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UNIVERSITI
TEKNOLOGI
MARA



INDUSTRIAL TRAINING REPORT AT FGV IFFCO SDN. BHD

12 AUGUST – 24 JANUARY 2025

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2022771753

BA246

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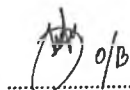
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Tajuk Laporan	Swot Analysis Fgv Iffco Sdn Bhd	Nama Syarikat	FGV IFFCO Sdn Bhd

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EXECUTIVE SUMMARY

This report outlines the 6-month industrial training experience at FGV IFFCO Sdn. Bhd., a leading producer of oils and fats. The internship in the **Human Resources (HR) and administration** division provided first-hand knowledge of the business's HR operations, with a particular emphasis on hiring, managing employee data, and ensuring compliance with corporate regulations. The internal procedures of FGV IFFCO demonstrated a dedication to sustainability and quality, providing a favourable environment for growth and learning.

The primary objective of the industrial training was to apply the concepts studied in the International Business degree program to real-world situations. The experience provided insights into HR department operations, including overseeing the hiring process and ensuring adherence to company policies. Additionally, the opportunity to assist with HR-related tasks and learn from experienced industry professionals contributed to a deeper understanding of HR functions.

A SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis of FGV IFFCO's HR division was a key component of the training. The department's strong commitment to upholding policies that ensure smooth operations and legal compliance, as well as its effective recruitment processes that secure qualified talent, were identified as strengths. However, ineffective team communication and the need for enhanced staff training programs to improve employee performance and retention were noted as areas requiring improvement.

The analysis also highlighted opportunities for the HR department, such as enhancing employee well-being initiatives and integrating new technologies to streamline HR processes. However, external challenges, including the complexity of adapting to evolving labour laws and economic uncertainty, were also identified.

In conclusion, the industrial training experience at FGV IFFCO provided valuable skills and knowledge essential for future roles in business management and human resources.

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ACKNOWLEDGMENT

I would like to express my deepest gratitude to everyone who has supported me throughout my industrial training at FGV IFFCO. This experience has been both rewarding and challenging, and it would not have been possible without the guidance, encouragement, and support I received along the way.

First and foremost, I am sincerely thankful to FGV IFFCO for providing me with the opportunity to gain real-world experience in the fields of administration and human resources. Working in such a reputable organization has allowed me to acquire practical knowledge, enhancing my understanding of administrative procedures and HR practices. Being exposed to real-world responsibilities has greatly contributed to my professional and personal growth. I am truly fortunate to have trained in an environment that values development, efficiency, and teamwork.

I would also like to extend my heartfelt appreciation to Madam Zuraidah, my direct supervisor, for her unwavering support and invaluable guidance. Her constructive feedback and constant encouragement have helped me stay focused and maximize my learning experience. I am deeply grateful for her dedication, which motivated me to challenge myself and make the most of this internship.

A special note of gratitude goes to my colleagues at FGV IFFCO, who welcomed me warmly and continuously supported me throughout my training. Working alongside such talented and committed individuals has been truly inspiring. Their willingness to share knowledge, collaborate, and provide assistance fostered a supportive work environment, allowing me to develop essential teamwork and communication skills.

Furthermore, I would like to express my sincere thanks to Miss Masliana, whose dedication and guidance were instrumental in completing my internship report and presentation. Her responsiveness, valuable insights, and encouragement made a significant difference in my learning journey. I truly appreciate her constant support and mentorship.

Lastly, I am incredibly grateful to my family and friends for their unwavering support and encouragement. Their belief in me has been a source of strength, helping me navigate challenges with confidence. Knowing that I could rely on them for motivation has given me the courage to push forward and strive for excellence. I wholeheartedly appreciate everyone who played a role in making my industrial training a success. Your support and encouragement have made this journey a meaningful and fulfilling professional milestone. Thank you.

1.0 STUDENT'S PROFILE

RISHA DALEINA BT GHAZALI

Contact Number :

Email :

Address :

h,



LinkedIn :

OBJECTIVE

To acquire a position at your organization, where I can put my interpersonal abilities to use while simultaneously learning about and contributing to the growth of the organization. I am a passionate and enthusiastic person who wants to gain experience in this industry and loves to pursue new challenges.

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION (HONS.) INTERNATIONAL BUSINESS March 2022 - Present
Universiti Teknologi Mara (UiTM), Bandaraya Melaka | CGPA: 3.58

- Related course: International Business Negotiations, International Economics, Intercultural Management, Global Business Strategy, International Trade Framework, Issues in International Business, Global Market Places, Digital Marketing, E-Commerce

DIPLOMA IN OFFICE MANAGEMENT AND TECHNOLOGY June 2019 - July 2021
Universiti Teknologi Mara (UiTM), Dungun Terengganu | CGPA: 3.67

WORK EXPERIENCE

TRAINEE/INTERN, HUMAN RESOURCES AND ADMINISTRATION August 2024 - January 2025
FGV IFFCO Sdn Bhd

- Assisted in recruitment activities, including gathering job requirements, posting job vacancies, and coordinating medical check-ups.
- Supported the coordination of career fairs, promoting job opportunities and strengthening the company's talent pipeline by engaging with potential candidates.
- Contributed to enhancing brand awareness through participation in CSR initiatives, supporting the company's image and reputation in the community.
- Assisted in the planning and execution of CSR events, coordinating logistics, vendor communication, and participant engagement to ensure successful event outcomes.
- Coordinated internal events and training programs to foster employee engagement and a positive work environment.
- Collaborated with the HR team to develop strategies for hiring TVET graduates and integrating foreign workers into the workforce.
- Managed employee records and ensured compliance with company policies and legal requirements, maintaining confidentiality of sensitive information.
- Assisted in onboarding new hires, preparing necessary documents, and facilitating orientations to ensure a smooth transition for new employees.

AWARDS

- 2024: Dean's List recipient for Semester 5 of the International Business degree program.
- 2023: Dean's List recipient for Semester 3 of the International Business degree program.
- 2023: Received third place in the Cultural Dance competition.
- 2022: Dean's List recipient for Semester 1 of the International Business degree program.
- 2021: Received the Vice Chancellor's Award (ANC) for the Diploma of Office Management and Technology in Business and Management.
- 2019-2021: Received the Dean's List Award for 5 consecutive semesters for the Diploma of Office Management and Technology in Business and Management.

PROJECTS

The International Teaching Aid Competition (iTAC) 2023

- Enhanced the Snake and Ladder game by incorporating math and financial elements, thereby rendering it enjoyable for individuals of all ages. Driven by the pedagogical philosophy of learning through play, the objective was to facilitate students' comprehension of mathematical concepts and financial literacy in an engaging manner. Given the common perception of math as challenging and dull, our initiative aimed to foster interactivity, thereby sustaining students' interest while facilitating learning.
- Acknowledged by PTAR UiTM Cawangan Melaka Kampus Bandaraya for the innovative enhancements made to the teaching aid.

eUsahawan by Malaysia Digital Economy Corporation (MDEC), Associated with Universiti Teknologi MARA

Certification: Certified with e-Usahawan Level 1 Go Digital by MDEC (2023)

- Engaged in a collaborative initiative aimed at formulating a strategic business plan that integrated financial, marketing, and operational dimensions for a prospective startup venture.
- Conducted a comprehensive industry analysis to evaluate market viability and identify potential challenges for the envisioned venture.

International Business Fiesta, January 4, 2023

- As part of our project assignment for the IBM 536 course (Intercultural Management), we organized the International Business Fiesta, aiming to celebrate and explore diverse cultures through a series of engaging activities.
- The main goal of the event was to foster cultural appreciation and understanding by offering attendees the chance to immerse themselves in various cultures firsthand, including through country exhibitions and performances.
- My responsibilities included coordinating logistics such as music selection, costume preparation, and rehearsal schedules, ensuring the seamless integration of the Indonesian cultural segment into the overall event program.
- Fostered a rich cultural experience, promoting cross-cultural dialogue and appreciation among attendees.

INVOLVEMENTS

- International Corporate Social Responsibility (CSR) | Participated in CSR at Bumrungrsuksa Islamic Boarding School, Hatyai, Thailand | Contributed to fundraising efforts, successfully collecting approximately RM2250 | Organized activities for a group of approximately 25 individuals | May 2024
- Academic Trip: Beyond Borders: UiTM Melaka Explores Thai Horizon | Contributed as a member of the External Relations Bureau for HomePro Hatyai Thailand and Rajabhat University, Thailand | Contacted and managed relationships with companies and universities | Updated company and university contact lists | Handled correspondence and sponsorship inquiries efficiently | Acted as the primary point of contact for companies and universities during the program | May 2024
- Seminar on Professional Career: Served as Vice Project Leader for a successful seminar event attended by 59 students from UiTM Bandaraya Melaka | May 2024
- Webinar Title: From Backpacker to Big Spender: Attracting High-Value Tourists to Malaysia | January 2024
- Petronas Inbound Academic Visit | December 2023
- International Business Fiesta | January 2023
- Webinar Title: Practices of Training: The Real Life Challenges and Opportunities in HR from Industrial Perspectives. | January 2023
- Webinar Title: Recruitment in Indonesia: Scenario and Challenges | January 2023
- Webinar Participation: International Conference, Collaboration between UiTM and UNIV | September 2020
- Volunteer Experience: Malaysia Book of Records | April 2019

SOFT SKILLS

- Software: Microsoft Office (Advanced), Canva (Advanced), Microsoft Excel (Intermediate)
- Soft skills: Excellent communication skills, Able to work as a team as well as an individual. Good at time management, Competence to handle internal and external problems, Able to work comfortably in a fast-paced environment.

LANGUAGES

- Bahasa Melayu (Native language), English (Intermediate)

REFERENCE

ASSOC. PROF. DR MAHERAN KATAN

Associate Professor / Senior Lecturer Department of International Business Faculty of Business and Management
Universiti Teknologi MARA (UiTM) Cawangan Melaka Kampus Bandaraya

2.0 COMPANY'S PROFILE



Figure 1: FGV IFFCO's Logo

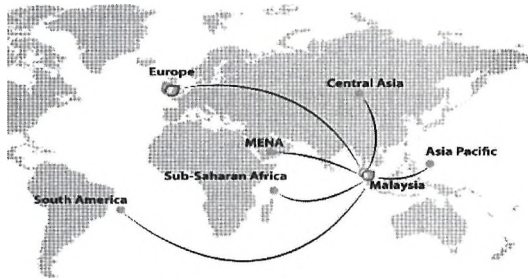
FGV Holdings Berhad (FGV) and IFFCO Holdings Limited (IFFCO) are partners in FGV IFFCO Sdn Bhd, formerly known as Felda IFFCO Sdn Bhd. Through this partnership, the strengths of FGV, a preeminent worldwide plantation company and producer of Crude Palm Oil (CPO), and IFFCO, a prominent Middle Eastern and African manufacturer and marketer of fast-moving consumer goods and industrial food products, are combined. Together, they have established a business with the know-how to satisfy the rising demand for vegetable-based oils and fats, such as those derived from palm, palm kernel, sunflower, soy, and coconut, on a worldwide scale. Together, they guarantee a stable supply chain and launch cutting-edge goods that meet consumer demands.

FGV IFFCO oversees all aspects of the manufacturing procedure. The corporation is in charge of everything from growing and grinding oil palms to processing, branding, refining, and selling a full line of oils and fats made from palm and palm kernels. This methodical methodology guarantees superior quality at every turn. In addition to manufacturing a broad range of products that fulfill the daily requirements of households across the globe, FGV IFFCO also produces ingredients and materials for baking in addition to other food and non-food uses.

An important advancement in the agriculture sector, especially in the palm oil industry, is the collaboration between FGV and IFFCO. Through the consolidation of their activities, these businesses have established a more efficient and innovative value chain that helps them adapt to the shifting needs of international markets. FGV IFFCO is strongly committed to sustainability and excellence. With roots in the history of FGV and FELDA as a Palm Oil Plantation Cooperative Farmers Movement, the company works closely with farmers who grow oil palms and manage the milling process to produce palm oil. Their key operations include:

- Refining (both physical and chemical) and fractionation
- Hydrogenation and enzymatic interesterification
- Packaging of oils and fats
- Distribution and bulk storage

This well-rounded strategy allows FGV IFFCO to consistently provide high-quality products and stay adaptable to the evolving needs of the industry.



FGV IFFCO has a growing global presence, with the ability to refine over 600,000 tonnes of palm oil annually and storage facilities that can hold 35,000 tonnes. This capacity allows the company to serve markets worldwide, including in Asia Pacific, Central Asia, the Middle East & North Africa (MENA), Europe, Sub-Saharan Africa, and South America. FGV IFFCO also runs trading operations in France and Malaysia.

