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PETRONAS

INDUSTRIAL TRAINING REPORT

PETRONAS CHEMICALS ETHYLENE POLYETHYLENE SDN. BHD

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HRM666- HUMAN
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FACULTY OF BUSINESS AND MANAGEMENT
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EXECUTIVE SUMMARY

This industrial training report is based on the wonderful six months I spent in the Petronas Chemicals Ethylene Polyethylene Sdn Bhd. (PCEPE). The journey of my internship PCEPE left me with remarkable experiences and opportunities that will undoubtedly have a lasting impact on my professional and personal development. My internship at PCEPE from 1 March 2023 to 15 August 2023 taught me a great deal about the industry and helped me realize my full potential. The internship I had with PETRONAS Chemicals Ethylene Polyethylene Sdn. Bhd. also allowed me to gain valuable experience to prepare myself in HR fields and familiarize myself with technology tools. I am thankful that I was able to network with such a wide variety of professional and helpful people throughout my internship at this company.

In the beginning of my internship, I was scared due to unfamiliarity with working environment especially in big company like PETRONAS. Not only that I also concerned about the department that I was allocate at this company which is Polyethylene Production Capability Management. However, once I enter the department, my supervisor who is executive staff and training coordinator, give me detail explanation about my job responsibility at this department and ensure me that it relate with HR especially in training since I also work as support staff training in my department. Throughout this internship, I was assigned a variety of responsibility and any ad hoc task such as administration task and become emcee for department event. Additionally, I also was expose to real life working environment and gained new soft skill such as I learned to use Microsoft Power BI and SharePoint.

In this report, I have included my student' profile and covered the intrinsic and extrinsic benefits gained during my training at PCPE, including time management, communication and technical skills and I also list my job responsibilities that I performed in six months. From my observation and experience, I also have described the company's SWOT and PESTEL analyses to provide detail analysis about the company.

Table of Contents

Part 1: Preliminary Page	
Executive Summary.....	i
Table of Contents	ii
Acknowledgement	iii
Part 2: Student Profile	
2.1 Latest Resume	1
Part 3: Company Profile	
3.1 PETRONAS General Overview	2
3.2 Introduction of company's background	3
3.3 Vision and Mission	6
3.4 Work Culture	6
3.5 Organizational Structure	11
Part 4: Training Reflection	
4.1 Duration of Internship Placement and working hours	13
4.2 Department Placement During Internship	13
4.3 Job Responsibilities	14
4.4 Intrinsic and Extrinsic Benefits Gained	15
Part 5: SWOT Analysis	
5.1 Strength	17
5.2 Weakness	21
5.3 Opportunities	22
5.4 Threat	23
5.5 SWOT Matrix	25
5.6 PESTEL Analysis	26
Part 6: Discussion and Recommendations	
6.1 Investment on technologies	28
6.2 Build new software that encourages for engagement	29
6.3 Collaboration with other partnership to help employees with changes	30
6.4 Promote more their business practices and cultures to attract new talent	31
6.5 Create effective recruitment scheme with benefits and prioritize the employee's growth	32
Part 7: Conclusion	33
Part 8: References	34
Part 9: Appendices	37

PART 3: COMPANY'S PROFILE

3.1 PETRONAS General Overview



Figure 3.1: PETRONAS Logo

Petroleum Nasional Berhad (PETRONAS), one of the most recognizable names in the oil and gas industry, made it onto the Fortune Global 500 by solidifying its position as a global leader in providing energy and solutions. PETRONAS has risen from the 277th to the 216th spot on Fortune's Global 500 ranking of the most profitable companies in the world. Both conventional and unconventional resources, such as fuel, lubricants, and petrochemical goods, have been linked to PETRONAS.

The business values diversity of thought, knowledge, experience, and ability over traditional methods' emphasis on gender and autonomy as major diversity factors. They also adapt that the point of diversity, equity, and inclusion is to encourage people to express their unique talents. The firm, which was founded in 1974 and is wholly owned by the Malaysian government. Since its founding, PETRONAS has expanded into a global energy powerhouse with operations in 35 countries. There were 103 totally owned subsidiaries, 19 partly owned companies, and 57 linked companies that made up the Group as of the end of March 2005.

One of PETRONAS subsidiaries which is PETRONAS Chemicals Group Berhad (PCG) was established under the downstream business umbrella. PCG was founded as a PETRONAS Group subsidiary to better leverage Malaysia's natural gas reserves. The company has been producing chemicals for more than three decades, making it one of the largest in Southeast Asia and Malaysia.

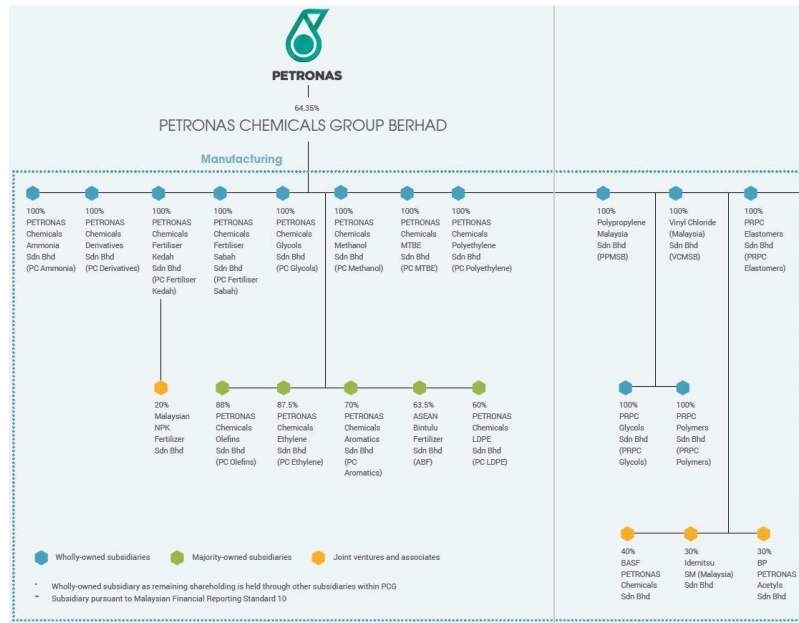


Figure 3.1: PETRONAS Chemicals Group Berhad

3.2 Introduction of company's background

PETRONAS Chemicals Ethylene Sdn. Bhd. (PCESB) and PETRONAS Chemicals Polyethylene Sdn. Bhd. (PCPSB), or in short PCEPE were founded in 11th July 1991 started doing business in 1995. Two businesses whose vision is to be "The Preferred Supplier of Ethylene & Polyethylene Providing Best in Class Performance." By improving the dynamics of the petrochemical sector and developing a trained workforce force, the business is supporting the country move towards its aim of industrialization. In the other hand, PCEPE's stated mission statement is to **"Moving Forward Together Towards High Performance Organization."** Since 2010, PCG has owned all of PCPSB, but it has only owned part of PCESB. Idemitsu Petrochemical Co. Ltd. only owns 12.5% of PCPSB's subsidiaries, while PCPSB owns 87.5% of its companies.




PCESB		PCPSB
Capacity & Product: 440 MTA Ethylene		Capacity & Product: 240 KPTA HDPE & LLDPE
Ownership Structure		Ownership Structure
		
PETRONAS Chemicals Group Berhad	IDEMITSU Petrochemical Co. Ltd.	PETRONAS Chemicals Group Berhad
87.5 %	12.5%	100 %

Figure 3.2.1: Executive Summary of PCESB and PCPSB

Besides that, the organization is committed to upholding the highest standards of health, safety, and environment (HSE) and sustainable development (SD) on its property and in the adjacent communities, which are its primary stakeholders. PCESB/PCPSB participated in multiple HSE and SD benchmarking exercises as part of its continuous development efforts.

In addition, PETRONAS Chemicals Ethylene Sdn. Bhd. works with PETRONAS Chemicals Polyethylene so that they can use the product from the Gas Processing Plant (GPP) as the feed to make ethylene the ethylene products will then be sent to PCPSB, which will use them to make different types of plastic. The PETRONAS Chemicals Polyethylene Sdn. Bhd manufactures and distributes polyethylene polymers throughout Southeast Asia. Manufacturing High-Density Polyethylene (HDPE) and Linear Low-Density Polyethylene (LLDPE) is the business primary focus. Meanwhile, PETRONAS Chemicals Ethylene Sdn Bhd owns and operates an ethylene producing plant. The corporation operates a PETRONAS-owned and -managed petrochemical plant in Kerteh, Terengganu. It was founded in 1991 and has its main office in Kemaman.

