INDUSTRIAL TRAINING REPORT AT HEITECH PADU BERHAD

1 SEPTEMBER 2023 – 9 FEBRUARY 2024

HUSNATUL NORAIN BINTI REDUAN | 2021110355 | RBA2436A

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EXECUTIVE SUMMARY

The industrial report is an integral component of the Degree in Business Administration (Hons) Human Resource Management courses, and as a requisite for all students, it serves as a pivotal aspect of academic and professional development. I was privileged to undertake my industrial training at HeiTech Padu Berhad in Subang Jaya, starting from September 1, 2023, to February 9, 2024. Positioned within the Human Resource Department, I assumed the role of a Human Resource Trainee, aligning seamlessly with the focus of my Bachelor of Business Administration (Hons) in Human Resource Management.

I actively participated in sharing my opinions and insights throughout my six-month of internship, which helped the organization's growth process. This report's main goal is to summarize my internship experience while also providing thoughtful recommendations for organizational improvements that would keep HeiTech Padu Berhad competitive in the ever-changing market. The report's well-organized format shows a careful approach and makes it possible to fully comprehend how I integrated my academic work with real-world applications during the internship.

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COMPANY PROFILE

Company Background

HeiTech Padu Berhad is a company that provides system integration, network management, data center management, disaster recovery services, and other information technology-related services. HeiTech Padu was established in 1994 and is headquartered in Subang Jaya, Selangor, Malaysia. The company is listed on the Main Market of Bursa Malaysia. HeiTech has been at the forefront of innovation in Malaysia's technology landscape, contributing to technological advancement and in turn, providing this as part of our solution to their clients and customers.

Figure 2: HeiTech Padu Berhad's Logo

Figure 3: Menara HeiTech Village's building

HeiTech Padu Berhad has provided entire system development to a variety of sectors. Some of the products that have been made by HeiTech is such as "National Security" which uses identity issuance and verification that enables seamless connectivity and authenticity. Next, "Health Care Primary" has acted as a technology provider that helps

hospitals run and manage their operations effectively and the last product is "Enterprise & Smart Solutions" which has built a Smart Parking and Cooperative System that allows them to design customer-focused products that interface directly with the end user. Their clients is such as "Jabatan Imigresen Malaysia (JIM)", "Jabatan Pengangkutan Jalan Malaysia (JPJ)", "Jabatan Pendaftaran Negara (JPN)" and "Permodalan Nasional Berhad (PNB)".

Location

HeiTech Padu Berhad Headquarters (HQ) was located in Subang Jaya, Selangor Malaysia. There is also another small branch of HeiTech for example, HeiTech Village 2 (HTV2) which is located in Bukit Jelutong, Shah Alam, HeiTech Padu Etiqa Twins which is located in Jalan Pinang, Kuala Lumpur and other projects that were handled by HeiTech Padu Berhad has performed at Jabatan Imigresen Malaysia Putrajaya (JIM), Jabatan Pendaftaran Negara Putrajaya (JPN) and Ministry of Tourism, Arts and Culture Malaysia (MOTAC).

Figure 3: Heitech Village, Persiaran Kewajipan,

Usj 1, 47600 Subang Jaya, Selangor.

Vision

"The trusted technology partner to enable customers' vision"

HeiTech Vision directs the company to be recognized as a trusted technology partner for our customers to enrich their customer's experience and to realize their visions.

Mission

"Touching lives with innovative solutions"

Organizational Chart

GET TO KNOW YOUR CHAMPIONS
CORPORATE
OFFICE STRUCTURE
EFFECTIVE 1ST JANUARY 2024

SALMI NADIA MOHD HILMEY
Group Chief
Executive Officer

AHMAD NASRUL HAKIM MOHD ZAINI
Group Chief
Financial Officer

- GROUP FINANCE SERVICES

MUHAMMAD IZZUDIN AZAHARI
Group Head

- FINANCE & PROCUREMENT
- SALES MONITORING & CONTROL

NORAZIMA HUSSAIN
Group Head

- CORPORATE PLANNING
- STRATEGIC & CORPORATE COMMUNICATION
- CORPORATE HUMAN RESOURCES
- PROPERTY MANAGEMENT & ADMINISTRATION
- ENTERPRISE RISK MANAGEMENT

TS. DR. NOR HAZILAWATI AWANG
Chief Information
Officer

- IT MANAGEMENT
- AUTOMATION
- STANDARDS
- ACADEMY

JOSHUA SAMUEL SMITH
Chief Digital
Officer

- DIGITAL

SHARINA AHMAD KAMAL
Group Head

- LEGAL

ZAINAL AMIR AHMAD
Group Head

- COMPANY SECRETARIAL

IZANE ISMAIL
Group Head

- GOVERNANCE & INTEGRITY

AHMAD KAMAL MOHD KASSIM
Group Head

- AUDIT & ASSURANCE

RASHIDAH MUNIR
Group Head

- PROJECT & PROCESS MANAGEMENT & COMPLIANCE
- PROJECT MONITORING & OVERSIGHT

NAVAWEE HUSIANY MOHD ROSLEY
Group Head

- PARTNER MANAGEMENT

TN. HJ. SAFARUDDIN BAN
Group Head

- STAKEHOLDER MANAGEMENT

Figure 4: Organizational Chart of HeiTech Padu Berhad

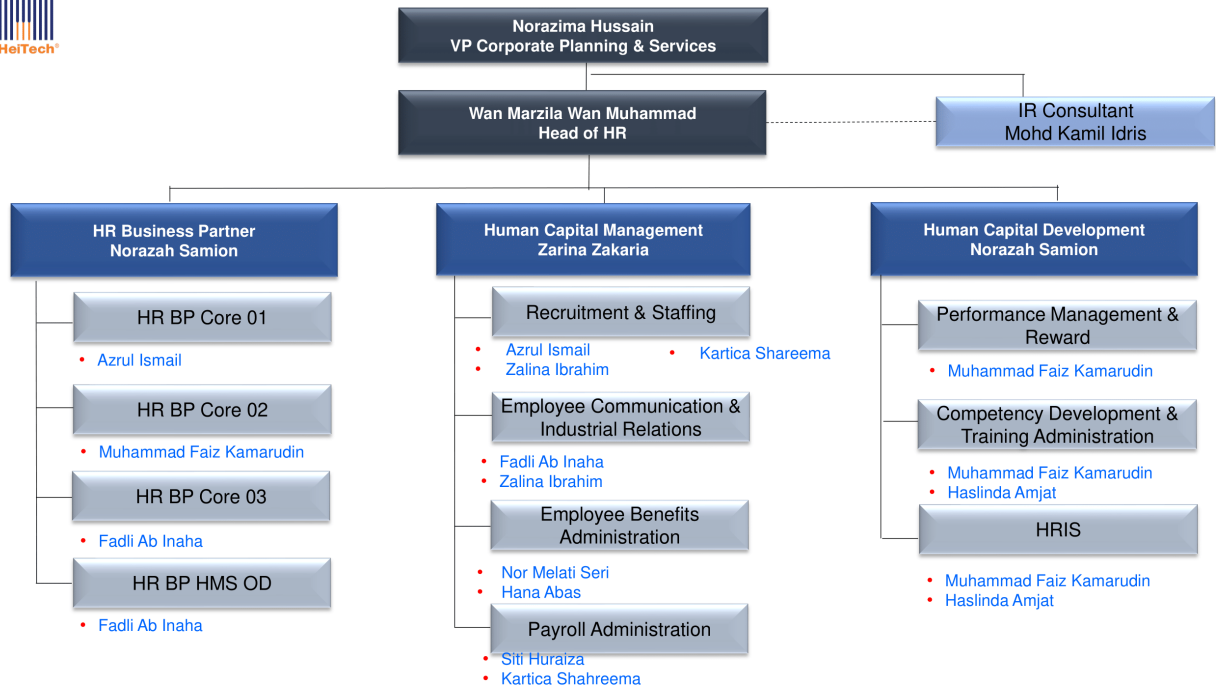# Human Resource Organizational Structure 1st October 2023

