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UNIVERSITI  
TEKNOLOGI  
MARA

# INDUSTRIAL TRAINING REPORT AT SUNPOWER MALAYSIA MANUFACTURING SDN BHD MGT666

**1 March - 15 August 2023**

**Prepared By:**

NURRABIATUL FATIHAH BINTI MUHAMMAD

KHAIRUL TEO

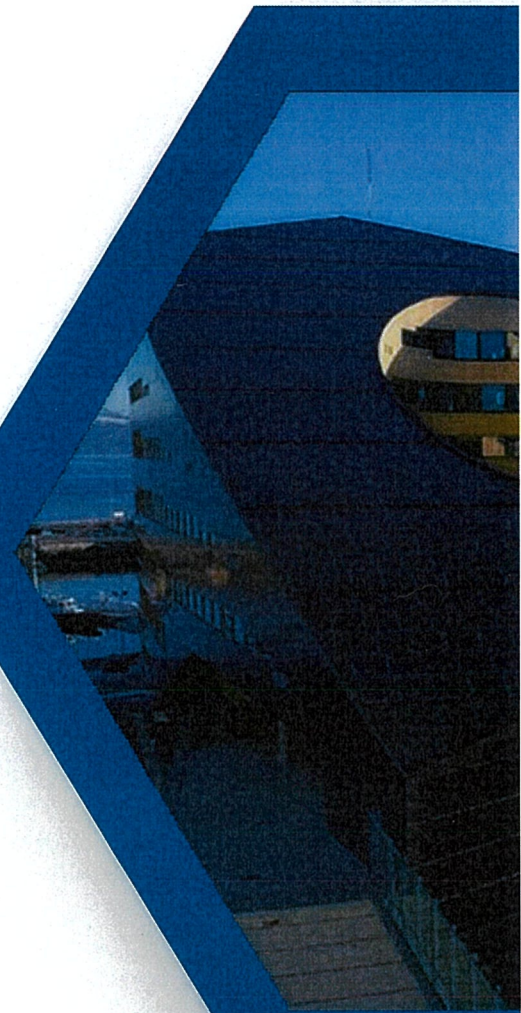
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PROGRAMME BA246 6D - BACHELOR OF BUSINESS

ADMINISTRATION (HONS.) INTERNATIONAL BUSINESS

**Prepared For:**

PUAN NOORAIN MOHD NORDIN



## **1.0 EXECUTIVE SUMMARY**

This internship report provides a comprehensive analysis of my experience as an intern in the Human Resources (Employee Relations and Services) Department at SunPower Malaysia Manufacturing SDN. BHD. The report covers the company's organizational structure, the company's detailed SWOT analysis, and my roles and responsibilities during the internship period.

SunPower Malaysia Manufacturing SDN. BHD. has a hierarchical organizational structure with clear lines of communication and a focus on teamwork. The Human Resources Department is responsible for managing the company's human resources, including recruitment, employee relations, and performance management.

During my internship in the Human Resources (Employee Relations and Services) Department, I assisted in employee engagement activities related to employee services as required by my immediate supervisor or manager. This included assisting in SRC (Sport and Recreation Club) activities, recording employee disciplinary actions, managing employee confirmation and extension letters, and filing employee p-files. I also supported the department in the implementation of various policies and procedures.

The report provides insights into the challenges faced by the department, including employee retention, managing employee conflicts, and maintaining a positive work culture. It also highlights the importance of employee engagement, communication, and empathy in creating a healthy work environment.

In conclusion, my internship at SunPower Malaysia Manufacturing SDN. BHD. was a valuable learning experience that allowed me to develop a range of technical and interpersonal skills. I was also able to contribute to the department's operations and gain practical experience in a real-world setting over the course of the internship period.

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## **1.1 Acknowledgement**

I would like to express my deepest gratitude to SunPower Malaysia Manufacturing SDN. BHD for providing me with the opportunity to complete my internship for six months at their organization. It has been a great honor and privilege to be a part of such a dynamic and progressive company.

I would like to extend my sincere appreciation to Mr. Rizal Bin Hamzan, my internship supervisor, for providing me with invaluable guidance and support throughout my internship. Your encouragement, feedback, and patience have helped me to develop my skills and knowledge in a professional setting.

I would also like to thank all the staff and colleagues at SunPower Malaysia Manufacturing SDN. BHD. for their warm welcome and assistance during my internship period. The knowledge and experience that I gained will undoubtedly be beneficial for my future career development.

Finally, I would like to express my gratitude to my academic institution, University Technology MARA (UITM) Bandaraya Malacca, my advisor, Madam Noorain Mohd Nordin, and all the lecturers who have taught and supported me throughout my studies. Without their guidance and encouragement, I would not have been able to take advantage of this valuable opportunity.

Thank you all for the support and encouragement that you have given me during my internship at SunPower Malaysia Manufacturing SDN. BHD. I am truly grateful for this experience and the knowledge and skills that I have gained.

## 2.0 STUDENT'S PROFILE



# FATIHAH TEO

**BACHELOR OF BUSINESS ADMINISTRATION  
(HONS.) INTERNATIONAL BUSINESS**

*Objective: To get an opportunity where I can make the best of my potential and contribute to the organization's growth.*



## PROFILE

NAME : NURRABIATUL FATIHAH BINTI MUHAMMAD KHAIRUL TEO.  
ADDRESS : 78000 ALOR GAJAH, MELAKA.



## CONTACT



## LANGUAGE

MALAY ●●●●●  
ENGLISH ●●●●●  
ARABIC ●●●●●



## EDUCATION

2021 - 15 AUGUST 2023

**UNIVERSITI TEKNOLOGI MARA (UITM)  
CAWANGAN MELAKA, KAMPUS  
BANDARAYA MELAKA.**

BACHELOR OF BUSINESS ADMINISTRATION  
(HONS.) INTERNATIONAL BUSINESS  
CGPA : 3.68

2017-2020

**UNIVERSITI TEKNOLOGI MARA (UITM)  
CAWANGAN MELAKA, KAMPUS ALOR  
GAJAH**

DIPLOMA IN BUSINESS STUDIES  
CGPA : 2.88



## SKILLS

### APPLICATION SOFTWARE

Microsoft Office	<div style="width: 60%;"></div>	60%
Canva	<div style="width: 90%;"></div>	90%
Photoshop	<div style="width: 47%;"></div>	47%
Animation software	<div style="width: 47%;"></div>	47%
Editing software	<div style="width: 47%;"></div>	47%

### PEOPLE SKILLS

Time management	<div style="width: 100%;"></div>	100%
Leadership	<div style="width: 93%;"></div>	93%
Handling pressure	<div style="width: 93%;"></div>	93%
Able to working in team	<div style="width: 93%;"></div>	93%



## EXPERINCES

### SUNPOWER MALAYSIA MANUFACTURING SDN. BHD.

- Audit employee transportation, arrange transportation for current and new hires, prepare invoices, and maintain the AUPI database.
- Assist with employee services and SRC (Sport and Recreation Club) activities.
- Manage the vendor inventory audit for all cafeteria items and assist with daily operations.
- Develop posters, banners, and signage for the employee relations and services activities.
- Set up and manage the company events.

