


INDUSTRIAL TRAINING REPORT AT **BANK ISLAM MALAYSIA BERHAD** HRM666



INTERNSHIP
PERIOD:
**12 AUGUST 2024 -
24 JANUARY 2025**

PREPARED FOR:
**PUAN RAFIDAH
ABDUL AZIS**

PREPARED BY:

NAME: NURUL DIYANA BINTI RAZAK
STUDENT ID: 2022905615
BACHELOR OF BUSINESS ADMINISTRATION
(HONS.) HUMAN RESOURCE MANAGEMENT



SURAT KEBENARAN

Tarikh : tu 7 feb 2025

Kepada :

Penyelaras Latihan Praktikal
Fakulti Pengurusan Perniagaan
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

No Tel : 06-285 7119 / 7190 / 7196
Email : praktikalfppmelaka@uitm.edu.my

Maklumbalas (/)

Setuju

Tidak Bersetuju

Tuan/Puan

KEBENARAN UNTUK MEMUAT NAIK HASIL LAPORAN PELAJAR LATIHAN INDUSTRI SEBAGAI "PUBLIC ACCESS" DI REPOSITORI UITM

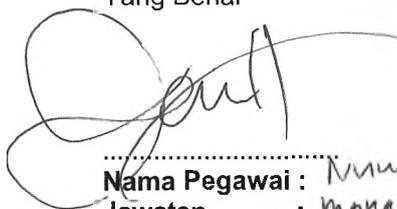
1. Merujuk perkara di atas, pihak organisasi bersetuju / tidak bersetuju pihak universiti memuat naik hasil laporan pelajar latihan industri sebagai "public access" di repositori UiTM.

Nama Pelajar	NURUL DIANNA BINTI PADAK		
No. Matriks	2022905615	Nama Program	BA243
Tajuk Laporan	INTERNSHIP REPORT	Nama Syarikat	BANK ISLAM

2. Tindakan ini adalah di bawah tanggungjawab dan kesedaran penuh oleh pihak organisasi.

3. Sekiranya terdapat sebarang masalah atau kebocoran maklumat sulit pihak organisasi tidak boleh mengenakan sebarang tindakan undang-undang kepada pihak universiti.

Yang Benar



.....
Nama Pegawai : Nurul Fannah Ngim
Jawatan : manager
No. Tel. :
No. Faks :

Cop jabatan/organisasi:

GROUP DIGITAL DIVISION
BANK ISLAM MALAYSIA BERHAD (No. 96127-X)
Level 22, Menara Bank Islam, No. 22
Jalan Perak, 50450 Kuala Lumpur

1.0 Executive Summary

During the 6 months internship experience in Bank Islam Malaysia Berhad (BIMB), from 12 August 2024 to 24 January 2025, I was assigned to the Value Delivery Office (VDO), Group Digital Division. I took the responsibilities to be part of the IT Business Relationship Management (IT BRM) team with another 2 of my colleagues.

This role has given me so much opportunity for my professional growth in terms of internal and external communication, project managing and creative skills.

The internship has provided me valuable insights of Bank Islam Malaysia Berhad's operational process and corporate culture. The hands-on experience that were provided are also has given me the best experience of being in a real industry.

Along my 6-months experience here, a SWOT analysis was conducted to evaluate the team and the bank's strengths, weaknesses, opportunities and threats that is impacting my role and also the business.

Regards of the SWOT analysis that have been conducted, several recommendations are proposed to address on using the strength and opportunities to tackle the weaknesses and threats.

Table of Content

1.0	Executive Summary.....	2
2.0	Acknowledgement.....	4
3.0	Student's Profile	5
4.0	Company's Profile	7
4.1	About Bank Islam	7
4.2	Establishment History	8
4.3	Organizational Structure	9
4.4	Product and Services	11
5.0	Training Reflection.....	13
5.1	Duration of Industrial Training.....	13
5.2	Details of Industrial Training	13
5.3	Gains of Industrial Training	14
6.0	SWOT Analysis.....	15
6.1	Strengths.....	15
6.2	Weaknesses.....	16
6.3	Opportunities	17
6.4	Threats.....	17
7.0	Recommendations	19
7.1	Aligning talent development with industry growth (W2, O1)	19
7.2	Filling Expertise Voids with Flexibility (S1, T1).....	19
8.0	Conclusion	21
9.0	References.....	22
10.0	Appendices.....	24

2.0 Acknowledgement

Alhamdulillah, first of all, praise be to the Al-Mighty God finally I am able to complete my industrial training report for the HRM666 course in good health within the time given. I would not be able to complete the task that had been given properly and wisely without the great motivation that boosted my critical thinking mind set.

Moreover, I would like to express my sincerest gratitude for my office colleague, Aida, Jannah, Nabil, Imran, Ju, and Adlan for giving me the opportunity to gain and added understanding into this new experience and for the knowledge. With the guidance and motivation from my colleagues throughout the process of completing this industrial training, it has made my progress smoother, and I am able to understand the task deeper as well gain new necessary knowledge in this experience.

On the other hand, my appreciation also goes to my advisor, Madam Rafidah and my friends for continuously giving good cooperation and understanding which has created efficient and good guidance. With each contribution and a great idea for this report that comes out from my advisor and my friends from the start until the end of completing tasks, I can come out with a proper assignment report. The patience and passion during the completion of this assignment are very much appreciated as without the guidance and support of my advisor and my friends, I may be unable to complete this assignment accordingly within the time given.

