



UNIVERSITI  
TEKNOLOGI  
MARA

Cawangan Melaka

# INDUSTRIAL TRAINING REPORT



# UTHM

Universiti Tun Hussein Onn Malaysia

**FACULTY OF BUSINESS MANAGEMENT  
BACHELOR OF BUSINESS ADMINISTRATION (HONS.)  
HUMAN RESOURCES MANAGEMENT (BA243)**

**INDUSTRIAL TRAINING REPORT (HRM666)**

**AT UNIVERSITI TUN HUSSEIN ONN MALAYSIA  
(UTHM)**

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## SURAT KEBENARAN

Tarikh : 28/11/2025

Kepada :

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Maklumbalas (/)



Setuju



Tidak Bersetuju

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Nama Pelajar	Lugman Hakim Bin Alias		
No. Matriks	2022792237	Nama Program	BA243
Tajuk Laporan	Laporan Latihan Industri	Nama Syarikat	Universiti Tun Hussein Onn Malaysia (UTHM)

2. Tindakan ini adalah di bawah tanggungjawab dan kesedaran penuh oleh pihak organisasi.

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Yang Benar



Nama Pegawai :

Jawatan :

No. Tel. :

No. Faks :

**NOR SUHAILAH BINTI MOHAMAD**  
Ketua  
Unit Perkhidmatan & Saraan  
Pejabat Pendaftar  
Universiti Tun Hussein Onn Malaysia

Cop jabatan/organisasi:



## EXECUTIVE SUMMARY

Universiti Tun Hussein Onn Malaysia (UTHM) is one of the public universities in Malaysia that offered services such as academic programs, intellectual property management, consultancy service regarding business, contract research service and many more. This organization have 2 branch which are UTHM Main Campus Branch and the another one is UTHM Pagoh Campus Branch.

For the six month period during my final year, I got the opportunity to do my industrial training at Universiti Tun Hussein On Malaysia (UTHM) Main Campus Branch. I was assigned to the Human Resource Department. Within this department, I have been exposed to the real situation in working industry. As the task and responsibilities during my internship, I was assigned to learn and help to manage various job like handling employees retirement process, managing employee salaries and allowance, managing the process of employee making loan, managing the employee leave and also help to rearrange various confidential document that related to UTHM employees.

Besides that, I am also got the opportunity to help on managing the employees recruitment process besides managing the process of dispose the old files. Other than that, I am also was assigned to help in managing all the business at the service counter and many more. During my industrial training period, I am also got assigned to be involved in some major projects like Convocation and Employee Retirement Ceremony.

From my industrial training period, it had gave me the chance to gain various experience that quite useful for my future career. Furthermore, it also has enhance my skills especially in terms of my interpersonal skills and communication skills which allow me to interact with the employees at all levels besides make a contribution to the department's overall effectiveness.

## ACKNOWLEDGMENT

Bismillahirrahmanirrahim, in the name of Allah, the Most Gracious and the Most Merciful. First and foremost, praise be to Allah for giving me the strength, a good health including mental and physical, the calmness during accomplishing every task and the assignment. Without the blessing, I may be not able to complete all the task given properly and my target would be impossible to achieve.

Secondly, I am also would like to express my sincere gratitude and thank you to my beloved lecturer as known as my industrial training advisor, Miss Fariha Aiza Binti Ramly for guiding me in the right route and supplying me with the important information that would be required by me in order to complete this subject.

Besides that, I am also would like to express my gratitude to Puan Nor Suhailah Binti Mohamad, my supervisor in the organization I work for, for providing me with the guidance, new knowledge and the supportive feedback throughout my internship. I am really appreciate your compliment and time as you gave me the best experience that I cannot forget.

Furthermore, I would like to give special thanks to all the staff at Universiti Tun Hussein Onn Malaysia (UTHM) especially the staffs in Human Resource Department who have been committed in preparing me for the professional world by freely sharing their knowledge and insights. Due to their help, I am able to increase more my knowledge regarding Human Resource Management and also enhance my skills in terms of approaching people properly, communicate effectively, handle any situation professionally and so on.

Last but not least, I would like to express my gratitude to my classmates, friends and my family especially my father and my mother, who always support me. Without them, I might not be here and I am also might not be able to achieve what I have now.

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# UPDATED RESUME



## LUQMAN HAKIM BIN ALIAS

### SUMMARY

I can offer various skills and competencies such as a good team player, well time management, effective communication skill, any business management skills and any related to human resources management skills that are required. I am willing to learn new things and explore a wide variety of opportunities that can help me gain perspective.

### EDUCATION

**Universiti Teknologi Mara (UiTM) Bandaraya Melaka** **March 2022 - Present**  
Bachelor Of Business Administration (Hons.) Human Resource Management

- Dean List Award

**Universiti Teknologi Mara (UiTM) Alor Gajah** **June 2018 - February 2021**  
Diploma In Tourism Management

- Dean List Award

### PROFESSIONAL EXPERIENCES

**Universiti Tun Hussein Onn Malaysia (UTHM)** **August 2024- January 2025**  
Human Resources Intern

- Learn to manage and update staff personal information and salaries.
- Assist in managing the staff recruitment process.

**Bayu Lestari Island Resort** **October 2020 - January 2021**  
Intern

- Assisted all the check-in and check-out procedures.
- Monitor and train the housekeeping staff to perform the job.