### DURING MID SEMESTER & SEMESTER BREAK

#### SUBWAY JEJANTAS AYER KEROH

- Working part time as a cashier, food preparation and kitchen.
- Improve communication between worker and customer.
- Passionate and responsible in doing one things.

#### PIZZA HUT ALOR GAJAH

- Working part time as a cashier, rider and kitchen.
- Provide excellent customer service and support team members through positive interactions and professional manners all the time.
- Improve communication between worker and customer.
- Passionate and responsible in doing one things.



## ACHIEVEMENTS

### VOLUNTEERING

- 2023 - CSR VOLUNTEERING ACTIVITIES: Joined Zoolunteer (Earth Day) at Zoo Melaka.

### LEADERSHIPS

- 2022 - FOOD SECTION COMMITTEE AND CREW ACTIVITIES FOR LET'S COMMUNICATE AND CONNECT AT SK BATU BERENDAM.
- 2019 - LOGISTIC BUREAU OF PROGRAMME DUNIYA KI PYAAR THE LOVE OF THE WORLD CHANEL 4.0 CHARITY & ENDLESS LOVE 4.0 AT SEKOLAH BIMBING JALINAN KASIH.
- 2019 - ASSISTANT PROJECT LEADER OF COMPANY SITE VISIT AT ASA NIAGA PELABUHAN BARTER TRADE SDN. BHD AND ASA PALMILK (M) SDN. BHD.

### SPORTSMANSHIP

- 2019 - SUKAN ANTARA KOLEJ (SUKOL) Netball.



## REFERENCES

- Name : Mohamed Rizal Bin Hamzan
- Position : Senior Staff ERS Specialist

- Name : Mohd Zaki bin Sadik
- Position : Academic Advisor / Senior Lecturer

### 3.0 COMPANY'S PROFILE



<b>Company Name</b>	SunPower Malaysia Manufacturing SDN. BHD.
<b>Location</b>	Melaka World Solar Valley, 78000, Alor Gajah, Melaka.



SunPower Malaysia is located at Melaka World Solar Valley and has been operating since July 2011. SunPower Malaysia's 1,600 diverse workforce from various backgrounds has the capability to produce approximately 2616 megawatts of solar cells (MAX6 and PERC) and solar modules (MODCO). SunPower Solar Technologies is a company that pioneers solar technology and is recognized as a worldwide leader in its field. Established in 2020 after being separated from SunPower Corporation, Maxeon Solar Technologies leverages over three decades of experience in solar innovation. The company operates under the SunPower brand globally and the Maxeon brand in Canada, the United States, and Japan.

### 3.1 Vision, Mission, Objective, and Goal

#### Vision

To take our premium brand Beyond the Panel in global DG markets and become the premier LCOE optimized panel provider for global large scale power plan markets.

#### Mission

To be a leader in solar sustainability.

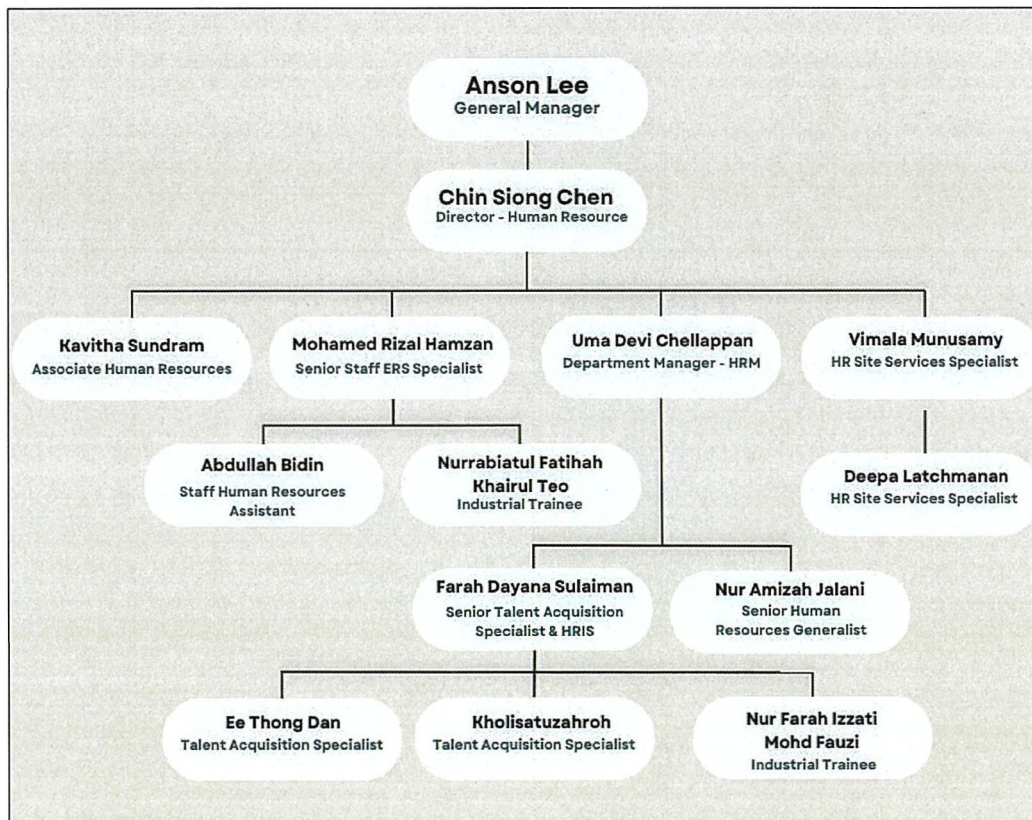
#### Objective

Enable the business to perform today and transform for the future by powering positive change through building organizational capabilities that create a humanized employee experience and culture of growth and purpose.

#### Goal

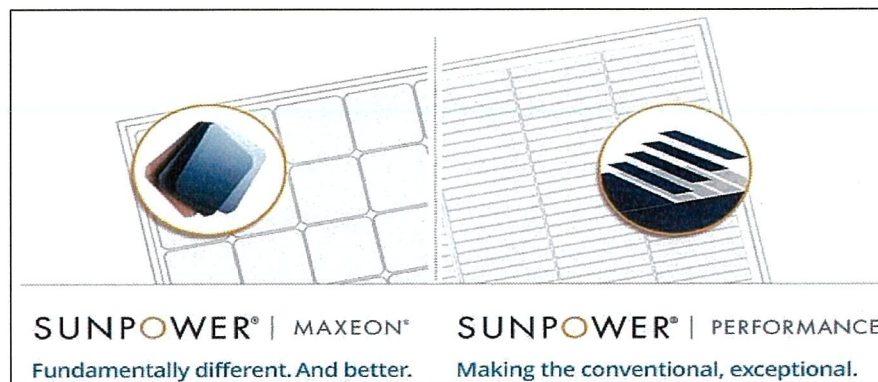
We are driven to take solar technology higher, faster, and farther than ever before.

