



HRM 666
INDUSTRIAL TRAINING :
HUMAN RESOURCE
DEVELOPMENT CORPORATION
(HRD CORP)

PREPARED BY:
MUHAMAD AMIRUL HARIS BIN MOHD DZOHIRI
2021113957
RBA243/6D

PREPARED FOR : DR AIMAN BIN ARIFIN

SUBMISSION DATE : 21 JULY 2023



UNIVERSITI TEKNOLOGI MARA

ENDORSEMENT OF OUR ORIGINAL REPORT

Coordinator

Unit Jaminan Kualiti Akademik (UJKA)
Universiti Teknologi MARA Cawangan Perlis
02600 Arau
Perlis

Sir

**ENDORSEMENT OF OUR ORIGINAL REPORT FOR PROPOSAL/DISSERTATION/THESIS/PROJECT PAPER/
ASSIGNMENT**

With reference to the work of the candidate below:

Nama : Muhamad Amirul Haris Bin Mohd Dzohiri

Matric No. : 2021113957

Faculty : Faculty of Business And Management

Programme : Human Resources Management (BA243)

Title : Industrial Training Report HRM666

Percentage of Our original Report : 0%

I am pleased that the proposal/thesis/dissertation/project paper/ assignment of the above candidate has fulfilled the Our original percentage of the university's requirement.

Thank you.

1st advisor's signature and stamp
Name :

18 July 2023
Date

TABLE OF CONTENT

NO	DETAILS	PAGES
1.0	Latest Resume	1
2.0	Company Background	2
3.0	Map Location	3
4.0	Organizational Chart	3
5.0	Product and Services	4
6.0	Training Reflection	5-6
7.0	SWOT Analysis	7
7.1	Strength	8-9
7.2	Weakness	10-11
7.3	Opportunity	12-13
7.4	Threats	14
8.0	SWOT Matrix Discussion & Recommendation	15
8.1	Strength and Opportunity	15-16
8.2	Weakness and Opportunity	16-17
8.3	Strength and Threat	17-18
8.4	Weakness and Threat	18-19
9.0	PESTEL Analysis	20
9.1	Politic	20-21
9.2	Economy	21
9.3	Social	22
9.4	Technology	23
9.5	Environment	24
9.6	Legal	24-25
10.0	Conclusion	26
11.0	References	27
12.0	Appendices	28-30

Executive Summary

My name is Muhamad Amirul Haris Bin Mohd Dzohiri, student of Business Administration in Human Resource Management at UiTM Arau Perlis. I choose to undergo my industrial training at Human Resource Development Corporation (HRD Corp) at Bukit Damansara, Kuala Lumpur. The duration of my internship is from 1 March 2023 until 15 August 2023. HRD Corp plays a key role in collecting levy and provide training to all employees all over Malaysia. I have been placed in Integrity and Governance Department under Risk, Integrity and Governance Division. This internship provide exposure to HRD Corp's collaborative and supportive work environment. I had the opportunity to work closely with colleagues from various departments, gaining a holistic understanding of the organization's operations and fostering effective cross-functional collaboration. This report was prepared by me where it contains organizational information and SWOT Analysis about strength, weakness, opportunities, and threats that affect directly to the company. There are many factors which affects the organization to grow and improve their services. The end of this report, I conclude a suggestion that higher management should focus to ensure that all the employees perform their duties at highest level so that HRD Corp could maintain their quality service

2.0 COMPANY BACKGROUND



HRD Corp, short for Human Resource Development Corporation, is a prominent organization dedicated to enhancing human capital development in Malaysia. Established in 1993, HRD Corp operates under the purview of the Ministry of Human Resources, with a primary focus on strengthening the nation's workforce through various training and development initiatives. The organization's vision is to create a highly skilled and productive workforce that contributes to Malaysia's sustainable economic growth and competitiveness on the global stage. Ultimately, HRD Corp also aim to be the catalyst in driving the development of Malaysia's current and future workforce, in line with the nation's pursuit of becoming a high income and developed economy (*HRD Corp, 2023*).

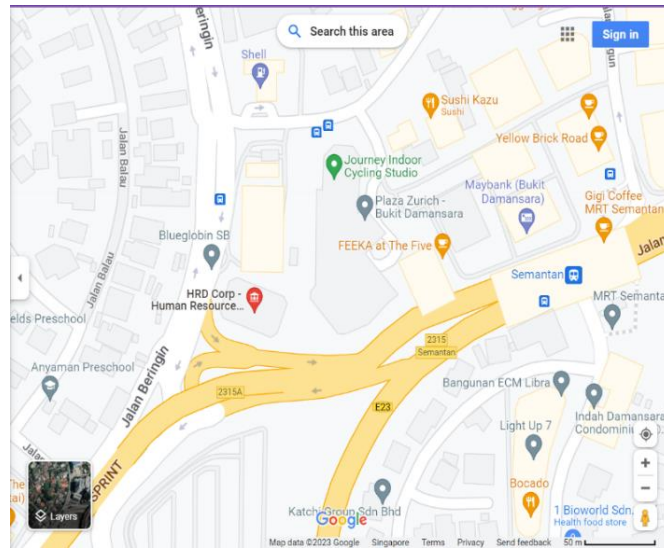
HRD Corp plays a vital role in shaping the nation's human resource landscape by providing comprehensive training programs, promoting lifelong learning, and facilitating career advancement opportunities. The organization collaborates with industry stakeholders, employers, training providers, and individuals to identify and address skill gaps, foster talent development, and drive human capital transformation.