Figure 5: Organizational Chart of Corporate Human Resource

Product and Services

HeiTech developed several products and services that have been effectively marketed to meet the demands of clients in a range of sectors. HeiTech Padu Berhad has categorized its products and services into six categories which are smart solutions, enterprise solutions, healthcare solutions, energy and power, automotive solutions and defence solutions.

1. **Smart Solutions**

- **The Smart Parking Solution**

   It is a simple parking payment application that replaces the traditional coupon-based parking method. An Internet of Things (IoT)-based system is used by the smart parking application to transmit data about parking spot availability via mobile device. For example, HeiTech Padu Berhad has develop Penang Smart Parking.

- **Mobile Application Payment Solutions (Kolleq)**

   Kolleq is an ecosystem for revenue collection that enhances resilience against credit losses and collection efficiency.

- **Mobile Application for teachers and students (GuruPro)**

  GuruPro is a smartphone app that facilitates communication between teachers and students as well as day-to-day activities.

2. **Enterprise Solutions**

   - **Payment Gateway Solutions (t-Pay)**

     t-Pay is an online payment solution that is secure, and reliable and guarantees payment acceptance via credit/debit cards, online banking, and e-wallets.

   - **Mobile Application for Islamic transactions (Falah)**

     Falah is a smartphone app designed to assist Islamic organizations with digitizing their business processes, sadaqah administration, and other areas such as "hibah", "wasiat", and "khairat kematian".

3. **Hospital Information System (Caringhealth)**

   - Caringhealth includes modules for clinical services, clinical support services, ancillary services, and interoperability. Doctors can review patients' electronic medical records at any time, from any location.

4. **Energy and Power**

   - **Commercial Solar Rooftop**

     This involves installing solar panels on rooftop installations. HeiTech provides its customers with two different ways to make purchases: outright or through a Zero Investment approach in which the customer uses a Power Purchase Agreement (PPA) to pay the cost of the solar system at a discounted tariff.

   - **Mini Hydro**

     offers design, installation, maintenance, and feasibility studies for small hydro systems. Using strategic collaboration with the Terengganu state government, HeiTech has effectively secured an e-bidding micro hydro project by the Sustainable Authority for Energy Development (SEDA).

5. **Automotive Solutions**

   - **PintarDrive (eTesting)**

     eTesting is the first domestic automated and integrated circuit driving test in the nation. PintarDrive provides for online monitoring of the test circuit end, saving time.

- **RTAMS**

  RTAMS gives the transport authority a framework for efficiently and effectively managing the transport sector. It guarantees the best possible performance in its functioning when the system promptly produces reliable records.

6. **Defence Solutions**

   HeiTech through its subsidiary HeiTech Defence Sdn Bhd ("HDS"), has developed defence solutions that include:

   • Training and Simulation Services

   • Simulated Interactive Maintenance Aids (SIMA)

   • Integrated Tactical Training & Command Control System (ITACCS)

   • Asset Readiness Management and Monitoring System (ARMMS)

TRAINING REFLECTION

Duration

The duration of my internship journey is about 24 weeks from 1st September 2023 until 9th February 2024. However, my service was extended to the 16th of February 2024 regarding short manpower in my department. At first, I was assigned to Human Capital Management (HCM) Core 01 at level 4 for a month. This is where the human resource department was separated into two divisions. After that, in October, HeiTech Padu Berhad combined both HR departments and was located on the 14th floor. Thus, from October until February of the month, I was assigned to the Corporate Human Resources Department at HeiTech Padu Berhad. My working hours are 8 hours per day from 9 am to 6 pm and 5 days per week with 2 days off on weekends and off days during public holidays.

Roles And Responsibilities

During my internship journey, I was involved in two big projects which are Projek Sistem Imigresen Bersepadu Nasional (NIISe) 2.0 and Tender NC4 National Cyber Security Agency (NACSA) where my role was to contact staff and execute all staff's resume, contract of employment, studies certificate, and professional certificate.

Besides, along 6 months of my internship, I was assigned with a few responsibilities such as:

I. **Recruitment and Selection**

In the Human Resources Department, I was assigned by Puan Zalina and Encik Azrul who was my previous supervisor to do recruitment for staff and practical students. For staff, usually, Encik Azrul will give me a Resource Requisition Form (RRF) which states the position needed by the requester (Head of Department). I then must log into the FoundIT website to find candidates who meet the requirements specified in the form. If a candidate is chosen, Puan Zalina will ask me to set up the interview and contact the candidates to let them know the date, time, and where the interview will be conducted. For practical students, on the other hand, I usually handle every step of the application process, including searching and sorting candidates through the Merpati websites, reviewing resumes, contacting the

requester (supervisor), collecting documents, sending offer and university reply letters, and finally handling report duties.

II. Handle all practical students at HeiTech Padu Berhad

After that, I was given the responsibility of managing every practical student at HeiTech Padu Berhad from report duty until clearance by my previous supervisor, Encik Azrul. He did this because he wanted me to be exposed to the same situations on how to deal with real employees in the future. Every month I receive an Intern Requisition Form (IRF) from the requester who is the supervisor from another department and from that form I will source the candidate through the Merpati website, Facebook Pages, and LinkedIn. After the requester does the selection of the candidates, I will contact those candidates to inform them about their placement, job scope, and documents that are required before proceeding with the university reply letter and offer letter.

Besides, I will handle all trainees' report duties by completing all their documentation and assisting them with the Property Management & Administration (PMA) department for creating access cards and fingerprints and to DMS services department for rebooting their laptops. In the meantime, I will do induction to new practical students by explaining to them about the company's working hours, office attire, allowances, what should be sent to the HR department every month, and the Dos and Don'ts at the office.

