



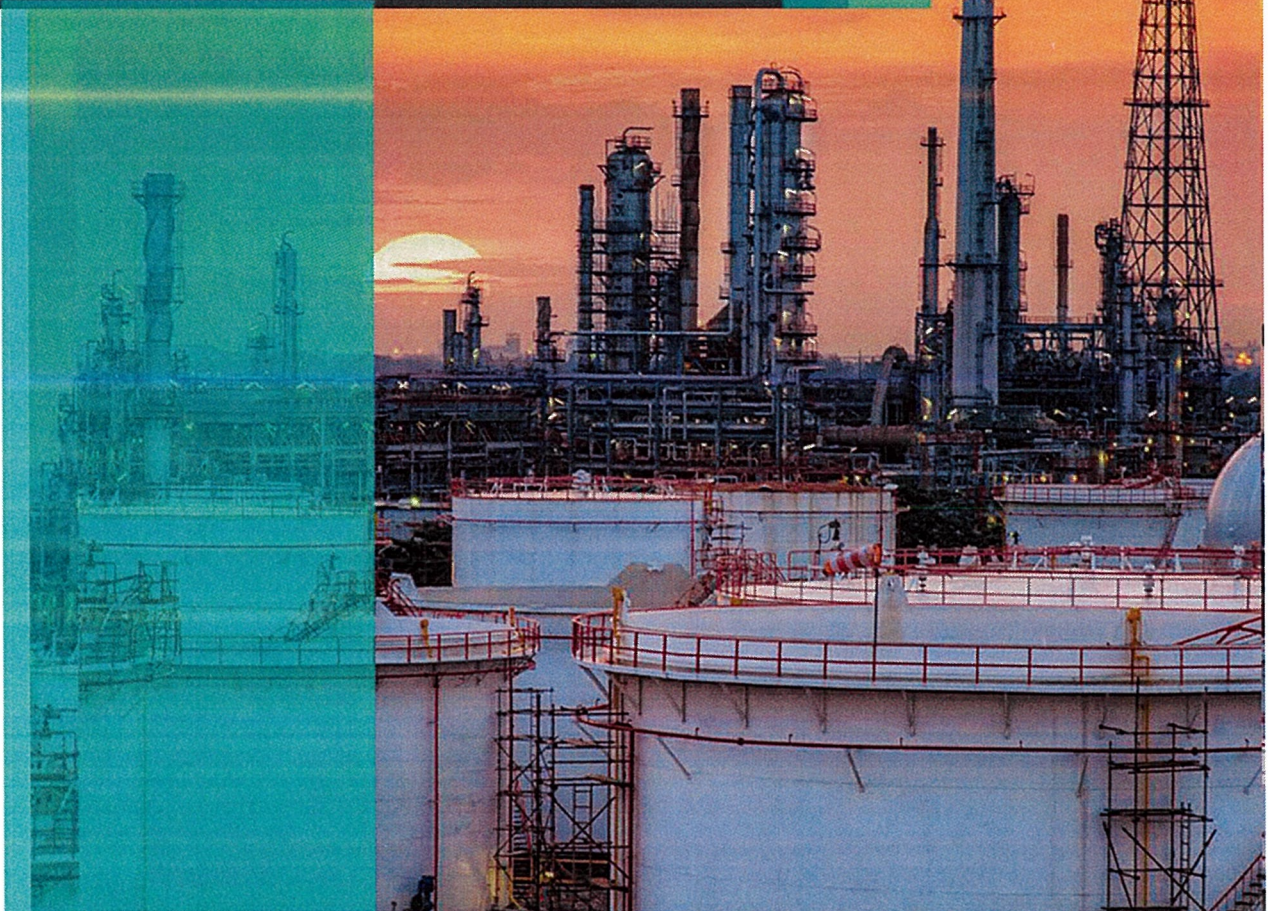
UNIVERSITI
TEKNOLOGI
MARA



PETRONAS

Industrial Training Report

AT PETRONAS REFINERY AND PETROCHEMICAL SDN.BHD
1 MARCH- 15 AUGUST 2023



Prepared For:
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Prepared By:
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2021125409
BA246



Submission Date: 19 July 2023

ACKNOWLEDGEMENT

Alhamdulillah, first and foremost, I would like to thank Allah Almighty for providing me with the opportunity to complete this report. I would like to extend my heartfelt thanks to Puan Nurfariza, Senior Manager Utilities Contract Management for giving me the opportunity to complete my internship and En.Mohd Sofiuddin my supervisor, for providing me with invaluable guidance, mentorship, and support throughout the internship. Their expertise, patience, and willingness to share their knowledge have been instrumental in my professional growth and development. I am grateful for the opportunity to work under their leadership and learn from their vast experience in the field.

I would also like to acknowledge with much appreciation to the entire PETRONAS Refinery and Petrochemical team specifically for Commercial team for their warm welcome, continuous support, and collaborative spirit. Their willingness to involve me in various projects and tasks allowed me to gain hands-on experience and broaden my understanding of the industry. The positive work environment fostered a truly enriching and enjoyable internship experience.

Additionally, I am grateful to Puan Rafidah Bt Azis, my advisor, whose contribution in stimulating suggestions and encouragement, helped me to coordinate my project especially in writing this report. Lastly, I want to express my heartfelt gratitude to my family and friends for their unwavering support, encouragement, and belief in my abilities. Their love, motivation, and understanding have been the driving force behind my accomplishments and have given me the strength to overcome challenges.

EXECUTIVE SUMMARY

The internship was conducted with the objective of gaining practical industry experience and applying academic knowledge in a real-world setting. Ladies and gentlemen, this report will serve the readers with the journey of Nur Elliya Khairani, in her internship with PETRONAS Refinery and Petrochemical Sdn.Bhd (PRPC). This executive summary provides a concise overview of the internship report completed during my 24 weeks of internship.

The first half of this report will explain the background of the writer and the company she worked with to complete her internship. Next, the writer highlights her training reflection while undergo the internship to highlight on her roles and responsibilities and also valuable skills and knowledge have gained. Meanwhile, the second half of this report will present to readers the SWOT Analysis of PETRONAS Refinery and Petrochemical Sdn.Bhd (PRPC). Each of the SWOT which are the strength, weakness, opportunity, and threat of PETRONAS Refinery and Petrochemical Sdn.Bhd (PRPC) has been segregated to two points for each followed by some discussion and recommendation will be discussed in the report. The ideas and recommendation given can be helpful to the company to help them identify areas of expertise and areas that require improvement (internally) and proactively lessen potential threats (externally). Lastly, at the end of this report will equip us with some memories shared by the writer during completing her internship.

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PART 1

Student Profile

1.0 STUDENT'S PROFILE



NUR ELLIYA KHAIRANI BINTI AHMAD KAMAL

INTERNSHIP CANDIDATE

PROFESSIONAL SUMMARY

Seeking a position for internship placement from 1st March 2023 to 15 August 2023 (24 weeks). Final year undergraduate with extensive knowledge in business management and international business committed to gain internship exposure in your company. Ready to effectively serve your company by contributing knowledge and interpersonal skills to further organizational and personal growth.