As a key government agency, HRD Corp administers the Human Resources Development Fund (HRDF), a fund that levies a statutory Human Resources Development (HRD) levy on eligible employers in Malaysia. The fund is utilized to support training and upskilling initiatives for employees, enabling companies to enhance their workforce capabilities and remain competitive in a rapidly evolving business environment.

HRD Corp's programs encompass a wide range of industries and sectors, catering to both employed individuals and job seekers. These initiatives include skills training, certification programs, apprenticeships, entrepreneurship development, and various grants and incentives to encourage employer participation in human capital development.

Overall, HRD Corp plays a crucial role in driving human capital development in Malaysia, ensuring that the nation's workforce remains adaptable, competitive, and well-equipped to meet the challenges of the future

3.0 MAP LOCATION



HRD Corp located at Bukit Damansara Kuala Lumpur

4.0 ORGANIZATIONAL CHART



Organizational Chart of Risk, Integrity, and Governance Division

5.0 PRODUCTS AND SERVICES

HRD Corp provides a comprehensive Training Program that aims to enhance the skills and competencies of employees, employers, and training providers. The program's primary objective is to equip participants with the knowledge and expertise needed to elevate their businesses to the next level. One of the training services offered is a signature program specifically designed for employers. It is an exclusive training programme developed in collaboration with local & international subject matter experts, merging the human capital development needs of the industry with aspirations of the Malaysian government (*Azrai, 2023*). By collaborating with local and international subject matter experts, HRD Corp aligns the industry's human capital development needs with the Malaysian Government's aspirations.

Additionally, HRD Corp offers the OKU Talent Enhancement Program (OTEP) for training providers, which focuses on supporting individuals with disabilities in Malaysia. OTEP is designed to assist Persons with Disabilities (PWDs) in Malaysia with the right skills to secure job placements (*Hanafi, 2023*). It also seeks to promote equal opportunities for marginalized groups and raise awareness about the abilities and potential of persons with disabilities.

Furthermore, HRD Corp has developed the Penjana HRD Corp Program, tailored for individuals. This initiative facilitates employment opportunities for various groups, including graduates, school leavers, and retrenched workers. HRD Corp sources and provides training courses that are relevant and add value to selected industries. The program enables individuals to acquire the essential skills and qualifications necessary for employment. Other than that, HRD Corp also offers HR technology solutions to streamline and automate various HR processes. This may include HRIS (Human Resource Information System) implementation, payroll management systems, performance management software, applicant tracking systems, and employee self-service portals.

6.0 TRAINING REFLECTION

On March 1, 2023, I started my internship at Human Resource Development Corporation (HRD Corp). The duration of my internship is 24 weeks. HRD Corp operates from Monday to Friday, from 7:30 AM to 4:30 PM. The company embraces a hybrid work model and offers flexible working hours, allowing employees to choose between working in the office or remotely from home. They also have the flexibility to arrive at the office until 10:00 AM.

On my first day, all the interns, including myself, participated in an onboarding session organized by the Talent & Acquisition Department of the Human Resource Division. This session provided us with an overview of HRD Corp's background, administrative structure, workplace rules, and ethics. Subsequently, we were assigned to different divisions based on our placements. I have been assigned to the Integrity and Governance Department within the Risk, Integrity, and Governance Division. Although I don't have a specific role yet, I am eager to contribute and assist the staff in any way possible.

HRD Corp do provide us allowance of RM900 monthly. For me, it is more than enough to cover up all my monthly expenses such as food, transportation, rent and others. The environment in HRD Corp is so amazing, all the staff are very kind and helpful. They don't mind to teach me how to do every task they gave to me as they know that this is a new things for me. One of the skills that I have mastered during my time is my Microsoft Excel skills where many of task use Microsoft Excel. There are a few tasks that I have being assigned to from my supervisor such as:

- 1) Assisting Integrity & Governance Daily Task
 - Prepare Minutes for PAM meeting.
 - Managing complaint
 - Helping to revised COBE policy.
- 2) Finding and engaging with other company regarding their No-Gift Policy
 - Finding No-Gift Policy of other company on their websites
 - Engaging with other GLC under MOHR to get their full guidelines on No-Gift Policy
- 3) Finding and engaging with other company regarding a new Referral Policy
 - Finding Referral Policy of other company on their websites
 - Engaging with other GLC under MOHR to get their full guidelines on Referral Policy
- 4) Doing a benchmarking on No-Gift Policy and Referral Policy
 - Benchmark on No-Gift Policy and Referral Policy with HRD Corp

- Present to Chief Risk Integrity and Governance about the result of benchmarking.

Experience Gain

During my internship, I had the opportunity to gain new insights that significantly changed my perception of how Government Linked Companies (GLCs) operate. Previously, there was a bad view that employees working in GLCs were not focus in their duties. However, I came to understand that various factors contribute to these issues within such organizations. One major factor is the shortage of manpower, which often necessitates employees to put in extra effort to complete tasks.

Regarding to my first task, I was granted the freedom to approach it with my own creativity while receiving supervision from all the staff members. This approach proved beneficial for me as it does not give me any pressure allowing me to work comfortably. I was particularly pleased that they trusted me to perform the assigned tasks, providing guidance and advice whenever I face issues regarding my task. This experience had increased my motivation to explore new approaches and enhanced my critical thinking abilities.

After a few months, I took the initiative to accompany my supervisor to meetings involving other departments within our job scope. Despite initially lacking confidence in interacting with higher-ranking staff members, I pushed myself to overcome this barrier. I soon realized that engaging with colleagues of varying seniority levels not only made me more appealing as a professional but also sharpened my focus on the job. I take great pride in my personal growth and development throughout this experience.