Furthermore, one of my scopes as a trainee in corporate human resources is to calculate all practical student's allowances. Usually, a week before the end of the month I will send a reminder to the internship's WhatsApp group about the submission of documents that are needed for their allowances such as work evaluation forms, timesheets and leave forms. After doing the calculation and double checking their working days, I will update it in the internship allowances database and after that seek a signature from the Head of Division before submitting it to the Finance Department.

III. Documentation on new staffs and trainees

For documentation, whenever there are new staff or new practical students, I will make sure that all their documents are completed before putting them into file. For every new staff, I will open a new personal file for them with a specific tagging according to human resource procedure and locate them in the filing room. This is

where other important documents such as staff KPIs, transfer of service letters, job assignment letters and contract renewal letters will be located for future reference. Moreover, I will prepare a copy of their documents that are to be used for payroll purposes.

On the other hand, for trainees, usually I will make sure that all documents have been prepared before performing their report duty such as forms for the HR department, forms for the PMA department, payment forms for the Finance department, and resetting desktop forms for the DMS department. Following that, after updating each trainee's details in the practical student database, I will compile all their documents into a single file.

IV.   **Data Entry**

In addition, I was also given the monthly task of entering data for the staff's medical invoices, all information from exit interviews, and the HTP payroll database. In a week, I will receive the staff's medical invoice from the Finance department, and I will enter all the information from their guaranteed letter (GL), including the invoice number, date, staff ID, receiving date, patient, hospital, and illness. Puan Melati Seri will review my work and then have it verified in the system after I enter those details.

Following that, after Puan Kartica has completed interviewing employees who are leaving, I will enter all the information that was stated on the exit interview form inside Exit Interview Tracker, including the reason for leaving, the working environment, any improvements, and other details, before filing the Cessation Form (Resigned Form) into the resigned box.

After that, Puan Kartica will give me the task of entering employee information into the monthly HTP Payroll Database each month based on job assignment letters, fresh hire documents, service transfers, and adjustments.

V.   **Manage contract renewal of staff**

Furthermore, Puan Zalina gave me the task of double-checking the contract renewal tracker four months before the contract's end date. I must update the "Add Assessment" button on the MyHR website based on the tracker and send emails to the staff, reviewers 1 and 2, reminding them to finish the contract renewal

appraisal. I then must check the assessment status every week in the database. Next, I must print those documents and provide them to Puan Zalina after the assessments are finished.

Also, for payroll purposes, I will copy the offer contract of employment for each employee, and I will email those employees to pick up their contract renewal letter if they work in headquarters (HQ) but outside staff need to revert to me their signed contract renewal letter through Merpati HeiTech.

Benefits Gained

I. **Exposure to real work situations.**

I have gained hands-on experience in various aspects of human resources, including recruitment, documentation, data entry, and contract management. Not just that, I have managed a variety of tasks, including data entry, documentation, practical student management, induction, and multitasking skills. Next, I gained practical experience with big projects such as National Integrate Immigration System NIISe 2.0 and NACSA (NC4) which improves my comprehension of large-scale systems and cybersecurity activities.

II. **Competence in communication**

I have boosted my interpersonal and communication skills which probably increased because of conducting interviews and interacting with candidates for staff and practical student recruitment. Moreover, managing a range of stakeholders, such as department heads, candidates, and supervisors, shows that I can communicate effectively in a work environment.

III. **Knowing about corporate culture**

Involvement in tasks like induction sessions for new practical students and managing allowances provides insight into corporate culture and employee engagement. Next, I can understand more about the contract renewal process for staff and demonstrate my knowledge of employment agreements and the importance of adherence to timelines. Also, the interactions I had with supervisors, candidates, and different departments during the recruitment and selection procedures might have broadened my network of professional connections.

PESTEL ANALYSIS

This PESTEL analysis are used by HeiTech Padu Berhad as a strategic management tool to assist the company in recognizing and comprehending external factors that may have an impact on its operations and business environment.
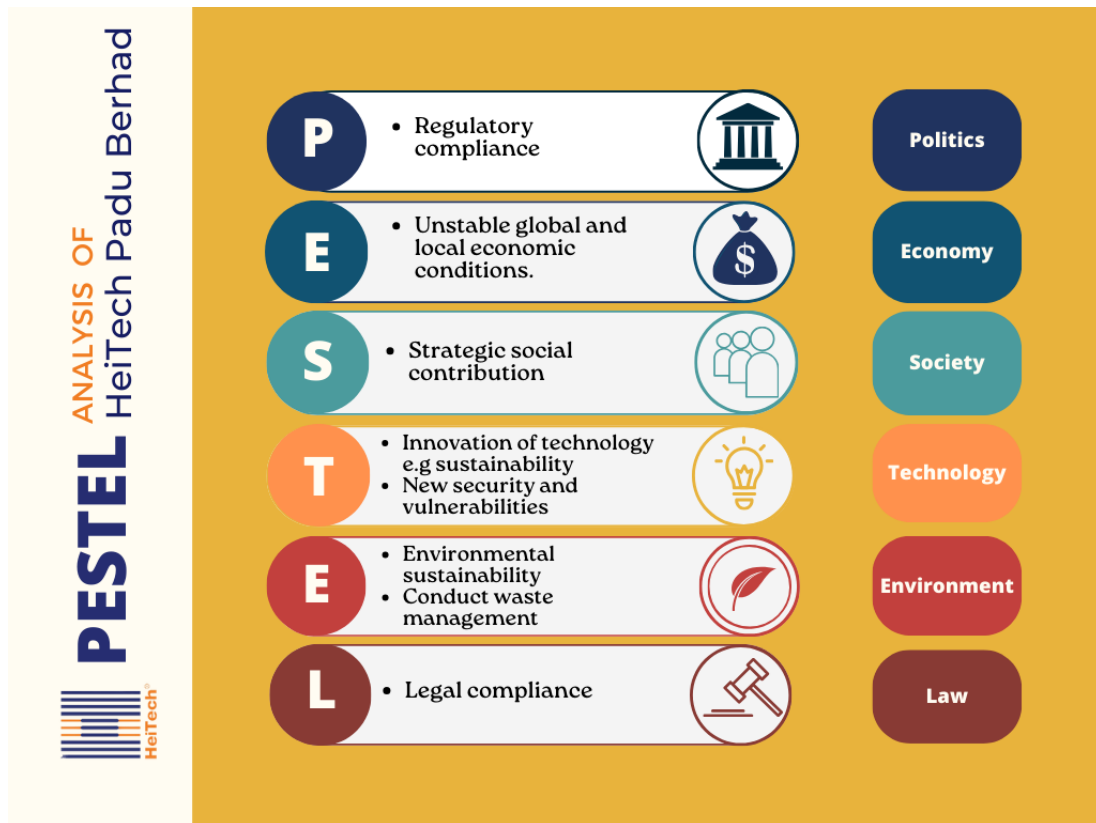

Figure 6: PESTEL Analysis of HeiTech Padu Berhad

Political factor

Regulatory compliance

HeiTech Padu Berhad is of the view that the generation of value and preservation for its shareholders depends on good governance. They follow the company's values and business principles, as well as all applicable laws, rules, regulations, and policies. The Board of Directors, including diverse and highly competent members, effectively oversees and gives guidance for the company's strategic direction. The staff and Board of Directors uphold the highest moral and ethical standards in their behavior, as well as have strict controls in place to protect against illegal harassment and discrimination.

