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UNIVERSITI
TEKNOLOGI
MARA



MINISTRY OF HUMAN RESOURCES

HRDCORP
HUMAN RESOURCE DEVELOPMENT CORPORATION

**HUMAN RESOURCE DEVELOPMENT
CORPORATION (HRDCORP)**

HRM666 : HUMAN RESOURCE INTERNSHIP



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Executive Summary

During my internship at a company, I had a valuable learning experience. This executive summary provides a brief overview of my journey as an intern.

Throughout my internship, I actively participated in various tasks and projects, gaining practical insights into the company's operations. It was a hands-on experience that allowed me to apply my knowledge and contribute to the company's objectives.

I had the opportunity to learn about the company's strengths and weaknesses through observation and analysis. This understanding helped me identify potential areas for improvement.

The company provided a supportive environment for my growth as an intern. The objectives and goals of the company were clear, focusing on its vision for success.

Based on my experiences and observations, I have some recommendations to enhance the company's performance. These suggestions aim to address specific areas that could benefit from improvement.

In conclusion, my internship journey was a valuable learning experience that allowed me to actively contribute to the company's goals. The insights gained and the recommendations provided are aimed at further enhancing the company's success.



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2.0 Company Profile



2.1 Name, Location, and Background

HRD Corporation (HRDCorp), also known as Pembangunan Sumber Manusia Berhad (PSMB), is a government agency in Malaysia operating under the Ministry of Human Resources. Its primary focus is on enhancing the skills and capabilities of the Malaysian workforce. The vision of HRDCorp is to make every Malaysian trained and employable, while their mission is to improve lives through the promotion of lifelong learning and the acquisition of future work skills. HRDCorp has a total of eight branches, including its headquarters located at Wisma HRDCorp, Jalan Beringin, Damansara Heights, 50490, Kuala Lumpur.

Previously known as the Human Resource Development Fund (HRDF), HRDCorp underwent a rebranding in 2021. The core activity of the company involves collecting fees from all companies in Malaysia. In return, they provide training and skills development programs for all employees in the country.

HRDCorp aims to promote lifelong learning and ensure that individuals have the necessary skills to meet the job market demands. They offer various training and development programs designed to help individuals improve their skills and remain competitive in their respective fields.

One of HRDCorp's key initiatives is the Human Resources Development Corporation (HRDCorp). This corporation assists employers in providing training and upskilling opportunities to their employees. By subsidizing training costs, HRDCorp encourages employers to invest in the development of their workforce.

HRDCorp works closely with different industries and training providers to facilitate the development of skilled and competent individuals. Through partnerships and collaborations, they strive to address the specific skill needs of different sectors and promote overall workforce development in Malaysia.