Lastly, I would like to thank and congratulate myself for surviving despite the struggle being in another division, different from what I studied. I am grateful for given this opportunity to experience different unit and gain knowledge I may not be able to get at another place.

3.0 Student's Profile

CONFIDENTIAL

NURUL DIYANA BINTI RAZAK

Hulu Langat, Selangor | diyanarazakk01@gmail.com | +601164547253

PROFILE

A highly motivated and ambitious Bachelor of Business Administration (Hons.) in Human Resource Management **fresh graduate, currently completing an internship until January**. I possess strong organizational and time management skills, with a proven ability to prioritize tasks, meet deadlines, and efficiently allocate resources to maximize productivity. Known for my commitment to effective communication and collaboration, I excel in working within teams to achieve common goals and drive success. With a keen interest in human resources, I am eager to apply my academic knowledge and hands-on internship experience to contribute to an organization's growth.

I am actively seeking vacancies **available to start in March 2025**, where I can continue to develop professionally and gain valuable experience within a reputable company.

EDUCATION

MARA University of Technology (UiTM), Bandaraya Melaka **March 2022 – Present**
Bachelor of Business Administration (Hons.) Human Resource Management, Current CGPA: 3.68

MARA University of Technology (UiTM), Kota Kinabalu **July 2019 – February 2022**
Diploma in Hotel Management, CGPA: 3.84

WORK EXPERIENCES

Bank Islam Malaysia Berhad **August 2024 – January 2025**
Intern (Value Delivery Office, Group Digital Division) **(Present)**

- Collaborated within my unit by supporting data entry, presentation preparation using Excel and PowerPoint, and taking on ad hoc tasks such as script writing and deck editing, while also handling communications tasks like poster and email preparation, and actively contributing to the "HackTIVE CHALLENGE" and "Potluck Feast" committees through effective teamwork.

Impiana KLCC Hotel **March 2021 – October 2021**
Intern

- **Front Office Department:** Utilized strong communication and interpersonal skills to assist guests with inquiries, manage check-in and check-out processes, and coordinate effectively with housekeeping to fulfill guest requests.
- **Housekeeping Department:** Applied attention to detail and time management skills to maintain cleanliness of public areas and guest rooms, and manage linen inventory to uphold service quality.
- **Food and Beverage Department:** Demonstrated multitasking and customer service skills by preparing drinks, managing room service orders, and ensuring accurate and timely delivery to guests.

HappyFresh / Honestbee **August 2020 – September 2020 / April 2019 – May 2019**
Personal Shopper

- Verified customer orders via app, procured items from the market, and communicated with customers to resolve out-of-stock issues using strong organizational and communication skills.

Aeon Taman Maluri **February 2019 – March 2019**
Sales Assistant

- Assisted cashiers with checkouts, managed stock entries, and answered customer inquiries about dining items using strong communication and organizational skills.

ACTIVITIES AND INVOLVEMENTS

Be Mentally Fit, Be Alert

Protocol Bureau, Floor Manager

- Designed the venue layout for the program while effectively managing time as the designated timekeeper for each session throughout the program.

Participant Development Program (PDP)

High Committee, Vice Program Director

- Supported the program director in decision-making and demonstrated leadership skills by overseeing and guiding the progress of all bureau activities before, during, and after the program.

HURES Assembly: Inspires & Interact

Protocol Bureau

- Drafted the prayer script and revised the emcee scripts, while also overseeing the ushering of VIPs.

Coffee Talk with Alumni (CTWA)

Secretary

- Assisted the program director with decision-making, invitations to my university's VIP such as Assistant Rector, Head of Academic Department, Faculty Coordinator, Program Coordinator, Student Representative Council (SRC), and Human Resource Society as well as all Human Resource Management lecturers.
- Prepare the closing report in collaboration with other high committee members.

Talent Management in Digital Era (Webinar) (Virtual)

Leader of protocol bureau

- Served as the floor manager, responsible for creating the running order to ensure a smooth flow of the program.

Other Involvements:

- Human Resource Society (HURES) Recruitment - High Committee Member (Secretary)
- HR Lavender Day - Decoration and Cleanliness Bureau
- HR Week 5.0 - Documentation Bureau
- Senpai Kohai - Secretary
- Dinner with HURES (DWH) - Secretary
- Participant Development Program (PDP) 2024 - Attendance and Invitation Bureau
- (Virtual) Majlis Bacaan Yassin dan Doa Selamat - Publicity and Promoting Bureau
- (Virtual) Annual General Meeting (AGM) 2023 - Secretary
- Digital, Innovation & Transformation Week x Hacktivity Challenge 2025 - Committee Member

ACHIEVEMENTS

- Vice Chancellor's Award for diploma
- Dean's List Award for 4 Semesters in degree

ADDITIONAL SKILLS

- | | |
|---|------------|
| • Microsoft Words, Microsoft PowerPoint, Microsoft Excel, Canva | Proficient |
| • Powtoon | Moderate |
| • Malay & English Language | Fluent |
| • Korean Language | Moderate |

4.0 Company's Profile

Company Name

Bank Islam Malaysia Berhad (BIMB)

Company Location

Menara Bank Islam, 22, Jalan Perak, Kuala Lumpur, 50450 Kuala Lumpur, Wilayah
Persekutuan Kuala Lumpur

Company Vision

The Bank that Advances Prosperity for All

Company Mission

To Provide Solutions that Deliver Value

4.1 About Bank Islam

Bank Islam aims to create opportunities and create a better lives for everyone. They are driven to offer end-to-end financial solutions that are able to satisfy the needs of their customers from diverse background as well as allowing the growth of their stakeholders, their people, investors and the whole community.