Figure 2: Global Reach Local Expertise

2.1 COMPANY'S BACKGROUND

HISTORY OF FGV IFFCO

FGV IFFCO Sdn Bhd was established on December 13, 2006, with an initial capital of RM35.0 million. Originally known as FELDA IFFCO, it is a partnership between FGV Holdings Berhad and IFFCO Holdings Limited. The company runs refineries and sells a range of vegetable oil products, including cooking oils and fats, along with their by-products. FGV IFFCO also offers full logistics services for handling sales and distribution.

Since starting in 2006, FGV IFFCO has built a solid reputation for quality and has earned several awards and certifications. It has received the Malaysian Palm Oil Industry Award from the Malaysian Palm Oil Board (MPOB) for its refinery plant in Malaysia for the years 2011/2012 and 2015/2016. The company also won the Selangor Investor Appreciation Award for the highest domestic investment in Selangor in 2022. FGV IFFCO is certified with several industry standards, including BRC, FSSC 22000, ISO 9001, HACCP, Halal, Kosher, ISO 45001, RSPO, MSPO, GMP, and ISCC, reflecting its dedication to high quality and excellence.

FGV IFFCO GROUP

Delivering value to customers in different locations, the FGV IFFCO Group has made a substantial global footprint. The group serves markets in Asia Pacific, Central Asia, the Middle East and North Africa (MENA), Europe, Sub-Saharan Africa, and South America by utilizing the supply of crude palm oil from FGV, IFFCO marketing sales offices worldwide, and advanced production facilities. This wide audience demonstrates the group's dedication to provide top-notch goods and services. Their facilities and offices are strategically located to allow FGV IFFCO to efficiently and successfully satisfy the diversified needs of our global customer base.

2.2 LOCATION



Figure 3: FGV IFFCO Sdn Bhd Location

FGV IFFCO is located at Lot 596, Lebuhraya Raja Lumu in the Pandamaran Industrial Estate, Port Klang, Selangor, Malaysia.

2.3 OPERATION HOURS

DAYS	TIME
Monday	9 a.m. – 6 p.m.
Tuesday	9 a.m. – 6 p.m.
Wednesday	9 a.m. – 6 p.m.
Thursday	9 a.m. – 6 p.m.
Friday	9 a.m. – 6 p.m.
Saturday - Sunday	CLOSED

Table 2.1: Operation hours

FGV IFFCO Sdn Bhd operates from 9:00 AM to 6:00 PM Monday through Friday. The company is closed on weekends, including both Saturday and Sunday.

2.4 VISION

In the oils and fats sector, to be the best option and most sought-after partner by providing outstanding goods and services, establishing a solid reputation, promoting innovation, and being committed to sustainability.

MISSION/ GOAL

Building a long-lasting company that optimizes shareholder profits is the primary goal of FGV IFFCO. The organization's commitment lies in delivering superior products and services through consistent innovation and the application of optimal methodologies. Emphasis is placed on continuous learning, operational excellence, and adherence to high ethical standards in the workplace. Additionally, FGV IFFCO pledges to safeguard the environment and consider the interests of all stakeholders in every initiative undertaken.

OBJECTIVE

The objective is to become the market leader in the worldwide markets for food products and palm oil by encouraging sustainable practices, optimizing shareholder value through strategic expansion and operational effectiveness, and upholding strict quality and safety standards. The organization is dedicated to promoting a culture of innovation via research and development, assisting local economies, improving community well-being, and guaranteeing high levels of customer satisfaction with superior products and service.

GOALS

The goal of FGV IFFCO is to become the top company in the palm oil industry while staying true to the promise of being a responsible corporate citizen and supporting the community and stakeholders (Certified Sustainable Palm Oil, 2022).

CORE VALUES

FGV IFFCO is guided by core values called '**FISB**,' inspired by the company name FGV IFFCO Sdn Bhd. These values are central to their corporate beliefs and shape their behaviour. Based on these ideas, employees adhere to a moral and ethical code. By enhancing their business procedures, FGV IFFCO believes that these fundamental principles will have a good effect on everyone they collaborate with.

Focus: To improve FGV IFFCO's market position and create value, the company prioritizes customer satisfaction and places a strong emphasis on delivering superior product and service quality.

Innovation: FGV IFFCO fosters a culture of reflection and ongoing commitment to development. The company values curiosity, accepts failure, applauds creative thinking, and credits those who dared to exceed expectations.

Sustainability: FGV IFFCO maintains sustainable practices by balancing the needs of the present with those of future generations. The company's dedication to sustainability ensures an ethical and enduring impact on social, political, and environmental spheres.

Being the Best: In order to attain excellence, FGV IFFCO has high expectations for its team, itself, and the organization. The company stands out in the market and becomes the go-to option for jobs and business collaborations when it continuously surpasses expectations.

2.5 ORGANIZATIONAL STRUCTURE

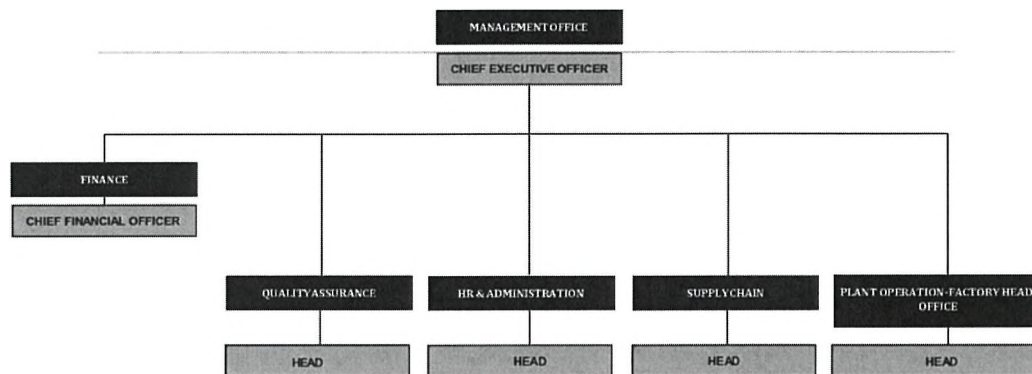


Figure 4: Organizational Chart of Fgv Iffco Sdn Bhd



HACCP/TACCP TEAM



Figure 5: HR, Figure 6: Administration, and Health, Safety, Environment

2.6 PRODUCT OFFERED

FGV IFFCO's products are essential in many parts of everyday life, making a big difference in various areas. FGV IFFCO's oils and fats are used in the food we eat, improving flavour and quality. FGV IFFCO products also play a key role in medicines, providing important ingredients for effective health solutions. These products are found in personal care items, enhancing daily hygiene routines. Even the coatings on walls, which offer protection and look good, rely on FGV IFFCO's products.

The common factor in all these uses is FGV IFFCO's dedication to high-quality standards. FGV IFFCO ensures that each product is made to perform reliably in its intended role. FGV IFFCO invites others to discover the wide range of products, designed to open up new possibilities and bring innovative ideas to life. Whether for personal, industrial, or commercial needs, FGV IFFCO's products are made to meet and exceed expectations.



1. Pastries & Chocolates



For the chocolate and confectionery industries, FGV IFFCO offers a range of specialized fats, including premium substitutes for conventional cocoa butter. These products have advantages such as a longer shelf life, a faster melting profile, and affordability.

Three varieties of FGV IFFCO's cocoa butter substitutes are available: Cocoa Butter Equivalents (CBE), Cocoa Butter Replacers (CBR), and Cocoa Butter Substitutes (CBS). These substitutes are used to make candy and chocolates because they solidify more quickly than cocoa butter, increasing cooling effectiveness and guaranteeing a more stable finished product.

Additionally, FGV IFFCO can make bespoke cocoa butter substitutes to satisfy particular client needs due to its Enzymatic Interesterification (EIE) technology.

<p>2. Filling & Spread Fats</p> 	<p>A unique line of spread and filler fats produced by FGV IFFCO is smooth, non-hardened, and lauric acid-free, meaning they do not taste soapy. Since these fats are not solidified, they do not include any dangerous trans fats. FGV IFFCO's fats work well when combined with cocoa butter in candies and other confections because of their processing, which is somewhat similar to that of cocoa butter. These fats cool swiftly and unleash delicious taste as they melt quickly. FGV IFFCO's fats have a wide range of uses, including coatings for hard or soft candies, spreads, and fillings for biscuits and toffee.</p>
<p>3. Cooking Oil</p> 	<p>FGV IFFCO has expanded its product line to include options such as blended soft oils, low-saturate palm, and soft oils, giving customers more options as FGV IFFCO prioritizes health and moves away from saturated oils and fats. Both FGV IFFCO's blended oils and cooking oil have a remarkably light consistency. FGV IFFCO's oils are high in vitamins A, D, and E and low in cholesterol and dangerous trans fats.</p>

4. Culinary



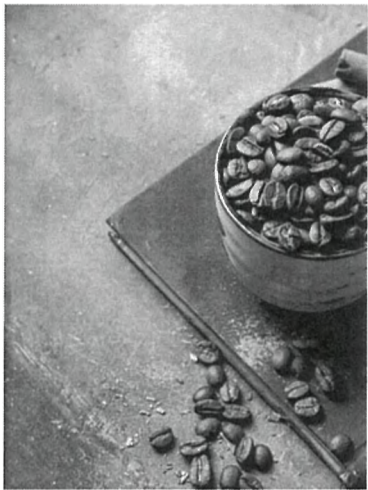

With a variety of products to suit a wide range of needs, FGV IFFCO provides wholesome and hygienically processed cooking oils, margarines, butter alternatives, and specialty fats. FGV IFFCO's continuous efforts in product development aim to improve current items in accordance with changing consumer tastes. Excellent binding and flavour release, no oil separation in soup stocks, a consistent texture, and the absence of flaking or drying out are characteristics of FGV IFFCO's goods.

5. Baking Fats and Margarine



FGV IFFCO has been able to supply the baking business with a broad variety of baking fats, such as biscuit dough fat and bread dough fat, by comprehending the needs of the sector. Customers have embraced these items in large numbers because of their dependability and adaptability.

Standard or specially manufactured non-lauric vegetable fats with or without treated water, natural colour, same flavour, and additional vitamins were available from FGV IFFCO for use in baking. It has been demonstrated that using these baking fats can help produce exceptionally creamy and baked goods.

<p>6. Specialty & Functional Fats</p> 	<p>FGV IFFCO provides fats for sectors that use spray drying to create powder for coffee creamers, bakery ingredients, and spread and spray fats for extruded biscuits and snacks in confections, baby food items, and new born milk formula. A range of modified and unmodified lauric and non-lauric oil kinds in addition to custom-made goods to meet the needs of their clients were provided by FGV IFFCO.</p> <p>FGV IFFCO is able to provide their customers with an option between chemically and physically refined oil, both of which have low 3-MCPD and GE levels, due to their cutting-edge, unique refining method. Solutions for products with lower 3-MCPD and GE content overall can now be offered by FGV IFFCO due to this technology.</p>
<p>7. Animals Feed</p> 	<p>A wide range of fats are available from FGV IFFCO for use in the production of feed products for poultry, dairy cattle, broilers, and other animals. These fats are high in energy and come in a ration that is well-balanced in terms of protein, energy, amino acids, fatty acids, vitamins, and minerals to help chickens produce as many eggs as possible, birds reach a high market weight quickly, and lactating cows have high milk yield and reproductive efficiency.</p> <p>FGV IFFCO's fat products for animal feed meet ISCC and GMP+ certification requirements.</p>

8. Frying Applications



FGV IFFCO offers a large selection of frying fats that are made to meet the demands and applications of its customers. There are three different categories for their frying fats: solid, pourable, and liquid. By using fractionation, interesterification, or hardening, solid fat profiles can be changed. Partially modified or a combination of partially modified and unmodified fats can be found in pourable fats. Either all-unmodified oils or a combination of unmodified oils makes up liquid fats. Antioxidants are included in all of FGV IFFCO's frying fats. Antifoam and anti-crystallizing substances are also included in some.

FGV IFFCO produces two types of frying fats:

- 1. No Trans Frying Fats**
- 2. Low-Saturated Fats for Frying**

These fats are specially made to resist oxidation and gumming, with minimal foaming and smoking. FGV IFFCO's frying oils and fats are high-quality and designed to last longer during cooking. FGV IFFCO carefully refines the fats to have low free fatty acids, a high smoke point, efficient oil absorption, and a slow colour change during frying.