3.0 Organisation chart

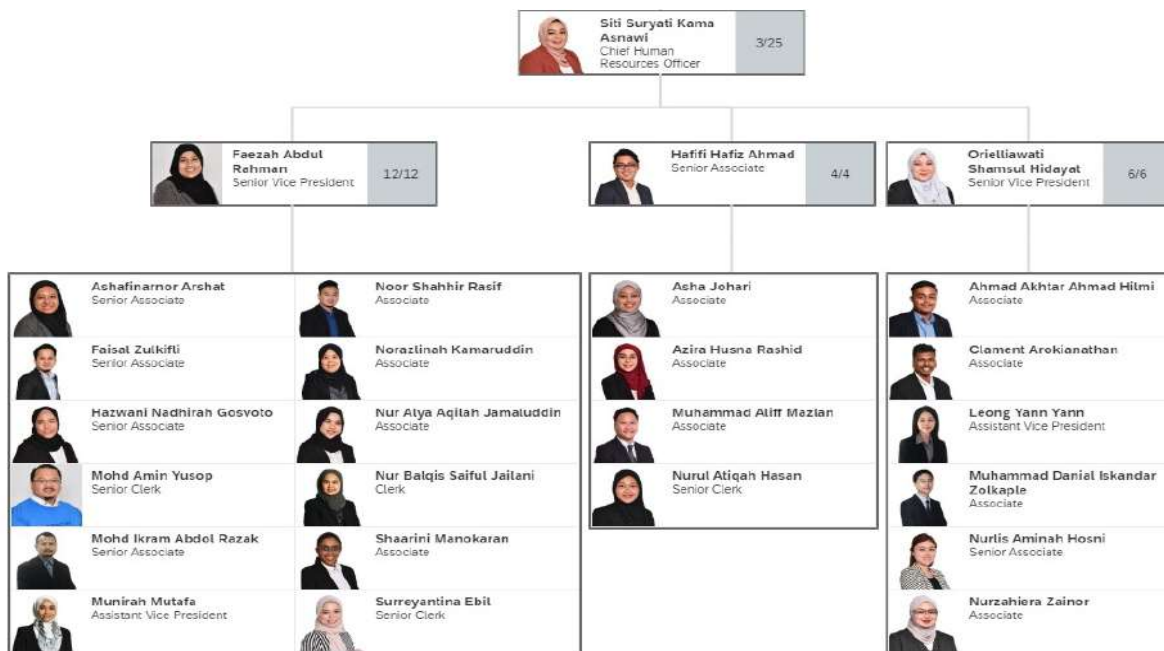


Figure 3.1 Human Resources Division

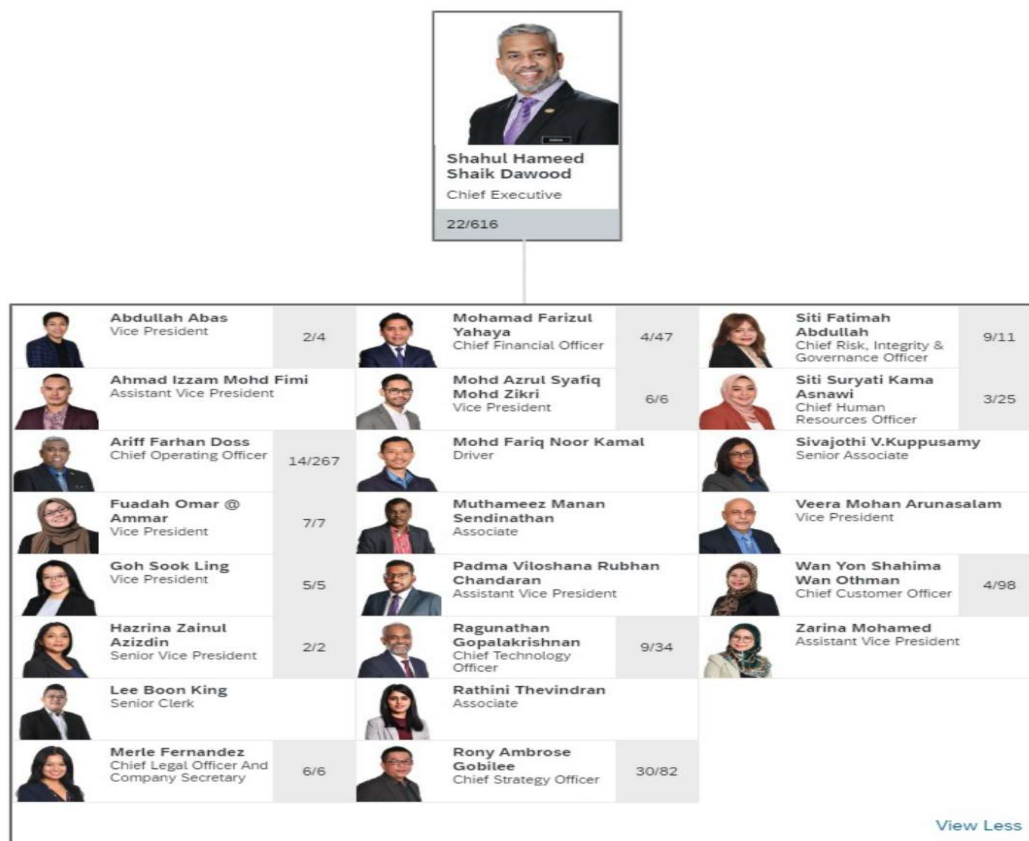


Figure 3.2 Chief & President Level

4.0 Training Reflection

4.1 Fast Track Experience Work

During my 24-week internship at HRDCorp, I was fortunate to be immersed in a department that provided me with countless opportunities and significant responsibilities. Under the guidance of my supervisor and line manager, I was entrusted with accessing and addressing all employee inquiries through the ZOHO Desk platform. As the go-to point person for HR-related matters, I handled feedback and inquiries from HRDCorp employees, promptly responding and resolving any issues that arose. Some of these emails required urgent attention, such as cases involving app clock-in errors, HR system glitches, and reimbursement claims.

