



UNIVERSITI
TEKNOLOGI
MARA



INFINEON



INDUSTRIAL TRAINING REPORT AT INFINEON TECHNOLOGIES, MELAKA

1 MARCH 2023 TO 15 AUGUST 2023

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR'S OF OFFICE SYSTEMS MANAGEMENT
(HONS.) (BA232)



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EXECUTIVE SUMMARY

My memorable and enlightening 6-month industrial training began here at Infineon Technologies Melaka on March 1st, 2023 until August 15th, 2023. I gathered all of the information about my company while working on this report from a variety of sources, including the company's intranet, asking other employees, and using the internet. Infineon Technologies Melaka manufacture and sale semiconductors that allows people to be more digitalized. For the duration of my internship, I was assigned in the Employee Relations Department under Human Resource Department. Here, I learned a lot of new things, gained new experience, and improved myself to be a better person. Then, I learned how to manage people from diverse background when I want to talk to them and give them advice, either verbally or through written. Furthermore, I need to be a more understandable and detail-oriented person when I need to obtain more detailed information from the staffs about the misconduct that they did and why they made the offence. Aside from that, I strengthen my communication skills and confidence level when I need to present in front of the new hires about my department and explain to them want to be prevented in Infineon that can lead to misconduct as well as the penalties that they will receive and have the records in the ERMS system. The Employee Relations Department's strength is their better work environment and office space, as well as internal resources, diversity implementation in the company, and strong departmental teamwork. The weaknesses, which are a lack of manpower, a lack of communication, and cases that have been postponed. The opportunities are, we can hire more staffs, formulating the details for Human Resource policies and have advanced technologies. Cases that need to refer to the UNION and budgetary constraint as considered as that. Last but not least, the threat is that a large number of cases that need to be taken over and closed as soon as possible will be impacted by the high existing workload among team members. The goal of this industrial training report is to show my experience as an intern at Infineon Technologies Melaka. As a Human Resource Trainee in Employee Relations Department (HR ER) for the past six months, I have gained the most interesting and memorable experience. This report is primarily about my personal experience. Blessed upon this experience, I was able to learn a lot about working in real life. Because the main goal of an internship is to gain experience while working in a practical environment, it allows students to apply the knowledge they learned and gained while studying in a real-world setting to become a better person while also gaining valuable experience and becoming more adult. Based on the contents of the report, this executive summary was created.

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ACKNOWLEDGEMENT

First and foremost, I want to express my gratitude to Allah for enabling me to complete this task without encountering any difficulties. Thank you very much for your assistance and guidance during this process. My gratitude and appreciation go to my Advisor, Sir Nur Elimtiaz bin Abidin and my Industrial Supervisor, Wegene Teo, for all of their advice, comments, and guidance throughout this assignment. I would not be able to complete this assignment at this level without all of the knowledge I gained from them. Following that, I would like to thank my Managing Director and all of my colleagues at this company. Many details and justifications have been shared about the work. With their patience and openness, they created a positive work environment and taught me about different cultures, communications, and workplace dynamics. Lastly, dear advisor and supervisor, I pray that both of you regain your health and maintain your faith in Allah plan, knowing that Allah always does what is best.

Next, I would like to take this opportunity to thank *Universiti Teknologi MARA (UiTM)*, and Infineon Technologies Melaka for providing me with the opportunity to learn about and experience real-world work while completing an internship. I would also like to thank Madam Norshiba binti Norhisham and Madam Nur Hazwani binti Mohamad Roseli, the coordinators of my internship programme at the Faculty of Business and Management, for their excellent briefings on how to manage and complete the internship, for assisting me in finding a placement, and for providing instructions on how to write this report.

I want to express my gratitude to everyone in my family for their encouragement, perseverance, ethical support, and everything else they have done for me while I have been working on this project. I would like to express my heartfelt gratitude to everyone who has helped me in my search for knowledge on this particular project. Last but not least, I would like to express my gratitude to all of Sir Elimtiaz's advisees who have been encouraging and supportive of me since the beginning of this project. As Allah SWT could compensate you for all of your goodness. Thank you.

STUDENT PROFILE



CONTACT ME



EDUCATION

Diploma in Office Management and Technology

Universiti Teknologi MARA (UiTM)
Completed in 2021
CGPA: 3.72

Bachelor in Office Systems Management

Universiti Teknologi MARA (UiTM)
Completed in 2023
Current CGPA: 3.74
Internship until 15th August 2023

Malaysian University English Test (MUET)

Session 1 2020
BAND 3

SKILLS

- Microsoft Office
- Keyboarding Skills (70 wpm)
- Multi-tasking
- Teamwork
- Fast learner
- Communication skills
- Critical thinking skills
- Problem-solving skills

NURUL ASYIQIN BINTI RAMLI

My objective is to obtain a position in a company where I can apply my academically acquired office management skills and receive practical experience dealing with others, as well as experience in the reality of the work world. In addition, I want to provide a high degree of professionalism and skill to my job for the benefit of both the company and society. In addition, I want to work in a demanding environment where I can express and grow my talents and knowledge in boosting client pleasure. Aside from that, I want to broaden my life experience.

WORK EXPERIENCE

MARCH 2023 - PRESENT

INFINEON TECHNOLOGIES MELAKA

Trainee Employee Relations

- Excellent for written and verbal communication skills
- Highly organized and efficient
- Able to work independently and as part of a team
- Able to be negotiable and understandable person when dealing with the staffs
- Scheduled meeting session between staff's superior and manager
- Answered staff enquiries about their misconduct cases
- Managing phone calls and emails to obtain feedback or updates from superiors
- For each of the cases, update the ERMS (Employee Relationship Management System).
- Preparing the complete documentation for the face to face session
- Work closely with manager in order to handle the misconduct cases
- Handling the staff's facilities audit
- Assist new hires about Employee Relations department as well as misconducts and types of disciplinary action
- Capable of providing correct justifications for disciplinary action taken against staff using critical thinking
- Able to closed the case more than 360 ERMS cases
- Reviewed all documents for accuracy as well as provided assistance to employees in completing forms
- Created and sustained a positive working relationship

REFERENCES

Wegene Teo
Manager Employee Relations

Shalina Sabtu
Head Of Employee Relations

Figure 1: Student's Updated Resume

INTRODUCTION

Every Office Systems student is required to complete an internship program called industrial training. In general, Office Systems students would begin their internship program in their third year of study, which is part 6. Internships are a required requirement that must be completed prior to graduation. Industrial training in the relevant field must be completed in 24 weeks. Industrial training is a platform that allows students to gain firsthand experience in the real world of work. It also allows students to gain industrial knowledge and experience. With these skills, students will have a better understanding of how the industry works and what their responsibilities are as a real worker in a company.

For my industrial training, I have applied and completed my 24 weeks internship at Infineon Technologies (Malaysia) Sdn. Bhd. from 1st March 2023 to 15th August 2023. Mr. Wegene Teo, a manager at Human Resource's Employee Relations Department, assigned me to Human Resource, Employee Relations Department. The details of my industrial training will be demonstrated in this report.

COMPANY PROFILE



Figure 2: Infineon Technologies Melaka

Company Name

INFINEON TECHNOLOGIES MALAYSIA SDN. BHD.

Location

Infineon Technologies Melaka, Free Trade Zone Batu Berendam, Batu Berendam, 75350 Malacca

Background

Infineon Technologies AG is a global semiconductor leader in power systems and IoT. Infineon drives decarbonization and digitalization with its products and solutions. Infineon Technologies AG is a German semiconductor manufacturer founded in 1999, when the semiconductor operations of the former parent company Siemens AG were spun off. Infineon has about 50,280

employees and is one of the ten largest semiconductor manufacturers worldwide. In fiscal year 2021, the company achieved sales of €11.06 billion. Infineon has subsidiaries in the US in Milpitas, California, and in the Asia-Pacific region, in Singapore and Tokyo, Japan. Infineon has a number of facilities in Europe, one in Dresden. Infineon's high-power segment is in Warstein, Germany; Villach and Graz in Austria; Cegléd in Hungary; and Italy. It also runs R&D centres in France, Singapore, Romania, Taiwan, UK, Ukraine and India, as well as fabrication 2 units in Singapore, Malaysia, Indonesia, and China. There's also a Shared Service Centre in Maia, Portugal.



Figure 3: Infineon's Logo

Infineon Technologies is a world leader in semiconductor solutions that improve quality of life and sustainability. The company started conducting business in Malaysia in 1973 through its Malacca facility, which was formerly a part of Siemens' semiconductor division. Malaysia is the only country outside of the United States and Europe where Infineon conducts fully integrated production, including front end and back-end activities for wafer fabrication, semiconductor chip assembly, and testing. Infineon Malacca is the largest assembly and test facility of Infineon with a total building area of 123,500 m² and a workforce of more than 8000 people that continuously strives for excellence. The company believe in the importance of providing a healthy working climate for employees and is committed to the highest product quality.

Infineon Technologies AG has already started operating in Melaka, Malaysia since 1973, which it used to be part of the former parent company Siemens AG. The company business specializes in semiconductors and system for automotive, industrial, and multimarket sectors. Infineon Technologies has two sites in Malaysia for the production of semiconductor, one in Kulim for front-end production and one in Melaka for back-end production.

Infineon Melaka, in particular, has had a long presence in Malaysia, with 46 years of backend expertise. Today, we have grown to be Infineon's largest manufacturing site, spanning 135,641 square metres and employing approximately 11,000 people. We've expanded from solely manufacturing to include Packaging Development, Test & Product Development, and a variety of regional and global services like IT and FI. We accelerated our journey towards Smart Manufacturing in 2017 with the opening of a new building built to Industry 4.0 standards, which included automation, internet of things (IoT), and cyber-physical systems. In addition to expansion, Infineon Melaka will officially open the Infineon Tower in 2022, adding 14,100 square metres of floor space in an 11-story building. The Infineon Tower represents the parallel expansion of value-added services alongside the main manufacturing operations over the years.