7.0 SWOT ANALYSIS

<h1>SWOT ANALYSIS</h1>	
STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • Many Benefits are being given to employee 	<ul style="list-style-type: none"> • Limited workspace for employees
<ul style="list-style-type: none"> • A harmonious diversity and cultural workplace environment 	<ul style="list-style-type: none"> • High turnover rate
<ul style="list-style-type: none"> • Have a strong financial 	<ul style="list-style-type: none"> • Outdated Policy
<ul style="list-style-type: none"> • Diverse Training Program 	<ul style="list-style-type: none"> • Old Facilities
<ul style="list-style-type: none"> • Technology is constantly evolving 	<ul style="list-style-type: none"> • Too much ad hoc activities
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> • Expanding branch to other states 	<ul style="list-style-type: none"> • The changes of government
<ul style="list-style-type: none"> • Reliable Research and Development team in HRD Corp 	<ul style="list-style-type: none"> • Unstable economy
<ul style="list-style-type: none"> • Collaboration with other agencies 	<ul style="list-style-type: none"> • Many jobs transformed by automation
<ul style="list-style-type: none"> • Funding raise by government 	<ul style="list-style-type: none"> • Complaint from Client
<ul style="list-style-type: none"> • Improving public relation and marketing activities 	<ul style="list-style-type: none"> • Government revokes the mandate

7.1 STRENGTH

a) Many Benefits are being given to employee.

Companies provide various benefits to their employees to attract and retain talent, boost employee morale, and create a positive work environment. Some benefits given in HRD Corp is that parking claim RM100, public transport RM110, Birthday Leave and Flexible working hours (7:30-10 a.m.). In term of flexible working hours HRD Corp increasingly offer flexible work arrangements, such as remote work options, flextime, or compressed workweeks, to provide employees with greater work-life balance and accommodate their personal needs. In term of medical 6k for outpatients (associate manager above) 600k for (C-Level, Manager). Many companies provide health insurance coverage for their employees, which helps cover medical expenses and provides access to healthcare services.

b) Have a strong financial.

HRD Corp have a very strong financial position. The primary source of its financial strength is the Human Resources Development Fund (HRDF). The HRDF is a statutory fund established by the Malaysian government to promote human capital development in the country. The HRDF operates through a levy system, where eligible employers are required to contribute a percentage of their monthly payroll towards the fund. These contributions are mandated by the Human Resources Development Act 1992. The funds collected through the HRDF levy are then utilized to support training and upskilling initiatives for employees in Malaysia. Other than that, HRD Corp may also generate revenue from other sources. These may include fees charged for training programs, certification courses, consulting services, and partnerships with private organizations or institutions. By diversifying its revenue streams, HRD Corp can further enhance its financial stability and independence.

c) A harmonious diversity and cultural workplace environment

In HRD Corp, fostering a harmonious diversity and cultural workplace environment is considered a priority. The organization recognizes the immense value that a diverse workforce brings in terms of varied perspectives, innovative ideas, and enhanced creativity. By embracing and celebrating diversity, HRD Corp aims to create an inclusive culture where every individual feels respected, valued, and empowered to contribute their unique strengths. One of the key aspects of promoting a harmonious diversity and cultural workplace environment is acknowledging and respecting the different races, religions, and cultural backgrounds of employees. HRD Corp understands the importance of creating an inclusive space that allows individuals to freely express their cultural and religious practices. The organization actively encourages employees to celebrate and share their traditions, festivals, and religious holidays. This may include organizing multicultural events, festivals, or even dedicated diversity and inclusion days to promote understanding and appreciation among colleagues.

d) Diverse Training Program

HRD Corp offers a range of diverse training programs to cater to the needs of its employees. For examples, the types of training programs that HRD Corp provide is soft skill training where the objective of this program to develop skills such as communication, presentation skills, critical thinking, and others. Other than that, HRD Corp also offer a compliance and ethics training where employees are trained on compliance with laws, regulations, and company policies. These programs cover areas such as data privacy, workplace safety, anti-discrimination, and anti-harassment.

e) Technology is constantly evolving.

HRD Corp maintains focus on updating its technology to meet industry demands and user requirements. Currently, the company is enhancing its system to offer convenient access to all users. One system implementation by HRD Corp is the SuperApp system. This system empowers users to conveniently access up-to-date information on all products and services. HRD Corp is committed to continuously improving this system, ensuring its alignment with the evolving needs and expectations of its users.

7.2 WEAKNESSES

a) Limited workspace for employees

One significant weakness within HRD Corp is the limited workspace available for employees to perform their job duties. The scarcity of individual workstations forces many employees to share their workspace, leading to several challenges that can ultimately impact productivity and employee comfort. Firstly, shared workspaces can create distractions and interruptions. When multiple individuals are working in proximity, it becomes easier for noise, conversations, and other activities to disrupt concentration. This can hinder employees' ability to focus on their tasks and diminish overall productivity. Secondly, sharing workspace can lead to a lack of privacy. Employees may feel uncomfortable discussing sensitive matters or engaging in confidential conversations when others are within earshot. The absence of privacy can potentially limit open communication and hinder collaboration among team members.

