

Mesiniaga Berhad

INTERNSHIP REPORT

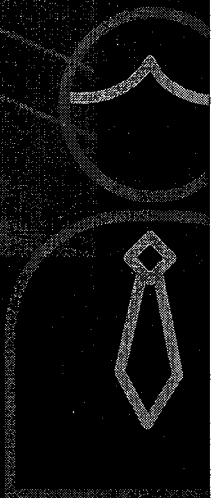
Prepared By

NURUL AINA MOHD
HAFIZULLAH

Presented To

DR. NURAZREE
MAHMUD

2023



ACKNOWLEDEMENT

All praise and blessings to Allah for the completion of this industrial training report. I am grateful to God for the possibilities, difficulties, and strength He has placed upon me in order for me to accomplish my report. To begin, my heartiest thank and appreciation goes to my final year advisors, Dr. Nurazree Mahmud, for his guidance, patience, and most significantly, the warm spirit and positive encouragement that assisted me in completing my industrial training report. Having him as advisor has been a tremendous privilege and honour

My heartfelt appreciation also goes to my supervisors, Encik Norfadzli bin Abd Rahim as well as the entire employees of Mesiniaga Berhad, Putrajaya, for offering internship opportunities and helping me through my first work experience. Their advice and support with marketing and administration department works enriched my experience. Finally, and perhaps most importantly, I would want to express my gratitude and appreciation to my family, particularly my parents and those close to me, for their continuous support and for being the driving force behind my success. I am extremely appreciative of their understanding and cooperation.



EXECUTIVE SUMMARY

Mesiniaga has been in the technology business for more than three decades. They started as a company selling IBM office products and have evolved into a multi-platform business solutions provider. Mesiniaga Berhad operates as a service provider for IBM, Lexmark and other major principals. The services include product support such as hardware and networking systems maintenance for the major brand names that the company represents.

Mesiniaga is a listed company on Bursa Securities and one of Malaysia's leading ICT solutions providers and integrators. Established in 1981, and based in Shah Alam, with paid-up capital of RM60.4 million and provides end-to-end IT solutions and services supported by many internationally renowned technology companies. These solutions provide the building blocks, management capabilities and security for any IT infrastructure. As such, their value to clients lies in their understanding of the business challenges and subsequently providing best-of-breed business answers that will enhance their productivity, competitive advantage and profitability.

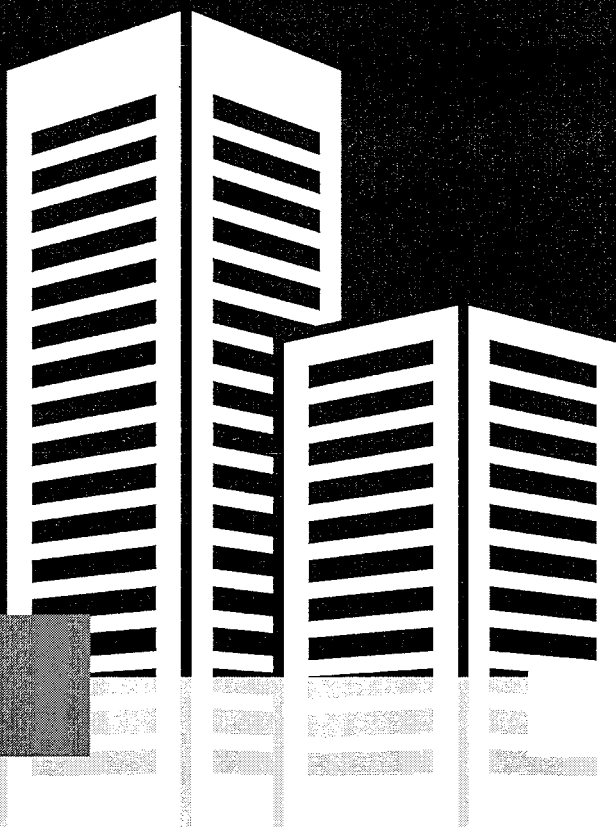


Table of Contents

EXECUTIVE SUMMARY	IV
ACKNOWLEDGEMENT	IIIV
1.0 STUDENT'S PROFILE	01
2.0 COMPANY'S PROFILE	02
2.1 NAME, LOCATION AND BACKGROUND COMPANY	03
2.2 VISSION, MISSION, OBJECTIVE AND GOAL OF COMPANY	04
2.3 ORGANIZATIONAL CHART	05
2.4 PRODUCT AND SERVICES	06
3.0 TRAINING'S REFLECTION	07
3.1 INTERNSHIP DETAILS	08
3.2 DEPARTMENT, ROLES AND RESPONSIBILITES	09
4.0 SWOT ANALYSIS	10
5.0 DISCUSSION AND RECOMMENDATIONS	15
6.0 CONCLUSION	27
7.0 REFERENCES	28
8.0 APPENDICES	29



ABOUT ME

Eager individual who can acquire new knowledge in a reputable organization, where I can contribute to the success of the company while gaining experience in the field.

SKILL

Communication



Teamwork



Software skills



Adaptability



LANGUAGE



Malay



English

AWARD



Committee Charity Event, UITM
(2019)



**Committee in Kanak-Kanak
Rembau Charity event, UITM**
(2020)

NURULAINA MOHD HAFIZULLAH

CONTACT



EXPERIENCE

2022-2023 RECRUITING LIVE HOST IN SOCIAL MEDIA APPS

Todak Studios Sdn Bhd

- Hire a new host to join the club in earning side income.
- Use social media platform to promote the job task using several marketing approaches.

2020-2021 PART TIME WORKER

M-Ice Cream Senawang Outlet

- Making the ice cream, cashier, serve to customers and buying the ingredients included.
- Conducting marketing approaches on social medias.

2019-2020 PART TIME WORKER

Desire Cafe Seremban

- Handling cashier, taking orders and preparing the signature menus. Promoting the business into social media to boost up sales.