### PROJECTS AND INVOLVEMENTS

- Involved in event as multimedia committee for Infographic Presentation Program (2024)
- Involved in event as deputy program director for Coffee Talk With Alumni Program (2024)
- Involved in program as committee/facilitator for Be Mentally Be Fit Program Training (2023)

### SKILLS AND PROFICIENCY

Microsoft Office	Editing Software	Language
<ul style="list-style-type: none"><li>• Microsoft Word (Advance)</li><li>• Microsoft PowerPoint (Advance)</li><li>• Microsoft Excel (Intermediate)</li></ul>	<ul style="list-style-type: none"><li>• Canva (Advance)</li><li>• Capcut (Advance)</li><li>• Adobe Photoshop (Intermediate)</li></ul>	<ul style="list-style-type: none"><li>• Malay (Fluent)</li><li>• English (Conversational)</li></ul>

### REFERENCES

**Puan Nor Suhailah binti Mohamad**  
Head of Service and Staff Retirement Unit  
Universiti Tun Hussein Onn Malaysia

**Dr. Juan Rizal bin Datuk Hj. Sa'ari**  
Faculty Coordinator/ Senior Lecturer  
UiTM Kampus Bandaraya Melaka



# COMPANY PROFILE

Universiti Tun Hussein Onn Malaysia (UTHM) is one of the best public universities in Malaysia that focuses on engineering, technology and so on. Besides that, UTHM is strategically located in Batu Pahat, Johor. They also have another branch which located in Pagoh, Johor. The name of UTHM was officially launched by Dato' Seri Hishammuddin Bin Tun Hussein. Besides that, UTHM also is one of Malaysian Technical University Network (MTUN) members.

This organization is now well recognized as Universiti Tun Hussein Onn Malaysia (UTHM). However, they also used to be known as Pusat Latihan Staf Politeknik (PLSP). This organization or institute was established on 16 September 1993. For information, their principles at that time was only focus on training and developing the polytechnic academic employees. This organization also will providing them with the knowledge and the abilities in a variety of engineering fields. During that time, this institute was managed by Universiti Teknologi Malaysia and also Malaysia's Ministry of Education.

After three years, PLSP has been upgraded and then, they have change their name and status into Institut Teknologi Tun Hussein Onn (ITTHO). On 12 April 1996, Dato' Sri Mohd Najib bin Tun Abdul Razak, the Minister of Education at the time, has officially recognized this new status. This promotion has been given as the gratitude for this institution due to their contributions

in the development of trained human resources for technical education.

Then, on 27 September 2000, this institute also has achieved another turning point when the government wanted to give a university-college status to this institute. This status also has been given in order to recognize their contributions in the development of science and technology besides to appreciate their roles in helping the nation to achieve the aspirations. With this new status, this institution has been renamed as Kolej Universiti Teknologi Tun Hussein Onn (KUiTTHO). For information, this changes has been announced officially by Tan Sri Dato' Seri Musa bin Mohamed as well known as the Minister of Education at that time.

After that, KUiTTHO still continued to produce the skillful, knowledgeable and competitive graduates. Due to that action, the Malaysian government has agreed to award this organization a full university status and changed its name to Universiti Tun Hussein Onn Malaysia (UTHM) on 20 September 2006. A last but not least, on 1 February 2007, Datuk Mustapha Mohamed which is the Minister of Higher Education during that time, has officially announced about the change of that status. Then, on 2 March 2007, Dato' Seri Hishammuddin Tun Hussein Onn has made the official declaration regarding the change of this university name.

# LOCATION

## UNIVERSITI TUN HUSSEIN ONN MALAYSIA (MAIN CAMPUS BRANCH)



Universiti Tun Hussein Onn Malaysia (UTHM) Main Campus Branch was located in Batu Pahat, Johor

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## UNIVERSITI TUN HUSSEIN ONN MALAYSIA (PAGOH CAMPUS BRANCH)



Universiti Tun Hussein Onn Malaysia (UTHM) Pagoh Campus Branch was located in Pagoh, Johor



# MISSION, VISION & OPERATION HOUR

## VISION

“To be a global technical university in sustainable technology and transportation ”

## MISSION

“Provide technical solution for industry and community based on tauhidic paradigm ”

## OPERATION HOUR

<b>08.00 A.M. - 5.00 P.M.</b>	<b>SUNDAY - WEDNESDAY</b>
<b>08.00 A.M. - 03.30 P.M.</b>	<b>THURSDAY</b>
<b>01.00 P.M. - 02.00 P.M.</b>	<b>LUNCH HOUR</b>

# BOARD OF DIRECTOR

## CHAIRMAN



YBhg. Dato' Sri Ibrahim bin Ahmad

## MEMBERS



YB. Professor Dato' Ir.  
Ts. Dr. Ruzairi bin  
Abdul Rahim



Mrs. Mahfuzah binti  
Baharin



YB. Dato' (Dr.) Haji  
Nooh bin Gadot



YBhg. Datuk Md Jais  
bin Haji Sarday



YBhg. Dato' Dr. Mohd  
Sharil bin Abdullah



YBrs. Mr. Shahril  
Anwar Mohd Yunos



YBhg. Datuk Haji Mohd  
Lassim bin Burhan



YBrs. Ir. Ts. Abdul  
Rahman Bahasa



YBrs. Encik Hasry bin  
Harun



YBrs. Prof. Ir. Dr. Mohd.  
Amri bin Lajis



YBrs. Mohamad Irza bin  
Dahari @ Zahari



YBrs. Mr. Naim bin  
Maslan

# PRODUCT AND SERVICES

1

## **Programs and Courses:**

UTHM offers various academic programs, including PhD, Master's, Bachelor's Degrees, and Diplomas, both full-time and part-time.

2

## **Consultancy Services:**

UTHM provides consultancy services to businesses and industries

3

## **Commercial Spin-Off Companies:**

UTHM supports the creation of spin-off companies to bring innovative products and services to market.

4

## **Intellectual Property Management:**

UTHM manages intellectual property rights, including patents, trademarks, and copyrights.

5

## **Contract Research:**

UTHM engages in contract research projects for external clients, applying its research capabilities to solve real-world problems.

