



INDUSTRIAL TRAINING REPORT

2023

EDGENTA UEMS



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1.0 STUDENT'S PROFILE

My name is Muhammad Naa'im bin Mohd Nasir, a final year student majoring in Business Administration (Hons) Human Resource Management from *Universiti Teknologi MARA Perlis Branch* with current CGPA of 3.62. My decision to return to Kuala Lumpur and complete my industrial training there resulted from the city's abundant supply of chances for internships, which motivated me to do so since I wanted to improve both my capabilities and my skills. As a student interested in learning more about human resource management, I decided to join the Human Resources Department to comprehensively understand everything a recent graduate must do to succeed in the current market.

2.0 COMPANY PROFILE

Edgenta UEMS Sdn. Bhd. is a leading Malaysian provider of integrated facilities management and healthcare support services. Edgenta UEMS is committed to enhancing its clients' operational efficiency and efficacy in various industries, including healthcare, education, commercial, retail, and hospitality, by delivering high-quality services.

The diverse clients served by Edgenta UEMS Sdn. Bhd. includes government agencies, private corporations, healthcare institutions, educational institutions, retail establishments, and hospitality providers. Their client relies on the company's expertise to improve operational effectiveness, reduce expenses, and provide exceptional customer service.

Edgenta UEMS Sdn. Bhd. is also committed to providing services of international quality standards. They seek operational excellence by implementing best practices, innovative technologies, and industry-leading procedures. In addition, the company prioritizes sustainable practices and actively strives to reduce its operations' environmental impact.

Edgenta UEMS Sdn. Bhd. aspires to be a preferred partner for integrated facilities management and healthcare support services in Malaysia by offering dependable, efficient, and sustainable solutions that improve the performance and value of their client's assets.



Figure 1 Edgenta UEMS website

2.1 EDGENTA UEMS SDN. BHD. BACKGROUND



Figure 2 Edgenta UEMS Sdn. Bhd. Logo

Formerly known as UEMS Solution Sdn. Bhd., Edgenta UEMS Sdn. Bhd. is an integrated Facility Management Company that provides innovative healthcare support services and property and facility solutions to meet the diverse requirements of their customers (Edgenta UEMS, 2023). Edgenta UEMS is a key subsidiary of UEM Edgenta Berhad, the region's foremost Asset Management and Infrastructure Solutions provider.

Edgenta UEMS has offered non-clinical healthcare support services to government and private hospitals for over two decades, including facility engineering maintenance, biomedical engineering maintenance, housekeeping services, portering, linen and laundry services, project management, and specialized services such as exterior facade management.

Today, Edgenta UEMS has expanded its core services to include healthcare waste management, energy management, and servicing multiple industries beyond the healthcare sector, including education, telecommunications, manufacturing, oil and gas, and other commercial and industrial sectors.



Figure 3 Edgenta UEMS Biomedical Engineering Maintenance Services (BEMS)

Currently, Edgenta UEMS operates in three countries: Malaysia with over 3,000 employees, Singapore with over 1,800 employees, and Taiwan with over 6,000 employees. Edgenta UEMS HQ located at Level 3, Menara UEM, Tower 1, Avenue 7, The Horizon, Bangsar South City, and the clients they care for over 150 hospitals and properties. These include Assunta Hospital, Petaling Jaya, Hospital Fatimah, Ipoh, Pantai Hospital Kuala Lumpur, AIA Malaysia, and Xiamen University Malaysia.

2.2 COMPANY'S VISION AND MISSION



Figure 4 Company Mission and Vision

The vision of Edgenta UEMS is to be the preferred provider of premier, world-class Integrated Facility Management Services. Edgenta UEMS aspires to be the leading provider of integrated facility management services among clients and consumers. This indicates they desire a reputation for excellence, dependability, and customer satisfaction.

Edgenta UEMS aspires to deliver unrivalled world-class quality, efficiency, and innovation services. They intend to differentiate themselves from rivals by providing extraordinary facility management solutions that meet or exceed industry standards.

Next, the company's mission is to provide clients with exceptional Integrated Facility Management services that exceed their requirements and expectations by utilizing innovative technology and best-in-class practices. This demonstrates that Edgenta UEMS is committed to offering comprehensive facility management solutions. Integrated facility management entails administering multiple aspects of a facility, including maintenance, operations, security, cleaning, energy management, and more, aiming to optimize efficiency and enhance the facility's overall performance.

2.3 ORGANIZATIONAL STRUCTURE

Edgenta UEMS Onboarding

EDGENTA UEMS

High level structure



Diagram 1 Edgenta group of Companies

EDGENTA UEMS

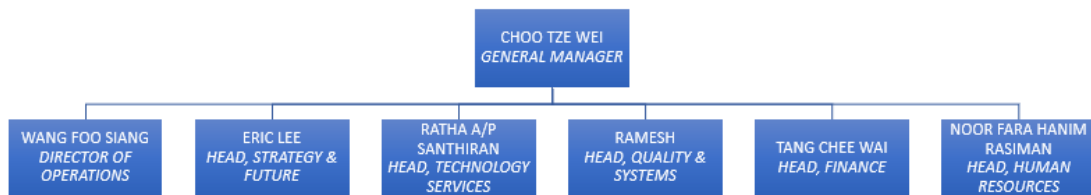


Diagram 2 The Organizational Chart of Edgenta UEMS

2.4 THE SERVICES OFFERED BY EDGENTA UEMS SDN. BHD.

In general, Edgenta UEMS provides a variety of services to its consumers or customers. Among them are healthcare support services, property and facility solutions, a sustainability program, and a quality, safety, health, and the environment policy.

Regarding healthcare support services, Edgenta UEMS offers specialized sanitation, linen and laundry, and portering services. A residential or commercial property's professional cleansing and maintenance is called a housekeeping service. It entails various duties designed to maintain the property clean, organized, and presentable. Edgenta UEMS uses cutting-edge technology, such as the UETrack™ platform, and the newest cleaning products and techniques to guarantee the highest quality for its customers. These cleaning tasks comprise specialized area cleaning, spillage management, waste collection, and the implementation of systematic and consistent cleaning schedules. Housekeeping services are essential for maintaining the sanitation, hygienic conditions, and overall comfort of a building.



Figure 5 Housekeeping Services by Edgenta UEMS

The linen and laundry services provided by Edgenta UEMS include bedsheets, towels, and curtains. This ensures that their consumers always have access to clean and fresh linens. The comprehensive service provided by Edgenta UEMS, in accordance with international standards, ensures the elimination of cross-contamination and infection risks. These include linen replacement, delivery management, and emergency linen requests.



Figure 6 Linen and Laundry Services by Edgenta UEMS

In addition, Edgenta UEMS provides portering services. Edgenta UEMS is the leading service provider in Malaysia, with a strong track record in Singapore and Taiwan and proven methodologies. They utilize technology to increase productivity and efficiency, resulting in cost savings for their clients. This company employs highly trained porters to manage the transportation of both patients and non-patients. Additionally, the porter assists the medical staff with administrative and logistical duties. Moving patients within a healthcare facility, transporting documents, blood samples, and other healthcare-related items are examples of tasks performed.

3.0 TRAINING REFLECTION

3.1 DURATION

Under the course code HRM666, HR Internship, every Human Resource Management student is required to complete an internship. Beginning on 1 March 2023 and ending on 15 August 2023, the industrial training is scheduled for six months (24 weeks). My internship began on 6 March 2023. Regarding my work schedule, I work from 8.30 a.m. to 6 p.m., five days a week.