Bank Islam is the originator of Islamic Banking and play a vital role in the development and growth of Malaysia's financial industry. They are actively promoting sustainability, integrity, responsibility and ethics, and continuously aim to generate positive economic, social and environmental outcomes (About Us – Bank Islam Malaysia Berhad, n.d.).

4.2 Establishment History

On Friday, 1st July 1983, 20 Ramadan 1403H, Bank Islam has been launched by YAB Tun Dr. Mahathir Mohamad. During their early years, the temporary headquarters is located at Kompleks Jemaah Haji in Subang with the total amount of 30 staff. After a year, the employee increased to 272 staffs and 4 branches in Kuala Lumpur, Kuala Terengganu, Kota Bharu and Alor Setar. As of 2022, Bank Islam requires more than 135 branches nationwide and more than 4,500 staffs (Our History – Bank Islam Malaysia Berhad, n.d.).

Bank Islam's significant milestone has been an evidence of their efforts to leverage its objective to serve their customers and stakeholders with excellence. Additionally, Bank Islam also targeting in leveraging inclusive approach where not only their own growth, but they are enriching opportunities for their stakeholders such as their customers and the communities. These opportunities are given especially for the undeserved and unbanked community through social finance initiatives.

What's more, Bank Islam is also operating with sustainability mindset where they plan for long-term growth while ensuring their operations reflects on environment, society, and good governance (ESG) according to United Nations' Sustainable Development Goals (UN SDGs) for their sustainability plan. At the same time, it prioritize in following Islamic principles or Maqasid al-Shariah. This means they are responsible in proceeding their activities while nurturing the communities, natural resources and preserving wealth.

As a company in a fast-paced and constantly growing industry, Bank Islam also continuously upgrading their services by utilizing technology to allow their stakeholders to connect digitally. For example, the adoption of BIMB Mobile and BIMB Web that offers digital wallets and payment services. Other than that, the existence of Centre of Digital Experience (CDX) acts as a representative of the bank that are actively moving from traditional banking to digital banking service provider.

