



اُنْدِيُو سَرِيَتِي تَنْكِوْ لُوْ كِيْ يَامَرْ
UNIVERSITI
TEKNOLOGI
MARA

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE
MANAGEMENT (BA243)

HRM666

INDUSTRIAL TRAINING REPORT



MUNIVAC SDN BHD

PREPARED BY:

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PREPARED FOR :

MADAM NURUL AIDA BINTI HARUN

SUBMITTED DATE:

7 FEBRUARY 2025

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Tarikh : 7 JAN 2015

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No. Matriks	202298193	Nama Program	BA243
Tajuk Laporan	HRM666 - INDUSTRIAL TRAINING REPORT	Nama Syarikat	MUNIVAC SDN BHD

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Yang Benar



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Jawatan : HR EXECUTIVE
No. Tel. :
No. Faks :

Cop jabatan/organisasi:

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1.0 EXECUTIVE SUMMARY

My memorable and enlightening 6-month industrial training began here at Munivac Sdn. Bhd. where internship students acquired much knowledge regarding the real working environment in a professional setting. This internship report covers the whole of my internship period at Munivac Sdn. Bhd. and commencing on 12 August 2024 until 24 January 2025. Throughout my internship in the Human Resource Department, internship students also acquired knowledge and skills through practical application. Furthermore, being practical in this company also makes me able to see the real-life situation that shows the variety of challenges and certain barriers that the company needs to go through, especially in the Human Resource Department. Moreover, the staff and employees are also friendly and this enables the trainee to get significant knowledge and ideas from expert individuals.

This report also provides details of a student's background and qualifications, followed by the introductions of the company's profile which the company's background, organizational structure, vision, mission and objectives of the company and products and services offered in the company. Next is the evaluation of the company along my training program and its significance within the sector which allows interns students to discover the company's products or services that they offer to their customers.. Other than that, the research also conducts a SWOT analysis in which it can discover strengths, weaknesses, opportunities and threats of Munivac Sdn. Bhd. This research provides crucial insights into the future present of the company and its plans to expand and enhance its manufacturing field and business nature.

Lastly, having an internship period allows students to experience a real work environment and allows them to get precious knowledge, views and potential to complete the tasks given in this company. By doing this, it helps interns students learn how to adapt to work situations and how to interact and communicate with people in every level position in the company with good manners.

2.0 ACKNOWLEDGEMENT

First and most important, Alhamdulillah and praises to Allah, the Almighty of His showers of blessings throughout this internship period, I am able to complete successfully. I would like to express gratitude to Munivac Sdn Bhd. for the opportunity to have an internship session in this company and a lot of new knowledge that I gained here.

Next, I would like to express my gratitude to my supervisor at Munivac Sdn. Puan Rafiqah binti Abdul Latib who always gave guidance and taught me along my industrial training journey and helped me a lot in completing my tasks. Without her direction and assistance, I would not be able to accomplish my internship.

I also would like to express my gratitude to my supervisor, Madam Nurul Aida binti Harun for her guidance in completing the industrial training report. Without her direction and assistance, I am not able to complete it successfully.

Furthermore, I would like to thank Universiti Teknologi Mara (UiTM) for giving me this opportunity to have industrial training to experience a real-life working environment. Without this opportunity, I could not have imagined how to adapt to the workplace during my first job.

Last but not least, I would like to express my gratitude to my friends and family for always giving me motivation to stay motivated to finish my internship period. Without them, I would not be able to go through this internship period with a strong positive mindset and energy.

3.0 STUDENT'S PROFILE

NURSYAZWANI BINTI MAJDAN



SUMMARY

An organized, competent and detailed-oriented person and would like take interest on conflict resolution, human resources planning and societal dynamics to further my skills in HR

WORK EXPERIENCE

Internship - Munivac Sdn Bhd

Aug 2024 - Jan 2025

Talent Acquisition - Recruitment

- Assist in sourcing, screening, conducting and shortlisting resume
- Collaborate with hiring managers to set standard of qualification and required criteria for future employees
- Arrange interview sessions and ensure smooth scheduling between candidates and hiring managers
- Responsible in managing recruitment request by working closely with hiring manager
- Handle full cycle of recruitment, inclusive cross reference check, salary proposal, preparing appointment letter
- Reach out potential hires through professional networking, groups and social media
- Developing and executing recruitment strategies to attract talents
- Liaise with local universities, colleges for internship program and potential candidates
- Develop and release job postings on local platforms i.e. Indeed/Jobstreet/personal Linked In

Key Achievement in Recruitment

- Successfully arranged 58 interview sessions for Exempt, Non-Exempt (NE), and Intern positions, ensuring smooth and efficient scheduling.
- Assisted in 9 onboarding sessions for Exempt, Non-Exempt (NE), and Intern employees, facilitating a seamless transition for new hires into the organization.
- Played a pivotal role in interviewing new workers for Direct Labor (Operator) positions, contributing to effective workforce management

Employee Relations / Engagement

- Conduct engagement session with employees i.e. Christmas Cookies Giving, Deepavali Maruku Giving
- Coordinate CSR program i.e. Healthy Eyes Talk
- Involve in RBA preparation i.e. print poster related to RBA Compliance (Working Hours, Payroll Process and Awareness Poster)
- Foster & maintain positive working relationships all employees

Joe Photography Sdn Bhd

May 2024 - July 2024

Part timer - Marketing

- Attract people to use our service to photoshoot during convocation day
- Hands-on flyers to the potential customers
- Managed to get sales RM 1000 per day
- Negotiate with customer for promotion package for better offer
- Handling phone calls and messages from customer to follow up their convocation picture
- Assist to packing orders before sending out to the courier to deliver to the customer

EDUCATION

Bachelor in Business Administration (Hons) Human Resource Management

Mar 2022 - Jan 2025

Universiti Teknologi Mara (UiTM) Bandaraya Melaka, Malacca

- Specialization in Human Resource Administration.
- CGPA : 3.52

Diploma in Office Management and Technology

June 2019 - December 2022

Universiti Teknologi Marah (UiTM) Alor Gajah, Malacca

- CGPA: 3.70, received Vice-Cancellor Award

EXTRA COCURIKULAR PARTICIPATION**WEBINAR "SKILLSYNC : CLOSING THE GAP BETWEEN EMPLOYEE ABILITIES AND ORGNIZATIONAL DEMANDS**

2024

Secretary

- Assist to prepare proposal to get approval to run the program
- Prepare minute meeting
- Keep update progress before, during and after program
- Make a report after program end.