One of the examples that can be seen from the Annual Report 2022 HeiTech Padu Berhad is the authority to Allot and Issue Shares pursuant to Sections 75 and 76 of the Companies Act, 2016. It has to do with the Company's Constitution, Bursa Malaysia Securities Berhad's Main Market Listing Requirements, and the Directors' authorization to issue Company shares, subject to the necessary governmental and regulatory authorizations.

Economy factor

Unstable global and local economic conditions

The high risk of the market which is caused by the economic factor. From RM269.5 million in 2021 to RM293.9 million in 2022, the Group's revenue increased a little bit. Despite continuing to have a negative net result, the Group's overall position has improved by RM6.3 million from 2022 saw a decrease of RM16.4 million to RM10.0 million. Thus, lower barriers to entry have led to the creation of new market competitors competing in the same market category, which has worsened the situation. The group was still able to gain significant achievements during the year. Obtaining a 5-year contract for RM66.8 million from the Ministry of Defence to maintain the Tactical Operational Flight Trainer Simulator for Sukhoi 30-MKM fighter jets is just one of the outstanding successes.

As a result, HeiTech, a large setup company, as would struggle to offer competitive pricing in comparison to a low-cost setup company once customers start rewarding companies based solely on price.

Society factor

Strategic social contribution

At HeiTech, they believe that advancing society is crucial to building a sustainable future that is just, prosperous, and pleasant for everyone. Sustainability includes both protecting the environment and promoting fairness and equality in society. HeiTech Padu Berhad can solve problems like poverty, inequality, and social exclusion all of which are linked to sustainability by advancing society. HeiTech Padu Berhad can only truly achieve business sustainability when it fulfil the roles of responsible corporate citizens. For the talent and sector and the community at large, they back programs aimed at growing the nation, developing talent, and creating jobs. This is accomplished by recognizing and

resolving social and environmental challenges that complement HeiTech's overall business plan and that they share benefits with society.

Technology factor

I. **Innovation of technology**

In the context of a diverse staff, HeiTech fosters an innovative culture with a focus on developing innovative ideas for work optimization internally or externally to facilitate our customers' digitalization journeys. Keeping up with the latest technological advancements is an issue in the IT business landscape since IT has become a crucial instrument in modern life. HeiTech Padu Berhad needs to quickly develop to separate the company from its rivals and stay one step ahead of them. The main goal of innovation is to create new business lines that will generate profits. This is essential to ensuring the long-term viability and sustainability of HeiTech.

In terms of sustainability, HeiTech Padu Berhad has three objectives. The first is to raise the standard for sustainable economic growth through innovation, technological improvement, and product and service diversity. In addition to the safety and health of the appropriate stakeholders, the second goal is to practice and promote environmental sustainability through the use of dependable, modern clean energy. Third, to guarantee long-term social growth for workers and their workplace, international collaborators, cybersecurity, community assistance, and clients.

II. **New security and vulnerabilities**

HeiTech is dedicated to reducing these risks through proactive efforts on IT security controls, as detailed in its Information Security and Privacy Policy. HeiTech acknowledges that new technological breakthroughs bring with them new security threats and vulnerabilities. They recognize the value of protecting proprietary information and private data, and they demonstrate their dedication to data protection by complying to the legal guidelines outlined in the Personal Data Protection Act 2010 (PDPA 2010). Therefore, HeiTech requires all its suppliers to sign Non-Disclosure Agreements (NDAs), which legally oblige them to secure confidential data and information, to further improve security. To guarantee the highest degree of security for their clients, their security team constantly analyses, evaluates, and puts into place the required controls. To improve the employees'

knowledge and abilities in detecting and avoiding possible security threats, HeiTech Padu Berhad also funds cybersecurity education and training initiatives. HeiTech recognizes the value of upholding their clients' trust and confidence by guaranteeing the privacy, accuracy, and accessibility of their data. Consequently, they shall persist in giving top priority to and allocating resources towards security measures to provide those clients with optimal safeguarding from cyber assaults.

Environmental factor

I. Environmental sustainability

For Heitech, environmental sustainability is essential because it improves stakeholder quality of life, ensures long-term viability, and creates a credible and sustainable business. By implementing environmentally friendly practices, it will reduce the negative impact on the environment and open chances for progress and innovation. This helps prevent environmental concerns that might harm the environment, society, and the economy, such as e-waste, high energy usage, and an increased carbon footprint.

II. Conduct waste management

Meanwhile, in the office, HeiTech knows how critical it is to reduce the effects that our operations cause to the environment and the general public's health. So, HeiTech Padu Berhad urged everyone at HeiTech to dispose of their waste by proper waste disposal procedures as part of the company's dedication to environmental stewardship. Waste can be managed in a variety of ways, such as by recycling and appropriate disposal. They can monitor and trace waste disposal more easily thanks to technology. There are three categories which are general waste, paper waste, and e-waste. The general waste is whatever waste that is not easily recyclable. Documented documents are handled differently from other kinds of paper at HeiTech. Next, for E-Waste, HeiTech also understood how critical it was to properly dispose of electronic garbage. Thus, they have put in place proper disposal procedures to ensure the responsible disposal of E-Waste. Through waste separation and appropriate disposal, the objective is to reduce waste.

Legal factor

Legal compliance

The Legal Department is entirely committed to making sure that HeiTech's corporate culture and operations, as well as management, put a strong emphasis on compliance. To efficiently manage legal compliance, which embeds and integrates compliance assurance and reporting, HeiTech promises to conduct business professionally and follow all applicable laws and regulations. HeiTech strives for the highest standards of ethical integrity and exceptional performance. Therefore, to reduce risks to HeiTech's business operations, the Legal Department has internal policies, processes, and procedures in place for analyzing contract formation and tracking contractual performance. HeiTech is aware of how critical it is to safeguard the private information of its consumers and stockholders. To comply with the Personal Data Protection Act of 2010 (PDPA 2010), HeiTech has implemented the necessary measures.