EDUCATION

2021-2023 UITM BANDARAYA MELAKA
Bachelor in Business Administration
(Hons) Marketing/ CGPA: 3.52

2018-2021 UITM REMBAU
Diploma in Business Management/
CGPA: 3.46

COMPANY 2.0

PROFILE

Mesiniaga Berhad distributes a range of information technology products and provides related services. The activities include business development, provision of management training and consulting services in strategic and human resource planning, through the subsidiary. The company trades various IT products under the brand IBM, Lotus, 3Com, Cisco, SAP, Tivoli, Microsoft and Avaya.



The products include computer systems, printers and scanners and networking systems. Meanwhile, software IT products include desktop productivity, office systems, security solution, customised solution and system management. The company also provides IT services like application development, education and training, systems development and workgroup solutions.



2.1 NAME, LOCATION AND BACKGROUND COMPANY

NAME: MESINIAGA BERHAD
LOCATION: 20, PERSIARAN
PERDANA, PRESINT 2, 62100
PUTRAJAYA, WILAYAH
PERSEKUTUAN PUTRAJAYA
PUTRAJAYA

BACKGROUND COMPANY

Mesiniaga was established in 17 December 1981 in response to Malaysia's New Economic Policy (NEP) to increase local participation in the technology industry. A strategic plan was developed to cultivate local entrepreneurial talent. The plan involved utilising a pool of ready talents in IBM so that there will be a Bumiputera company that can serve as IBM's sole hardware dealer and agent in Malaysia. The team was headed by the late Ismail Sulaiman, who was formerly the General Manager of IBM Malaysia. Together with a team of about 50 ex-IBM personnel, Mesiniaga became fully operational on 1 January 1982 with a paid-up capital of RM500,000.

2.3 COMPANY PROFILE

VISION

- To drive customer business performance through technology and innovation. Despite being a technology company, Mesiniaga company view on technology is that it merely acts as an enabler in improving customers' business performance which can help customer succeed.



MISSION

► Mesiniaga Berhad will be the primary reference point for our customers' IT needs. This can only be achieved by a perfect alignment of their goals with those of our customers. It involves deeply understanding how our customers create business value and deploying technology in its attainment.

► Mesiniaga acknowledge that employees are the lifeblood of our business. We must attract the best talent, enable them to exploit their full potential, deploy them to greatest benefit and merit their continued service and commitment. We recognise that success in meeting employee goals is a precondition to meeting organisation goals. We will be vested in this crucial partnership.