KNOWLEDGE TRANSFER PROGRAMME "LET'S ENDEAVOUR TOGETHER"

2023

Program Leader

- Making proposal to get approval to run the program
- Responsible to assign task for teammates
- Always follow-up progress from each team
- Assist to settle report after program

PERSATUAN PEMBIMBING EFEKTIF RAKAN SEBAYA (PEERS CLUB)

2019 - 2021

Human Development Exco

- Propose team building activities for each event
- Creative in creating energizer to get bonding each other in the club
- Able to communicate spontaneous with random people during the day of the event
- Help to control and to hype the crowd during the program

LANGUAGE

- Bahasa Melayu (Native)
- English (Intermediate)

SKILLS AND INTEREST

- **Technical Skills:** Typing Skills (50 wpm), HRM Knowledge, Microsoft Office, Canva, VN, CapCut
- **Certifications:** Vice-Chancellor Awards (Diploma)

REFERENCE

Puan Noorain binti Nordin
Senior Lecturer UiTM Cawangan Melaka/Academic Advisor
Phone - 012-7804925

Puan Rafiqah binti Abdul Latib
HR Executives Munivac Sdn Bhd
Phone - 012-9939319

4.0 COMPANY'S PROFILE

4.1 Name, Location, Operations Hours and Logo

- **Company's Name**

The company name is **Munivac Sdn. Bhd.** M represents Malaysia as their branch is only in Johor, Malaysia and Univac is the name of their headquarters located in Singapore. Moreover, Munivac Sdn. Bhd. built their factory at a strategic place whereby it is easier for their staff to get food and they provide space for a parking area.

- **Company's Location**



Figure 1: Munivac Location

This company is located in Tampoi and the address is No 51 & 53, Jalan Riang 21, Taman Gembira, 81200 Johor Bahru, Johor. Other than that, Munivac Sdn. Bhd. build their factory at a strategic place whereby it is easier for their staff to get food and they provide space for a parking area.

- **Company's Operation Hours**

Next, the operation hours are quite different between office staff and staff that need to support production, which:

- Office operation hours** are from Monday until Friday, from 8:30 am until 6:00 pm. It shows that this company can adapt flexible working hours in which all employees can choose either to work from 8:00 am until 5:30 pm or as stated above.
- Production operation hours**, their working hours is from 7:00 am until 7:00 pm and all operators in the production, need to work rotating shifts for the morning shift is

from 7:00 am until 7:00 pm and the night shift is from 7:00 pm until 7:00 am and it includes overtime 1.5 hours. However, the normal working hours excluding overtime from 7:00 am/pm until 5:30 am/pm.

- **Company's Logo**



Figure 2: Munivac Sdn Bhd Logo

In the Munivac logo, M represents Malaysia and Univac represents the company's name according to the headquarters in Singapore which is Univac Precision Engineering Pte Ltd. In Malaysia, Munivac Sdn. Bhd. focus primarily on highly Precision Molding and Precision Assembly products and parts that are exported across the globe serving Advanced world-class industrial OEMs in the world of Medical, Automotive and Consumable Components products (*JobStreet*, 2024).

Apart from that, Munivac is a multinational company and fully-owned subsidiary of Univac Group and currently, this company is also a subsidiary of several companies which are Technocom, GES and Venture Corporation. The headquarters is in Singapore with full-fledged operations from Product Design and Prototyping, Tooling and Injection Molding to Medical strategic components and consumables manufacturing in Malaysia and China, also design and marketing offices in the U.S. and Europe (*JobStreet*, 2024).

4.2 VISION, MISSION, OBJECTIVE AND GOALS

The **vision** of Munivac Sdn Bhd revolves around delivering high-quality engineering solutions and serving top global OEMs and the company **mission** is to be a leading global provider of technology services products and solutions. There are several **objectives** and **goals** for this company in which:

- Relentless pursuit of excellence
- Rendering the highest level of customer satisfaction
- Encouraging employees to realize their full potential
- Building strong cohesion and teamwork
- Fostering creativity and innovation

4.3 BACKGROUND OF ESTABLISHMENT

In 1980, Univac Precision Engineering Pte Ltd was established in Singapore and located at Woodlands Avenue Nine and it is also the headquarters of the company itself. Since the performance of Univac is quite good, therefore they expand their business into two parts which are in operations and design and technical support centres. Several countries handled operations scope which are in Singapore itself (Univac Precision Engineering Pte Ltd), Malaysia (Munivac Sdn. Bhd.) and China (Univac Precision Plastics (Suzhou) Co., Ltd.). For design and technical support centers scope was in California, the United States (Univac Precision Inc.), Germany or Europe (Univac Precision Engineering Pte Ltd) and India (Univac Precision (India) Pvt. Ltd.) (Univac, 2014).

Munivac Sdn Bhd was established in 1999 and this company highly specialized in manufacturing, transport and logistics. Furthermore, Munivac Sdn. Bhd. is one of the manufacturing companies that specializes in highly precision engineering components from complex tooling to sub-assemblies manufacturing. Apart from that, this company also serves a wide range of different products of top global Original Equipment Manufacturers (OEMs) from varied industries, including medical and healthcare, food and beverages and personal care industries.

As the manufacturing industry in Malaysia is expanding, Munivac Sdn Bhd receives a large number of customers in making some of the necessary small parts in their products either in Medical, Automotive, Precision, or Consumer parts. Other than that, this company also makes high production in manufacturing to make sure that all can be done on time according to the time and duration that the customer requests. Therefore, required staff or executives such as the Production Manager need to make sure that the machine for production runs 24 hours and can run at the maximum level of production.

In Munivac Sdn. Bhd., there are six buildings in total which are called Block A until Block F. Every building has its own department and its function. Last but not least, the total of

employees in this company is 350 people including office staff and all production departments.