In addition to managing employee inquiries, I was given the unique opportunity to serve as the superadmin for the company's Human Resource System. This role involved keeping track of all active employees' personal records and ensuring their accurate and up-to-date information within the system. My supervisor also encouraged my involvement in system-related meetings, ensuring that I gained firsthand exposure to the intricacies of HR system management.

Typically, internships may not involve significant on-the-job responsibilities, but at HRDCorp, I was fortunate to be granted substantial opportunities to contribute and make a meaningful impact. The trust placed in me and the responsibilities assigned truly made me feel like an integral part of the team. This experience has deepened my understanding of HR processes and enhanced my confidence and preparedness for future professional endeavors.

4.2 Duration

As an intern, I had the incredible opportunity to be a part of a 24-week program at a flexible workplace, starting from March 1st to August 15th, 2023. From day one, I was impressed by the company's commitment to providing a supportive and accommodating environment for its interns. The flexibility in working hours was a game-changer. I had the freedom to clock in between 7:30 am and 9 am, allowing me to tailor my schedule to my needs and avoid the hectic rush hour commute. Likewise, the end of the workday was equally flexible, with the option to wrap up between 4:30 pm and 6 pm, which was incredibly convenient for managing my commitments outside of work.

One aspect that stood out was the company's consideration of our well-being during the day. We were given a 1-hour break and the flexibility to choose when to take it between 12 pm and 2 pm. This allowed me to plan my day effectively and recharge during the most suitable time for me. It was refreshing to work in an environment that acknowledged the importance of work-life balance and provided the means to achieve it.

The flexibility in both the start and end times, as well as the lunch break, not only allowed me to avoid the rush hours of commuting but also contributed to a more relaxed and focused work atmosphere. It was evident that the company truly cared about its interns' productivity and well-being, fostering an environment where we could thrive and make the most of our time.

4.3 Wealth of Benefits

From my 6 months of practical at this company, it is undeniable that the company's big factor attracts and retains its employees with its wealth of benefits. HRDCorp has offered various benefits for its employees that can ensure employee satisfaction and engagement. Benefits that have been provided to the employee are such as medical benefits and leave benefits which are birthday leave where employees entitle to one day off that can be utilized starting from their birthday date until the next three months. They have also introduced new flexible benefits where employees can utilize the benefits with their own needs such as parents' medical care, entertainment, pet care, and well-being. Various benefits surely can attract potential employees with top quality, and it will also create healthier competition among other companies to provide a variety of benefits to its employees.

4.4 Flexible Hour

HRDCORP is a company that truly values its employees and prioritizes their well-being. One way they demonstrate this is by offering flexible punching times for employees, allowing them to clock in between 7:30 am and 10 am, and clock out between 4:30 pm and 7 pm. This thoughtful approach ensures that employees do not have to rush to work and have the freedom to manage their commuting time according to their individual needs.

To streamline the clocking-in process, HRDCORP has introduced a system application that makes it convenient for employees to punch in within a certain radius at the headquarters. This not only simplifies the process but also ensures accuracy and efficiency in attendance tracking.

In addition to the flexible punching times and the use of a system application, HRDCORP also recognizes the importance of work-life balance and offers remote work options to employees. This means that employees have the flexibility to work from the location of their choice, aligning with their personal preferences and circumstances.

By providing such flexibility in terms of punching times, using a system application for attendance, and allowing remote work, HRDCORP demonstrates its commitment to supporting its employees and creating a positive work environment. Employees can enjoy a better work-life balance and have the freedom to manage their time and work in a way that suits them best.