3.2 SPESIFIC DEPARTMENT

I was assigned in Human Resources Administration Department alongside my supervisor which is also one of the company's manager, Miss Noraini Sadri. During my industrial training, I have been given the opportunity to experience all departments within the HR department. For the first two months, I was placed in the payroll unit. After that, I was placed in the Learning and Development unit. Next, the recruitment unit and finally in the HR Operation unit.

HR Unit	Duration	Manager / In charge
Payroll	6 March 2023 - 15 May 2023 (2+ Months)	Noraini Sadri
Training	16 May 2023 - 15 June 2023 (1 Month)	Hafidz Hatta
Recruitment	16 June 2023 - 15 July 2023 (1 Month)	Noor Anizam
HR Ops	16 July 2023 - 21 Aug 2023 (1+ Month)	Noor Anizam

Diagram 3 HR Intern plan

3.3 ROLES, RESPONSIBILITIES, TASK AND ASSIGNMENT

I have been given a variety of tasks or assignments over the course of my six-month industrial training. I have no trouble adjusting to the office environment and the office equipment because I have prior experience working part-time and being as a student representative. I find the job scopes I have to be quite intriguing. Day by day, I discover myself improvising.

3.3.1 DAILY BASIS ADMINISTRATION JOB

I will manage most of the company's paperwork, filing, and databases. Administrators perform a crucial role in the information and record management of the organization. I will be responsible for accurately entering data into databases, spreadsheets, and other software applications. This may involve updating employee and client information. The maintenance of confidentiality and the protection of data are essential components of this task. I am also responsible for clearing the E-Vetting backlog. E-Vetting systems are typically used to conduct employee background checks. This system streamlines and automates the background, credential, and qualification verification procedures. Edgenta UEMS employs over 2,000 cleaning operatives, porters, and other personnel in hospitals and commercial buildings throughout Malaysia. Due to the large number of employees, inserting the data into the E-Vetting system requires some time. For this E-Vetting registration procedure, I must first ask the hospital administrator to request that all employees complete the E-Vetting form. After everyone has completed this form, the person in control will send me an email containing all the forms to enter into the CGSO system. If the form contains incomplete information, I must follow up with the responsible party to complete the data.

3.3.2 BIPO HRMS MANAGEMENT



Figure 7 BIPO HRMS Software Logo

Regarding BIPO HRMS administration, I managed BIPO registration for newly hired employees. BIPO HRMS systems are a software platform that assists organizations in managing various financial and human resource functions, including payroll processing. Typically, these systems incorporate multiple HR functions, including employee data management, attendance monitoring, benefits administration, and payroll calculation. When I worked in the payroll department, we used this BIPO HRMS software to calculate salaries, deduct deductions, withholding taxes, and generate pay stubs. It assists the HR payroll unit in managing employee records, tracking attendance and absences, managing tax compliance, and ensuring the accuracy and timeliness of payroll processing. I was tasked with managing the employee information for new hires. HR Recruitment will email me the signed application letter, job application form, and personnel profile form (7 Step Forms) so that I may input the information into BIPO HRMS software. I assist HR payroll in tracking employee working hours, attendance, absences, and overtime as part of the payroll process. Before we proceed with the automated payroll calculations, we will typically pull the payroll summaries and verify for any errors or incorrect data entered by site administrators. I also assist other employees in generating their pay stubs, tax returns, and year-end statements upon request.

3.3.3 EMPLOYEE ENGAGEMENT

At Edgenta UEMS, they did not prioritize the welfare of their employees, including their mental and physical health, etc. I organized an engagement activity which was Edgenta UEMS HQ Bowling Tournament during my internship with the Learning and Development unit. One of the primary objectives of HR Learning and Development is to organize an employee-beneficial engagement activity. The bowling tournament was conducted at Ampang Superbowl, Ampang Point, on July 8, 2023. This engagement program was primarily focused on team development and collaboration. We want to promote collaboration, cooperation, and positive employee relationships. During my practicum, I participated in several engagement activities, including iftar with HR colleagues, the Edgenta Human Resource Townhall, the Ihya Ramadan celebration, and the UEM Edgenta Hari Raya Open House 2023. These social gatherings and festivities honour achievements and nurture a sense of community.

3.3.4 ATTENDING MEETING AND TRAININGS

Attending meetings has provided me with invaluable opportunities for professional development and growth as an intern. I was always invited to meetings throughout my internship with the HR Learning & Development unit. By actively participating in these meetings, I acquire direct exposure to organizational dynamics, collaborative decision-making processes, and industry insights. Attending meetings also provides a unique opportunity to observe seasoned professionals in action, gain insight into project development, and contribute ideas. I have attended meetings with training providers such as PEOPLELOGY, clients, and internal meetings between operation team members.

During my internship, I also have been given the opportunity to conduct housekeeper and supervisory competency training. In both trainings, I have been involved directly to ensure that the training run smoothly and achieves the desired objectives. I have been exposed to various types of training involving technical and soft skills among the staff in the hospital. Suppose there is a training that will be conducted. In that case, I will be informed in advance by my supervisor, and I will provide all the necessary files needed, such as slides, assessment forms, and attendance files, and make reservations in the training room.

4.0 SWOT ANALYSIS

The SWOT analysis is a framework for identifying and analysing an organization's strengths, weaknesses, opportunities, and threats. These terms comprise the acronym SWOT. The primary objective of SWOT analysis is to raise awareness of the factors that influence business decisions and the development of business strategies. To accomplish this, the SWOT analysis evaluates the internal and external environment and factors that can influence the viability of a decision.

SWOT analysis also helps organizations precisely define their current situation, enabling them to achieve long-term success by identifying the variables that will ensure growth and eliminating those that will lead to failure. The primary objective of a SWOT analysis is to define and select a strategy that considers an organization's internal and external elements. The following figure indicates Edgenta UEMS SWOT analysis:

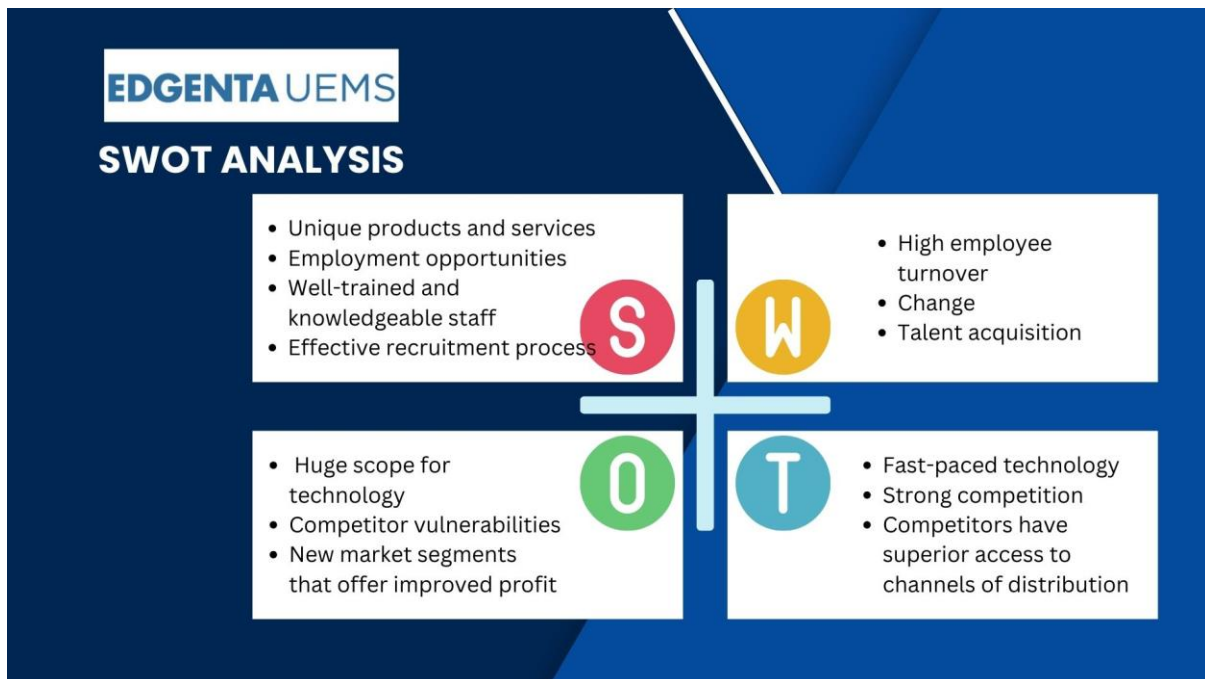


Figure 8 Edgenta UEMS Sdn. Bhd. SWOT Analysis

5.0 DISCUSSION AND RECOMMENDATION (SWOT ANALYSIS)

5.1 STRENGTHS

A strength is something that has a positive implication. It adds value or offers an organization a competitive advantage. Strengths include tangible assets such as available capital, equipment, reputation as well as skilled, devoted, and well-trained staffs (Kenton, 2023).

5.1.1 UNIQUE PRODUCTS AND SERVICES

Edgenta UEMS is a business that offers numerous integrated facility management services. As a subsidiary of UEM Edgenta Berhad, it provides various unique products and services, such as integrated facilities management and healthcare support services. Listed below are some of the essential products and services offered by Edgenta UEMS to their clients.

Edgenta UEMS provides comprehensive management and maintenance solutions for various facilities, including hospitals, commercial buildings, airports, and industrial structures, as part of its integrated facilities management services. Their services include asset management, building maintenance, energy management, and security services.

For healthcare support services, the company specializes in offering specialized support services for healthcare facilities. This includes hospital support services such as biomedical engineering, medical equipment maintenance, sterile supply management, laundry services and patient transport. Edgenta UEMS also provides environmental management services, including waste management, landscaping, pest control, and environmental compliance services.

5.1.2 EMPLOYMENT OPPORTUNITIES

A typical hospital requires 20 to 30 staff members to execute various duties. Larger five-star and luxury hospitals, such as Pantai Hospital and Sime Darby Medical Centres, require more than 50 employees to operate their various departments because their hospital and commercial building areas are large. A hospital that requires Edgenta UEMS's services will employ a variety of employees, including cleaning operatives, team leaders, supervisors, porters, engineers, and executives. Depending on their qualifications and abilities, this hospital or commercial building will create more employment opportunities for a large number of individuals.

The services provided by Edgenta UEMS are divided into two parts: Project Infinity (PI) for hospitals or facilities in the government sector and Project Private and Confidential (PC) for the private sector. Project Infinity (PI) involving government hospitals such as Hospital Tuanku Fauziah, Hospital Besar Ipoh, Hospital Tapah, and Hospital Teluk Intan requires a lot of workforces. In addition, examples of Project PC are Pantai Medical Centre and Ramsay Sime Darby Medical Centre, which also require many workforces. Edgenta UEMS appoints local people and registered foreigners to work in the relevant hospitals as cleaning operatives.

5.1.3 WELL-TRAINED AND KNOWLEDGEABLE STAFF

A knowledgeable and well-trained staff is essential for the success of an organization. It improves the company's productivity, quality, consumer satisfaction, employee engagement, and overall reputation. Before HR Recruitment recruits new employees, they will examine the candidate's background to determine if they have healthcare industry experience or knowledge. However, there are also staff members who are still young and inexperienced. The Department of Learning and Development will conduct training in advance to train the personnel assigned to client sites.

The Learning & Development department of Edgenta UEMS will provide training according to their learning syllabus. Before being sent to sites, cleaning operatives, porters, hospital aids, and engineers will be trained. Examples include a module on housekeeper training, housekeeping supervision and management, and safety and quality awareness.

During my internship, I was also given the chance to deliver training such as orientation training, onboarding training, team training, Train-The-Trainer, on-the-job training, and the Gemba walk.

In addition, headquarters or executive-level employees can participate in any training provided by an internal or external training provider. By participating in these training sessions, employees will better understand their roles and responsibilities. They know their field's best practices, industry standards, and most recent developments. This will enable them to produce high-quality work and result in enhanced customer service.

5.1.4 EFFECTIVE RECRUITMENT PROCESS

In every organization, an efficient recruitment procedure is necessary for locating and attracting qualified candidates who are a good match for a particular position and the organization. However, employee turnover in the commercial housekeeping industry is high, averaging 200 percent annually and occasionally reaching 400 percent (Alexandra, 2022). To put this into perspective, if Edgenta UEMS has a staff of 100 cleaning operatives and a 200 percent turnover rate, that equals 200 new hires yearly.

Excessive stress at work is one of the leading causes of employee turnover in healthcare industry. The healthcare industry often has high-pressure working conditions that can leave even calm and collected employees feeling stressed out.

To address this issue, HR Recruitment has developed an action plan to ensure that every site has sufficient staffing levels. The methods used include outsourcing, recruiting foreign workers, and collaborating between supervisors at each site to recruit new staff. This recruitment process typically takes between one and two weeks to come to an end and resolve.

5.2 WEAKNESSES

Weaknesses stops an organization from reaching its full potential. A company's weaknesses include everything that slows down its development or stands in the way of it achieving its aims (Humphrey, 2004). Weaknesses are uncontrollable factors inside an organization that have a negative impact on its overall effectiveness.

5.2.1 HIGH EMPLOYEE TURNOVER

As stated in 5.1.4, Edgenta UEMS is among the companies with a high employee turnover rate. The cleaning operatives working with Edgenta UEMS come from domestic and foreign labour pools. Many of them work for short periods. They disappeared after a few months had passed. This is due to several factors, including the fact that cleansing requires a great deal of physical strength and stamina (Caspersen, 1974). In addition, there is a community stigma that cleaning labour is a low-class occupation.

Additionally, the employee turnover rate at headquarters is noticeable. This is due to several factors, including a lack of growth or development opportunities. In this case, the senior leadership does not fully support the new employee development strategy for junior employees. There was no flexibility for employees to gain insight into different departments and functions, and staff turnover was high because business objectives did not align with employee career objectives.

5.2.2 CHANGE

The main concern is with those in managerial positions here. Some of the examples are about the middle managers and first-line managers at the sites. Some of them already senior and have experience in the industry for a long period. Formerly known as UEMS Solution Sdn. Bhd. before this, the company used system only for payroll process. For other matters such as leave requests, emergency leave, sick leave, annual leave, claim and so on need to be made manually.

The effect can be seen recently when Edgenta UEMS used the BIPO system to centralize everything related to the company including attendance, payroll, finance, operations, leave and so on. When the BIPO system was first introduced, senior in the middle level managers and first-line managers had a hard time getting used to it. They were more preferred to use the old-school way. However, the company had a vision to reduce the use of paper for operations matter.

Training on the use of BIPO system has been conducted by the payroll department to all supervisors and area executive at each site throughout Malaysia through hands on training and online training. However, there are still senior staff who will make mistakes in data entry and does not use the system as efficiently. My opinion is for the higher level of management to appoint more leaders or managers among the younger staff because they are more competent and proficient in using the system.

