



اَوْنِبُوْ سِيْتِيْ تِيْكَوْلُوْ كِيْ مَارَا  
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TEKNOLOGI MARA NEGERI SEMBILAN, CAMPUS REMBAU (UITM)  
DIPLOMA IN INFORMATION MANAGEMENT (CDIM110)

INDUSTRIAL TRAINING (IMD310)

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SUBMISSION DATE:  
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## **ABSTRACT**

As a Human Resources (HR) Department Intern at Maideasy Sdn Bhd, I had the opportunity to apply my knowledge from my Information Management course in a practical setting. I employed methods for managing data to enhance processes while assisting with a range of HR duties, including hiring, onboarding, and performance monitoring. In order to improve the efficiency of candidate reporting and monitoring, I used information systems and assisted in maintaining accurate HR records. Through this training, I was able to enhance my communication and teamwork skills as well as my understanding of how effective information management can advance an organization. Collaborating with experienced human resources professionals allowed me to see personally the impact of data utilization in HR, preparing me for a future career that combines HR principles with information management.

*Keywords: Human Resources, Internship, Onboarding, Hiring, Data Management*

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## **CHAPTER 1: INTRODUCTION**

### **1.0 Company Background**

The company Maideasy Sdn Bhd was founded in 2014. Since then, it has expanded to rank among Malaysia's top and most trustworthy providers of cleaning services, offering both commercial and residential cleaning services. Maideasy is a local firm from Malaysia that seeks to change the process of scheduling part-time cleaners. In less than 60 seconds, homeowners may schedule part-time cleaners on this user-friendly portal. At a pitching competition in Kuala Lumpur in late 2014, our CEO, Azrul Rahim, was brought to meet Maideasy's founder, Bee Bee Sim.

Maideasy was founded after both parties identified the issues and shortcomings in Malaysia's cleaning industry. When Maideasy began accepting reservations in late January 2015, the reaction was extraordinary. Brian Wee provided startup money for Maideasy, which led to its remarkable growth. Today, Maideasy employs a group of committed workers to meet the demands of its customers in need of cleaning services.

As stated on the Maideasy website, Maideasy is dedicated to being a responsible corporate citizen. Its employees actively participate in social responsibility initiatives that center on giving back to the community. Their initiatives prioritize health and education because they understand that the two most valuable things are good health and education, which are both necessary for encouraging an exciting and successful society in the long run.

Maideasy provides customers with expert cleaning services and household task services in Kuala Lumpur and Selangor. Its goal is to relieve a person or family of all anxieties and commitments related to cleaning duties so that they can keep their living space tidy and ordered. The company's team of specialists uses efficient and quick techniques to ensure that every customer receives the highest quality cleaning services that meet their specific demands. In order to make life as effortless as possible, Maideasy is here to redevelop cleaning services with a focus on reliability, professionalism, and satisfaction for customers.

Additionally, Maideasy allows for flexible scheduling and the customization of cleaning packages to meet various demands. Only the best candidates for high-quality delivery are selected and taught by hand from the professional cleaners. By integrating environmentally friendly cleaning supplies and techniques into its operations, Maideasy demonstrates its commitment to sustainable and wholesome living.