MESINIAGA'S TEAM



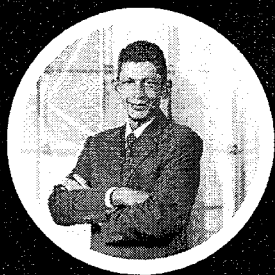
CHIEF EXECUTIVE OFFICER

Dato' Wan
Mohamed Fusil



DIRECTOR OF CORPORATE STRATEGY & PLANNING

Patricia Chan



NON-INDEPENDENT NON-EXECUTIVE DIRECTOR

Fathil Sulaiman
Ismail



INDEPENDENT NON-EXECUTIVE DIRECTOR

Voon Seng
Chuan



INDEPENDENT NON-EXECUTIVE DIRECTOR

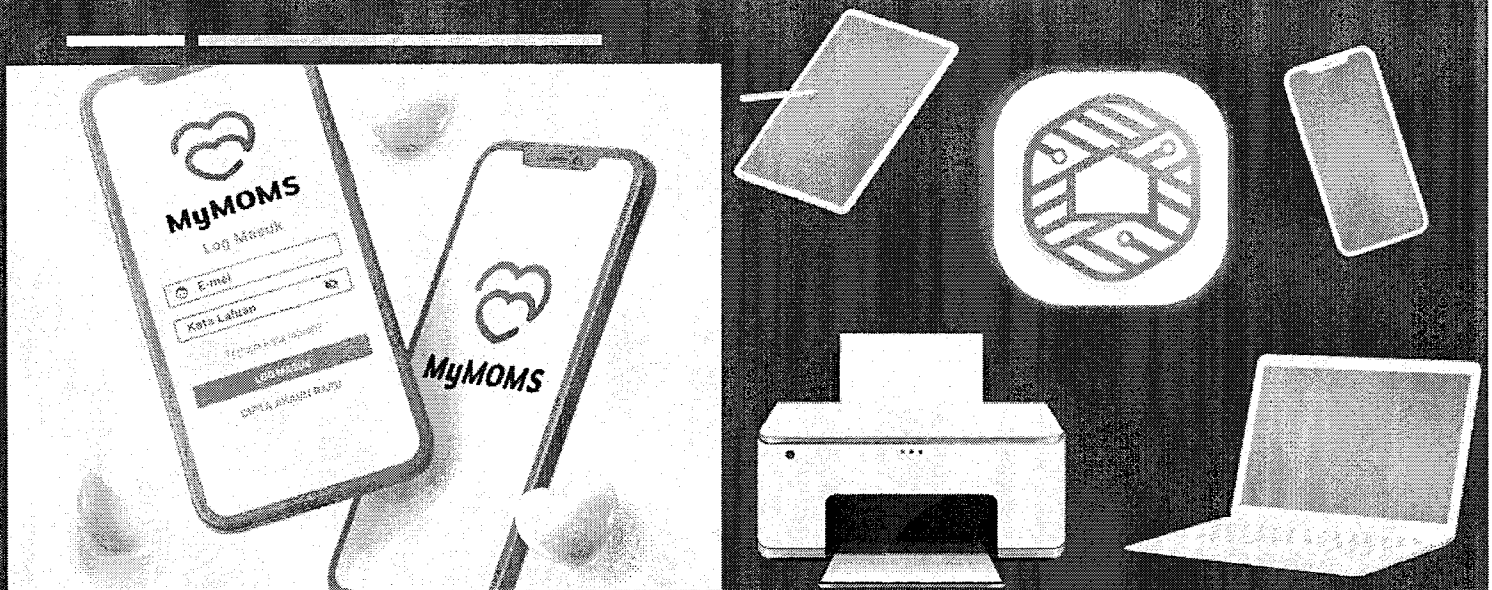
Sim Hong
Kee



DIRECTOR OF OPERATIONS

Nordin
Mat Isa

2.4 PRODUCT AND SERVICES

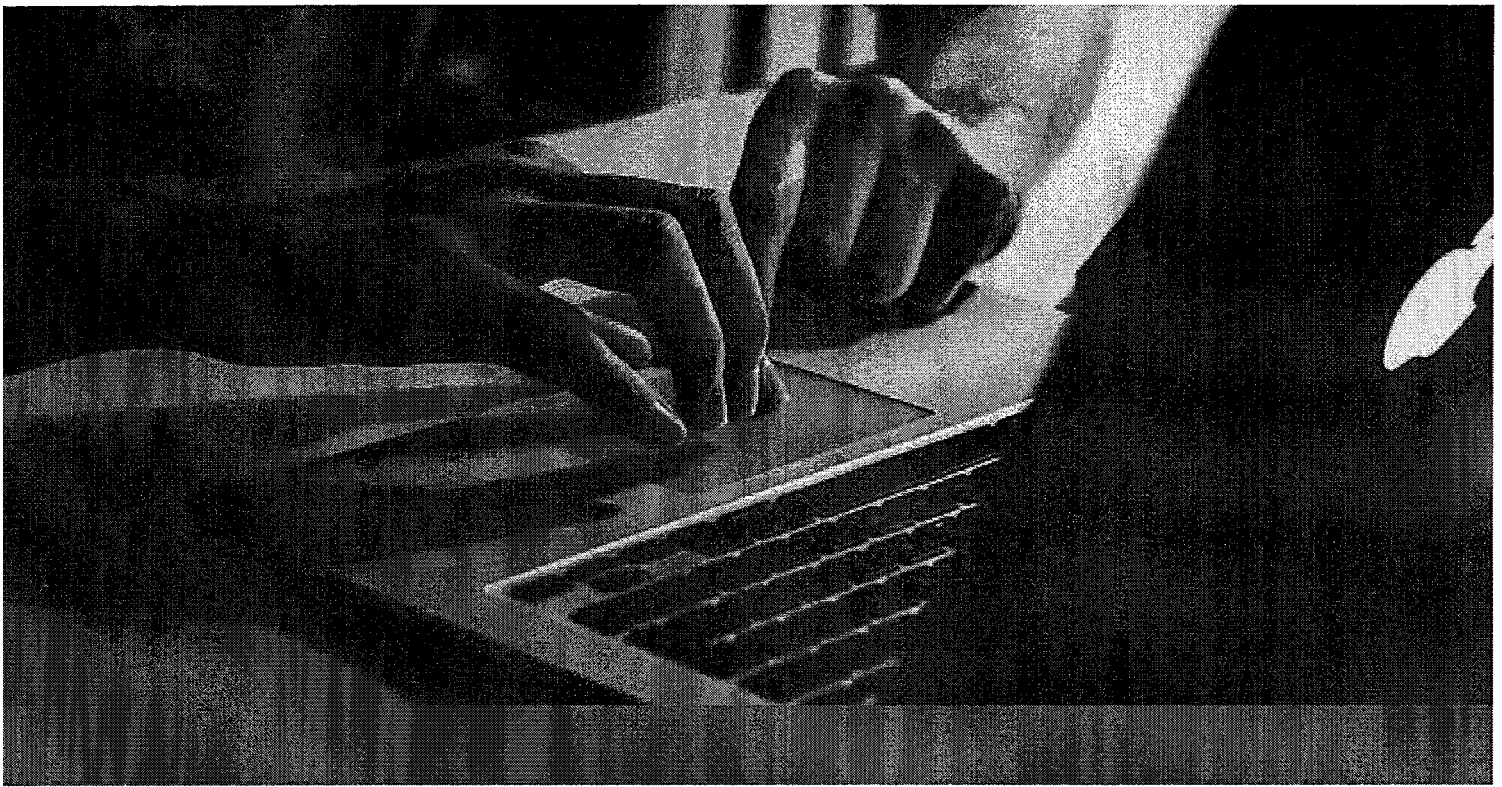


The products include computer systems, printers and the pregnancy progress of every expectant mother in Malaysia is captured and logged into a clinician's pink book and a copy is shared with the expectant mother. MyMOMS serves the purpose of bringing the pink book into the 21st century by digitalising the pink book and thus provide a better experience for the obstetrician as well as the parent. MyMOMS is a mobile app that serves as a comprehensive antenatal digital logbook for the benefit of the mother and the clinician scanners and networking systems. (Mesiniaga,2020)

Meanwhile, software IT products include desktop productivity, office systems, security solution, customized solution and system management. The company also provides IT services like application development, education and training, systems development and workgroup solutions.

Every organization requires visibility of the digital devices and software used by employees. LOFT is able to fulfil this need and at the same time eases the procurement process by automating the entire cycle from request to disposal.