4.4 ORGANIZATIONAL STRUCTURE

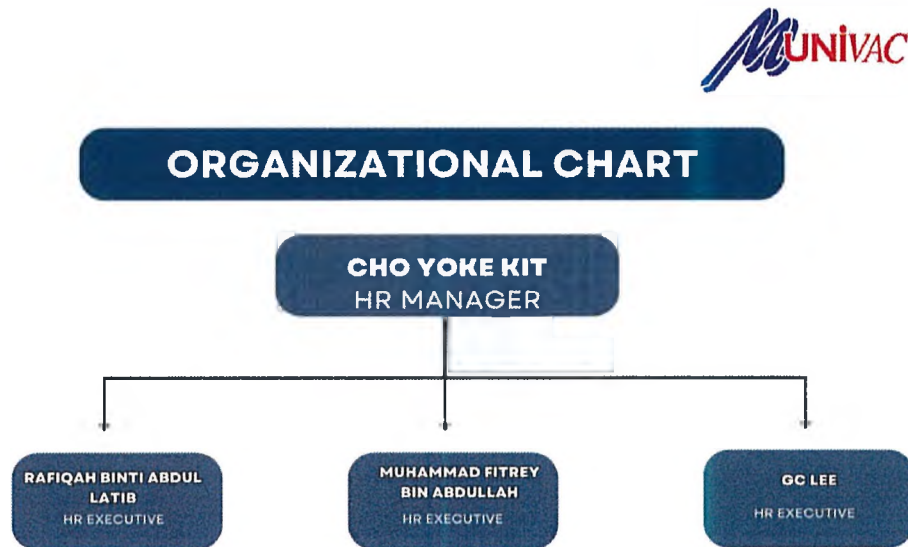


Figure 3: Organizational Chart for Human Resource Department

This is the organizational structure for the Human Resource/Admin Department in Munivac Sdn. Bhd. located in Tampoi. There are four employees including a Human Resource Manager. In this company, the Human Resource Manager needs to report to the Senior Manager of Human Resources at the headquarters of Univac in Singapore.

4.5 PRODUCT/SERVICES OFFERED:

Munivac Sdn Bhd core in plastic injection molding manufacturing and offers high-quality manufacturing products to their customers, especially in terms of medical devices, automotive and consumer part products, Munivac also offers custom new mold design and production, large-scale production and high-quality outcomes.

Product Offered:

- **Medical Devices**

Univac, which is the headquarters of Munivac, is one of the main sources of designing and manufacturing custom plastic injection tools for molded components for the medical device and life science industry. Apart from that, Munivac has an ISO

13485 certificate for Medical Devices that allows them to design, manufacture and assemble products such as insulin cartridges, diabetes meters, handheld surgical tools, and single-use medical supplies, and there also has laboratory instrument consumables such as sample cups, petri dishes, and microtiter plates. Apart from that, Univac successfully brought to the market a program for these businesses with an annual demand over ten of million parts.



Figure 4: Sample Medical Devices and Consumer Parts products

Last but not least, this company has expertise in the medical device and life sciences field that offers a knowledgeable and trusted source for the successful development of concepts from drawing board to completed product. Since Munivac manufactures medical devices, there are projects and customers that we need to deal with to manufacture their components.

- **Precision Assemblies**

Univac and Munivac Sdn Bhd are also one of the companies that has delivered a wide range of molded production and sub-assemblies to the Automotive customer and one of the customers also plays a big role in the automotive industry, for example, Toyota. Apart from that, Munivac also manufactures Ink Delivery Solutions in which the ink delivery components for printer products such as print heads and ink cartridges. One of the customers that use our service to manufacture their printer components is HP Inc. company. Since these companies already have a bunch of experience in manufacturing gears for electronic manufacturing, now they take challenges by manufacturing some complicated gears for automotive applications such as spur gear, helical gear, worm gear, dual gear and insert-molded gears. This kind of manufacture needs in-depth analysis so that they can achieve the requirements of precision gears

Last but not least, to manufacture automotive parts, Munivac Sdn Bhd also has facilities with certificate ISO 14001 for Environment Management and certificate IATF 16949 in which it is for Automotive Management. By this, Munivac can receive customers from the automotive industries



Figure 5: Sample Automotive products

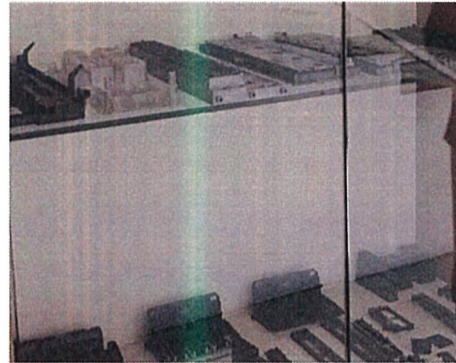


Figure 6: Sample Ink Delivery components products

- **Consumer Goods**

For consumer goods, Univac which is the headquarters (HQ) branch for Munivac Sdn Bhd has partnered with the global Fast-Moving Consumer Goods (FMCG) companies to manage the tooling program which works with molders and standardize the tooling design and fabrication. Moreover, the professional and expertise of tooling designers and engineers can help to bring design concepts into the market, especially in terms of packaging caps and closures which are one of the major Univac's markets. Apart from that, both Univac and Munivac Sdn Bhd also provide superior solutions for various consumer care product packaging such as unscrew caps, flip-top caps and aerosol spray caps.

Lastly, since both companies are the leading manufacturers of high cavitation molds, these companies are recognized internationally for their state-of-the-art technology that ensures exceptional part-to-part repeatability, reduces time to market, and has competitive prices for their customers. By this, Munivac Sdn. Bhd gets the trust of its customers to manufacture its products at Munivac Sdn Bhd.

Service Offered:

- **Custom new mold design and production**

Munivac Sdn Bhd is a high-precision engineering company that provides high-quality production. Since RBA Compliance started to adapt, many customers came to use

this company's services as they gained trust in us. For example, Shimano company produces consumer parts such as gear, reels, apparel and others. Munivac Sdn Bhd needs to custom new mold designs to fulfill their customer requirement and reach customer satisfaction. To customize a new mold, it takes time to design and get approval before proceeding to the Tooling Department to repair molding size that can range mold sizes up to 256 cavities.

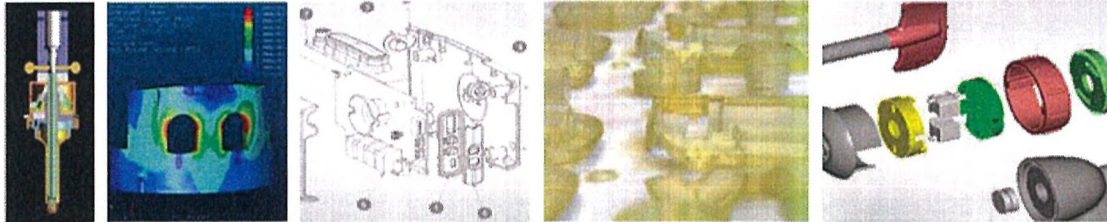


Figure 7: Design process for custom new mold design.



