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LEMBAGA AIR PERAK

# INDUSTRIAL TRAINING REPORT AT LEMBAGA AIR PERAK, WILAYAH TENGAH I

BACHELOR OF BUSINESS ADMINISTRATION (HONS.)  
HUMAN RESOURCE MANAGEMENT  
HRM666: HR INTERNSHIP



**ADVISOR:**

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**PLACE OF TRAINING:**

**LEMBAGA AIR PERAK, WILAYAH TENGAH I**

**DURATION:**

**1ST SEPTEMBER 2023 - 9TH FEBRUARY 2024**

**DATE OF SUBMISSION:**

**26TH JANUARY 2024**

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# EXECUTIVE SUMMARY

Drawing from my own experiences, the purpose of this report is to present my perspectives and personal reflections regarding the place of internship at Lembaga Air Perak. The PESTEL analysis is used in the SWOT analysis to carry on the analysis. The purpose of this report is to evaluate my level of understanding of the industry as well as to review my accomplishments during the internship period that lasted for twenty-four weeks.

The Human Resources Internship (HRM666) requires me to create a report that highlights the experience I gained during my internship at the Administration Department. In this report, I focused on my experience as an administrative intern in this organisation, specifically in administration, human resources, and finance work. One of my responsibilities includes managing salary increments for employees on the HRMIS 2.0 system. I also handle contract rewards, renewals, and internal team rotations. Additionally, I assist the Finance Unit with employees' accounts payable, payment submissions, overtime, medical, and travel claims using the Century Financials 8.2 system and many more.

Consequently, it indirectly helps me enhance my communication skills, multitasking, and management ability. Working in this organisation has greatly enhanced my efficiency and comprehension of the workflow. The company operates at a fast pace, allowing for rapid progress. Nevertheless, Lembaga Air Perak, like all other organisations, encounters challenges during their service, as outlined in the report. In this report, I have included a detailed overview of the organisation, as well as a thorough SWOT analysis. Each aspect of the SWOT analysis is discussed and explained, and recommendations for maintenance and improvement are provided. LAP was provided with multiple recommendations for improving organisational efficiency based on the SWOT analysis. The PESTEL analysis also has been essential in identifying a relevant subject for discussion. In order to enhance the department's performance and overcome challenges, it is important to focus on leveraging the existing organisational resources. By doing so, the department can thrive and achieve greater success.

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# COMPANY PROFILE

## Company Background



Lembaga Air Perak was established on 1 January 1990.



A government-owned organization that provides water supply services for the state of Perak.



Before the establishment of LAP, water supply services in Perak were initially run by Jabatan Kerja Raya Perak and later by Jabatan Bekalan Air Perak.



Lembaga Air Perak supplies clean water to more than 2.5 million people.



The third largest water operator in Malaysia after Selangor and Johor.