### 3.2 Organizational Structure





### 3.3 Products or Services



SunPower Malaysia offers a diverse and extensive range of solar products, including some of the most technologically advanced and top-performing solar panels available on the market. With a comprehensive and far-reaching sales network spanning more than 100 countries, SunPower Malaysia has established partnerships with over 1,200 trusted and reputable associates.

The exceptional quality and reliability of SunPower's Malaysia solar panels have earned them the preference of over 300,000 homeowners and esteemed business customers alike. By choosing SunPower Malaysia panels, these individuals and organizations have not only taken control of their energy future but have also collectively made a significant impact in reducing carbon emissions, preventing the release of over 80 million metric tons of CO<sub>2</sub> into the atmosphere.

SunPower's Malaysia expertise in solar power extends beyond the realm of individual panels. With an impressive track record, they have successfully deployed over 5 GW of SunPower panels in some of the largest power plants globally. This demonstrates their competence in implementing large-scale solar energy solutions.

A key factor behind SunPower's Malaysia innovation and success lies in their access to an extensive portfolio of over 1,000 solar patents. This invaluable resource allows SunPower Solar Technologies to design, produce, and distribute exceptional solar product lines that set industry standards. Furthermore, to ensure customer satisfaction and peace of mind, these remarkable solar products come with an industry-leading warranty, providing confidence in their performance and durability.

Overall, SunPower's Malaysia commitment to delivering cutting-edge solar technology, supported by a wide sales network, exceptional product quality, and expertise in solar power plants, makes them a reliable and preferred choice for customers seeking reliable and sustainable solar solution.

#### 4.0 TRAINING'S REFLECTION

<b>Duration</b>	6 months
<b>Date</b>	1 March 2023 – 15 August 2023
<b>Working day</b>	Monday – Friday
<b>Time</b>	8.00 am – 5.00 pm

During my internship in human resources, focusing on employee relations and services, I had the opportunity to gain hands-on experience in various areas, including employee transportation, employee services activities, and cafeteria management. This training reflection highlights my key learnings and experiences in these job scopes.

One of the significant responsibilities I had was performing an employee transportation audit and managing transportation arrangements for both current employees and new hires. This involved coordinating with external vendors, ensuring smooth transportation logistics, and maintaining an accurate database in the AUPI system. Through this task, I developed strong organizational and coordination skills, as well as attention to detail in managing transportation-related processes.

In addition to employee transportation, I assisted in various employee services activities as required by my immediate superior or manager. These activities varied from supporting employee engagement initiatives, such as organizing SRC activities, to assisting in day-to-day tasks related to employee services. These experiences allowed me to gain a comprehensive understanding of the importance of employee services in enhancing employee satisfaction and engagement within the organization.

Another area of responsibility was cafeteria management, where I actively participated in the inventory audit conducted by the vendor for all cafeteria items. Additionally, I assisted in the day-to-day operations of the cafeteria as assigned by my immediate superior or manager. This role provided me with insights into the operational aspects of managing a cafeteria and the importance of ensuring efficient inventory management.

Throughout the internship, I learned the value of adaptability and flexibility in handling diverse tasks and responsibilities. I quickly adapted to new situations and

demonstrated the ability to prioritize tasks effectively. This internship also enhanced my problem-solving skills as I encountered various challenges related to transportation logistics, employee services, and cafeteria management. I learned to think critically and find innovative solutions to overcome this challenge.

Furthermore, working closely with my immediate superior and manager provided me with valuable guidance and mentorship. Their support and feedback allowed me to develop a better understanding of the HR function, as well as the specific job scopes I was responsible for during the internship. I also had the opportunity to collaborate with a team of dedicated professionals, which enhanced my teamwork and communication skills.

In conclusion, my internship in employee relations and services provided me with a well-rounded experience in managing employee transportation, assisting in employee services activities, and participating in cafeteria management. I gained practical skills in coordination, organization, problem-solving, and teamwork. This internship not only deepened my understanding of HR practices but also solidified my interest in providing valuable services to employees and contributing to a positive work environment.

# SWOT ANALYSIS

## STRENGTHS

- Good employee engagement and welfare program.
- Stable Workforce with low turnover rate (>70% employees served the company for >5years).

## WEAKNESSES

- Heavy Workload.
- Budgetary limitations in human resource(HR) expenses.

## OPPORTUNITIES

- New technology improve.
- Divisional team building plan to Increase employee engagement.

## THREATS

- Rising health care cost.
- Competition with other companies who provide same product.

## 6.0 DISCUSSION AND RECOMMENDATIONS

### 6.1 Strengths

- Good employee engagement and welfare program

Employee engagement is described as one of the crucial issues that each association attempts to maintain among its employees and to make sure that workers give their jobs all in (Adhitama, 2020). Employee engagement is a mindset that motivates all employees to consistently provide their full support to the goals and fundamental principles of the firm (Zali et al., 2018). Employee engagement helps the business achieve its goals, execute its plans, and generate meaningful financial returns.

SunPower Malaysia Sdn Bhd is committed to nurturing employee engagement and welfare through a range of initiatives. They recognize and reward achievements, including target-based rewards that encompass both extrinsic and intrinsic benefits. Extrinsic rewards such as pay, bonuses, promotions, and non-financial benefits are provided, while intrinsic rewards focus on appreciation and recognition. Moreover, SunPower Malaysia demonstrates appreciation for employees who have served long tenures through dedicated long-service awards. The company also goes beyond the workplace, organizing customized initiatives such as Corporate Social Responsibility activities and celebrating cultural occasions. They further promote employee well-being through sports activities, daily meal subsidies, and educational sponsorships for undergraduate, master's, and PhD studies. Additionally, the company offers comprehensive training programs, covering both soft skills and technical expertise.

Employee engagement and welfare programs have a profound impact on the success of the company. Firstly, these initiatives enhance employee satisfaction and retention by creating a positive work environment and showing appreciation for employees. This leads to higher job satisfaction and a greater likelihood of employees staying with the company long-term, reducing turnover costs and ensuring a stable workforce. Secondly, these programs boost productivity and performance within the company. Engaged and satisfied employees are more motivated and committed to their work. By offering rewards, recognition, and opportunities for growth and development, employee engagement and welfare

programs elevate productivity levels, resulting in improved business output and increased competitiveness (Hussain et al., 2020). Lastly, a strong employee engagement and welfare program serves as a differentiating factor in attracting and retaining top talent. Prospective employees are drawn to companies that prioritize employee well-being and offer opportunities for growth and development. This enables the company to attract and retain skilled individuals who contribute to its overall success.