Figure 8: Sample Tooling for molding at the Toolroom Department

- **Large-scale production**

As in manufacturing industries, Munivac Sdn Bhd took well their responsibilities, especially in production. Most of the customers of this company such as Rockwell, Bosch, Venture and others usually use this company to manufacture small parts related to plastic injection molding. On the production side, the person in charge of the Supply Chain Department needs to inform production in case they are facing a shortage. The production team will take action to increase the production level as per customer request. Furthermore, they also run their machine 24 hours since they want to reach production of the material at the maximum level and finish it on time.

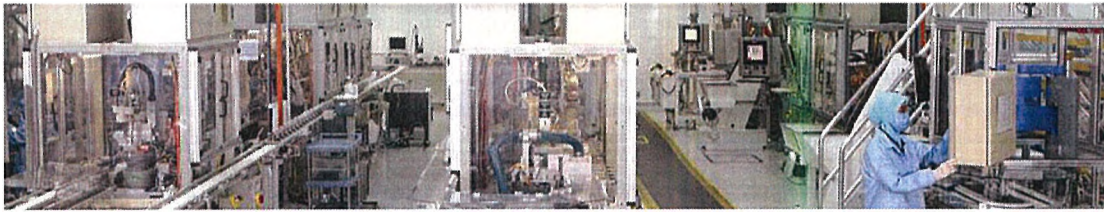


Figure 9: Assembly productions

- **High-quality outcomes**

Munivac Sdn Bhd is well-known for its high-quality manufactured products. Here we have a Quality Department, Quality or QA Engineers are responsible for doing critical steps from start to finish service mold process. They have in-depth knowledge in terms of mold validation and various industry validation protocols such as the Pre-Production Approval Process (PPAP). Furthermore, Quality Inspector or QC Inspectors are responsible for inspecting every sample of the products that they manufacture in case the measurement or the shape of the molds is not good or rejected. Quality Inspector or QC Inspector was responsible to read the drawing for the mold design and able to use machines required to make sure the product is well-manufactured and the rejected items can be reduced and able to use Smart Scope such as Optical Gaging (OGP) or Micro Vu. QC Inspectors need to make sure that the outcomes of the goods are 0% defects. By this, high-quality outcomes for all goods can be maintained.



Figure 10 & 11 : Quality check for the products

5.0 TRAINING'S REFLECTION

Trainees are acquired to finish an internship in Munivac Sdn Bhd for 6 months which is from 12 August 2024 until 24 January 2025 according to the internship period given by the university. The working day is 5 days a week from Monday to Friday and the working hours are from 8:30 am until 6:00 pm. During this valuable period, trainees can improve skills and knowledge in the field of work, the company operations and their culture especially in the Human Resource Management Department. Moreover, trainees also can get to know and build a good relationships between the colleagues and staff in the company.

During internship, as a trainee, I was assigned to the Human Resource/Admin Department. The internship students were supervised by the Human Resource Department, my roles here were based on Recruitment & Talent Acquisition (White Collar & Interns) in which:

- Received MR from Hiring Manager, start to advertise into Job Portal
- Sourcing and screening resumes, conducting and arranging interviews with staff on-boarding / off-boarding.
- Responsible for managing recruitment requests by working closely with the hiring manager to fulfill their department needs.
- Handle full cycle of recruitment, inclusive cross reference check, salary proposal and preparing appointment letter.
- Reach out to potential hires through professional networking, groups and social media, events, conferences and workshops.
- Collaborate with hiring managers to set standards of qualification and required criteria for future employees.
- Developing and executing recruitment strategies to attract talents.
- Liaise with local universities and colleges for internship programs and potential candidates.
- Develop and release job postings on local platforms.

During the recruitment process, internship students are responsible for screening and shortlisting resumes from Indeed for the available position in the company and forwarding them to the Hiring Manager for the next step whether they want to reject or proceed to have an interview session with the potential candidate. In this company, recruitment is divided into five groups which are:

- The first, group is for Direct Labor Workers (operators) among local which is Malaysian people
- The second, group is for Technician, Technician Assistance and Clerks. Usually, it is for a leader or supervisor group
- Third is Exempt staff which is Executives or Engineer position
- The fourth group is the Manager
- The fifth group is for foreign workers in terms of general workers and operator position

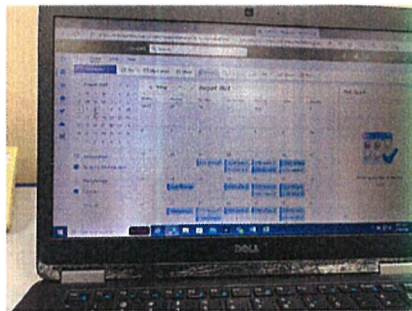


Figure 12: Assist in arranging interview invitation via email for Exempt and Non-Exempt Staff

Aside from assisting in handling recruitment for Exempt, and Non-Exempt, internship students also assist in interviewing for operator positions which are direct labor workers through agents. Operators are very important as they need to support production. However, it is quite challenging because certain candidates are quite brave to lie regarding their Identity Cards.

Apart from that, trainees also assist in several small tasks which are to decorate the Human Resource notice board. Since the Human Resource Department is near to the canteen, the majority of employees from production and office staff also will have their lunch at the canteen. Therefore, the notice board can easily be noticed by them if we decorate it creatively and it could attract them to see how many programs or activities are made by the company for them. Moreover, trainees also need to assist in small tasks in Responsible Business Alliance (RBA) Compliance in which internship students need to create, edit and paste posters in all departments regarding awareness and Grievance posters. RBA is actually regarding the human rights that should be implemented in this company. Currently, they are going to implement the RBA Compliance in Code of Conduct that aligns with rules and regulations and human rights.



Figure 13 - 15: Create, edit, print and paste awareness posters at productions

Furthermore, as a trainee in the Human Resource Department, they also assist in specialization tasks such as designing posters for internship vacancies and employee engagement programs, handling projects and dealing with other departments for banner Walk-In Interview updates. In these tasks, it increases the trainee's skills in terms of communicating with colleagues, and how to deal with people. It also teaches trainees how to design and be creative which can fulfill the expectation of the result that our employer expects from us.