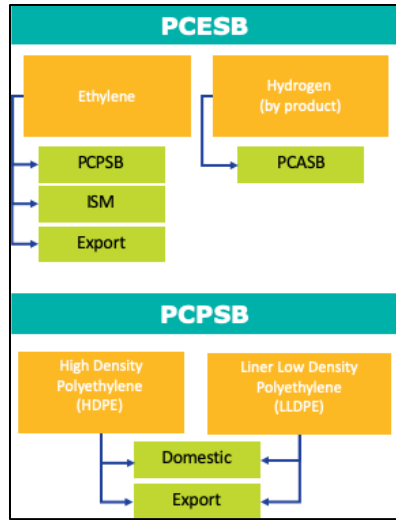


Figure 3.2.2: Products of PCEPE

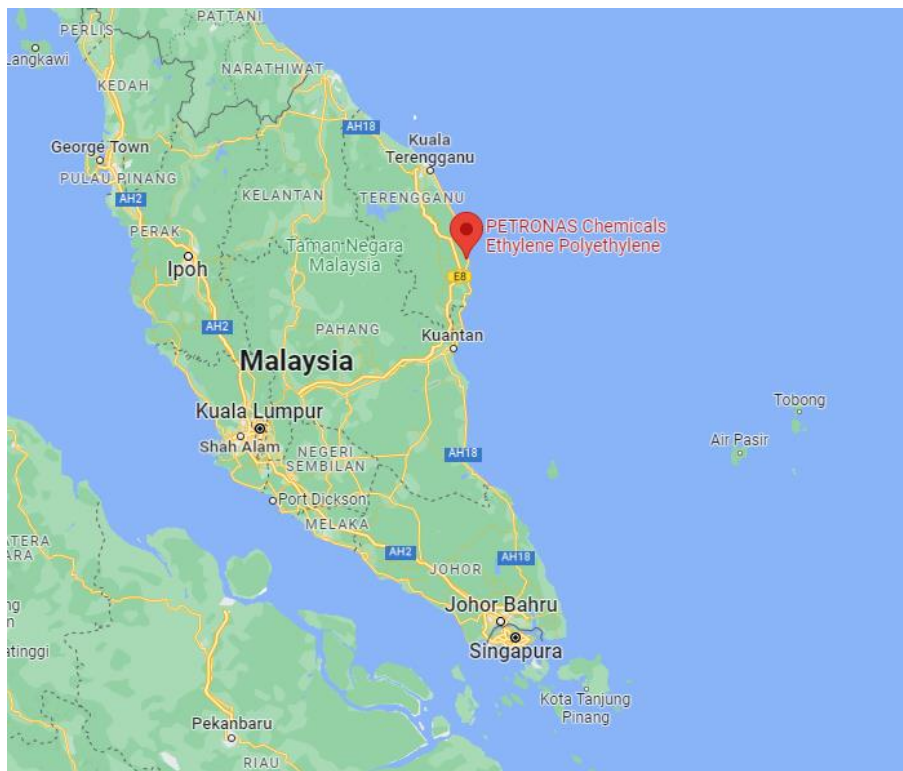


Figure 3.2.2 Location of PCEPE

3.3 Vision and Mission

- **Vission**

“The Preferred Supplier of Ethylene & Polyethylene Delivering Best in Class Performance”.

On 11 July 1991, PETRONAS Chemicals Ethylene Sdn. Bhd. (PCESB) and PETRONAS Chemicals Polyethylene Sdn. Bhd. (PCPSB) were established with a vision of becoming "The Preferred Supplier of Ethylene & Polyethylene Delivering Best in Class Performance." Wherever it does business, it develops and improves petroleum resources and at the same time, producing higher-quality products in response to market demand.

- **Mission**

The business, mission is to be a responsible business that cares about its customers, employees, community, and the environment, and to provide value for all of the parties with which it interacts.

3.4 Working Culture

3.4.1. Safety Regulations

As a subsidiary of Petronas Chemicals Group, Petronas Chemicals Ethylene and Polyethylene Sdn Bhd. must comply to the PCG Health, Safety, and Environmental (HSE) Policy and Management System. Leaders at all levels, including management, employees, suppliers, contractors, and customers, is essential to achieving successful health and safety management. All employees must observe security procedures to guarantee their health and safety upon leaving the office each day. Good organizational structures and broad involvement of stakeholders on Health, Safety, and Environment (HSE) issues are at the heart of PETRONAS Chemicals Ethylene Polyethylene (PCEPE). Recognizing that safety is a shared responsibility, the strict application of PETRONAS HSE Policy is a step toward ensuring that every individual in the business is always in good health.

Furthermore, one of PETRONAS's regulations is known as Zero Tolerance (ZeTo) Rules, where the designation indicates that noncompliance will result in a ban from entering any Peninsular or East Malaysian PETRONAS company. Each individual who enters a PETRONAS company, whether they are employees, customers, or even third parties, will be held to the 10 mandatory principles without exception. If the employees do not follow the rules, there are standard consequences for hired staffs who violate a rule which is a first-time offender is prohibited from accessing the company's property or facilities for one month after the offence has been confirmed.



Figure 3.4.1: Zeto Rules

3.4.2 PETRONAS Shared Value

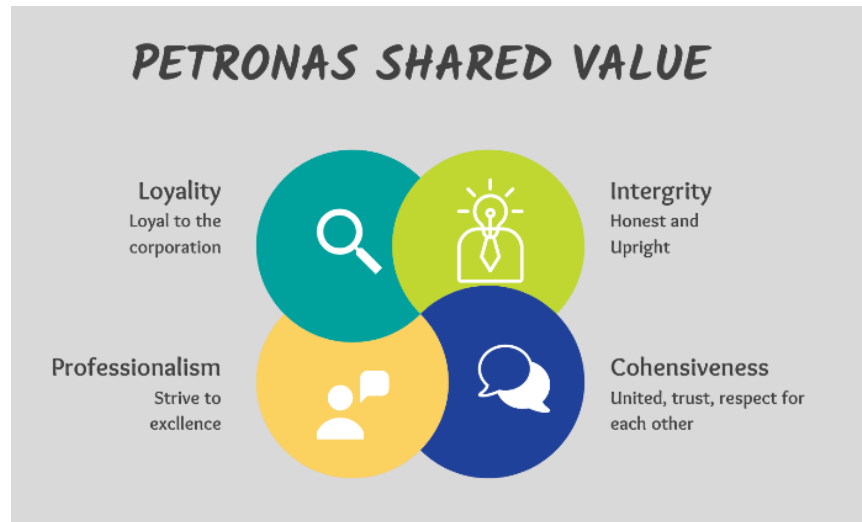


Figure 3.4.2: PETRONAS Shared Value

Having a positive work environment is crucial when trying to innovate future leaders. When everyone in the company or organization works together towards common aims and ideals, the outcomes are a positive work culture. In addition, an individual's frame of mind, actions, and work-life balance must be in harmony with the company's policies for the sake of the company's ultimate goals and the mutual benefit of its employees and its management.

The PETRONAS Shared Values, which determine how a company should operate and be embedded in every employee in every organization as those four core beliefs are universal. The first is loyalty to the company; when a business cares deeply about the growth of its staff members, those workers feel obligated to repay that investment in return. The second core is Integrity, the principle that one should act morally and honestly at all times. The third core is professionalism which show it in situations where it's appropriate, ethical as in communications, tasks, or job responsibilities. The fourth core is cohesiveness by maintaining unity via mutual trust and respect.

3.4.3 PETRONAS Cultural Values



Figure 3.4.2 PETRONAS Cultural Values

Another thing that is valued by the business is Cultural Values. Each of the five defining cultural beliefs has an identity. The first one is customer focused that stand for **“I deliver solutions from the customer lens”**. Because of the intense worldwide competition in this industry, consumers will always have many more options to choose from. To meet these demands, businesses must adopt a customer-centric perspective and maintain a state of constant curiosity and client engagement.

Secondly, Innovate Now stand for **“I challenge norms and push boundaries”**. Any individual in this the company should constantly learning and exploring. Individual need to be bold and fearless in order to allows one to always challenge new things and innovate in order to enhance the present system, create new solutions, or embrace new opportunities in cost optimization, as innovation is always the key for PETRONAS to survive in the industry.

Thirdly, Be Enterprising stand for **“I seek opportunities and make them happen”**. Any individual may transform challenge into an opportunity by adopting the mindset of an entrepreneur, leading to the creation of larger values.

Next is Speak Up that stand for **“I express my views openly”**. Employees are encouraging to express their opinions as it could bring different points of view and wisdom that could be helpful to organization. The diversity in the workplace would give people more options and make it easier for everyone to share their thoughts and ideas.

Lastly, Courage to Act that stand for **“I take action to progress with pace”**. An existential issue is something that causes people to think about things. Hence, it gives opportunities for employees to act bravely and make some rapid progress. As part of the agile manner of starting an action, one should always learn and experiment continuously and keep developing. It is vital

to seize all opportunities and potentials. The ability to analyses and control the environmental impact of the business.