5.0 SWOT Matrix

Strengths

- Wealthy Benefits
- Flexible Working Hours
- Flexible Lunch Breaks
- Strong Financial Position
- Majority of Product Digitalized
- Active Employee Engagement
- Ethical Employees



Weakness

- Does Not Practice Work Flexibility
- High Employee Turnover
- Unstable Hr System
- Employee Limited to Train with Digital Communication
- Lack Diversity
- Old Fashioned Workplace
- Lack Of Relaxing Places for Employees
- Long Probation Period
- Limited Meeting Conference Room
- Lack Of Worklife Balance
- Long Probation Period



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Opportunities

- Fully Collaboration with the Government
- Prioritize Digital Skill Training
- HRDCorp Own Training Program
- International Program
- New Modern Building for Marketing and Employees Satisfaction.
- Entry into new market



Threats

- New Competitor with a More Advanced Training Program
- Regulatory Change Affect Company
- Technology Advancement
- Irrelevant Training Provide for The Current Trend Demand
- Talent development and retention



5.1 SWOT Analysis

5.2 Strength

Wealthy Benefits

One of the key strengths of HRDCorp, as reported by most newly hired employees, is the extensive range of benefits provided by the company. HRDCorp offers a comprehensive compensation package, including medical benefits, various leave entitlements, and additional perks such as housing and vehicle loans. However, what stands out is the flexibility in benefits. Employees can tailor their benefits according to their individual preferences and needs. This flexibility allows them to choose the benefits that align with their interests and priorities, enhancing job satisfaction and employee engagement.

Flexible Working Hours

Another crucial aspect that employees appreciate is the implementation of flexible working hours. In a bustling city like Kuala Lumpur, where traffic congestion is a daily challenge, flexible working hours play a significant role in employees' lives. The company allows employees to schedule their working hours between 7:30 am and 9:00 am, and leave as early as 4:30 pm to 7:00 pm, as long as they complete the required 9 hours of work. This flexibility enables employees to avoid peak traffic hours, resulting in less commuting stress and improved work-life balance.

Flexible Lunch Breaks

Moreover, HRDCorp promotes flexible lunch breaks, allowing employees to select a one-hour break period between 12:00 pm and 2:00 pm. This flexibility empowers employees to have greater control over their schedules, facilitating the effective management of personal commitments during the lunch break. Whether it's running errands or attending personal appointments, employees can allocate their break time to accommodate these activities. This flexibility not only enhances productivity but also contributes to a positive work environment by acknowledging and supporting employees' personal needs and responsibilities. Overall, HRDCorp's wealth of benefits and emphasis on flexibility in working hours and lunch breaks are highly valued by employees, creating a positive and employee-centric work culture within the organization.

Strong Financial Position

Furthermore, HRDCorp operates as a semi-government company, functioning under the purview of the Ministry of Human Resources. The advantage of being a semi-government entity lies in the stability and support it enjoys from the government. These companies often have access to government resources, funding, or subsidies, providing a solid foundation for their operations. In the case of HRDCorp, any training programs or events held by the company are supported and approved by the government, highlighting the significance of employee training nationwide. The association with the government also enhances the company's financial position, as it benefits from the government's backing. This association fosters trust and credibility among customers, investors, and stakeholders, as they perceive the company as having the endorsement and support of the government, which further strengthens its reputation.

Majority Product Digitalized

Moreover, the company has embraced digitalization in its internal operations. All documents and files have been transitioned to a computerized system, eliminating the need for physical paperwork. The Human Resources department utilizes a Human Resources System Management (HRMS) system, enabling employees to access their personal records and HR-related information through their laptops and mobile phones. This digital transformation has brought about numerous benefits for employees. For example, they can now conveniently apply for leave through the HRMS app on their phones, eliminating the need to physically submit paper leave applications at the HR department. This digitalization initiative has undoubtedly yielded positive outcomes for employees, streamlining processes, and enhancing efficiency within the company.

High Employee Engagement

In addition, the company places a strong emphasis on high employee engagement. The Employee Engagement Department ensures that every festival or special occasion is celebrated with fun and engaging events, fostering a strong connection with all employees in the organization. These employee engagement activities hold great significance as they make employees feel included and valued within the company. Monthly celebrations for events like Mother's Day, Raya Aidilfitri, and employees' birthdays further enhance the sense of belonging. This emphasis on engagement not only benefits the employees but also contributes to a positive company culture. A workplace that values and supports employee engagement creates a fulfilling and rewarding environment, which in turn attracts top talent and enhances the company's reputation.