b) High turnover rate

There is also a high turnover rate in HRD Corp where employees frequently leave the company. Several factors contribute to this issue, including a lack of career development opportunities and poor leadership and management practices. One of the primary causes of high turnover in HRD Corp is the perception among employees that there are limited growth prospects or insufficient opportunities for career advancement within the organization. When employees feel stagnant in their roles and see no clear path for professional development, they may seek opportunities elsewhere. This lack of career growth can lead to frustration and disengagement, ultimately resulting in higher turnover rates. Other than that, a poor leadership and management practices. Ineffective leadership characterized by a lack of communication, micromanagement, or a failure to provide support and recognition can negatively impact employee morale and job satisfaction at HRD Corp. When employees feel undervalued or unsupported by their leaders, they may become disengaged and seek opportunities elsewhere.

c) Outdated Policy

HRD Corp also have an outdated policy. For example, to compare on their No Gift Policy with other Government Linked Companies (GLC), their policy is left behind. The presence of outdated policies within HRD Corp can pose significant challenges for the organization. As an organization evolves, its priorities and objectives may shift. If policies remain stagnant and fail to adapt to these changes, they may create a disconnect between employees and the overall direction of the organization. Employees may struggle to understand the relevance or purpose of outdated policies, leading to decreased engagement and reduced effectiveness.

d) Old Facilities

HRD Corp also have an old facility. The appearance of old facilities can impact the company's brand image and reputation. If the buildings are visibly aged or in a state of disrepair, it may give bad impression. Other than that, Aging facilities may pose safety risks due to structural issues, outdated fire suppression systems, or inadequate security measures. These concerns need to be addressed to ensure the well-being of employees, clients, and visitors.

e) Too much ad hoc activities

There is also a too much ad hoc activities in HRD Corp. Ad hoc activities are typically unplanned or reactive actions taken to address immediate issues or concerns. Frequent ad hoc activities can disrupt regular operations and productivity as employees and resources are diverted to handle urgent facility-related issues. For example, recently HRD Corp organized National Training Week program for a week. Many of the employees were disrupted where they need to handle while joining this event. This has delayed their actual work.

7.3 OPPORTUNITY

a) Government increase funding so that the company can do training

One of the major opportunities in HRD Corp that government increase the funding so that the company can provide more training for employees in Malaysia. A well-trained and skilled workforce contributes to overall economic growth. When HRD Corp have access to training opportunities supported by government funding, they can improve the employees around Malaysia on their performance, expand their operations, and contribute to the growth of the economy.

b) Expanding branch to other states

Another major opportunity that HRD Corp has is that they can expand their company to other states. As for now, they are only 8 branch all over Malaysia. Opening branches in different states enables the company to provide localized customer service and support. It allows for better engagement with customers in each state, understanding their unique needs, services, and support to meet those specific requirements. This localized approach can enhance customer satisfaction.

c) Collaboration with other agencies.

Other than that, local government encourage to produce a high talented employee. High talented workers are often in high demand, leading to increased wages and better career opportunities. This can improve the overall standard of living in the community, attracting and retaining skilled individuals who contribute to the local economy and community development. HRD Corp can collaborate with other agencies to produce more talented employees. For example, recently there is an engagement between Malaysian Anti-Corruption Academy (MACA) and HRD Corp to do a training session about investigation. This will improve the quality and integrity of the employees. So, they need more engagement and collaboration with other agencies to produce a quality employee.

d) Improve in public relation and marketing activities.

HRD Corp can improve in their public relation and marketing activities in the future. Creating engaging content and utilizing appropriate marketing channels help HRD Corp connect with its target audience effectively. This can involve developing informative blog posts, engaging social media campaigns, informative webinars, and compelling visual materials. Selecting the right channels ensures that HRD Corp's message reaches the intended recipients. By focusing on improving public relations and marketing activities, HRD Corp can enhance its brand visibility, strengthen stakeholder relationships, drive business growth, and establish itself as a trusted leader in the training and development industry.

e) A reliable Research and Development team in HRD Corp.

Lastly, other opportunity that HRD Corp has is a reliable Research and Development team. This reliable R&D team in HRD Corp dedicated to discovering relevant training to give to employees to stay competitive. By staying ahead of industry trends and identifying emerging training needs, HRD Corp will ensures that the other company's employees possess the skills and knowledge required to succeed in a competitive market.

7.4 THREATS

a) **The changes of government**

One of the biggest Threats to HRD Corp is that the changes of government. This will bring impact to many employees' task that need approval of higher management. A new government also may bring different perspectives, priorities, and objectives. This can lead to changes in the overall direction, vision, and mission of the company. HRD Corp may need to adapt its strategies and initiatives to align with the new government's goals or expectations, which could involve significant adjustments to its operations and focus areas.

b) **Unstable economy**

Another biggest threats for HRD Corp are that there is an unstable economy in Malaysia. An unstable economy often leads to a decline in overall business activity and consumer spending. As a result, companies may experience lost and need to shut down their business. This will a bring a negative impact to HRD Corp as they cannot provide and encourage more training as the collection of levies will be insufficient.

c) **Many jobs transformed by automation**

Next, HRD Corp might need to face The Fourth Industrial Revolution. The Fourth Industrial Revolution necessitates a shift in the skills required in the workforce. Many traditional jobs may be replaced by Robots or transformed by automation. HRD Corp may face challenges when training opportunities for human become limited due to automation. This will bring a negative effect to HRD Corp core function. HRD Corp might need to restructure their training program to equip employees with necessary skills in handling robotics and automation which will cost a big money to them.

d) **Complaint from client**

Other threats are that the complaint from client to HRD Corp. When a client complaint occurs, it can indeed have a negative impact on the image of HRD Corp. It will bring a bad reputation and affect the trust of clients to provide training to their employees. Employer may not want to send their employees for training anymore.

e) **Government Revoke the mandate.**

The revocation of the levy collection mandate could lead to a loss of revenue for HRD Corp. Levies collected from employers or individuals are often used to fund training programs and initiatives. Without the ability to collect levies, HRD Corp may face financial challenges in sustaining its training operations. This indirectly will lead to a higher turnover where many employees tend to leave the company to find a more secure place for their career.