3.4.5 Training provided by company

PETRONAS Chemical Ethylene Polyethylene Sdn. Bhd. (PCEPE) is assured that any type of injuries, health risks, fires, and explosions that could cause damage to property and pollution of the environment can be stopped or lessened, and in some cases can even be completely avoided. Thus, every worker, employee, contractor, supplier, customer, and other third party are expected to take proactive steps to protect and preserve the environment and to work towards the goal of having no accidents.

In order to comply with PCEPE HSE Policy, all planned activities must strictly follow the Health, Safety, and Environment (HSE) laws, the PETRONAS Group Health, Safety, and Environment (HSE) Standards, the PETRONAS Corporate Sustainability Development Framework, the PCESB HSEMS manual, procedures, and other rules. This is due to keep a consistent level of health, safety, and environmental performance and all quantifiable measures must be in place and best practices must be followed.

3.5 Organizational Structure

3.5.1 Top Management in PCEPE

The head of Plant for Petronas Chemicals Ethylene Poystyhlene is Encik Mohd Nizam Ahmad. He respoinsle to run the business smoothly. The figure 3.4.1 below show the top management in PCEPE.



Figure 3.4.1 Organizational Chart for top management

3.4.2 Organizational chart in Polyethylene Production

Figures 3.4.2 illustrates the current structure for Polyethylene Production department that I was attached during my industrial training.

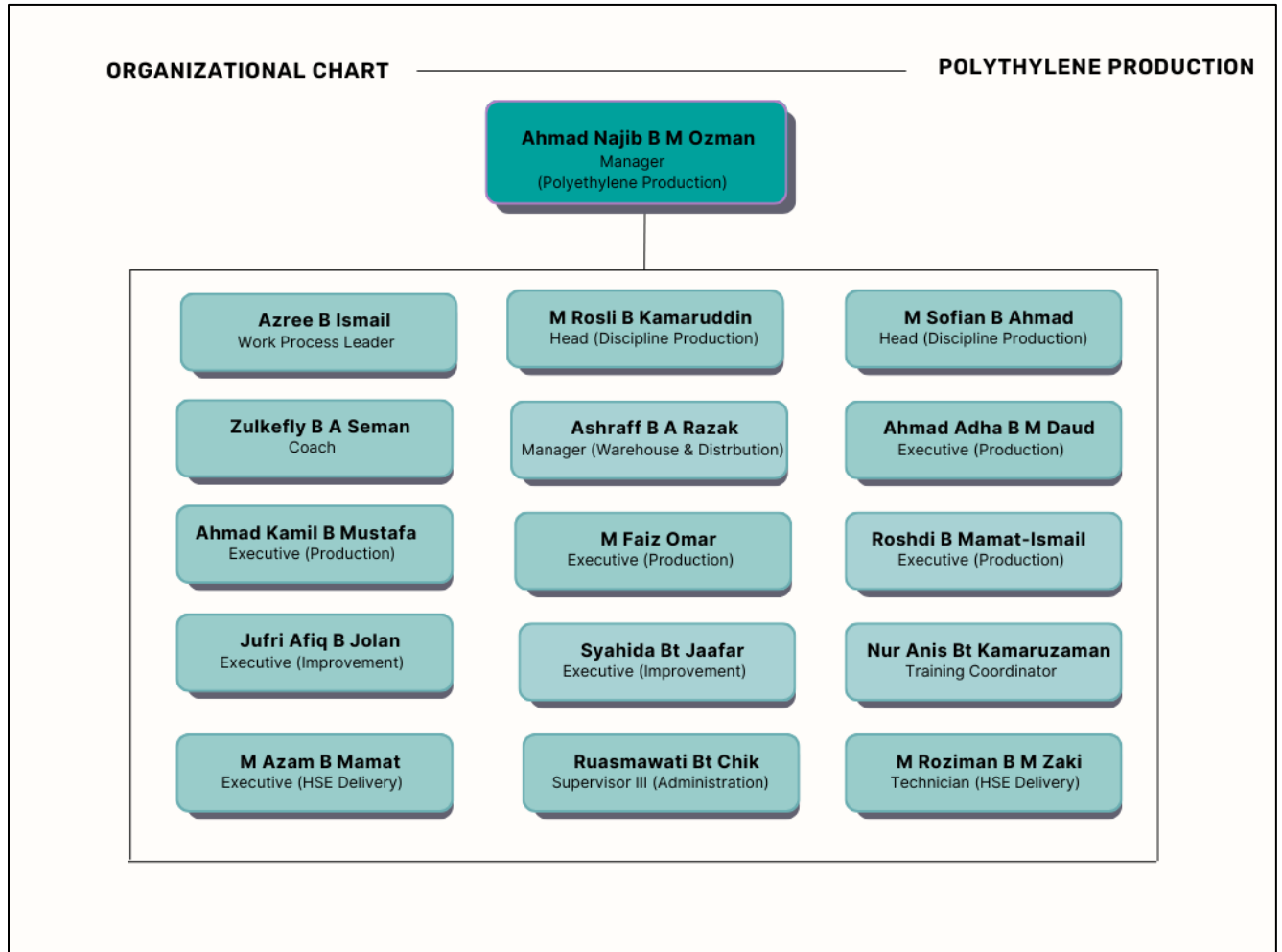


Figure 3.4.2 Organizational Chart in Polyethylene Production

PART 4: TRAINING REFLECTION

4.1 Duration of Internship Placement and working hours

My internship placement and industrial training at PETRONAS Chemicals Ethylene and PETRONAS Chemicals Polyethylene (PCEPE) began on 1 March 2023 and ends on 15 August 2023, a period of approximately 24 weeks or 6 months. The working per week runs from Sunday to Thursday. All employees, including interns, are required to work 8 hours per day from 8:00 a.m. to 5:00 p.m., or they can opt to join the company between 9:00 a.m. and 6:00 p.m. On Thursdays, employees only work until 4 p.m., allowing them to leave the office early. In addition, employees have the option to work from home if they have valid reasons and approval from their boss. The employees were also given the option of taking their one-hour lunch break either between 12.30 p.m. until 1.30 p.m. or 1.00 p.m. until 2.00 p.m.

4.2 Department Placement During Internship

Polyethylene Production, Human Resource Management, Ethylene Production, Finance Department, Health, Safety & Environment, Operational Excellence, Corporate Communication & Administration Technical Services, and Maintenance are all departments of my organization. During my internship, I was assigned to ***Polyethene Production***, or more specifically, Polyethene Production capabilities and staff support training, given my supervisor is the training coordinator for Polyethene Production. Despite the fact that I am not specifically in the HR department in my office, I am still working together with the HR Department's Capability Management team.

Working in the Production Polyethene department has allowed me to gain valuable experience and insight into the inner workings of the operation workers and other employees, each of whom has their own style and methods of getting things done. As a result, I am gaining valuable experience in preparation for a career in human resources management.

Besides that, working in my department especially with training coordinator require me to constant communicate and interact with staff in my department especially when it comes to the training. I also have various administrative and training-related responsibilities, such as monitoring their progress, setting up training dates, reserving a training venue and help with Employee Development Plan. With guidance from my supervisor, coach, and members of the capability team, I was able carry out the task despite of that my department has more than 100 employees that divide in different/shift group such as Day, Group A, Group B, Group C and Group. Thus, having the opportunity to be exposed to this environment could benefit me in the future, particularly in HR Training

4.3 Job Responsibilities

- Updated data for training in Excel for employees in Polyethene Production
- Manage training invitation for required employees in my department
- Monthly update myLearningX report in capability database
- Responsible to send Capability buzz whenever there is latest information to share with others staff
- Responsible to planning date for training according to respective group
- Responsible to prepare meal coupon to employees that attend the training session
- Assist supervisor on allocating budget training for year 2024
- Participate in a project “Employee Development Plan in Microsoft Power Apps” as team support
- Responsible for Employee Development Plan update in Microsoft Power Apps for my department and upskilling staff on how to use Power Apps
- Become committee for company Family Day as Dinner Ceremony & Protocol and responsible to handle photobooth vendors for family day
- Create dashboard using MS Power BI for training matrix and employee Development plan using MS Power BI
- Conducts Petronas competency-based assessment system (PECAS) “Aku Janji” for require candidates to update their progression planning monthly
- Manage excel spreadsheet for Petronas competency-based assessment system (PECAS) to track candidates planning
- Monthly update Petronas competency-based assessment system (PECAS) report in PECAS Database to track candidate’s progression
- Manage capability dashboard and update it monthly to staff in department by sending email to them
- Present capability dashboard in capability meeting and department meeting
- Become moderator (emcee) for farewell event of employees in my department
- Perform ad hoc task and handling administration task in department as required