Figure 4: Infineon located in world-wide

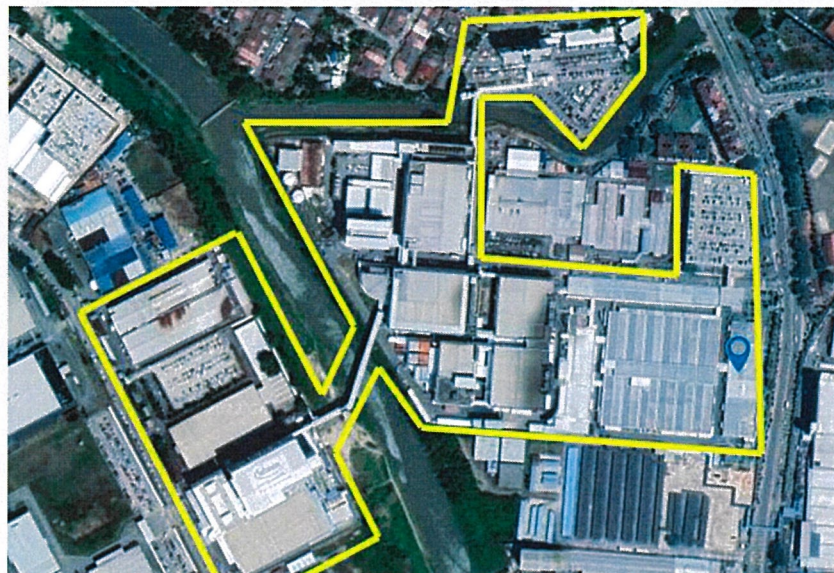


Figure 5: Infineon Technologies Melaka



Figure 6: Sky view of Infineon Melaka



MISSION

"We make life easier, safer and greener"

Our mission is the path we take to realise our vision. It explains the purpose and reason for our existence, which is to solve the world's technological, economic, and social challenges. With our daily work, we contribute to making life easier, safer, and greener for generations to come. The mission is the path that Infineon will take to achieve the vision. It explains the purpose and reason for existence, which is to solve the technological, economic, and social challenges that the world is currently facing. Infineon's daily work contributes to making life easier, safer, and greener for future generations.

- **Make life easier**

People can interact with smart speakers, wearables, and smartphones more easily due to cloud connectivity, speech recognition, gesture control, and 3D augmented/virtual reality technologies. Their success is due to their MEMS microphones, radar, and 3D sensors, as well as wireless and Bluetooth connectivity.

- **Make life safer**

To protect identities and data, Infineon's security solutions employ innovative encryption technologies. They ensure that devices and services can be authenticated reliably in the IoT. They also contribute to road safety by developing solutions that correct driver errors and prevent accidents. Sensors, microcontrollers, and security integrated circuits enable a variety of comfort and convenience features while securely and intelligently connecting vehicles.

- **Make life greener**

Infineon semiconductors are used to efficiently generate electricity from solar and wind sources. They additionally enable for almost no loss in energy transmission. The technologies aid in the energy efficiency of automobiles, trains, industrial plants, data centres, consumer electronics, and household appliances.



VISION

"We are the link between the real and the digital world"

Our vision describes the future we envision and hope to achieve for our company. The ultimate goal is what inspires and motivates us to keep going. The digital transformation is becoming a reality, and the physical world will be connected to the virtual world like never before, influencing everything from IoT, artificial intelligence, and Industry 4.0 to deep machine learning and intuitive sensing.

Products and solutions in the IoT enable new functions and services. Sensors capture mostly analogue environmental data and convert it to digital data; microcontrollers process this data and generate control signals; memories assist microcontrollers in storing data and programme codes; actuators, such as power semiconductors, convert the control signals into actions; security solutions protect device and data integrity; and connectivity components transfer this data to the digital world.

Customers of Infineon want to create new business and service models, improve system performance and reliability, and reduce time-to-market. To do so, they require a semiconductor partner capable of combining technological leadership with a broad system understanding and core capabilities spanning sensing, embedded control solutions for various applications, power efficiency, security, and connectivity. As a future technology enabler, Infineon will be the ideal partner to deliver these capabilities and assist customers in capitalizing on the opportunities presented by advancing electrification and digitalization. The company's contribution to climate protection is not limited to the contribution made by the products. As a company, they want to become carbon-neutral by 2030.



VALUES

“We commit. We partner. We innovate. We perform.”

What makes us a successful company is not just what we do, but how we do it. Our values reflect our attitude and approach to work. They shape our interactions with customers, partners, and coworkers, and thus our corporate culture. Infineon's attitude and approach to their work are captured in the values. It shapes customer, partner, and colleague relationships, and thus corporate culture. It distinguishes Infineon from the competition and serves as the foundation for their long-term success as guiding principles for their behaviours and actions.

- **We commit**

Customers can rely on the company's commitment to the highest quality standards in its products, services, manufacturing, and supply chain.

- **We partner**

To ensure optimal results for all players, establish long-term, dependable relationships with customers, distributors, and ecosystem partners.

- **We innovate**

As a key driver of semiconductor innovation, providing customers with a game-changing advantage in their markets.

- **We perform**

Commit to delivering exceptional results and creating long-term value for customers, shareholders, and employees.

Objective

We want to help our people reach their full potential and outperform the competition. We provide a variety of individual learning and development opportunities in order to develop talent and competencies for future success.

Organisational Structure

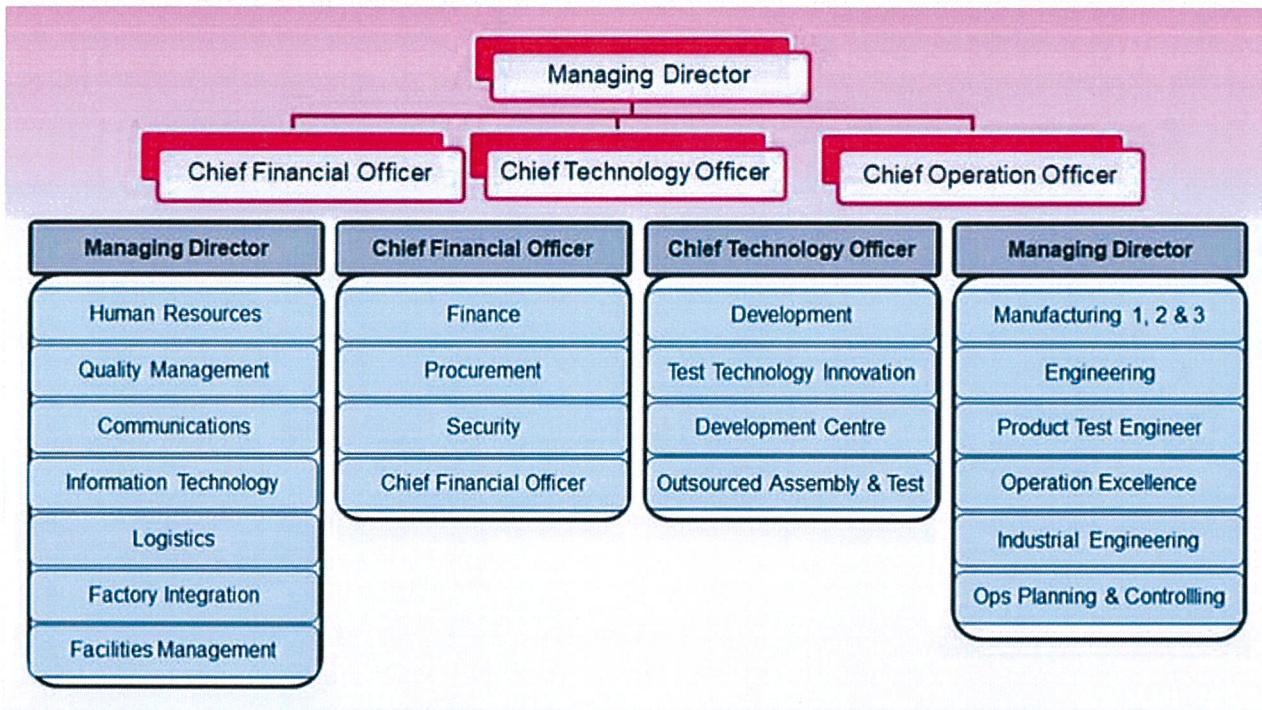


Figure 7: Organizational Chart for Infineon Melaka

Products or Services

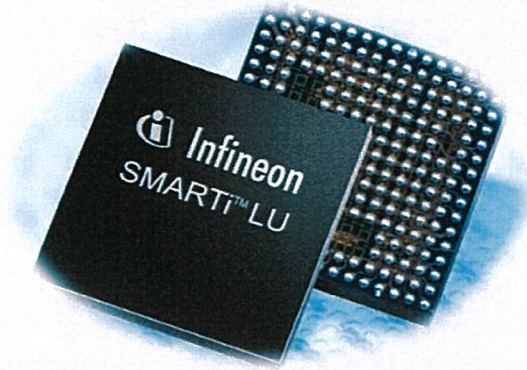


Figure 8: Example of Infineon's products

Infineon Technologies develops, manufactures and markets a uniquely broad range of semiconductor products for the communications, automotive and memory markets.

Infineon Technologies is a **semiconductor manufacturer and sales** company that focuses on powertrains (engine and transmission control), comfort electronics (steering, shock absorbers, and air conditioning), and security systems (ABS, airbags, and ESP). The product portfolio includes microcontrollers, power semiconductors, and sensors. Furthermore, the industrial sector of the company manufactures power semiconductors and modules for the generation, transmission, and consumption of electrical energy. Among its applications are the control of electric drives for industrial and domestic appliances, as well as modules for renewable energy generation, conversion, and transmission.

The division Power & Sensor Systems encompasses the company's semiconductor component activities for efficient power management and high frequency applications. Lighting management systems and LED lighting, power supplies for servers, PCs, notebooks, and consumer electronics, custom devices for 8 peripheral devices and game consoles, medical technology applications, and high-frequency components with a protective function for communication and tuner systems are all examples of their use. CSS develops microcontrollers for mobile phone SIM cards, payment cards, security chips, and chip-based solutions for passports, ID cards, and other government-issued documents.

In the Infineon Melaka, we produce semiconductor components for Power Logic, Discretes, and Sensor as well as Chipcard.

TRAINING'S REFLECTION

Duration



Figure 9: Me and my supervisor

The duration of my industrial training experience is within **six months**, beginning on 1st March 2023 and ending on 15th August 2023. During that time, I worked five days a week, Monday to Friday from 8.00 a.m. to 5.15 p.m. I need to scan in or we call as Fab In before 8:00 a.m. and scan out after 5:15 p.m. During my internship, I learned a lot of things, from making friends to working professionally as well as apply what I learned from my degree journey. I am grateful to be a part of the UITM students because the education and campus culture, combined with the environment, have allowed me to easily adapt in the workplace. Mr Wegene Teo welcomed me to Infineon Technologies Malaysia Sdn. Bhd. and gave me a briefing and orientation on my first day. The scope of work for this company over the next six months has been briefed to me. I was informed that this company is a semiconductor manufactures and sales company. Before receiving training and guidance, I was asked to learn about the company and understand the job requirements.

Specific Department

Human resource department consists with the Business Partner Department, Talent Network Department, Compensation and Benefits Department, Employee Relations Department, People and Leadership Development Department, People and Organizational Department and HR Service Centre. The mission of the HR department is *“Drive People Excellence in a High-Performance Company by enabling employees and managers to fulfil their role and responsibilities for their personal achievement and success of Infineon”*.