EDUCATIONS

UNIVERSITI TEKNOLOGI MARA (UITM)

Bachelor of Business Administration (Hons.) International Business

GPA: 3.83 MUET: Band 3

Relevant Coursework: International Trade, Global Marketing, Intercultural Management, Business Management, Human Resource, Logistics

Bandaraya Melaka

2021 - Present

UNIVERSITI TEKNOLOGI MARA (UITM)

Diploma in Business Studies

CGPA: 3.77

Relevant Coursework: Business Economics, Human Resource, Office Systems Management, Operations Management, International Business, Marketing, Finance

Alor Gajah, Melaka

2018 - 2021

AWARDS & ACHIEVEMENTS

VICE CHANCELLOR AWARD

2021

- Received Vice Chancellor's Award for achieving Dean's List for 5 consecutively semester upon completing Diploma in Business Studies

LEADERSHIP AND EXTRA-CURRICULARS

LET'S COMMUNICATE AND CONNECT

2022

Facilitator

- Conducted 1 days event programme at SK Batu Berendam for primary students to expose them about communication.

YIELD (NON GOVERNMENT ORGANIZATION)

2022

Assistant Head of Research & Education Department

- Researched and analyzed current social issues among youth to be presented to the Ministry of Education (MOE)

GLOBAL VIRTUAL STUDENT INVENTION, INNOVATION, DESIGN & EXHIBITION (GV-SIIDE)

2020

Participant (Gold Winner)

- Initiated the idea for producing the trolley cart innovation (Tech Cart) and became a gold medal holder for design innovation.

EDUCATIONAL MARKETING INNOVATION COMPETITION (EMIC) 2019

Participant

- Developed innovative card games for educational purposes and competing against several groups from different classes.

COLLEGE REPRESENTATIVE COMMITTEE 2019

Bureau of Sanitation

- Managed a college resident's cleanliness and cheeriness programme to maintain the college compound clean.

SUKAN ANTARA PROGRAM (SUPRO) 2019

Participant (3rd place)

- Represented Faculty of Business and Management for volleyball team in Sukan Antara Program with other faculty in UITM Lendu.

VOLUNTEERING ACTIVITIES 2018

Participant

- Participated in 1 day of voluntary activities with other Civil Defense Units (JPAM)

SKILLS

Microsoft Office:

Words (Advanced)
Power-point (Advanced)
Excel (Intermediate)

Media Editing:

Canva Pro (Advanced)
Filmora (Advanced)

Soft Skills:

Cooperative
Teamwork
Time management
Easy to communicate
Problem-Solving
Multitasking
Discipline

LANGUAGES

Bahasa Melayu (Native Speaker)

English (Proficient)