4.4 Intrinsic and Extrinsic Benefits Gained

4.4.1 Intrinsic Benefits

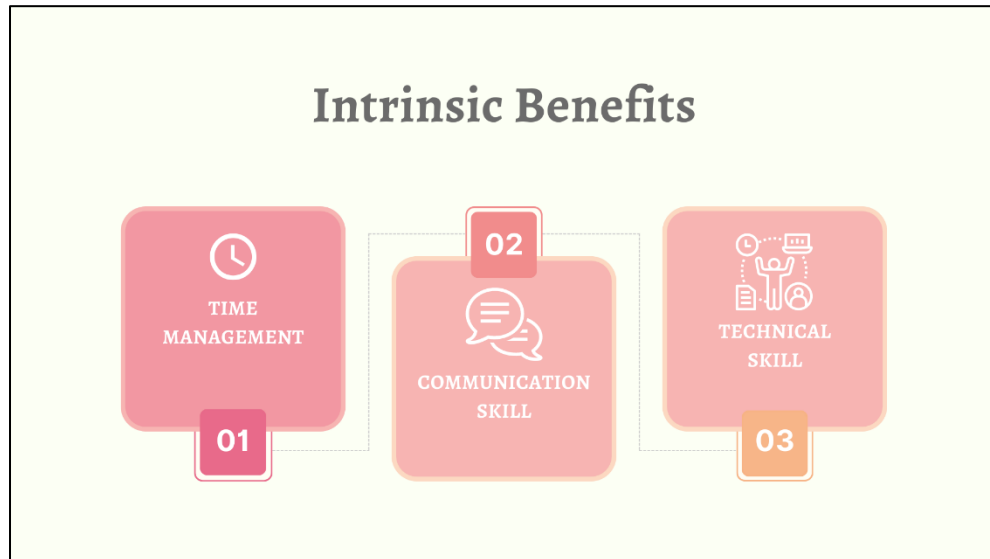


Figure 4.4.1 Intrinsic Benefit

1) Time management

Interns are expected to complete their assignments within the timeframes assigned to them while working on their internships. I need organize the work that assign to me and learn how to priorities it and there are times when I need to juggling multiple obligations at the same time. Plus, it is critical that I complete all of the obligations that have been assigned to me before the deadline as a result of this, I now have the abilities necessary to efficiently manage and discipline my time. Moreover, employees in this company is require to responsible for making punctuality a priority in their work life. Hence, it taught me to become an individual that are more disciplined when it come to commit in work task.

2) Improve in Communication skills

In PCEPE, trainees are requiring to always engage in communication activities. This is due to the fact that they want to improve their communication skills. As a result, this pushed me to go out of my comfort zone and take this opportunity on communication improving. Additionally, my supervisor also always assigns me with the task that require me to communicate with people and public speaking such as presenting in meeting. As time goes by, this encourage me to keep

working on my communication skills including face expression and professionalism attitude, which is vital to avoid any misunderstanding.

3) Technical skills

During my internship journey, I was able to gained in technical skills like computer skills, data analysis and proگرامing. The company have introduced me with digital tools that can assist me on my job responsibility. Since all the dashboard about company including employee's performance, training and business performance, I require to learn about the usage of Microsoft Power BI. As a result, from this I managed to pick up this skill that I believe can be helpful for me in the future.

4.4.2 Extrinsic Benefic

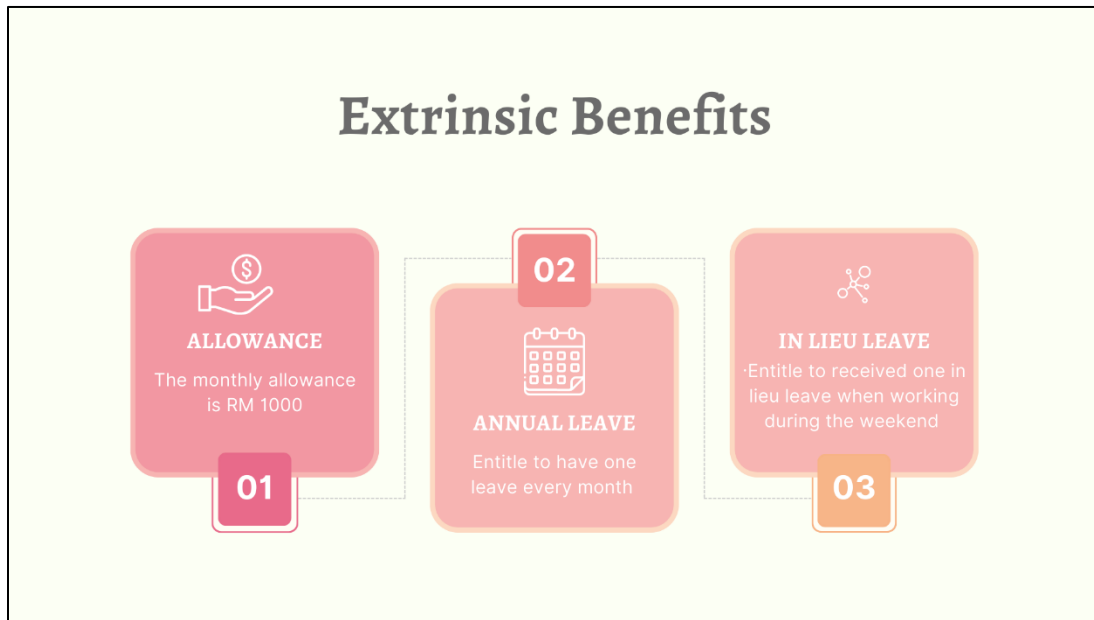


Figure 4.4.2 Extrinsic Benefit

The figure above illustrates the extrinsic benefit that I received during my internship. Firstly, is allowance. The company provide allowance RM 1000 per for month during the internship. This assist me to pay my monthly financial commitment such as transportation fees and food expenses. Intern in the company are entitled to have one annual leave every month. Thus, I have total of six of my annual leave that I can use anytime I want or in the case of emergency. Next, if the interns are working during the weekend, they also entitle to received in lieu leave as replacement.

PART 5: SWOT ANALYSIS

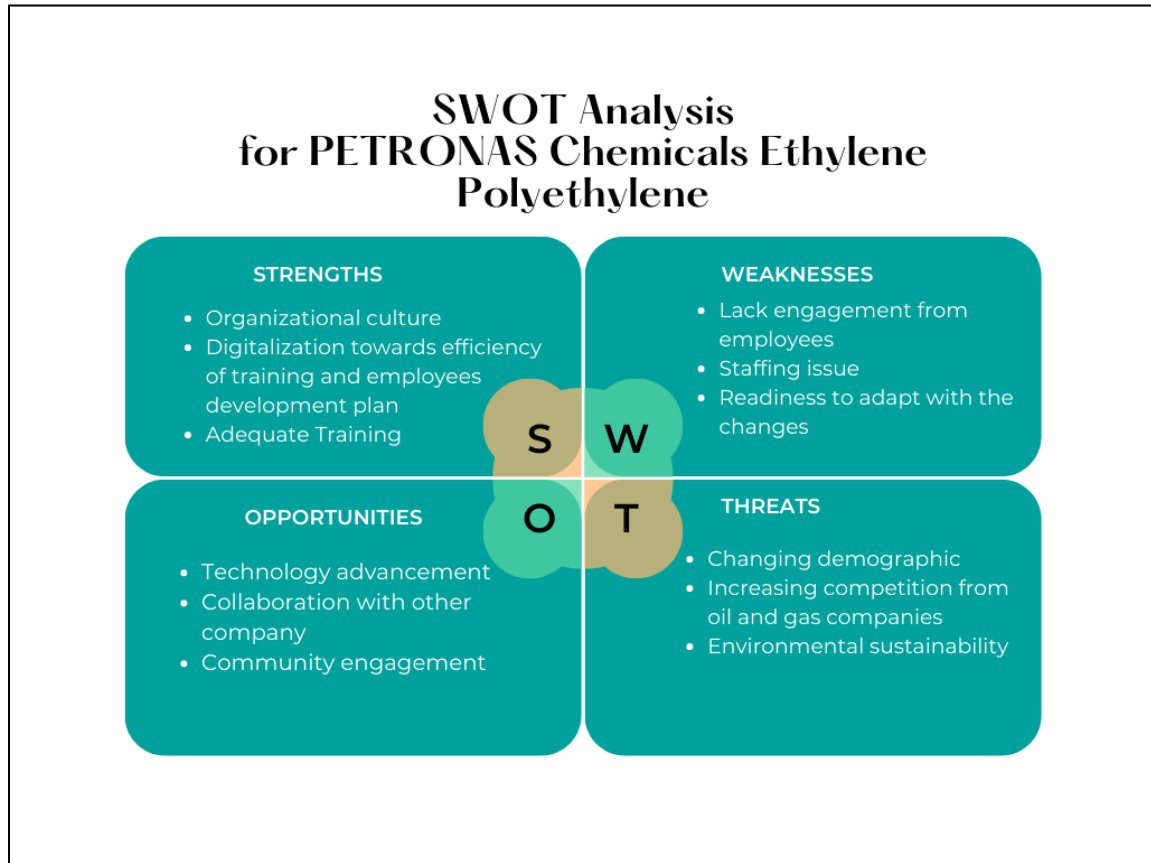


Figure 5.0 Swot Analysis Diagram

5.1 Strength

1) Organizational culture

Culture can be described as a group of people that practices, achievements, values, conventions, and basic beliefs. As a result, the culture sets the environment for everything that occurs within a corporation. The verbal and unspoken behaviors and mindsets define how the organization operates on a daily basis. In order to achieve organization success, they need to focus on its employees sharing a same set of values and a commitment to living them out through its policies and procedures.