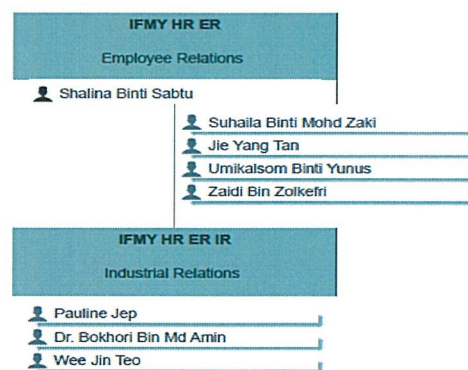


Figure 10: The organizational chart for **Employee Relations Department**

To be more specific, I was assigned to the **Employee Relations Department** within the **Human Resource Department (HR ER)** for the duration of my internship, within six months there. HR Employee Relations (ER) is responsible for three major pillars: Industrial Relations, Welfare Services, and Compliance & Communication. Industrial Relations is in charge of disciplinary matters and grievances for all levels of employees. Welfare services include company transportation, surau facilities, a mother's room, locker management and corporate discounts. Compliance and communication ensure that all regulatory requirements are followed correctly, establishing mutual trust within the company and with external regulatory bodies, and constantly cascading relevant information in a timely manner. It had used all of my administrative and human resource knowledge, as well as my communication skills, to settle my tasks and job responsibilities that had already been assigned to me. The majority of my responsibilities involve dealing with people via an online communication platform; otherwise, I must meet with employees and their superiors in person to resolve misconduct cases. Then, I spent the majority of my time dealing with ERMS systems, also known as Employee Relations Management Systems, which are the systems where the staff's superior

will raise the misconduct case that their employees have already committed that cannot be handled by them in the production line. It is a new experience for me, and I will utilise this experience to use in the future, as well as improve my communication skills with people and strangers in order to provide feedback and obtain information from the superior.

While in this department, I am also required to present about the ER department's task in the company, which includes the function and roles of the ER department as well as the penalty that employees, particularly new hires, will face if they are involved in misconduct cases that have already been raised in the ERMS system. It teaches me how to do the show cause notice, disciplinary actions such as the Warning Letter, 2nd Warning Letter, and Stern Warning Letter, as well as how to give my own justification based on the cases and also reply show cause from the staff which is either valid reasons or not valid reasons, and what disciplinary actions can be taken against that staff based on the misconduct cases that they committed. Then, I have already successfully closed around 450 misconduct cases in the ERMS systems, which were completed with the signed and acknowledged disciplinary action; it is not easy to get that number of cases, because all of the actions that I take require dealing with people and waiting for feedback from superiors before proceeding to the next action. I am quite proud of myself after successfully closing the cases because, as a trainee (intern), I managed to close the cases quickly with a large number of cases within 6 months of my internship journey. I'm still working hard to reduce the number of cases in the ERMS systems. This is all thanks to the guidance of my manager Mrs. Umikalsom binti Yunus and Mr. Wegene Teo who has help me a lot through ups and downs.



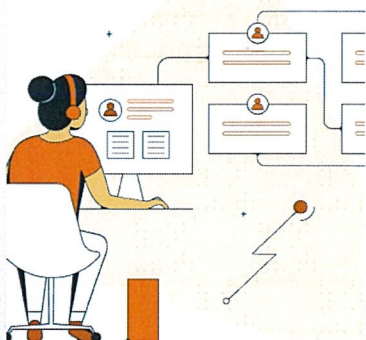
Figure 11: ER department Team

Roles, Responsibilities and Tasks



My **roles** include handling phone calls, responding to emails, preparing documents such as disciplinary action against employees that must be prepared and sent via email to their superiors, providing justification to the manager about misconduct cases based on the cases and their replies showing cause, providing daily updates to the industrial supervisor, and

providing daily updates to the ER team every Friday about the ERMS cases that require attention. Aside from that, I need to prepare the meeting room and meeting invitation for the staffs with their superiors to meet with the ER manager in order to settle the case by face-to-face session, especially for the complex and major misconduct, as well as updating the systems that need to be updated following each of the steps that have been taken by the HR ER teams in order to keep the systems always up to date and not pending for too long. For your information, most of my roles require me to improve my keyboarding skills on a daily basis, which means I must type faster and more accurately to make my work more productive and effective.



My **responsibilities** are more to the ERMS systems, which must be accountable for all misconduct cases by taking over open cases and closing them as soon as possible; cases cannot be delayed and postponed for an extended period of time, which can lead to acceptable misconduct or invalid cases. To avoid this, trainees must always take over and update the ERMS system by taking over the cases in the systems. From the start of the process, I need to filter all the cases in

the ERMS systems that have the same employee's name and the same misconduct that can be combined to be in the one misconduct that is called simplified, so that the cases are not duplicated or confusing for their superior in order to take action against them. Then I need to blast the show cause notice to the superior in order to get their staff reply show cause which HR ER needs to know the reasons why they are doing that such of the misconduct in the company, when I got the reply show cause from the superior, I need to give my justification to my manager in order to give what kind of disciplinary action that suit from this staff about this misconduct cases but need to have complete information consists of the previous misconduct. So, before I go to my manager with my justification, I need to remember the history of the misconduct cases that the staff has committed and the type of disciplinary action that the staff has received in the past. These are my responsibilities, which require

me to be more detail-oriented and double-check before sending emails and receiving justifications from my manager.

My **tasks** include scheduling meetings with superiors by sending them a meeting invitation with the meeting location, making phone calls to superiors, especially when the ER manager wants to meet with their staffs, to remind them to come to the HR office, and ensuring that superiors provide feedback and updates via email. If they do not respond to an email, I will trace them in Webex in order to have them support the cases that need to be closed as soon as possible. I am also required to assist the ER department with audits and fire drills at the staff hostels. The in-house clinic, hostels, surau, human resources office and transport have all been audited. This is a requirement of the customers in order to prepare for the rights of the



employees when working at Infineon, as well as to avoid any findings when the auditor comes to perform the quarterly audit. Then, I must prepare for the Domestic Inquiry (DI) in order to make the DI process and procedure as smooth and easy as possible, which means I must cover all open space that occurs at the door in order to prevent outside people from seeing who is inside the meeting room based on the requirements of the DI itself. Aside from that, I need to prepare for the position of panel-panel in the DI meeting room, which consists of three panels, accuse, prosecutor, secretary, and observer. So, in general, I am very satisfied with what I am supposed to do, and I do it wholeheartedly.

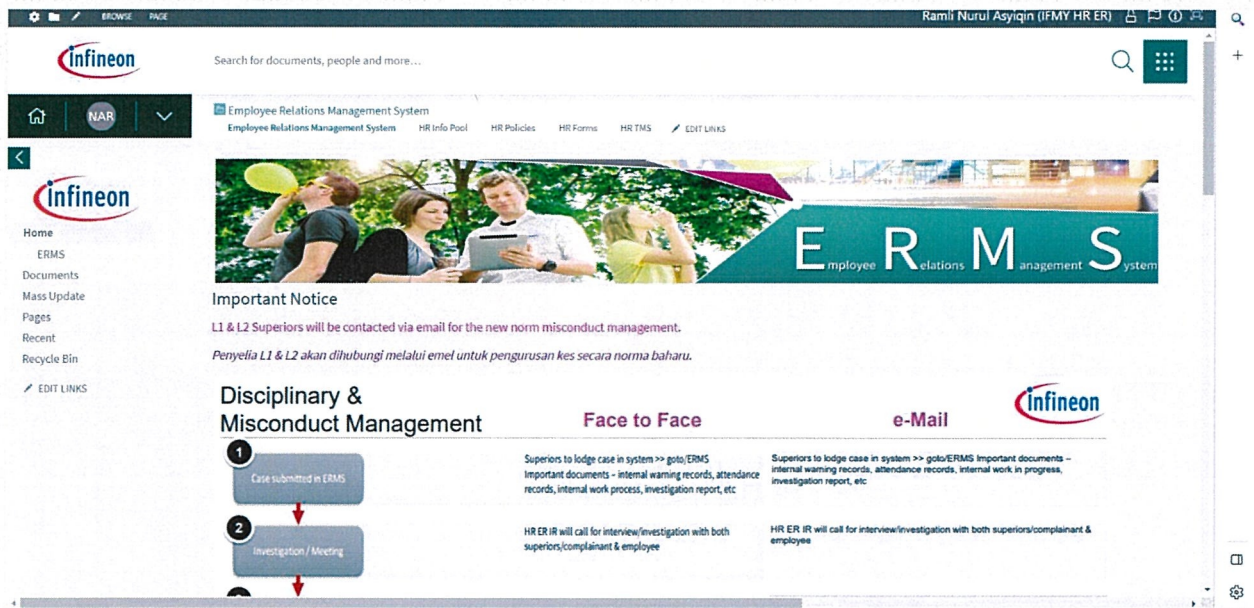


Figure 12: Employee Relations Management Systems (ERMS) Homepage

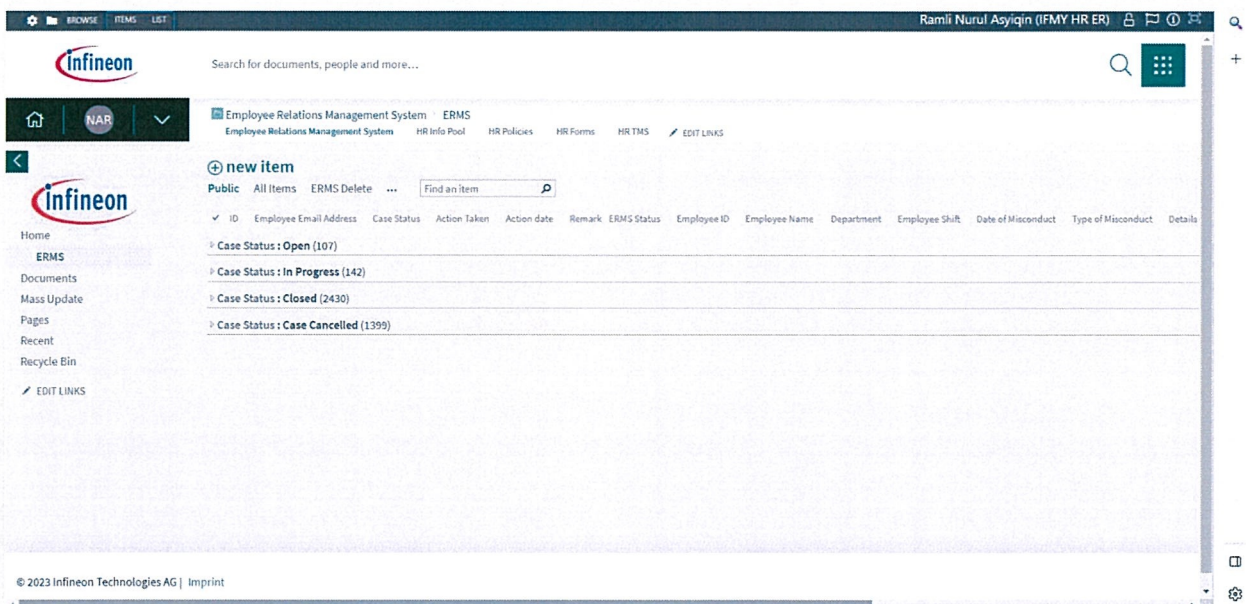


Figure 13: ERMS cases homepage



IFMY ERMS Employee Relations Management System

Misconduct Details

ERMS Case ID

Please leave blank for Case ID as it will be auto generated

Employee ID (No pekerja)

Eg: 100xxxxx or 052xxxxx

Employee name
(Nama pekerja)

State employee's full name / Nyatakan nama penuh pekerja

Department (Jabatan)

Employee shift (Shift Pekerja)

Employee's telephone no. (Tel. no.)