REFERENCES

Puan Khalilah Bt Ibrahim

Senior Lecturer

Universiti Teknologi MARA, Kampus

Bandaraya Melaka 75350, Melaka

Dr. Mohd Halim Bin Mahpoth

Senior Lecturer

Universiti Teknologi MARA, Kampus

Bandaraya Melaka 75350, Melaka



PART 2

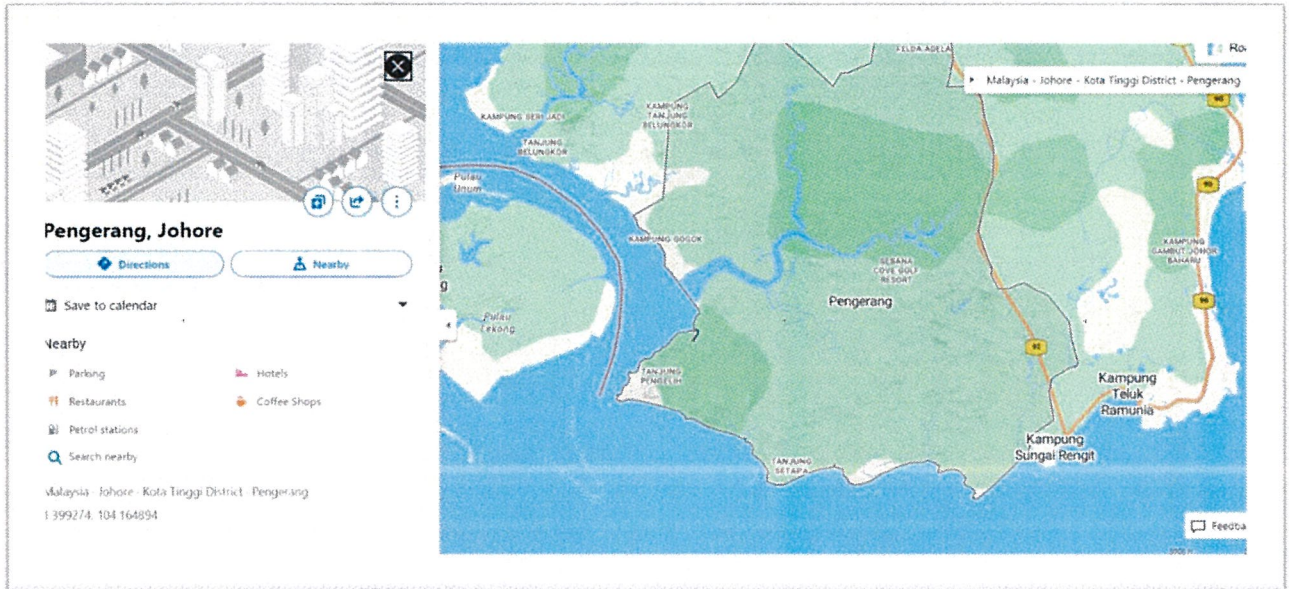
Company's Profile

2.0 COMPANY'S PROFILE

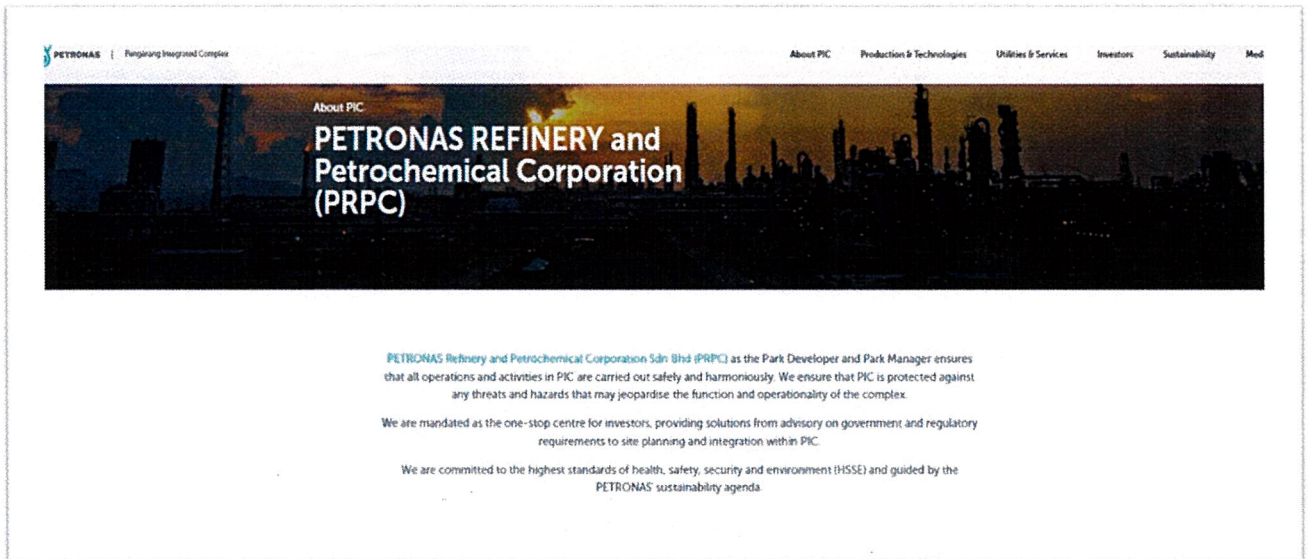


Company's Name :	PETRONAS Refinery and Petrochemical Sdn.Bhd (PRPC)
Location:	Block C, The HIVE Management System Office Kompleks Bersepadu Pengerang (PIC) 81600 Pengerang, Johor
Vision:	To become One-Stop Solution Provider Making It Work For Our Future
Value Proposition:	<ul style="list-style-type: none"> • Distinctive (One-Stop Solution Provider) Location, Feedstocks, Facilities, Ecosystem, Customer Focused • Competitive (Making It Work) Competitive Tariffs, Attractive Incentives • Sustainable (For our Future) Sustainability & Value Creation, Business Sustainability
Products/Services:	<p>PRPC acts as a service provider in PIC. They are mandated as the one-stop centre for investors, providing solutions from advisory on government and regulatory requirements to site planning and integration within PIC. Any company/investors that want to start up their own plant at site and services in PIC have to undergo and deal with PRPC for them to undergo and analyse the suitability, rules and regulations and all kinds of term as a whole. With thousands of acreages, PRPC handles billion number of profits every year in PIC with products and services they offered.</p> <p>Utilities Contract Management manage all utilities related matters in plant as such water, electricity and steam, fuel and pilot gas and air from different type of company in PIC. They have to ensure that all operations carried out as per contract and assists if there is any occurs, and dispute happen related to commercial business. All the input and data of the utilities that each company use will be given out by the operation team and then utilities commercial team have to assists in terms of invoicing, checking, and reporting to management.</p>

Company Location:



Company Website:



2.1 PRPC ORGANIZATIONAL CHART



Kamal Bahrin B Ahmad

Senior Vice President & Chief Executive Officer, PETRONAS Refinery and Petrochemical Corporation Sdn. Bhd.



Khairul Salleh B Jais

Head Strategy, Business Development & Commercial

Mohamad B Nasir

Head PIC Operation & Complex Management

Hamzah B Ahmad

Head Transformation & Intervention



Irwan B A Latif

Head Health, Safety & Environment

Shariza Sharis Bt M Yusof

Head Finance & Enterprise Risk

Izzudin B A Ghani

Head Strategic Communications & Stakeholder Management

Hairulnizam B Suhari

Head Human Resource Management



Mozaffar Azman B Mohamed

Head Project Management Office

Azmi B A Rahman

Chief Executive Officer, PRPC Utilities & Facilities Sdn. Bhd.