8.0 SWOT MATRIX DISCUSSION & RECOMMENDATION



Swot Matrix Figure

8.1 STRENGTH & OPPORTUNITY

a) Offer visibility and brand exposure (S2,O2)

HRD Corp has a strong financial stability, the prove is that they have a number of registration of 81,000 companies. This achievement has resulted in improved levy collection and overall company performance. Despite having only 8 branches across Malaysia, each state demonstrates significant participation in training programs. However, challenges arise in states like Terengganu and Kelantan, where offices are shared with the Pahang branch, leading to inconvenience for both employees and participants. Consequently, the Terengganu and Kelantan branches need to rent suitable locations to accommodate their programs.

To address this issue, HRD Corp should consider utilizing financial resources from the treasury unit to establish branch offices in different states. This strategic move would allow the company to provide localized customer service and support, effectively catering to the unique needs of customers in each state. By enhancing customer engagement and satisfaction at the local level, HRD Corp can foster stronger relationships and elevate brand visibility throughout Malaysia. Furthermore, the establishment of branch offices will contribute to increased brand exposure and bolster HRD Corp's influence in the market.

b) An efficient system for meeting the needs of current trends (S5, O4)

HRD Corp consistently endeavors to keep its technology up-to-date to align with industry demands. Presently, the company relies on three vital applications: E-Tris for streamlining grant approval and processing, SuperApp for convenient access to the latest information on all HRD Corp products and services, and Ace Ai, a comprehensive training system that encompasses registration, training options, and attendance management for all relevant parties. The developers of these systems are continuously receptive to improvements in order to meet current needs and expectations.

Soon, HRD Corp has plans to introduce the New Core System (NCS), which will integrate the functionalities of E-Tris, SuperApp, and Ace Ai. This integration aims to enhance user accessibility to the application and its features. HRD Corp's research and development (R&D) team takes charge of identifying relevant training programs to equip employees with a competitive advantage. By staying ahead of industry trends and identifying emerging training needs, HRD Corp ensures that its workforce possesses the essential skills and knowledge to excel in a fiercely competitive market. It is imperative for HRD Corp to prioritize staying up-to-date with industry trends and emerging training requirements to maintain a strong competitive edge.

8.2 WEAKNESS AND OPPORTUNITY

a) Create work opportunities (O2, W2)

Branch expansion creates additional job opportunities in new locations. This expansion can play a crucial role to attract and retain talented individuals who may prefer employment options closer to their homes or in specific regions. By providing job opportunities in multiple states, HRD Corp can tap into a larger talent pool and offer prospects for career growth and development. Other than that, By expanding branches to other states, it can reduce commuting time and enhancing work-life balance for employees. This can contribute to higher job satisfaction and lower turnover rates, as employees appreciate the convenience and reduced stress associated with shorter commutes.

HRD Corp can open up their branches at other states. As for now, there are only 8 branches all over Malaysia. HRD Corp need to consider opening up a new branch especially in the East Coast Region as the number of training provider are increasing. It will make it easier for them and the training provider to collect levy and grant as they don't to go to the Kuantan Branch anymore.

b) Allocated funds for facility upgrades (03, W3)

Outdated facilities and technology infrastructure can hinder productivity and efficiency. It may pose safety risks due to structural issues and also not meet current accessibility standards. The funds that they received can be used to upgrade office spaces, technology systems, including hardware, software, and networking capabilities.

HRD Corp need to allocate some of the funds received from the government towards upgrading its facilities to improve infrastructure. HRD Corp can focus on to upgrade facilities such as such as renovating their office spaces, improving technology infrastructure, upgrading equipment, and enhancing safety measures. By allocating funds received from the government towards facility upgrades, it is not only enhancing the overall employee experience but can also contribute to increased productivity, employee satisfaction, and improved operational outcomes.

8.3 STRENGTH & THREATS

a) Support affected company in paying levy (S2, T2)

HRD Corp have a very strong financial position. One of the source of their financial strength is the Human Resources Development Fund (HRDF). The HRDF functions through a levy system, necessitating eligible employers to allocate a portion of their monthly payroll as contributions to the fund. In the post-Covid-19 era, many companies have been affected and are unstable in term of their financial. Businesses may encounter losses and be compelled to cease their operations. This will a bring a bad effect to HRD Corp as they cannot provide more training.

HRD Corp can provide support to affected companies by implementing a measure to collect only half of the levy and offering free training programs. This approach is aimed to reduce the financial burden on these companies during challenging times, allowing them to allocate resources more effectively towards business recovery and sustainability. By reducing the levy amount, HRD Corp demonstrates its commitment to supporting the growth and development of affected companies. HRD Corp could also cover up half of the levy amount as they already have a very strong financial stability. In addition to the reduced levy, providing free training programs enables these companies to access valuable resources and knowledge to enhance their skills, improve productivity, and adapt to the changing business landscape.

b) Develop new system (S5, T3)

In HRD Corp, technology is consistently evolving and advancing. This means that the organization is continuously embracing and incorporating new technological advancements, tools, and systems to enhance its operations, improve efficiency, and deliver better services to its clients. One of the threats that HRD Corp could face is that many jobs transform by automation.