In addition, companies with a positive work culture attract employees who are searching for long-term careers. The success of business also attributed towards culture, which fosters a productive and organized workplace (Indeed Editorial Team, 2022). Hence, a workplace that fosters employee safety, development, and goal achievement is said to have a positive work culture.

In Petronas Chemicals Ethylene Polyethylene, they also follow the PETRONAS shared values which is loyalty, integrity, professionalism and cohesiveness. From my observation during my internship at this company, the company always prioritize the shared value and one of the shared valued that can be highlighted is integrity. The business always encourages their workers to always work with honesty and upright. Not only that, they also have a culture for no gift policy in order to maintain their integrity. In my opinion, the fact that the company has a "No Gift Policy" in place is indicative of the business's commitment to hold the most ethical standards in all of its business dealings.

Moreover, the business culture is valuing the employee's orientations and outcomes orientations. The management always recognizes the efforts of all staff members, which can affect the working environment and motivation to excel. Whenever, employees in the company manages to give significant outcomes and positive influence on performing the task, they would receive "Focused Recognition" from the management or their boss. Usually this receive "Focused Recognition" would be given during the meeting among the employees since public praise give more impact than private recognition. According to (Sharma, 2023) when manager give praise to employees their efforts because it boosts their self-esteem to continue producing excellent work and at the same time it would create positive environment at the workplace.

2) Digitalization towards efficiency of training and employee's development plan

According to (ExpertusOne, 2023), Digitalization is the process of using technology to change how an organizational work and give clients new ways to connect with businesses. The goal of digitalization for an organization is to change business processes and activities by using digital technologies to make them more efficient, productive, and innovative. The digitalization also capable of helping organizations change how they train their employees and making training more personalized and accessible.

PCEPE strength in digitalization is the business has well developed IT system and skilled employees in IT that contribute in the digitalization of employees on their work, training and development with the digital tools. In the company, they had utilized the using of Microsoft tools

such as Microsoft Share Point, Microsoft Power BI and Microsoft Power app and many more to working flow of employees more structured.

For instance, in the beginning of my internship at PCEPE, I was introduced with PowerBI and SharePoint. From my observation and experience these tools give many benefits to employees since MS PowerBI Dashboard help businesses find useful information in their data. With this digitalization of dashboard, it allows people in the same organization who also use Power BI to share data online without need to meet face to face and save their time. Same goes with SharePoint, it also let employee to share their work process such as Excel workbook, dashboard and any related documents with other staffs. Thus, with digital transformation makes the best work atmosphere for employees at PCEPE by well-planned the tasks, speeding up collaboration, and making each employee more productive.

PowerBI dashboard also used for employee training and development purposes within PCEPE. This dashboard streamlines the process by which workers learn about the training they need to undergo, the number of training they have left and their current progress. Staff can open the dashboard online and select their name and the dashboard would display things that staff needs. This also let HR department to tracking employees training status and progress easily without asking them personally.

Furthermore, the company adopted new digitalization software, Power Apps for Employee Development Plan. The purpose of this is the HR manager want to centralize the development plan of all employees at Petronas Chemicals Ethylene Polyethylene. Prior to this, the Human Resources department had to manually keep track of each department's EDPs, which was a time-consuming and inefficient process. For example, before this my department which is Polyethylene Production, use an Excel spreadsheet for employee development plan then we print out individual forms to give to their managers for approval before handing them off to the training coordinator. Employees that got feedback would then meet with the training coordinator to revise their individual growth plan.

3) Adequate Training

As stated by (Herrity, 2022), As technology grows there would be changes at workplaces. The business needs to make sure their employees able adapt in terms of knowledge and abilities to keep up. Training is one of the most effective strategies to improve knowledge and abilities and by providing employees with effective and consistent training can assist them to increase their performance. From my observation while doing my internship at PCEPE, the company assign the constructive training and development program among employees in order the corporation can produce professional and skilled staff.

In the organization there are various of trainings that are provided such as Health, Safety & Environment (HSE) training, In-house training and management training. In my view, working in Petronas Chemicals Ethylene Polyethene is not easy since PCEPE is a petrochemical plant company. There are various Health, Safety & Environment (HSE) training that are required for employees to attend every quarter.

The purpose of HSE training is to ensure employees' safety and the organization wanted their employees capable doing their task when they working at plant with the skilled that they received from the training. Besides that, the strength of PCEPE provide adequate training with various of training, it helps to improve employee's knowledge and capability for the employees to guide them toward their job's responsibilities or new job responsibility. Employees of PCEPE who has received proper training would be prepare to handle any sudden job rotations or assignments. Therefore, it is important for any business provide their employees with adequate training as it also would help employees to upskill their skills and able to adapt with any changes.

5.2 Weakness

1) Lack of engagement

Despite of having shift respective in empower team there are still less engagement among themselves and between other groups. This is because due to lack of awareness about the important of communicate between them and stay engage together. Not only that, this is due it is hard for them to engage with other group since they are working days are different and mainly focus on their group only. Moreover, when the organization has an engagement program, not all employees especially employees who are working according to shift can participate in the program due to different working times. As mentioned by (Heinz, 2023), employee engagement is important in the workplace as it can support productivity of employees and at the same time can improve leadership capacity. Hence, HR department or coaches in the department should take an incentive to make sure the employees are consistent have good engagement in the company. This is due to the fact that, a great spirit of employee engagement will stimulate team spirit among employees, resulting in improved corporate production and a good profit to the corporation.

2) Staffing Issues due to large numbers of employee's retirement

Another weakness that I can see from my own observation is staffing. Factors that contribute towards the staff issues are due to large numbers of employees that retired and understaffing. In PCEPE, there are many staff that are near retirement and due to this the business needs to find a replacement as soon as possible to maintain the business operation. However, from this an issue arises which leads to understaffing occurring while looking for replacement. Understaffing can lead to work quality performance, employees stressed and loss profitability in business. Working in PCEPE, especially in the HSE department, Ethylene production department and polyethylene department, only eligible and licensed employees can fill certain jobs and it takes time to hire the right person. Hence, from these issues it hurts a company productivity and puts too much pressure on current employees due to work overload while waiting for the new talent to be hired and they might become unhappy at workplace

3) Readiness to adapt with change

The world is constantly, in order to endure and thrive over the long term, businesses must constantly evolve, sometimes need adopt it quickly. However, there are still employees at PCEPE who are not ready for the change, such as a change in their working style or change in technology or introduction of new assessment that require them to rapidly adapt. According to (Tanner, 2023), there is one of reasons why some employees are resistant toward the change is they fear failure. When there are big changes at work, they may start to question their ability to do their jobs and against these changes because they worried about, they cannot handle the new work requirements. In the case of PCEPE, this is because there are many older generations in PCEPE who still favor traditional methods of labor. Therefore, it is difficult for them to adapt to changes in PCEPE, particularly the use of digitization tools. The changes are something difficult and time-consuming to master for them. As a consequence of this flaw, their work performance and company growth may suffer in the long run.

5.3) Opportunities

1) Technology advancement

Currently, a new era of technology is being used to assist and conduct the business operations. Everything will be handled online. With the advancement of digital tools, it can provide real time data analytics and insights toward the performance of operation and employees performance. Hence, it can fasten the decision-making process and administration process since the data can easily be gathered online. Digital also simplify complex task, reduce, paper work and promotes collaboration across the team

2) Collaboration with others company

PCEPE can work with both government and private companies to form partnerships, exchange knowledge, and organize events. From my observation, PCEPE has been able to build good relationships with other companies. This provides the company with more opportunities, allowing them to maintain its relevance in a world that is undergoing rapid change while also seizing the opportunity to create, grow, and improve their performance, as well as extend the business. They also can make the most of this chance that they have in collaborating strategic partners in order to attract the top talent for the organization and give their current employees with effective training in order to expand their capabilities.