6

## **Innovation and Commercialisation:**

UTHM focuses on translating publicly funded research into usable products, processes, and services. They emphasize innovation through incubators, collaborative networks, and a knowledge-sharing culture



# TRAINING REFLECTION

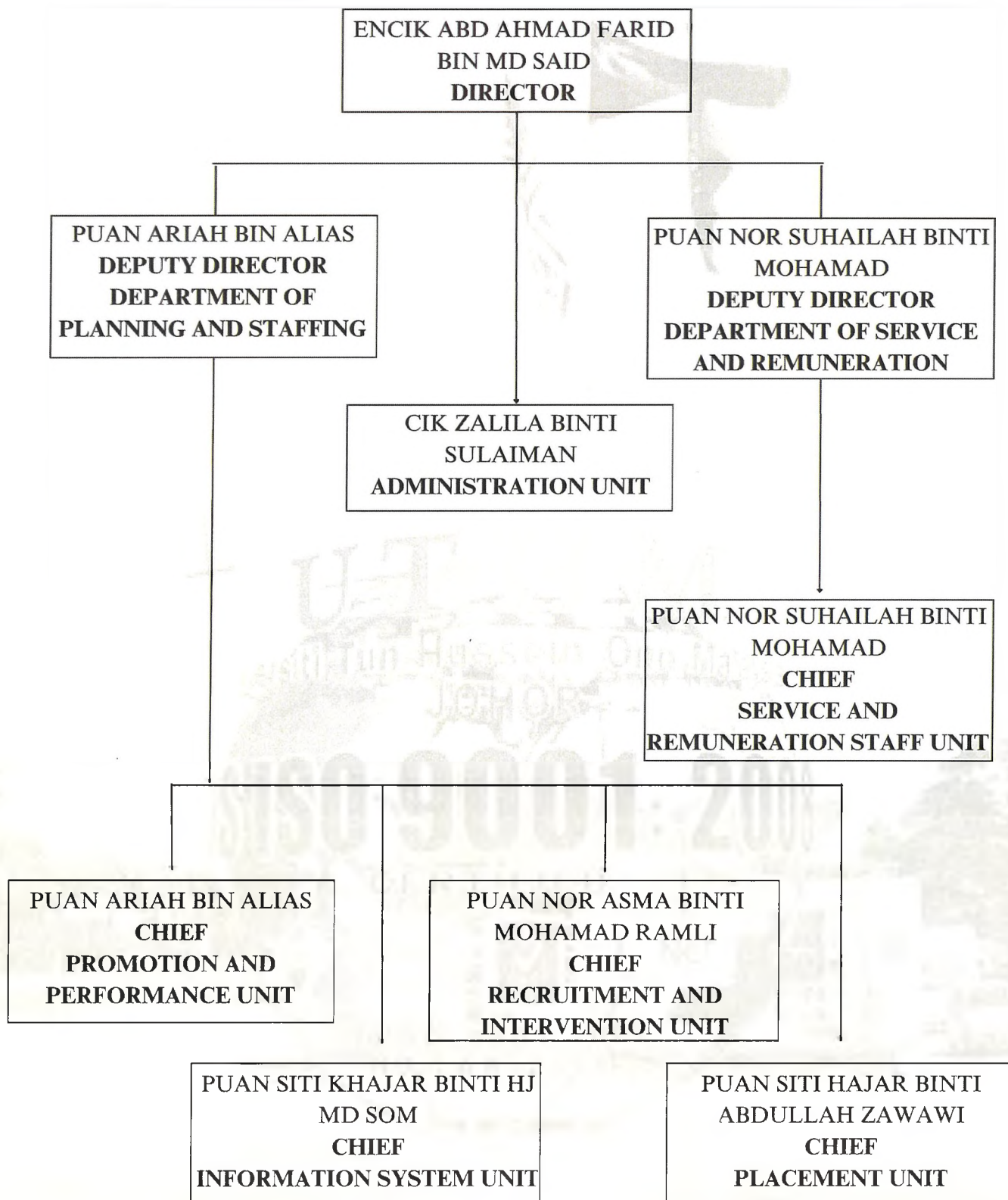
For my final year, the only course or subject code that I need to take is HRM666. For this subject code, the requirement that I should fulfill is I need to complete an internship or also known as industrial training program for 6 months which is around 24 weeks. For this internship period, I have started my journey from 12 August 2024 until 24 January 2025. To fulfill this requirement, I have choose to pursue my internship at Universiti Tun Hussein Onn Malaysia (UTHM) Main Campus Branch that located in Batu Pahat, Johor. For information, UTHM actually have 2 branch campuses. As the first is the main branch which is my place to complete the internship programs. And the second one is Universiti Tun Hussein Onn Malaysia (UTHM) Pagoh Campus Branch which located in Pagoh, Johor.

In Universiti Tun Hussein Onn Malaysia (UTHM) Main Campus Branch, I was assigned as intern in Human Resources Department. For information, these department consists of 5 units including Service and Remuneration Staff Unit, Recruitment and Intervention Unit, Promotion and Performance Unit, Information System Unit and also Placement Unit. As for me, to be more specific, I was assigned as an intern in the Service and Remuneration Unit. This unit's main responsibilities are including managing employees salaries, leave management, managing the employer confirmation letter, managing staff retirement process and many more. Besides that, I am also got a chance to learn and assist other units to gain more knowledge and experience so that I can apply it in the future.



# TRAINING REFLECTION

## ORGANIZATION CHART FOR HUMAN RESOURCES DEPARTMENT





# TRAINING REFLECTION

## ROLES, TASK AND RESPONSIBILITIES

- Managing UTHM Convocation

One of my roles and responsibilities during the internship is to assist in managing the UTHM convocation budget which involves me to manage the financial to ensure the event will run smoothly. As an assistant, I will recheck first all the purchase requisition form (RO) that have been submitted by the committee members. And during the RO recheck session, I will look into the details and the budget that the committee wants to request. Then, I will compare it with the details and the budget that will be approved based on our data system. If the details are the same and the budget requested is less than or similar like in the system, their request will be approved. Mostly, the committees are requesting the funds for various purposes related to convocation such as paying the catering services, volunteer payments, payments to suppliers for facilities rental and many more. By managing the budget properly, all the unnecessary expenses can be avoided.

- Manage Implementation Of Public Remuneration System Service (SSPA)

The implementation of the Public Remuneration System Service (SSPA) can be one of critical tasks that requires more attention to detail and efficient coordination. My responsibilities are including several activities to ensure the process can be run smoothly and effectively. Firstly, recheck the personal details in the SSPA document. By doing this, I can ensure the accuracy and the validity of the document before delivering it to the UTHM employees who have met the qualifications to sign this option. This recheck session also will involve the employees personal details. So, it can be considered as confidential.