To overcome the challenge of job transformation caused by automation, HRD Corp can take several suggestions into consideration while they develop a new system. HRD Corp can develop training initiatives to enhance employees' technological proficiency. Provide opportunities to learn and upskill in areas such as data analysis, artificial intelligence, robotics, and machine learning. This will enable employees to work alongside automation technologies and leverage them effectively.

8.4 WEAKNESSES & THREATS

a) Changes in work culture (W4, T1)

Since HRD Corp operates under the Ministry of Human Resource, some decision made by the government will bring impact to HRD Corp. For example, a new government may bring a change to a new direction in HRD Corp. So, the continuity of government without frequent changes can help reduce ad hoc activities in HRD Corp. A stable government provides a consistent policy framework, which allows HRD Corp to operate within a predictable regulatory environment. With fewer policy changes or disruptions, HRD Corp can plan and execute its activities more effectively, reducing the need for ad hoc adjustments or last-minute changes.

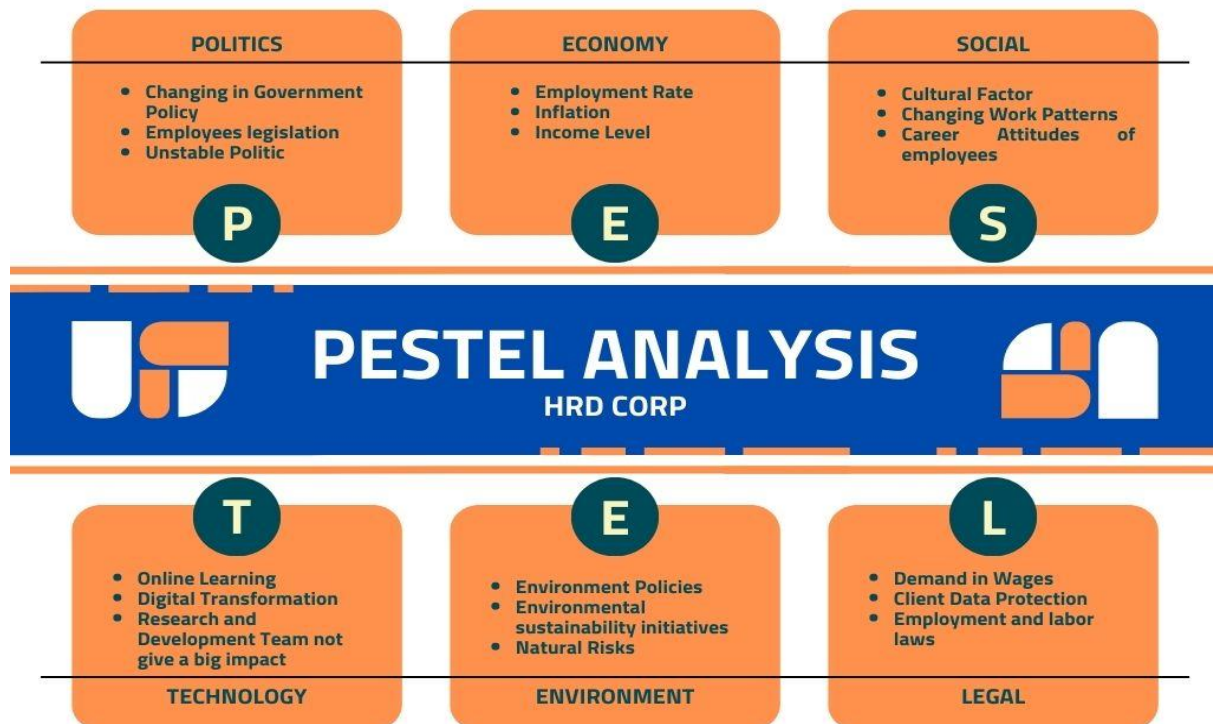
My suggestion is that HRD Corp take over the power from the Ministry of Human Resource to appoint the Board of Director members. HRD Corp can appoint board members who are aligned with the organization's strategic objectives and long-term vision. This alignment ensures that board decisions and activities are consistently focused on achieving HRD Corp's mission and goals. With a more cohesive and aligned board, the occurrence of ad hoc activities stemming from misalignment or lack of direction can be minimized.

b) Flexible payment arrangement (W2, T2)

HRD Corp need to HRD Corp needs to continue collecting levies from employers to sustain its operations. Levies serve as a crucial source of revenue for HRD Corp, enabling the organization to fund its various activities and initiatives related to human resource development and supporting economic growth. Some companies are having problems making levy payments due to disruption of economy.

HRD Corp could offer a flexible payment arrangement to affected companies. Offering flexible payment arrangements increases the likelihood of affected companies being able to afford and maintain their engagement with HRD Corp. By doing this, it is not only helps to mitigate the impact of economic disruption on the affected companies but also sustain the payment of salaries to their employees as the collection of levy still ongoing. In this way, a high turnover rate in HRD Corp where employees leave to seek for better payment can be reduced.

9.0 PESTLE ANALYSIS



9.1 POLITICAL

a) Government Policy

HRD Corp may be influenced by government initiatives and policies aimed at enhancing the skills and capabilities of the workforce. This can include funding programs, grants, or tax incentives for training and development. A change in government policy frequently will give a bad affect to HRD Corp work direction in the future. It will be hard for them to achieve their mission, vision and goals.

b) Employee Legislation

Changes in labour laws, minimum wage regulations, or employment contracts can impact HRD Corp's compensation and benefits practices, as well as its workforce planning and recruitment strategies. For instance, if there are amendments to immigration policies or work permit regulations, HRD Corp may face challenges in recruiting or retaining foreign talent. This can impact the organization's ability to fill critical roles or access specialized skills. HRD Corp must adapt its workforce planning strategies to comply with these changes and ensure a sustainable talent pipeline.

c) Political Stability

Political instability or changes in government can affect HRD Corp's operations, especially if it operates in multiple countries. Political unrest or policy shifts can impact labour markets and business environments. Changes in regulations related to taxation, trade policies, intellectual property rights, or industry-specific regulations can significantly affect HRD Corp's ability to operate efficiently and competitively. It may require HRD Corp to adapt its strategies, business models, or geographic focus to navigate the changing environment.