5.2.3 TALENT ACQUISITION

Weaknesses in talent acquisition can vary depending on an organization's particular processes and strategies. However, Edgenta UEMS faces several common challenges in talent acquisition. The candidate pool's quality level is an issue in this talent acquisition strategy. A poor candidate experience during the talent hiring process may hinder talented individuals from joining the company and damage its employer brand. The inability to communicate and the inability to perform tasks accurately are weaknesses.

In addition, the benefits provided to the candidates are not attractive. This is because the allocation given for the salary package for a position is low. Examples I can give are for the position of technician and chargeman that will be placed at sites. A little comparison between Edgenta UEMS and other companies is that engineers and chargeman have been categorized as executives in other companies. But in Edgenta UEMS, the position is still at the non-executive level.

Besides, a weakness can arise if the recruitment process has a tight deadline. This can lead to quick hiring decisions, missed opportunities, and a negative candidate experience. This will not effectively evaluate candidates' skills, qualifications, and cultural fit, leading to poor hiring outcomes.

5.3 OPPORTUNITY

An opportunity refers to external factors or circumstances that have the potential to positively impact an organization. It represents areas where the company can capitalize on favourable conditions to achieve their objectives (Mind Tools Content Team, 2023).

5.3.1 HUGE SCOPE FOR TECHNOLOGY

Technology's scope is extensive and ever-expanding, offering numerous opportunities and advancements across various industries and sectors. Artificial intelligence (AI) can significantly impact the healthcare and housekeeping industries by increasing productivity, improving customer service, and optimizing business processes (Korinek, 2021).

Additionally, Edgenta UEMS can upgrade its cleaning machinery and equipment, including HVAC systems and washing machines. This allows for scheduled maintenance, which minimizes disruption and reduces costs. Edgenta UEMS utilizes technology such as its UETrack™ platform for staff attendance and customer feedback. This system can be updated to automate check-in and check-out more effectively.

Additionally, Edgenta UEMS can invest in robotic technology. Ai-enabled robots can perform various housekeeping duties, including floor cleaning, vacuuming, mopping, and bed-making. These robots have sensors and algorithms that allow them to autonomously navigate environments, avoid obstacles, and perform cleaning tasks. Additionally, these machines can operate around all hours of the day, increasing productivity and decreasing the need for manual labour (Ben-Ari, 2017).

5.3.2 COMPETITOR VULNERABILITIES

Multiple factors may contribute to the vulnerabilities of competitors, and these factors may affect businesses. Pintaras Jaya Berhad, Kerjaya Prospek, Melati Ehsan, Stella Holdings Berhad, and Gamuda are some of Edgenta UEMS's competitors in the same market. Limited resources and operational vulnerabilities are one of the causes of competitor vulnerabilities. Inefficient operational processes, a failure to utilize technology or inadequate labor management can all have a negative impact on a competitor's ability to produce products or services on time, resulting in dissatisfied customers and lost business opportunities.

Specialization is crucial because the healthcare profession is intricate and demands expert knowledge to deliver quality service. Quality of care is one of the many weaknesses a non-specialized rival could experience. Comparatively speaking to other specialized healthcare providers, a lack of specialization might lead to lower-quality care. We can provide more precise services at Edgenta UEMS because we have in-depth knowledge, expertise, and experience in a particular healthcare field. In contrast, non-specialized competitors could find it difficult to offer the same degree of competence and might come out to clients as less dependable or competent.

Additionally, some of the competitors have fewer options for training. A corporation may suffer from a lack of current knowledge and experience due to limited training opportunities. This may affect the business's capacity to offer its customers high-quality services (Amo, 2019). Additionally, the personnel will have skill gaps due to the limited training chances. Staff members might not be able to obtain the knowledge and skills required to successfully carry out their everyday tasks without access to ongoing learning and development. However, Edgenta UEMS has its training facility, the Edgenta UEMS Centre of Excellence. Before working on the actual sites, all personnel, especially the new ones, receive training at this Centre of Excellence for cleaning operatives, linen, porter, and engineering services. The Learning and Development department gives all personnel their initial practical training according to their particular syllabus. As a result, new hires will benefit from thorough training and familiarity with their roles.

5.3.3 NEW MARKET SEGMENTS THAT OFFER IMPROVED PROFIT

Edgenta UEMS, one of the top businesses in the healthcare service sector, is now concentrating on the area of expertise in cleaning for healthcare facilities. For hospitals, clinics, and medical offices, Edgenta UEMS offers specialized cleaning services, including disinfection and sanitization, which comply with healthcare regulations.

With the skills and knowledge, Edgenta UEMS can enter other market such as commercial industry. It is because many companies are now emphasising sustainability and environmentally friendly practises. I think Edgenta UEMS can provide potential customers cleaning services that use eco-friendly cleaning supplies, energy-saving techniques, and reducing waste. By providing environmentally friendly cleaning products to business clients in this market niche, Edgenta UEMS will be able to stand out from the competition.

Edgenta UEMS also can explore opportunities in the education industry market by offering their cleaning and maintenance services to educational institutions such as schools, colleges, universities, and training centres. Educational institutions may also need outdoor cleaning, lawn care, and landscape maintenance for the school grounds in addition to indoor cleaning. Due to the great variety of educational institutions and the importance of this business in many nations, the market for the education sector is large and has potential for cleaning services (Lackeus, 2015).

5.4 THREATS

Threats refers to external factors that pose potential challenges or risks to an organization or project (Mind Tools Content Team, 2023). Threats are external forces that may hinder or negatively impact the organization's performance, competitive position, or overall objectives.

5.4.1 FAST-PACED TECHNOLOGY

Due to the rapid nature of technological advancements, any housekeeping business may encounter various obstacles. As healthcare support companies incorporate technology and collect customer data, providing strong cybersecurity and data privacy becomes increasingly important. Protecting sensitive client information, securing online transactions, and preventing data intrusions are all crucial for maintaining customer confidence and adhering to applicable regulations.

Next, the expanding use of automation and robotics technology has the potential to disrupt conventional maintenance procedures (Javaid, 2021). Automated cleaning equipment, robotic sweeper cleaners, and intelligent devices can perform routine cleaning tasks more efficiently and affordably. This places pressure on housekeeping businesses to alter their methods of operation, train their employees to use advanced technology, and find new ways to offer value beyond the basic cleaning routine. In addition, the upgrade and integration will incur massive expenses.

5.4.2 STRONG COMPETITION

As mentioned, some of Edgenta UEMS's competitors include Pintaras Jaya Berhad, Kerjaya Prospek, and Melati Ehsan, with Gamuda Berhad being the largest rival. As a competitor, Gamuda Berhad has become a major participant in the Malaysian and international infrastructure industries. This competitor's involvement in multiple industries enables it to participate in various market segments and leverage its expertise across numerous initiatives.

The company's financial strength and stability are also significant contributors to its competitiveness. According to Finbox, UEM Edgenta's revenue growth for 2021 was 11.4%, while its competitor's revenue growth was 87.1%. The gap in market capacity between these two companies is so great that Edgenta UEMS must exert more effort to catch up with its competitors.

5.4.3 COMPETITORS HAVE SUPERIOR ACCESS TO CHANNELS OF DISTRIBUTION

In the industry of healthcare support and maintenance, competitors with superior access to distribution channels have a significant advantage over competitors. These channels of distribution refer to the diverse pathways and networks by which consumers receive services.

Possessing superior access to distribution channels is evidence of effective supply chain management. Competitors may have strong relationships with their suppliers, ensuring a steady and timely supply of essential supplies, equipment, and products. This may enable them to meet customer demands promptly and consistently, enhancing their reputation and client satisfaction.