SWOT ANALYSIS

The SWOT analysis evaluates possibilities for the future as well as external and internal factors. The purpose of a SWOT analysis is to help with an accurate, data-driven assessment of the advantages and disadvantages of a company, projects, or the industry in its entirety (Courage, 2023). Thus, here is the SWOT analysis for HeiTech Padu Berhad that have I observed:
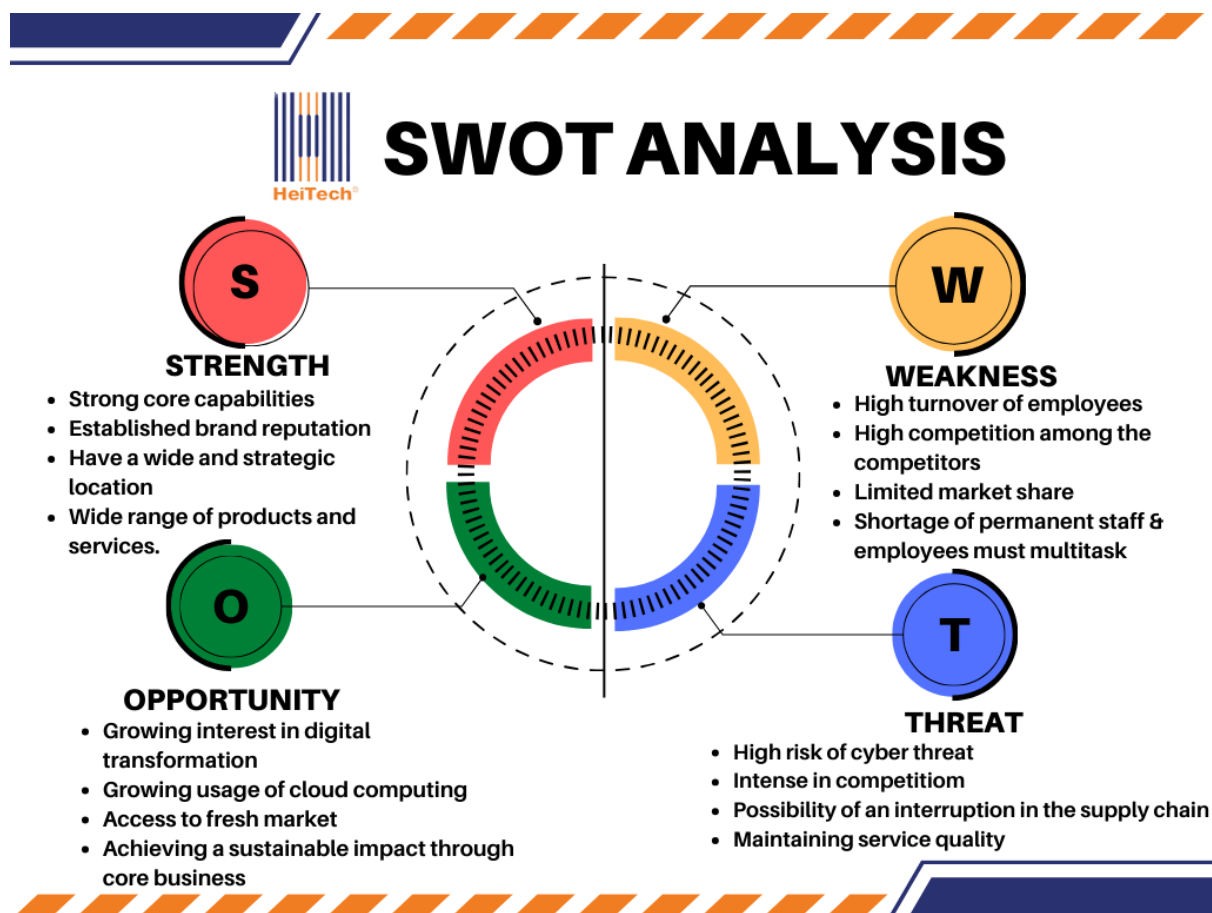
Figure 7: SWOT Analysis of HeiTech Padu Berhad

Strength

I. **Strong core capabilities**

    HeiTech Padu Berhad offers a range of core services including data centre, business recovery management services, mainframe technical services, network solutions, cloud computing, and managed security services. With a staff of skilled software developers who are experts in a range of programming languages and technologies, HeiTech Padu (HTP) has a solid track record in software

development. In addition to application modernization and digital transformation consulting, HeiTech Padu (HTP) offers custom software development services. Numerous server, storage, networking, and security solutions are among the many IT infrastructure solutions offered by HTP. Because of its proficiency in these fields, HTP can provide comprehensive IT infrastructure solutions tailored to its clients' unique requirements.

For example, HeiTech Padu Berhad has developed AwanHeiTech Cloud Computing Services and AwanHeiTech and earned the 2020 Frost & Sullivan Asia – Pacific Best Practice Award for Competitive Strategy Innovation and Leadership in the Malaysia Cloud Infrastructure Services Industry (Sullivan, 2020).

II. **Established brand reputation**

HeiTech Malaysia Berhad, a publicly traded company in Bursa Malaysia, is the parent company of HeiTech Padu (HTP). Since it began operations in 2003, HeiTech has built a solid reputation as a leading brand in the technology industry. Because of its well-established brand reputation, HeiTech Padu Berhad (HTP) has gained the trust and admiration of its stakeholders, partners, and clients. Because of its reliability and trustworthiness, HTP can attract new customers and hold on to its current clients, who are assured of its capacity to provide excellent products and services. As an example, the Health Ministry (MoH) has awarded a contract for RM37.02 million to Heitech Padu Bhd, whose responsibilities at Sultan Ismail Hospital in Johor are to provide, deliver, install, develop, configure, integrate, migrate, test, and commission the use of HIS@KKM hardware, software, and systems (News, 2023).

III. **Have a wide and strategic location**

HeiTech Padu Berhad (HTP) has good accessibility, with a prominent location at USJ 1, Subang Jaya, the center of city. Thus, makes it easily accessible to its clients and partners. Because of its accessibility, HTP can support in-person meetings and collaborative work, which are crucial for building lasting bonds with its partners and clients. Besides, HeiTech Padu Berhad also covers most of the states in Malaysia and can be reached easily at other branches as well since most of the projects are located at different places such as Penang & Kulim Smart Parking is located at Penang. Additionally, it is convenient for employees to get to the office using a vehicle or public transport, particularly for intern students who are trying to cut

costs. This is great, due to HeiTech Padu's excellent placement near public transportation and worker/student rental housing.
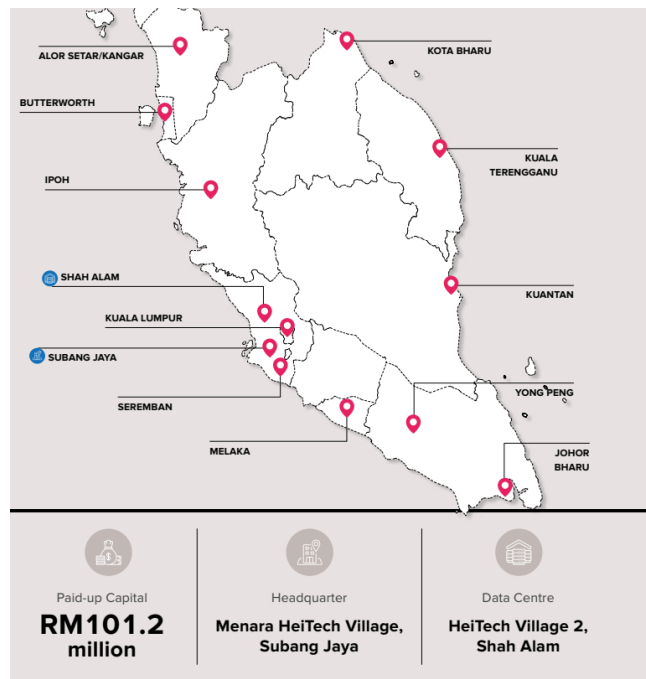