9.2 ECONOMIC

a) Employment Rate

The overall economic climate, including GDP growth, unemployment rates, and consumer spending, can affect HRD Corp's operations. Economic downturns may lead to reduced hiring or training budgets, while economic prosperity can create opportunities for expansion. During economic downturns, organizations may tighten their belts and reduce discretionary spending, including training budgets. This can result in decreased investments in employee development initiatives. In times of economic growth, organizations are more likely to allocate resources to training and development programs to upskill employees and capitalize on market opportunities.

b) Income Level

The income levels and wage expectations of the workforce can influence HRD Corp's compensation and benefits policies, as well as its ability to attract and retain talent. The income levels and wage expectations of the workforce provide HRD Corp with insights into the prevailing market rates for specific roles and skill sets. To remain competitive in attracting top talent, HRD Corp needs to offer compensation packages that align with or exceed industry standards and meet the expectations of job seekers. If the income levels and wage expectations of the workforce are high, HRD Corp may need to adjust its compensation policies to attract and retain qualified candidates.

c) Inflation

Inflation can impact HRD Corp's training and development initiatives. As the cost of materials, equipment, and resources rises, training programs and materials may become more expensive. HRD Corp may need to allocate additional funds to ensure the continuity and effectiveness of employee development initiatives. Failure to adapt training budgets and resources to account for inflation could hinder employee growth and limit the organization's ability to build a skilled workforce.

9.3 SOCIAL

a) Changing Work Pattern

Shifts in societal expectations and preferences, such as flexible work arrangements, remote work options, and work-life balance, can influence HRD Corp's policies and practices. It may need to adopt flexible work policies and leverage technology to accommodate changing work patterns. The preference for remote work has grown significantly, especially in recent times. Employees seek the ability to work from home or other locations outside the traditional office setting. HRD Corp may need to implement remote work policies, invest in technologies to enable remote collaboration, and establish guidelines for remote work performance and communication to meet these preferences. Remote work options can enhance employee satisfaction, improve productivity, and attract top talent.

b) Cultural Barrier

Cultural barriers can affect HRD Corp's efforts to foster diversity and inclusion. If employees from different cultures feel excluded or marginalized, it can lead to lower employee engagement, reduced creativity and innovation, and increased turnover. HRD Corp must develop inclusive practices, such as diverse hiring strategies, cultural sensitivity training, and employee resource groups, to overcome cultural barriers and create a supportive work environment.

c) Career Attitudes

Negative career attitudes can drive employees to seek opportunities elsewhere. They may become actively disengaged, start looking for other job prospects, or even resign from their positions. This turnover can result in a loss of skilled employees, increased recruitment and training costs, and potential disruptions to team dynamics and knowledge continuity. It also will give a negative impression to jobseekers as they see that HRD Corp have a high turnover rate. In this way, attracting a talented and skilled employee at HRD Corp is almost impossible.

9.4 TECHNOLOGY

a) Online Learning

The growing popularity of online learning platforms and e-learning solutions can impact HRD Corp's training and development initiatives. The company may need to leverage digital platforms for delivering training content and facilitating remote learning experiences. Online learning platforms can be a cost-effective solution for HRD Corp's training and development efforts. Traditional training methods often involve expenses related to travel, venue rental, printed materials, and instructor fees. Adopting e-learning solutions can help HRD Corp reduce these costs significantly. Additionally, online learning allows for scalability, enabling HRD Corp to train many employees simultaneously without incurring additional costs per learner.

b) Digital Transformation

Technological advancements, such as cloud computing, artificial intelligence, and automation, can reshape HRD Corp's processes and systems. It may need to invest in HR technology solutions, such as applicant tracking systems, learning management systems, or data analytics tools, to enhance efficiency and effectiveness. Automation technologies can automate repetitive and time-consuming HR tasks, improving efficiency and accuracy. HRD Corp can leverage automation for processes like employee onboarding, benefits enrollment, time and attendance tracking, and performance evaluation. Automating these tasks not only saves time but also reduces the risk of errors and allows HR personnel to focus on more strategic activities.

c) Research and Development Team

A less impactful R&D team may result in missed opportunities for HRD Corp. They may fail to identify emerging trends, customer needs, or market demands, leading to a lack of relevant and timely product or service offerings. This can limit HRD Corp's growth potential and hinder its ability to seize new training opportunities.

9.5 ENVIRONMENT

a) Environmental Policies

Environmental policies often introduce new regulations that HRD Corp must comply with. These regulations can cover areas such as emissions control, waste management, energy efficiency, and sustainable practices. Ensuring compliance with these regulations requires HRD Corp to dedicate time and resources to understand and implement the necessary measures. Non-compliance can result in penalties, fines, or legal consequences. This also can create administrative burdens and divert HRD Corp's focus away from core business activities.

b) Environmental Sustainability Initiatives

Increasing concerns about climate change and environmental sustainability may require HRD Corp to incorporate sustainable practices in its operations. This can include reducing paper usage, implementing energy-saving measures, or promoting environmentally friendly commuting options. HRD Corp can adopt effective waste management practices, including recycling programs, waste reduction initiatives, and proper disposal of hazardous materials. By promoting recycling and waste reduction, HRD Corp can minimize its environmental impact and contribute to the circular economy.

c) Natural Risk

Natural risks can cause damage to HRD Corp's infrastructure, buildings, equipment, or other physical assets. Repairing or replacing damaged assets can result in significant costs and lead to operational disruptions. Proper insurance coverage and disaster recovery plans are essential to mitigate the financial impact.