<p>9. Dairy</p> 	<p>With specially designed fat blends, FGV IFFCO provides a range of dairy fat substitutes that can be used in place of milk fat in a number of dairy products, including cream, coffee creamer, and milk alternatives. FGV IFFCO has created fats that can be used as dairy fat substitutes when making ice cream, cheese, and whipping cream. In addition to improving the product's mouthfeel, texture, heat resistance, and structural rigidity, these substitutes significantly lower customer production costs by consuming a third less fat while still adhering to dietary recommendations. Since these substitutes are composed of cocoa butter and vegetable oils, both lauric and non-lauric, rather than dairy ingredients, this also makes customer products healthier.</p>
<p>10. Non-Food Applications</p> 	<p>Fats are used in a wide range of industries and goods for purposes unrelated to food because of their unique qualities. Apart from their application in food, these products find usage in biofuels, cosmetics, pharmaceuticals, and lubricants. Many skin care products contain essential oils and fats because they protect and moisturize the skin. FGV IFFCO products are employed in the pharmacy sector as carriers and fillers for drug delivery systems.</p>

Table 2.2: FGV IFFCO Products Offered

3.0 TRAINING'S REFLECTION

3.1 DURATION

The student has been assigned to an internship that will begin on August 12, 2024, and run for over six months, ending on January 24, 2025. The student will be working every day from **Monday through Friday, from 9 AM to 6 PM during this entire period**. As a result, the student will be devoting a full nine hours of workdays to the internship every week, starting at the beginning of the workweek and ending at the end, to make sure the student is actively participating and contributing throughout the whole workweek.

3.2 SPECIFIC DEPARTMENT/S YOU HAVE BEEN ASSIGNED TO:

HUMAN RESOURCES AND ADMINISTRATION

The student had a great chance to learn and gain experience in the areas of administration and human resources (HR) during the **six-month internship** at FGV IFFCO. The student was placed in the **Human Resources and Administration** department throughout the industrial training, which gave the student the chance to explore a variety of positions, duties, and specialized work. The student gained useful knowledge about both the overall HR operations and particular administrative responsibilities as a result of this internship.

The student took part in duties like helping with the **hiring process during the time at the HR department**. The student gained knowledge of the recruiting process and the significance of effective applicant selection by assisting with the posting of job advertisements, resume screening, and interview coordination. In order to make sure the onboarding process ran smoothly and efficiently, the student also helped with creating employment letters and assisting with new recruits' medical check-ups.

Additionally, **the student coordinated internal events like the Breast Cancer Awareness campaign** and helped with employee engagement initiatives in addition to HR-related duties. The student was able to hone communication and organizational abilities while working to make sure the event went well and met its awareness-raising objectives.

In the **Administration department**, the student was responsible for **maintaining the correct documentation of internal processes, updating databases, and organizing business files**. Effective document management is important to the seamless running of a large firm, and the student learned a

lot about it. Along with dealing with big data sets, the student also participated in mail merging procedures, which required careful attention to detail to guarantee correctness. In addition, the student assisted with interview and other appointment scheduling, which improved multitasking and organizational abilities.

3.3 ROLES AND RESPONSIBILITIES

FGV IFFCO provided the student with the opportunity to take on a variety of positions, duties, tasks, and specialized assignments throughout the internship, all of which improved the overall efficacy of the company's administration and human resources departments. **Daily administrative tasks, creative contributions, recruiting assistance, event planning, and project-based research were all a part of the student's job**, which supported the business's operations and social responsibility programs.

Entry of data was one of the main jobs the student took on. The student was in charge of using Google Forms' branching feature to enable effective data collection while producing and maintaining staff attendance records. Taking a systematic approach was important since the student had to make sure that all relevant data was appropriately recorded. The student also automated the development of customized papers using **the mail merge** feature, which decreased human labor and streamlined procedures. Because of the automation, the team was able to handle documents more efficiently overall and concentrate more on strategic responsibilities.

Along with handling a variety of administrative duties, the student also worked on some **creative design projects** and helped out at a few company events. The student made graphics that complemented a cultural theme for occasions like the **Long Service Awards**, which honored staff members for their devoted years of work. Along with creating backgrounds for events like the company's annual dinner and the CSR event with Amin Idris, the student ensured that the designs not only showcased creativity but also adhered to the company's brand and professional standards. The student also **designed posters for Mental Health Awareness and Breast Cancer Awareness as part of the company's social responsibility initiatives**, which helped the organization spread the word about these crucial topics. The student's participation in the planning and decoration of celebrations like Deepavali and Merdeka also demonstrated the company's dedication to inclusivity and diversity.

Next, as part of the training, **the student helped with the hiring process**, which involved contacting applicants to inquire about their applications and collect important data, including expected salaries, notice durations, and other personal information. As a result, the student was able to comprehend the whole recruiting process, from finding candidates to making the final decision. In order to engage with

job seekers, discuss open positions, and reflect the company's culture and values, **the student also assisted in setting up recruiting job fairs.**

The student also acquired useful **experience in event management**, where a variety of important tasks were completed. Organizing and overseeing a CSR event **for Breast Cancer Awareness during Breast Cancer Month, in collaboration with the Breast Cancer Welfare Association (BCWA)**, was one of the most important events the student was a part of. From the first phases of conception to the last operations, careful preparation and coordination were necessary to make sure everything went off without any problems. **The student worked closely with the BCWA**, coordinating the event's aims with their mission and goals. This **required handling a number of logistical issues, such as procuring the location, organizing the setup, and making sure that the required awareness items were made and delivered.** Along with making sure that knowledgeable speakers and medical experts were ready, the student also helped plan and schedule the event's main events, such as the clinical breast examination and the breast health discussion. The student also had to make sure that everyone attending the event was informed and engaged throughout the day. In addition to keeping the event running well, the student helped make sure that everyone attending had access to important information on breast cancer awareness, prevention, and self-examination. In order to ensure that the event was powerful and instructive, the student coordinated with the BCWA, volunteers, and other stakeholders. During the process, **the student improved the ability to manage several activities at once, pay close attention to details, and become highly organized.** Through this experience, the student gained insight into the complexities of organizing an effective awareness campaign and making a significant contribution to a cause that had a beneficial influence on the community.

The student was also in charge of **escorting special guests throughout the CSR motivating seminar event** for students, ensuring their well-being and the event's smooth operation. It was the student's responsibility to make sure the visitors were comfortable and had all the information they needed. In order to make sure the VIPs were appropriately escorted and had everything they required, the student **also assisted with the student food distribution**, ensuring that the catering services ran smoothly and that the students were fed in a systematic way. Another crucial aspect of the student's duties was **keeping track of attendance records.** Throughout the event, the student made sure that precise records were kept and that every guest was checked in correctly. This made it easier to ensure that everyone who attended was there and that the event was accurately recorded for future use.

Other than that, the student had an opportunity to **help with the company's annual dinner** during the training, which is a significant occasion that honors the commitment and accomplishments of staff. The student was able to develop a broad range of event preparation skills because the duties and obligations for this event focused on both innovation and careful attention to detail. One of the student's duties was

to **handwrite the names of the FGV IFFCO employees in tidy, readable script on the invitation cards to make them unique.** Given that the invites create the initial impression of the event, this assignment needed a high degree of accuracy and uniformity. Making sure every name was perfectly written helped the student improve concentration and fine motor abilities, which helped the receiver feel valued and unique. The student **also designed and made a slideshow for the Long Service Award to honor 68 employees for their years of service.** This required carefully compiling and arranging each honoree's details, including names, years of service, and any noteworthy accomplishments. The student created a smooth, consistent style that complemented the company's logo and emphasized each worker's commitment. Additionally, the student's responsibilities included managing the event's entertainment.

The student took on the task of **compiling quotes from different vendors,** which included options for dance performances to attract the audience, a traditional Cak Lempeng group to offer an authentic cultural experience, and interactive features like a photo booth and a 360-degree video station where guests could record special moments. After obtaining the quotations, the student thoroughly reviewed and **compared each choice to assess the pricing, services provided, and suitability for the event.** This required examining specifics, including the quality of each performance, their adaptability to unique needs, and their dependability in considering previous customer feedback. The student addressed each alternative with the event committee and offered suggestions based on the event goals and financial limits after comparing these and **presenting findings in team meetings.** Through overseeing this process, the student gained useful expertise in budgetary control, vendor evaluation, and team communication. As the student communicated with suppliers to explore potential changes or extra features that could improve the event's entertainment experience without going over budget, these conversations also helped hone negotiating abilities.

TASKS

1. PREPARING THE PRESENTATION AND SLIDES

- The student created a useful slide presentation that highlighted the business's official website and LinkedIn profile, with a **focus on professional branding.** The student also emphasized the company's corporate social responsibility initiatives, including World Elephant Day 2024, community clean-ups, the partnership with Politeknik Johor, movie screenings with a special needs school, autism awareness campaigns, facility improvements at special needs schools, and motivational talks with students from six schools. The main objective of this presentation was to **assist the Head of Department in promoting awareness of the company's principles and CSR initiatives, which would ultimately improve the perception of the brand.** The goal in marketing

this information to internal teams and potential partners was to enhance the company's standing as a socially responsible organization.

- The student thoroughly **researched SKM Level 3 training** in order to provide the Head of Department with ideas on how to recruit outside candidates, particularly those without formal education, and provide them with recognized training to further their careers. This study examined various components of the SKM Level 3 program, such as certification requirements, eligibility criteria, and the types of vocational skills taught. The student aimed to promote the company's objective of establishing a path for individuals to join the team and gain valuable credentials while working with the company by providing this data. This program would support the company's long-term growth and social responsibility goals by improving employee skill levels and helping to meet staffing needs.

2. RESEARCH & PROJECT-BASED ASSIGNMENTS

- **Assignment Project 1:** The student conducted research on the Comparative TVET (CTEVT) programs in Nepal and the Technical and Vocational Education and Training (TVET) programs in Malaysia for this assignment. With a focus on finding possible areas for collaboration and recruitment, the research aimed to explore the composition, goals, and impacts of TVET programs in both nations. The student studied Malaysia's TVET offerings, including certificates and skill development programs, and compared them with Nepal's CTEVT programs. To ensure the conclusions were understandable and useful, the student organized the information into a neatly structured slide presentation. Along with outlining the main features of TVET and CTEVT programs, the presentation also highlighted potential avenues for hiring talent, with a special emphasis on how the company may utilize these training platforms to select suitable candidates.
- **Assignment Project 2:** The student looked into talent development initiatives including K-Youth Development, Protégé, Khazanah, and Akademi Dalam Industri. For the Head of Department, the student prepared a presentation explaining how these programs could help the company's branding and recruitment efforts, attracting new and talented employees. The student began by researching the Akademi Dalam Industri program, which aims to provide students and recent graduates with industry-specific skills through practical training and mentorship. The student also researched the Protégé program, which offers opportunities in both the public and private sectors, and aims to provide young professionals with a platform for skill development. The student further explored the Khazanah Graduate Trainee Program, renowned for identifying high-potential graduates and transforming them into future leaders through an intensive training curriculum.

SPECIFIC SPECIALIZATION

1. RECRUITMENT AND TALENT ACQUISITION

One part of the student's job during the internship was to **assist in end-to-end recruitment** with many tasks, which **streamlined the hiring process** for various activities. The student's job involved preparing and gathering significant documents from candidates. This included **collecting CVs, ID documents, certificates, and other paperwork needed for each of the job posts**. Gathering these documents early on enabled the team to evaluate and compare the qualifications of each candidate efficiently. This preparation made it easier for the recruiters to set their range and focus on finding suitable candidates for each role.

In addition to this, the student **reached out directly to candidates to verify their interest** in the position and **gather additional personal information**, which was important when hiring. During the first of these calls, the student asked candidates for a number of particulars that helped the team gauge whether they were a fit for both the position and the company. Specifically, **the student inquired about their current salary, expected salary, notice period (how much time they would need to join the new job), present place of residence, marital status, number of dependents, and age**. As a result, the student was able to collate this information upfront and provide the HR team with visibility on where each candidate stood in their own process. This practice also saved time because the HR team could immediately check if the candidate was within the company's budget range and job requirements, allowing the team to move ahead with the next steps.

The student **helped schedule medical examinations for candidates** who moved forward in the hiring process. The student arranged appointments through medical clinics based on the candidate's availability. This brought the student to managing medical screenings, which were often compulsory before hiring and needed to be done sequentially and on time. The provision of these screenings was key to enabling the hiring timeline to stay on track, ensuring that the team could continue with onboarding without duplicating steps.