The competitors may then have expanded their market reach. By having established relationships with essential distributors, retailers, and healthcare facilities, they can reach a larger customer base. This will enable them to distribute their services across a larger geographical area, thereby increasing their potential market share.

6.0 CONCLUSION

My internship training at Edgenta UEMS Sdn. Bhd was one of the best decisions I have ever made because I could perform duties closely related to the course we studied in class. In addition, it gives me a clearer picture of what I lack to achieve my ambition. The supervisor's confidence in me during the past few months of my internship is something I will carry with me throughout the rest of my career. My internship here made me realize that to be successful in today's market, employees must possess exceptional adaptability, analysis, problem-solving, and leadership skills to execute the company's vision and mission. I am grateful and appreciative of the entire staff, particularly my HR teams, who were welcoming and persistent in answering my questions and encouraging me to complete a specific task.

Therefore, this internship has provided me a very valuable learning experience. This can be used to familiarise and become familiar to the demanding work environment. Last but not least, this industrial training will also educate and produce highly qualified and educated graduates. I strongly suggest that some universities student should do their industrial training here at Edgenta UEMS Sdn. Bhd.

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APPENDIX



Figure 9 Workspace at Office



Figure 10 HRA Townhall and Iftar Event



Figure 11 Ihya' Ramadhan Ceremony



Figure 12 Iftar with HR Team



Figure 13 Meeting with Training Provider, PEOPLElogy



Figure 14 Edgenta UEMS Supervisory Competency Training at UELC



Figure 15 Housekeeper Training at CVSKL



Figure 16 Give Training on Work Etiquette and Housekeeper Training



Figure 17 With Mr. Hafidz Hatta, Learning and Development at Engagement Program



Figure 18 Edgenta UEMS HQ Bowling Tournament



UNIVERSITI TEKNOLOGI MARA

ENDORSEMENT OF OUR ORIGINAL REPORT

Coordinator

Unit Jaminan Kualiti Akademik (UJKA)
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Perlis

Sir

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

With reference to the work of the candidate below:

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Matric No. : 2020495912

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Programme : BA243

Title : INDUSTRIAL TRAINING REPORT AT EDGENTA UEMS SDN. BHD.

Percentage of Our Original Report : 1%

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

Thank you.

1st advisor's signature and stamp

Name: [NIK AZLINA NIK ABDULLAH](#)
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15/7/2023

Date

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ACKNOWLEDGMENT First, I want to express my gratitude to Allah S.W.T. for granting me this opportunity and allowing me to complete this wonderful and beneficial assessment. This assessment aids me in understanding and implementing my Human Resources Administration knowledge in my studies. In addition, I want to express my appreciation to those who have assisted and supported me in completing this assessment. With their cooperation, I could complete this evaluation; therefore, I would like to give them credit and acknowledgment. I want to express gratitude to Edgenta UEMS Sdn. Bhd. Specifically, my supervisor, Miss Noraini Sadri, for accepting my application and guiding me through my training period at this company. My report will assist them in improving their company's performance for the upcoming year. Not forgetting my family, particularly my mother, for understanding and assisting me by providing me with a wonderful work and study space at home. The encouragement and motivation I received from my mother's affection and support were vital in producing this result for this assessment. I also want to acknowledge and express my appreciation to those who assisted me directly or indirectly in completing this assessment. Thank you very much from me, Muhammad Naa'im bin Mohd Nasir.

1.0 STUDENT'S PROFILE My name is Muhammad Naa'im bin Mohd Nasir, a final year student majoring in Business Administration (Hons) Human Resource Management from Universiti Teknologi MARA Perlis Branch with current CGPA of 3.62. My decision to return to Kuala Lumpur and complete my industrial training there resulted from the city's abundant supply of chances for internships, which motivated me to do so since I wanted to improve both my capabilities and my skills. As a student interested in learning more about human resource management, I decided to join the Human Resources Department to comprehensively understand everything a recent graduate must do to succeed in the current market.

1.1 STUDENT UPDATED RESUME

2.0 COMPANY PROFILE Edgenta UEMS Sdn. Bhd. is a leading Malaysian provider of integrated facilities management and healthcare support services. Edgenta UEMS is committed to enhancing its clients' operational efficiency and efficacy in various industries, including healthcare, education, commercial, retail, and hospitality, by delivering high-quality services. The diverse clients served by Edgenta UEMS Sdn. Bhd. includes government agencies, private corporations, healthcare institutions, educational institutions, retail establishments, and hospitality providers. Their client relies on the company's expertise to improve operational effectiveness, reduce expenses, and provide exceptional customer service. Edgenta UEMS Sdn. Bhd. is also committed to providing services of international quality standards. They seek operational excellence by implementing best practices, innovative technologies, and industry-leading procedures. In addition, the company prioritizes sustainable practices and actively strives to reduce its operations' environmental impact. Edgenta UEMS Sdn. Bhd. aspires to be a preferred partner for integrated facilities management and healthcare support services in Malaysia by offering dependable, efficient, and sustainable solutions that improve the performance and value of their client's assets. Figure 1 Edgenta UEMS website

2.1 Edgenta UEMS Sdn. Bhd. Background Figure 2 Edgenta UEMS Sdn. Bhd. Logo Formerly known as UEMS Solution Sdn. Bhd., Edgenta UEMS Sdn. Bhd. is an integrated Facility Management Company that provides innovative healthcare support services and property and facility solutions to meet the diverse requirements of their customers. Edgenta UEMS is a key subsidiary of

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UEM Edgenta Berhad, the region's foremost Asset Management and Infrastructure Solutions provider.

Edgenta UEMS has offered non-clinical healthcare support services to government and private hospitals for over two decades, including facility engineering maintenance, biomedical engineering maintenance, housekeeping services, portering, linen and laundry services, project management, and specialized services such as exterior facade management. Today, Edgenta UEMS has expanded its core services to include healthcare waste management, energy management, and servicing multiple industries beyond the healthcare sector, including education, telecommunications, manufacturing, oil and gas, and other commercial and industrial sectors.

Figure 3 Edgenta UEMS Biomedical Engineering Maintenance Services (BEMS) Currently, Edgenta UEMS operates in three countries: Malaysia with over 3,000 employees, Singapore with over 1,800 employees, and Taiwan with over 6,000 employees. Edgenta UEMS HQ located at Level 3, Menara UEM, Tower 1, Avenue 7, The Horizon, Bangsar South City, and the clients they care for over 150 hospitals and properties. These include Assunta Hospital, Petaling Jaya, Hospital Fatimah, Ipoh, Pantai Hospital Kuala Lumpur, AIA Malaysia, and Xiamen University Malaysia.

2.2 COMPANY'S VISION AND MISSION Figure 4 Company Mission and Vision The vision of Edgenta UEMS is to be the preferred provider of premier, world-class Integrated Facility Management Services. Edgenta UEMS aspires to be the leading provider of integrated facility management services among clients and consumers. This indicates they desire a reputation for excellence, dependability, and customer satisfaction. Edgenta UEMS aspires to deliver unrivalled world-class quality, efficiency, and innovation services. They intend to differentiate themselves from rivals by providing extraordinary facility management solutions that meet or exceed industry standards. Next, the company's mission is to provide clients with exceptional Integrated Facility Management services that exceed their requirements and expectations by utilizing innovative technology and best-in-class practices. This demonstrates that Edgenta UEMS is committed to offering comprehensive facility management solutions. Integrated facility management entails administering multiple aspects of a facility, including maintenance, operations, security, cleaning, energy management, and more, aiming to optimize efficiency and enhance the facility's overall performance.