9.6 LEGAL

a) Wages

Wage demands can influence the compensation structure within HRD Corp. If employees successfully negotiate higher wages, it may lead to wage compression, where the pay gap between different employee levels narrows. HRD Corp may need to re-evaluate its compensation policies and adjust maintain internal equity and attract and retain talent. They also need to assess whether the pay differentials between various employee levels are still appropriate and align with market standards and internal expectations.

b) Client Data Protection

HRD Corp must comply with data protection and privacy regulations when collecting, storing, and processing their client data. It needs to ensure appropriate data security measures and obtain necessary consents from client. HRD Corp must obtain the necessary consents from clients before collecting and processing their personal data. Consent should be informed, specific, and freely given, and clients should be made aware of the purposes for which their data will be used. HRD Corp should not use the data for purposes beyond what the client has consented to unless there is a legal basis for doing so.

c) Employment and labour law

HRD Corp must adhere to employment and labour laws, including regulations related to working hours, overtime, health and safety, and anti-discrimination. Non-compliance with employment and labour laws can have serious consequences for HRD Corp. It may lead to legal disputes, penalties, fines, lawsuits, reputational damage, and a negative impact on employee morale and productivity. Therefore, it is crucial for HRD Corp to stay up to date with applicable laws and regulations, establish clear policies and procedures, and ensure effective communication and training to promote compliance throughout the organization. By adhering to these laws, HRD Corp can create a positive work environment, protect employee rights, and mitigate legal risks.

10.0 CONCLUSION

As my internship at HRD Corp ended, there are many invaluable experience and opportunities that I get from my internship period. The past few months have been an incredible journey of growth and learning, and I am grateful for the chance to have been a part of this dynamic and inspiring team. I have learned so much from observing the dedication and passion that each team member brings to their work. The positive work environment and the culture of continuous learning fostered at HRD Corp have been truly inspiring. The opportunities to attend workshops, training sessions, and team meetings have expanded my knowledge and helped me develop both personally and professionally. Through exposure to different projects and tasks, I gained a clearer understanding of my strengths, weaknesses, and areas of interest. This internship helped me refine my career goals and provided clarity about the path I want to pursue. To conclude, this internship has been a transformative experience that has equipped me with practical skills, industry knowledge, and personal growth. I am grateful for the opportunity to learn and contribute within such a supportive and inspiring environment. I am excited to apply these valuable lessons as I continue to pursue my career elsewhere.

11.0 REFERENCES

Hanafi, A. (2023, January 20). Oku Talent Enhancement Programme (OTEP). HRD Corp. <https://hrdcorp.gov.my/otep/>

Azrai, Z. (2023a, June 28). HRD Corp Signature Programmes. HRD Corp. <https://hrdcorp.gov.my/signature/>

About Us. HRD Corp. (2023a, March 16). <https://hrdcorp.gov.my/about-us/>

AnnualReport2022.HRD Corp. (2023). <https://hrdcorp.gov.my/annual-reports/>

Gadomska- Lila,K .(2020). Effectiveness of reverse mentoring in creating intergenerational relationships. Journal of Organizational Change Management, 33(7),1313–1328. <https://doi.org/10.1108/jocm-10-2019-0326>

Yang, F., & Gu,S. (2021).Industry 4.0, are volution that requires technology and National Strategies. Complex & Intelligent Systems,7(3),1311–1325. <https://doi.org/10.1007/s40747-020-00267-9>

Chaudhry, I.S., Paquibut, R.Y., & Tunio,M.N. (2021).Do workforce diversity, inclusion practices, organizational characteristics contribute organizational innovation? evidence from the U.A.E. Cogent Business amp; Management,8(1). <https://doi.org/10.1080/23311975.2021.1947549>

Hundscheil,A., Razinskas,S., Backmann,J.,& Hoegl,M.(2021).The effects of diversity on creativity: A literature review and synthesis. Applied Psychology, 71(4),1598–1634. <https://doi.org/10.1111/apps.12365>

12.0 APPENDICES



Onboarding Session with Human Resource



Workspace at my department



Hari Raya Celebration at HRD Corp



Birthday Celebration at Risk, Integrity and Governance Division



Joining a training event during National Training Week (NTW)



Attending National Training Week (NTW) closing ceremony at Putrajaya International Convention Centre (PICC)

Document Information

Analyzed document	DRAFT REPORT_MUHAMAD AMIRUL HARIS_2021113957 (1).pdf (D172108135)
Submitted	2023-07-15 12:06:00
Submitted by	MUHAMMAD AIMAN BIN ARIFIN
Submitter email	aimanarifin@uitm.edu.my
Similarity	0%
Analysis address	aimanarifin.UiTM@analysis.ouriginal.com

Sources included in the report

SA	UNIVERSITI TEKNOLOGI MARA (UiTM) / Aina Faqihah_BA242_Internship Report.pdf	 2
	Document Aina Faqihah_BA242_Internship Report.pdf (D172072623)	
	Submitted by: 2020455224@student.uitm.edu.my Receiver: irfah.UiTM@analysis.ouriginal.com	

Entire Document