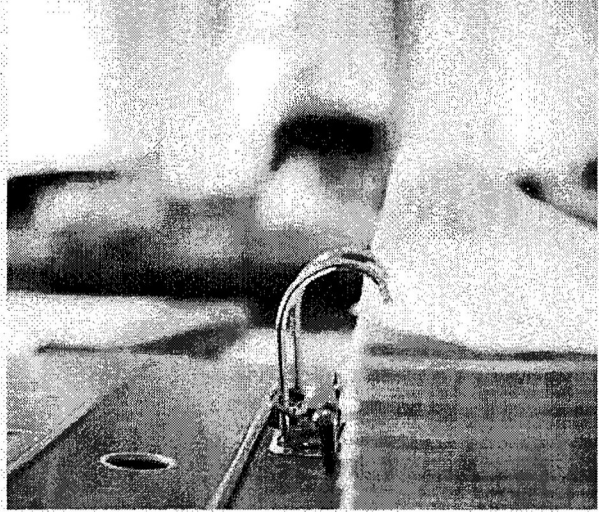
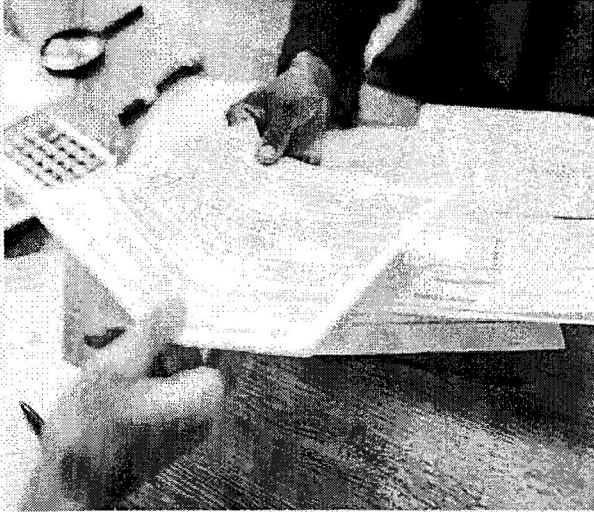
3.0 TRAINING REFLECTION

This internship has provided me with a wonderful opportunity to acquire practical knowledge, communication skills, software skills, and technical skills. Although it may take some time to polish those skills, at this moment I am confident to improve them in the future.

Through interacting with others in a professional situation throughout my internship, I experienced much more and I turned out to be a better communicator and I also learned it in this environment that how to work together and communicate with the superior and subordinate and lower level staff.

At first, I face some difficulties to match up with the corporate environment and punctuality. But with the dedication of my spirit, I manage to overcome this efficiently.

My internship has taught me a lot about my skill set and given me confidence in my own abilities. It has helped guide my career aspirations and will definitely help me in my future career choices. I also gained technical knowledge in both digitization and in the energy sector as a whole. I left my internship with a toolbox much fuller than when I started. The knowledge I gained will help me to face the real world post-graduation.



3.1 INTERNSHIP DETAILS

During my internship, I have learned how to sharpen and polish more about documentation updated and formatting skills regarding the client reports and under the Project Management team that carried out the installation, migration testing and commissioning of the integrated financial and accounting management system of the Federal Government (iGFMAS) and the support system at the new infrastructure with the Accountant General's Department of Malaysia (JANM) at Putrajaya, Malaysia. Moreover, I have been asked with the documentation of Preventive Maintenance of the project and was directly involved in the Data Centre, Command Control Center Room (CCC), Lenovo, Network, and Security (QRadar SIEM, and PKI Ivest Server & PKI Dashboard Server)

Additionally, I have been asked with the documentation of Minute Meeting regarding the Project Management Office (PMO). I have been learning in liaison with the Project Manager in regard to any related documentation for Preventive Maintenance.

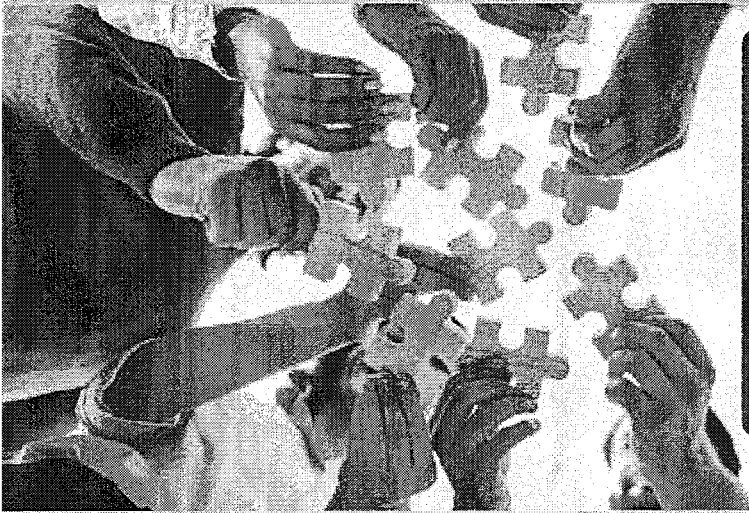


● MESINIAGA BERHAD COMPANY

3.2 DEPARTMENT, ROLES AND RESPONSIBILITIES



Mesiniaga has various departments that tackle specific business area. Mesiniaga Academy has been form under one of it's the department namely Maintenance and Managed Services (MMS). This is one of the contributions of the company to gives its full support to government initiatives in alleviating graduate unemployment issue. The academy's main objective is to offer student in IT a chance to have work experience while undergoing comprehensive trainings in management and technical skills.



SWOT ANALYSIS

STRENGTHS

- Technical skills
- Strong management project members
- Work experience

WEAKNESSES

- Negative personality attributes by the upper party's department
- Low systematic position management for employees
- Limited access for training and education

OPPORTUNITIES

- Training and education
- Building personal network and improves relationship
- Rapid technological advances and developments

THREATS

- Technological Complexity
- Competitive pressures
- Changing demographics



STRENGTHS

01



Technical skills

- Employees in Mesiniaga who possess technical capabilities are able to perform more effectively as they can increase productivity by using technology tools and software to automate work and optimize procedures. Proficiency in technical skills allows the employees to handle complex tasks, minimize errors, and accomplish work in a timely manner.



Strong management project members

- Have a clear understanding of the company's goals and objectives, and can make strategic choices that align with the organization's vision
- The senior staff would have no problem to guide the newly staff and most of them are being friendly, no judgemental issues, no pressure in performing task, making the environment easy to communicate with each other directly.



Work experience

- Often possess strong leadership qualities. They can take on leadership roles, mentor others, and contribute to strategic decision-making processes and raising the level of job satisfaction.