2.3 ORGANIZATIONAL STRUCTURE Diagram 1 Edgenta group of Companies Diagram 2 The Organizational Chart of Edgenta UEMS

2.4 THE SERVICES OFFERED BY EDGENTA UEMS SDN. BHD. In general, Edgenta UEMS provides a variety of services to its consumers or customers. Among them are healthcare support services, property and facility solutions, a sustainability program, and a quality, safety, health, and the environment policy. Regarding healthcare support services, Edgenta UEMS offers specialized sanitation, linen and laundry, and portering services. A residential or commercial property's professional cleansing and maintenance is called a housekeeping service. It entails various duties designed to maintain the property clean, organized, and presentable. Edgenta UEMS uses cutting-edge technology, such as the UETrack™ platform, and the newest cleaning products and techniques to guarantee the highest quality for its customers. These cleaning tasks comprise specialized area cleaning, spillage management, waste collection, and the implementation of systematic and consistent cleaning schedules. Housekeeping services are essential for maintaining the sanitation, hygienic conditions, and overall comfort of a building. Figure 5 Housekeeping Services by Edgenta UEMS

The linen and laundry services provided by Edgenta UEMS include bedsheets, towels, and curtains. This ensures that their consumers always have access to clean and fresh linens. The comprehensive service provided by Edgenta UEMS, in accordance with international standards, ensures the elimination of cross-contamination and infection risks. These include linen replacement, delivery management, and emergency linen requests. Figure 6 Linen and Laundry Services by Edgenta UEMS In addition, Edgenta UEMS provides portering services. Edgenta UEMS is the leading service provider in Malaysia, with a strong track record in Singapore and Taiwan and proven methodologies. They utilize technology to increase productivity and efficiency, resulting in cost savings for their clients. This company employs highly trained porters to manage the transportation of both patients and non-patients. Additionally, the porter assists the medical staff with administrative and logistical duties. Moving patients within a healthcare facility, transporting documents, blood samples, and other healthcare-related items are examples of tasks performed.

3.0 TRAINING REFLECTION 3.1 DURATION Under the course code HRM666, HR Internship, every Human Resource Management student is required to complete an internship. Beginning on 1 March 2023 and ending on 15 August 2023, the industrial training is scheduled for six months (24 weeks). My internship began on 6 March 2023. Regarding my work schedule, I work from 8.30 a.m. to 6 p.m., five days a week. 3.2 SPESIFIC DEPARTMENT I was assigned in Human Resources Administration Department alongside my supervisor which is also one of the company's manager, Miss Noraini Sadri. During my industrial training, I have been given the opportunity to experience all departments within the HR department. For the first two months, I was placed in the payroll unit. After that, I was placed in the Learning and Development unit. Next, the recruitment unit and finally in the HR Operation unit. HR Unit Duration Manager / In charge Payroll 6 March 2023 - 15 May 2023 (2+ Months) Noraini Sadri Training 16 May 2023 - 15 June 2023 (1 Month) Hafidz Hatta Recruitment 16 June 2023 - 15 July 2023 (1 Month) Noor Anizam HR Ops 16 July 2023 - 21 Aug 2023 (1+ Month) Noor Anizam Diagram 3 HR Intern plan

3.3 ROLES, RESPONSIBILITIES, TASK AND ASSIGNMENT I have been given a variety of tasks or assignments over the course of my six-month industrial training. I have no trouble adjusting to the office environment and the office equipment because I have prior experience working part-time and being as a student representative. I find the job scopes I have to be quite intriguing. Day by day, I discover myself improvising. 3.3.1 DAILY BASIS ADMINISTRATION JOB I will manage most of the company's paperwork, filing, and databases. Administrators perform a crucial role in the information and record management of the organization. I will be responsible for accurately entering data into databases, spreadsheets, and other software applications. This may involve updating employee and client information. The maintenance of confidentiality and the protection of data are essential components of this task. I am also responsible for clearing the E-Vetting backlog. E-Vetting systems are typically used to conduct employee background checks. This system streamlines and automates the background, credential, and qualification verification procedures. Edgenta UEMS employs over 2,000 cleaning operatives, porters, and other personnel in hospitals and commercial buildings throughout Malaysia. Due to the large number of employees, inserting the data into the E- Vetting system requires some time. For this E-Vetting registration procedure, I must first ask the hospital administrator to request that all employees complete the E-Vetting form. After everyone has completed this form, the person in control will send me an email containing all the forms to enter into the CGSO system. If the form contains incomplete information, I must follow up with the responsible party to complete the data. 3.3.2 BIPO HRMS MANAGEMENT Figure 7 BIPO HRMS Software Logo

Regarding BIPO HRMS administration, I managed BIPO registration for newly hired employees. BIPO HRMS systems are a software platform that assists organizations in managing various financial and human resource functions, including payroll processing. Typically, these systems incorporate multiple HR functions, including employee data management, attendance monitoring, benefits administration, and payroll calculation. When I worked in the payroll department, we used this BIPO HRMS software to calculate salaries, deduct deductions, withholding taxes, and generate pay stubs. It assists the HR payroll unit in managing employee records, tracking attendance and absences, managing tax compliance, and ensuring the accuracy and timeliness of payroll processing. I was tasked with managing the employee information for new hires. HR Recruitment will email me the signed application letter, job application form, and personnel profile form (7 Step Forms) so that I may input the information into BIPO HRMS software. I assist HR payroll in tracking employee working hours, attendance, absences, and overtime as part of the payroll process. Before we proceed with the automated payroll calculations, we will typically pull the payroll summaries and verify for any errors or incorrect data entered by site administrators. I also assist other employees in generating their pay stubs, tax returns, and year-end statements upon request.

3.3.3 EMPLOYEE ENGAGEMENT At Edgenta UEMS, they did not prioritize the welfare of their employees, including their mental and physical health, etc. I organized an engagement activity which was Edgenta UEMS HQ Bowling Tournament during my internship with the Learning and Development unit. One of the primary objectives of HR Learning and Development is to organize an employee-beneficial engagement activity. The bowling tournament was conducted at Ampang Superbowl, Ampang Point, on July 8, 2023. This engagement program was primarily focused on team development and collaboration. We want to promote collaboration, cooperation, and positive employee relationships. During my practicum, I participated in several engagement activities, including iftar with HR colleagues, the Edgenta Human Resource Townhall, the Ihya Ramadan celebration, and the UEM Edgenta Hari Raya Open House 2023. These social gatherings and festivities honour achievements and nurture a sense of community.

3.3.4 ATTENDING MEETING AND TRAININGS Attending meetings has provided me with invaluable opportunities for professional development and growth as an intern. I was always invited to meetings throughout my internship with the HR Learning & Development unit. By actively participating in these meetings, I acquire direct exposure to organizational dynamics, collaborative decision-making processes, and industry insights. Attending meetings also provides a unique opportunity to observe seasoned professionals in action, gain insight into project development, and contribute ideas. I have attended meetings with training providers such as PEOPLELOGY, clients, and internal meetings between operation team members. During my internship, I also have been given the opportunity to conduct housekeeper and supervisory competency training. In both trainings, I have been involved directly to ensure that the training run smoothly and achieves the desired objectives. I have been exposed to various types of training involving technical and soft skills among the staff in the hospital. Suppose there is a training that will be conducted. In that case, I will be informed in advance by my supervisor, and I will provide all the necessary files needed, such as slides, assessment forms, and attendance files, and make reservations in the training room.