Ethical Employees

Finally, from my observation, the company has filled with ethical employees. HRDCorp is fortunate to have a workforce comprised of highly ethical employees who consistently demonstrate their commitment to integrity and moral principles. These individuals possess a strong sense of personal and professional ethics, which serves as the foundation of our organizational culture. They prioritize honesty, transparency, and fairness in all their internal and external interactions. Our ethical employees uphold the highest standards of conduct and take responsibility for their actions, always striving to make ethical choices even in challenging situations. They prioritize the well-being of our customers, colleagues, and stakeholders, ensuring that our business practices align with ethical guidelines and regulations. Their dedication to ethical behavior fosters an environment of trust, mutual respect, and accountability, which ultimately strengthens our company's reputation and builds long-lasting relationships with our stakeholders.

5.2 Weakness

Does Not Practice Work Flexibility

Although the company HRDCorp is famous for its flexibility, however, some key weaknesses become barriers to the company being more efficient. The first weakness of the company is that company does not practice work flexibility. Most employees especially in the HR Department I have worked in, still work physically in the buildings. This is because the company's still majority line manager is from Baby Boomers Generations. Most are reluctant to allow their subordinates to work from home unless they have a strong reason to work from home.

High Employee Turnover

Next, HRDCorp has high turnover rates throughout the year. Although with various benefits and flexibility, the employee turnover rate is considerably high due to most of the employees that leave feedback on job-seeking platforms stating that the company has a high amount of workload.

Unstable Human Resources System Management

Furthermore, most of the products has been digitalized and systemized in early 2023. Due to the system being still new, there are many hiccups occurred since then, especially in the HR Division. I have worked with the payroll system, where processing the salary for every employee in the salary week has caused payroll employees to stay up all night due to the system being unstable with the integration with several other systems to configure every data of the employees.

Employee Limited to Train With Digital Communication

Even though the company is majority digitalized, the employees seem to not be trained in digital communication. Some work can be settled through E-mail or messages, but somehow the other party reacted late or did not notice the messages, so it caused the work to become a desk visit or meet face-to-face, which can slow down the process or delay the work.

Lack Of Diversity

During Hari Raya Aidilfitri, a weakness that becomes evident at HRDCorp is the lack of diversity within the company, as the majority of employees are from the Malay race. This lack of diversity can lead to challenges during the festival season, particularly when there is a shortage of employees available to work due to the majority of the workforce celebrating the holiday. As a result, some employees may be required to sacrifice their holiday to ensure adequate coverage.

Old Fashioned Workplace

The workplace environment at HRDCorp has been identified as one of the company's weaknesses due to its old-fashioned nature. The company's office layout, furniture, and overall aesthetics exhibit a traditional and outdated design. This outdated workplace setting may impact employee morale and hinder productivity, as it lacks the modern and dynamic atmosphere that many employees seek today. Additionally, the absence of flexible workspaces and collaborative areas may limit creativity and hinder effective teamwork. To address this weakness, HRDCorp could consider implementing a workplace renovation or redesign project, incorporating modern design elements, flexible workstations, and collaborative spaces. Creating a more contemporary and engaging workplace environment can boost employee satisfaction, motivation, and overall productivity.

Lack Of Relaxing Places for Employees

HRDCorp building the lack of dedicated relaxing spaces for employees. The absence of such areas limits opportunities for employees to unwind and recharge during breaks or stressful moments. Without designated relaxing spaces, employees may struggle to find a peaceful environment within the workplace, which can negatively impact their well-being and overall job satisfaction. Providing relaxation areas, such as comfortable lounges, quiet rooms, or outdoor spaces, can greatly benefit employees by offering them a space to relax, recharge, and destress. Creating these dedicated areas would not only enhance employee well-being and mental health but also promote a more positive and balanced work environment

Small Spaces for a High Number of Employees

A significant weakness in the HRDCorp building is the inadequate space to accommodate the high number of employees and interns. As a result, employees and interns often find themselves sharing desks due to the limited space available. This cramped working environment can lead to reduced productivity, increased distractions, and compromised privacy. Sharing desks may also create logistical challenges, such as difficulty in organizing personal belongings and limited access to necessary resources. This situation can hinder employees' ability to work efficiently and comfortably, impacting their overall job satisfaction. Addressing this weakness would involve exploring options to optimize space utilization, such as rearranging workstations, implementing hot-desking policies, or considering expansion plans to accommodate the growing workforce. Providing employees with sufficient personal workspace can contribute to improved focus, collaboration, and employee well-being.

Limited Meeting Conference Room

A significant weakness within the HRDCorp building is the limited availability of meeting and conference rooms, which occasionally leads employees to conduct meetings in open spaces. The lack of dedicated meeting spaces can result in a lack of privacy, increased noise levels, and distractions, ultimately compromising the effectiveness and professionalism of the meetings.