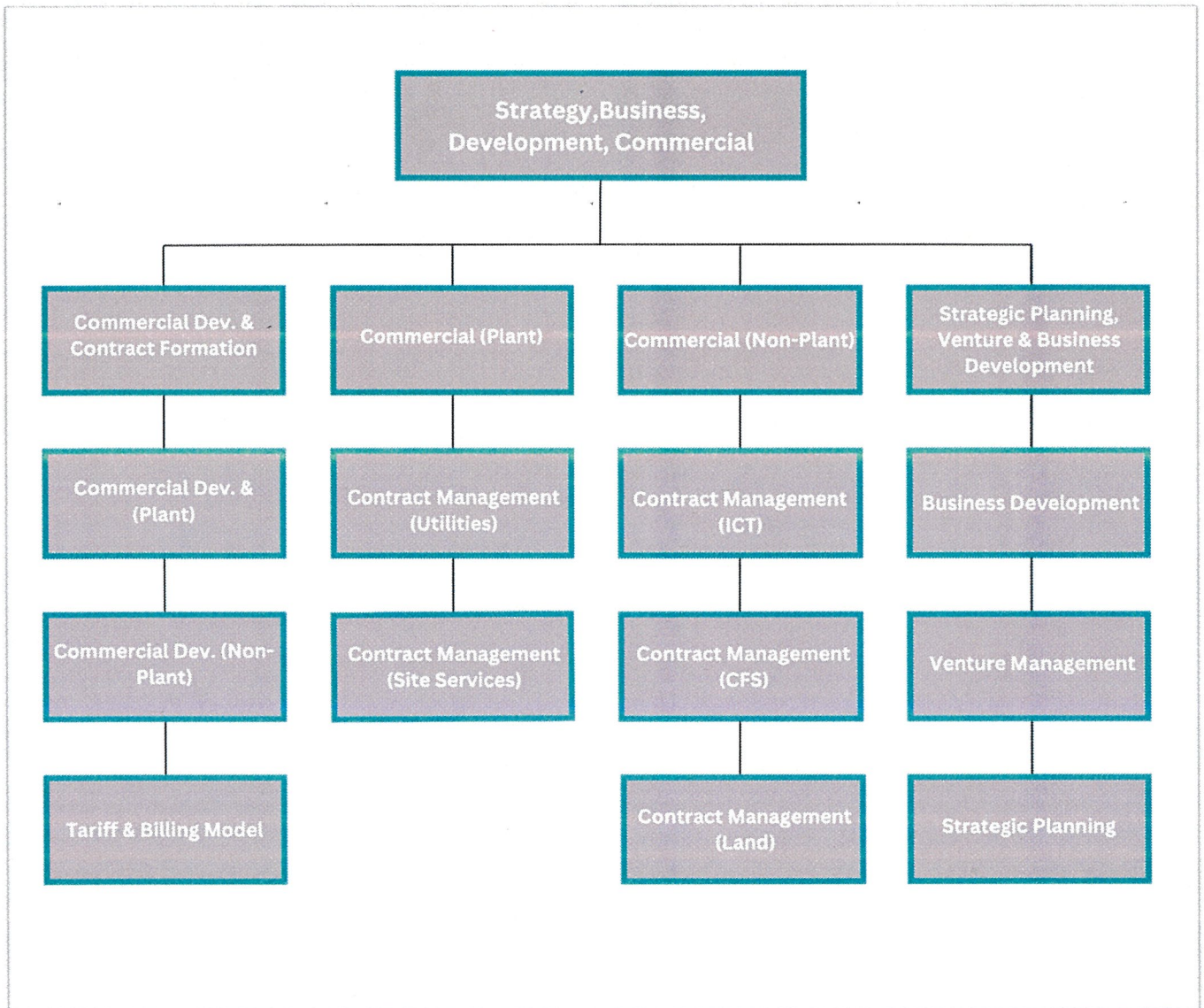
Hasnizaini Bt M Zain

Head Legal

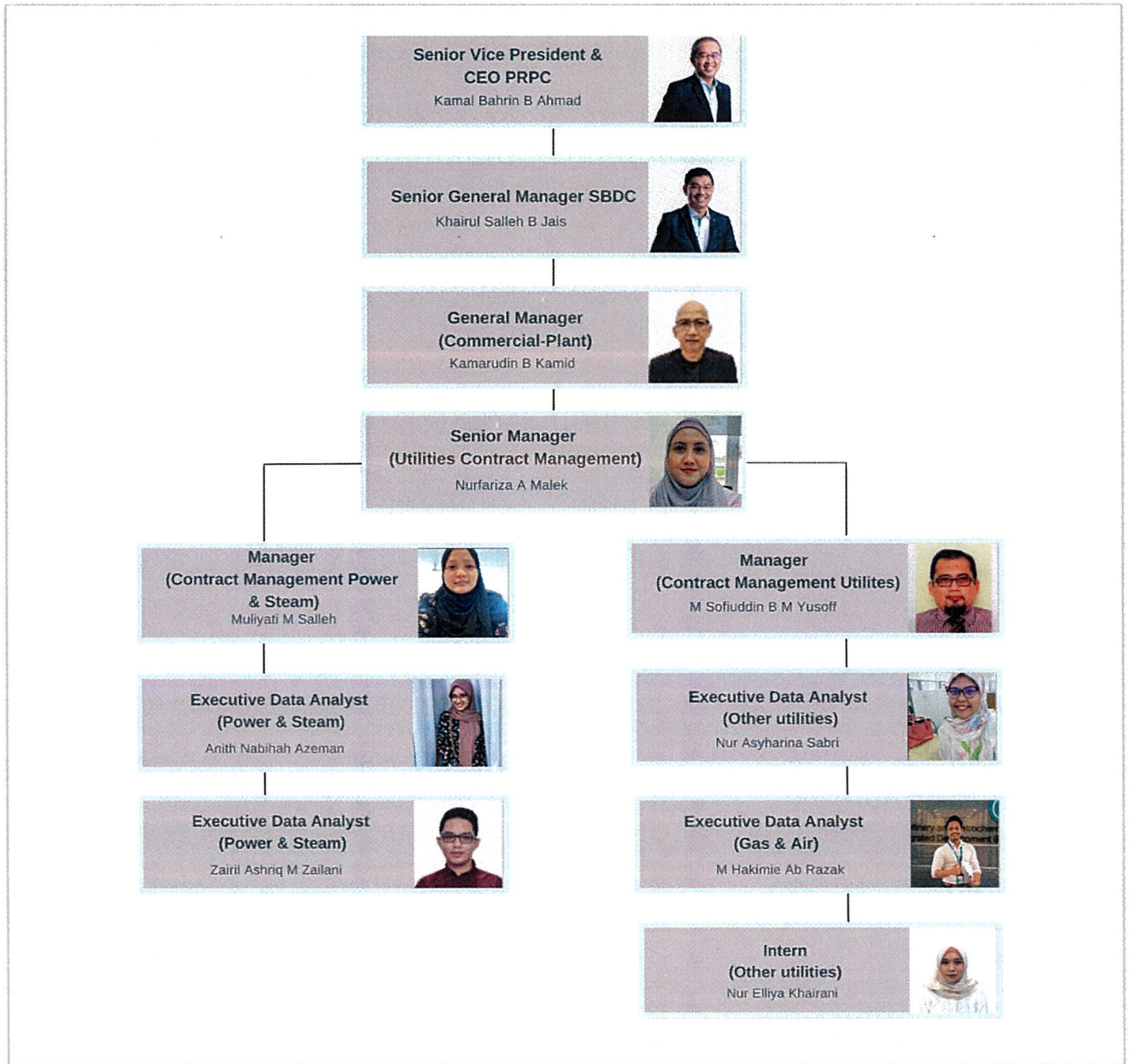
Rahmat B Siran

Head Security

2.2 STRATEGY, BUSINESS , DEVELOPMENT, COMMERCIAL (SBDC) DIVISION



2.3 COMMERCIAL (PLANT) DEPARTMENT ORGANIZATIONAL CHART





PART 3

Training Reflection

3.0 TRAINING'S REFLECTION

Period of Attachment :

START DATE	END DATE
1 st March 2023	15 th August 2023

Working Hours:

PRPC practices a 5-day week with flexible working hours as follow:

DAY	TIME
Monday - Friday	7.30 A.M. – 4.30 P.M. 8.00 A.M. – 5.00 P.M. 9.00 A.M. – 6.00 P.M.

Lunch Hours:

DAY	TIME
Monday – Thursday	12.30 P.M – 2.00 P.M.
Friday	12.30 P.M. – 2.30 P.M.

3.1 Department Assigned

I was assigned under Strategy, Business Development, and Commercial Division, more specifically the Commercial (Plant) department, which was supervised by Encik Kamaruddin Kamid, the General Manager. The SBDC part of PRPC is primarily responsible for handling commercial and business matters, and it has offices in both Kuala Lumpur and Pengerang. Commercial (Plant) focuses on the PRPC plant services to the company's overall performance and business operations. In total, there were twenty employees working in this department. This department is comprised of three separate teams, which are the site services team, the contract development team, and the utilities contract management team. I was a part of the utilities contract management team, where our responsibilities was to ensure that all end users' utility requirements were met in accordance with the contract obligations. In addition to this, we were responsible for creating utility bills and billing for reporting purposes. Other utilities include water, fuel and pilot gas, air, electricity, and steam.

3.2 Reflection of Responsibilities at Work

As a commercial intern, one of my responsibilities is to complete any ad-hoc activities that my department requests in order to guarantee that the overall process operates well. The first task I was given was to do an integrity check on the invoices to determine whether there were any inaccuracies for the total amount or the quantity of invoices. Any inaccuracies that are identified will be reported to the focal person for further action need to be taken. In addition, I assists in preparing monthly billing and invoices for the supply of water through the use of PETRONAS AR Billing system. I also help generate credit notes for water adjustments made using the system. My role as scribes at the utilities team's monthly meetings include taking notes on the meeting's general topics of discussion and entering them into an excel spreadsheet so that we can monitor our progress. This was done to emphasise any urgent issues and keep track of the issues from the current month as well as those from the previous month. In addition, I assists in completing the SBDC OEMS Compliance Workbook (OCW), a contract management procedure. This procedure will detail the procedures taken by the SBDC team in completing their task, making it easier to grasp for all involved, especially any newcomers. It was my job to communicate to the people in charge of each department so I could identify their RACI (responsibility, authority, accountability, consultation, and information) diagram. In addition, I am always eager to lend a hand when the needs of the team require it, be it in the form of planning a meeting, placing an order for refreshments, performing as the event's emcee, or organising a farewell party. I believed even tiny gestures of assistance to my team may have a greater influence throughout the process.

3.3 Reflection of Working Experiences

As a newcomer, to learn and adapting with the changes and environment were challenges for me but I think I adapt it well. As my work involving with a lot of data, numbers, and confidential documents, I learn to be more precise, careful and focus to avoid any future consequences. In my line of work, where accuracy and attention to detail are essential, I have developed these traits. I also think that confidentiality and professionalism are essential in any workplace. Plus, I also got the opportunities to join many other related commercial meetings with various department which make me open up with working experiences. This has open me up that in order to achieve mutual goals, each parties have to play its own role and always have to be open up on new ideas and recommendations. When it comes to business, negotiation is the crucial elements to ensure both parties get their wants.