Figure 8: Areas that HeiTech Padu Berhad covers

IV. **Wide range of products and services**

HeiTech Padu Berhad offers Software development, IT infrastructure solutions, cybersecurity services, and digital transformation consulting. HeiTech Padu (HTP) has a market edge owing to its extensive offering range. The products and services are such as smart solutions, enterprise solutions, healthcare solutions, energy and power, automotive solutions, and defense solutions. One of the achievements that HeiTech Padu Berhad has achieved is a collaboration with Universiti Tenaga Nasional (UNITEN) in cybersecurity. The goal of this collaborative effort is to create and implement the CARES (Cybersecurity Advanced Research for Energy Sector) Programme. This program will consist of several components, such as research and development projects, cybersecurity, and artificial intelligence (AI) innovation, and the development of module content for a professional certificate and bachelor's degree in computer science cybersecurity (HeiTech Padu Berhad and UNITEN Collaborative to Advance Cybersecurity Research and Education, 2023).

Weaknesses

I. High turnover of employees

Since I work in the human resources department, I can observe that there is a significant staff turnover rate and that a new hire from any department will start working there every month. This is due to the high resignation rate caused by several problems like no increment, supervisory lack of support, poor communication, and low benefits. This can be seen through the Exit Interview Tracker which I filled out throughout my internship at HeiTech Padu Berhad. Furthermore, a comment from previous staff on LinkedIn stated that since HeiTech Padu Berhad does not seem to care about its employees, there are no chances for promotions. This also shows that HeiTech Padu Berhad lacks clearly defined policies and makeup rules as they go along. Thus, this has proven that HeiTech's management treats the employees too selectively.

II. High competition among the competitors

There is fierce competition among the numerous well-established businesses in the IT sector for market share. For instance, Accenture, Deloitte Consulting, IBM Consulting, Wipro, and HP Enterprise Consulting. Besides, the ICT sector in the nation at large has grown over the last several years, attracting companies of all sizes and a wide range of technological products. From the point of view of the contracting company, it has resulted in ongoing competition on the solutions to be provided compared to the best possible price and business plan. Having a competitive price approach and attractive, high-quality offers is essential to setting out from the competition. The strategy is still effective thus far, but not without some hidden expenses. To set HeiTech Padu Berhad apart from other companies, this will keep making appealing products at affordable prices, making investments in cutting-edge technology, and offerings to satisfy its changing wants and strengthen their customer's loyalty.

III. Limited market share

HeiTech Padu Berhad (HTP) has an excellent standing as a brand, but its market share in the IT sector is still modest when compared to its rivals. HTP's capacity to effectively compete in the market may be limited by its small market share. Price pressure from competitors, who might be able to offer comparable goods or services at lower costs owing to economies of scale or other competitive

advantages, is one of the reasons HTP's market share is limited. Thus, as stated in Business Times News Straits Times, HeiTech chairman Datuk Seri Mohd Hilmey Mohd Taib said HeiTech will defend what we have, recover what we have lost as well as explore new markets, latest trends and technology and new offerings (Business, 2018).

IV. **Shortage of permanent staff and employees must multitask**

Due to a shortage of permanent staff, employees must multitask. It may be crucial for current employees to take on additional tasks and responsibilities of different job scopes. This is the result of a high turnover rate leading to an employee shortage. Also, Heitech Padu Berhad proved this by hiring more interns in a particular department and by depending more on them for large projects or tenders. For example, one department has hired more than 10 practical students. As a result, an increase in workload may lead to stress exhaustion and an overall decrease in job satisfaction. An employee who is experiencing burnout is more likely to leave or end their contract quickly, which feeds the cycle of turnover and makes it challenging to buck the trend.

Opportunities

I. **Growing interest in digital transformation**

The need for digital transformation solutions is expanding rapidly as more companies strive to digitize their operations and methods. HeiTech Padu Berhad (HTP) now has the chance to increase the scope of its products in this industry and take a greater percentage of the market. Since, HeiTech Padu (HTP) has developed various kinds of solutions to industries this has made HeiTech become one of the reliable technology companies in Malaysia. Based on newspaper The Star, Heitech Padu Bhd obtained a RM29.7 million cybersecurity contract from the Domestic Trade and Cost of Living Ministry. According to the IT group, the letter of award to improve the ministry's information, communication, and technological security was accepted and signed on October 31 (News, 2023).

II. **Growing usage of cloud computing**

One of the newest trends in business is cloud computing. It has completely changed how businesses communicate, store, access, and exchange information, as well as how they manage computer resources. Thus, as more companies look to take advantage of cloud-based solutions' scalability, flexibility, and cost-savings,

cloud computing use is growing quickly. Since HeiTech Padu Berhad is one of the companies that promote Cloud services then now this company has the chance to increase the scope of its cloud computing services and increase its market share. For example, HeiTech Padu Berhad has generated AwanHeiTech Cloud Computing. The most important is it is affordable in terms of capital expenditure, hardware refresh cycles, hardware-software operations, and maintenance costs, which help clients streamline their budgets. Their cloud services consist of Infrastructure as a Service, Data Protection as a Service and Data Protection as a Service.

III. **Access to fresh markets**

HeiTech Padu (HTP), an established participant in the Malaysian market, has the chance to grow by forming cooperation agreements and working together with local rivals to enter new markets like Southeast Asia and beyond. This can be seen in the article The Edge Malaysia, HeiTech Padu Berhad had a plan to partner up with Indonesian company PT Kirana Investama Nusantara (PT KIN) to set up a joint venture company in Indonesia to investigate business potential there, including the development and deployment of a syariah compliance cooperative system (Lin, 2019). HeiTech Padu's responsibility is to handle system and application development, project management, and team deployment upon the establishment of the joint venture company, while PT KIN will handle market and business development responsibilities.

IV. **Achieving a sustainable impact through core business**

HeiTech has a comprehensive approach to sustainability in its value-creation strategy. They aim to minimize the environmental impact of the operations, save time and energy, and increase efficiency throughout the entirety of the value chain. They use a variety of sustainable approaches in all aspects of the company, including technology and development procedures, to accomplish this. HeiTech is a technology business that prioritizes product development and encourages sustainability through the use of time, energy, and resource-saving apps and solutions. Smart Parking Solutions (SPS), which goes beyond public parking payment, is one of our innovative solutions. To reduce the amount of time spent looking for parking and thereby lower carbon emissions, SPS provides geo-location identification of open parking spaces. Hence, HeiTech Padu Berhad has used this opportunity to collaborate with big companies such as Proton. According to (Lye,

2023), HeiTech Padu and ACO Tech, its joint venture partner, will collaborate to incorporate the Penang Smart Parking system into the digital media head units used in Proton cars. The Penang Smart Parking system's connection with Proton cars will change Malaysia's automobile sector.