In the end, the student's work with **recruitment logistics benefited** the HR team by providing them with all the necessary information regarding each candidate. By handling these aspects, the student helped streamline, speed up, and structure the recruitment process. Overall, the student gained a full perspective of the hiring process within an organization and learned that being organized and communicating between teams goes a long way. Small details can save so much time.

2. DESIGN AND CREATIVE TASKS

A lot of the design work the student did was directly associated with **company initiatives or events**, so the designs tended to be high impact. This meant that even though it was an internship, the student still had the opportunity to express creativity. This includes some of the student's work for **Breast Cancer Awareness, Mental Health, Long Service Awards, Backdrop for Long Service Award, and Motivation Talk**. Organizing these events was an important step in bringing awareness to the company and the community. The student helped **create visually appealing posters, banners, and flyers that conveyed important information**. The student applied associated colors and visuals reflecting tenderness and support for breast cancer awareness, while also emphasizing soothing and compassionate designs to increase the resonance impact for mental health awareness.

Apart from these awareness campaigns, the student **also designed backdrops for a number of corporate events, including CSR events, long service awards, and the annual dinner**. For these events, the student created backdrops that aligned with the theme of the event, fitting in with the company's background. For the long service awards, the student designed visuals recognizing employee loyalty and dedication, incorporating some aspects of the company's visual identity to ensure the design was personal and appropriate for the occasion. In the same way, for the annual dinners, the student created classy backdrops that exuded a professional atmosphere, which was fitting for such events and created an attractive and welcoming space for attendees when they entered.

3.4 BENEFITS

The student gained several advantages from the internship at FGV IFFCO Sdn Bhd that improved the experience and helped the student concentrate on the work. These advantages came with a monetary allowance as well as some practical extras that made life easier.

First, **the allowance of RM 700 each month was one of the main financial benefits** for the student. This allowance was meant to help with everyday costs and free up time to focus on the duties. The student was able to manage personal expenses and make investments in any additional materials or resources needed for professional development because of the allowance, which gave the budget a significant lift. With the aid of this financial support, the student was able to fulfill the internship obligations.

Apart from the monetary allowance, the student also enjoyed the benefits of the job. One of the most appreciated perks was the provision of **meal coupons, each valued at RM 5**. The student was able to use these meal coupons for lunch and occasionally even for other meals during the day because they

were given out every day. The daily expenses were greatly decreased because there was no need to spend additional money on food, thanks to the convenience of having these meal coupons. This perk was very helpful because it ensured the student could always have wholesome, filling meals without having to spend extra money.

All in all, the daily meal coupons and the **RM 700 monthly allowance** significantly improved my internship experience. These perks helped me feel less worried about money and kept me concentrated and interested in my profession. They promoted a positive work atmosphere and demonstrated the company's appreciation for its interns.

The student did not have to worry about where to buy food or how much it would cost, due to the meal coupons. This convenience relieved the additional burden of meal planning and budgeting, allowing the student to concentrate more on internship responsibilities. It improved and smoothed out the daily experience.

All in all, the daily meal coupons and the RM 700 monthly allowance significantly improved the internship experience. These perks helped the student feel less worried about money and kept the student concentrated and interested in the profession. They promoted a positive work atmosphere and demonstrated the company's appreciation for its interns.

3.5 SKILLS

1. ORGANIZATIONAL SKILLS

The student has gained great organizing abilities throughout the internship, which have been crucial to effectively carrying out the duties. The student has frequently been given the responsibility of organizing personnel data, filing crucial HR paperwork, and managing company databases, all of which call for a sharp attention to detail and the capacity to manage several tasks at once.

Being well-organized has been essential to the student's ability to manage the work and make sure that everything is finished on schedule. Whether it is maintaining employee files, updating records, or keeping track of crucial HR paperwork, being organized helps the student stay focused and ensures that no details are missed.

Additionally, having good organizing abilities has allowed the student to create a more organized and polished workstation. This has benefited colleagues as well as the student by making work simpler and

more effective. By keeping things organized, the student can help others quickly get the information they need, which enhances departmental operations.

2. FOCUSED ON THE DETAILS

Being careful has been one of the most valuable qualities the student has acquired during the internship. In the HR department, paying close attention to detail is essential since it guarantees that the job is completed thoroughly and precisely. Whether managing internal databases, entering data, or doing administrative duties, the student has discovered that even the smallest error may have a significant effect, therefore accuracy is important. For example, the student has had to double-check everything to make sure all the details are correct when processing sensitive information or updating personnel records. This not only keeps the department operating efficiently but also avoids mistakes that can later result in problems or delays.

Being detail-oriented has really improved the student's capacity to pay close attention to each task and make sure it is finished accurately. This ability has grown throughout the course of the internship. It has made it easier for the student to carry out the duties and produce work that colleagues can rely on to be correct.

3. TEAMWORK SKILLS

During the internship, the student has gained a lot of knowledge about the importance of teamwork and what it takes to be a helpful and cooperative team player. One of the most crucial qualities the student has learned is to be amiable and sincere in interest in others, whether they are co-workers, managers, or employees. Building close relationships with co-workers has allowed the team to work together more effectively and create an atmosphere where individuals feel comfortable sharing ideas and offering support to one another. There is much more to teamwork than merely cooperating to finish projects.

It involves training team members to assist one another, take charge when necessary, and know when to rely on others. The student's ability to collaborate well with others has enabled them to make a substantial contribution to the department's success. Additionally, the student has learned that the ability to be flexible and happy is just as important as the tasks performed.

For example, the team worked on a project for the Head of Department, which served as an excellent example of how important teamwork is. The assignment was to conduct research on TVET (Technical and Vocational Education and Training) programs, with a particular emphasis on SKM levels 1-3. In order to hire SPM graduates who might not have produced the best outcomes, the goal was to create

SKM possibilities within the organization and provide them the opportunity to work while earning SKM certification in the company. The concept was that they may pursue a diploma after finishing SKM level 3, which would eventually help the staff members and the company. This was a complex project that needed a lot of cooperation and investigation. The student collaborated closely with the team, and they combined efforts to obtain accurate data. Also, one of the bigger challenges faced was researching TVET options for Nepal, which was unfamiliar territory. However, because the team worked well together, they were able to split up the job, communicate results, and create a comprehensive summary. The project was successful because the team worked together to overcome challenges, support one another, and adjust to new knowledge. Project completion required teamwork, communication, flexibility in the face of change, and ensuring that everyone put in their best effort. The student learned from this experience how important collaboration is in overcoming any kind of challenge.

4. LEARN REAL WORKING WORLD OF THE INDUSTRY

During the internship, which has been an excellent learning opportunity, the student had the chance to observe what the working world is like. The student had the chance to watch and take part in the company's daily activities, which are considerably different from what is taught in academic institutions. The student now sees how several departments work together to accomplish organizational goals and how timely decision-making keeps things going. For example, one of the student's responsibilities was to help with the administration of HR data in the new program and the updating of personnel records. It was a little challenging at first because the student had never used this program before, but the student soon understood it with minimal help from the co-workers.

This experience taught the student how important it is to stay organized and pay close attention to details, particularly when handling sensitive data. Additionally, the student gained hands-on experience with the processes and frameworks that are critical to the HR department's effective functioning.

Along with the technical abilities, the student learned a lot about how the company's culture and teamwork impact its success. Working closely with seasoned professionals taught the student the significance of communication and cooperation, as well as the value of being receptive to learning from others. The internship provided the student with a much greater understanding of the industry and made it much easier for the student to relate academic studies to how things work in the real world.

5. MULTITASKING

Multiple things are usually going on at once in a hectic workplace like HR, so the student has had to learn how to balance diverse jobs without sacrificing quality or attention. The student has come to the conclusion that being able to transition between jobs quickly is crucial to remaining on top of things, whether updating staff data, organizing files, answering emails, or helping with a project.

For example, there were times when the student researched TVET programs for SKM levels 1-3 for a department project, and was creating a slide for the presentation based on the research. The student had to collect quotes, find vendors for an upcoming event, and take care of administrative duties like data entry all at the same time. It was difficult at first to balance all of these obligations, but the student eventually figured out how to set priorities, divide things into small portions, and effectively use time.

The student learned from this experience the importance of maintaining concentration, organization, and flexibility. Being able to multitask involves more than just completing everything at once; it also involves prioritizing duties and figuring out how to keep things going without getting overwhelmed. The student has been more effective and self-assured in managing several assignments and deadlines by developing this ability, which has been crucial to the internship.

6. PUNCTUALITY

Being on time, especially by getting to work early, is one of the most important things the student has learned throughout the internship. The student always tries to be at the workplace sooner, even if the event officially begins at 9 AM. The student now makes it a point to arrive early every day.

For example, arriving early enables the student to unwind, arrange work, and be ready for the day without the typical hurry. The student can go over the calendar, take care of any pressing problems, and begin working on tasks with clarity thanks to this additional time. In order to be ready for supervisors and co-workers when they arrive, the student may also use it to check for any emails or changes that could have arrived before the workday starts.

The student's dedication to work is demonstrated by consistent arrival before 9 AM. It has also assisted in setting the proper tone for the day and fostering a healthy work atmosphere. The student has been able to effectively manage the workload and establish a reputation for dependability and initiative due to this practice.

4.0 SWOT ANALYSIS FGV IFFCO

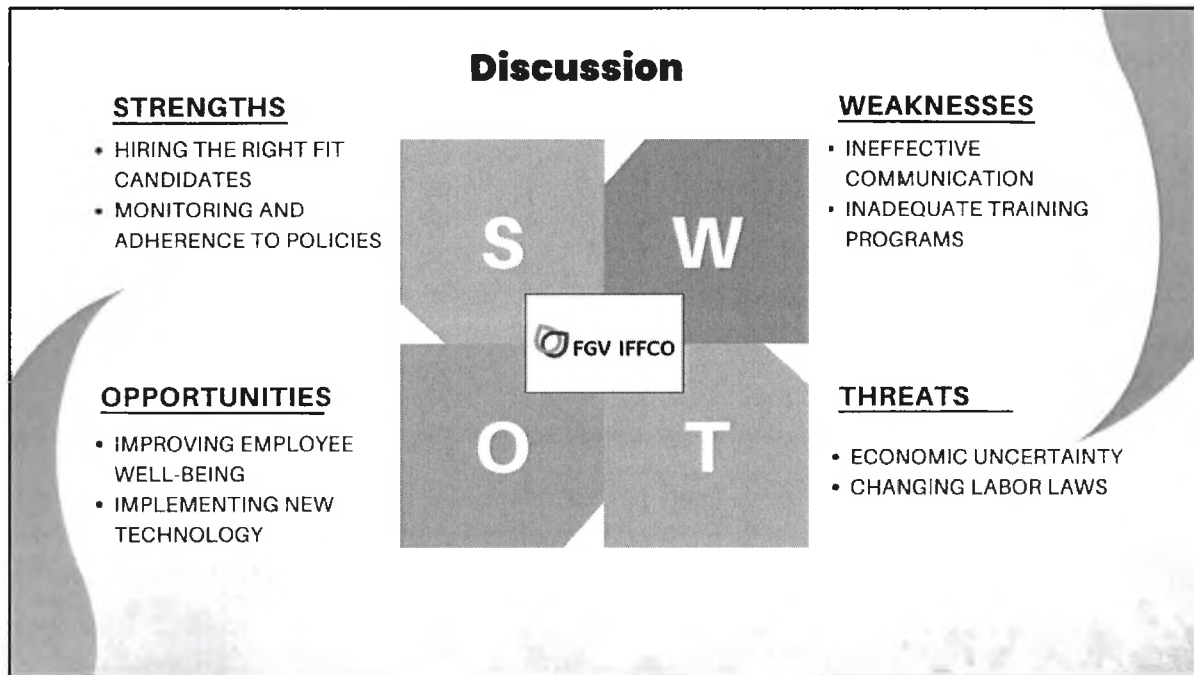


Figure 6: FGV IFFCO Sdn Bhd SWOT Analysis

DISCUSSION AND RECOMMENDATION

4.1 STRENGTH

4.1.1 HIRING THE RIGHT FIT CANDIDATES

The Human Resource and Administration department at FGV IFFCO is particularly good at identifying and hiring highly qualified workers that fit the company's culture and fundamental values in addition to the technical requirements of the position. This requires selecting people that not only match the technical requirements but also the company's culture and values, going beyond just filling open jobs (Lechner, 2024). Choosing applicants who share the company's culture and values in addition to meeting technical criteria is important for preserving a consistent corporate brand across several regions in a multinational organization like FGV IFFCO. In order to make sure that the applicants chosen are the greatest fit, the Human Resource and Administration team has created a comprehensive recruitment process that includes a number of processes like **resume screening, interviews, and even psychometric testing.**

Resume screening is usually the first step in this procedure, when candidates are screened according to their experience and qualifications. After that, interviews are held to evaluate a candidate's personality, communication style, problem-solving capabilities, and fit with the company's work culture in addition to their technical talents. Furthermore, to assess an applicant's mental and emotional skills and determine whether they will fit in well with the team and make a positive contribution to the workplace, behavioural evaluations and psychometric tests are frequently used. In addition, the department prioritizes long-term staff retention by taking into account the personality qualities and skill sets of new hires that will facilitate their successful integration into current teams. By emphasizing cultural compatibility, employers can foster a peaceful workplace where workers can work together productively, decreasing conflict and raising job satisfaction. The company can sustain high levels of innovation, productivity, and efficiency if it can continuously attract the proper personnel since motivated and engaged employees are more likely to feel that they belong to the company.