There are multiple recommendations for the SunPower Malaysia Sdn Bhd can do to maintain or expand this strength. Firstly, employ a bottom-up approach as a strategy to engage employees. It is appropriate for important decisions within the company to start with lower-level management, which consists of the employees. Conduct surveys and questionnaires to allow staff to express their ideas and concerns. The employee engagement plan can benefit from a survey as it helps employees feel valued, respected, and like part of a group, the more their thoughts are actively sought. Google was one of the pioneers in understanding employee needs by listening to them. Google allows its workers to have a flexible schedule, enabling them to work on their own terms and enhance creativity and productivity. This means employees have complete freedom to work in a way that suits them best.

Secondly, establish an employee of the month program. Recognizing hard work and achievements in the workplace increases employee morale, encourages healthy competition, and creates a positive atmosphere. With higher motivation comes better engagement, happiness, and ultimately retention. Therefore, "Employee of the Month" programs are an excellent way to demonstrate to your top-performing employees that you acknowledge their hard work and appreciate their efforts. Investing in such employee engagement activities is highly beneficial.

Lastly, develop a robust mentorship program. It is advisable not to leave new employees to fend for themselves. Naturally, new employees are likely to feel lost and uncertain. Thus, a mentorship program becomes exceptionally important. A mentor is an experienced person who guides and advises a less experienced individual. You can assign a more senior employee as a mentor. Additionally, to make the process enjoyable, you can provide extra benefits to employees who volunteer to be mentors. A mentorship program is beneficial to both parties involved. The mentee receives guidance, while the mentor learns to be responsible. When a

new employee encounters difficulties, they may hesitate to approach the manager directly. In such cases, the likelihood of confiding in a mentor is higher. This knowledge alleviates a significant amount of stress and anxiety for new employees.



- **Stable Workforce with low turnover rate (>70% employees served the company for >5years).**

A stable workforce with a low turnover rate typically refers to a situation where employees tend to stay with a company for a longer period, resulting in minimal turnover or attrition. Such a stable workforce is often desirable for organizations as it can lead to increased productivity, continuity, and reduced recruitment and training costs. A stable workforce is characterized by a relatively consistent and committed group of employees who choose to stay with the company for an extended duration. This stability has several benefits for both the employees and the company, including consistency and productivity, reduced recruitment and training costs, and knowledge retention (Al-Suraihi et al., 2021).

To observe whether SunPower Malaysia Sdn Bhd has a stable workforce with low turnover, I conducted several surveys. Firstly, I analyzed the turnover data by examining the historical turnover data of the company. The analysis revealed a consistently low turnover rate, indicating a more stable workforce. Secondly, I conducted stay interviews with current employees to understand their level of satisfaction, engagement, and intention to stay with the company. The results of these interviews were positive, which indicates that SunPower Malaysia Sdn Bhd has a stable workforce. Furthermore, I also reviewed employee tenure to assess the average length of time employees have been with the company. The results showed that employees tend to stay with the company for a longer duration because they are satisfied with all the advantages that the company has provided for them. Lastly, I evaluated the recruitment efforts and observed a decrease in recruitment activities, which means that the company has a stable workforce.

A stable workforce with low turnover has many impacts on the company. Firstly, it leads to cost savings as lower turnover rates reduce recruitment and training costs associated with hiring and onboarding new employees. This allows companies to allocate resources more efficiently by investing in areas such as employee development, benefits, and workplace improvements. Secondly, productivity and efficiency are improved when there is a stable workforce. Employees can develop a deeper understanding of their roles and the organization, resulting in increased productivity and efficiency. Experienced

employees can contribute to improved processes, reduced errors, and enhanced collaboration. Lastly, customer satisfaction is positively affected. Stable workforces often lead to improved customer service and satisfaction (Al-Suhairi et al., 2021). Employees who have been with the company for a longer time are more likely to have a better understanding of customer needs and build stronger relationships, resulting in improved customer retention and loyalty (M.Sung, 2019) (Wu, 2010).

To sustain or expand a stable workforce with a low turnover rate, the organizations can implement various strategies. Firstly, focusing on employee engagement is crucial. Creating a positive work environment that values and supports employees, fosters open communication, and offers opportunities for growth and development enhances job satisfaction and commitment (P.Bibi, 2018). Secondly, offering competitive compensation and benefits is essential. Providing attractive compensation packages, perks, and benefits that align with industry standards helps retain employees. Additionally, emphasizing work-life balance promotes employee well-being. Supporting flexible work arrangements, encouraging time off, and preventing burnout contribute to a healthy work-life balance. Investing in professional development opportunities is also vital. For example, providing training programs, workshops, and continuous learning opportunities which enhances employee skills, satisfaction, and loyalty.

By implementing these strategies, organizations can sustain and expand a stable workforce with low turnover. Creating a supportive and engaging work environment, prioritizing employee well-being, and providing opportunities for growth and development contribute to employee satisfaction, retention, and long-term commitment to the organization.

## 6.2 Weaknesses

- **Heavy Workload**

Heavy workload is a significant weakness within organizations as it poses several challenges and drawbacks for employees. When employees are burdened with excessive tasks and responsibilities, it can lead to negative outcomes both for individuals and the overall functioning of the organization. The issue of workload significantly impacts employee performance, warranting attention from companies. Research indicates that unmanageable workloads are cited as a major stressor by 46 percent of workers, and approximately 26 percent of employees frequently experience burnout on the job (Picincu, 2019). Heavy workloads are known to cause stress, anxiety, fractures in relationships, health complications, and reduced overall effectiveness (Havaei & MacPhee, 2020).

It has been observed by employ various method to gather information and assess the situation in SunPower Malaysia Sdn Bhd. First, I have used employee feedback and short interviews method, which I have encouraged open short communication with employees through feedback sessions or one-on-one interviews. This allows them to express their concerns about workload and provide valuable insights into how it affects their performance and well-being. Within the organization, certain employees are assigned diverse tasks that encompass multiple domains. It is plausible that these tasks lack effectiveness and impose a substantial workload on employees, surpassing the boundaries of their assigned roles.

The heavy workload significantly can impact on work-life balance. Heavy workloads can disrupt work-life balance for employees, causing stress, strain on personal relationships, and reduced overall well-being. This can lead to higher levels of absenteeism, reduced employee satisfaction, and increased healthcare costs. Furthermore, it can also reduce employee engagement and morale. Heavy workloads can negatively impact employee engagement and morale. When employees constantly feel overwhelmed and stressed, their motivation, job satisfaction, and commitment to the organization may decline. Overall, the impact of heavy workload on a business can result in decreased productivity, lower employee morale and engagement, increased turnover, reduced quality of work, and challenges in attracting and retaining talent. Recognizing and addressing this

issue is crucial for maintaining a healthy work environment and maximizing employee performance and well-being.