WEAKNESSES

02

Negative personality attributes

- Most of the employees in the company are subjected to negativity or disrespectful behavior from upper-level parties, as they may become disengaged and lose motivation to perform at their best. This can result in decreased productivity, creativity, and innovation within the department.
- This can include behaviors such as micromanagement, or disrespectful communication, where some of them were not professionalism in communicate with other departments, especially in the meeting session

Low systematic position management

- Several staffs in Mesiniaga being allocated in a heavy workload which can contribute to decreased morale and job satisfaction among employees especially under project management, whereas they have to duplicate their works to replace resigned staffs instead of hiring the new one.
- According to Mesiniaga annual employee report above, it were recorded an overall associate turnover are 122 in 2015, 158 in 2016, and 168 in 2017. However, there is small numbers of returning to this organization is 8 in 2015, 12 in 2016 and 9 in 2017.

Limited access for training and education

- Without access to training and education, employees may rely on outdated technical knowledge and skills. This can hinder their ability to effectively use modern tools, software, and equipment. As a result, Mesiniaga company may struggle to deliver high-quality products or services that meet the evolving needs and expectations of customers



OPPORTUNITIES

02

Training and education

- Implement more upcoming future knowledge by conducting many useful and effective training session and education for the staffs to acquire new skills, expand their knowledge base, and stay updated on industry trends and best practices.
- Training fosters a culture of continuous learning and encourages employees to think critically and innovatively. This can lead to new insights, improved processes, and a competitive edge in the marketplace.

Building personal network and improves relationship

- By connecting with individuals in diverse fields or industries, Mesiniaga can tap into a wealth of knowledge, skills, and experiences. This can lead to opportunities for learning, mentorship, and gaining insights that can contribute to business growth and innovation.
- Contribute in enhancing the Mesiniaga's reputation and their brand image. Positive relationships with industry leaders and respected professionals can reflect positively on the company's credibility and integrity.

Rapid technological advances and developments

- Without access to training and education, employees may rely on outdated technical knowledge and skills. This can hinder their ability to effectively use modern tools, software, and equipment. As a result, Mesiniaga company may struggle to deliver high-quality products or services that meet the evolving needs and expectations of customers



THREATS

02

Negative personality attributes

- Most of the employees in the company are subjected to negativity or disrespectful behavior from upper-level parties, as they may become disengaged and lose motivation to perform at their best. This can result in decreased productivity, creativity, and innovation within the department.
- This can include behaviors such as micromanagement, or disrespectful communication, where some of them were not professionalism in communicate with other departments, especially in the meeting session

Low systematic position management

- Several staffs in Mesiniaga being allocated in a heavy workload which can contribute to decreased morale and job satisfaction among employees especially under project management, whereas they have to duplicate their works to replace resigned staffs instead of hiring the new one.
- They may feel undervalued and unsupported by the organization, this can lead to a decrease in motivation, engagement, and loyalty, affecting overall job satisfaction.

Limited access for training and education

- Without access to training and education, employees may rely on outdated technical knowledge and skills. This can hinder their ability to effectively use modern tools, software, and equipment. As a result, Mesiniaga company may struggle to deliver high-quality products or services that meet the evolving needs and expectations of customers

RECOMMENDATIONS

SWOT ANALYSIS

STRENGTHS



➤ Technical Skills

1. Online Learning Communities

-Encourage employees in Mesiniaga to join online learning communities, forums, or professional networks where they can connect with like-minded professionals and access a wealth of technical resources.

-For example, by joining Tech Start-up in Kuala Lumpur, where this group is for aspiring and established tech entrepreneurs. It hosts panel discussions and workshops focused on various aspects of starting and growing a tech start-up, including technical skills required for building and scaling technology solutions.

2. Webinars and Online Training

-Mesiniaga company should take advantage of webinars and online training programs that offer flexible learning opportunities. Many organizations and technology providers offer webinars on a range of technical topics, allowing employees to enhance their skills remotely.

-For example, Mesiniaga company may implement webinar or online training program that provides an introduction to cybersecurity principles and best practices. It may cover topics such as network security, malware protection, and risk management.



RECOMMENDATIONS

SWOT ANALYSIS

STRENGTHS

02

► Strong management project members

.Effective Communication

-Establish a project communication plan that outlines communication channels, frequency of updates, and stakeholders involved. Conduct regular team meetings to discuss progress, address concerns, and ensure everyone is aligned. Utilize collaboration tools such as project management software or team messaging platforms to enhance communication efficiency.

-For example, Mesiniaga Berhad can effectively set up meeting session physically that included every sort of departments from the company which can be conducted once in a week, where this method may assist them to observe more about each other's opinion and progression task management.

2. Project Management Tools and Technologies

-Provide project members with access to project management tools and technologies that streamline project processes, enhance collaboration, and improve overall project management efficiency.

-For example, Mesiniaga Berhad may implement project management software such as Basecamp to facilitate task management, resource allocation, and progress tracking. They should train all project members on how to effectively utilize these tools for project management. All the confidential and important documents would be sorted in this software to ensure all staffs might aware and have readily information.

RECOMMENDATIONS

SWOT ANALYSIS

STRENGTHS

➤ Work experience

1. Provide Growth and Development Opportunities

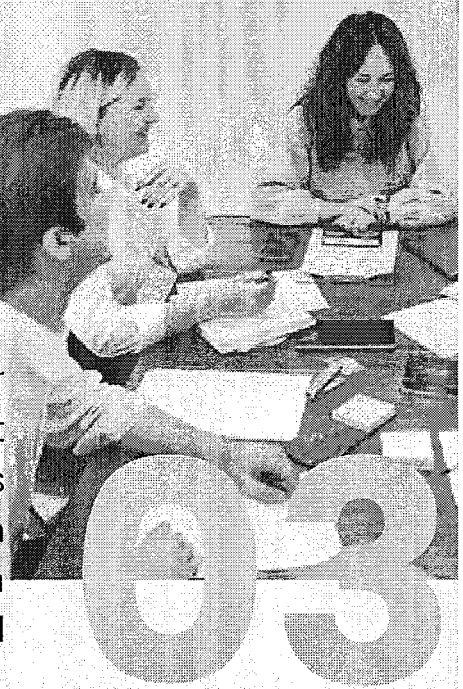
- Pair junior project members with experienced workers or project managers who can serve as mentors. Conduct regular mentorship meetings where the mentor provides guidance, shares their experiences, and assists in developing project management skills. Encourage open and honest communication between mentors and mentees.