Other than that, communication also vital with the other party as at the end of the day both parties want the impactful results. Moreover, I believe on the famous quote “ Teamwork makes the dream work” as here they emphasizes the importance of collaboration and working together in order to accomplish goals. Thus, the teamwork has fosters cooperation, leverages individual strengths, and promotes a positive and supportive work environment.

I was able to sharpen my technical abilities thanks to the frequent use of Excel, Microsoft Outlook, and Snipping Tools in the course of my work. In addition, PETRONAS has open me up to explore more on digitalization as to thrive in this digital era, embracing digitalization empowers us to stay ahead in this current rapidly evolving world. Other than that, I was also able to access on ECMS Petronas website where it stores thousands of documents and agreements. Hence, I was able to go through and learn about certain clause, terms and conditions, the seller's and buyer's right when doing a business.

One of my most memorable moment is where I got the opportunity to join SBDC SUCCESS COHORT Program to learn about PRPC Group of Companies activities. Having the chance to visit the plant personally and gain insight into its operations as a whole was priceless. Due to the exposure given, I was able to learn deeper and further my knowledge about certain terms that I was not familiarized with before. I also thankful to my amazing colleagues who guide and support me well during my internship. They always open up to question and willingly help me configure something especially on the difficult task. Truly grateful to cross path with these amazing figures that make my internship much more enjoyable.

3.4 Benefits Received and Gained

I received a total of RM 1,000 as allowance on 16th every month. These allowances helped motivate me to consistently perform at a higher level of productivity and efficiency. In addition, I was equipped with essential tools, including a laptop, monitor, which considerably improved my capacity to perform duties in a timely manner and contributed to the overall efficiency of my work. Besides, the office environment is casual and flexible, in which everyone is assigned with their own dedicated working space. As an intern, I was eligible for various types of leave, including medical leave, education leave, and yearly leave for a total of six days. In addition to that, I was given the opportunity to work in a flexible manner (work from home) for eight days out of every month. This initiative has helped me to achieve work life balance while working.

Other than that, I also get the facilities on transportation by using PODS(PIC On Demand Shuttle). As a perk of working at PIC, I have the option of reserving a ride to any location within the company via the web, which helps me to both save time and money on fuel. Furthermore, there was also food delivery services where they delivered directly to our desk hence can save a lot of time going out which called Beep-it. It simply as clicking your order, payment and your meals will be right on your desk. In my opinion, it is one of a generous and brilliant ideas from our employer by giving out these benefits to the employee.



PART 4

SWOT ANALYSIS

4.0 SWOT ANALYSIS TEMPLATE



SWOT ANALYSIS

PETRONAS REFINERY AND PETROCHEMICAL SDN.BHD

Strengths

- Reliable Brand
- Ability to create positive impact to community , leveraging on existing developments and programs and events.

Weaknesses

- Lack of amenities in Pengerang
- First time experience as a Park Manager



Opportunities

- Ample land areas
- Potentially attract investors

Threats

- Threat as service providers
- Volatile market conditions



PART 5

DISCUSSION AND RECOMMENDATIONS

5.0 SWOT Discussion and Recommendation

- **Strength 1 : Reliable Brand**

PETRONAS is a global Malaysian energy group with presence in over 100 countries. Established in 1974, it is a legal entity that reports to the company's Board of Directors as required by the Malaysian Companies Act. Has been around since 1974; this longevity in the market is a proof to the company's dedication to maintaining both its name and reputation. It is obvious that the road they have travelled over the past 30 years has not been easy, yet they have managed to keep their massive firm running. As a result, it came to understand that PETRONAS's brand is one of the company's greatest assets. The name of the brand speaks for itself, without the need for endorsements from third parties. For instance, the presence of PETRONAS stations along our roadways and in our communities serves to reinforce the company's name in people's minds.

How might PETRONAS benefit from this situation? When people have faith in and confidence in a brand, they are more likely to invest in, do business with, or form a partnership with PETRONAS. The concept of reliability encompasses not only customers but also investors, suppliers, and business partners. Stakeholders are more likely to have faith in a firm's long-term viability, ethical business practises, and ability to deliver outcomes when that organisation has a solid reputation. This can lead to stronger partnerships, increased investment opportunities, and improved access to resources. For instance, PETRONAS has maintained its position as the most valuable ASEAN brand in the Brand Finance Global 500 report this year and remains amongst the top 10 Oil and Gas brands globally. For the year ended 31 December 2022, PETRONAS recorded revenue of RM 375.3 billion, with its total assets strengthened to RM 710.6 billion and shareholders' equity increased to RM 401.6 billion as of 31 December 2022. This clearly shows that PETRONAS is a very profitable and stable company.

Several recommendations to maintain and further enhance its reliability could be to strengthen quality control measures across all operations, ensuring that products and services consistently meet or exceed customer expectations in all PETRONAS branches in the world as such invest in advanced technology to maintain the highest quality standards. To add, in order to achieve Net Zero in 2050, PETRONAS can be focused on its sustainability journey as now many companies compete on sustainability efforts to build trust and credibility within organization and how they can contribute to the world.

- **Strength 2 : Ability to create positive impact to community , leveraging on existing developments and programs.**

When it comes to business, communities, surrounding, and environment play a crucial role in maintaining mutual benefits. PRPC located nearby rural areas where many villages, school and houses were located. As it is near these areas, surely many initiatives can be done to create positive impacts to the community, leveraging on existing developments and programs/event.

PRPC has done many initiatives as such #ForPengerang. It is PIC's initiatives towards positive social impact via collaborations, creating opportunities and adding value to community well-being and development focusing on two strategies which are local socio-economic & community wellbeing which contribute towards increase of average household income in Pengerang. For instance, mangrove conservation which help to improve local livelihood and economic opportunities through local partner (Persatuan Sahabat Bakau) & contribute towards reforestation and expansion of mangrove eco-system in Pulau Tanjung Surat. They successfully planting almost 30,000 mangrove trees as for today.

The second one is in term of education where they try to nurture students to develop talent for the oil and gas industry through STEM teaching and learning. PRPC has initiate the PRPC STEM Education Programme (2022-2025). It's mainly objective is to stimulate students' interest in science and mathematics & improve STEM subject results through academic and non-academic programmes. This initiative has beneficially affected 1,900 students in SMK Pengerang Utama. This shows that while still wanting to benefit the community, PRPC still eager to keep on track on their sustainability journey to achieve their desire target.

Thus, what I can recommend is for PRPC to maintain and enhance more corporate social responsibility (CSR) like this nearby the communities as this initiative has impacted positively on the company reputation. According to (Radhika Kapur,2020), it is the concept that has acquired eminence in particularly business organizations. In understanding the concept of CSR, it is vital to understand, how it renders a significant contribution in promoting effective growth and development of the communities. It is also believed that CSR activities is one of the ways the companies can demonstrate their responsibility towards the community and reflect the human side of the companies and their commitment to contribute to the community (Kash Rangan,Lisa A Chase,Sohel Karim, 2012). By having more CSR activities, it can make people much more appreciate what PRPC has done while still benefited them in the future.