Based on the issue at hand, there are several suggestions that the organization can adopt to address the weakness of heavy workload and mitigate its effects. Firstly, employees should strive to eliminate unnecessary tasks and streamline time-consuming ones (Picincu, 2019). SunPower Malaysia Sdn Bhd could consider increasing the number of contract employees to handle excessive tasks, allowing existing employees to focus on their core responsibilities or distribute tasks fairly and efficiently to prevent employees from being burdened with tasks outside their designated roles. Additionally, planning the workload in advance based on organizational cycles can be beneficial (Picincu, 2019). For instance, the process of hiring new employees, whether permanent or contract, requires careful planning, preparation, and potentially long work hours. Instead of extending deadlines, higher-level officers or employees could strategize ahead of time, enabling workers to perform at a more manageable pace, improve their performance, and anticipate potential issues before they arise.

To begin, it is crucial to assess workload distribution thoroughly, conducting a comprehensive evaluation of how tasks are distributed among teams and individuals (Saratian et al., 2019). This evaluation will identify areas where tasks can be better allocated or streamlined, leading to a more equitable workload for employees. Additionally, SunPower Malaysia Sdn Bhd can implement team-building activities, seminars, and other forms of social interaction to address this problem. Such actions foster employee bonding and reduce stress. When an employee is exhausted and stressed, pairing them with another employee and encouraging collaboration can help evenly divide the workload. This approach minimizes the risk of overloading employees, which can lead to potential issues such as fatigue and breakdowns (Inegbedion et al., 2020). By implementing these recommendations, organizations can cultivate a healthier and more balanced work environment, effectively mitigating the negative impact of heavy workload. This, in turn, will enhance employee well-being, productivity, and overall business performance.

- **Budgetary limitations in human resource (HR) expenses.**

Budgetary limitations in human resource (HR) expenses refer to the financial restrictions imposed on the HR department's allocation of funds. These limitations arise from the need to control costs, prioritize investments, and maintain profitability. Economic conditions and organizational priorities can also contribute to tighter control over HR spending. To cope with these limitations, HR departments must optimize processes, leverage technology, and explore cost-effective alternatives. However, excessive limitations can hinder talent attraction, training, and overall employee satisfaction. Striking a balance between cost control and investing in HR initiatives is crucial for long-term success.

In my observation, SunPower Malaysia Sdn Bhd has reduced its recruitment activities due to budgetary limitations in HR expenses. The company is hiring fewer employees and taking a longer time to fill vacant positions, indicating budget constraints. Furthermore, SunPower Malaysia Sdn Bhd has also limited its training and development programs, with a lack of comprehensive initiatives and reduced investment in employee development. Moreover, the company has opted to outsource certain HR tasks and implement technology solutions to reduce costs and streamline operations.

The impact of budgetary limitations in Human Resource (HR) expenses can be significant for a business. One key impact is talent acquisition and retention. Limited HR budgets can make it challenging to attract and retain top talent, which affects the company's ability to build a skilled and motivated workforce. Additionally, budgetary limitations in HR expenses also affect training and development (Now, 2023). Insufficient investment in training and development programs can hinder employee growth and skill enhancement, potentially leading to a less competent workforce. Moreover, employee morale and engagement are also impacted by budgetary limitations in HR. Budget constraints can limit the company's ability to invest in employee engagement initiatives, resulting in decreased morale and lower productivity levels. It is crucial for companies to find a balance between cost control and investing in HR initiatives that foster employee development, engagement, and well-being. Strategic allocation of HR resources can ultimately contribute to long-term business success by creating a strong and motivated workforce.

To overcome budgetary limitations in human resource (HR) expenses or

lessen the impacts, SunPower Malaysia Sdn Bhd can consider the following recommendations. First, prioritize HR spending by evaluate and prioritize HR initiatives that have the most significant impact on business outcomes. Focus on key areas such as talent acquisition, employee development, and engagement programs. Allocate resources strategically to ensure that critical HR functions receive adequate funding.

Second, the organizations also can optimize HR processes to overcome budgetary limitations in human resource (HR) expenses. Streamline HR operations and processes to reduce costs and improve efficiency. Automation and digitalization of routine HR tasks can help free up resources for more strategic initiatives. Implement self-service portals, digital HR platforms, and employee self-onboarding processes to reduce administrative workload.

Third is invest in technology. Leverage HR technology solutions to streamline processes, improve data management, and enhance decision-making. Implementing an HR information system (HRIS) or a talent management system can help optimize HR operations, track employee performance, and support strategic workforce planning (Satispi et al., 2023).

Lastly to overcome budgetary limitations in human resource (HR) expenses or lessen the impacts, the organization also can advocate for HR budget increases. Clearly communicate the value and impact of HR initiatives to key stakeholders, such as senior management or the finance department. Make a compelling case for additional HR budget allocations based on the potential return on investment and the importance of a strong HR function in driving business success. By implementing these recommendations, organizations can navigate budgetary limitations in HR expenses more effectively, minimize their impacts, and ensure that HR initiatives align with the organization's strategic objectives.

## 6.3 Opportunities

- **New Technology Improve**

New technology improvements typically refer to advancements and innovations in technology that lead to improvements in various aspects such as efficiency, effectiveness, functionality, convenience, and performance. The increase in the use of new technologies, such as Artificial Intelligence (AI), robotics, and others, has had a differential effect across occupations and sectors that has not yet been fully explored (OECD, 2019). The term "new technology improve" implies the introduction of cutting-edge tools, systems, processes, or methodologies that bring about positive changes and advancements in a specific domain or industry. It signifies the introduction of innovative solutions, tools, or approaches that result in advancements, benefits, and positive changes within a particular context or industry.

This transformation of the firm into a digital firm, as surveyed by (Kraus et al., 2019), requires a good deal of entrepreneurial transformation, both in new and established firms, to achieve the goal of increasing productivity. So, I have made an observation of this opportunity in SunPower Malaysia Sdn Bhd using three methods: process analysis, user feedback and surveys, and customer feedback. In terms of process analysis, I conducted a thorough analysis of the existing processes and workflows to identify areas where new technology was implemented. The company has incorporated more robotic machines to handle production output, reducing reliance on human labor. After implementing the new technology, there were positive changes in efficiency, speed, and resource utilization.

The implementation of robotics and other advanced technologies improved process efficiency, increased output, reduced defects, and garnered positive feedback from both employees and customers (Mark et al., 2019). Automation, which replaces human labor with machine work, aims to increase quality and reduce unit costs. This can be the advantage that the organization can take through this opportunity. The potential outcome that the company can gain is in the labor market, either directly or indirectly, due to the successive displacement of human capital expelled from their previous positions to other positions requiring more traditional qualifications.

Regarding user feedback and surveys, I collected feedback from employees who utilized the new technology to understand their experiences, challenges, and

suggestions for improvement. The feedback received was overwhelmingly positive, as the new technology greatly assisted in increasing daily output and reducing defects in the final products. Furthermore, I collected customer feedback to assess if the new technology had improved their experience and enhanced the quality of products and services. The customer feedback was predominantly positive, with no complaints or negative reviews regarding the products and services received during the 40-year warranty period. Even though many companies are eager to adopt these technologies to increase productivity, some concerns have been raised about the cost impact of the transformation and its effect on the workforce (Acemoglu & Restrepo, 2019). Overall, the observations made at SunPower Malaysia Sdn Bhd through these methods indicate that the new technology improvements have had a significant positive impact.