Next, all staff in the Human Resource Department including the interns have been assigned to open a service counter to assist in delivering the SSPA documents to UTHM employees. This service counter also will be acts as the central point where employees can easily access their documents, receive further explanations about SSPA and the employees also can ask any questions if they still confused about this SSPA options.

Furthermore, I am also assigned to assist in opening a service counter again for the next session which is accepting the SSPA documents that have been signed by the employees. These service counters have a time period that has been set to remain open to collect the signed documents. Those SSPA documents that have been signed by the employees and returned to us will be served as proof that they agree with this new options. For information, all this task have been implemented in both UTHM branch including the Main Campus Branch and also Pagoh Campus Branch.



# TRAINING REFLECTION

## ROLES, TASK AND RESPONSIBILITIES (CONTINUED...)

- Managing Staff Retirement Ceremony

When organizing a staff retirement ceremony, it will involve various detailed tasks to ensure that this event runs smoothly besides giving a memorable moment for the retirees. In order to achieve this goal, the Service and Remuneration Unit should prepare the plan properly. As the task for an intern in these units, I was assigned to assist in survey and dealing the quotation with the hotel. This task was very important because this hotel will become a venue for the ceremony. Before we choose the hotel, we will ensure that we get the best rates of price besides receiving the high standard of service. Besides that, I am also involved in the rehearsal session. During this session, we will make a double-check before the ceremony starts. The items that we will double-check are including the sound system, the arrangement of the seating and other necessary aspects. By doing this matter, any unnecessary problem can be avoided and the goals as mentioned above can be achieved.

- Updating Employee Record

During my internship, I was also assigned to assist in updating the employees records. To update the employee records, I was taught to use one system that called as HRMIS. HRMIS was stands for Human Resources Management Information System. By using this system, we can know any personal information about the employees besides helping them to update their record. As example, updating their job titles, updating their certificate, updating their family information and many more.

- Managing The Disposal Of Archival Files

According to Section 25, 26 and 27 of National Archives Act 2003, it is the responsibility for the National Archives to monitor, plan and implement the record disposal programs which focus in the ministries, the departments and also in all public agencies. UTHM is one of the public universities in Malaysia, so they are also related with the National Archives. During the internship period, I got a task to assist in managing the disposal of archival files. Before the disposal activities start, we must ensure that all the files that want to be dispose should be considered as files that are no longer required. Next, there is some procedure that has been set by the government where we must to follow and it can be categorized as confidential. However, by following the procedures set by the government, we can maintain an efficient work environment besides protecting any sensitive information from spreading to the public.

# TRAINING REFLECTION

## ROLES, TASK AND RESPONSIBILITIES (CONTINUED...)

- Recruitment And Selection Process

Recruitment and selection process is very important for any organization including UTHM. This is because this process will be used by the organization to find and choose the best candidate or new employee to work for them in order to achieve the goals. Regarding to this process, I am also got the opportunity to feel this moment. During my internship in UTHM, I got the chance to learn and assist in managing the recruitment and selection process for UTHM. As a simple explanation, during this process, I was assigned to assist the employee in-charge to print out any document that have been submitted by the candidates. The printed document will consist of their job application form and any related documents like education certificate and many more.

Next, the instruction will be given to the candidates on how to rearrange their job application with other supporting documents and then, they need to return those documents for us to review. As for the next task for the intern, I need to recheck the documents that have been submitted, especially regarding their education certificate. Besides that, we also need to check the candidates body mass index (BMI). By taking this action, we can determine whether the candidates have met the minimum requirements that we have established and prepare the shortlisted candidates based on the result that we received. For information, the shortlisted candidates will go through the final interview and the chance for them to get hired are high.

- Daily Office Administration Work

Another task that I got during my internship is related to daily office administration work. This kind of tasks also can play an important role in order to ensure the daily operation of organization become smooth. As example, arranging the document into employees personal file, handling various business in service counter and so on. Besides that, I am also will assist in delivering important documents to various departments and mostly, I will deliver to the Treasurer Office and Organization Management Department in UTHM. From this task, we can see that an efficient office administration is also crucial to maintain the organizational workflow and besides supporting the staff or employee in their daily operations.



# TRAINING REFLECTION

## ROLES, TASK AND RESPONSIBILITIES (CONTINUED...)

- Employee Engagement

During my internship, I am also got the opportunities to join or participating in some activities that UTHM have organized. For examples, participate in the parade activities during Maulidur Rasul Ceremony, some brisk walk programs and many more. These programs were needed because it can contribute to employee engagement. Next, these activities also can provide some opportunities for staff or employee members in UTHM to connect with each other besides promoting a sense of community. Other than that, by engaging in these programs, it can also help UTHM to build a positive work culture in their organization.