4.3 Organizational Structure

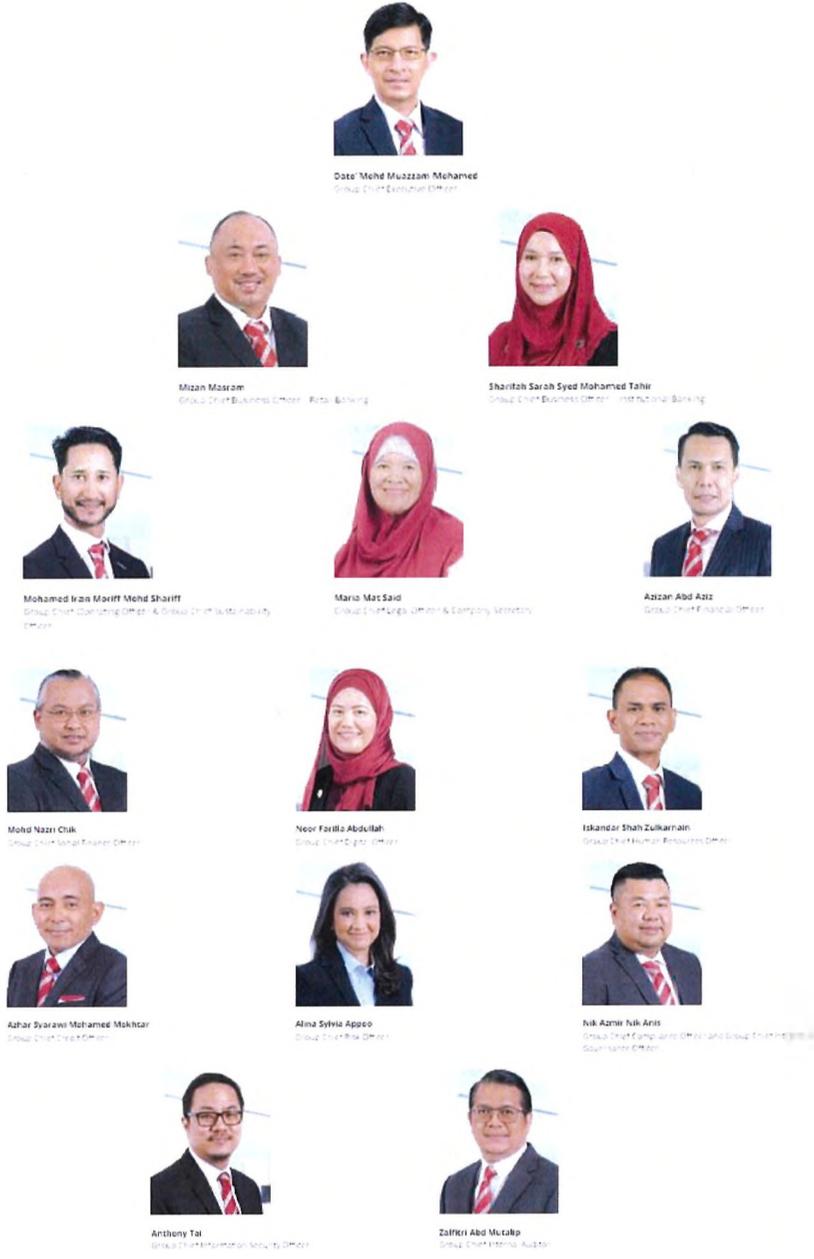


Figure 1: Bank Islam's Management Level

Organisation Structure

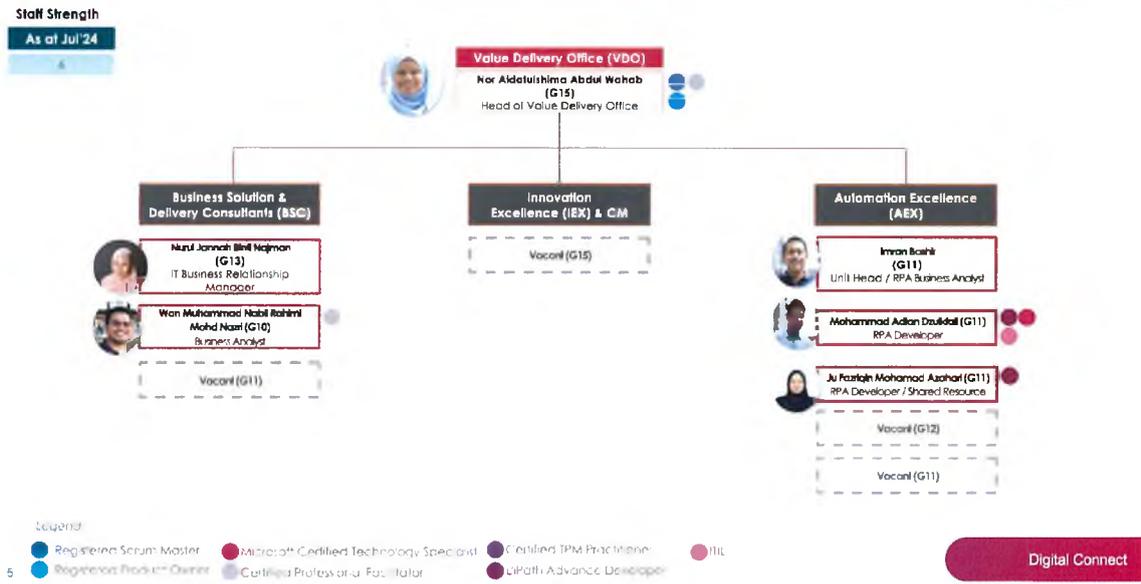


Figure 2: VDO

4.4 Product and Services

Bank Islam, as a pioneer of Islamic banking, offer ranges of services that are targeting to achieve the financial goals of its stakeholders including individuals, business as well as investors. To ensure it aligns with their priority, all of their services meet the Shariah principle thus meeting Islamic teachings.

Personal Banking

First of all, they offers financial solutions that are targeting to assist individual to manage their income and achieve their goals as well as plan for their future. Personal banking consists of savings accounts, personal loans as well as credit cards. Their intentions is to provide platform for them to grow their wealth responsibly that are also Shariah-compliant.

Commercial Banking

On the other hand, Bank Islam offers Shariah-compliant business financing and trade solutions that are supporting business growth not only for large corporation, but also for Start-up Company. While maintaining their Islamic principles, they also ensure businesses' sustainability and long term growth by providing aid for them in accessing capital to expand.

Investment Services

While retaining the Islamic values in their services, their customers are provided with investment opportunities to expand their wealth. Worry not, these investment adhere to Shariah law where sectors such as alcohol and gambling are avoided. This has become the reason their customer can put their trust in the bank and confidently invest through them.

Stockbroking

Bank Islam customers are also authorize to do investment in Shariah-compliant stock markets as it is free from activities prohibited in Islam. This services aims to make it convenience for their customers to trade stocks and other securities while adhering to Islamic principle.

Value Delivery Office (VDO) - IT Business Relationship Management (IT BRM) & Robotic Process Automation (RPA)

IT BRM acts as a middleperson between all unit in the bank and IT Operation. Every unit that are planning and projecting to implement or create a technology such as application or system need to go through IT BRM team to consult their plan before going directly to the execution. The process includes filling a form called Business Proposal Initiatives (BPI) and

go through the budgeting and all of the systems needed with the IT BRM Working Group (IT BRM WG) before moving to the deployment.

On the other hand, RPA team works in automating repetitive and manual process such as sending daily emails and giving reminders using RPA. While they previously used automation platform called Ui Path to execute the automation, they are moving towards using Power Automate since last year to do the automation.

5.0 Training Reflection

5.1 Duration of Industrial Training

My internship period starts from 12 August 2024 to 24 January 2025, totaling up to 24 weeks, equivalent to 6 months. My working hour starts from 9AM to 6PM with 1 hour lunch break from 1PM to 2PM on Monday until Thursday and 9AM to 5PM with 2 hours lunch break from 12.30AM to 2.30PM on Friday. The Bank has also allowed the Flexible Work Arrangement (FWA) which includes Telecommuting (Work from Home), Compressed Work Week and Flexi Hours Programme subjected to the approval of respective Reporting Line Manager.