4.0 SWOT ANALYSIS The

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<p>SWOT analysis is a framework for identifying and analysing an organization's strengths, weaknesses, opportunities, and threats. These terms comprise the acronym SWOT. The primary objective of SWOT analysis is to raise awareness of the factors that</p>			

influence business decisions and the development of business strategies. To accomplish this, the SWOT analysis evaluates the internal and external environment and factors that can influence the viability of a decision. SWOT analysis also helps organizations precisely define their current situation, enabling them to achieve long-term success by identifying the variables that will ensure growth and eliminating those that will lead to failure. The primary objective of a SWOT analysis is to define and select a strategy that considers an organization's internal and external elements. The following figure indicates Edgenta UEMS SWOT analysis:

5.0 DISCUSSION AND RECOMMENDATION (SWOT ANALYSIS) 5.1 STRENGTHS A strength is something that has a positive implication. It adds value or offers an organization a competitive advantage. Strengths include tangible assets such as available capital, equipment, reputation as well as skilled, devoted, and well-trained staffs.

5.1.1 Unique products and services Edgenta UEMS is a business that offers numerous integrated facility management services. As a subsidiary of UEM Edgenta Berhad, it provides various unique products and services, such as integrated facilities management and healthcare support services. Listed below are some of the essential products and services offered by Edgenta UEMS to their clients. Edgenta UEMS provides comprehensive management and maintenance solutions for various facilities, including hospitals, commercial buildings, airports, and industrial structures, as part of its integrated facilities management services. Their services include asset management, building maintenance, energy management, and security services. For healthcare support services, the company specializes in offering specialized support services for healthcare facilities. This includes hospital support services such as biomedical engineering, medical equipment maintenance, sterile supply management, laundry services and patient transport. Edgenta UEMS also provides environmental management services, including waste management, landscaping, pest control, and environmental compliance services.

5.1.2 Employment opportunities A typical hospital requires 20 to 30 staff members to execute various duties. Larger five-star and luxury hospitals, such as Pantai Hospital and Sime Darby Medical Centres, require more than 50 employees to operate their various departments because their hospital and commercial building areas are large. A hospital that requires Edgenta UEMS's services will employ a variety of employees, including cleaning operatives, team leaders, supervisors, porters, engineers, and executives. Depending on their qualifications and abilities, this hospital or commercial building will create more employment opportunities for a large number of individuals.

The services provided by Edgenta UEMS are divided into two parts: Project Infinity (PI) for hospitals or facilities in the government sector and Project Private and Confidential (PC) for the private sector. Project Infinity (PI) involving government hospitals such as Hospital Tuanku Fauziah, Hospital Besar Ipoh, Hospital Tapah, and Hospital Teluk Intan requires a lot of workforces. In addition, examples of Project PC are Pantai Medical Centre and Ramsay Sime Darby Medical Centre, which also require many workforces. Edgenta UEMS appoints local people and registered foreigners to work in the relevant hospitals as cleaning operatives.

5.1.3 Well-trained and knowledgeable staff A knowledgeable and well-trained staff is essential for the success of an organization. It improves the company's productivity, quality, consumer satisfaction, employee engagement, and overall reputation. Before HR Recruitment recruits new employees, they will examine the candidate's background to determine if they have healthcare industry experience or knowledge. However, there are also staff members who are still young and inexperienced. The Department of Learning and Development will conduct training in advance to train the personnel assigned to client sites. The Learning & Development department of Edgenta UEMS will provide training according to their learning syllabus. Before being sent to sites, cleaning operatives, porters, hospital aids, and engineers will be trained. Examples include a module on housekeeper training, housekeeping supervision and management, and safety and quality awareness. During my internship, I was also given the chance to deliver training such as orientation training, onboarding training, team training, Train-The-Trainer, on-the-job training, and the Gemba walk. In addition, headquarters or executive-level employees can participate in any training provided by an internal or external training provider. By participating in these training sessions, employees will better understand their roles and responsibilities. They know their field's best practices, industry standards, and most recent developments. This will enable them to produce high-quality work and result in enhanced customer service.

5.1.4 Effective recruitment process In every organization, an efficient recruitment procedure is necessary for locating and attracting qualified candidates who are a good match for a particular position and the organization. However, employee turnover in the commercial housekeeping industry is high, averaging 200 percent annually and occasionally reaching 400 percent. To put this into perspective, if Edgenta UEMS has a staff of 100 cleaning operatives and a 200 percent turnover rate, that equals 200 new hires yearly. Excessive stress at work is one of the leading causes of employee turnover in healthcare industry. The healthcare industry often has high-pressure working conditions that can leave even calm and collected employees feeling stressed out. To address this issue, HR Recruitment has developed an action plan to ensure that every site has sufficient staffing levels. The methods used include outsourcing, recruiting foreign workers, and collaborating between supervisors at each site to recruit new staff. This recruitment process typically takes between one and two weeks to come to an end and resolve.

5.2 WEAKNESSES Weaknesses stops an organization from reaching its full potential. A company's weaknesses include everything that slows down its development or stands in the way of it achieving its aims. Weaknesses are uncontrollable factors inside an organization that have a negative impact on its overall effectiveness.

5.2.1 High employee turnover As stated in 5.1.4, Edgenta UEMS is among the companies with a high employee turnover rate. The cleaning operatives working with Edgenta UEMS come from domestic and foreign labour pools. Many of them work for short periods. They disappeared after a few months had passed. This is due to several factors, including the fact that cleansing requires a great deal of physical strength and stamina. In addition, there is a community stigma that cleaning labour is a low-class occupation. Additionally, the employee turnover rate at headquarters is noticeable. This is due to several factors, including a lack of growth or development opportunities. In this case, the senior leadership does not fully support the new employee development strategy for junior employees. There was no flexibility for employees to gain insight into different departments and functions, and staff turnover was high because business objectives did not align with employee career objectives.

5.2.2 Change The main concern is with those in managerial positions here. Some of the examples are about the middle managers and first-line managers at the sites. Some of them already senior and have experience in the industry for a long period. Formerly known as UEMS Solution Sdn. Bhd. before this, the company used system only for payroll process. For other matters such as leave requests, emergency leave, sick leave, annual leave, claim and so on need to be made manually. The effect can be seen recently when Edgenta UEMS used the BIPO system to centralize everything related to the company including attendance, payroll, finance, operations, leave and so on. When the BIPO system was first introduced, senior in the middle level managers and first-line managers had a hard time getting used to it. They were more preferred to use the old-school way. However, the company had a vision to reduce the use of paper for operations matter. Training on the use of BIPO system has been conducted by the payroll department to all supervisors and area executive at each site throughout Malaysia through hands on training and online training. However, there are still senior staff who will make mistakes in data entry and does not use the system as efficiently. My opinion is for the higher level of management to appoint more leaders or managers among the younger staff because they are more competent and proficient in using the system.

5.2.3 Talent acquisition Weaknesses in talent acquisition can vary depending on an organization's particular processes and strategies. However, Edgenta UEMS faces several common challenges in talent acquisition. The candidate pool's quality level is an issue in this talent acquisition strategy. A poor candidate experience during the talent hiring process may hinder talented individuals from joining the company and damage its employer brand. The inability to communicate and the inability to perform tasks accurately are weaknesses. In addition, the benefits provided to the candidates are not attractive. This is because the allocation given for the salary package for a position is low. Examples I can give are for the position of technician and chageman that will be placed at sites. A

little comparison between Edgenta UEMS and other companies is that engineers and charginan have been categorized as executives in other companies. But in Edgenta UEMS, the position is still at the non-executive level. Besides, a weakness can arise if the recruitment process has a tight deadline. This can lead to quick hiring decisions, missed opportunities, and a negative candidate experience. This will not effectively evaluate candidates' skills, qualifications, and cultural fit, leading to poor hiring outcomes.