# TRAINING REFLECTION

## BENEFITS GAINED

- Gaining New Experience

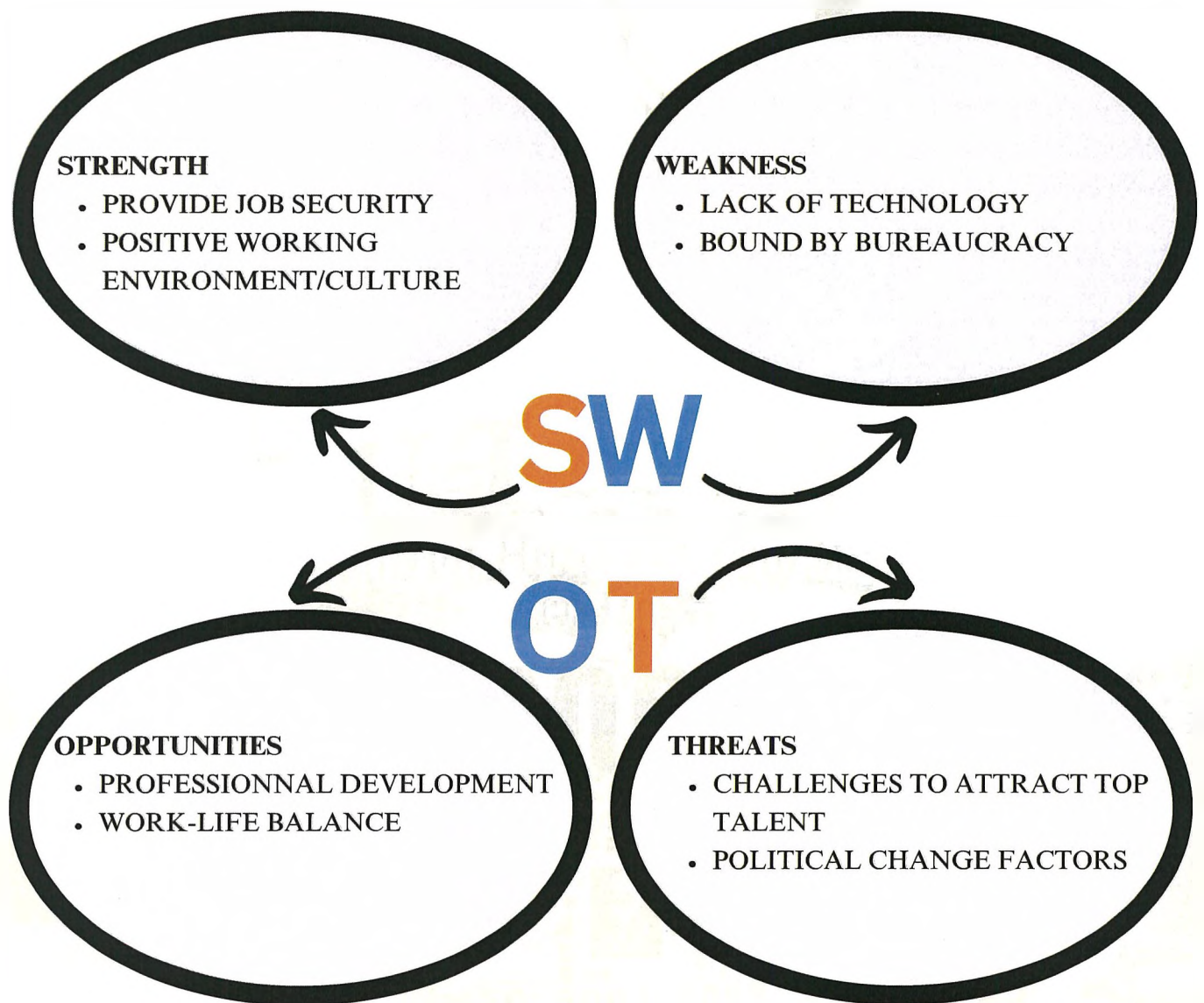
As the first benefit, I have gained various experiences during my internship at Universiti Tun Hussein Onn Malaysia (UTHM). From this internship period, it have provide me with many opportunities that have pushed me to step outside from my comfort zone. This is because, I was assigned to assist in diverse tasks which testing my practical knowledge. Besides that, this action also made me aware that I need to learn and understand more about the human resources and also organization management.

When I started my internship journey, I got an exposure regarding the functions and the responsibilities that are important in order to make human resources management become organized and more effective. Based on participating in human resource management activities like managing the employees personal record, managing the employees salaries, assist in managing the recruitment and selection process and many more, it have given me some valuable experience that can contribute to my professional growth and for my future. Besides that, I am also had the opportunity to work while learning with the HR professional who was very kind to me and willing to share their knowledge and experience. By seeing and observe their ways during making decisions, solving the problems and also their work ethics, it has impressed me and also made me want to become like them.

- Enhance Communication Skills

For next benefit, I am also gained a chance to enhance my communication skills. An effective communication is a basic skill that very important for my professional growth and also my personal goals. During my internship, UTHM has provided me with numerous opportunities to improve this ability. I am also will regularly interacted with my colleagues, supervisor, foreigner staff and other professionals like the lecturers who have a professor title and Deputy Vice-Chancellor, which required me to have clear communication. Whether it was through verbal discussions or presentations, I am also learned to deliver my ideas and information more effectively. Besides that, I am also had the chance to participate in meetings where I was able to observe and learn the communication styles from an experienced professionals. By getting this exposure, it has helped me to understand the importance of adapting my communication approach to suit with different audiences and contexts. In addition, I am also involved in tasks such as preparing some reports, preparing some formal letter and drafting emails. These activities are actually can enhance my ability to organize my thoughts and sharing the information in a professional way. Through this task, I am also have received some feedback for my efforts, which gave me motivation to improve and build more confidence towards my communication abilities.

# SWOT ANALYSIS



# DISCUSSION AND RECOMMENDATION

## **STRENGTH 1 : PROVIDE JOB SECURITY**

As the public university in Malaysia, one of the strength that UTHM (Universiti Tun Hussein Onn Malaysia) has is the ability to provide job security. To be more understanding, job security can be one of the factor that can contribute to an organization successful and UTHM is very excels in this area. Job security can be described as the state of having a secure employment, or as a chance that an individual's existing job or position will be secured (Aishwarya, 2021). With job security, it can also help the employee to reduce their stress and anxiety which can occur by losing their job. Because of this situation, UTHM employees can be concentrate on their tasks and make valuable contributions to the objectives of the organization. Furthermore, with high job security, it can also encourage the employees to put more effort during perform their work in order show their value to the company (Nahyan et al., 2024).

In UTHM, they have implemented several measures to ensure the job security for their employees. One of the initiatives that they do is the establishment of the Job Centre@UTHM. This initiative is a platform that provides the job listings, career development, and also support for both current and prospective employees. This Job Centre@UTHM will helps the employees to find suitable job opportunities within the university and beyond which it can ensure that they have options in case of any changes in their current roles.

As recommendation for to enhance this strength, UTHM should provide a stable employment to the employees more like offers or open more permanent job opportunities compare to temporary employee contract. This is because, a permanent job can be a powerful factor in order to attract and retain the talented individuals or employees. This recommendation also can give the employees who work for UTHM a chance and the confidence to plan their future without any constant of fear for job loss.