During my internship, I was expected to grow myself in terms of adapting to Bank Islam culture and executing daily operations. My team considers communication and teamwork really important as our daily task are providing value to other units in the bank. This culture has allow me to break myself open and communicate and connect with other units professionally.

Not only directly to my team, I also actively assisted in a community in Group Digital Division (GDD) where they plan and execute activities that ensure all GDD staffs to constantly be in a healthy mind and body. This initiatives not only can give a 'break time' for the staff, but also acts as an initiative to keep the teamwork and bond across other units in the same division.

5.2 Details of Industrial Training

IT Business Relationship (ITBRM)

Throughout my internship, I was under the supervision of Head of Value Delivery Office, Puan Nor Aidatulshima and being part of IT BRM team and directly supervised by two colleague, Nurul Jannah and Wan Muhammad Nabil Rahimi. The expectations focus on communicating and becoming the middleperson between IT with other units in bank as well as preparing documents for team references.

Change Management

Besides assisting ad hoc activities in IT BRM, I was also assigned to prepare the change management plan for Power Automate under direct supervision of Puan Aida and the RPA team, Imran Bashir, Ju Fazriqin and Muhammad Adlan. I was expected to give awareness regarding the use and advantages of Power Automate bankwide and successfully delivered 3 sets of Newsletter throughout the period.

Communication

I also took part in communication activities such as email drafting and poster designing in Digital All Star (DAS) team where unofficial activities such as daily fit, potluck and gathering with all Group Digital Division (GDD) members. The tasks focus on communicating with all GDD members on the upcoming events and initiatives for the year.

Committee Member

Throughout the last weeks of my internship, I am responsible in committing as a committee member of a Hacktive Challenge and Digital, Innovation and Transformation (DIGIT) Week that will be held from 3rd February 2025 until 7 February 2025. I work closely on communicating with vendor, procurement team as well as preparing communication pack for DIGIT.

5.3 Gains of Industrial Training

Extrinsic Rewards

Throughout my internship period, Bank Islam provided RM1,000 of allowance monthly. This amount are provided for interns who responsible in non-IT roles. They also provided benefits of Flexible Work Arrangement (FWA) such as work-from-home (WFH) despite being only an interns.

This arrangement helped me a lot in terms of saving time and energy of commuting to work by public transport daily. Additionally, interns are also provided with personal laptop which has been synced up with bank's protocols. This personal laptop is allowed to bring back home in case of WFH arrangements or any extra works needed to be handed in urgently.

Intrinsic Rewards

My internship journey has been smooth and impactful as I was given proper direction and communication as well as a very good teamwork by the whole team members. The whole team are very understanding and very helpful in terms of clarifying task and explaining technical terms, especially for me who is not from IT background.

Besides, I also develop a proper professional communication skills while dealing with other business units while executing my task. Not only have that, I also able to sharpen my creative skills while performing communication task through designing posters and newsletter.

6.0 SWOT Analysis

Based on my observations during my internship at Bank Islam, SWOT analysis has been prepared. This SWOT analysis will explain the list of bank's internal strengths and external opportunities as well as internal weaknesses and external threats. This analysis are done from two different perspective, which are from the bank and VDO.

Strength <ul style="list-style-type: none">• Work-life balance• Strong expertise	Weaknesses <ul style="list-style-type: none">• Undisciplined staff• No specific task for interns
Opportunities <ul style="list-style-type: none">• Constantly growing and stable industry• Good relationship with partners	Threats <ul style="list-style-type: none">• Rise in licensing prices• Expertise shortage

6.1 Strengths

Strong work-life balance

As highlighted previously, Bank Islam offers Flexible Work Arrangement (FWA) for all of their employees regardless of the division. This initiative has given a lot of positive impacts on the employee whether physically or mentally (Ahmad & Mohammad Idris, 2024).

Work from Home (WFH) and Flexi Hours Programme has proven to help their employees physically especially for those who are commuting for hours everyday. For example, there are employees who are staying in Shah Alam, Putrajaya and Klang that requires them to commute more than 1 hour daily to Menara Bank Islam. This can take a lot of energy and time of the employees.

Not only regarding work arrangements, Bank Islam also implemented a lot of outside working hours activities through Kelab Bank Islam where interested employees from the headquarters and branches can join and do activities such as archery, football, canoeing as well as 5KM run together. The bank has proved to not only can take care of the employees mentally through working arrangements, but also physically through activities under Kelab Bank Islam.

Strong Expertise

The Head of Department, Puan Aida has experience in engaging with business-related industry, financial industry, as well as technology industry which is the root of knowledge in business and technological and become the head of IT BRM and RPA team.

Next, the first IT BRM member, Jannah previously worked in a marketing department which becomes the main reason she managed to actively communicate, plan and create the initiative to do BPI. The other IT BRM member, Nabil is a business management graduate that also actively joining and participating business conferences, events and challenges thus having a lot of knowledge especially in current trends in the market.

Lastly, RPA team that consists of Imran, Ju and Adlan comes from Accounting and Computer Science background has participated in a lot of automation workshops which leads to the expertise in RPA. Hence, all 6 members of VDO unit has expertise in their current roles which is business development and communication as well technological and automation.

6.2 Weaknesses

Undisciplined Staff

One of the downside of implementing Flexible Work Arrangement (FWA) to the bank is it emerged into some undisciplined staff. This is due to the mindset of some employees that took the convenience given for granted and used it in the wrong way.