5.3 OPPORTUNITY

An opportunity refers to external factors or circumstances that have the potential to positively impact an organization. It represents areas where the company can capitalize on favourable conditions to achieve their objectives.

5.3.1 Huge scope for technology

Technology's scope is extensive and ever-expanding, offering numerous opportunities and advancements across various industries and sectors. Artificial intelligence (AI) can significantly impact the healthcare and housekeeping industries by increasing productivity, improving customer service, and optimizing business processes. Additionally, Edgenta UEMS can upgrade its cleaning machinery and equipment, including HVAC systems and washing machines. This allows for scheduled maintenance, which minimizes disruption and reduces costs. Edgenta UEMS utilizes technology such as its UETrack™ platform for staff attendance and customer feedback. This system can be updated to automate check-in and check-out more effectively. Additionally, Edgenta UEMS can invest in robotic technology. Ai-enabled robots can perform various housekeeping duties, including floor cleaning, vacuuming, mopping, and bed-making. These robots have sensors and algorithms that allow them to autonomously navigate environments, avoid obstacles, and perform cleaning tasks. Additionally, these machines can operate around all hours of the day, increasing productivity and decreasing the need for manual labour.

5.3.2 Competitor vulnerabilities

Multiple factors may contribute to the vulnerabilities of competitors, and these factors may affect businesses. Pintaras Jaya Berhad, Kerjaya Prospek, Melati Ehsan, Stella Holdings Berhad, and Gamuda are some of Edgenta UEMS's competitors in the same market. Limited resources and operational vulnerabilities are one of the causes of competitor vulnerabilities. Inefficient operational processes, a failure to utilize technology or inadequate labor management can all have a negative impact on a competitor's ability to produce products or services on time, resulting in dissatisfied customers and lost business opportunities. Specialization is crucial because the healthcare profession is intricate and demands expert knowledge to deliver quality service. Quality of care is one of the many weaknesses a non-specialized rival could experience. Comparatively speaking to other specialized healthcare providers, a lack of specialization might lead to lower-quality care. We can provide more precise services at Edgenta UEMS because we have in-depth knowledge, expertise, and experience in a particular healthcare field. In contrast, non-specialized competitors could find it difficult to offer the same degree of competence and might come out to clients as less dependable or competent. Additionally, some of the competitors have fewer options for training. A corporation may suffer from a lack of current knowledge and experience due to limited training opportunities. This may affect the business's capacity to offer its customers high-quality services. Additionally, the personnel will have skill gaps due to the limited training chances. Staff members might not be able to obtain the knowledge and skills required to successfully carry out their everyday tasks without access to ongoing learning and development. However, Edgenta UEMS has its training facility, the Edgenta UEMS Centre of Excellence. Before working on the actual sites, all personnel, especially the new ones, receive training at this Centre of Excellence for cleaning operatives, linen, porter, and engineering services. The Learning and Development department gives all personnel their initial practical training according to their particular syllabus. As a result, new hires will benefit from thorough training and familiarity with their roles.

5.3.3 New market segments that offer improved profit Edgenta UEMS, one of the top businesses in the healthcare service sector, is now concentrating on the area of expertise in cleaning for healthcare facilities. For hospitals, clinics, and medical offices, Edgenta UEMS offers specialized cleaning services, including disinfection and sanitization, which comply with healthcare regulations. With the skills and knowledge, Edgenta UEMS can enter other market such as commercial industry. It's because many companies are now emphasising sustainability and environmentally friendly practises. I think Edgenta UEMS can provide potential customers cleaning services that use eco-friendly cleaning supplies, energy-saving techniques, and reducing waste. By providing environmentally friendly cleaning products to business clients in this market niche, Edgenta UEMS will be able to stand out from the competition. Edgenta UEMS also can explore opportunities in the education industry market by offering their cleaning and maintenance services to educational institutions such as schools, colleges, universities, and training centres. Educational institutions may also need outdoor cleaning, lawn care, and landscape maintenance for the school grounds in addition to indoor cleaning. Due to the great variety of educational institutions and the importance of this business in many nations, the market for the education sector is large and has potential for cleaning services.

5.4 THREATS Threats refers to external factors that pose potential challenges or risks to an organization or project. Threats are external forces that may hinder or negatively impact the organization's performance, competitive position, or overall objectives.

5.4.1 Fast-paced technology Due to the rapid nature of technological advancements, any housekeeping business may encounter various obstacles. As healthcare support companies incorporate technology and collect customer data, providing strong cybersecurity and data privacy becomes increasingly important. Protecting sensitive client information, securing online transactions, and preventing data intrusions are all crucial for maintaining customer confidence and adhering to applicable regulations. Next, the expanding use of automation and robotics technology has the potential to disrupt conventional maintenance procedures. Automated cleaning equipment, robotic sweeper cleaners, and intelligent devices can perform routine cleaning tasks more efficiently and affordably. This places pressure on housekeeping businesses to alter their methods of operation, train their employees to use advanced technology, and find new ways to offer value beyond the basic cleaning routine. In addition, the upgrade and integration will incur massive expenses.

5.4.2 Strong competition As mentioned, some of Edgenta UEMS's competitors include Pintaras Jaya Berhad, Kerjaya Prospek, and Melati Ehsan, with Gamuda Berhad being the largest rival. As a competitor, Gamuda Berhad has become a major participant in the Malaysian and international infrastructure industries. This competitor's involvement in multiple industries enables it to participate in various market segments and leverage its expertise across numerous initiatives. The company's financial strength and stability are also significant contributors to its competitiveness. According to Finbox, UEM Edgenta's revenue growth for 2021 was 11.4%, while its competitor's revenue growth was 87.1%. The gap in market capacity between these two companies is so great that Edgenta UEMS must exert more effort to catch up with its competitors.

5.4.3 Competitors have superior access to channels of distribution In the industry of healthcare support and maintenance, competitors with superior access to distribution channels have a significant advantage over competitors. These channels of distribution refer to the diverse pathways and networks by which consumers receive services. Possessing superior access to distribution channels is evidence of effective supply chain management. Competitors may have strong relationships with their suppliers, ensuring a steady and timely supply of essential supplies, equipment, and products. This may enable them to promptly and consistently meet customer demands, enhancing their reputation and client satisfaction. The competitors may then have expanded their market reach. By having established relationships with essential distributors, retailers, and healthcare facilities, they can reach a larger customer base. This will enable them to distribute their services across a larger geographical area, thereby increasing their potential market share.

6.0 CONCLUSION My internship training at Edgenta UEMS Sdn. Bhd was one of the best decisions I've ever made because I could perform duties closely related to the course we studied in class. In addition, it gives me a clearer picture of what I lack to achieve my ambition. The supervisor's confidence in me during the past few months of my internship is something I will carry with me throughout the rest of my career. My internship here made me realize that to be successful in today's market, employees must possess exceptional adaptability, analysis, problem-solving, and leadership skills to execute the company's vision and mission. I am grateful and appreciative of the entire staff, particularly my HR teams, who were welcoming and persistent in answering my questions and encouraging me to complete a specific task. Therefore, this internship has provide me a very valuable learning experience. This can be used to familiarise and become familiar to the demanding work environment. Last but not least, this industrial training will also educate and produce highly qualified and educated graduates. I strongly suggest that some universities student should do their industrial training here at Edgenta UEMS Sdn. Bhd.

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