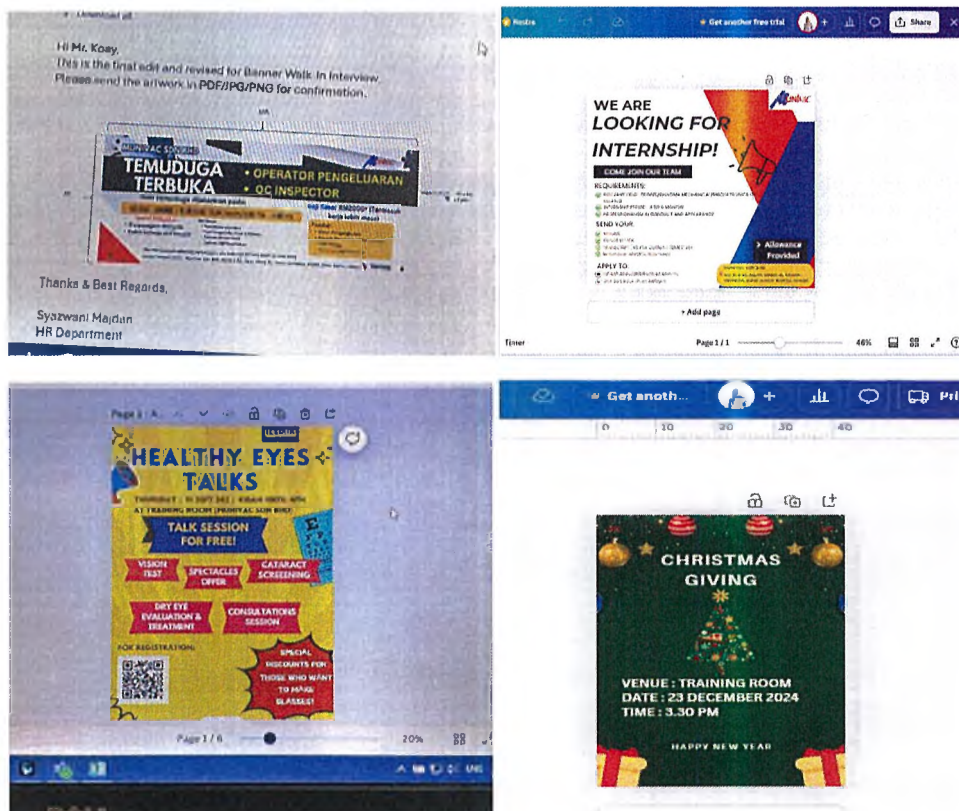


Figure 16 - 19: Create and edit posters for Employee Engagement programs and open job vacancies

Next, there are a lot of benefits that internship students gain during this internship period in Munivac Sdn Bhd. There are several benefits that trainees receive from this company:

- **Allowances, Claim, Meal and Accommodation.**

In Munivac Sdn. Bhd., this company gives every internship student an allowance of as much as RM1,500 per month and they also provide Personal Accident Coverage. According to The Star article, Prime Minister Datuk Anwar Ibrahim stated that an internship gives students a chance to experience a work environment even though it's not full-time employment. Therefore, the allowance given is to cover daily travel expenses which are in transportation fees and meals (The Star, 2023). Although students don't need to receive an allowance from the company, this company is concerned with their internship students especially when this company is slowly adapting to RBA Compliance. However, this company did not provide any accommodation for local employees but for foreign workers, they provide a hostel so it makes it easier for the management to manage foreign workers in this company.

Furthermore, Munivac did not provide meal allowance for their employees including internship students. They can buy or bring food of their own. Apart from that, the caterers also did not continue their contact at the canteen in this company, because of MCO and since the overall workers here is below 400 people but this company provided vending machines for bread, instant noodles and canned water in case their employees craved some snacks and did not bring their own meal.

Munivac Sdn. Bhd. provide Personal Accident Coverage for their internship student in case there is something happens towards their intern student when they want to go to work. Even though Universiti Teknologi Mara (UiTM) already provides their students with medical coverage, this company also provides the same benefit towards their internship students. Furthermore, this company also provides a parking area that it makes it easier for all employees including internship students to park their vehicles.

- **Knowledge and technical skills related to work**

In Munivac, trainees also improve their knowledge to learn how to use Microsoft Outlook more deeply for emailing purposes. For me, it is quite challenging as usually students were not familiar with it during learning on campus. However, being a trainee allows students to use it very well. Furthermore, internship students also

learned about the real working world in the manufacturing industry, especially in plastic injection molding parts and got to see how the production level works to maintain high-quality manufacturing products that customers request.

Other than that, interns are also able to learn how to arrange online meetings through Microsoft Teams for online interview sessions. Usually, online meetings were arranged for selected potential candidates among students who wanted to undergo their industrial training in this company for their next semester since they have classes in the university for the current semester. Furthermore, it is also for those candidates who apply for a job here but cannot attend due to not getting approval for their leave or interview session for the second stage. At first, it is quite confusing as it is linked between Calendar in Outlook and Teams, but after several times trying to arrange the online interview session, it became easier to handle it.

Other than that, it also opens a chance for trainees to improve skills on how to use the editing website which is Canva since internship students are also required to assist in designing posters regarding awareness, event posters and editing banners for job vacancies for this company.

- **Knowledge and skills related to personal development**

Having good skills and knowledge related to personal development is very important as internship students can learn and explore many things that we never tried before during our university life on campus. Along my journey in Industrial Training, it allowed trainees to learn how to multitask in which trainee can handle phone calls and at the same time arrange interview invitation sessions through Email. Furthermore, students also had experience taking responsibility for being the person in charge of an awareness program which is the Healthy Eyes Talk program. Before the day of the event, students are required to edit the posters and blast them to Munivac staff so that all of them can join and have a chance to check their eye condition.

Moreover, trainees also have a chance to improve their confidence level in communicating with people, especially when interviewing candidates. Students need to be brave to explain to candidates if they ask a question regarding the Human Resources side. Furthermore, the supervisor in this company motivates me as their intern student and teaches me well on how to be confident and adapt critical thinking to find solutions to the certain challenges that internship students need to settle to.

For example, the supervisor of the internship students teaches how to deal with staff from Menara Optometry to keep follow-up before the day of the program for Healthy Eyes Talk in this company.