This is important for international businesses in order to preserve a strong, cohesive culture across several geographies. By choosing workers who share the company's principles, FGV IFFCO builds a recognizable corporate identity throughout the world and builds trust with clients and partners across borders. This capability enables the organization to remain cohesive across several regions, guaranteeing that workers strive toward the same objectives and principles, which is crucial for smooth global operations and fostering brand loyalty.

RECOMMENDATION:

Enhancing its employer brand is a good place to start if FGV IFFCO wants to continue employing the best candidates. This includes promoting company ideals and healthy work culture more on social media like LinkedIn, at job fairs, and through employee testimonials. By doing this, company may be able to draw in applicants who share those beliefs, which is particularly crucial in international marketplaces. Furthermore, a strong employer brand boosts the stability and development potential of the workforce by fostering a favorable work environment that attracts and retains current staff members (Farooq, 2024).

The recruiting process will be strengthened if the company can draw in applicants who share its values by clearly communicating the advantages and workplace culture. Additionally, by using past and present employees as advocates to build a favorable image that attracts like-minded individuals, focused marketing efforts may increase awareness of FGV IFFCO as an employer of choice. Making use of social media and employment platforms improves exposure and reputation, which draws in candidates

who share the company's values. Additionally, a user-friendly application procedure improves the candidate experience, reflects well on the company, and motivates eligible applicants to apply.

Also, advanced technologies like artificial intelligence (AI) for resume screening and psychometric testing can also assist ensure that applicants match the job's technical requirements and corporate culture. Using modern technologies like artificial intelligence (AI) for psychometric testing and resume screening can help FGV IFFCO find applicants that not only fit the company's culture and values but also match technical requirements. By effectively screening through applications to find those that best fit the job's criteria, artificial intelligence (AI) could speed up the resume review process while improving accuracy and saving time. On the other hand, psychometric testing offers information on a candidate's work style, emotional fit with team dynamics, and behavioral characteristics. When used in together, these resources assist guarantee that chosen applicants are a good fit for the position and the company culture, which promotes a motivated and cohesive team.

4.1.2. MONITORING AND ADHERENCE TO POLICIES

The strength of FGV IFFCO's HR department comes from its proficiency in **guaranteeing that the organization complies to all labour laws, regulations, and internal guidelines**. This role is essential because failure to comply may result in fines, legal action, and harm to the company's reputation (Miranda & Bottorff, 2023). It is the Human Resource and Administration team's crucial duty to remain current with local, state, and federal labour laws in order to reduce these risks. It takes ongoing monitoring to make sure the company's policies are up to date and adhere to these criteria. To ensure compliance with the Fair Work Act and instructions of the Fair Work Commission, **for example**, the Human Resource and Administration department **conducts an annual audit of workplace rules and processes**. Policies pertaining to discrimination, harassment, and employee rights may be examined during this audit. The staff can quickly respond by updating the policies in question if the audit finds that any of them are unclear or out of date. In addition to strengthening adherence to moral business practices and corporate responsibility, this proactive strategy protects the company from any legal problems down the road (Chua, 2024).

Next, the Human Resource and Administration department works with different organizational stakeholders in addition to conducting audits to make sure that all workers are aware of these rules. This involves holding seminars and training sessions that outline the rights and obligations of staff members with regard to the policies that are examined during audits. The Human Resource and Administration division promotes a compliance and awareness culture by making materials and resources freely available. By doing this, FGV IFFCO establishes a reputation as a responsible employer and fosters a work atmosphere that appreciates honesty and accountability. This all-encompassing method of

managing policies and ensuring compliance shows the importance that routine audits are to preserving a successful Human Resource and Administration strategy and ensuring the continued success of the business.

The Human Resource and Administration department's capacity to stay updated of labour laws and regulations is important since FGV IFFCO operates internationally. Different nations have different labour regulations, and breaking them can result in penalties, legal problems, and harm to one's image. The HR department lowers risks related to various international legal requirements by performing yearly audits and keeping current of legislation, such as those specified in the Fair Work Act. By maintaining compliance across several locations and facilitating smooth operations in all markets, this careful monitoring enables FGV IFFCO to establish confidence with international partners.

Also, employee awareness programs, including seminars on harassment, discrimination, and rights, and proactive policy management contribute to FGV IFFCO's reputation as a conscientious international employer. A company's reputation is important while conducting business abroad, those with a reputation for moral behaviour are more likely to draw in brilliant staff members and loyal clients. FGV IFFCO enhances its worldwide reputation as a business dedicated to moral principles and social responsibility by cultivating a compliance culture and ensuring that all staff members are aware of rules and procedures. This can provide the company with an advantage in the global marketplace.

By maintaining consistent and responsible procedures that improve legal security and reputation in the global business arena, FGV IFFCO is able to operate safely across a variety of areas due to its capabilities in monitoring and policy adherence.

RECOMMENDATION:

FGV IFFCO can implement a number of important strategies to improve its compliance management in various locations in order to maintain and grow its strength in monitoring and adherence to policies. First and foremost, it is important that Human Resource and Administration teams and staff get frequent, thorough training so that everyone is up to date on changes to internal rules and labor regulations. This strategy reduces legal risks while promoting a proactive compliance culture. Research highlights that continuous training initiatives successfully raise regulatory standards knowledge and foster an environment where workers are motivated to respect moral principles (R & R, 2024). They can also find any gaps in policy adherence with national and international labor legislation by carrying out yearly policy audits. This systematic evaluation covers regional legal requirements in addition to reaffirming FGV IFFCO's dedication to moral business practices (Martin, 2024).

Next, these initiatives can be further improved by utilizing digital compliance solutions. For example, real-time monitoring of regulatory changes and policy adherence is made possible by automated policy management software, which increases standardization throughout FGV IFFCO's international operations. These tools are essential for improving record-keeping and smoothing compliance procedures (Learning, 2023).

Improving communication channels is also essential to increase comprehension and dedication to this initiative (Islam, 2021), Employees at all levels are guaranteed to understand their rights and obligations by open and transparent communication, such as that provided by seminars or internet resources. Finally, comparing FGV IFFCO's policies to international norms, including those established by the International Labor Organization (ILO), might be advantageous. In addition to improving policy quality, benchmarking to accepted worldwide standards helps FGV IFFCO's standing as a responsible international employer. By putting these tactics into effect, FGV IFFCO can strengthen its reputation as the leader in worldwide labor compliance and an employer dedicated to moral business practices.

4.2 WEAKNESSES

4.2.1. INEFFECTIVE COMMUNICATION

The Human Resource and Administration department of FGV IFFCO has trouble communicating with management in a timely and straightforward manner, which can result in miscommunication. Ineffective communication in the workplace occurs when the intended message is not accurately transmitted or fails to achieve the anticipated result. This can occur due to a variety of factors, including unclear messaging, a lack of context, bad delivery, or misinterpretation. It may cause uncertainty, misunderstandings, disagreement, or failed collaboration. Poor communication may hinder growth, cause relationship problems, and reduce productivity. This weakness can take on multiple forms.

First, employees may misunderstand their duties and responsibilities when policies, processes, or changes are not clearly conveyed (Obonadhuze et al., 2021). This can lead to inconsistent policy application and a disregard for business guidelines (Khan, 2023). Employee's capacity to make wise decisions can be hindered by delays in providing crucial information, such as modifications to benefits or organizational reorganization, which can cause uncertainty and dissatisfaction. It is crucial for Human Resource and Administration to communicate consistently in order to promote a shared knowledge of the organization's objectives and procedures, as inconsistent messaging from various managers or departments may increase employee mistrust and dissatisfaction. Furthermore, a lack of

strong feedback systems may be the root cause of poor communication since it denies staff members the chance to express their worries or ask questions.

Decreased engagement and job satisfaction may result from this absence. In the end, miscommunications that result in misunderstandings can have a detrimental effect on staff morale and motivation. A dissatisfied workforce, greater turnover rates, and decreased productivity might result from employees feeling misinformed or unsupported. **For example**, there is no clear method established by the Human Resource and Administration department for staff members to voice issues or ask questions on the new policy. As a result, workers believe they are unable to ask questions about their uncertainties. The lack of feedback possibilities results in miscommunications and uncertainty among employees on their responsibilities under the recently implemented policy.

In the Human Resource and Administration department of FGV IFFCO, poor communication can have serious consequences in many locations. Effective communication is important in global business, particularly when interacting with people from different cultural backgrounds. Misunderstandings or confusion may result from imprecise or delayed HR communication, particularly when it comes to employees from other nations that have different communication expectations and styles. Building trust and a harmonious work culture may be more difficult as a result, which might lead to decreased morale and lost chances for cross-border cooperation. Also, inconsistencies in the way policies are implemented in various areas can result from unclear or delayed communication of organizational changes or policy modifications. Workers in one area might interpret or adhere to policies differently than those in another, which could undermine consistency and teamwork. Employees may believe they are not treated or informed equally across different locations as a result of this difference, which could increase their level of dissatisfaction and mistrust.

RECOMMENDATION:

There are several ways to improve the clarity and promptness of management-employee relationships in order to solve the problem of poor communication at FGV IFFCO. First and foremost, creating a thorough internal communication plan is important. In order to identify areas for improvement, this strategy should involve completing an audit to evaluate present communication processes and employee requirements. Setting specific goals will keep workers informed and involved, and using the right methods of communication, such as intranet platforms or employee engagement applications, will guarantee that messages are successfully received by the target audience. The company should begin by putting in place a structured internal communication platform, such as an intranet or a collaboration tool like Microsoft Teams, Slack, or Workplace by Meta, in order to address communication issues in

the HR department and decrease their effect. Teams will be able to exchange data, updates, and comments in real time due to this special area, which will cut down on confusion and delays. It's also important to set up frequent feedback systems. Employee complaints and suggestions may be expressed through regular questionnaires and open forums or Q&A sessions, which enables the HR department to be attentive and handle problems before they become more serious.

Next, regular training sessions can also provide staff members the tools they need to communicate effectively. To prevent misunderstandings, these sessions can address subjects including constructive criticism, active listening, and the value of clear communication (Campbell et al., 2020). Promoting open channels for employee input will help foster a transparent culture where workers can express their worries and inquiries about changes and rules without worrying about facing consequences. Within the company, this can promote trust and a feeling of being accepted.

Other than that, by facilitating rapid messaging, group conversations, and simple file sharing, the use of smart communication technologies like Slack or Microsoft Teams may improve real-time communication and improve collaboration (Dennison, 2024). Particularly for international teams, these systems promote a more connected workplace and lessen email-related delays. Furthermore, providing employees with frequent updates via newsletters or town hall meetings helps to preserve openness and minimize miscommunications between management and staff by informing them of significant corporate news, policy changes, and upcoming activities.

Another strategy is to acknowledge and reward attempts at constructive communication. In newsletters or on the internal blog, praising staff members or divisions that exhibit efficient, problem-solving communication might encourage others to follow suit. Lastly, establishing cross-functional team projects promotes collaboration among staff members from different departments. By assisting staff members in comprehending other viewpoints and establishing connections with colleagues outside of their typical networks, these strengthen the collaborative culture. By using these steps, they may solve communication issues and enhance cooperation, engagement, and productivity overall.

4.2.2. INADEQUATE TRAINING PROGRAMS

The lack of appropriate training programs is one of the Human Resource and Administration departments at FGV IFFCO's main weaknesses. There is a lack of training and development options accessible to employees, which might pose a number of challenges for both the firm as a whole and individuals. Employees with inadequate training frequently experience issues including poor work performance and increased stress at work. Employees are more inclined to look for progress elsewhere if they feel underappreciated and unhappy as a result of inadequate training and development chances.