To enhance adaptation to new technologies, I propose that SunPower Malaysia implements a comprehensive training program and seminars designed to equip all staff with practical knowledge and hands-on experience related to these advancements. Such initiatives are crucial in preparing employees for the impact of these technologies on their daily work. Research supports the notion that training programs effectively impart the necessary knowledge, skills, and attitudes to enhance employee performance and align it with organizational standards (Niati, Siregar, & Prayoga, 2021). Addressing the lack of training and staff development options is essential in overcoming obstacles to individual and firm career growth. By adopting this training program, the company can foster technological advancements and ensure that all employees possess a comprehensive understanding of these innovations, leading to organizational improvements.

These improvements aim to enhance performance, optimize processes, expand capabilities, reduce costs, improve the user experience, and address limitations, ultimately driving progress and pushing the boundaries of what is possible. Technological resources encompass operational knowledge, processes, methodologies, past experiences, and tools (Ru-Zhue et al., 2022). Service activities are also increasingly replaceable by machines, which are capable of working continuously and unsupervised throughout the day. Machines are programmed to perform rapid, dependable, accurate, and repeated actions, leading to increased productivity, and significantly boosting a factory's overall output. They also contribute to a higher standard of goods. Unlike human employees who may occasionally make



mistakes, machines are trained to carry out highly specific jobs repeatedly and without variation. This leads to increased product uniformity and higher overall quality. By reducing the chance of production mistakes, manufacturers not only enhance product quality but also save time and resources that would otherwise be used to fix errors. Effective maintenance and repair of industrial equipment are vital to ensure continuous operations and prevent downtime.

- **Divisional Team Building Plan to Increase Employee Engagement**

Divisional team building refers to the process of bringing together employees within a specific division or department to enhance collaboration, communication, and overall engagement. It aims to foster a sense of unity, teamwork, and shared goals among team members. To increase employee engagement, there are several plans that can be implemented through divisional team building, including assessing the current situation, setting clear objectives, designing engaging activities, provide training and development opportunities, recognize and reward achievements and many more.

During my internship, I noticed that SunPower Malaysia Sdn Bhd organizes various activities for team building within different departments. Firstly, the company arranges numerous sports and recreation activities such as bowling, futsal, badminton, hiking, and more. These activities aim to create an enjoyable and friendly atmosphere where employees can bond and build relationships outside of work (Ozigbo, A. M., Idegbesor, M., Ngige, C. D., & Nwakoby, 2020). By participating in these activities, the employees can strengthen their connections, foster team spirit, and enhance overall engagement.

Secondly, the company provides various training opportunities to support the growth and development of its employees. One such program is the Malaysia Leadership Summit (MLS 2023), which focuses on teaching effective spare parts management techniques to reduce costs through optimized inventory management. This training equips employees with practical skills and knowledge to make efficient decisions regarding spare parts, ultimately leading to cost savings for the company (Slavković & Slavković, 2019).

Additionally, the company organizes the FMM OSH Conference 2023 (OSH is OUR Business). This conference highlights the importance of occupational safety and health, emphasizing that it is a collective responsibility shared by all employees. By participating in such conferences and events, employees gain valuable insights, stay updated on industry trends, and improve their professional competencies. These training opportunities not only enhance employees' skills but also demonstrate the company's commitment to their growth and well-being.

To take full advantage of the divisional team building activities and training opportunities, SunPower Malaysia Sdn Bhd can consider the following

recommendations. First, assess employee needs which they can conduct surveys or interviews to understand employees' interests, preferences, and areas of improvement. This will help tailor the team building activities and training programs to meet their specific needs and enhance engagement effectively. Second is, the company also can encourage cross-departmental collaboration. They can create opportunities for employees from different divisions to collaborate on projects or initiatives. This can be achieved through cross-functional teams, task forces, or interdepartmental workshops. By working together on common goals, employees can develop a better understanding of each other's roles and perspectives, fostering collaboration and teamwork.

The potential outcomes that SunPower Malaysia can gain from implementing these recommendations are increased collaboration and communication, higher employee engagement and satisfaction and many more. By providing opportunities for employees to collaborate and engage in team-building activities, the company can enhance communication channels, break down silos, and foster a collaborative work environment. This can lead to improved problem-solving, innovation, and overall productivity (Ozigbo, A. M., Idegbesor, M., Ngige, C. D., & Nwakoby, 2020). For the higher employee engagement and satisfaction, engaging employees through team-building activities, training programs, and mentoring initiatives creates a positive work environment. Employees who feel valued, connected, and supported are more likely to be engaged and satisfied, leading to higher retention rates and reduced turnover.

## 6.4 Threat

- **Rising health care cost**

The rising healthcare costs are primarily driven by factors such as technological advancements, an aging population, the prevalence of chronic diseases, administrative expenses, high prescription drug prices, unhealthy lifestyle factors, provider reimbursement models, and medical malpractice costs. These factors contribute to the overall increase in healthcare expenses, making it challenging for governments, healthcare providers, and patients to afford quality care. Addressing this issue requires a comprehensive approach that focuses on improving efficiency, promoting preventive care, implementing cost-effective practices, and exploring alternative reimbursement models to ensure sustainable and accessible healthcare for all.

I have examined how healthcare costs are increasing at SunPower Malaysia by analyzing the company's healthcare spending, reviewing the claims made by employees, and gathering feedback from them. Due to COVID-19, employees, especially older ones, are more likely to get sick (WHO, 2020). This is because the population is aging, and older individuals tend to have more health conditions and complications, requiring additional medical attention, medication, procedures, and longer hospital stays. As a result, medical expenses become higher. As we grow older, our healthcare spending tends to increase, and with a growing population of older individuals, our overall healthcare expenditure also rises accordingly. This, in turn, leads to an increased cost of living, causing employees to bear higher healthcare expenses. Additionally, as the company hires more people, healthcare costs escalate further. These factors put pressure on the company's finances, impact employee well-being and productivity, make it more challenging to recruit new employees, and result in increased operational expenses.

To address the rising healthcare cost, SunPower Malaysia Sdn Bhd can consider various strategies to lessen its impact. Here are some recommendations, first is implement wellness programs which the company can promote employee health and well-being through wellness programs that focus on preventive care, healthy lifestyle choices, and disease management. These programs can help reduce healthcare costs by improving overall employee health and reducing the risk of chronic diseases (Martin, 2022). Second is negotiate with healthcare providers.

Company can engage in negotiations with healthcare providers to obtain better rates and discounts for medical services and treatments. Company can work with insurance providers and healthcare networks to identify cost-saving opportunities and ensure that employees receive quality care at a reasonable cost.