- **Weaknesses 1: Lack of amenities nearby Pengerang**

PIC location can be both advantageous and disadvantageous depending on the context itself. Based on observations, its location are far from development area which somehow affect employees' motivation to work/move here. To add, individual perception on how they review Pengerang due to its location resist their motivation to work in PIC with the lack of amenities as such shopping centre, bookstore, public offices nearby indirectly influence their choices to move here.

Furthermore, many employees here travelling back forth to their home during weekend to visit their families mostly in Kuala Lumpur. To deal with the traffic and time management are very challenging especially during weekend. Especially for marriage couples, being able to be near their loved one would completely make their heart at ease without having to worry their safety. When they reluctant to move here, hence PRPC would lose many competent and potential employee which can be the successor of this company.

Thus, by giving out more benefits to the employees can increase their motivation as such housing/travel allowance, medical benefits and many more. According to (Sharaeva Elvina , Liu Zhi Chao, 2019), motivation is able to make employees to work hard, to pay more time and to encourage organizations to engage their employees in work to attain a common organizational and employee goal. On their research on a study on the relationship between employee motivation and work performance, they found out that job security, job satisfaction, good wages, promotion, and growth motivation can lead to excellence work performance.

Moreover, with this current digitalization era where everything can be done at home, I would say giving out employee flexibility on working mode (work from home) will be very helpful. A study of work from home motivation among employees the findings in the study reveal that one of the positive outcomes from working from home is the workers appreciate the functional flexibility. They liked the fact that they could cut down on travelling to and from work (Nur Fadzilah, Madaha Hanafi, Siti Fatimah, Noor Hanim, Nur Syafiqah, Aina, 2021). This is also agreed by (Davidescu et al., 2020) who also agreed that work-life balance gives workers emotional stability so they can perform better at work. By giving out these benefits, employee will feel more motivated and competed to work as they will think that all their efforts were paid off.

- **Weaknesses 2: First time experience as Park Manager in PIC**

PRPC started to operate in late 2018, and as it is the first time for them to be a park developer and park manager, to ensure the overall process of the business especially is not easy as there is a lot of weaknesses due to the lack of experience in becoming a park manager. As park manager, they are accountable to set policies in Pengerang Integrated Complex (PIC), to oversee operations and settling tenant's disputes. To be a park developer with a quite huge number of tenants and services to manage, it would become one of their weaknesses if they failed to do so.

Due to lack of experience, surely many things are overlooked and lacking on certain parts as they need to try and error the available method that can be used to overcome the issues especially in meeting and manage each customer expectations as it is an inevitable part of being as a service provider. Due to that, many possibilities could happen that can affect their reputation on behalf as a park manager and give a bad perception towards other tenants as well. Hence, to understand their concerns and find solutions that meet both their needs and PRPC own capabilities, more negotiation and communication need to be undergone. By providing a transparent information about the services, pricing, and any limitations to avoid misunderstandings.

A comprehensive PIC Park Rules and Guidelines to set down the principles and guidance on the standards of behaviour expected within the PIC has been established however to ensure all tenants comply strictly is not easy. Several ways can be done for instance to strengthen the rule and regulation in PIC to avoid any unwanted activities and situation, to keep on improvise, develop clear processes, standard and quality control to ensure the services meet customer expectation consistently and gather feedback from tenants and make necessary improvements to maintain high standards of services. This is not only benefited to PRPC but also all workers in PIC to ensure their safety and harmonious while working.

- **Opportunities 1: Ample land areas with fully integrated facilities**

PIC locations was one of the driving forces in the company's success as its location at the south-east tip of Peninsular Malaysia. Strategically located in southern Peninsular Malaysia, PIC occupies 6,303 acres with close and easy access to major shipping lanes. PIC is situated within the larger Pengerang Integrated Petroleum Complex (PIPC), an industrial development under the purview of Johor Petroleum Development Corporation Berhad (JPDC), a government agency mandated to co- ordinate, facilitate, and promote the development of the downstream oil and gas industries in the state of Johor. The PIPC stretches over 22,904 acres and is being developed over four phases, from 2012 to 2037. The PIPC Master Plan includes a plastics and fine chemicals park, a light and medium industrial park, a waste management centre, logistics and commercial hubs.

These are the main facilities in PIC which includes refinery and cracker and petrochemical plants with supported of several ancillary facilities as such Pengerang Co-generation, Pengerang Deepwater Terminal, Utilities & Facilities, Raw Water Supply Facility, Regasification Terminal, and Air Separation Unit. Each one of these are interdependent with each other in PIC depending on its usefulness. This shows that PIC is fully integrated facilities & infrastructure, large scale, and diversified product. With this integrated support and ancillary services, it can lead to a substantial operational and logistic efficiencies.

Furthermore, PIC strategically located along major international shipping routes with its close proximity 10km from Singapore and near Jurong Port, which is one of established port. Being situated on a major shopping route allows for easier access to global markets and facilities international trade. As PIC accumulated to 6303 acres, hence, it can fit large number of different entities with different type of services and product. When there were varieties of products and services, more demand and supply will be issued not only between the internal parties but also external parties.

- **Opportunities 2: Potentially attract investors to increase revenue streams**

The next opportunity will be to potentially attract more investors. With a strategic location, reputable position hence it can indirectly attract more investors to come here. Moreover, PIC offers excellent end-to-end services and amenities for operators within the park. Well-designed infrastructure and facilities, coupled with reliable supply of utilities, enable smooth and seamless operations. Hence, it is one of the major advantages for investor to start up their company here with all these facilities listed.

Moreover, in 2018, PETRONAS joint venture with the Saudi Arabian National Oil Company (Saudi Aramco) in PIC collectively known as "PRefChem". This initially has benefited the company as Saudi Aramco is one of the leading global integrated energy and chemicals company. This smart partnership brings together secured resources, cutting edge technologies, a vast amount of experience, and commercial presence of two world-class companies in the operations of the refinery, cracker and selected petrochemical facilities This exposure will give and attract many other potential investors as it ensure the return of investment as well. When the biggest company have the courage to invest in PRPC, it will attract more small companies to invest in here as well.

As PIC in the phase to be The Regional Petrochemical Park , hence, to be able to attract more customers and investors all around the world can be major opportunity for them to achieve the goals. Hence, in order to do so, several initiatives can be done as such ensuring good quality of products and services meanwhile maintaining good prices among other competitors. With these initiatives, investors that currently searching for places on their new project will tend to choose places that can minimize their costs while maximizing their profits at the same time.

- **Threat 1: Challenges as service providers**

PRPC main acts is as a service provider which mean they provide many types of services to many kinds of counterparties in Pengerang Integrated Complex (PIC). While most tenants maintain positive and professional relationships with their service providers, there are instances where conflicts or challenging situations may arise. As PRPC also deals with international companies, hence, to be able to adapt with their culture, roles and regulations also can be challenging as they need to ensure they on the right track when doing business. And surely when there were varieties of them, the process of running business is not easy and requires a lot of negotiation and meetings. Negotiation allows businesses to find mutually beneficial agreements that satisfy the needs and interests of both parties involved. According to (Tigari,2018), the negotiation is a coping strategy to overcome the conflicts or it acts as conflict resolution tool in business bargaining.

