days they show up for work. However, the amount of claims is limited to 3 months only. Once all the calculations are completed and approved by Mr. Lokman, then the claim will be sent to the financial department for the payment process.

My next tasks focus upon managing programmes and courses. During this six-month internship, I was given the opportunity and exposure in course and program management. Every year, the training unit has to hold a course for LAP staff according to their work scope. Therefore, I have been assigned to find the appropriate course according to the position available in LAP. After the course selection process is completed, I need to contact the speaker for further discussion about the course to be held. I was also given the task to prepare a complete memo, and also all the documentation about the lean needs to be initialed by Mr. Arif first before getting Mr. Lokman's approval. The course announcement letter is distributed to participants and speakers after being Mr. Lokman's approval.

On the day of the event, as an organiser, I was assigned to manage participant registration, speaker slides, and more. Even though it was exhausting, I was happy since I was able to pick up a lot of knowledge that would have made the event run smoothly. However, my job did not stop there, I was also given the task of preparing slides for the postmortem. During the postmortem, we will discuss the flow of the event whether the event went smoothly or otherwise.

4.3 GAINS: INTRINSIC & EXTRINSIC BENEFITS

I learned a lot throughout my six months industrial training at Lembaga Air Perak (LAP). In addition to receiving an allowance, I also learnt things about human resources that I had never known before. It also helped me in many ways to develop both my soft and hard skills. First, as a result of my internship experience as a trainee under the training and competency unit, I was able to boost my confidence and develop my communication skills. This is because when I was placed in the training and competency unit, I was not only taught to deal with internal and external parties professionally, but I was also taught to produce formal letters and all the documentation needed to organize a program and training. Although at first, I felt uncomfortable and lacked confidence to interact with the public, after a few exposures and opportunities for organising the event, I started to enjoy myself, and all emotions of fear, uncomfortable situations, and lack of confidence to interact with the public started to go.

Second, I was able to improve my skills in using Microsoft Office tools, especially in Microsoft Excel. I came to understand that Microsoft Excel is the most used software across all industries since it provides so many advantages through its features. From my experience recording the candidates' database for internship and training. From my colleague, I learned a few new things about Microsoft Excel. In order to improve the efficiency of my work, I learn new equations, functions, and shortcuts that I was previously unaware of.

Lastly, I was also able to learn how to manage programs and activities at work. Although before this I had a lot of experience managing activities at the university. However, handling an event at work is a different experience, and there are different steps to be taken in line with the company's own policy. I should be more proactive in implementing the event. Perform activities with employees who have worked in the HR field for a long period of time. So here, I can improve my time management and also my skills for coming up with the best ideas in the organization of activities that will be carried out in any program and festival organized by the Human Resources Department.

PART 5: SWOT ANALYSIS

Analysis of Strengths, Weaknesses, Opportunities and Threats, or SWOT analysis is a tool or medium used in business strategy in evaluating how an organization evaluates and compares them with their competitors. Although SWOT analysis focuses on the company's internal strengths and weaknesses, PESTLE analysis focuses on external factors including political, economic, social, technology, environment, and legal. It is important for a company to use these two methods of analysis to assess its competitive position and determine the internal and external factors that either support or hinder the company's growth. (Teoli, Sanvictores, & An., 2022)

<p style="text-align: center;">STRENGTH</p> <ul style="list-style-type: none">• Heva a strong background in the water supply industry (political)• Employee loyalty (social)	<p style="text-align: center;">WEAKNESSES</p> <ul style="list-style-type: none">• Workload issues (social)• The process used unorganized (environmental)
<p style="text-align: center;">OPPORTUNITIES</p> <ul style="list-style-type: none">• Internal promotion (political)• Technological advancement (technological)	<p style="text-align: center;">THREATS</p> <ul style="list-style-type: none">• Human error (social)• Pollution beyond treatment capacity (environmental)

PART 6: DISCUSSION & RECOMMENDATION

6.1 STRENGTHS

6.1.1 Have a Strong Background in the Water Supply Industry

According to LAP'S Annual Report 2021, LAP is a water operator that has a strong background history from the year it was established in 1990 until today. Among the achievements that have been successfully achieved by this organization is that it once made history when it became the first water operator in Malaysia to successfully build a dam using the Roller Compacted Concrete technique. This dam, which is called the Sultan Azlan Shah Dam located in Ulu Kinta, was inaugurated by DYMM the 34th Sultan of Perak, Almarhum Sultan Azlan Muhibbuddin Shah ibni Almarhum Sultan Yussuff Izzuddin Shah Ghafarullahu on 2 August 2007.