Date of misconduct
(Tarikh dan masa salah laku)

Type of misconduct (Jenis salah laku)

Place of offence (Tempat kejadian)

Details of misconduct
(Maklumat lengkap mengenai salah laku)

State details of misconduct and witness name (if any) / Sila nyatakan maklumat lengkap salah laku, durasi, siapa terlibat, saksi kejadian (jika ada)

State the implication/impact to Segment
(Nyatakan implikasi/impak kepada Segmen)

State the detailed impact to Productivity / Cost / Quality / Audit / SAR / etc. For any amount of loss, please state the total in MYR. / Nyatakan secara terperinci impak kepada Produktiviti / Kos / Kualiti / Audit / SAR / dll. Untuk kerugian kos, sila nyatakan jumlah keseluruhan dalam RM.

Any internal action has been taken for the same issue before?
(Adakah tindakan dalaman pernah diambil bagi masalah yang sama sebelum ini?)

No

Evidence/Supporting Documents (Bukti / Dokumen Sokongan)

[Click here to attach a file](#)

Submitter's Details

Submitter's name (Nama Pengadu):

Submitter's contact no. (No. telefon):

Extension number we can refer to / Nombor sambungan yang boleh dihubungi

Is the staff your direct subordinate?
(Adakah pekerja ini pekerja anda?)

Yes

Submit

Cancel

For HR ER use ONLY

Staff Acknowledgement

Employee is required to provide a written explanation to Company on or within 5 working days of acknowledgement, as to why disciplinary action should not be taken against them. If we do not received a written response by the said date, which shall assume that you have no explanation to provide and we will take appropriate action accordingly.

Pekerja dikehendaki membuat penjelasan mengenai perkara yang tersebut di atas kepada pihak Syarikat pada atau dalam tempoh 5 hari bekerja surat ini diterima kenapa tindakan disiplin tidak perlu diambil terhadap pekerja. Sekiranya pihak kami tidak menerima surat penjelasan tersebut pada tarikh yang telah ditetapkan, maka pihak kami akan menganggap pekerja tidak mempunyai apa-apa penjelasan untuk diberi dan kami akan mengambil tindakan yang sewajarnya.

Staff signature (Tandatangan pekerja)

Date (Tarikh)

Case Status

HR Officer In Charge (Pegawai HR)

ERMS Status (Status ERMS)

Case Status (Status kes)

Action taken (Tindakan yang dikenakan)

Action date (Tarikh tindakan dikenakan)

Remark (Maklumat tambahan)

Figure 14: ERMS Page For the Submitter

Benefits

I received a **monthly allowance** as well as annual leave as benefits. I received a substantial allowance of RM1,500 per month, as well as one day of annual leave. Before I begin my internship program, I must complete some learning activities that have already been certified by Infineon. Some of the things I've learned include how to give a good presentation, soft skills, communication skills, keyboarding skills, administrative skills, how to deal with people, how to react to different attitudes and personalities, and many other valuable experiences that I gained during my internship. Infineon also provides laptops, chargers, headphones, mouse, second PCs, desk and drawers to employees, particularly those in support functions such as the HR community, to make their job life easier while also increasing output. I got the HP touch screen laptop. Then, Infineon also provided me with **two day of paid annual leave**, as well as the **Flexible (F) badge**, which means I can easily leave my company with the permission of my supervisor, as well as easily send documents to other departments such as engineering and IT, which I can access with my own badge. Infineon teaches me a lot of things that I can apply in my life and in my career as well as my future.

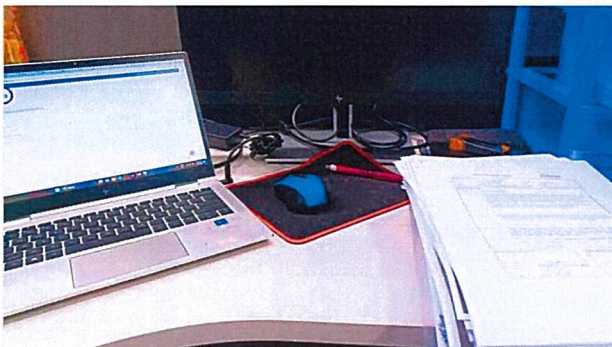


Figure 15: My Workstation

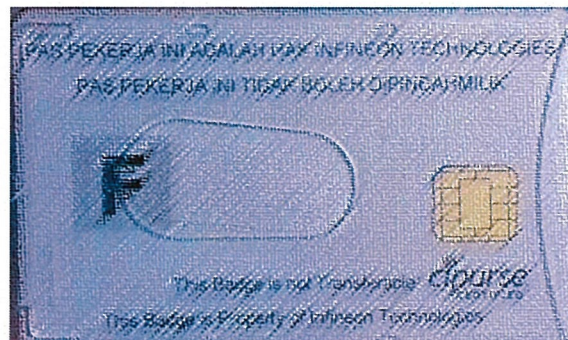


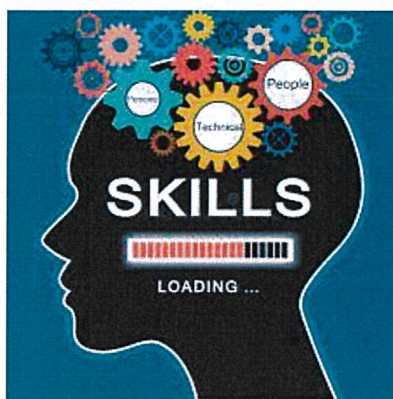
Figure 16: My Badge

Date/Time
27-Jul-2023
Transaction Description
AUTO CREDIT DETAIL TRANSACTION
Debit(RM)
Credit(RM)
1,500.00

Figure 17: My Allowance

Personal Skills Development

Personal growth is an ongoing process. It is a method for people to evaluate their abilities and qualities, consider their life goals, and set objectives in order to realise and maximise their potential. Personal development is a powerful process that can result in profoundly positive and long-lasting changes in how we perceive ourselves and the world. Personal development, however, does not only refer to improving the personal aspects of our lives. It also refers to professional development and the steps you can take to advance your career and knowledge in order to become a more well-rounded, productive employee. This could mean reaching a significant business milestone, receiving the promotion you've been striving for, or taking steps to improve your skill set.



Based on my observations and experiences during my internship at Infineon Technologies Melaka, some personal development knowledge is **negotiation skills, communication skills, teamwork, punctuality, decision making skills, critical thinking skills, and understandable**. Furthermore, I have become a more outspoken person, with increased communication and confidence, as well as a perfectionist and detail-oriented person. The manager's words and the concept that I had learned about discipline have opened up my mind to be a disciplined and punctual person as well as an understandable person, which is what my managers want me to be by reading and understanding the people's problems in order for us to be a kind HR as well as being such a common-sense person with other people, especially the staffs. This is because each of them has their own reasons for committing the offence or misconduct, which means that as HR, we must investigate the details of the cases before giving disciplinary action against them. Throughout my internship, I met a lot of people who worked on misconduct and offence cases, either repeat cases or first-time cases that needed to be understood. So that's what I learned from it: I'm getting better at negotiating.



Furthermore, I am a more **confident person** because during my internship, I was required to give a presentation to new hires about the ER department as well as the misconduct cases that we had faced, as well as the disciplinary action that Infineon implemented in the company for the misconduct cases in accordance with the policy. By doing so, I have improved my presentation skills by using simple words and preparing myself to be full of knowledge to deliver to the new joiner, so that they will also get more details from me that can be used in the future. Then, Infineon very particular about teamwork. Because of my internship there, I am now able to work in a team and accept each other's opinions while remaining open-minded.



Finally, I have learned to make decisions by using **critical thinking skills** in order to determine what type of disciplinary action I should take for specific cases based on their records. Then, when I want to get my managers' advice on those cases based on the staffs' responses, I must also provide my justifications. This is because my manager wants me to be the brave person in order to make a decision about the situation. So that I can use these skills in the future, especially when I need to be a leader to my subordinates.

SWOT ANALYSIS

Strengths

- Better work environment and office space
- Strong teamwork
- Internal resources
- Diversity

Weaknesses

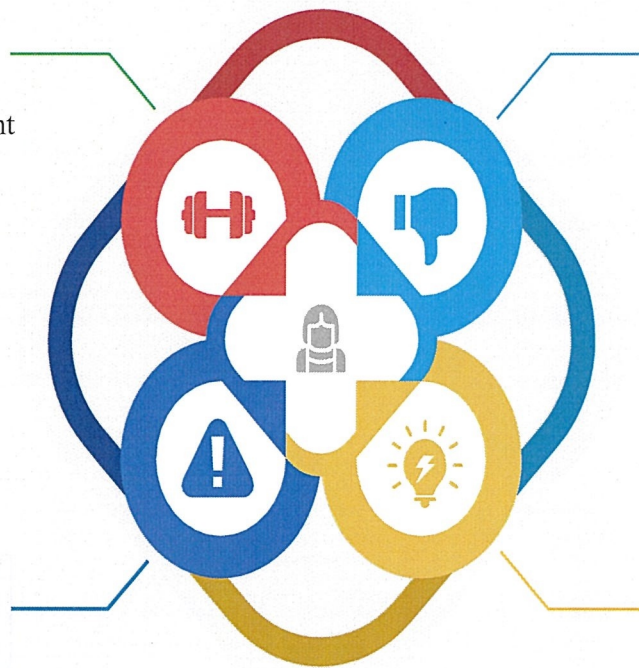
- Lack of manpower
- Lack of communications between superior and HR staffs
- Postponed the cases

Opportunities

- Hire more staffs
- Formulating the details for HR policies
- Advanced technologies are available to foster more effective

Threats

- Cases that are refer to the UNION
- Budgetary constraints
- High existing workload



Discussion and Recommendation

Strength 1: Better work environment and office space

One of Infineon Technologies Melaka's strengths is that it has a **better work environment and office space**. The majority of locations at Infineon have air conditioning to provide comfort for the staff so they can perform their duties and work effectively. When employees are at ease in their workplaces, both their productivity and the department's overall results may improve. They also provide dual monitors to employees so that they can complete their tasks more quickly and effectively. **According to Campbell (2021)** stated that, in an office, you are legally entitled to certain standards, such as chairs which assist your lower part of the back and displays that do not strain your eyes. There is also regulation that requires workplaces to maintain acceptable workplace conditions such as humidity. Aside from that, all employees have access to gymnasium. They can use it whenever they want if they are tired and need some exercise to boost their energy, especially after they have completed their working hours. Infineon also has a pantry on each level, which includes a coffee machine, a refrigerator, a microwave, a COWAY water dispenser and cookies. Infineon's good facilities can make employees feel comfortable and want to come to work. Infineon also provides all employees with transportation and a personal locker to make it easier for them to get to work. **According to Campbell (2021)** stated that an office space is frequently at the core of your company's culture; it fosters improved communication for discussions and group projects, fosters connection building among coworkers, and aids in training and growth.