Lack Of Work-Life Balance

Finally, A notable weakness within HRDCorp is the lack of work-life balance for employees, despite the provision of flexible work hours. While flexible working hours are in place, employees may still struggle to achieve a healthy balance between their professional and personal lives. The absence of work-life balance can have detrimental effects on employees' well-being, leading to increased stress levels, burnout, and a decline in overall job satisfaction. Even with flexible hours, employees may find it challenging to disconnect from work, as they feel the pressure to be constantly available or to meet demanding deadlines.

Long Probation Period

Probation is perceived as a weakness from an employer's perspective, as it may indicate uncertainty about the employees they hire. The process of hiring should be thorough and decisive, leaving no room for doubt once a decision is made. Imposing an extended probation period can result in high turnover, as employees only need to provide one month's notice to resign. Additionally, a six-month probation duration may create a sense of insecurity among employees, as it is considered quite lengthy. If the probation period were reduced to three months, it could have a positive impact on employee retention. In the case of permanent employees wishing to resign, they would need to provide a two-month notice, which might discourage other companies from poaching them.

5.3 Opportunities

Full Government Collaboration

As mentioned HRDCorp is a semi-government company. It can be an opportunity for HRDCorp to go full collaboration with the government. As a semi-government company operating under the Ministry of Human Resources, HRDCorp enjoys a close partnership and collaboration with the government. This collaboration brings several advantages to the company.

Prioritize Digital Skill Training Program

In addition, an opportunity for HRDCorp lies in prioritizing digital skill training. In today's job market, there is a high demand for individuals with digital skills, as technology continues to transform industries and businesses. By recognizing this trend and focusing on digital skill development, HRDCorp can position itself as a leader in providing training programs that equip employees with the necessary digital competencies.

Establish HRDCorp Training Program

Next, HRDCorp could own its training program presents a unique opportunity for the company, especially considering the recent launch of National Training Week. By being a pioneer in starting its training program, HRDCorp can position itself as a leader in the industry and contribute significantly to the development of the workforce.

New Entry Market

Moreover, HRDCorp could use its advantage to launch an international program. Expanding its training initiatives beyond national borders can bring numerous benefits to the company. By launching an international program, HRDCorp can tap into a broader talent pool and attract participants from different countries. This not only enhances the diversity of the program but also fosters cross-cultural collaboration and knowledge sharing. It provides an opportunity for HRDCorp to showcase its expertise on a global scale and establish itself as a leading provider of training and development programs internationally.

Relocate New Modern Building

Finally, HRDCorp can consider moving to a new, modern building. Relocating to a state-of-the-art facility can bring numerous benefits, both for marketing purposes and employee satisfaction. Moving to a new modern building provides HRDCorp with an opportunity to showcase its commitment to innovation and progress. A modern and visually appealing building can serve as a powerful marketing tool, attracting potential clients, partners, and investors. It sends a message that HRDCorp is a forward-thinking organization that embraces change and invests in creating a conducive and modern work environment.

Enter New Market

With the training and resources, the company has, it can enter new markets in other countries for market expansion purposes and to gain a competitive advantage. We can take the example of Nike, which gain collaboration with Apple. Nike and Apple launched an integrated marketing campaign. They leveraged their respective marketing channels, including TV commercials, print advertisements, and online promotions, to target fitness enthusiasts and music-loving consumers. The campaign showcased the convenience and benefits of tracking workouts while enjoying personalized playlists. HRDCorp could collaborate with LinkedIn to widen its reach to the whole world. LinkedIn has a vast user base comprising professionals from various industries and job levels. Collaborating with LinkedIn can provide HRD Corp with access to a wide audience and potential customers who are actively seeking professional development and training opportunities.

5.4 Threat

New Competitors

Finally, the last part of the SWOT is Threat, which is a potential threat from the external of the company. A potential threat to HRDCorp is the emergence of new competitors with more advanced training programs. As the training and development industry evolves, there is always a possibility of new entrants offering innovative and cutting-edge training solutions that could potentially attract HRDCorp's target audience.