# DISCUSSION AND RECOMMENDATION

## **STRENGTH 2 : POSITIVE WORKING ENVIRONMENT/CULTURE**

As the second strength for Universiti Tun Hussein Onn Malaysia (UTHM), they have a positive working environment which significantly becomes one of the components that can contribute to their overall success and good reputation. A positive workplace culture encompasses a components that foster a friendly and productive working atmosphere (Catalina Radu, 2023). Then, a positive working environment or culture can be classified into several factors such as a collaborative atmosphere and supportive leadership.

Encourage a collaboration and create a great teamwork is highly important (Catalina Radu, 2023). In UTHM, the collaborative atmosphere is a proof that the positive working environment had happened in the organization. Besides showing a friendly attitude, all the staff members either from the same department or other department will work together, encouraging the teamwork and sharing their knowledge between each other in order to finish their task or job perfectly. Besides that, a supportive leadership is also very important in order to maintain a positive working environment. In UTHM, the leader in the organization has creates an environment where the employees are free to share their opinion or ideas in order to solve the problem that occurred. With this kind of behaviour, it also has encourage an open communication which can contribute to the positive working environment.

While UTHM is already good in providing a positive working environment, they should enhance this strength more. As a recommendation, UTHM should organize a team building activities regularly. For example, create a social event that involved all the staff in UTHM. By organizing this kind of programs regularly, it can help to encourage a cross-functional collaboration between department and also build stronger relationships among the staff members.

# DISCUSSION AND RECOMMENDATION

## **WEAKNESS 1 : LACK OF TECHNOLOGY**

Technology is defined as the practical application of scientific knowledge that used for practical purpose in various industry around the world including Malaysia. These technologies can be categorized as a wide range of tools, systems or devices that have been developed in order to solve the problems and enhance the efficiency when completing any tasks and duties. Besides that, technology also can help us to improve the quality of life (S.Srinivasan & N.Rajavel, 2024). Universiti Tun Hussein Onn Malaysia (UTHM) can be categorized as one of the best public universities in Malaysia. However, they also had to face the challenge of keeping pace with the rapid technological advancements nowadays.

The first weakness that UTHM has faced is the lack of technology. If UTHM did not address this weakness, it could negatively impact the organization's ability and chance to stay competitive and effectively especially for their administrative and operational needs. As the first example that related to this weakness is the outdated technology like an old version computer. The current computers that used are not the latest Windows which is the Windows 11. For the information, Windows or very well-known as Microsoft Windows is a computer operating system that created by Microsoft Corporation (Hemmendinger, 2024). In UTHM, as mentioned above, their employees mostly in the operational and administrative department are still used this outdated technology in order to do their job or task. Even though these technologies still functioned, it always gave the UTHM employees another problem such as lack of efficiency. For further details, these outdated computers have limited processing capabilities which can lead to slow the performance of employees during completing their job.

For the recommendation to reduce this weakness, UTHM should invest more money on modern technology. The old version technology that used by the employees especially in the operational department like the outdated computer should be replaced with the new one which has the latest operating system. This is because, modern computers are guaranteed to be complete with the latest operating system which can help to improve the employees and the organization performance. All the routine tasks or jobs that related such as data entry, human resource operation and others can be run more smoothly besides minimizing any technical issues and then contributing to improve their overall productivity.

# DISCUSSION AND RECOMMENDATION

## **WEAKNESS 2 : BOUND BY BUREAUCRACY**

Bureaucracy was refers to the government system which it have contains with a hierarchical structures, a strict procedures or rules (Rockman, 2024). All public organizations including UTHM must follow this bureaucracy in order to perform in any task, job or project. This bureaucracy has been used because it can help to ensure that all the work can be implemented uniformly. However, bound by bureaucracy can also become a weakness to any public organization including UTHM. This is because, bureaucracy system can also give some negative impact especially towards the effectiveness of operational and administrative functions like in the decision making process.

For example, if there is an urgent needs for a professional development programs in order to enhance the employee skills, the organizer should make an application to the top management first. But, if the top management fails to give a fast response about the approval of that application, the training programs that are really needed by those employees as soon as possible will be delayed. Due to that weakness, the training programs probably would not happen and this matter can also impact the employee overall performance.

In order to cater this weakness, the recommendation that can be suggest for UTHM is decentralization of the decision making process. This recommendation will involves in distributing the authority to various levels of an organization besides the top management in terms of making decisions. This action also will allow the employees at different levels to make the decision within their areas of responsibility. For example, if the HR department at UTHM needs to make a quick decision regarding organizing a training programs for their employees professional development, they can implement it without going through the top management. By taking this action, the decision to approve the training programs can be faster and the employees goals can be achieved.



# DISCUSSION AND RECOMMENDATION

## OPPORTUNITIES 1 : PROFESSIONAL DEVELOPMENT

One of the opportunities that available at UTHM is the employees will have a chance for professional development. This is because UTHM has aware and understand that the needs for continuous learning and growth are very important in order to maintain or enhance their employee performance besides ensuring the organization's success. So, to make this professional development become effective, UTHM has organized various kinds of training programs that suitable for them. As examples, the training programs that have been organized are including workshops, seminars, online courses learning and also conferences. Those training programs are designed based on the needs of employees whether they want to enhance their technical skills or soft skills and it can also be both. These opportunities also are not limited to the employee at lower level, but it will cover overall employees in UTHM including the upper level. In addition, even though the employee was the director in any department, they still can join any training programs so that they can upgrade their knowledge and skills more. Provide any training program sessions can help the employees to increase their productivity besides providing them with any suitable working condition and encourages them to perform well in their job (Ali & Anwar, 2021).