This has an effect on production and organizational stability in addition to lowering morale and increasing attrition rates. Resolving inadequate training is essential to promoting staff retention and satisfaction (Hendy, 2023).

For instance, workers in operations might not get enough training on equipment handling techniques or the most recent safety regulations, which could lead to a higher chance of accidents and less productive work. Similarly, employees in administrative positions may not receive training on new software tools, which results in slower and more prone to mistakes.

Insufficient training programs can make it difficult for workers to advance their abilities, which can have an impact on how well they perform their jobs. They may be unable to acquire critical information and abilities that are required for their jobs as a result of this circumstance. For example, the team may struggle to manage employee information appropriately or adhere to legal requirements if the HR department does not provide training on new HR technologies or significant workplace rules. This could put the business at danger.

Inadequate training can also result in decreased job satisfaction and productivity among employees (Hendy, 2023). Employee morale may suffer and there's a greater likelihood that they may quit the organization if they feel underprepared for their job. For instance, if new hires are not given the appropriate on boarding training, they may quit soon after they start because they are confused and frustrated. This not only ruins team dynamics but also raises the price of recruiting and on boarding new staff. Moreover, workers may lose interest in their occupations and hunt for others if there are no chances for professional advancement through training programs. If the company does not provide management training or mentorship, for example, individuals who aspire to be managers may feel stuck and may decide to pursue promotion in other organizations.

Next, inadequate training could leave the workforce unprepared to handle changes in the sector. Businesses who do not invest in the continuous education of their staff risk falling behind in a competitive marketplace. For example, if staff members lack the necessary training to make adjustments, FGV IFFCO may have trouble implementing new procedures or technology. In conclusion, the lack of training initiatives in the HR division impacts not just the workers but also the business's success as a whole.

Employees must be knowledgeable about the newest safety regulations, technological advancements, and industry practices in order to remain competitive. Employees may not have the abilities needed to adjust to changes and put new procedures into place if training programs are insufficient. For example, FGV IFFCO may be at a competitive disadvantage if workers in foreign offices are not instructed on

the most recent safety procedures or industry tools. The company's growth or competitiveness may be affected by this outdated training, particularly in areas where rival businesses are making significant investments in skill development (Hendy, 2023).

For an international company to produce quality across regions, standard processes and competencies are important. Inadequate training could cause gaps in the performance of workers across different areas, resulting in inconsistent service and quality. For example, data handling may become uneven and provide possible compliance issues if administrative workers in foreign locations are not trained on new HR systems. Also, workers in foreign positions frequently look for chances to advance their careers. Lack of training can make workers feel unprepared or underappreciated, which raises turnover rates. In international contexts, where hiring and on boarding new employees requires additional resources, this difficulty can be especially expensive. Employees may depart to seek advancement elsewhere if they are not given sufficient development opportunities, which would increase hiring expenses and hinder team cohesion throughout the company's international locations.

RECOMMENDATION:

FGV IFFCO should introduce an online training platform to solve insufficient training programs and enable skill development for all employees, no matter their schedule or location. Employee performance may be improved by focusing on skills that are directly related to their jobs through role-specific training. Online training is also inexpensive and readily scalable, so the company may offer these possibilities to additional employees without incurring significant costs. By encouraging career advancement, this strategy can aid in employee retention and encourage ongoing learning (Khan, 2023). Online training is a significant instrument for corporate growth and employee development, not just a temporary trend. Organizations may provide their staff with the information and abilities they need to prosper in a world that is always changing by investing in online training. Employee and company success may be fuelled by the many benefits that online training provides, including cost savings, flexibility, and modification.

Other than that, create chances for ongoing education, providing a variety of classes, certificates, and seminars will enable staff members to advance their skills and maintain their competitiveness in their positions. Additionally, implementing peer learning and mentorship programs can help transfer knowledge by matching up new hires with experienced co-workers for individualized assistance. Furthermore, creating specialized training programs for various positions guarantees that workers have appropriate knowledge in line with their particular job duties. Regular employee feedback collection can assist identify areas that require improvement and draw attention to training requirements that could otherwise go unnoticed. Last but not least, adding gamified components to training materials may boost

motivation and engagement while improving the learning experience. FGV IFFCO may develop a more competent staff and improve overall performance and job satisfaction by putting these suggestions into practice.

Also, it is important to determine which training is required for all of the staff members and which is optional. While needed training covers the material that all employees must know regardless of their personal development goals, optional training should focus on subjects that will aid employees in their personal growth. Other than that, offering eLearning Opportunities, they must locate a training provider after determining the training requirements of the staff, including both required and optional training. Certain subjects, including employee health and safety training, can be taught online. It could be necessary to provide additional training that is unique to the business internally (Hendy, 2023).

4.3 OPPORTUNITIES

4.3.1. IMPROVING EMPLOYEE WELL-BEING

The Human Resource and Administration department has a unique chance to greatly improve employee well-being by launching a range of wellness initiatives, **offering crucial mental health support, and establishing flexible work arrangements that address the varied needs of the workforce.** By implementing wellness programs like exercise courses, mindfulness sessions, and workshops on eating well, staff members can enhance their physical and emotional well-being, leading to more energy and higher productivity at work. These wellness initiatives build a sense of belonging and support among co-workers in addition to encouraging staff to pursue better lifestyles, which strengthens bonds between co-workers (Chang, 2024).

Furthermore, in the hectic workplace of today, mental health care is important. They create an environment where employees feel comfortable talking about their mental health without fear of being judged by providing tools including counselling services, stress alleviation programs, and mental health awareness campaigns. Employees are more able to ask for assistance when they need it in this encouraging atmosphere, which helps to lower feelings of stress and worry. They will therefore be more likely to stay motivated and focused, which will benefit the company.

Also, introducing flexible work schedules offers Human Resource and Administration yet another important chance to promote worker wellbeing. **Offering employees, the flexibility to work remotely, set their own hours, or use hybrid work models helps them better balance their work and personal life.** Employees who are pursuing more education or who have caregiving duties may find this flexibility

especially helpful. Employees are more likely to feel appreciated and motivated at work when they perceive their employer to be aware of and respectful of their unique situations.

Employees who receive help for their work-life balance and health are more likely to be engaged, content, and dedicated to their jobs. In the end, this commitment fosters a more positive work environment where staff members are inspired to give their all. A focus on well-being like this helps workers personally and also advances the organization's success as a whole by boosting morale, fostering collaboration, and building a strong sense of teamwork. Additionally, in a competitive labour market, a company's ability to attract and retain top personnel may be aided by its reputation for placing a high priority on employee well-being. Through prioritizing employee well-being, the Human Resource and Administration department can effectively cultivate a healthy organizational culture that facilitates individual and group development.

By putting employee well-being first, FGV IFFCO's Human Resource and Administration department can boost its worldwide workforce by increasing employee happiness and lowering burnout. In competitive marketplaces, a healthier and more engaged workforce is crucial for retention and productivity. This can be achieved through wellness initiatives, mental health services, and flexible work schedules. These programs support cross-cultural team cohesion and assist workers in juggling their personal and professional obligations. By making investments in well-being, FGV IFFCO draws in top personnel and creates a flexible, resilient company ready to meet the changing needs of the global business environment.

RECOMMENDATION:

By offering flexible work schedules, mental health support, and extensive wellness programs, the company may fully capitalize on the chance to improve employee well-being. By putting in place wellness initiatives like exercise classes, nutrition seminars, and mindfulness training, the company may create a culture of health that motivates staff members to lead better lives, which will enhance their physical and emotional well-being. Furthermore, offering strong mental health resources like counselling and stress management classes, creates a secure space for staff members to talk about their mental health concerns, which may significantly decrease stigma and foster a positive work environment. In addition to mental health support through Employee Assistance Programs (EAPs), counselling, and stress management workshops, wellness programs can be implemented to take advantage of this opportunity. These programs can include on-site fitness options, subsidized gym memberships, mindfulness sessions, nutrition workshops, and health screenings. Employees may successfully manage their personal and professional obligations using flexible work arrangements

including remote work, flexible hours, and hybrid models, which increases their sense of control and job satisfaction (Gupta, 2024).

Next, employees may customize their work settings to better meet their own needs via flexible work arrangements, such as remote work choices, flexible hours, and hybrid models, which enhances work-life balance. Employees who are seeking additional training or who have caregiving duties may find this flexibility particularly helpful since it demonstrates that the company values their particular circumstances.

These initiatives might have significant results. When workers feel appreciated and supported, they are more likely to be dedicated to their jobs, which may result in higher engagement, productivity, and retention. Consequently, a steadier and more experienced workforce is produced and turnover costs are decreased. Prioritizing well-being may also help the company become more of an employer of choice, which will draw top personnel in a competitive labour market. The human resources department may enhance team cohesiveness and collaboration by fostering a good and healthy workplace culture. This will eventually contribute to the organization's overall performance and resilience in a dynamic business the environment.

Next, encouraging open communication through check-ins, surveys, and feedback channels guarantees that well-being programs remain relevant, while acknowledging employee efforts through prizes, peer nominations, and team shout-outs strengthens a culture of gratitude and encourages participation. Additionally, integrating career development options like as mentorship and skills training with well-being promotes both professional and personal growth for staff members. Increased engagement as a result of employees feeling more a part of the company's mission, better retention as a result of lower burnout, a better reputation as an employer of choice, improved adaptability to workplace demands, and a stronger HR influence within the organization are all results of these initiatives. In the end, these well-being initiatives lead to a happier workplace, a healthier, more productive staff, and a competitive advantage in attracting and retaining the best employees in the global marketplace (Gupta, 2024).

This tactic establishes the Human Resource and Administration division as a promoter for employee care, fostering credibility and trust inside the organization and improving hiring by promoting a favourable employer brand. In the end, the department may anticipate results like more employee engagement, lower attrition, and a more resilient staff that is equipped to handle obstacles and promote corporate success. A company's reputation is enhanced and top personnel is drawn in by a dedication to well-being, which gives it a competitive advantage in the global business world.

Employees will feel appreciated and supported when these tactics are put into practice, which should raise work satisfaction, decrease turnover, and boost productivity. Furthermore, a reputation for putting employees' health first will help the company draw in top talent and establish itself as a top employer in a competitive labour market. Long-term organizational performance and resilience in a changing business climate may be supported by this dedication to employee wellbeing, which can foster a culture of trust and cooperation.

4.3.2. IMPLEMENTING NEW TECHNOLOGY

Utilizing new technologies to optimize workflow and boost productivity is another important potential for the Human Resource and Administration department. The HR industry has been changing quickly since the advent of HR management systems (HRMS), **including SAP HANA, which simplifies and automates processes like payroll processing, hiring supervision, and employee information management.**

The implementation of technologies such as SAP HANA enables the automation of deductions, distributions, and payroll calculations. This lowers the possibility of errors that can happen with manual methods in addition to saving time. By implementing these new technologies, the HR department may lessen the amount of manual labour required for routine activities, freeing up HR personnel to concentrate on more strategic projects like employee engagement and talent development. For example, time-consuming jobs like payroll processing, benefit administration, and employee hour tracking can be handled by automated systems, freeing up HR personnel to concentrate on higher-value work.

Additionally, workforce planning, employee performance, and turnover trends may all be better understood by the HR department with the use of data analytics in HR management systems. This helps the department make more educated decisions. Through the use of these technologies, the HR division can boost overall productivity, decrease human error, and enhance accuracy, thereby establishing itself as an innovative, modern division within the business.

The Human Resource and Administration may establish itself as an innovative, contemporary leader within the company as FGV IFFCO adopts technology, better able to satisfy the needs of a competitive global market and boost overall output. In addition to enhancing internal processes, this strategic approach increases the company's capacity to draw in and hold on to top people on a worldwide scale.

If the business does not make the most of technology, it might lag behind rivals that have implemented more sophisticated HR management systems that provide faster, data-driven decision-making. Lack of

innovation may make it difficult for businesses to draw in and keep top people as the market gets more competitive, which might affect their overall performance and expansion.

RECOMMENDATION:

The Human Resource and Administration department should concentrate on using new technologies, such as SAP HANA, to improve strategic decision-making and automate routine tasks in order to fully take advantage of the potential they bring. The HR staff may greatly increase efficiency and accuracy by simplifying procedures like hiring, payroll, and employee data management. This will eventually save time and lower the mistakes that come with manual operations. This enables HR staff to focus their energies on more worthwhile projects, including improving employee engagement and growing talent.