To give you an example, ever since the bank provided Flexi Hours Programme where employees are free to choose their working hours as long as they completed the 9 hours of work, some staff took opportunity to start working late such as from 11AM when they are supposedly start at 9AM, then they log off as early as 5PM. This ended up causing them to not complete the 9 hours of work and caused their team to have fewer working people at the same time and create extra job for other team members.

Other than that, WFH arrangement also caused some employees to choose WFH on busy days such as meeting days, discussion days or event days.

No Specific Task for Interns

During the first 2 months of my internship, it were visibly seen that the team did not come up with a concrete plan for interns' daily task. For instance, interns are expected to complete a slide that can be completed in multiple hours in a week. This has caused the intern to do their job for a day and did not assigned to other task immediately upon submission. This has caused the intern to waste a lot of time waiting as they are unable to disturb the staff's

personal task. While this seems trivial, this may cause the interns to feel unworthy and underappreciated since they have to constantly ask for more work.

Other than that, interns are also expected to complete a task out of their expertise. As an example, a business graduate is expected to technical or IT-related task. This may cause stress and tension to the interns as they struggle to complete the task. This may become a bigger stress when they receive little to no supervision form their superior.

6.3 Opportunities

Constantly Growing and Stable Industry

Bank Islam, as part of financial industry experienced steady and continuous growth over time. This is because financial services and products continuously receiving demand such as investments, insurance and loans.

Especially during technology-driven era, financial industry as well are moving towards digital financial services to meet the demand, expectations and preferences of their customers whether individuals or business (Digital Banking: Definition, Benefits, and Challenges, n.d.). We understand the need of finance management in daily operations. This resulted in the industry to be adapted to the market quickly because it is economically crucial.

Good relationship with partners

VDO team partnered up with multiple vendors to aim for a seamless daily operation. Not only it will help in terms of current operations, it is also very helpful in terms of future projects. For example, currently VDO team especially RPA team has good partnership with Microsoft and Amazon Web Services (AWS). RPA team that previously used UiPath in their automation, is gradually shifting to using Power Automate.

This is because Power Automate is a subset of Power Platform that is under Microsoft. The bank and VDO team partnership with Microsoft has helped in terms of training, coaching, giving awareness regarding Power Platform to be able to use in the bank. For example, RPA team successfully delivering an initiative called RPA Bitizen Developer (RBD) where interested employees are sent to training with Microsoft quarterly and develop automation in the span of 3 months. The good partnership has created a hassle-free procedure in terms of scheduling, providing monthly coaching session and also training classes.

6.4 Threats

Limitation of Access Due to Licensing

Obtaining license to use a tool or system has been costly and continuously rising over the years. This caused the business to limit the purchase of license for the staff. For example, a license for a Power Automate costed around 15USD monthly per license. The bank has no other alternatives rather than to limit the purchase of license to only 1 per division to tackle the budget. For other employees that have no access to the premium license are proposed to use the free trial of the tool.

The free trial of the tools has limitations of the features which caused interested or enthusiastic staff that wished to actually utilize the tool in their daily task have no opportunity to do so.

Expertise Shortage

RPA team works on automation which is in technological and technical studies. This became a problem as there are shortage in terms of automation expertise. This may because a lot of expertise chooses to work in a technology industry instead of financial industry as well as most of fresh graduates comes from non-IT background. For example, the skilled individuals may choose to work with AWS instead of banking sector to utilize their skill fully and most fresh graduates comes from business background.

This caused the team to struggle employing the right talent to fill in the position. This may become a very high problem because in the bank itself, there are a lot of manual processes need to be automated to achieve the goals for digital maturity. However, due to headcount shortage, this leads to increased workload of current headcount which also lead to inefficiency due to only aiming to complete the task rather than delivering the right value (Allan, 2024).

7.0 Recommendations

By applying the SWOT analysis that are conducted, recommendations are given while using Opportunities to tackle Weakness as well as tackling external threats while harnessing the strengths.

7.1 Aligning talent development with industry growth (W2, O1)

Internship is a platform where the students are developing talent by having a hands-on experience on real industry. When an intern does not have specific task, they may feel underappreciate or disconnected. Hence, since Bank Islam is in a financial industry that is fast and growing, this may create opportunity for the internships to involve themselves.

For example, Bank Islam is aiming to achieve digital maturity and currently moving towards digital banking. This means the interns can be assigned to do market search where they have to do weekly research on current trends in the market. Then, they may report to their direct supervisor for this to be implemented or included in their business plan for a new initiative.

Other than that, they may also include interns in their coaching and training session when learning or streamlining a new system or process. This may give them a direct hands-on experience and knowledge on the tool. Not only towards IT-background interns, interns who comes from non-IT background also should be included as this may became a new learning and knowledge for them as long as the training and coaching are newbie-friendly. The bank needs to invest in the interns and send them to training programs or workshop as they may become the future employee for them, thus learning the knowledge is necessary and helpful for them.

By including and engaging with interns more on the hands-on experience, this may cause the interns to feel more appreciated and motivated while doing their job. They may feel like they are learning a lot and experience a lot of things during their internship that they may apply in their work in the future.