Furthermore, UTHM also provides another alternative for their employees professional development such as on the job training and mentoring programs. This kind of alternative usually will be used to guide the new employees. For further information, these new employee will be paired with an experienced employee or we call them as mentors. This mentor will provide guidance and become a support to the new employee until they can understand their roles and responsibilities. Those alternatives that UTHM organized for their employees professional development usually will meet the same purpose which is to improve the employees skills and knowledge. Other than that, UTHM also provides access to these learning opportunities to ensure that their employees will be ready to adapt with the industry trends and provide the best practices.

In order to improve this opportunities, the recommendation that can be suggest is UTHM should start to collect the regular feedback and make some evaluation regarding all the training programs that they have conducted. By implementing this action, they can track or assess the effectiveness of those training programs. Besides that, they also can know whether the employees who participate in those programs have acquired something valuable or otherwise. Other than that, UTHM also should use all the feedback from those participants

# DISCUSSION AND RECOMMENDATION

so that they can make more improvement in terms of conducting the training programs. In addition, by collecting the feedback, UTHM also can ensure and identify which training programs are still relevant and give more impact to those employees in the future.

## **OPPORTUNITIES 2 : WORK-LIFE BALANCE**

At UTHM, another standout opportunity that employees can get is the chance to have work-life balance. This balance can be achieved mainly through their standard working hours and flexible working hours. By having this opportunities, UTHM can ensure that the employees can enjoy their personal lives without any worries about their job after working hours have finished. This kind of structure not only promotes the well-being to the employees but it can also enhance their productivity during work hours.

In this modern era, achieving the work-life balance has become an important factor to fulfill the employees satisfaction and retention (Marzec & Kanoś, 2023). By providing a structured workday, UTHM wants to ensure that their employees can be maintained in terms of balancing their professional responsibilities and personal lives. In terms of flexible working hours, it will allow the employees to tailor their work schedules to better suit with their individual needs and circumstances. Besides that, flexible working hours also can help to fulfill the diverse workforce, including those who may have another important commitments outside of their professional roles such as family and many more. This opportunity also can lead to higher job satisfaction besides improving the employees morale and increase their loyalty towards the organization.

It is widely acknowledged that UTHM has provide one of the best opportunities for their employees. But, UTHM maybe can offer another opportunity that suitable for their employees and also their organization. The recommendation that can be suggest is the implementation of remote work option. Remote work is one of the options that can be practically use in this modern work environment. By having this option, it will provide the employees with the flexibility which is they can work from any location they want besides coming to the office. Furthermore, remote work options can lead to a better work life balance. This is because the employees can save their time besides reducing their stress due to facing the traffic jams. Other than that, many employees also find that they are more productive when working in a comfortable and personalized environment (Zhenjing et al., 2022).

# DISCUSSION AND RECOMMENDATION

## **THREATS 1 : CHALLENGES TO ATTRACT TOP TALENT**

With the rapid development in industries, people nowadays have various choice of career paths that they can choose. As one of the threats that UTHM faced was the challenges to attract top talent. For UTHM, as one of public universities in Malaysia, they must compete not only with other universities but they also need to compete with other private sector companies, international organizations, and even the startups companies. It is widely acknowledged that these entities usually offer more benefits and opportunities like attractive compensation packages and also advanced career prospects. Besides that, the lack of technology also can be a cause to the challenges for UTHM to attract top talent.

With this situation, UTHM was aware that recruiting highly qualified talent or new employees who can contribute to their organization mission and vision are not an easy task. This is because the best candidates usually will get multiple offers from various prestigious organizations. As mentioned above, this situation can be a challenge for UTHM to stand out and secure these best candidates. These things can happen due to attractive packages that including higher salaries, opportunities for career advancement and many more which offered by other universities and also the private sector companies both locally and internationally (Theodorsson et al.,2022).

As a recommendation to overcome this threat, UTHM should find new alternative in order to attract the top talent by improving their compensation and benefit packages and make it more attractive. Compensation and benefits is one of the primary factors that can influence an individual's decision whether they want to join or stay with some organization (Bala & Gawuna, 2022). This compensation and benefits also is not only about the salary but also other incentives that contribute to their job satisfaction and the well-being of those employees. To be more understanding, an attractive compensation and benefit packages not just can help UTHM to attract top talent interest but it can also play a vital role in terms of retaining them. Besides that, reward systems also are important for talent attraction and retention, as they show value and motivate employees to do a good job (Okwuise & Ndudi, 2023). Hence, UTHM should conduct a market research to analyze and understand more about the compensation and benefits trends before implementing this recommendation.