6.1.2 Employee Loyalty

The second strength that LAP has is employee loyalty. We all know that one of the sources of strength for a company lies in their own staff or employees. Employee loyalty is one of LAP's strengths. Apart from the benefits given to LAP employees such as medical, bonus, pension scheme, annual salary increases and many more, ensuring employees have the tools they need is also one of the factors to employee loyalty. At LAP, employees are given adequate training and quality equipment is also provided. This way can increase employee's participation and loyalty towards the organization.

6.2 WEAKNESSES

6.2.1 Workload Issues

According to Margaret Rouse, 2017, workload refers to the quantity of work that an employee completes in a specific length of time. LAP is the only water supply company in Perak. The company has more than 1,000 employees covering 6 regions.

According to my views and experiences during my internship, employees who leave the firm for sick leave, yearly leave, or a transfer to another department are not quickly replaced, despite the fact that there are many tasks that need to be completed in the staffing unit. Because of this issue, some employees have to handle multiple tasks at once, which adds to their workload. Employee motivation and performance standards will be affected.

In order to address this issue, LAP needs to know the load of the employees. This is easier said than done. One way for measuring workload is by using tools for time tracking and project management. Review the job description to compare the duties required of the job with the duties and responsibilities currently being performed by the employee. If tasks need to be redistributed, coordinating tasks based on roles will help make the workload fair (Knight, 2016).

6.2.2 The procedures used for documentation varies.

For an organization, an organized documentation process is very important. This is because an organized documentation process can help standardize procedures and workflows, ensuring that everyone in the organization follows the same set of guidelines. Employees at other regional branches, however, do not follow the same documentation procedures as those used by employees at headquarters. Based on my observation during '*Kursus Pengurusan Buku Perkhidmatan*', organized by the training unit, there was a difference in understanding and knowledge expressed by the administrative assistants from each region during the course. The problem of this unorganized documentation process has the procedures used for documentation are not standard.

I believe this issue can be addressed and resolved by providing a documentation process workshop for headquarters staff as well as staff in all available regions. Not only that, but the top management can also hold discussions with all regional representatives to discuss this issue so that the documentation process is synchronized regardless of whether the employee works at HQ or the region. This way is to ensure that the documentation process in

LAP is standardized. Not only caused confusion among employees at LAP, but it has also shown the weakness of the organization's administration to outsiders.

6.3 OPPORTUNITIES

6.3.1 Internal Promotion

Every person who works for a company or organisation hopes for internal promotion. It is because, it can be considered as an appreciation to every employee who has poured their sweat to further strengthen the stability of the company and the progress of the company. In addition, each employee has adapted to the work environment and has a good bond with colleagues and superiors, it must be a sweet thing. That opportunity is definitely available in any company and it also happens in this company. At LAP, internal promotion opportunities for their employees are very high. However, to get this internal promotion is not something that is easy and quick because it is an evaluation that needs to be taken periodically and according to the position vacancy.

6.3.2 Technological Advancement

The advancement of technology, according to Comunale (2022), occurs when technologies or applied sciences gain in specificity, precision, efficacy, strength, or capacity. Scientific and technological advancements have resulted in several major changes throughout history, some of which are better than others. At LAP, the development of technology has had a positive impact, especially in management and services.

Technological advancement has been used best by LAP. Apart from MYLAPApps, the 'E-GEOWATER' System, LAP also launched a career application called 'LAPCareer'. According to LAP's annual report 2021, on 1 August 2021, the 'LAPCareer' System was launched. It is in line with the transformation of the work process of applying for vacant positions at Lembaga Air Perak to the era of digitization by using online mediums. The development of the 'LAPCareer' portal is intended to replace the application process for vacant positions at the Perak Water Board which was previously carried out manually through the form filling method. With the implementation of this system, the process of recruiting new employees can be accelerated.