6.0 SWOT ANALYSIS

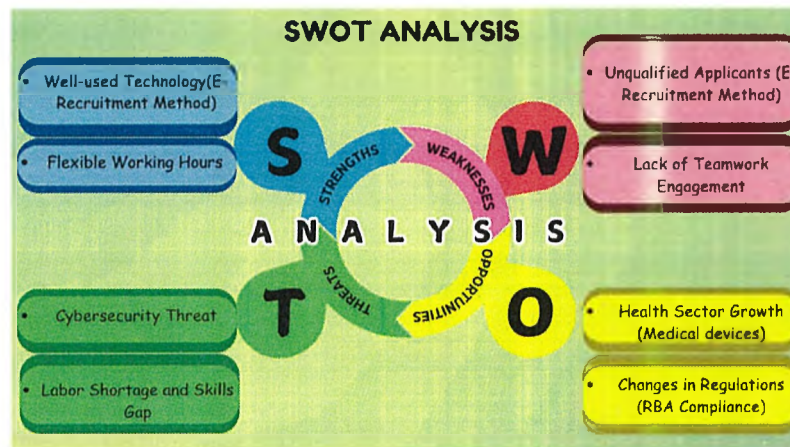


Figure 20: SWOT Analysis

7.0 DISCUSSIONS AND RECOMMENDATIONS

Strength

- **Well-used Technology (E-Recruitment Method)**

Technology nowadays is very important as we have to use it to do our tasks well. Apart from that, it also can be a bonus for the company, especially in terms of recruitment. Since there is high competition between job seekers who want to fit into the position that they applied for. By technology, Munivac Sdn Bhd can advertise job vacancies through online platforms such as Indeed, Jobstreet, Linked In and other professional platforms and it makes it easier for this company to find candidates from various backgrounds. We also call it the E-Recruitment method.

Along with my internship in Munivac Sdn Bhd, I am responsible for screening and shortlisting resumes from various positions available in Indeed including for students who want to have their internship in this company also can be applied through the Indeed website. According to Kuchеров & Tsybova, 2021, it stated that e-recruitment in which social networking can reach wider sets of audiences and it is a rapid and cost-effective method. From here, we can see that they are adapting the technology well to reach high-quality candidates for the positions available in the company.

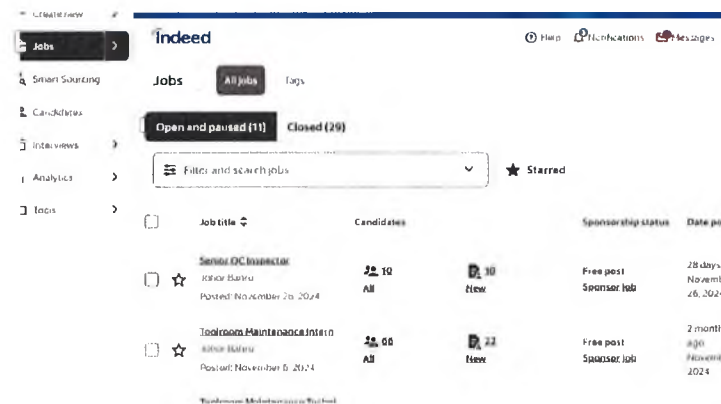


Figure 21: Indeed a platform for Munivac Sdn Bhd

Recommendation

This company, Munivac, needs to maintain the e-recruitment method through online job ads in social media in which HR can focus on factors such as locations, experience, or skills so it will attract more job seekers to apply for the position and it meets the requirement for the position available.

Apart from that, it also saves costs for jobseekers to find job vacancies for their new working place. According to Kuchеров & Tsybova, 2021 in the Journal of Measuring Business Excellence stated that by social media, jobseekers able to recognize among jobseeker's peers and build richer perceptions of their future or potential employer based on sets of posts, pictures, likes and comments. By this, Munivac Sdn Bhd can find suitable candidates that best fit the position available.

- ### Flexible Working Hours

Munivac Sdn Bhd adopted a flexible working arrangement in terms of working hours, those employees who cannot attend on time could have another option to attend on the second option of working hours. As stated earlier, normal working hours for officers are 8:30 am to 6:00 pm.

Furthermore, this company also allows their office staff to work from home but they need to apply earlier before they start to work from home except for operators because they need to monitor the production at machines and ensure the goods production is well-produced in the factory. According to Brega et al., 2021, it stated

that flexible working allows employees to adapt work hours or location to balance paid work with care and personal commitments.

Apart from that, for lunch hour, this company also allowed their office staff to have their lunch break for 1 hour between 12:00 pm until 2:00 pm. For operators, they have their break time 3 times which is 9:00 am/pm, 12:00 am/pm and 3:00 am/pm both for the day shift and night shift. The company provides them with a 30-minute break for each break time. Therefore, all employees in this company have a chance to reach a work-life balance.

Recommendation

Munivac Sdn Bhd can focus on maintaining a flexible working arrangement among the employees. For example, flexible working arrangements can be maintained through job sharing. According to Aghimien et al., 2023, it stated that organizations can ensure job sharing whereby the task can be done by two employees so that it could offer a reduction for employees to settle their tasks and have the opportunity to attend to any issue regarding their personal life. It also stated that ensuring flexibility in employees' working time can reach employees' job satisfaction and company performance (Aghimien et al., 2023).

Apart from that, ensuring employees' health and well-being also can maintain flexible working arrangements. According to Aghimien et al., 2023, it stated that the company can organize proper well-being programs that create a safe and healthy work environment so it can increase employees' retention, productivity, and job performance. By this, Munivac Sdn Bhd can maintain flexible working arrangements and reach employees' job satisfaction.

Weaknesses

- **Unqualified applicants (E-Recruitment Method)**

For the e-recruitment method, it is good because it makes it easier for us to do screening only by the website rather than traditional methods that need to be reviewed one by one manually and it takes a bunch of time. Furthermore, among the applicants, some applicants did not take seriously in applying for their job by putting unrelated information in their resumes. In Munivac, there are also many job seekers applying for the same job position through online platforms but most of them do not meet the requirements for the job position they applied for.