MY SUGGESTION:

My suggestion for the current work environment is to play a song suitable with work, which will help to reduce employee stress while performing their work. This can be applied to any company that offers this type of service. This can be done or suggested to the human resource department team, as they are in charge of all employee and staff welfare matters. Music therapists use a person's responses to music and connections to music to improve mood and general mental state. Music therapy can include listening to music as well as making music with various instruments. **According to Schooley (2023)** stated that, Background music boosted the productivity of repeated activities, according to a 1972 study published in the scientific journal Applied Ergonomics. One of the four research analyses discovered that music enhanced productivity by 7.4%. As a result, employees will feel more at relaxed. This is because working in Human Resources can be stressful at times because we have to deal with a large number of people.

Strength 2: Strong teamwork

Aside from that, the Employee Relations Department (ER) works well together which called as a **strong teamwork**. In my experience, the majority of the ER team will participate in audits and fire drills for hostels, transport, surau, clinics, fire drills and other services. This demonstrates that the ER team has implemented strong workplace teamwork. Furthermore, they have thought together to get ideas and how to do specific work, which is asking for the other person's opinion on the task or work that they are doing. For example, if a manager needs to translate a policy into Malay, he will ask for assistance in order to make clear and complete sentences. When dealing with the PowerPoint or any slides that they must prepare, once each of them has placed their points and contents on the slides, one of the ER team members will assist with the creativity and cleanliness of the slide before it is presented to the head of department (HOD) of Employee Relations Department (ER). Then, when they do the monthly meeting, which is basically on the first of Wednesday of the month, they have their own rotation to do the minutes of meeting (MoM), which consists of two people including the chairman who will conduct the meeting and the person who will type and put the content in the excel in order to make the documented of the updated meeting month by month. **According to Zimmer (2019)** stated that workplace teamwork has been shown to promote efficiency, communication, idea development, workload distribution, while determining a work environment in which each employee has a feeling of belonging and responsibility.

MY SUGGESTION:

According to my opinion, this attitude and behaviour will be one of the ER team members who can serve as an inspiration to the other departments in the company, particularly the HR community. For me, doing the task together and building teamwork makes the task more efficient and effective. It can also produce good and better results in the end because we can get many ideas and sometimes other ideas are better than ours. Next, implementing teamwork values will make our work easier as well as give other people experience thinking outside the box about the topic. This can also encourage people to use critical thinking in order to complete the task to the best of their abilities. So that, it can be proof by **Zimmer (2019)** stated that workplace teamwork has also been found to enhance invention and creativity by providing team members to bring distinct and unique viewpoints to the table.

Strength 3: Internal resources

Finally, for the Employee Relations Team's strength, they have provided **full and complete internal resources** such as a printer, laptop, PC, office phone, adjustable chair, mouse, headphone, and other office task equipment. This equipment is very important to have in the company or in every company because it will help people do their work more productively and efficiently. **According to Townsend (2023)** stated that resources are vital for achieving your goal, whether it is completing a work or project or assisting you in analyzing what is required. This is due to the fact that, for example, the laptop, all softcopy documents will be stored in the personal laptop, and all employees must lock their laptop when they are not staying at their office workspace. Aside from that, the company provides the PC as their staff's second PC, where they can have a clear vision of their work, with options such as duplicate or extend, where they can duplicate their screen in the PC to get a better vision or extend the PC, where they can make the staff feel like they have a bigger PC, making it easier for them to complete their work with the extended PC. Internal resources are essential to the success of the company in all departments.

MY SUGGESTION:

Internal resources are, in my opinion, the most important things a company needs to have in order to make the people and staff there feel comfortable in order for them to be able to complete their task and also for the work to be a regular repetitive work day by day. When a company is just starting out, one of the things it absolutely needs to have in its possession is resources. People will be able to complete their work more easily and quickly thanks to the availability of resources. In order for Infineon to be successful, its management must ensure that the company's workforce continues to have access to the resources that were previously made available to them. In addition to that, resources have the potential to enable the company to supply innovative semiconductor products.

Strength 4: Diversity

Diversity and productivity are inextricably linked together. **Diversity** refers to the characteristics that distinguish each of us, including our histories, personalities, experiences, and beliefs—all of the things that shape who we are. Diversity also refers to the acceptance, value, and recognition of differences based on sexual orientation, gender, age, race, religion, and ethnicity. Additionally, it encompasses a limitless variety of distinctive personal traits and experiences, including manner of communication, career choice, life experiences, educational background, geographic location, income level, marital status, parental status, and other elements that affect one's point of view. Because of the exponentially increased capacity for learning from and growing alongside one another, diversity and inclusion foster productivity. **According to Stahl (2021)** stated that as coworkers are exposed to innovative abilities and approaches to work, various organisations can be professionally enriching. There are many different races represented in the ER department, including Malay and Chinese and both races get along well with one another. Both races get along well with one another, especially when they work together without encountering any problems or racism in the workplace. Then, when there are different races, we can learn about their cultures, including their languages. For instance, one of the departments has Chinese employees who are fluent in Malay.

MY SUGGESTION:

According to me, the ER department needs to maintain this diversity within the department because it can set it apart from other departments and be referred to as a speciality within the ER department. Then, a diverse workplace is a valuable asset because it recognises the unique strengths and potential of each employee. In the end, valuing one another's differences is what binds us all together and can be the key to a prosperous workplace with a fair work culture. Diversity can lead to more ideas and processes, which can increase productivity. This diversity of talent translates into a wider range of skills, experiences, and perspectives among employees, increasing the possibility of increased productivity. In addition, diversity has the potential to boost creativity because it allows people from different cultures and backgrounds to collaborate. This is due to the fact that there are more people with various viewpoints and problem-solving approaches, increasing the likelihood that a workplace issue can be resolved. A diverse range of cultures present in the workplace enables businesses to deal with the various nuances present in a global marketplace, which is another benefit of diversity. For instance, if a department conducts business with China, having a worker who speaks Mandarin is advantageous and can enhance working relationships. **According to Coursera (2023)** stated that by embracing workplace diversity, you can seek for new ways to identify qualified candidates by reaching out to new audiences. By cultivating a diversified reputation, your organisation is going to attract a more varied collection of applications.

Weakness 1: Lack of manpower

One weakness that the Employee Relations Department (ER) faced was a **lack of manpower**. This is due to the fact that the Employee Relations Department only has 9 employees, including the head of department (HOD). Compared to the HR department, the ER department only has the bare minimum of personnel. When they have a shortage of manpower, it affects their performance as well as the productivity of the work that they need to cover and complete in a short period of time. **According to Chron Contributor (2020)** stated that the greater the number of individuals able to work, the faster tasks may be accomplished or the more projects a company is capable of taking on. Manpower is the most important thing in the company because without it, the company would not be as successful as it is now. The company requires manpower because they will serve as a support function and support systems to that specific company. This is because not every task in the company requires the use of machines alone; when the machines break down, we require manpower to settle it and repair it so that it can operate normally again.

MY SUGGESTION:

Therefore, in order to help the managers, especially with the handling of the misconduct cases that are already in the ERMS systems, which stands for Employee Relations Management Systems, ER needs to open the headcount even one or two more times, in my observation. **According to Matemani (2019)** stated that the problem of lack of manpower has made it difficult to regulate and manage time, cost, and quality services. This is because ER stands for Employee Relations Management Systems. In any other case, when the headcount is opened, they will be able to provide support in the medical department, where there is currently only one person handling medical cases. This is due to the fact that, when the headcount is opened, the people who are currently looking for jobs also have the opportunity to get jobs, even if the jobs are only contract positions, and it also has the potential to help reduce the unemployment rates in Malaysia.

Weakness 2: Lack of communications between superior and human resource staff

Communications is one of the most important subjects in the ER department because, most of the time, ER will manage the task with people, particularly with the staff's superior. Before the ER can reach the staff directly, there must be a third party in the middle, such as a team leader or supervisor. For example, if the ER department issues a show cause notice or disciplinary action to the superior regarding their staff misconduct issues, it will result in a **lack of communication** that can take up to one month, and sometimes more, to receive feedback from them. **According to Zenefits Teams (2022)** stated that misunderstandings can be costly and time-consuming, resulting in conflict and anger, lowering productivity and, ultimately, revenues. Communication is essential when dealing with people because ER cannot take further action if they do not receive feedback from their superiors. This is one of the threats that the ER department must deal with. It makes no difference when dealing with people. Many other consequences can result from communication, including a negative impact on performance, mental health, and physical health of employees.

MY SUGGESTION:

Based on my observations and opinions, there is a lack of communication between the ER department and the superiors, which can lead to work procrastination as well as overburdening the ER department with misconduct cases that need to be closed as soon as possible. As a result, in order to overcome the threat, they must frequently receive feedback and follow up from superiors about the staff's misconduct, either through Webex chats or through email. So they are aware that we always want their feedback and that the case must be closed as soon as possible. If the case is more complex, or if the employees refuse to sign the disciplinary action letter against them, the ER department can arrange a face-to-face meeting for them to ensure that the cases are closed as soon as possible by explaining the details of the offense that they committed that resulted in them being recorded in the ERMS system. Then, they can explain any grievances or personal stories that they want HR to know about their problems, as well as get some advice from HR about their problems. **According to Birt (2023)** stated that some people prefer to interact with coworkers' face to face so that they can connect on an interpersonal level.

Weakness 3: Postponed the cases

Finally, the ER department's weakness is that they have many cases that need to be resolved as soon as possible that straightly be **case being postponed**. The case was postponed because no one was available to take over the cases. Cases that are postponed will result in work overload, which means that when a case is postponed for an extended period of time, the upper level will push the lower level to close the case as soon as possible in order to avoid any findings during an audit session. **According to Donovan (2023)** stated that Procrastination's effects accumulate over time and can result in tension, anxiety, and low self-confidence. Instead of allowing procrastination to take over your life, invest in organizing your time and emotional methods to help you cope with it when it arises. Poor performance, missed chances, and even job loss might result from this. Cases that have been postponed will be more difficult to handle when the superior changes, such as when the supervisor or team leader no longer covers that person and must find a new superior who does. Aside from that, postponing the case can lead to the production staff or superior believing that the misconduct case is valid and that the case is not serious, but the case requires time to be handled and does not have enough manpower to do so.