6.4 THREATS

6.4.1 Pollution Beyond Treatment Capacity

The quality of the river water utilised is extremely important since it serves as the primary source of raw water supply for all water supply agencies, including the Lembaga Air Perak (LAP). This is because each water treatment facility has a capacity limit to treat water quality. The more polluted the incoming water, the more chemicals that need to be used to treat the water. The same applies if there is chemical pollution such as ammonia from agricultural activities, animal husbandry or oil spills. If the pollution exceeds the treatment capacity of a water treatment facility, then it has to be closed.

According to LAP's annual report for 2021, LAP has started a project to upgrade their water treatment facility at a cost of RM17.1 million to address this issue. This facility upgrade project was implemented in order to be able to meet the demand for clean water supply in areas where the water treatment facility had to be closed if water pollution reached levels that were beyond their ability to handle it.

6.4.2 Human Error

Human error can occur anytime, anyplace. Therefore, it is not strange, but it can and should be overcome. Based on my observation during my internship, I would like to touch on the discipline and also the mistakes of some distribution and treatment workers. Discipline problems are things that are definitely not good and can cause problems for the employees themselves. For example, the employee makes mistakes because they often come late to work or often misses work. In addition to causing problems for employees, it also creates problems for companies because they need to find replacements and new workers in a short period of time. However, if it happens too frequently, it will create disharmony in the workplace environment and interfere with the supervisor's job in arranging suitable time and shifts for his employees. This problem of human error has also cost the company because it had to invest money in training to be given to new distribution or treatment plant workers.

To address this issue, my recommendation is that the company can set a logical target in achieving the minimum number of defects every year. In addition, trainers also need to be more efficient in conducting training for new employees and making sure they know what they want to do before they start working in the water distribution and treatment sector.

PART 7: CONCLUSION

According to what I understand, the goal of Industrial Training is to expose students to real world work environments while also providing them with knowledge through hands-on observation and job execution. As a result of their industrial training, students will develop skills in work ethics, communication, management, and other areas.

This review showed what I understood and did during my 24 weeks at Lembaga Air Perak (LAP). Because of this, I included a brief introduction to the company, a swot analysis of the workplace, and a recommendation that LAP may use and implement in the future for the company in the preceding section while the appendix is included in this report to demonstrate that I have successfully participated in several LAP-organized events.

Last but not least, my experience with Industrial Training at LAP encouraged me to step outside of my comfort zone, work with other experienced co-workers, improve my communication skills, and gain real-world experience in the HR field. Even though I've only worked here for six months, the experience I've gained has increased my desire to work in human resources.

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APPENDICES



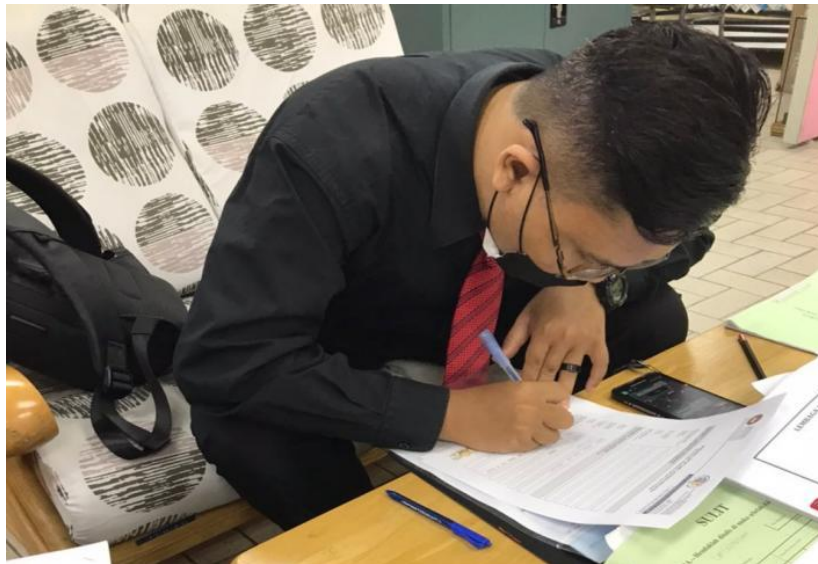
Hari Raya Celebration for HR & Admin Units



SKM for water distribution workers



'Program Transformasi Minda Siri 1/2023' at Travelodge Hotel



Handling Internship students



SKM for water treatment workers



'Kursus Keselamatan Dokumen Terperingkat'