Threats

I. High risk of cyber threat

Cyber or cybersecurity threat is a harmful act that aims to corrupt data, steal data, or interfere with digital life in general. Computer viruses, data breaches, Denial of Service (DoS) attacks, and other attack vectors are examples of cyber dangers. Since more people and organizations depend on digital infrastructure, there is a real and growing risk of cyber threats as technology advances. Living in a digital age where there are more any company around the world, including HeiTech Padu Berhad, now has a far wider attack channel than in the past due to worldwide connectivity and the use of cloud services. Cyberattacks may have detrimental effects. Cloud computing and the Internet of Things (or "IoT") have increased security holes that cybercriminals can take advantage of. Therefore, customers' perception of the company will be impacted as a result of the data breaches. In addition, there are legal consequences and fines for leaking private information.

II. Intense in competition

Compared to earlier, Malaysia's budget allocation for ICT spending has decreased, particularly for capital expenditures for the creation of significant ICT systems across many ministries. As attention is more on operational expenses in the yearly public sector budget. Budget constraints for IT development raise the problem of what is an acceptable margin for fulfilling contractual obligations while controlling unnecessary risk from a business perspective. This can be seen from Annual Report HeiTech Padu Berhad 2022, as the Group's main participant in the Public Sector, Core 1 which is one of the units of HeiTech Padu Berhad has consistently contributed most of the the Group's revenue. But because of stiff competition, there has been a shift in its income. These days, the public sector spends little on system development because the ones that are accessible are highly competitive with other IT suppliers.

III. Possibility of an interruption in the supply chain

HeiTech is aware of how critical it is for the IT sector to have a strong supply chain network. As the system aggregator, HeiTech significantly depends on its suppliers and principals to provide their clients. HeiTech must therefore provide the full support of its supply chain since any disruption in this chain could negatively affect delivery to consumers and HeiTech itself. Thus, they have to reduce the dependence on any one supplier or geographic area by keeping a broad supplier base, which lowers the risk and effects of probable supply chain interruptions. This is because it may cause delays in service deliverables, and disruption to business operations which can cause client dissatisfaction and will impact reputational risk for non-delivery.

IV. Maintaining service quality

Being a major participant in the IT sector, they must provide their customers with excellent service, which means that service quality is crucial. HeiTech Padu Berhad has used worldwide standards and procedures because they show their dedication to delivering services that are on a level with or better than industry standards. Limitations on specific websites and social media platforms with increased cyber risks to prevent malicious attacks through the exploitation of weaknesses that might affect the quality of service provided by HeiTech's products. HeiTech's procurement procedure is therefore created to guarantee that the supply chain is disrupted as little as possible.

SWOT MATRIX

SWOT matrix is an effective analytical tool used by organizations to direct making decisions. Businesses can use it to better plan by identifying their strengths and reducing risks. Therefore, from the SWOT matrix, I can come out with some recommendations that might be useful for HeiTech Padu Berhad in the future.

	S: STRENGTH S1: Strong core capabilities S2: Established brand reputation S3: Have a wide and strategic location S4: Wide range of products and services	W: WEAKNESSES W1: High turnover of employees W2: High competition among the competitors W3: Limited market share W4: Shortage of permanent staff & employees must multitask
O: OPPORTUNITY O1: Growing interest in digital transformation O2: Growing usage of cloud computing O3: Access to fresh market O4: Achieving a sustainable impact through core business	SO STRATEGIES (S1, O2) Forming partnerships in the cloud industry with well-known company	WO STRATEGIES (W3, O4) Educate consumers on the benefits of sustainability
T: THREATS T1: High risk of cyber threat T2: Intense in competition T3: Possibility of an interruption in the supply chain T4: Maintaining service quality	ST STRATEGIES (S4, T4) Advancement of threat intelligence for HeiTech services	WT STRATEGIES (W1, T3) Improved feedback mechanism and communication

Table 1: SWOT Matrix of HeiTech Padu Berhad

I. Strength and Opportunity strategy (SO) *(S1, O2)*

Forming Partnerships in the Cloud Industry with well-known company

HeiTech Padu Berhad can build collaborative relationships with well-known cloud computing competitors. For instance, HeiTech should collaborate with big companies such as Oracle Corporation's Cloud Services. This is because, Oracle Cloud company is one of the best cloud computing companies in Malaysia and based on the article "Top 10 Cloud Service Providers Globally in 2024", Oracle Corporation are top 5 globally (Zhang, 2024). Therefore, HeiTech Padu Berhad must work together with industry leaders or innovators in technology to expand its reach, gain access to new markets, and keep up with the latest developments in cloud computing. Besides, HeiTech can take advantage of the chance that comes with the increasing use of cloud computing. Increase the variety of cloud services available, emphasizing Infrastructure as a Service (IaaS), Data Protection as a Service, and other innovative options to satisfy customers' changing needs.

II. Weaknesses and Opportunity strategy (WO) *(W3, O4)*

Educate consumers on the benefits of sustainability

Since HeiTech Padu Berhad's market share is still lower compared to other technology companies in Malaysia, then, HeiTech should run a marketing campaign to educate the public about the benefits of HeiTech's environmental initiatives which are products and services that contribute to sustainability. To reach a large target market, HeiTech can also launch targeted physical and online marketing. Digital platforms, social media, and industry conferences can all be used to spread the news about HeiTech's sustainability initiatives. Moreover, organizing conferences and seminars to exchange knowledge about reducing environmental effects through technology can be one of the solutions. For example, the company can join big event that held every year which is "International Greentech & Eco Products Exhibition & Conference (IGEM)" This is because by joining and organizing the event, Heitech can establish feedback from it to understand the market's perception and awareness of HeiTech's sustainability products.

III. **Strength and Threats strategy (ST)** *(S4,T4)*

Advancement of threat intelligence for HeiTech services

It is a strategic strategy that involves aggressively collecting, investigating, and sharing information about new risks and vulnerabilities to stay ahead of possible cyber threats. Collaborate in information-sharing programs with government authorities such National Cyber Security Agency (NACSA), Malaysia, cybersecurity organizations, and colleagues in the sector. Engage in cooperative efforts with the cybersecurity community to obtain and provide threat intelligence. One of the cybersecurity communities that HeiTech Padu Berhad can collaborate with is Datasonic Group Bhd. where based on News Straits Times, *Datasonic Group Bhd has been recognized as "Cyber Security Company of the Year" at the Malaysia Cyber Security Awards 2023 and this is the second time they have wins the award* (Ariffin, 2023). This might give an effective detection and response to new threats that are improved by a team effort.