MY SUGGESTION:

The employees who are already working in the ER department, in my opinion, need to be more multitasking in order to take action about that case in order to overcome the postponed cases, which will be in a significant quantity of misconduct instances. The ER department must also constantly keep an eye on the ERMS systems to keep track of the number of misconduct cases. When the cases have reached their maximum number, they must plan and be ready to make the cases an ongoing process so that they are aware of the cases that are still pending and active, in addition to those that are open. The ER department must then enter all the individuals who will be responsible for handling the cases in the ERMS systems in order to resolve the situations. For instance, if a department receives a large number of cases but another person does not, the person with the smaller number of cases can assist the person with the larger number of cases by reducing the number of cases. This might be described as departmental teamwork.

Opportunity 1: Hire more staffs

One potential that Employee Relations Department can execute in this area is to **hire more staffs** by increasing the headcount. This is because hiring more employees makes the work easier, which reduces the stress of the people involved in the employee relations process. Then, it can lessen the volume of work and tasks for one person, such as when one issue can be handled and handled by numerous employees in this area. As a result, it can lead to more efficient and effective work. Aside from that, opening the headcount can help to lessen the unemployment rate in this country, as well as enable young graduates find work that matches their course and interests. **According to Whiting (2021)** stated that if your team is overburdened, adding a new member can help redistribute work and project deliverables. This will reduce the workload on your current staff and make it easier for them to deliver high-quality results. When the ER department expands its workforce, new employees can contribute their ideas, which will be helpful and vital to employee relations. When other people attend our department, we can learn about their ideas and experiences, which can then be used in that ER department. Furthermore, by hiring new staff, the ER department can grow its empire, letting other departments know how the ER department works together to reduce ERMS instances in the system, as well as track the employee's discipline in the Infineon.

MY SUGGESTION:

Open headcount in order to hire additional employees to be a part of the ER is, in my opinion, the most crucial issue because of the level of misconduct cases that they received, as well as all cases needing to be lowered on an ongoing basis. When cases are not proceeding or in process, and new cases arrive, the ER personnel becomes overburdened. So, by opening the headcount, they may minimize some of the overburdened work that they receive, particularly in misconduct instances. Aside from that, when there is an open headcount, it might be related to the unemployment rate in Malaysia, and fresh graduates in the HR area can try to become part of the ER team. **According to Katana (2023)** stated that instead than working on many projects all day, each employee could concentrate on one task at a time. This makes it much simpler to do each task efficiently and quickly. If your current team is overworked, it's only a matter of time until the quality of their work suffers. This is because being overburdened can severely impair an employee's output. Hiring new employees to share some of the workload can help to avoid burnout and tiredness. Finally, by hiring new staff, they will be able to diversify the expertise in the ER department. This is because, from various perspectives, outside employees bring in new skills.

Opportunity 2: Formulating the details for Human Resources policies

The next step for the opportunities that I discovered in the ER department is to **develop the details for HR policies**. This is because the HR policy from the ER department is not overly detailed, making it difficult for other employees to understand. This is because if the policy is not detailed, the employee will not understand what is required to be delivered with that policy. When an employee does not understand, they will commit misconduct. So that everything is relevant to the ER department. When policies can make the details and simple for them to understand, it can lead to a reduction in the number of misconduct cases in the ERMS systems. **According to Lotich (2020)** stated that including this information in a detailed policy and procedure manual that is distributed to staff may assist make sure that products and services remain the high standard of excellence that customers expect. Policies are like a guideline and also procedures for the staff to follow in order to pay attention to that, when the policy is not in the details, how the employees want to understand and pay attention to it. When we want to capture people's attention, we must pique their interest so that they will read the policies. For example, if we are interested in the books we read, we will focus our entire attention on them in order to comprehend the content of the books themselves. As a result, when developing policies, it is necessary to be specific in order for readers to understand the content of the policies.

MY SUGGESTION:

Based on my observations, I believe that each of the policies that the ER department wishes to create should be detailed with information that allows the reader to understand the policy's content. Then, when the policies are more detailed and easier to understand, they will be aware of the policies and procedures that HR has already established for them. **According to Bhasin (2021)** stated that when a company implements strong policies, it demonstrates its commitment to creating a fair workplace that meets corporate governance standards. For example, one session must be created in which the details of the disciplinary action that must be taken against the misconduct cases and the name have been entered into the ERMS system. When you make it, all of the employees are aware of the disciplinary action that will be taken against them if they commit misconduct. They can also be aware of the seriousness of the disciplinary action that will be taken against them when they commit misconduct in the company due to all of the misconduct and the disciplinary action that is already in the policies, and they cannot defend themselves when their reasons are unsatisfactory.

Opportunity 3: Advanced technologies are available to foster more effective

Finally, having **advanced technologies available to foster more effective** care in the ER department is an opportunity. This is due to the fact that having advanced technologies makes work easier and more effective. One method that can assist humans in completing their tasks effectively is technology. For example, technologies can make our work faster and more reliable communication, which is essential for businesses that operate on a global scale. If phone lines are unavailable, you should have readily available alternatives such as Webex chat or any of the systems that require an internet connection. **According to Asma (2020)** stated that technological advances can have a significant impact on an organization's human resources department. It enables the organization to strengthen its internal procedures, core capabilities, relevant markets, and overall organizational structure. The opportunity must then be used wisely in order for other people to use it as well, for the purpose of sharing and caring, because it is not ours but the company's property that we must use together. On the other hand, technology can assist businesses in automating repetitive tasks that do not necessitate complex decision-making. This has the potential to increase productivity and efficiency. Finally, technologies can lead to cost savings and profit increases. Increased efficiency and productivity from technology can result in lower operating costs and higher profits. Using technology has also assisted me in avoiding opportunity costs, as systems supported by modern technology may be less prone to failing or succumbing to avoidable issues.

MY SUGGESTION:

In my opinion, advanced technologies are essential for being in a company, particularly a large one, not only for the production part but also for support functions such as management and the HR department. This is because the HR department is in charge of all company operations. For example, technological advancements must be implemented in ERMS systems so that the staff can only type the Staff ID rather than searching through the list one by one, which will result in a longer time to complete the work. **According to Mike (2021) stated** that HR personnel who were previously overburdened with administrative responsibilities may now devote their time to matters that require greater focus. Technologies can increase transparency and interconnectedness: Managing businesses with complex bureaucratic processes and a plethora of transaction types is difficult. However, with the assistance of advanced business software, you can seamlessly integrate all business processes, even those in locations where different languages or currencies are required. When it comes to sharing and processing business data, you can gather, process, and present everything automatically in a format that everyone can use.

Threats 1: Cases that are refer to the UNION

In a month, the ER department received a large number of cases involving various types of misconduct and mostly the **cases that are refer to the UNION**. When employees who are already members of the UNION are faced with disciplinary action, such as having to sign a warning letter, a second warning letter, or a stern warning, they will bring their case to the UNION. This has become a threat or problem for the ER because when the UNION takes over the case or the staff wants to refer to the UNION, the cases will be longer and the disciplinary action will be minimized most of the time. This is not fair to those who face more serious disciplinary action for the same offense and case. When the cases are resolved with minimal action, more employees will refer to the UNION. UNION has both good and bad sides, because if the staff is already wrong or if it is stated that they are engaging in misconduct, what can we do other than discipline them? UNION will protect their employees, but when faced with disciplinary action or misconduct cases that cannot be accepted by HR, UNION cannot take action because they are their team, and it must be fair to all employees.

MY SUGGESTION:

UNION, in my opinion, can defend their team or coordinates, but they cannot make the case simple, even if it is a major case. This is not fair to the other employees who are engaging in the same misconduct. This will also make staff feel more at ease when UNION handles the case with HR, so they will not feel remorse when engaging in misconduct in the workplace, and they will repeat the same or another offense with the understanding that UNION will protect them from HR or any disciplinary action taken against them. Next, UNION must understand their boundaries when dealing with their team members, including the disciplinary action that will be taken against their team members, which cannot exceed the limits set by HR. They must respect the decisions that HR has already made for their team members. When they want to loosen it up a little, they can make HR more knowledgeable about the manufacturing process or the scenario itself. This is because HR wants to hire employees who are self-disciplined and hardworking in order to provide the best productivity to the company.

Threats 2: Budgetary constraint

Budgeting is the most important aspect for the company, particularly for management, in order to perform administration tasks as efficiently as possible. Budgeting risks can cause spending to deviate from original estimates, which is critical to the success of most projects. Overspending may jeopardize project success, and the company may be forced to make unexpected cuts elsewhere to compensate. **Budgeting risks** can be effectively managed by properly preparing for them. In the ER department, they are more concerned with the information that they need to prepare for the employees, particularly the critical information that they must know. For example, the ER department must create updated memos for the mother's room, surau, in-house clinic, and other facilities at Infineon Technologies. When they make changes or updates to previous memos, they must be prepared to place the new one at each location, ensuring that all users and employees are aware of the updated memos that already have changes and have added important information to it. When memos need to be updated in all locations, they must be prepared with laminate and some stationery such as sticky tape or salotape to keep them in the same position and easily accessible to users. So, for the tasks that must be completed, the budget will be used to purchase stationery.

MY SUGGESTION:

In my opinion, the best way to reduce the ER department's budget is to reduce the amount of stationery that is required as well as to use other, less expensive items for that work or task. For example, laminating film is expensive and requires a large budget to obtain; therefore, we can replace the laminating film with a clear file plastic holder to cover the memos and paste it at the memos area in each room or location that requires them. Memos that basically need to be there are the do's and don'ts for using that specific facility in the company; this also needs to be a reminder as well as a guideline for them when they use and enter the facilities. Basically, the ER department is where the majority of the laminating film is used. Otherwise, controlling the usage of the laminating film itself can make and have an effect on the company budget for office equipment.