Third is employee education and support. The company can provide comprehensive education to employees about their healthcare benefits, coverage, and cost-saving measures. Offer resources such as employee assistance programs (EAPs) or access to healthcare advocates who can assist employees in navigating the healthcare system and making informed decisions. It is important for companies to assess their unique circumstances and consider a combination of strategies to effectively manage rising healthcare costs. Avoiding the threat entirely may not be feasible, but by implementing proactive measures, companies can reduce the impact and find a balance between cost management and providing quality healthcare benefits to employees.

- **Competition with other companies who provide same product.**

Competition in the solar panel industry is driven by the increasing demand for renewable energy solutions and the growing awareness of the benefits of solar power. As more companies enter the market, the competition intensifies, leading to a variety of strategies and factors that differentiate one company from another. The threat of competition in the solar panel industry can significantly impact companies operating in the market. As more companies enter the industry and existing players strengthen their offerings, several threats emerge.

During my internship at SunPower Malaysia Sdn Bhd, I conducted a competitor analysis to observe the impact of competition on the company. I focused on researching and analyzing other solar panel companies, with particular attention given to a prominent competitor from China. This analysis revealed that the Chinese competitor offered products at a significantly lower price compared to SunPower Malaysia, posing a pricing challenge for the company. The competitive pricing resulted in potential profit margin erosion and difficulties in customer acquisition and retention. Furthermore, the competitor's technologically advanced products and innovative features presented a threat to SunPower Malaysia's market position, potentially leading to a loss of market relevance and customer demand.

The observed competition significantly impacted SunPower Malaysia's business by creating pricing pressures and challenges in customer acquisition and retention. The company had to navigate the need to remain competitive on price while maintaining profitability. Additionally, the competitor's technological advancements and product innovations necessitated a strategic response from SunPower Malaysia to enhance their own products and differentiate their brand. Adapting to the competitive landscape became essential for SunPower Malaysia to protect its market share, attract customers, and ensure long-term sustainability in the solar panel industry.

To effectively deal with the threat of competition, SunPower Malaysia can consider several recommendations. First, they should embrace innovation by investing in research and development to enhance the efficiency, performance, and features of their solar panels. This will allow them to differentiate themselves from competitors and offer

unique value to customers. Second, the company should prioritize quality and service, focusing on providing high-quality products and exceptional customer support to retain existing customers and attract new ones. Third, SunPower Malaysia can optimize its pricing strategies by carefully evaluating their pricing and emphasizing the value proposition of their premium products, such as higher efficiency and longer lifespan. Fourth, the company should strengthen branding and marketing efforts to establish a strong brand identity that highlights their unique strengths, sustainability initiatives, and customer-centric approach.

Lastly, SunPower Malaysia should prioritize customer satisfaction by building strong relationships, providing excellent service, and ensuring a positive customer experience. By fostering loyalty and addressing customer needs effectively, the company can reduce the likelihood of customers switching to competitors solely based on price. It is not recommended for SunPower Malaysia to avoid or ignore the threat of competition. Instead, the company should actively address and mitigate the impact of competition by implementing the strategies mentioned above. While it may not be possible to eliminate the threat entirely or transfer it to a third party, SunPower Malaysia can position itself as a strong and resilient player in the market by embracing competition, adapting to changing dynamics, and continuously improving its offerings and customer experience.

## **7.0 CONCLUSION**

During my internship, I gained valuable experience in the real work environment of human resources, specifically in employee relations and services. I learned a lot, such as becoming more confident and braver in handling tasks, managing events, and solving problems. I also had great discussions and brainstorming sessions with my colleagues, which boosted my self-esteem as a young professional entering the workforce.

The knowledge and experience I acquired during my six-month internship at SunPower Malaysia Manufacturing Sdn Bhd have prepared me to contribute effectively when I start my career. My colleagues were always supportive, providing moral support and believing in the positive aspects of the work environment. I also learned the importance of good relationships, respect, and understanding among coworkers for a healthy work environment.

Moreover, I had a wonderful time managing big events and creating promotional materials like shirts, banners, and backdrops. Working in the Employee Relations and Services department gave me valuable insight into employee welfare and the importance of appreciating their contributions. The knowledge I gained will be helpful as I enter the professional work environment.

I'm proud to have been part of a positive and respectful work culture without any negativity. Ultimately, I can apply what I learned to succeed in my career. This internship allowed me to evaluate the real work situation, compare it to my expectations, and identify areas for improvement to become an excellent employee in the future.

My internship at SunPower Malaysia Manufacturing Sdn Bhd was a fantastic opportunity for me to strive for excellence and pave the way for a successful future using the experience and knowledge I gained. In conclusion, I now have a better understanding of office system management and working environments, which will enable me to communicate effectively, analyze situations, and deliver high-quality work.



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## 9.0 APPEDINCES

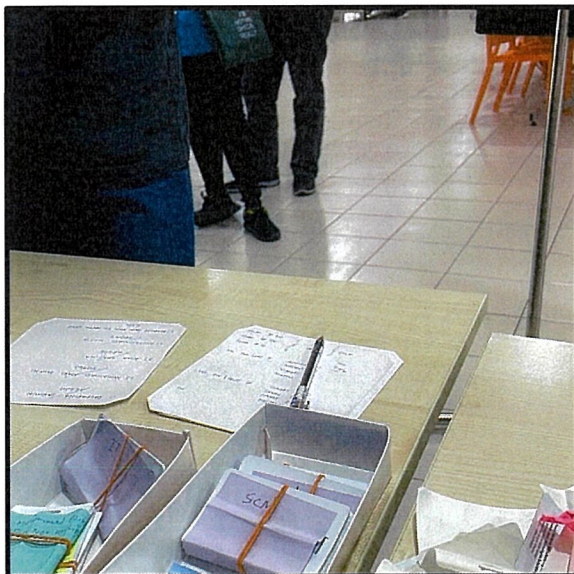
**International Women Day Event**



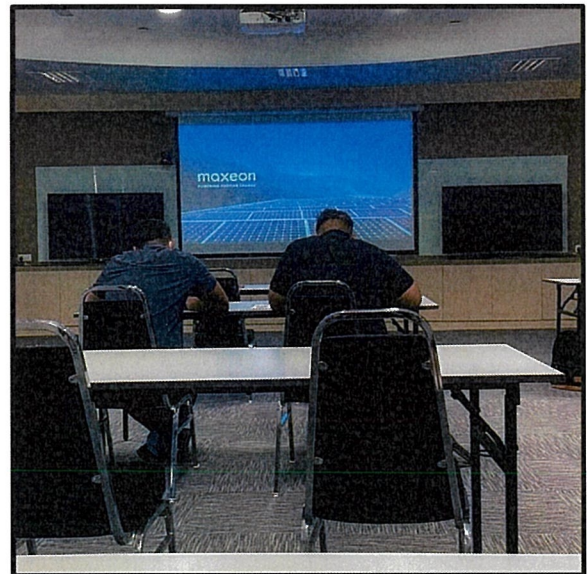
**Created Pledge Board for International Women Day**