7.2 Filling Expertise Voids with Flexibility (S1, T1)

Skilled individuals knows their own worth, which caused them to have more demands compared to lower skilled individuals. The team may attract these individuals by offering full flexibility for them (Ahmad & Mohammad Idris, 2024). For example, currently VDO team members are allowed to WFH once a week, they can increase it two twice or thrice a week of WFH to attract these talented individuals. Especially for RPA team, since their daily tasks can

be done by using their personal laptops and doesn't requires physical discussion, they can be offered more WFH arrangements compared to IT BRM members.

Other than that, skilled individuals may have their own preferences of job. Some staff prefers to work in a long term project while some staff seek for personal improvement by keep on experiencing, learning and developing new automation. This preferences need to be fulfilled by the department because this may be able to let these staff to achieve their goals, as well as delivering value to the team and unit. This will also increase motivation for the staff because they are able to enjoy their way of working and control their pace.

When the employee is satisfied with their work arrangement and the team, this may boost the productivity and efficiency. For example, when all employee in a team are satisfied in their job, they will have better communication and teamwork between the team members, as well as higher productivity level while having flexibility in completing their task.

In short, by giving satisfaction and flexibility to individuals skills can attract these skilled individuals because they are able to have win-win situation for the individuals to achieve personal goals and to the team in terms of delivering value to the bank.

8.0 Conclusion

In conclusion, throughout my internship period, I have learned a lot of new knowledge and hands-on experience working in a growing and fast-paced team and industry. It is undeniably beneficial, enjoyable and hard core internship experience as someone who does not come from an IT background. I strongly believe that my experience here are well-spent and all of the knowledge learnt can be utilized during my working life in the future.

Over the 6 months, the numerous and ranges of responsibilities I took were rewarding to me. As someone who comes from a business background, learning new things in technology and digital related task were strongly exciting and an eye opening for me to realize that I still have a lot to learn in the future.

For example, I learned to do automation while using Power Automate, which is very astonishing to be able to automate manual processes. I learned that technology can save us a lot of energy, time and cost in delivering our value.

Despite the challenges I need to overcome, I understand that all of these are going to be beneficial and helpful for me in any workplace I may do in the future, whether in business or in technology. Not only technically, this internship has helped me a lot in terms of communication and engagement with other individuals, despite being an introvert myself.

In conclusion, Bank Islam has helped me a lot in terms of polishing my current skills as well as upskilling myself to survive in a fast-pace growing era.

9.0 References

- About Us – Bank Islam Malaysia Berhad. (n.d.). Bank Islam Malaysia Berhad. Retrieved January 20, 2025, from <https://www.bankislam.com/corporate-info/about-us/>
- Ahmad, A. R., & Mohammad Idris, M. T. (2024, December). A Study of Flexible Working Hours and Motivation. https://www.researchgate.net/publication/272690946_A_Study_of_Flexible_Working_Hours_and_Motivation
- Allan, K. (2024, September 11). The impact of the IT skills shortage on business – and what the sector is doing to stem the flow. <https://www.itpro.com/business/business-strategy/the-impact-of-it-skills-shortages-on-business#:~:text=IT%20skills%20shortages%20are%20already,goals%2C%20and%20declining%20customer%20satisfaction.>
- Bank Islam Malaysia Berhad. (n.d.). Leadership - Management Team. <https://www.bankislam.com/corporate-info/about-us/leadership/>
- Bank Islam Malaysia Berhad. (n.d.). A Leap Into the New Era – Bank Islam Malaysia Berhad. Bank Islam Malaysia Berhad. Retrieved January 20, 2025, from <https://www.bankislam.com/corporate-info/about-us/anewera/>
- Bank Islam Malaysia Berhad. (n.d.). Social Finance Bank Islam. <https://www.bankislam.com/corporate-info/social-finance-bank-islam/>
- Bank Islam Malaysia Berhad. (n.d.). Who We Are. <https://www.bankislam.com/corporate-info/about-us/who-we-are/>
- Deposit and Investments – Bank Islam Malaysia Berhad. (n.d.). Bank Islam Malaysia Berhad. Retrieved January 20, 2025, from <https://www.bankislam.com/personal-banking/deposit-and-investments/>
- Digital Banking: Definition, Benefits, and Challenges. (n.d.). BRIAPI. Retrieved January 20, 2025, from <https://developers.bri.co.id/en/news/digital-banking-definition-benefits-and-challenges>
- Financing – Bank Islam Malaysia Berhad. (n.d.). Bank Islam Malaysia Berhad. Retrieved January 20, 2025, from <https://www.bankislam.com/personal-banking/financing/>

Our History – Bank Islam Malaysia Berhad. (n.d.). Bank Islam Malaysia Berhad. Retrieved January 20, 2025, from <https://www.bankislam.com/corporate-info/resources/our-history/>