Threats 3: High existing workload

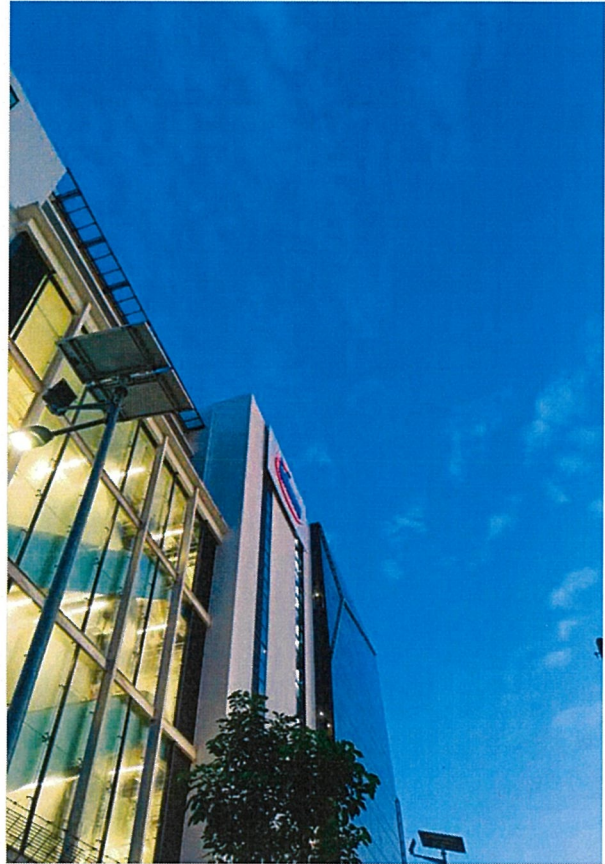
The next threats are the **high existing workload** with which they are confronted. This is due to the fact that they already have many of the misconduct cases in the ERMS system. The cases raised in the systems come from the security department, the medical department, and the superior. When there are a large number of cases in the system, it will result in an overload of work. Overload work is also caused by a lack of manpower. When people are faced with a high existing workload, they will feel stressed and pressured to reduce the workload and reduce as many misconduct cases as possible in the ERMS systems. **According to Inegbedion (2020)** stated that if the workload exceeds the standard workload, the employee is likely to become overwhelmed, resulting in hazards such as burnout and subsequent breakdowns, as well as ill feelings and dissatisfaction, and causing them to leave the job for more leisurely jobs where available. When people are stressed, they are less productive, and the quality of their work suffers over time. As a result, the quality of the work will improve. It became more serious and unproductive for the staff. Otherwise, it will lead to staff loyalty in order to stay longer in the company or to the need to move to the next company due to overwork. Overwork will have an effect on someone's physical and mental health. As a result, if not handled properly from the start, it can quickly deteriorate.

MY SUGGESTION:

According to my observations, there are a large number of misconduct cases in the ERMS systems that require regular action. The cases were discovered to be postponed within three to four months due to a lack of someone to take action on that particular case in order to close that case as soon as possible. Aside from that, when cases are postponed, it puts pressure on the department itself, especially when the superiors of the staff make a complaint about these cases, and it may believe the cases can be accepted because no action is taken. This overload work can be avoided by increasing the size of the ER department's team. In addition to reducing the number of ERMS cases in the system, they can also assist with IR issues such as hostel audits, fire drills, and many other tasks related to the ER and IR departments. When we have enough manpower, our work and tasks will be easier and more efficient, as they will not be delayed for too long after their superior raises the cases in the system.

CONCLUSION

The goal of the industrial training duration is to develop abilities, and knowledge are vital in any human resource profession. The primary goal of industrial training is to expose students to actual work environments. Industrial training provides students with a solid foundation and prepares them to begin their careers. Industrial training connects conceptual and analytical abilities developed during the undergraduate program. After only a few weeks, the trainee is able to confidently deliver a presentation with the support and guidance of the supervisor. During the industrial training period, trainees learned how to form positive relationships with people at all levels and aided in the development of communication and collaboration skills, which are essential for instilling a sense of teamwork among workers. This industrial training experience helps trainees improve any weaknesses discovered. The trainee's skills could include developing new system designs, improving decision making, handling responsibilities, and managing time. The trainee's industrial training experience and information aided him in learning and improving his abilities, and was extremely valuable and beneficial to his future career development.



I am confident in my ability to excel in my career regardless of where I work because of the unique nature of this company. As a result of my exposure, when I am assigned to perform certain tasks, such as approaching or presenting, I become more professional and self-confident. As a result, I believe that this industry will continue to thrive in the future. I'd like to thank Infineon Technologies and UiTM for giving us this opportunity as students to improve our skills and prepare for the real world.

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APPENDICES

Internship Verification Statement Form from Infineon



Internship Verification Statement Form

I hereby verify that this report was written by

Trainee's Name _____
Student/Matric No _____
NRIC No _____

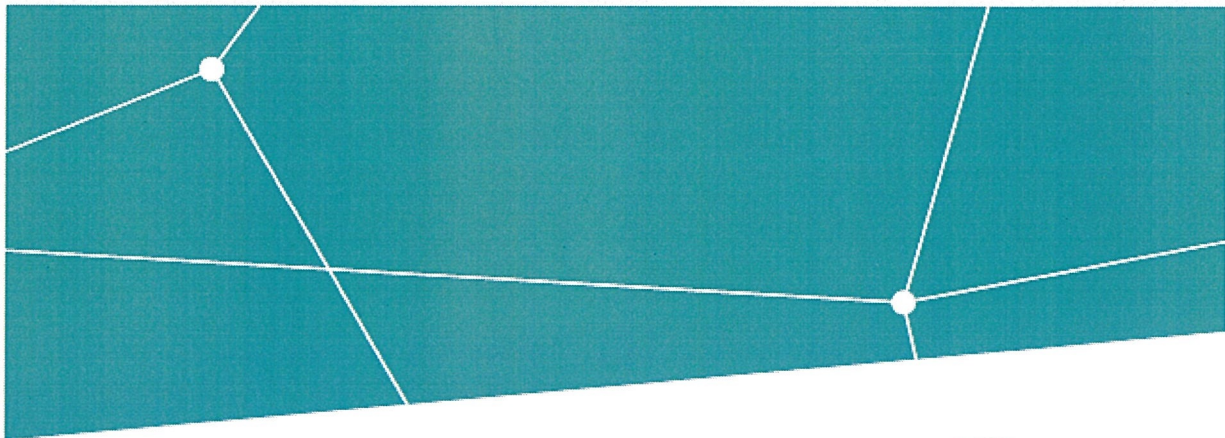
and all information regarding this company and the projects involved are
(✓ by supervisor)

- ☒ Not confidential and sensitive
- ☒ Followed the training timeline
- ☒ Adhering the rules and regulations, safety guidelines of the company

(Supervisor's Signature)

Name WEGENE TEO .
Department HR ER IR
Designation HR MANAGER
Date 15/8/2023

Note to Trainee: Kindly complete this form, acknowledge by your supervisor and upload it to the dropbox tab in internship Ishare @
<http://ishare.ap.infineon.com/sites/MAL/Internship/Forms%20and%20Reports/Forms/AllItems.aspx>



Certificate Industrial Training

This is to certify that

Nurul Asyiqin Binti Ramli

was attached to our

IFMY HR ER IR

as an Industrial Trainee from

1 March 2023 to 15 August 2023

On completion of training, trainee has submitted a report illustrating details of the training program with the company.

A handwritten signature in black ink, appearing to read "fenny".

Fenny Tan

Senior Director Services & People Operations

A handwritten signature in black ink, appearing to read "Lim Sin Huay".

Lim Sin Huay

Manager Recruiting Services

INFINEON TECHNOLOGIES (MALAYSIA) SDN. BHD. (50045-D)
Free Trade Zone, Batu Berendam, Melaka.
P.O.Box 52, 75710 Melaka, Malaysia

Tel. No.
+606 2321539

Fax. No.
606 2325266

Certificate of Introduction to Human Rights



Certificate

We are pleased to confirm that

Nurul Asyiqin Ramli

participated in the Training

Introduction to Human Rights

on 16.Jun.2023

Your People & Leadership Development Team

Part of your life. Part of tomorrow.

Certificate of HR data at Infineon



Certificate

We are pleased to confirm that

Nurul Asyiqin Ramli

participated in the Training

HR data at Infineon

on 03.Mar.2023

Your People & Leadership Development Team

Part of your life. Part of tomorrow.

Certificate of Cyber & Information Security Training



Certificate

We are pleased to confirm that

Nurul Asyiqin Ramli

participated in the Training

Cyber & Information Security Training - English

on 03.Mar.2023

Your People & Leadership Development Team

Part of your life. Part of tomorrow.

Certificate of Business Conduct Guideline & Information Security



Certificate

We are pleased to confirm that

Nurul Asyiqin Ramli

participated in the Training

Business Conduct Guidelines & Information Security - English

on 30.Mar.2023

Your People & Leadership Development Team

Part of your life. Part of tomorrow.

Certificate of Business Conduct Guidelines



Certificate

We are pleased to confirm that

Nurul Asyiqin Ramli

participated in the Training

Business Conduct Guidelines – English

on 30.Mar.2023

Your People & Leadership Development Team

Part of your life. Part of tomorrow.

Certificate of ESH e-learning



Certificate

We are pleased to confirm that

Nurul Asyiqin Ramli

participated in the Training

ESH e-learning

on 02.Mar.2023

Your People & Leadership Development Team

Part of your life. Part of tomorrow.

Certificate of Data Protection



Certificate

We are pleased to confirm that

Nurul Asyiqin Ramli

participated in the Training

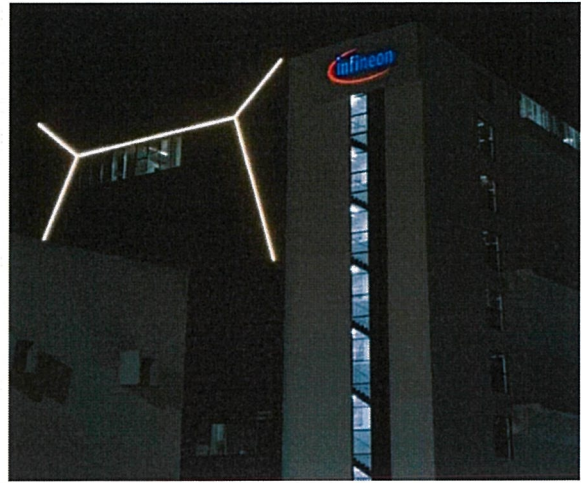
Data Protection - English

on 03.Mar.2023

Your People & Leadership Development Team

Part of your life. Part of tomorrow.