Testlify websites claim that having too many applicants could make it difficult for the Human Resources team to handle the applicant's resume because some may not fit the job requirements and may contain fraud information and the process of screening and shortlisting for each of them also takes a long time (Testlify, 2024). However, in Munivac, for the production side, usually for operator positions, they need to fill up an application form manually which can be applied when they come to this company and directly do the interview session. Although there were a lot of operator candidates that the Human Resource Team and supervisor from each department interviewed, on the first day of onboarding, most of them did not attend work or only worked for the first day.

Recommendation

To overcome the problem, the company may need an Artificial Intelligence (AI) system that can filter and select the accurate resume to review. According to Ore & Sposato, 2021, they stated that by using Artificial Intelligence (AI), recruiters can leverage data analytics to make smarter decisions to recruit and select candidates and this could be one of the strategic approaches for the company to stay aligned with efforts and improve Munivac to attract good candidates.

Apart from that, it also helps companies to stay effective in the recruitment process. Ore & Sposato, 2021, also stated that Artificial Intelligence (AI) can help this company to always be up to date, have an effective recruitment and selection process, and gain a competitive advantage by acquiring the best talent. Therefore, by using Artificial Intelligence (AI), Munivac can reduce the number of unqualified applicants and save more time to review the applicant's resume.

- **Lack of Teamwork Engagement**

Teamwork in every company is very important as it can increase understanding between each other department and keep liaising with production. In Munivac, some of the employees lack trust in each other which creates a toxic environment. Moreover, as a leader in the team, they also need to play a crucial role in fostering teamwork and engagement. For example, in the Human Resources Department, they rarely do a meeting and discuss what kind of problem or any pending progress happened while they are completing their task and what kind of solution or advice needs to be taken to settle the issue.

Apart from that, there is also miscommunication between employers and employees or among employees that creates misunderstanding and a lack of coordination among the team. For example, the other departments blamed the Human Resource Department because they thought that only their department contributed the most to the company but the Human Resource Department did not do their work. Therefore, due to a lack of trust and miscommunication, this company is facing a lack of teamwork engagement.

Recommendation

Top management needs to focus on building teamwork with all employees in which they collaborate to create a CSR program such as visiting an orphanage or engagement program such as organizing netball or bowling competitions or team-building that workers at all levels can participate in. According to Sten et al., 2024, it stated that teamwork is a dynamic process that contributes to the team's performance and their performance outcomes.

Apart from that, in terms of work, leaders or managers need to inform their employees earlier if there is any important information that their employees need to know and need to discuss to find a solution to the problem. It is because communication is very important to maintain the department or organization's work well. According to Sten et al., 2024, it stated that leaders have an important role in creating and maintaining an organizational culture and that also is one of the behaviors of managers that plays a crucial role in the creation of organizational culture. By this, it creates a harmonious environment, increases strengths in teamwork engagement and also it minimizes the gap between employer and employees.

Opportunities

- **Healthcare Sector Growth**

Nowadays, the healthcare sector has become vast and has a wide range of services, products and activities that aim to maintain health. Therefore, the demand for medical devices also increases from time to time. According to the the HealthCareAsia website, it stated that medical devices are expected to increase 8.5% annual growth rate from 2023 to 2028 to reach \$4.5 billion on the back of a strong government support sector.

In Munivac since they have certificates for medical devices which is ISO 13485, there is an increase in medical device production from several companies as Munivac's regular customers such as Baxter Healthcare (Malaysia) Sdn Bhd, Softhale, Jenoptik and others. Since the healthcare sector is increasing, there are also new customers using our company service which is Illumina Inc. It shows that the companies are building their trust for Munivac Sdn Bhd to manufacture their products. By the growth of the healthcare sector, Munivac has large opportunities to get customers from the healthcare industries.

Recommendation

Munivac can focus on how to improve the productivity level. Manufacturers need to ensure that the QMS which is the Quality Management System and validation process is capable of evolving and meeting requirements of data integrity for device lifecycles (McDermott et al., 2024). Using Lean Six Sigma can deliver productivity and enhance the productivity of the production of medical devices (McDermott et al., 2024).

Moreover, since there are opportunities for potential customers to deal with, it is advisable to ensure the documentation of all customers that the company receives must keep it very well especially since Munivac has adopted the Responsible Business Alliance (RBA) Code of Conduct Compliance. Manufacturers need to have Good Documentation Procedures (GDP) and need to utilize offsite storage documentation and onsite so it makes the auditor easy to review and deliver it on time (McDermott et al., 2024). Therefore, by improving productivity and ensuring good documentation, potential customers could trust this company and believe that this company could save their information very well.

- **Regulatory Changes (RBA Code of Conduct)**

Changes in regulations of the company might have a positive impact on the company. In Munivac, they are just adapting RBA Compliance. According to OTC websites it stated that the Responsible Business Alliance (RBA) Code of Conduct stated that it is a standard to ensure working conditions in which electronics are the key of its supply chain are safe, that all employees are treated with respect and dignity, the business is environmentally responsible and conducted ethically (OTC, 2024).

The key points for RBA Compliance are Labor, Safety and Health, Environment, Ethics and Management System. Adapting this Code is very important to make sure the company is in full compliance with rules, laws and regulations according to the country itself. For example, companies in Malaysia including Munivac Sdn Bhd need to follow the Malaysia Handbook as a guideline for compliance in their own company. Apart from that, it also helps employees to increase their productivity. According to Filho et al., it stated that sustainable corporate practices such as adapting business alliances help to create a healthy and suitable work environment and maintain positive relationships between colleagues and it also can improve financial reporting transparency and quality (Filho et al., 2023). From this, it builds trust from companies in other industries to collaborate with Munivac to produce their products.

Recommendation

Munivac Sdn Bhd needs to focus on how to maintain this Code of Conduct so that it attracts potential employees and potential customers to contribute and improve the revenue level for the company. RBA Compliance could open opportunities to receive customers from various industries to use our service as they are well aware that this compliance is the strictest requirement and this aligns with human rights. According to Filho et al., 2023, it stated that one of the principles of the United Nations (UN) Global Compact states that businesses should make sure that there is no explicit human rights abuse.

Next, they also stated that sustainable standards could improve customer satisfaction as many important issues are addressed and it is also one of the valuable tools to make sure the company can make decision-making in accurate and correct action (Filho et al., 2023). By RBA Code of Conduct Compliance, Munivac can reach opportunities to gain trust from companies from various industries and can achieve high integrity in financial reports and records in the company.