Regulatory Changes Affect Company

Next, Regulatory changes pose a potential threat to HRDCorp as they can significantly impact the company's operations. Changes in laws, regulations, or government policies relevant to the training and development industry can require HRDCorp to adapt its programs, processes, and infrastructure to remain compliant. This may result in additional costs, resource allocation, and potential disruptions. Furthermore, regulatory changes can affect HRDCorp's access to funding or government support programs, potentially hindering the company's ability to finance its training initiatives.

Technology Advancement

After that, technological advancement poses a significant threat to HRDCorp. As technology rapidly evolves, it can disrupt traditional training and development methods, rendering them less effective and efficient. Emerging technologies, such as online learning platforms, artificial intelligence, and automation, offer more flexible, personalized, and cost-effective training solutions. Failure to keep pace with these advancements can make HRDCorp's training programs appear outdated and less appealing to the target audience. Moreover, technological advancement can lead to changing customer expectations, with learners seeking more interactive and immersive learning experiences.

Providing Irrelevant Training

Lastly, providing irrelevant training that does not align with the current trend demands poses a significant threat to HRDCorp. As the job market evolves, new skills and knowledge become essential for professionals to stay competitive.

Talent development and retention

Talent development and retention can also be perceived as a threat to training provider companies if not properly managed. The industry's demand for highly skilled trainers and instructors is often high, making it challenging to attract and retain top talent. Failure to develop and retain skilled employees can lead to a decline in the quality of training programs, reduced customer satisfaction, and loss of business to competitors. Additionally, the cost and time invested in recruiting and training new employees can be significant. Therefore, a lack of effective talent development and retention strategies can pose a threat to the sustainability, growth, and reputation of training provider companies.

6.0 PESTEL MATRIX



PESTEL Analysis

ANALYSIS OF THE MARKET INFLUENCES

P

POLITICS

- Opportunity: Full collaboration with the government
- Threat: Regulatory changes in the political landscape

E

ECONOMY

- Opportunities: Prioritizing digital skill training aligns with the growing demand
- Threat: Economic fluctuations or downturns may impact the organization's financial position

S

SOCIETY

- Opportunity: Ethical employees and active employee engagement
- Threat: Lack of diversity and an old-fashioned workplace may hinder the organization's ability to attract and retain talent

T

TECHNOLOGY

- Opportunity: The majority of products being digitalized positions
- Threat: Technological advancements

E

ENVIRONMENT

- Opportunity: A new modern building
- Threat: Lack of relaxing places for employees and a lack of environmental sustainability practices

L

LAW

- Opportunity: Entry into new markets provides growth opportunities by complying with local legal requirements and expanding the organization's reach. Threat: Regulatory changes may affect the organization's compliance obligations

6.1 PESTEL Analysis

Political:

- Opportunity: Full collaboration with the government can lead to support, partnerships, and potential funding opportunities for the organization.
- Threat: Regulatory changes can impact the organization's operations and compliance requirements, potentially causing disruptions or increased costs.

Economic:

- Opportunity: Prioritizing digital skill training aligns with the growing demand for digital capabilities in the job market, providing opportunities for revenue growth.
- Threat: Economic fluctuations or downturns may impact the organization's financial position and reduce clients' training budgets, affecting demand for its services.

Social:

- Opportunity: Ethical employees and active employee engagement can contribute to a positive organizational culture and enhance the organization's reputation.
- Threat: Lack of diversity and an old-fashioned workplace may hinder the organization's ability to attract and retain talent, and it could face reputational risks as social attitudes evolve.

Technological:

- Opportunity: The majority of products being digitalized positions the organization well in the digital era, allowing for efficient training delivery and meeting client expectations.
- Threat: Technological advancements may render the organization's digital communication training limited, and failure to keep pace with technology could result in losing clients to competitors.

Environmental:

- **Opportunity:** A new modern building aligned with environmental aesthetics can enhance marketing efforts and contribute to employee satisfaction.
- **Threat:** Lack of relaxing places for employees and a lack of environmental sustainability practices may impact employee well-being and attract environmentally conscious clients.

Legal:

- **Opportunity:** Entry into new markets provides growth opportunities by complying with local legal requirements and expanding the organization's reach.
- **Threat:** Regulatory changes may affect the organization's compliance obligations, requiring adjustments to operations and potential additional costs.