IV. **Weaknesses and Threats strategy (WT)** *(W1,T3)*

Improved feedback mechanism and communication

This is what HeiTech Padu Berhad needs to do especially the human resource department where they need to enhance internal channels of communication to resolve issues brought up in the Exit Interview Tracker. To improve satisfaction with work, they must set up frequent feedback channels, meetings with every head of the division in every department, or employee surveys. In addition, to combat the high level of employee turnover, HeiTech should implement a comprehensive program for employee retention. To improve employee fulfillment, this may include providing bonuses, increments in their salary, performance-based incentives and career chances will help gather insights, spot problems, and act quickly to address them. Furthermore, since a high turnover of employees might affect the supply chain to the client then, HeiTech Padu Berhad must reinforce contractual arrangements and service level agreements (SLAs). Clearly outline roles, duties, and backup plans in case things go wrong. Setting clear regulations improves accountability and makes problem-solving in the face of obstacles easier.

CONCLUSION

The time I spent in the Human Resources department has been inspiring and enjoyable. I got the chance to learn about a wide range of HR duties over six months, and I gained information and abilities that will help me in my future career. My close relationship with the HR staff gave me invaluable experience in a range of HR practices, such as performance management, employee relations, onboarding, and recruitment. I had the opportunity to see personally how crucial it is to handle critical employee issues with professionalism, confidentiality, and attention to detail. My knowledge of the strategic role HR plays in creating a positive workplace culture and promoting organizational growth has increased because of the experience.

Overall, throughout my internship journey, there are a lot of things that I have gained and learned from HeiTech Padu Berhad from the Human Resource structure to the culture and structure of other departments such as in Project Management Officer Department, Core 01 department where I can see the core position such as software developer, system analyst and software tester. Therefore, in 6 months, I have developed my passion for recruitment and selection roles which has made me more eager to grab a position as a talent acquisition specialist within 5 years from now. Finally, I am more than thankful to have great experience, guidance, and help either it is internal or external from my supervisor, Encik Fadli, and all colleagues in Human Resource Corporate, HeiTech Padu Berhad.

APPENDICES

Figure 9: My Work Evaluation for December

Figure 10: My Work Evaluation for December
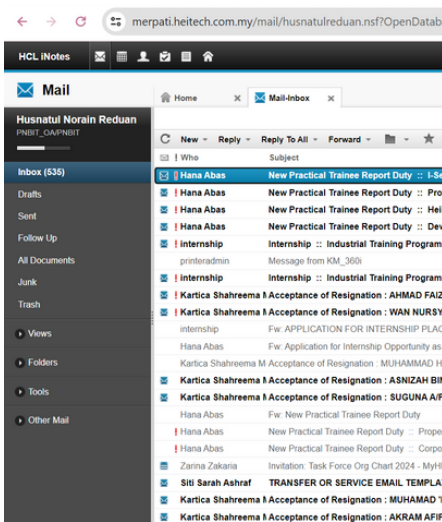

Figure 11: MyHR website's interface

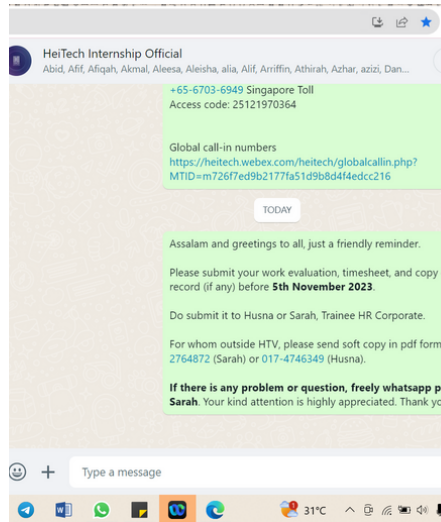*Figure 12:* Merpati HeiTech website's interface

Figure 13: Example of reminder regarding allowance submission

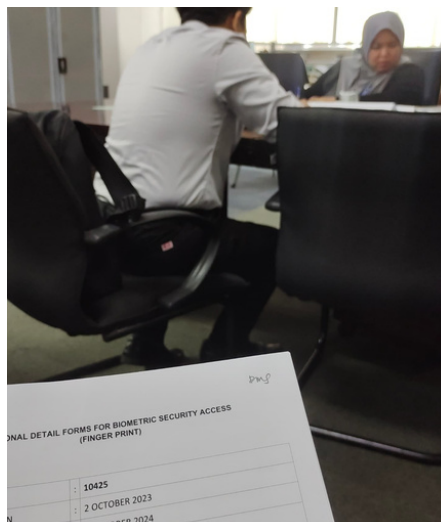*Figure 14:* Handle induction of trainees

Figure 15: Briefing trainees
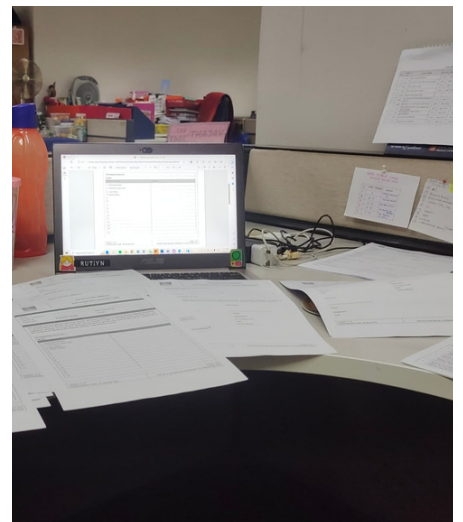

Figure 16: Assisting staff for generating access card

Figure 17: My working desk

APPENDICES

Figure 18: Ceramah "Solidatary with Palestine"

Figure 19: The whole staff in Human Resource Department

Figure 20: Task Force meeting

Figure 21: Learn about mail-merge

Figure 22: Lunch with HR Dept

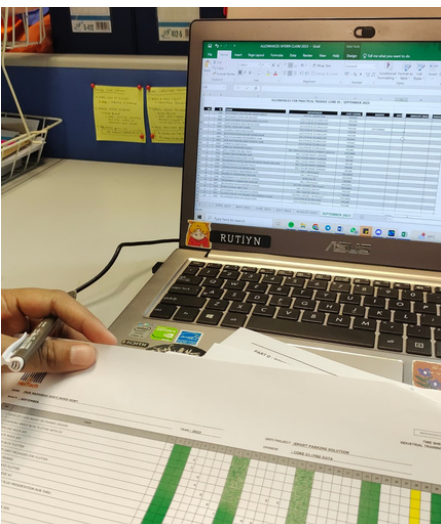*Figure 23:* My previous supervisor's farewell

Figure 24: Calculating trainees allowances

Figure 25: Farewell celebration

Figure 26: Hangover task

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5 | P a g e STUDENT PROFILE
6 | P a g e Figure 1: My Resume
7 | P a g e COMPANY PROFILE Company Background

61%	MATCHING BLOCK 1/19	W

HeiTech Padu Berhad is a company that provides system integration, network management, data center management, disaster recovery services, and other information technology-related services. HeiTech Padu

was established in 1994 and is headquartered in Subang Jaya,