3) Community engagement

Since PCEPE operation is located at the area where there are others community who lives there as well. A good social responsibility programmed will help to protect the reputation of the company as being one that is concerned about the well-being of people and the environment. PCEPE can organize community event frequently and by doing so, it allows the company to make a contribution to sustainable development by satisfying the needs of the community and raises awareness about the company. As a result of this, it can boost the image of the company as trustworthy and giving business. Community engagement is also beneficial for employee morale. Actively participate in community activities can also help make employees happier. Workers are more likely to be satisfied with their jobs if they know they work for a company that cares about the community. When employees are happier, there potentially to work harder and retain in the company.

5.4 Threats

1) Changing demographic

The changes in the demographics can lead workers asking for changes to be made to their working environment and expressing concerns about the part that oil and gas firms need to play in society. In the competitive market, millennials and generation z will soon make up the majority of the workforce, and many of them have already begun to climb the corporate ladder into management. These generations come with their own set of expectations when it comes to technology, collaboration, pace, and their accountability. If the environment at workplace does not meet their expectation, they would quit the job and disloyal toward the organizations. As a result of this situation, it would be disadvantageous toward the business as it would affect the performance of business, especially in the long term.

2) Increased in competition from oil and gas companies

Competition in the oil and gas business was fierce because of the large number of firms operating in the market. In the long run, the corporation could face a serious danger from new technology developed by a competitor or market disruptor. Additionally, PCEPE must face competition with other companies that might provide appealing health and wellbeing incentives for their staff. In this way, PCEPE may not have been able to attract top talent in the industry if the competitors were able to provide better benefits to their employees and potential new talent.

3)Environmental sustainability

In recent years, the government's green procurement policy aims to bring environmental consideration into all government-based procurement and promote the use of environmentally friendly products and services (Azhar, 2022) as Malaysia is taking big steps toward environmental sustainability and green economy. However, this could be a huge threat toward Petronas Chemicals Ethylene Polyethylene to sustain the business in the long term. This is because demand for their product and services might go up and down with the changes and it is hard for the business to sustain and effect the business revenue.

5.5 SWOT MATRIX ANALYSIS

Figure below shows 8 outcomes strategies from is SO strategies, WO strategies, ST strategies and WT strategies after analyze from the PCEPE' Swot analysis.

<p style="text-align: center;">SWOT MATRIX PCEPE</p>	<p style="text-align: center;">STRENGTH</p> <ol style="list-style-type: none"> 1. Organizational culture 2. Digitalization towards efficiency of training and employee's development plan 3. Adequate Training 	<p style="text-align: center;">WEAKNESS</p> <ol style="list-style-type: none"> 1. Lack engagement from employees 2. Staffing issue 3. Readiness to adapt with the changes
<p style="text-align: center;">OPPORTUNITIES</p> <ol style="list-style-type: none"> 1. Technology advancement 2. Collaboration with other company 3. Community engagement 	<p>(S2, O1)</p> <ul style="list-style-type: none"> • The business can invest on more on latest technologies advancement to boost performance of their employees <p>(S3, O1)</p> <ul style="list-style-type: none"> • Utilize advancement technology to carry out training programs. <p>(S3, O2)</p> <ul style="list-style-type: none"> • Create collaboration with partnership to provide more effective training 	<p>(W1, O1)</p> <ul style="list-style-type: none"> • Developed new software or apps that encourages employees to stay engage. <p>(W3, O2)</p> <ul style="list-style-type: none"> • Do collaboration with other partnership to help employees with changes
<p style="text-align: center;">THREATS</p> <ol style="list-style-type: none"> 1. Changing demographic 2. Increasing competition from oil and gas companies 3. Environmental sustainability 	<p>(S1, T2)</p> <ul style="list-style-type: none"> • Company can promote more their business practices and cultures to attract new talent 	<p>(W1, T1)</p> <ul style="list-style-type: none"> • Create or make business event more interesting <p>(W2, T2)</p> <ul style="list-style-type: none"> • Create effective recruitment scheme with attractive benefits and prioritize the employee's growth

Figure 5.5 SWOT Matrix Analysis

5.6: PESTEL ANALYSIS

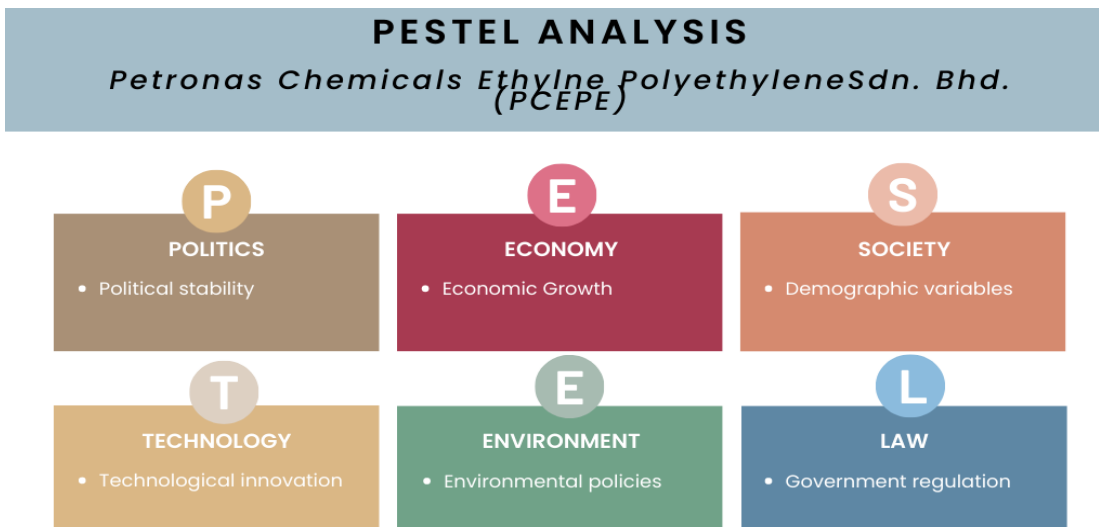


Figure 5.6 PESTEL Analysis

- **Political- Political stability**

The stability in political is important in the because it affects how much potential investors put trust them and stakeholder maintain in the businesses. This also have big effect on organization as the businesses profit and economic growth are all affected by how unstable the government is. If the business did not know how to deal with the current political chaos, they will having hard time to reach its growth goals and business objectives.

- **Economic- Economic growth**

The Malaysian economy has a significant impact on Petronas Chemical Ethylene Polyethylene. If Malaysia's economy is healthy, the company will perform well, and vice versa. The recent expansion of the brand is a result of the country's robust economy. Before venturing into a country for global expansion, the company should assess its economic situation.

- **Social- Demographic**

Demographic: High growth of young generation in the population are good signs for PETRONAS to sell the brand images and services for them. PETRONAS in general have strong brand image, they can use these opportunities to attract this generation with diverse talent and background to come at organization. Therefore, PCEPE also should hire diversity of people with

different background without being bias. This is because a workplace with a lot of different kinds of people is more productive, comes up with better ideas and fasten the decision-making process.

- **Technologies- Technologies Innovation**

Every industry including oil & gas can be affected by the rate and growth of technological innovation. With technological innovation, they business do research on new technologies that can assist employees in innovative digital technologies. Organization need to look at the new trends in technological innovation, so that, they will be able to figure out which type od innovation technologies they can utilize. Thus, from this the organization can make operations more efficient, and show that the business is forward-thinking company to improve the performance of employees and business

- **Environment- Environmental policies**

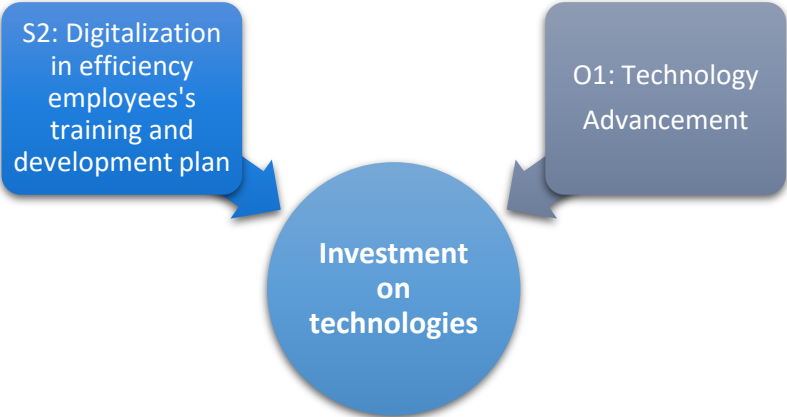
A lot of countries have strict environmental laws that put pressure on organization to operates their business that can give less damage to the earth. Just like other countries, Malaysia is making significant transitional efforts towards sustainability and climate change management. As a response, the business should use responsible on production methods, and in order to improve its brand image in terms of sustainability, and make sure it follows all international and local environmental laws. If the business does not comply with rules, they could face serious damage on the business reputation.