7.0 Discussion and Recommendation

Practicing work-life balance/Publish new work-life balance policy

I highly recommend implementing a work-life balance policy within your organization. A work-life balance policy acknowledges the importance of maintaining a healthy equilibrium between work responsibilities and personal well-being. By establishing clear guidelines and supportive measures, such as flexible working hours, remote work options, and encouraging time off for personal commitments, you empower your employees to achieve a greater sense of harmony in their lives. This policy will not only enhance employee satisfaction and well-being but also contribute to increased productivity, reduced burnout, and improved overall performance. Moreover, a work-life balance policy showcases your organization's commitment to the holistic well-being of your employees, attracting top talent and positioning your company as an employer of choice. Embracing work-life balance as a core value fosters a positive work culture, strengthens employee loyalty, and sets the stage for sustainable success in today's competitive business landscape.

Reduce Probation Period

Reducing the probation period and transitioning employees to permanent status is a highly beneficial move for your organization. By offering permanent employment earlier, you significantly decrease the risk of employees tendering their resignation. The extended notice period required for permanent employees provides ample time for both parties to assess the suitability of the employment relationship. This reduced risk of turnover allows for greater continuity and stability within the workforce, promoting a positive work environment and fostering stronger employee loyalty. By recognizing the potential of employees sooner and granting them permanent status, you demonstrate trust and confidence in their abilities, encouraging them to fully invest their skills and expertise in contributing to the organization's success. This enhanced job security and stability will not only attract and retain top talent but also create a more dedicated and motivated workforce, ultimately driving productivity, innovation, and long-term growth.

Prioritizing Performance

Focusing on performance rather than attendance, clocking in, and attire is a highly beneficial approach for employers. By prioritizing performance, employers create a work environment that values results and productivity rather than micromanaging time and appearances. This approach empowers employees to take ownership of their work and focus on delivering high-quality outcomes. It promotes a culture of trust, flexibility, and autonomy, which can significantly enhance employee morale, job satisfaction, and overall well-being. Employees are encouraged to manage their time effectively, promoting work-life balance and reducing unnecessary stress. Moreover, by shifting the focus to performance, employers recognize the diverse needs and preferences of their workforce, allowing individuals to bring their best selves to work. This results-oriented approach encourages innovation, creativity, and continuous improvement, ultimately driving the success and growth of the organization.

8.0 Conclusion

Overall, my internship experience at HRDCorp has been nothing short of extraordinary. It has truly shaped me into an ethical and professional individual when it comes to work. The company's emphasis on professionalism in the workplace has been instrumental in my growth. As an intern with staff-level responsibilities, I have gained valuable exposure to the real working environment, honing my ability to meet deadlines and thrive under pressure. I am deeply grateful to my supervisor, Hazwani Nadhirah binti Gosvoto, for her unwavering dedication, trust, and guidance. Despite her busy schedule, she consistently made time to review my progress and delegate tasks to me. I would also like to express my gratitude to my line manager, Puan Faezah binti Abdul Rahman. She fostered a connection between interns and the management team. Despite her numerous meetings, she always ensured that we, as interns, were engaged in meaningful work projects, promoting our learning throughout the six-month period. Her kindness and consideration for employees and interns set a remarkable example of a good boss and leader.

In terms of HRDCorp's overall performance, the company has achieved a dominant market position through legitimate means and is known for delivering exceptional services. As a mandatory training provider in Malaysia, all companies are required to pay a levy to HRDCorp. While the company does have some weaknesses, its strengths overshadow them. To further excel, HRDCorp could consider implementing practices such as remote work flexibility, shifting the focus to performance rather than attendance, and digitizing physical documents. Additionally, adopting a clean desk policy and offering employees different workspace options would be beneficial. This would allow for personalized and comfortable work environments, promoting productivity. Varied workspaces would cater to task-specific needs, fostering collaboration and individual-focused work. Moreover, prioritizing employee well-being and satisfaction by providing different workspace options would enhance engagement, collaboration, and retention within the organization.

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10.0 Appendices



Represent HRDCorp for Felda Open House Zakat



Farewell Event for ROD colleagues Shazwan



Celebration Raya HR Department with Chief Executive of HRDCorp, Datuk Shahul Dawood



Human Resource Rewards & Operation
Department Team Selfie



Raya Celebration with all Interns of HRDCorp



Human Resource Division Team





National Training Week Launching Program –
Photo with Deputy Prime Minister of Malaysia

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Sources included in the report

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