Threats

- **Cybersecurity Threats**

Having technology advancement in which adapting cybersecurity is actually good for companies to secure their documentation despite using papers and having the risk of missing the files. According to Neri et al., 2023 it stated cybersecurity is best known for its characteristics that can go beyond the detection of technological impact and encompass the dimension of an organization.

However, it also might be a threat to the companies if they are affected by cybersecurity attacks. For example, Munivac Sdn Bhd once had an issue with a cyberattack in which all of those laptops and PCs used in the company were using VPN, hackers can simply access company networks since VPN can connect to the company's network. So here it might be hard to trace the cause of the attack.

Therefore, any documentation and database regarding workers' information, and customers' information might be at risk of being stolen and hackers would sell it to others as it will gain their income. Cybersecurity is essential in protecting businesses from various threats, however, when a cybersecurity attack happens, this will lead to financial loss, loss of customer trust, reputational damage, theft of intellectual property, and disruption of critical infrastructure (Kont, 2024). Last but not least, companies can improve their cybersecurity system by adapting cybersecurity readiness among employees in the company.

Recommendation

Munivac needs to focus on enhancing cybersecurity awareness by organizing a Security Education, Training and Awareness (SETA) training program among employees, especially for the IT Department itself. According to Neri et al., 2023, it stated that SETA programs become one of the effective tools for employees and the company itself to shape the cybersecurity culture and reach an extensive approach whereby attitude, perception, and new skills are necessary.

Apart from that, cybersecurity awareness also becomes one of the important components of cyberculture and cyber awareness. Cybersecurity training and awareness program helps to gain knowledge among employees regarding the security requirements to preserve critical data, company guidelines, procedures and policies for better management of cybersecurity issues (Neri et al., 2023). By the SETA program, companies can improve their cybersecurity systems and cyberattacks such as hacking and phishing issues can be avoided.

- **Labor Shortage and Skills Gaps**

Since the production in Munivac Sdn Bhd needs to run 24 hours, it is important to find workers who are passionate about their jobs. Usually for operator positions, there are always shortages among them in more than one department. This would cause workers from other departments to need to support other departments to run the production.

Furthermore, there are also new workers that already go through interview sessions and resigned in less than one week due to not being familiar with the environment in the production itself and they cannot cope with the job nature itself which leads to poor attendance issues. This kind of problem could make the production unable to run well and any of the machines will stop due to not enough workers. Therefore it took a lot of time to check the quality of the outcomes and reject items and faced manpower shortage due to tight shipments.

This might be a threat for Munivac as other companies from the same industries also might have advanced in technology to produce the products and they also might adapt to smart technology manufacturing such as using robotics or Artificial Intelligence (AI) machines. Therefore, labor shortages and skills gaps could be one of the threats to Munivac Sdn Bhd.

Recommendation

Munivac needs to use machines or any advanced technology in the production site to reduce the percentage of labor shortage among operators in each of the production departments. Technology competence encompasses technology infrastructure and employee knowledge and skills (Zhou & Zheng, 2023). They also stated that to reduce the labor cost, firms can adapt to new technologies and interventions (Zhou & Zheng, 2023). For example, Munivac Sdn Bhd can adapt machines such as robotics or any automation machine that can directly trace the outcomes of the goods by scanner and auto-calculate the amount of defects and good conditions of the items. According to Chuang et al., 2024, it stated that human-machine integration allows to creation a great society and might have several challenges in the organization itself but it is good as it can develop workplace skills and technology.

Apart from that, since there is advancement in technology, employees also need to upskill themselves to adapt to technology in which AI or robotics machines as mentioned earlier. According to Chuang et al., 2024, it mentioned that robotics and automation are expected to integrate various manufacturing settings and processes and this allows employees to be more productive and explore new things. Therefore, by adapting technological advancement, labor shortage and skills gap could be reduced and it also opens opportunities from various sectors or industries to be Munivac's customer to produce parts of their products.

8.0 CONCLUSION

To conclude, universities and institutions allow internship students to learn and gain new knowledge and experience the real work-life environment along this practical journey. This helps internship students enhance their skills and expand their knowledge through various processes and information that could not be reached at any other places and this has taught students a lot of valuable skills and experience.

Furthermore, this industrial training, also helps students to put their knowledge from learning in the class into practice. As a supervisor in the company which is Puan Rafiqah binti Abdul Latib and other colleagues, they have taught their interns a lot of things regarding the terms of references and processes during finishing the task given. This could also help their intern students to receive extensive knowledge so that they can use it when they enter real work life in the future. Through this internship also, trainees can gain confidence and improve their communication and negotiation skills.

Last but not least, this internship allows students to build positive connections with new people through an employee engagement program. It also opened students' minds and opened eyes that the Human Resource Department plays an important role in attracting and retaining workers and settling any issue related to the workers. This taught the trainee a lot about how to deal with people, maintain a good attitude, have good discipline, and improve problem-solving skills. Finally, industrial training allows students to have big advantages for their future references.

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10.0 APPENDICES

10.1 Arrange Employees Engagement Program : Healthy Eyes Talk with Menara Optometry



10.2 Do Preparation and Give Munivac staff Maruku in conjunction of Deepavali Giving



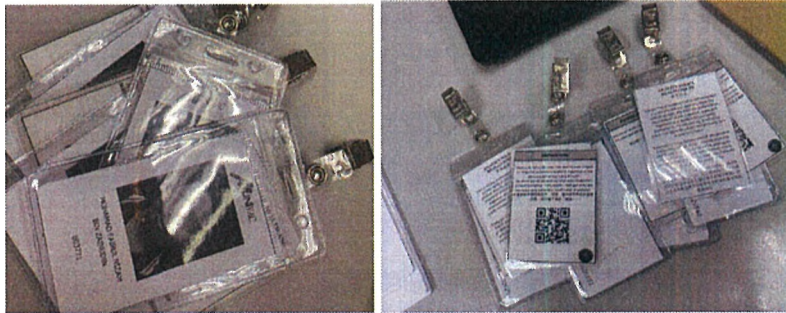
10.3 Do Preparation for Long Service Award Program



10.4 Assist in giving cookies in conjunction of Christmas Giving



10.5 Assist in preparing ID Badge Card for new employees



10.6 Assist in editing Highlight Posters for event organized in Munivac Sdn Bhd



10.7 Attend for RBA Appreciation Lunch at Restaurant Pekin Daiman 18 with HOD