- **Legal- Government regulation**

Since PCEPE is a petrochemical company, it is required for them to follow government policy and requires employers to ensure the safety and health at workplaces are under their control. The safety standard at workplace include the building, plant structure, vehicle, and all equipment and the physical environment. In this way, employees can work safely and the company protecting the rights of their employees to have safety working environment

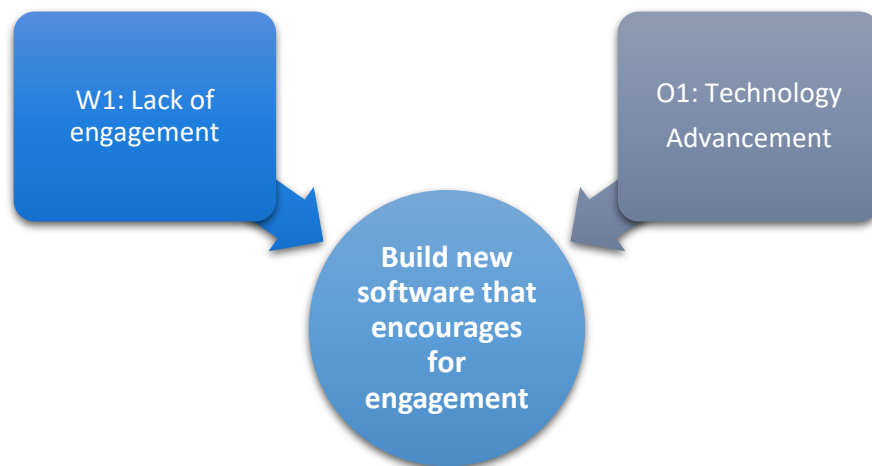
PART 6: DISCUSSION AND RECOMENDATIONS

6.1 Investment on technologies (S2, O1)



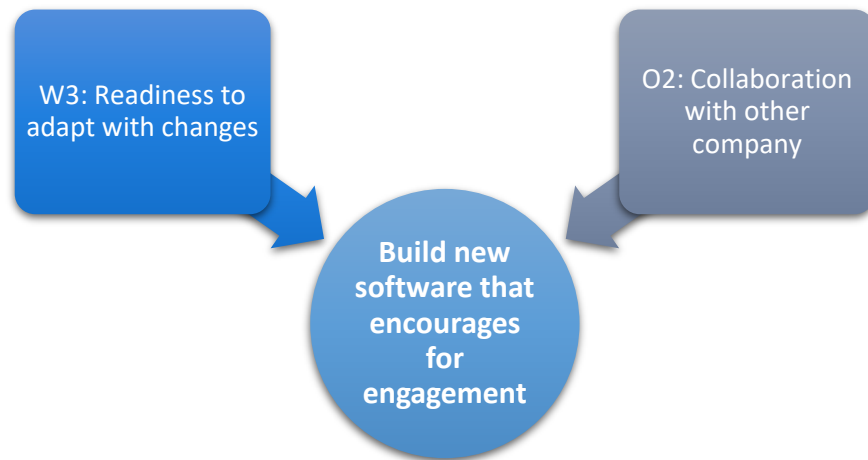
As organizations strive to attain agility in their workflows and processes, technology and business operations are undergoing rapid change. Technology plays a crucial role in enabling businesses to adapt to changing business requirements and market trends. Consequently, the company need recognize the significance of enhancing technology platforms and switching to digital tools as necessary. Despite the fact that current system may be useful at the moment, the changing business and consumer demands necessitate the incorporation of cutting-edge technology into your IT system. In addition, When the business invests more in technology, it can boost productivity, employee development and working performance by enhancing automating certain manual tasks and optimizing workflows this can help them to sustain in the long run as the business can easily adopt with any changes with the help of technologies and

6.2 Build new software that encourages for engagement (W1, O1)



With the expertise the organization have in IT specialist, the organization can develop an application that encourages employee interaction with others within the organization. The application or software that was introduce, can contains employee's recognition record and rewards that be redeemed for points or in any form reward. The employees can receive recognition and reward whenever they manage to give positive performance or participate in events. In such manner, this will encourage the employee to remain engaged with others and to feel like a member of the organization despite of have different working hours and even if they are out of the office. This is necessary to prevent the employee from leaving the company and incurring losses for the business as they feel more appreciated that they were include in the company. When employees are engaged and aligned with an organization culture, they strengthen the organization's working environment (Holliday, 2021).

6.3 Collaboration with other partnership to help employees with changes (W3, O2)



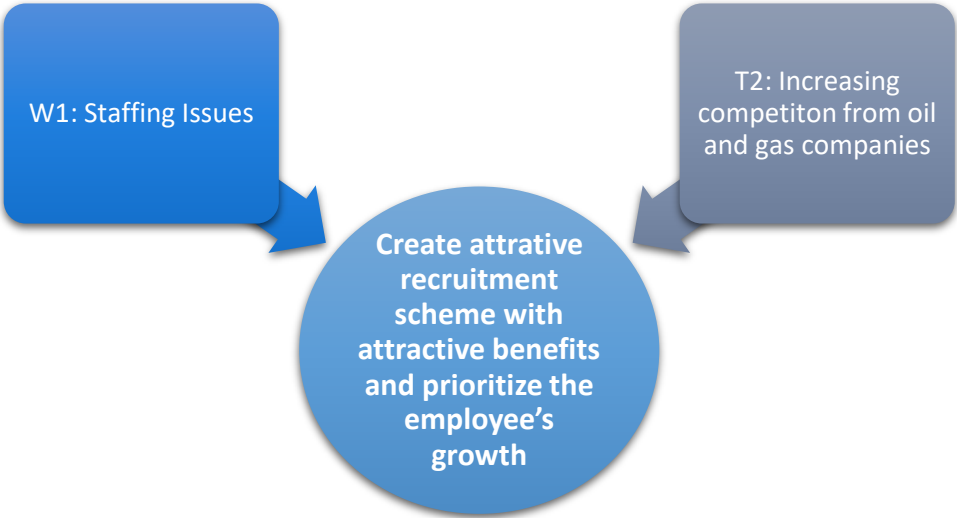
Collaboration is an effective business instrument for businesses of all sizes and in all industries. Usually, it refers to organizations collaborating to resolve problems and attain objectives that would be difficult by themselves. By combining the efforts and knowledge of various companies, all network partners are able to innovate, develop in order to help with changes. In this case, PCEPE can create collaboration with other training institutes to upskilling their employees with knowledge and skills. Hence, when there are changes in the organization in terms of working flow or assessment or technologies, they can easily adapt with since they know what to do.

6.4 Promote more their business practices and cultures to attract new talent (S1, T2)



In order to be competitive with the business competitors, PCEPE can promote their organizational culture toward to attract job seeker. This because company's culture is core personality and a crucial element to emphasize early on in the recruitment marketing process. An individual would quit a company if they feel the culture was a good fit and toxic. People care about where they work and what they do. Therefore, it is important to emphasizing organizational culture demonstrates to job candidates to shows that the business have better culture than the competitor such as positive working environment and advantages they can received from the company culture.

6.5 Create effective recruitment scheme with attractive benefits and prioritize the employee’s growth (W2, T2)



In the competitive market, every business wants to stay fierce with their competitor, same goes as PCEPE. In order to overcome this weakness and threat, the business can invest more on employee development program or employee’s incentive to create positive work environment. By giving good benefits and prioritize career advancement, the organization can attract talented people and retain the current employees. To compete with others competitors, the business also can create inclusive work setting, promoting work life balance and give them space to improve. As consequent from this they are able to make their company more attractive to attract pool of talent and the same time make their top talent in the company to stay longer

PART 7: CONCLUSION

To conclude, based on my experience during the industrial, I believe that internship is beneficial for the development of critical skills that cannot be obtained through university study. This is due to the fact that abilities such as multitasking, socializing, learning to live with differences, and accepting responsibilities change in a manner that is unique to situations in which an individual works for someone else compared to for themselves. In terms of my career advancement potential, the experience I was acquiring at the time was significantly more valuable than any sum of money or number of points. Since I was working with capability management, I was exposing a lot with managing capability development of staff including their training and development. I only had the chance to gain that knowledge because I was required to complete a six-month internship.

Additionally, about Petronas Chemicals Ethylene Polyethylene Sdn. Bhd. (PCEPE), the business is able demonstrated an excellent performance and working competitive with their competition to maintain their relevancy and the brand image that been built by them for years. With the strength and opportunities, they have especially in digitalization, they can use is as advantages for them to sustain the business in the long run. The corporation also aspires to corporate their success through the power of its technology and leading innovation. In addition, the digitization transformation it not all about technologies, it also about reimagining the business and staying competitive in a rapidly changing world with well develop strategies. That is why, the company always planning and restructuring their operations because they want to be an organization that are agile to any changes from any external or internal forces and the same time, they can improve on employee's productiveness.