Next, the department will be able to learn a great deal about employee performance, turnover patterns, and workforce dynamics by utilizing the data analytics capabilities offered by systems such as SAP HANA. The department can develop better personnel planning and talent retention initiatives by having a better grasp of these aspects. Employee commitment and motivation may increase as a consequence of this proactive strategy, which is important in preserving competitiveness in the global market. Ultimately, as the HR division develops into a more strategic partner inside the business, it contributes to the creation of a responsive and adaptable culture that can change with the market and increase the organization's overall performance

The HR department may establish itself as an innovative and modern leader in the company by implementing these technologies. In addition to helping to streamline internal procedures, this also makes it easier for the business to draw in and keep top people worldwide. In the end, a stronger company that can prosper in a competitive environment, more productivity, and a better reputation in the marketplace might result from this strategic focus on technology and data-driven decision-making.

Also, the firm should emphasize a strategic approach that involves investing in training for HR personnel to ensure they can properly operate the new system in order to capitalize on the potential given by installing new technology, such as SAP HANA. HR staff will be able to take full advantage of automation in hiring, payroll, and employee data management due to this investment. The company should also concentrate on connecting SAP HANA with current systems to establish a smooth workflow and guarantee that all data is current and readily available (Kulkarni, 2024). It will also be essential to raise employee understanding of the advantages and changes, since this builds trust and motivates participation in the new procedures.

4.4 THREATS

4.4.1. ECONOMIC UNCERTAINTY

The HR department at FGV IFFCO has several difficulties because of economic uncertainties, which have a major influence on its capacity to preserve employee stability and guarantee the continuation of its HR operations. Changes in the overall economic environment, including inflation, growing operating expenses, currency volatility, and instability in international markets, are the source of this risk. These elements frequently result in financial limitations that have an immediate impact on HR-related tasks including hiring, training, and staff development programs (Ererdi et al., 2021). As an example, HR may have less money available for hiring, paying competitive wages, or funding learning and development initiatives if operating expenses increase because of inflation. These activities are all essential for drawing in and keeping top talent.

When the company is under financial difficulty, it may turn to cost-cutting tactics to stay afloat. Salaries might be frozen, employee perks reduced, or the workforce restructured. While these steps are frequently required to safeguard the organization's finances, they can have a severe impact on employee morale, engagement, and retention. Employees who believe these measures are unfair or insufficient to satisfy their demands may become demotivated, resulting in lower productivity and, in certain situations, increased turnover rates.

It is also more challenging for the HR department to draw in and keep top talent during uncertain economic times. It can lead to a highly competitive employment climate since job applicants frequently place a higher priority on job security than options that might seem less steady. For example, even if a firm is experiencing economic instability, a candidate may decide to stay with an established employer that provides greater job security rather than joining one that offers a more alluring compensation package. Furthermore, in order to offset the growing cost of living, current employees could seek better pay or perks, which would put further pressure on HR budgets and make compensation talks more difficult.

The HR department may be exposed to compliance risks as a result of the financial strains caused by economic volatility, particularly if cost-cutting measures like layoffs or changes to employment contracts are necessary. HR must make sure that these measures adhere to national and international labor rules during times of financial hardship. Breaking the law might result in expensive legal battles or penalties, further harming the company's standing and employee confidence.

Economic instability also raises the possibility of becoming overly dependent on foreign workers, especially in the event of tighter immigration laws or worldwide labor shortages. The corporation may no longer be able to rely on foreign talent as it once did, which may seriously affect staff planning. HR departments also need to handle the possible skill gaps brought on by continuous automation trends and technology improvements. Retraining and upskilling programs are becoming more and more necessary as industries change in order to guarantee that workers can stay competitive. Budgetary constraints, however, may make it difficult for HR to carry out these initiatives successfully during lean financial times.

During times of economic uncertainty, the company's reputation is also at danger. The company's reputation may suffer if current or prospective workers, as well as other stakeholders, believe that the organization is not doing enough. This unfavourable impression may draw unwelcome attention from investors, consumers, and regulatory agencies, which might hurt the business's image and long-term growth prospects.

RECOMMENDATION:

The HR division of FGV IFFCO can concentrate on a few crucial tactics to address the difficulties posed by economic instability. First and foremost, it is critical to involve staff members by praising their efforts and giving them regular feedback. Employee retention during difficult times can be aided by providing flexible work choices, such as remote or hybrid models, which can enhance work-life balance and job satisfaction. In order to cut expenses and the requirement for outside recruits, HR could also expedite the recruiting process by promoting from within and hiring for important jobs. Effective budget management is critical, thus HR should concentrate on reducing wasteful spending while providing incentives and required training to maintain staff members' skills and flexibility (Mitsakis, 2021).

In order to prevent legal problems, HR must simultaneously make sure that all cost-cutting initiatives adhere to labor rules. Additionally, HR must keep lines of communication open and transparent with employees in order to foster confidence and lessen uncertainty (Joseph & Joseph, 2024). Lastly, by keeping an eye on labor market fluctuations and inflation, HR may proactively modify its tactics to keep the business adaptable and ready for any developments. The HR division of FGV IFFCO will be better equipped to handle economic unpredictability by putting these suggestions into practice.

4.4.2. CHANGING LABOR LAWS

The department faces a great deal of risk from changing labour laws because new or developing legislation can provide serious obstacles to businesses. For example, HR has to make sure that the company's policies and procedures are in line with updated labour regulations in order to stay legal. This calls for a detailed comprehension of the new rules and frequently calls for updating current policies, which can be a difficult and time-consuming procedure.

The effects of changing labour regulations go beyond basic compliance. Organizational legal concerns, including as potential lawsuits, fines, and reputational harm, can arise from a failure to adapt. For example, the company may be sued for misclassifying employees, which could result in financial fines and erode employee trust, if a new rule pertaining to employee classification is introduced and HR fails to quickly update its classification policy. Additionally, HR staff members need to receive ongoing education and training in order to stay up to date on changes in labour legislation. To fully understand the effects of new legislation, this may entail going to workshops, reading legal periodicals, or speaking with legal professionals. Continuous education requirements can put a pressure on HR resources and take focus away from other important areas like employee engagement and development.

RECOMMENDATION:

Companies can take a number of calculated steps to guarantee compliance and minimize the probability of legal problems in order to manage the risks associated with evolving labour regulations. First and foremost, it is important that the HR staff get ongoing training and development, proactive policy changes are made possible by attending seminars or webinars to keep current on legal developments. HR can efficiently comprehend and apply new legislation by collaborating with outside legal specialists, who can also offer insightful advice and assistance. Furthermore, compliance management software may automate upgrades, simplify monitoring, and supply necessary documentation all of which are advantageous for auditing (Eneh et al., 2024).

Next, scheduled audits reduce risk, and regular policy reviews are also necessary to keep the policy in line with the most recent requirements. Establishing a compliance committee within the organization with members from legal and human resources guarantees a targeted approach to regulatory compliance. Open and honest communication about policy changes fosters trust and facilitates staff adaptation. Other than that, by contracting with outside suppliers to handle high-risk tasks like payroll, the business may relieve itself of compliance responsibilities and concentrate on its main business.

By taking a proactive and all-encompassing strategy, the business may effectively handle the danger posed by evolving labor rules. Also, one way to do this is to designate a specific compliance officer or team to keep an eye on legal developments and make the required adjustments. Investing in continuous training and development for HR staff is also important since it gives them the know-how to handle the complexity of labor legislation.

The HR staff may further improve their comprehension of legislation changes by holding frequent training, going to industry conferences, and keeping up with legal developments. To further ensure that the business stays compliant while lowering any legal risks, hiring legal counsel or compliance specialists can offer insightful advice and assistance in deciphering new regulations. Additionally, working with outside partners may relieve some of the strain on internal resources, freeing up HR to concentrate on other important areas like talent development and employee engagement.

By implementing these tactics, the business may successfully reduce the risks brought on by evolving labor regulations, steer clear of any legal action or penalties, and safeguard its brand. By doing this, it will promote a good and compliant work atmosphere, which will eventually increase organizational resilience to changing regulatory environments.

5.0 CONCLUSION

The industrial training at FGV IFFCO has been a journey to remember. It was not only about learning human resources management processes but also about discovering how human resources defines the soul of an organization. Whether it was managing employee data, organizing CSR initiatives, or collaborating on impactful projects like TVET programs, every activity was a learning experience for the student. These experiences guided the student along the path of thought, persuasion, and challenge, where challenges were reframed into opportunities for growth.

Through this journey, the student's passion for human resources management, specifically in training and development, as well as in creating a culture where people flourish, has deepened. Human resources is not just a department but the bridge between what an organization wants to achieve and what its people aspire to. When looking at the future in five years, the student envisions themselves as an enthusiastic human resource professional, empowered to bring changes that make employees feel valued and contribute innovative strategies for organizational success.

The time at FGV IFFCO did not just teach the student the what and how of human resources, but also the why. It reminded the student that there are stories, people, and a purpose behind every form, file, and meeting. With this mindset, the student is ready to enter the future as a better version of themselves, one with the willpower to grow and the foresight needed to pave real change in work culture.

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7.0 APPENDICES

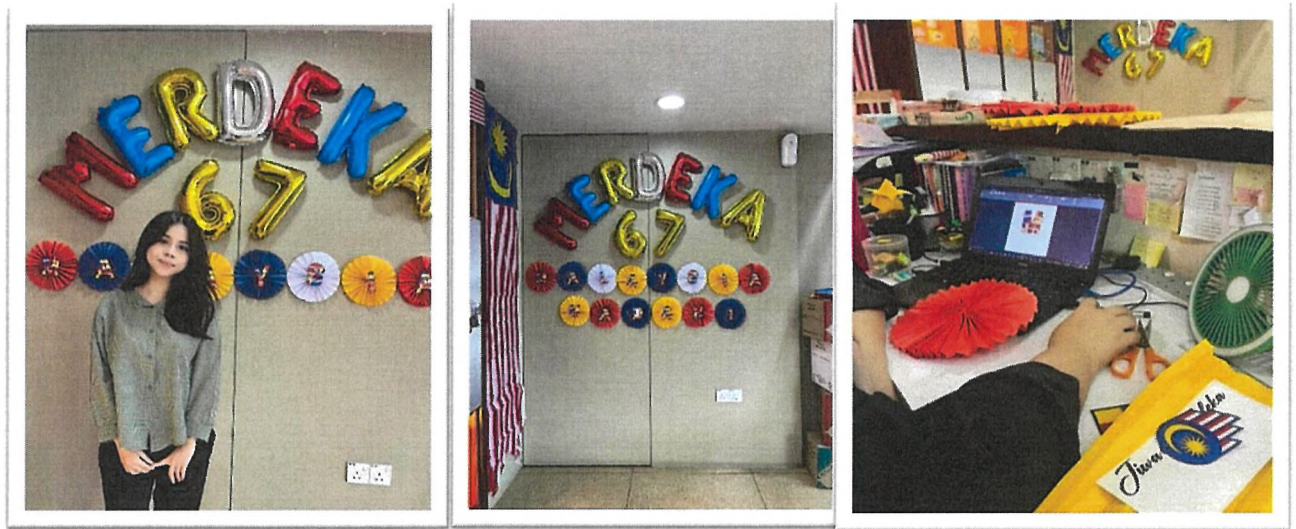


Figure 7: Decoration for the 67th Merdeka Celebration at FGV IFFCO

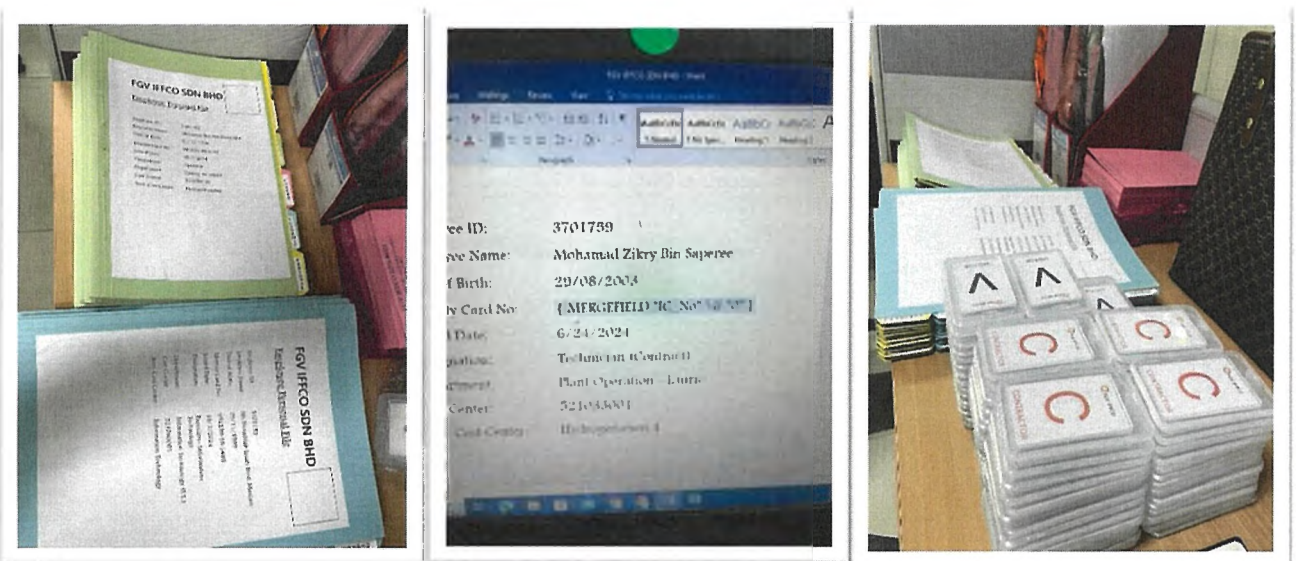


Figure 8: Prepare a cover file for all employees listed in the worker's name list using mail merge