Some of the possible actions that could happen are non/delayed payment, property damaged, breach of contract, constant complaints and illegal activities or violations. This can impact the overall reputation of the service provider as a whole as such impacting the cash flow and financial stability of PRPC to manage and provide the services. Some other probabilities can happen is when the negotiation takes a longer time than expected which can achieve years. When the negotiation still ongoing but the project is currently running, the overall implementation of the project might be affected which involves many counterparts. This can become a threat to PRPC to give the maximum and utmost result to the project. Furthermore, when dealing with services hence PRPC will receive payment as a service provider. To keep track and ensure each parties pay according to the dateline, follow certain rules and regulations as per outlining contract is also can become challenging. This is because, if tenants failed to do as per contract, the damaged will be for both parties but mainly on PRPC as we are the landholder and service provider

Therefore, strengthening and be stricter on the rules and regulation when implementing the charges as per contract as such to terminate and suspend them if failed to pay. If all attempts at communication and negotiation fail, hence consider legal action can be the last resort to understand your rights and options in settling the issues. However, remember to maintain professionalism and a customer-centric approach throughout the process, as preserving relationships and customer satisfaction are essential for long-term business success.

- **Threat 2: Volatile Market Condition**

Volatile market conditions refer to situations where financial markets experience significant and rapid price fluctuations, often accompanied by increased uncertainty and unpredictability. A lot of factors can influence the outcome, such as new technology, changes in consumer attitudes, natural disasters, and economic crises. During such periods, prices of financial assets as such stocks, bonds, commodities, and currencies can fluctuate widely within short periods of time.

According to an article on How Covid-19 Affects the Malaysia Economy, it stated that one of the sectors that badly affected is manufacturing sector which aside from getting hit with material disruption due to MCO, it was also facing a crisis in the manufacturing of commodities such as oil and gas by the global crude oil crisis which has caused oil prices to plummet on that year. Plus, Covid-19 also have a huge impact on the value of Ringgit in Malaysia as a result of investors who are panic selling to avoid trading in the current volatile market. When the demand for Ringgit is low, it is causing its value to drop. This can be related to PRPC as dealing with international entities, currency fluctuate can affects the cash flow and financial stability of PRPC.

Hence, several tools for PRPC to initiate are by enhancing its operational efficiency to reduce cost and improve profitability to make them more resilient in volatile markets. Next, by having a regularly conducting market research can help them to perform impactful decision and adapt their strategies accordingly. This is due to the fact that as the world keep evolving, market research tend to be different from time to time. In addition, I also believe that business leaders need to have a vision for the post Covid-19 future by building out various scenarios to account for the continuing uncertainty. With this vision, more strategic planning, and process on how they should adjust their strategies, respond quickly to the changing market condition and to capitalize on emerging opportunities can be arise. This was further supported by (Vasyl Ivanov, 2021), in force majeure conditions such as a global pandemic, efficient leaders act effectively and quickly because they have planned ahead, determining various scenarios for their company and the accompanying risk.

6.0 CONCLUSION

In a nutshell, industrial training provides hands-on exposure in a real-world work situation. It allows us to apply and expand your knowledge and skills in a practical setting, bridging the gap between academic learning and professional work. During my 24 weeks here, the amount of knowledge gained, expertise, memories were priceless and countless which I would say a very valuable learning experience for me to shaped myself before entering into real world environments.

Upon completing this report, I find myself improving in terms of understanding how PETRONAS , our national oil and gas company have been steadily in the market for such a long time and still reliable until now. To add, I can comprehend how one of successful firm manages their day-to-day business routine. To be part of one of the strongest and highest company that contribute to the nation's revenue somehow make me proud and blissful. PRPC is a great organisation for interns since it provides students with many opportunities to learn and grow in their field while also gaining valuable professional experience. They treated interns like employees and encouraged them to participate in all workshops, meetings, and other formal events.

Honestly, I am feeling thankful and blessed as I am able to complete my 24 weeks of internship with Commercial Team under PRPC. It is a good opportunity in experiencing what the Commercial team had provided as coming from a very fresh graduates with no experience background really put my ability to comprehend those tasks. I am now confident in pursuing my career in the related industry. After this internship, I wish to be able to get involved with any company that would help me grow and become a competent leader. I wish my future self the best of luck.

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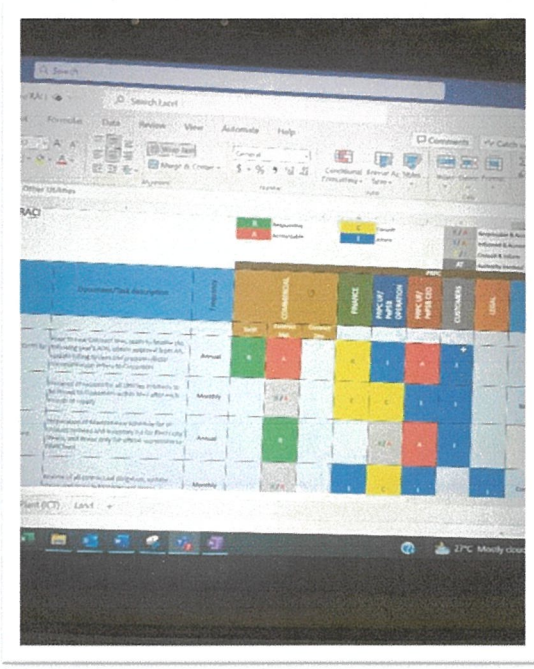
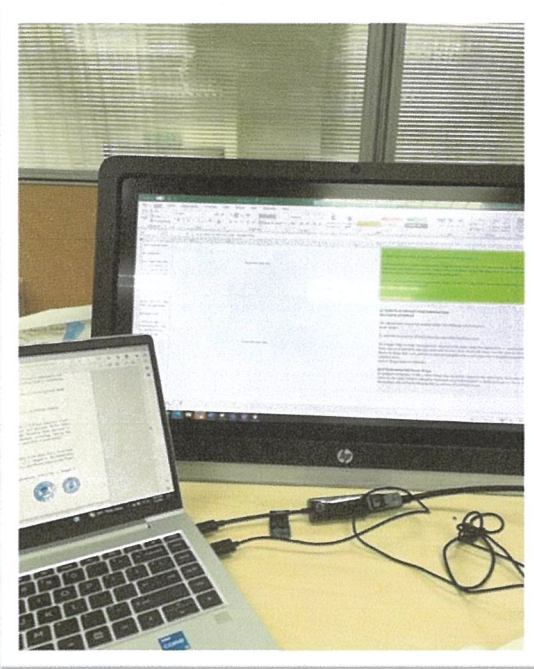
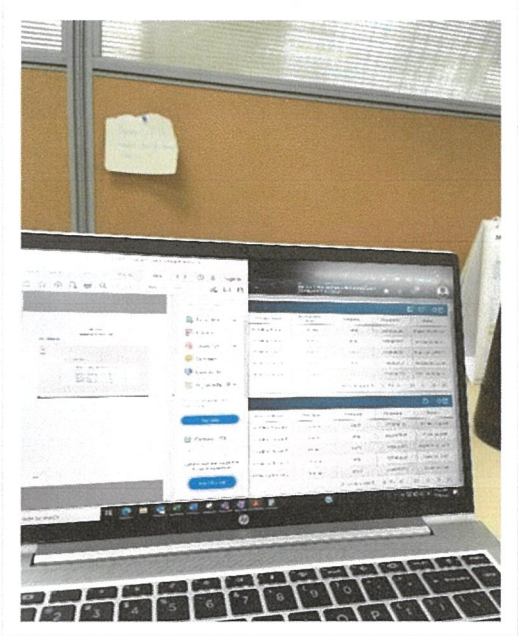
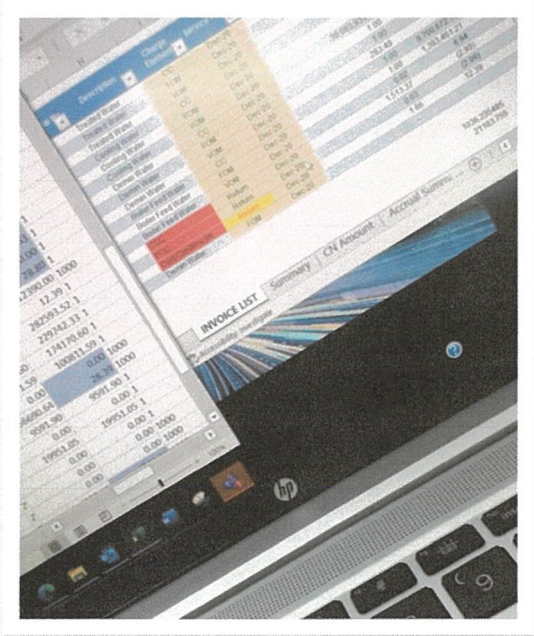