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<https://managementisajourney.com/organizational-change-8-reasons-why-people-resist-change/>



PART 9: APPENDICES

- Original Result

Document Information

Analyzed document	Industrial Training_Nur Khadijah Binti Mohd Adenan.pdf (D172288382)
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Submitter email	2021115019@student.uitm.edu.my
Similarity	0%
Analysis address	skmusairah.UITM@analysis.ouriginal.com

Sources included in the report

W	URL: https://www.asbn.com/articles/community-involvement-good-business/ Fetched: 2023-07-22 09:21:00	 1
W	URL: https://managementisajourney.com/organizational-change-8-reasons-why-people-resist-change/ Fetched: 2023-07-22 09:21:00	 1

Entire Document

INDUSTRIAL TRAINING REPORT PETRONAS CHEMICALS ETHYLENE POLYETHYLENE SDN. BHD PRESENTED BY : NUR KHADIJAH BINTI MOHD ADENAN (2021115019) BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE MANAGEMENT HRM666- HUMAN RESOURCES INTERNSHIP SUPERVISOR NAME NUR ANIS BINTI KAMARUZAMAN PRESENTED FOR : DR SHARIFAH MUSAIRAH BINTI SYED ABDUL MUTALIB DATIN NORALIYALITI BINTI ZAKARIA

- With my supervisor, Nur Anis Binti Kamaruzaman



- At my department Polyethylene Production



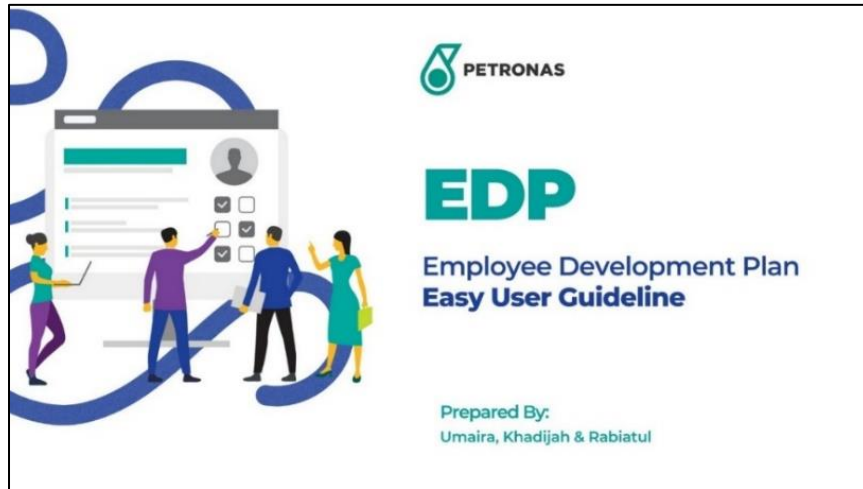
- Attend monthly meeting for Capability Management Team (March)



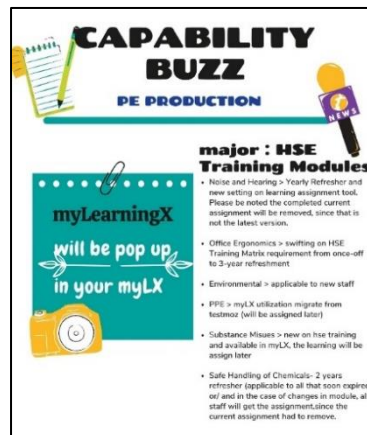
- Participate in Development of Employees Development Plan in Microsoft Power App with my fellow interns



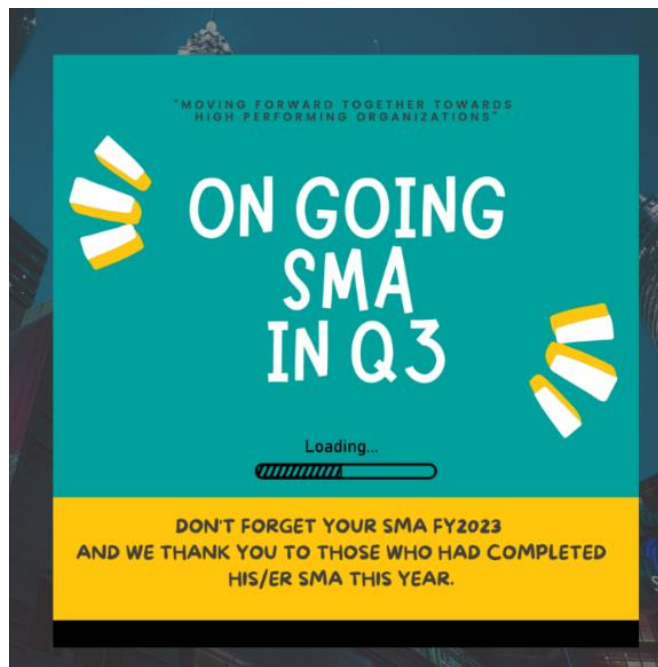
- Create EDP user guide for Employee Development Plan



- Design Poster for Capability Buzz News



- Create poster to update the staff with their completion in assessment for quarter 3



- Reach out to The Qamar Resort for booking training venue

N Nur Khadijah M Adenan (PE/PCEPE)
 To: Azima Rashid <azima@theqamar.com>
 Cc: Nur Anis Kamaruzaman (PE/PCEPE); Ruasmawati Bt Chik (OPI/PCEPE)

Assalamualaikum & Good Evening

Dear Pn **Azima Rashid**,

Kindly provide quotation for the date below.

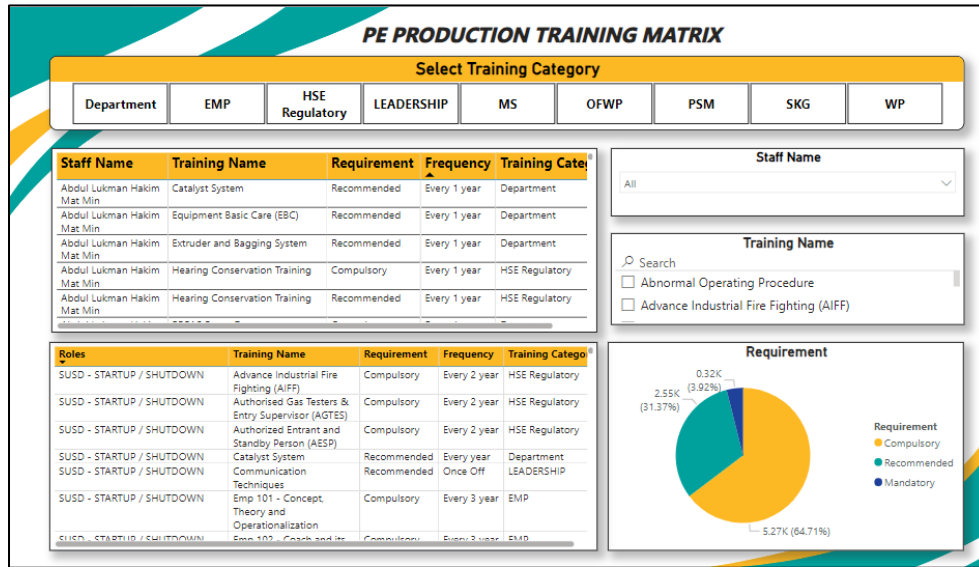
Training title	Team Performance Feedback Workshop
Date	10 May 2023, 24 May 2023, 15 Jun 2023, 21 June 2023
Times	8.00 a.m.- 5.00 p.m.
No of pax	20-23 packs

Thank you.

"Moving Forward Together Towards High Performing Organizations"

Regards,
Nur Khadijah Binti Mohd Adenan
 Intern (Capability Management)
 Polyethylene Production

- Some of example dashboard I have create and design



- Attend mid-year review performance at Rumbia Resort



- Monitor candidate's competency assessment with external assessor





UNIVERSITI TEKNOLOGI MARA

ENDORSEMENT OF OUR ORIGINAL REPORT

Coordinator

Unit Jaminan Kualiti Akademik (UJKA)
Universiti Teknologi MARA Cawangan Perlis
02600 Arau
Perlis

Sir

ENDORSEMENT OF OUR ORIGINAL REPORT FOR PROPOSAL/DISSERTATION/THESIS/PROJECT PAPER/ ASSIGNMENT

With reference to the work of the candidate below:

Name : NUR KHADIJAH BINTI MOHD ADENAN

Matric No. : 2021115019

Faculty : FACULTY OF BUSINESS AND MANAGEMENT

Programme : BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN

RESOURCE MANAGEMENT Title : INDUSTRIAL TRAINING REPORT

Percentage of Our original Report : 0%

I am pleased that the proposal/thesis/dissertation/project paper/ assignment of the above candidate has fulfilled the Our original percentage of the university's requirement.

Thank you.

1st advisor's signature and stamp
Name: Datin Noraliyati Binti Zakaria

Date 3/8/2023

** Please attach 1st page of our original report.