Infinion Technologies Melaka



My workstation



Employee Relations Department (ER) Team



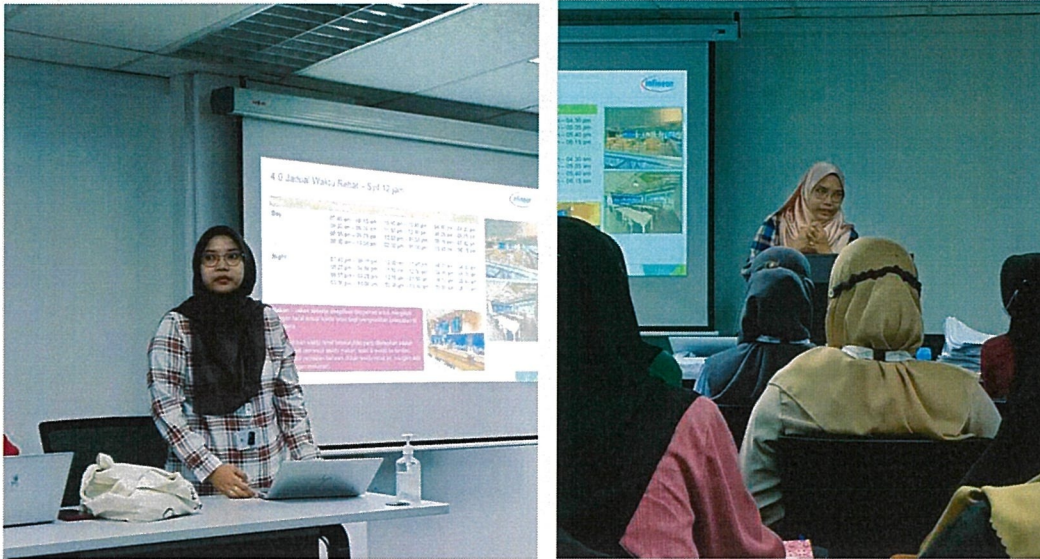
Fire drills session at staff's hostel (Lorong Pandan, Peringgit, Pulau Gadong)



Hostel audit at staff's hostels (Lorong Pandan, Peringgit, Pulau Gadong)



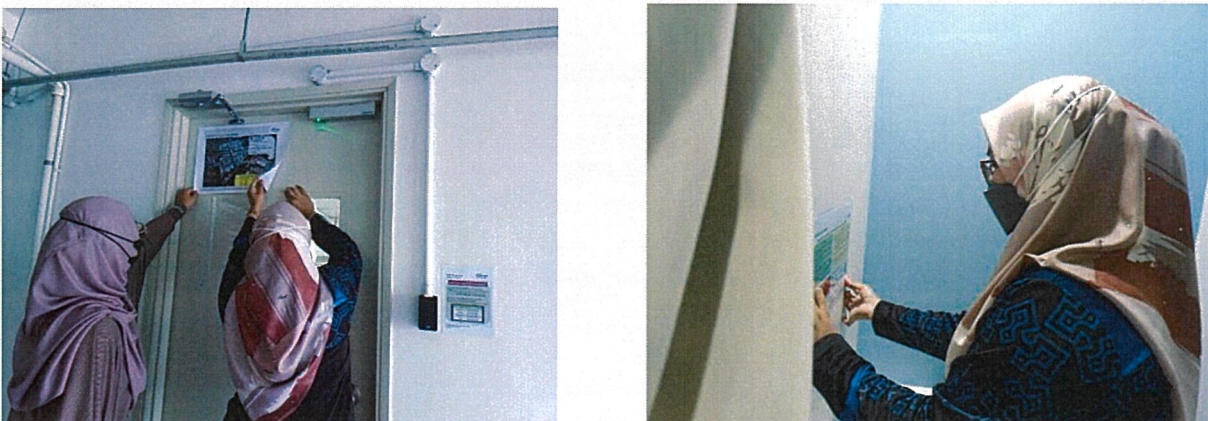
Presentation session with the new hires



Human Resource (HR) office and in house clinic (IHC) audit with ESH



Mother' room audit with ER department



Canteen audit at Block 8



Participated in the Internship Engagement Program



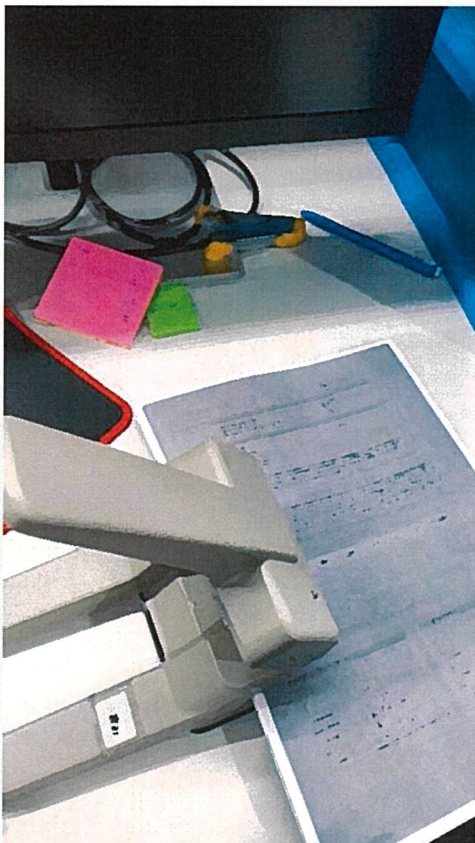
Go to Jabatan Perusahaan Perhubungan (JPP) for the Medical Board Out (MBO)



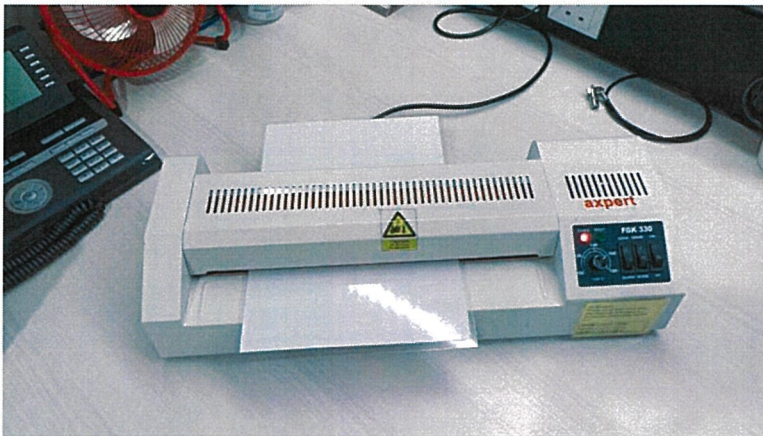
Helping the staffs to distribute a “kurma” when Ramadhan



Punch the closed cases and arrange it according to the Staff ID by ascending order for filing

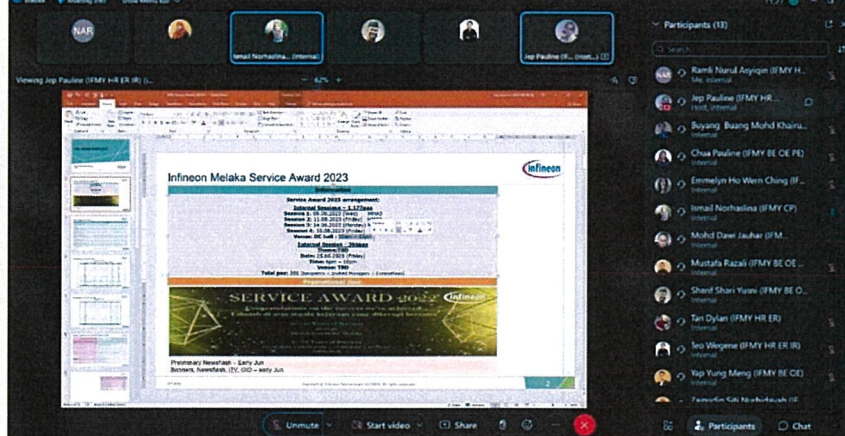
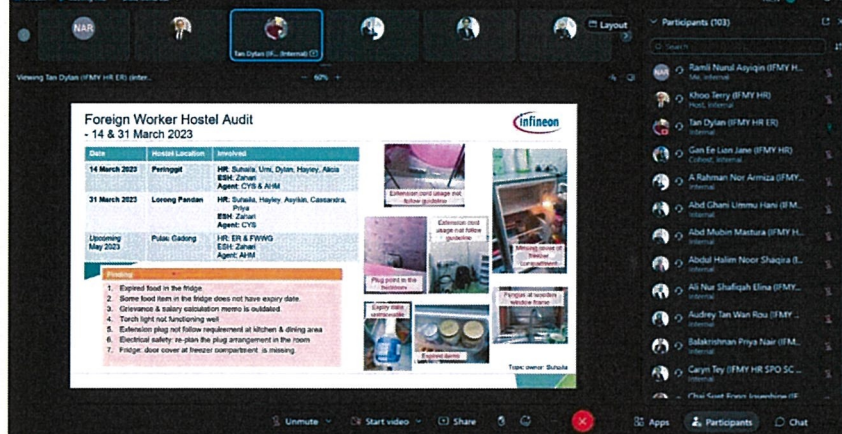
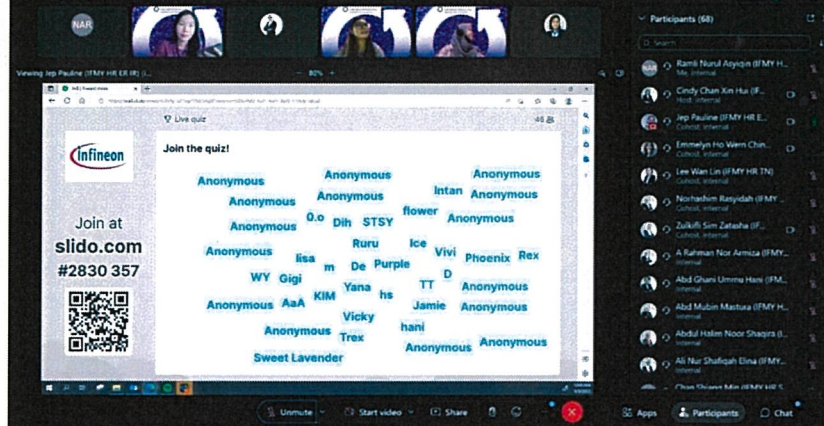


Helping ER team to laminate the up-to-date memos

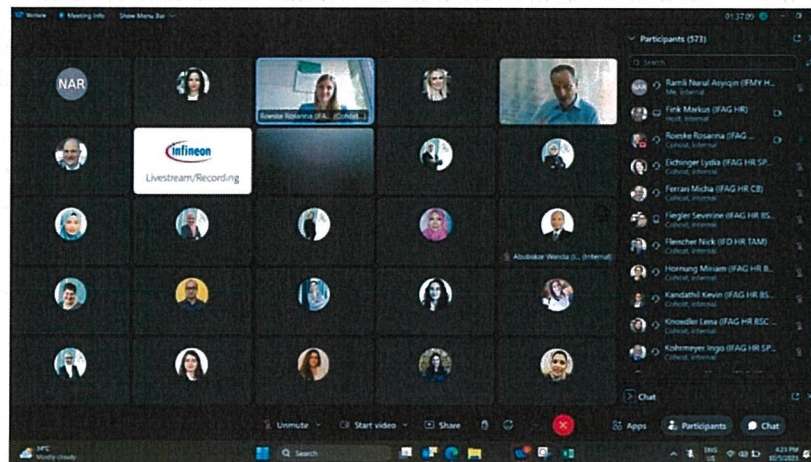


Attending the events at the Infineon





Online Meeting via Webex Platform with Global



Industrial Presentation about the SWOT Analysis for Industrial Report to avoid any sensitivity