PART 8

Appendices

8.0 APPENDICES

Duties and task assigned



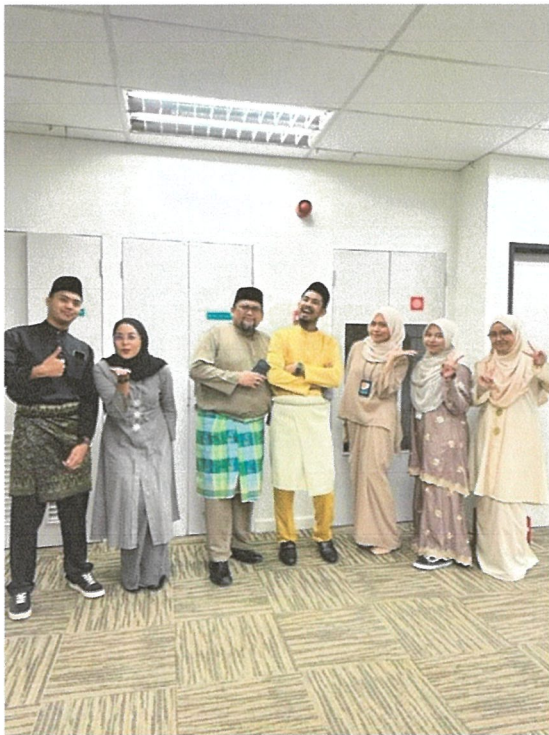
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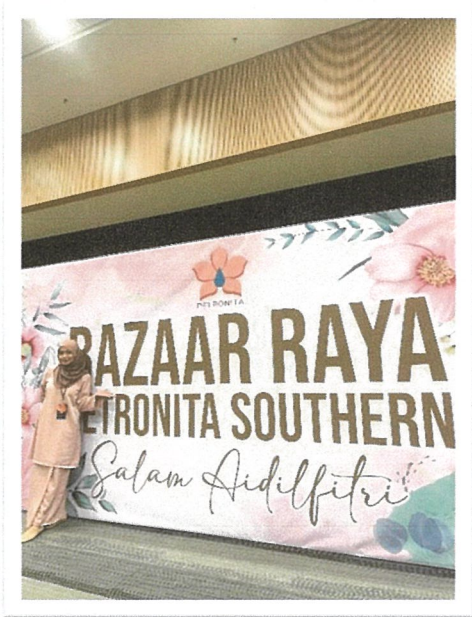
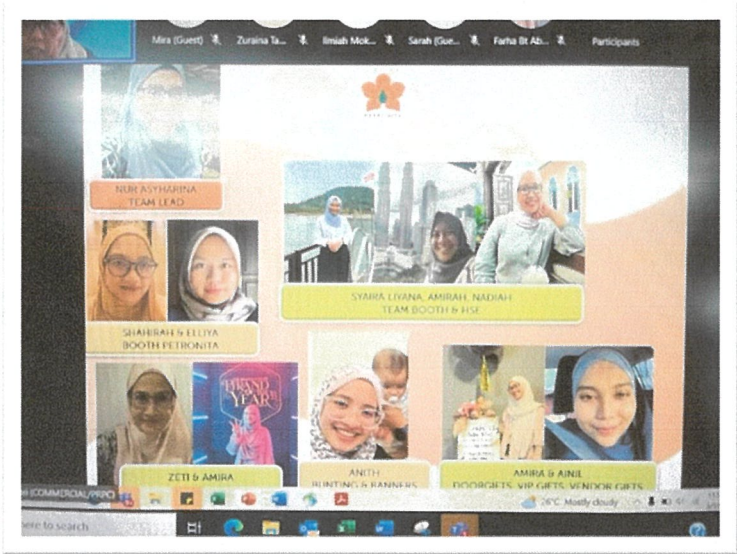
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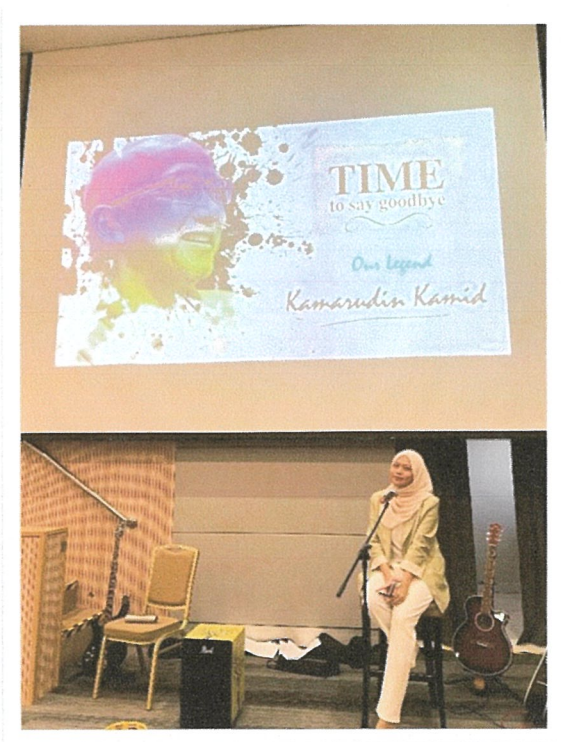
Hari Raya Celebration with Commercial Team



Committee for Bazaar Raya Petronita Southern



Emcee for farewell event



Cheerleader for Sports Day



1st Place for design battle Petronas Digital Day



Leisure time with Commercial Team



COHORT Success Program