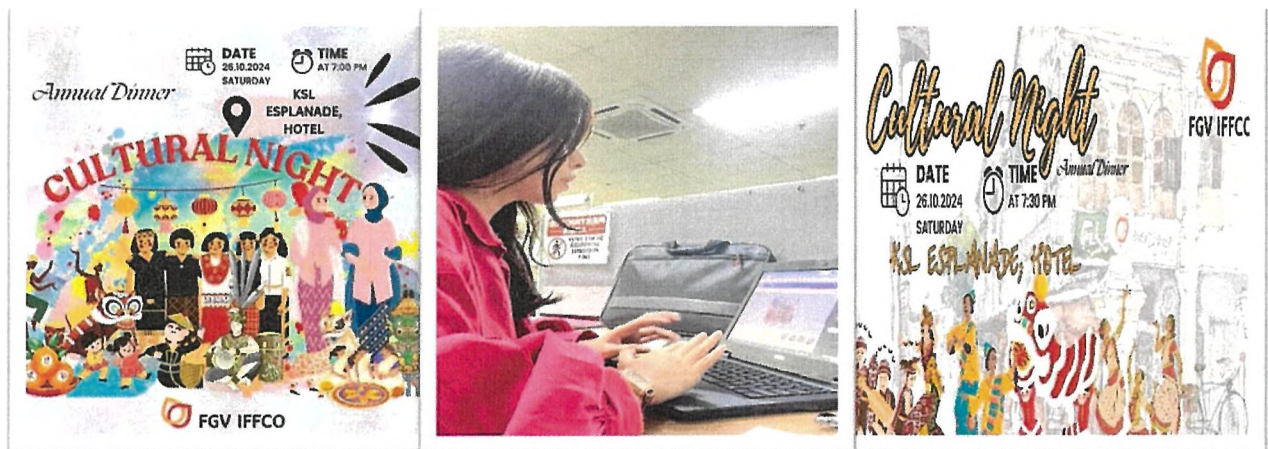


Figure 9: Designed a few poster options to choose from for the annual company dinner at KSL Esplanade Hotel, Klang.



Figure 10: We had a potluck where everyone brought food to celebrate Merdeka



Figure 11: Visited the plant with Arvin and Ameerul to observe the workflow and tasks performed by the workers

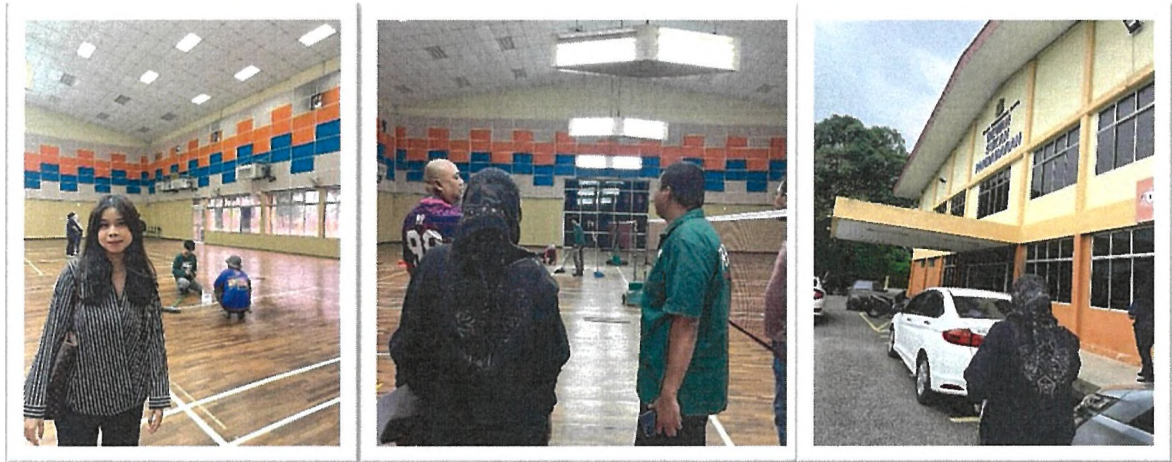


Figure 12: Site visit to Sukan Pandamaran, Klang for a company CSR activity



Figure 13: Career Fair at Dewan Hamzah, Klang, with FGV IFFCO HR staff engaging job seekers and sharing insights on career opportunities within the company.



Figure 14: Organize Breast Cancer Awareness Month in October in collaboration with the Breast Cancer Welfare Association Malaysia

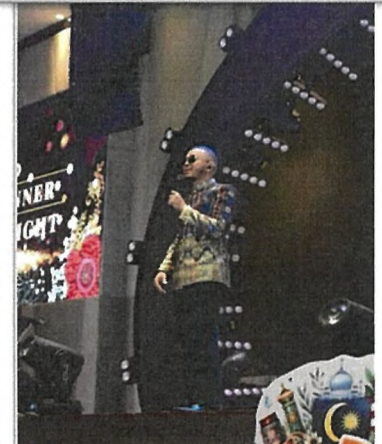
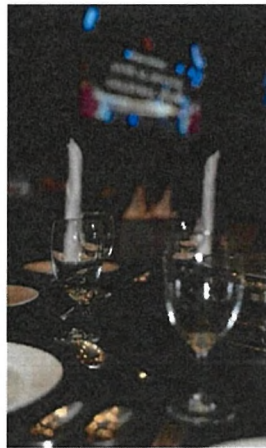


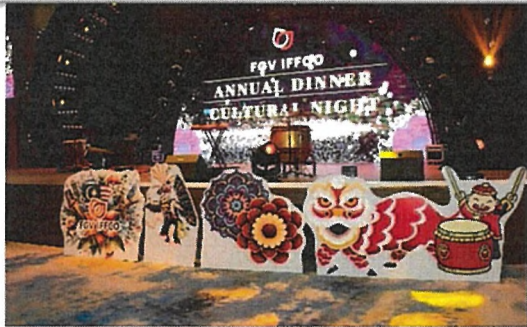
Figure 15: Company CSR Providing Motivational Talks and Free Tuition for Students at Six Schools in Collaboration with Majlis Bandaraya Diraja Klang

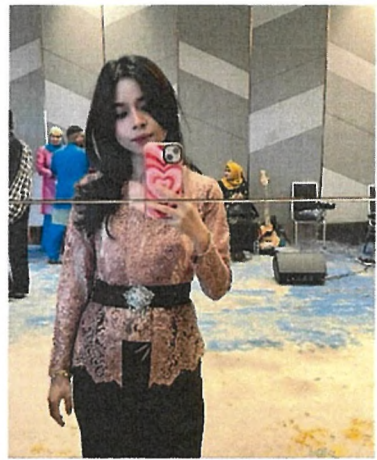


Figure 16: My Artwork Displayed during Company Annual Dinner - This background, which was created for our annual dinner and Long Service Award with a Cultural Night theme, incorporates a variety of cultural motifs. It was a privilege to have my art shown at this event









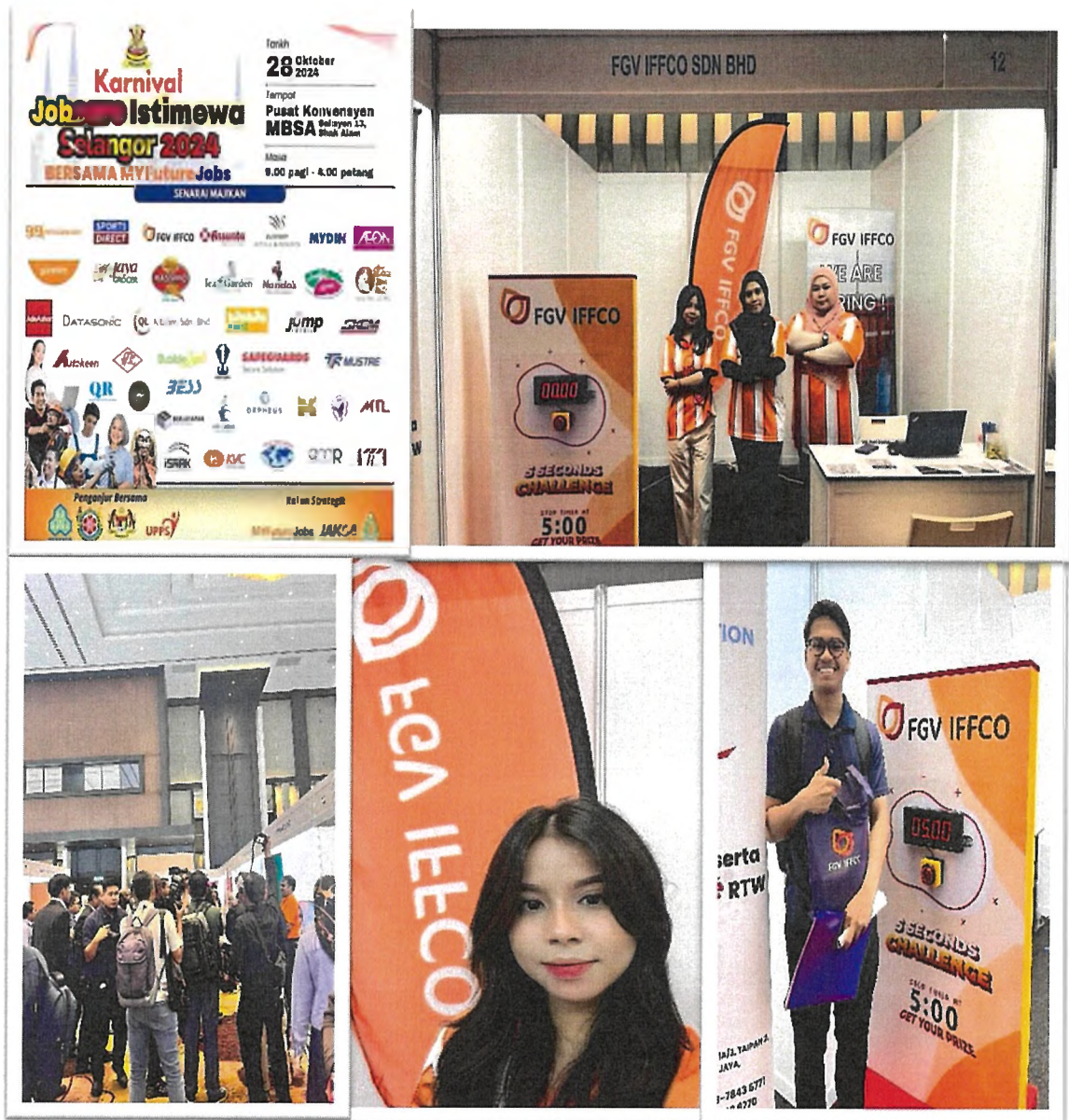


Figure 17: MyFutureJob's Special Career Carnival at the MBSA Convention Centre in Shah Alam. Individuals with disabilities (OKU), homemakers, jobless people, low-income groups, and indigenous peoples (Orang Asli) are among those in need that this event helps by providing employment opportunities, resources, and assistance for long-term stability



Figure 18: Volunteering for the "Feed the Homeless" program at Mydin Klang, organized by FGV in collaboration with Be Kind and Majlis Bandar Diraja Klang.