- For example, Mesiniaga's staff should assign their seasoned workers for handling newly staff who lack of experience in network software skills. The implementation by weekly meeting with mentor can provides advice, and offers solutions based on their past experiences such as risk management, relevant resources, template and tools of networking software. Thus, the mentor can observe the progress by reviews their work, and provides feedback to help in enhancing their abilities.

2. Wellness Initiatives

- Prioritize employee physical and mental well-being by offering wellness programs, health benefits, and resources that support physical and mental well-being. Provide initiatives that promote a healthy lifestyle.

- For example, Mesiniaga Berhad may conduct investment of facilities for the employees such as healthy snack options, where they can stock the office pantry with healthy snack options, such as fresh fruits, granola bars, or nuts. Encourage employees to make healthier food choices during their work hours, promoting overall wellness and productivity.





RECOMMENDATIONS

SWOT ANALYSIS

WEAKNESSES

01

► Negative personality attributes

1. Encourage Feedback and Suggestions

-Create a culture where Mesiniaga's employees feel comfortable providing feedback and suggestions for improvement. Regularly seek information from employees through surveys and focus groups. Actively listen to their concerns and take appropriate actions to address them.

-For example, conduct regular employee surveys to gather feedback on various aspects of the organization, such as job satisfaction, work environment, communication, and management practices. Use anonymous surveys to encourage honest and candid responses.

2. Conflict Resolution Mechanisms

-Mesiniaga company have to identify ways of procedures for handling conflicts and complaints. Provide staff members several channels for them to voice their dissatisfaction, such as a specific HR department and a private hotline. Make sure these processes are open, free from bias, and fair.

-For example, establish an open-door policy where employees can approach their immediate supervisors, managers, or higher-level executives to discuss conflicts or concerns. This allows employees to seek guidance and support in resolving conflicts at an early stage.

RECOMMENDATIONS

SWOT ANALYSIS

WEAKNESSES



➤ Low systematic position management

1. Employee Recognition and Rewards

-Implement a system to recognize and reward employees in Mesiniaga Berhad for their contributions and achievements. This can be done through performance-based incentives, employee appreciation programs, or recognition ceremonies. Recognizing employees' efforts boosts morale, motivation, and job satisfaction.

-For example, Mesiniaga company should establish an "Employee of the Month" program where project managers nominate outstanding team members based on their project management skills and contributions. Select and celebrate employees who consistently demonstrate outstanding performance, dedication, and positive contributions to the company.

2. Regular Reviews of Position Management

-Seek input and feedback from employees regarding their job roles and responsibilities. Conduct individual feedback sessions to understand their perspectives on workload, job satisfaction, and areas of improvement.

-The questions in the surveys could be "Are you measured your current job position are fully balance with your amount of workload?" or "Are you feel deserved to demand higher salary based on how your actual work in job scope allocated"?

RECOMMENDATIONS

SWOT ANALYSIS

WEAKNESSES

03

➤ Limited access for training & education

1. Monitor and Evaluate Training Effectiveness

-Regularly evaluate the effectiveness of training programs in Mesiniaga to ensure they are meeting the desired outcomes. Gather feedback from participants and assess the impact of training on employee performance and overall business results. Use this feedback to refine and improve future training initiatives.

-For example, determine the most effective training methods and modalities based on the training goals, employee preferences, and available resources. Consider options such as online training classes, conferences, or external training providers. In this part, Mesiniaga company can decide to allocate a portion of the training budget for online courses on project management to enable employees to develop their project management skills at their own level.

2. Measurement and Evaluation

-Mesiniaga company invests in post-training assessments and surveys to measure improvements in employee knowledge, skills, and job performance. After completing specific training programs, this method can effectively support employee's training and development, enhance skills and knowledge, and ultimately contribute to the company's growth and success.

RECOMMENDATIONS

SWOT ANALYSIS

OPPORTUNITIES

➤ Training and education

1. Online games and Interactive Learning

-Incorporate elements of gamification into training programs to make learning interactive, engaging, and enjoyable. Introduce quizzes, challenges, or gamified assessments that allow participants to earn points, badges, or rewards. Use interactive learning platforms or mobile apps that offer interactive modules, knowledge checks, and progress tracking.

-For example, in a cybersecurity training program, participants could engage in a gamified learning platform where they complete interactive modules, answer quiz questions, and earn points or badges for their achievements. They can track their progress and compare scores with their peers, fostering healthy competition and motivation.

2. Guest Speakers and Subject Matter Experts

-Invite guest speakers or subject matter experts to share their knowledge, expertise, and industry insights with participants. Ensure the topics align with the training objectives and provide valuable perspectives from experienced professionals.

-For example, in a leadership development program, Mesiniaga Berhad might invite a seasoned executive from the industry company to deliver a keynote speech on leadership principles, such as implement "The Indubitable Leadership Principles The Most Practical Approach in Leading Today's FOUR Generation Workforce" by Dr Gilbert Ng to share personal experiences, and engage in a Q&A session with the participants.