**Gived the Employee New Staff ID Card and Parking Pass**



**Attended the New Employee Orientation Program**



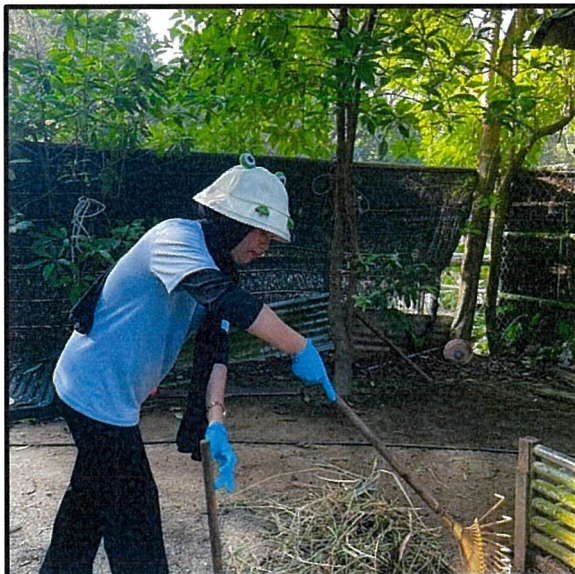
Created signage



Arranged Voucher For Zoolunteer



Zoolunterr Program  
at Zoo Ayer Keroh



Arranged voucher for  
bowling Tournament



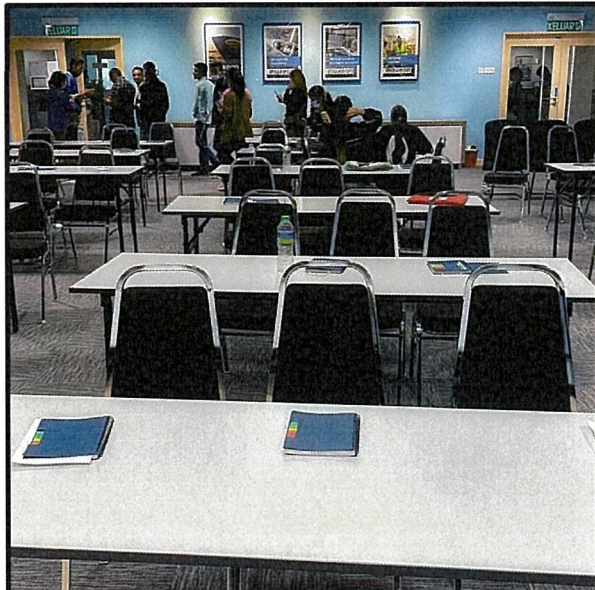
**Served All Employees During  
Hari Raya Celebration**



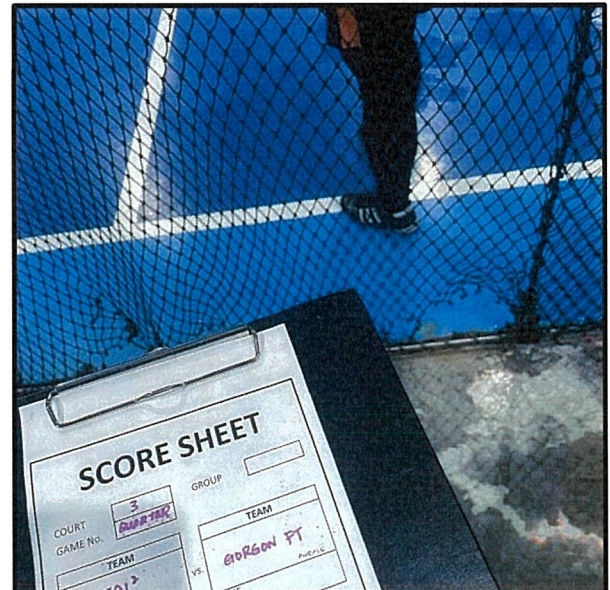
**Human Resource  
Hari Raya Celebration**



**Asisted The New Hire In Uploading  
The Grid Mobile App And Online  
Training**



**Handled The Score Sheet  
During Futsal Tournament**



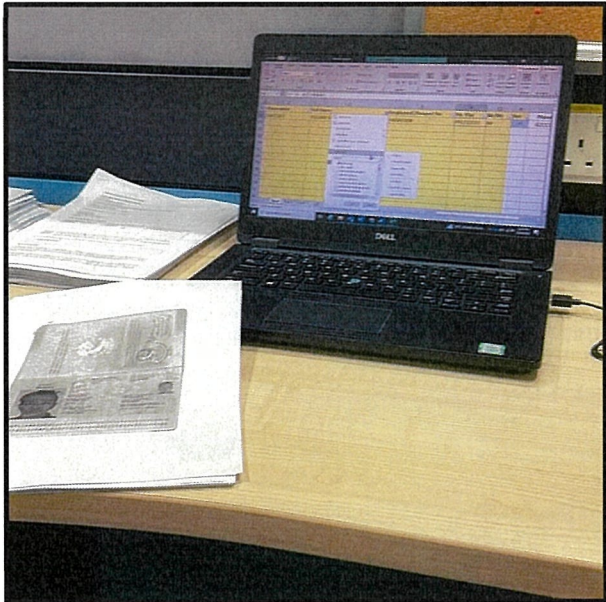
**Handled The Quality Awareness Campaign**



**Decorated The Quality Awareness Pledge Board**



**Opened Bank Accounts for the foreign worker**



**Monitored Employees' Movements During The Trade Union Secret Ballot.**





**Set Up The PA System For The QA Campaign**



**Attended The OP Kerja Perkeso Bersama PDRM.**



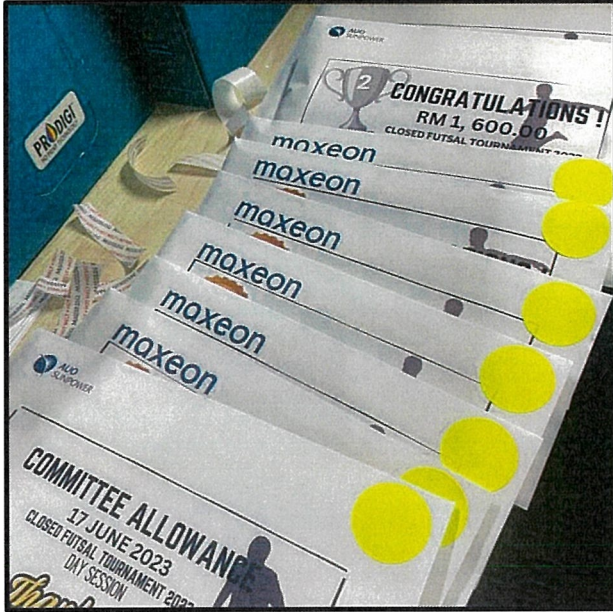
**Audited The Company Transportation**



**Arranged The Voucher For The Closed Futsal Tournament.**



Created The Envelope Design For The Closed Futsal Tournament 2023.



Planned Tour In The Production Department



Created Bunting Banner for Karaoke Competition



Created A Design For SRC Jersey