10.0 Appendices



Figure 3: Intern Access Card



Figure 4: Code S+ Meeting

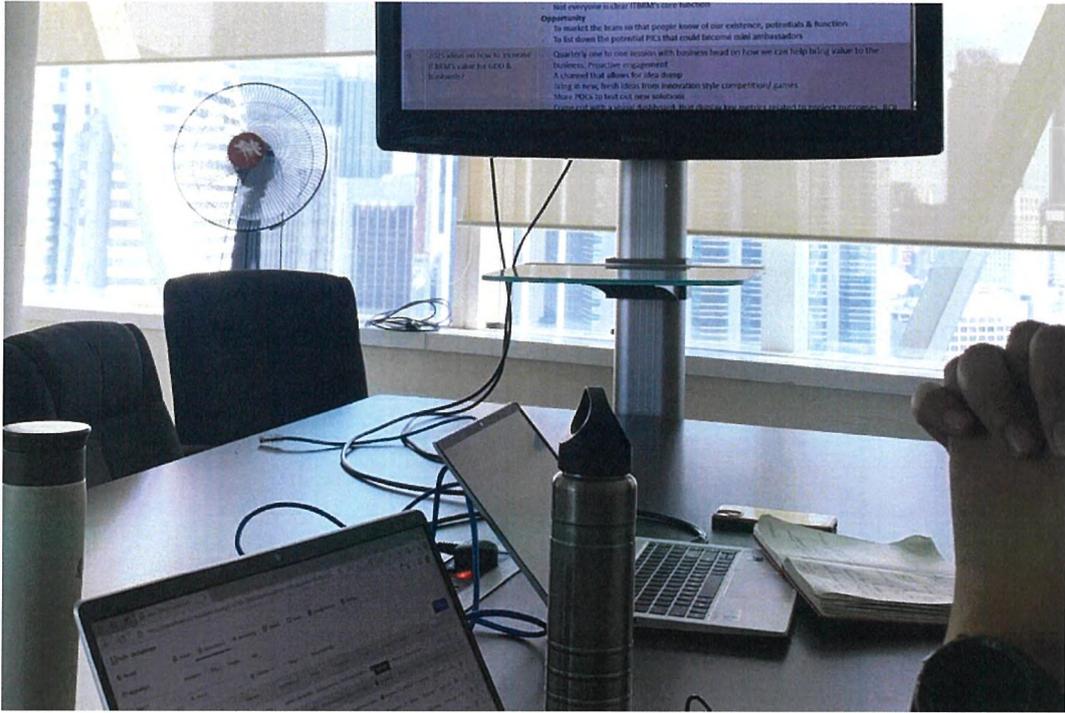


Figure 5: VDO Weekly Meeting



Figure 6: VDO's year-end lunch



Figure 7: IT BRM Team – Jannah & Nabil



Figure 8: RPA Team - Ju, Ho, Imran & Adlan (from left)

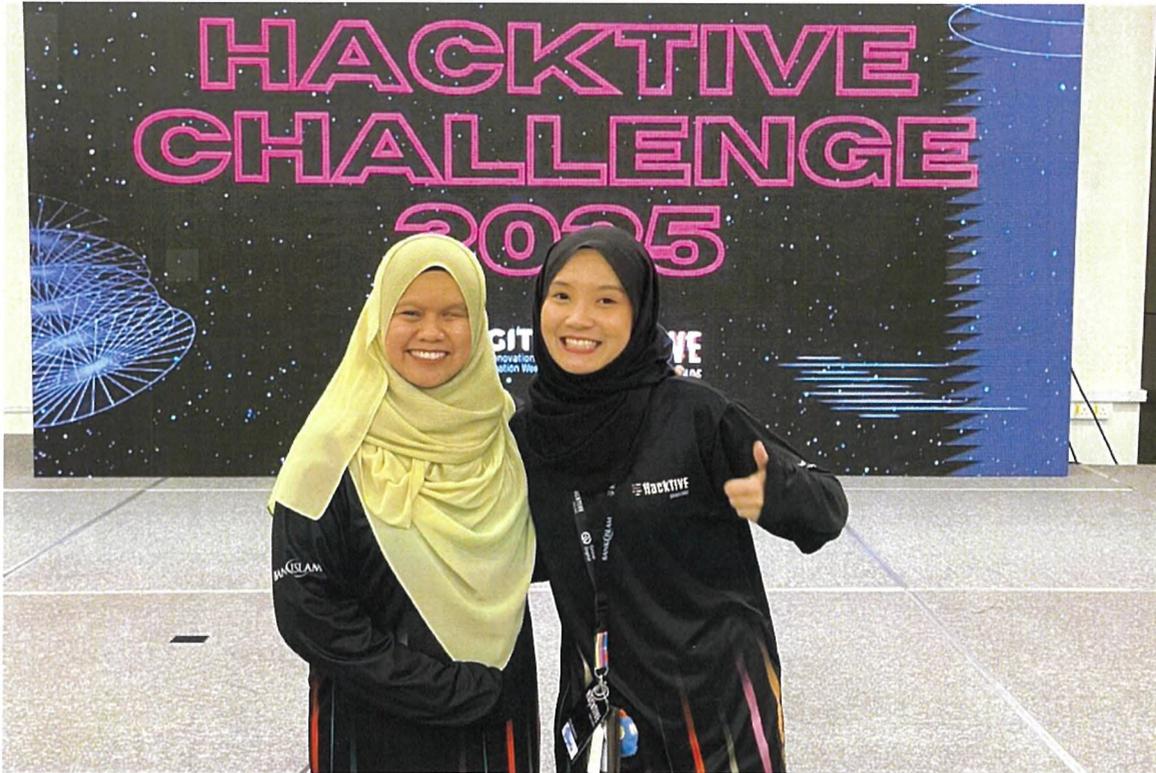


Figure 9: Head of VDO, Puan Nor Aidatulshima



Figure 10: Hacktive Challenge Committee Member with Group Chief Digital Officer, Puan Farilla Abdullah