RECOMMENDATIONS

SWOT ANALYSIS

OPPORTUNITIES

➤ Building personal network & improves relationship

1. Organize Social and Networking Events

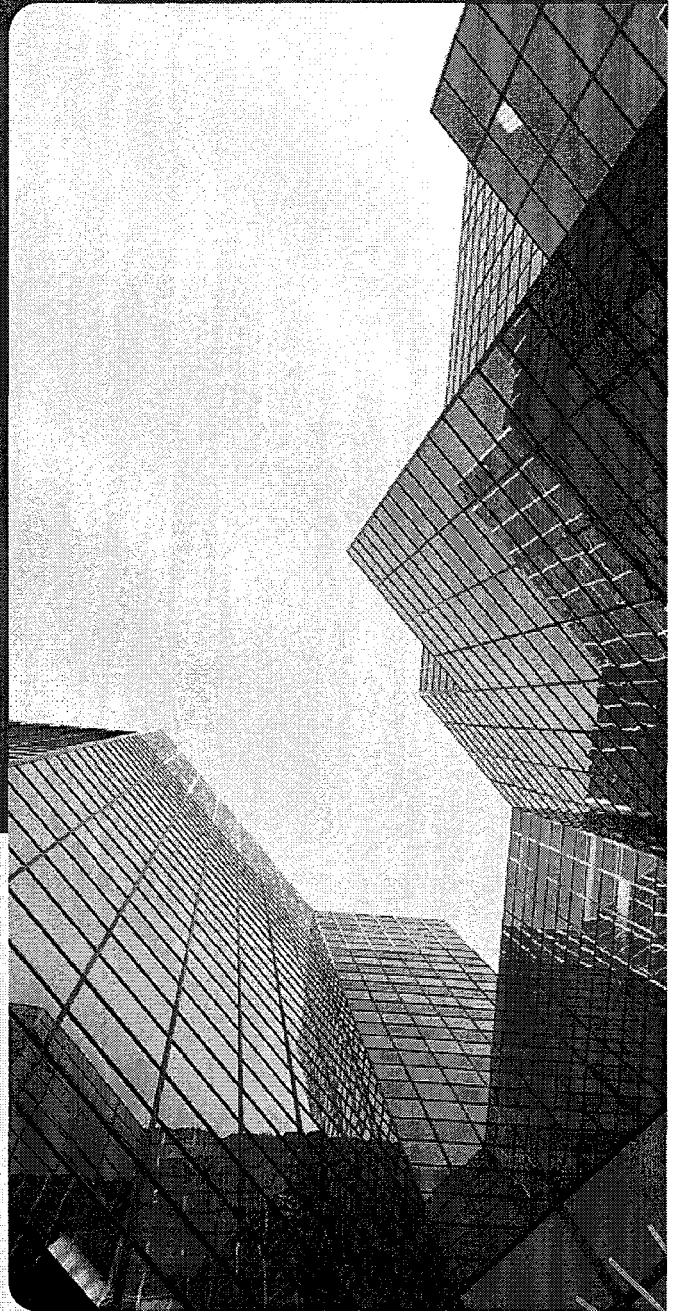
-Plan social events and networking opportunities for employees to connect on a personal level. Host activities like team-building outings, sports events, or community service projects. Organize networking events within the company, inviting employees to share their experiences, expertise, and interests.

-For example, Mesiniaga company should arrange a company-wide team-building retreat where employees engage in group activities, events, and interactive sessions such as company picnics, holiday parties, or themed gatherings that provide employees with opportunities to interact and socialize in a relaxed setting

2. Encourage Cross-Departmental Collaboration

-Promote collaboration and interaction among employees from different departments or teams. Provide opportunities for cross-functional projects or initiatives that require collaboration and teamwork. Encourage employees to share their expertise, insights, and ideas with colleagues outside of their immediate work circles.

-For example, Mesiniaga's firm may implement a monthly "Lunch and Learn" program where employees from different departments gather over lunch to share knowledge and experiences on specific topics of interest. This creates a relaxed setting for employees to build connections and expand their professional network.



02

RECOMMENDATIONS

SWOT ANALYSIS

OPPORTUNITIES

02

➤ Rapid technological advances

1. Technology Partnerships with Clients

Collaborate with clients to explore and adopt emerging technologies that can benefit both parties.

-For example, Mesiniaga's networking team works closely with researchers from the university's lab such as in National University of Singapore, where they may lead research-intensive university in Singapore, known for its strong focus on innovation and collaboration with industry partners. (NUS,2023) It has various research labs and centers specializing in areas such as artificial intelligence, data science, cybersecurity, robotics, and more to leverage their expertise in AI. They collaborate on tasks such as algorithm development, data analysis, or model training and specialized AI tools.

2. Invest in Employee Development

-Provide training and development opportunities to enhance employees' technical skills and knowledge. Offer access to online courses, workshops, or conferences to keep employees updated with the latest technological advancements.

-For example, Mesiniaga company can create a technology-focused learning and development program that provides employees with the opportunity to upskill or specialize in areas such as artificial intelligence, cloud computing, or data analytics. Offer tuition reimbursement or sponsor employees to obtain relevant certifications or attend industry conferences.

RECOMMENDATIONS

SWOT ANALYSIS

THREATS

01

➤ Technological complexity

1. Comprehensive Training and Documentation

-Invest in training programs to ensure that employees and customers have the necessary knowledge and skills to effectively use and manage complex technologies. Provide comprehensive documentation, tutorials, and support materials to assist users in understanding and utilizing the products.

- For example, create simple recruitment processes and training resources to guide users set up and implement complicated technology for the first time. To assist users in turning skilled at the system easily, provide online classes, video guides, and complete instructions. In this part, Mesiniaga project management software can offer the staffs with guided orientation tutorials to help them set up their projects and learn essential capabilities.

RECOMMENDATIONS

SWOT ANALYSIS

THREATS

➤ Competitive pressures

1. Differentiation Strategy

- Develop a clear differentiation strategy that sets Mesiniaga apart from competitors. Identify unique selling points, such as superior service quality, quality features, exceptional customer service, competitive pricing. Highlight these differentiators in their marketing communication efforts to attract and retain customers.