# DISCUSSION AND RECOMMENDATION

## THREATS 2 : POLITICAL CHANGE FACTORS

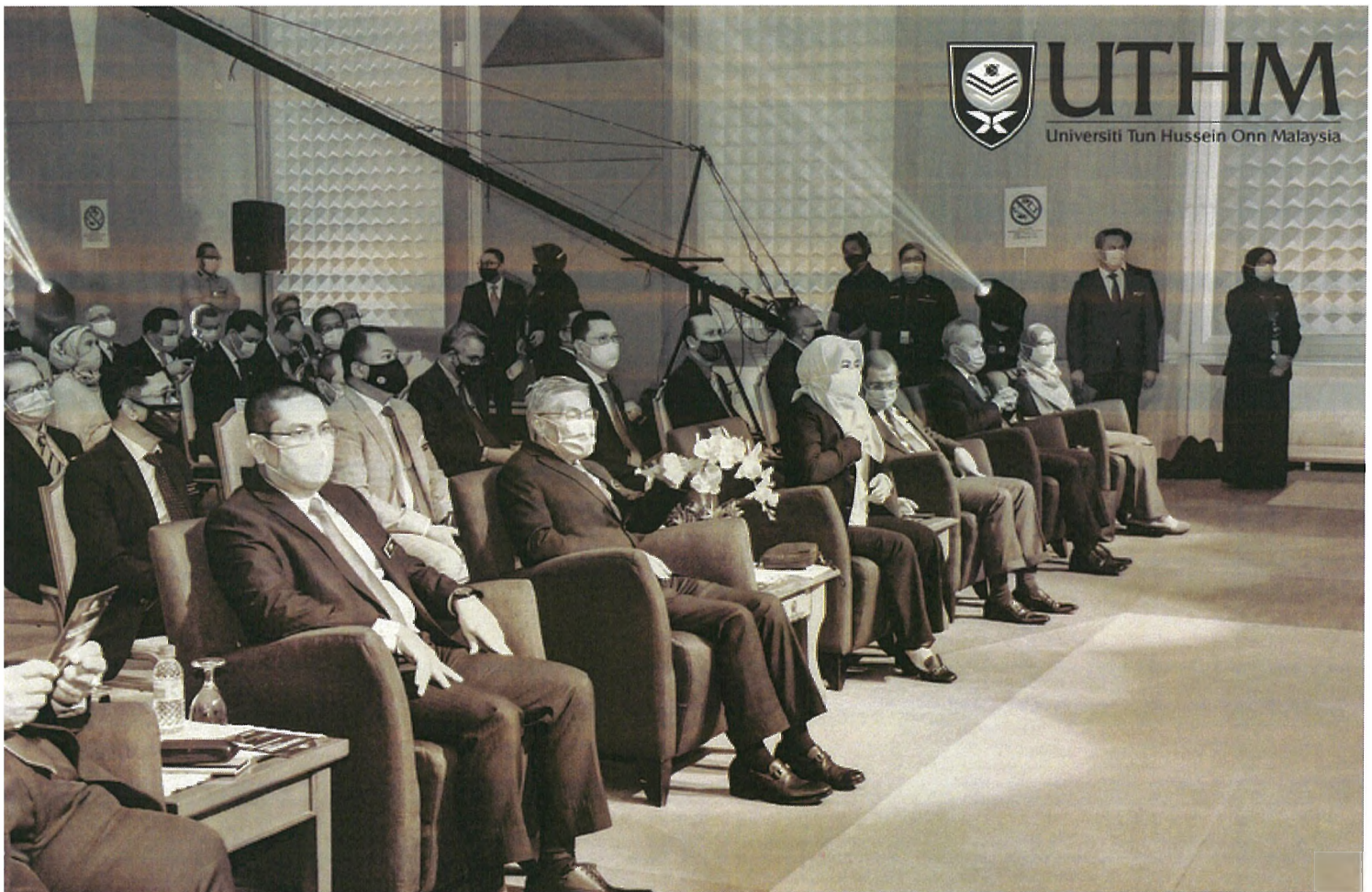
The second threat that UTHM needs to face is related to Political change factors. Political factors are related to government policies, political decisions or practices that will influence the project (Arias & Chris Bachmann, 2022). As one of the public universities in Malaysia, Universiti Tun Hussein Onn Malaysia (UTHM) was bound with political dynamics and shifts in government policies. All the university's funds, strategic direction and governance are strongly influenced by the Ministry of Higher Education and the Public Service Department . So, any change that happens in government policies, funding allocations, and legislative frameworks, it can pose a great threat and impact especially to UTHM operational management. These UTHM operational management are including their financial stability, human resources management, academic freedom and so on.

Besides that, political instability can also occur due to political changes factor. This is because it can create an element of uncertainty which can affect the employees motivation. Furthermore, this political instability may potentially lead to a change in the UTHM leadership. When this happens, it can also interrupt any policy or any ongoing project that carried out by organization. As example, a change in political power could lead to the appointment of new university administrators who have different goals or ideas. Due to that change, the potential for ongoing projects and policies to be disrupted can be high.

Next, change in legislative framework can also happen due to political change factors. For example, changing in any government system. According to article from New Straits Times (2024), Malaysia Prime Minister, Datuk Seri Anwar Ibrahim has made an announcement regarding a new government system that called as the Public Service Remuneration System (SSPA) on 16 August 2024. For information, this Public Service Remuneration System (SSPA) has been introduced in order to replace the old version system known as the Malaysian Remuneration System (SSM). This new system will not affect the pension of civil servants who have become permanent position. Other than that, the new salary adjustment will be implemented and this is only applicable to the civil servants who agree with this SSPA option. This system also will take effect on 1 December 2024. With this new system, it may give UTHM, especially their employees in the human resources department some challenges which they need to learn and understand something new. This situation also can lead to the employees stress because they need to understand that system in a short time period before planning the strategies to implement it.

# DISCUSSION AND RECOMMENDATION (CONTINUED...)

As for recommendation to overcome this threat, UTHM should always monitor any political changes that can happen. By monitoring the political changes, UTHM can be more aware with those situations. Besides that, they also can standby with the alternatives to cater this threats. For example, provide special training to their employees. By organizing this kind of training, it can help UTHM, especially those employees who are responsible for managing this matter, to adapt more faster and also to be more prepared. Other than that, this training can also help the employees to reduce stress besides enhancing their performance. This is because, with the special training provided, it can helped the employees to prepare their physical and mental.





# CONCLUSION



As conclusion, my internship journey at Universiti Tun Hussein Onn Malaysia (UTHM) Main Campus was very enjoyable. This experience was very valuable, especially for me as someone who eagerly seeks new knowledge and like to explore the real working industry environment. I believe that I have spent my time well in this organization besides gaining various experiences that can be the sources for my career growth. For a six month internship period, I got the opportunity to explore various roles, tasks and responsibilities. Even though there were some tasks that assigned to me seems not really unrelated to my course, I am still grateful for the chance because it gave me some new knowledge that quite useful.

During this internship, I am also need to face serious challenge that resulting me to get burnout. However, with all the favor, advice and guidance from my supervisor and also my colleagues, I managed to overcome those challenges excellently. I am also learned a lot of things from them which allow me to finish all the tasks given.

A last but not least, I would like to give my gratitude to Universiti Tun Hussein Onn Malaysia (UTHM) for accepting my application for my internship journey and also giving me the chance to gain the real experience in Human Resource Management.



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# APPENDICES

## Participate In Brisk-walk Programs



## Assist In Managing The Recruitment And Selection Process



## Participate In The Parade Activities During Maulidur Rasul Ceremony



# APPENDICES

## The Implementation Of Public Remuneration System Service (SSPA)



## UTHM Staff Retirement Ceremony