-For example, a software vendor in Mesiniaga can differentiate itself by regularly releasing innovative updates and introducing new features that address emerging customer challenges, providing a competitive edge in the market. Those innovation including specializing in cloud-based solutions, where Mesiniaga hires the services

2. Case Studies and Success Stories

-Issue in IBM Software Development Company struggled with managing complex software development projects, maintaining visibility across distributed teams, and ensuring timely delivery., Mesiniaga provided an e-HR application solution that helped CIMB increase the efficiency and productivity of the HR staff. Share these success stories through various channels, such as the company website, social media, and industry publications, to demonstrate Mesiniaga's value proposition and differentiate from competitors

RECOMMENDATIONS

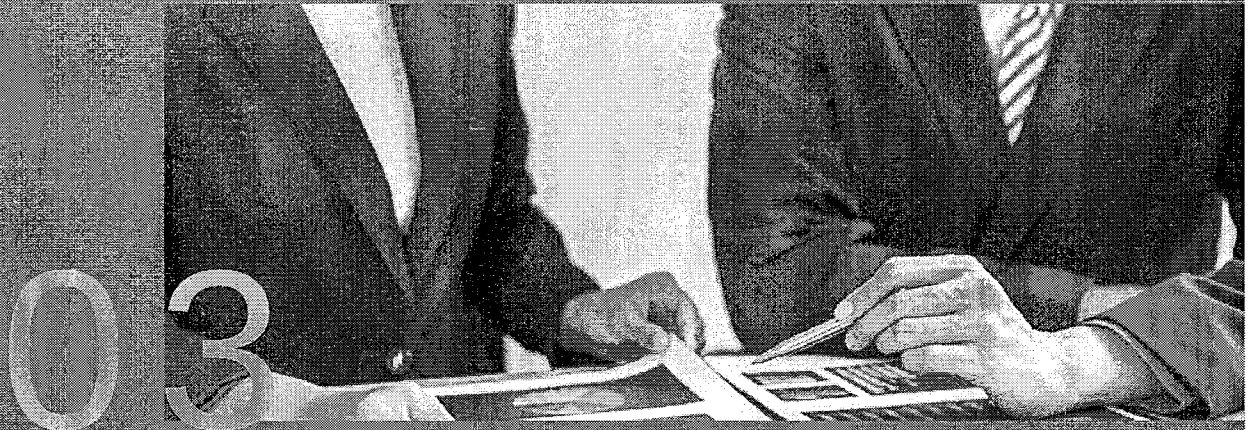
SWOT ANALYSIS

THREATS

➤ Changing Demographic

1. Partnerships with Educational Institutions

-Establish partnerships with colleges, universities, or technical schools that have diverse student populations. Collaborate on internship programs, career development initiatives, or mentoring opportunities to engage with and attract diverse talent.



-For example, Mesiniaga collaborates with educational institutions, such as local universities which included UiTM and UPM to develop specific programs or initiatives. They engage with faculty and career services departments to promote the company's internship opportunities, career development programs, and mentoring initiatives. This collaboration helps attract diverse talent by directly reaching out to students and graduates who may be interested in pursuing a career in IT.

2. Talent Acquisition and Development

-For example, Mesiniaga can leverage Global Professional Networks, where they may participate in online communities and forums that connect professionals from around the world. By establishing connections with professionals on a global scale, Mesiniaga can attract talent from diverse backgrounds and gain insights into international markets. From that, they may hire a software engineer from India and a project manager from Malaysia, creating a multicultural and globally aware team.

CONCLUSION

In conclusion, throughout my internship at Mesiniaga Berhad, I could understand more about the definition of an Information Technology Management in administrative section that could prepare myself to become an expertise of technical skills and knowledgeable individual in future. Along my training c. Not only for my course subject but also basic knowledge in my future job too. During my Intership, I cooperate with my colleagues and operators to gain understand in formatting every index of report by the clients.

Moreover, this internship indirectly helps me to learn independently, discipline myself, be considerate/patient, self-trust, take initiative and the ability to solve problems. Besides, my communication skills are strengthened as well when communicating with others. During my training period, I have received criticism and advice from leader of Admin section when mistakes were made. However, those advices are useful guidance for me to change myself and avoid myself making the same mistakes again. In sum, the activities that I had learned during industrial training really are useful for me in future to face challenges in a working environment.



REFERENCES



- Anrusha Bhana, (2023) Influence of employee-manager relationship on employee performance and productivity. Cities4Forests.
<https://cities4forests.com/resource/urban-forests-for-healthier-cities-policy-planning-regulations-and-institutional-arrangements/what-challenges-do-urban-forests-face/>
- Karolinska Institutet, (2020) (PDF) Psychosocial Work Environment: Health and well-being – two ... Psychosocial interventions at workplace.
[https://www.researchgate.net/publication/342522789 Psychosocial Work Environment Health and Well-being - two systematic reviews](https://www.researchgate.net/publication/342522789_Psychosocial_Work_Environment_Health_and_Well-being_-_two_systematic_reviews)
- Market Publisher. (n.d.). Mesiniaga Bhd Fundamental Company report including financial, SWOT ... Mesiniaga Bhd Fundamental Company Report Including Financial, SWOT, Competitors and Industry Analysis.
https://pdf.marketpublishers.com/bac_swot/mesiniaga_bhd_swot_analysis_bac.pdf
- Mohiddin, F. (2011). Conflict resolutions via technology? Can this be better done?. Cnflct Resolutions via Technology? .
[https://www.researchgate.net/publication/228214337 Conflict Resolutions Via Technology Can this Be Better Done](https://www.researchgate.net/publication/228214337_Conflict_Resolutions_Via_Technology_Can_this_Be_Better_Done)
- Puerto, S. (2016). Do youth employment programs improve labor market outcomes?
<https://docs.iza.org/dp10263.pdf>
- Shay Margaret mcconnon. (n.d.). Conflict management in the workplace - untag-smd.ac.id. Http://www.untag-smd.ac.id/files/Perpustakaan_Digital_1/CONFLICT%20MANAGEMENT%20Conflict%20management%20in%20the%20workplace.pdf