



2025

AUG - JAN

INDUSTRIAL TRAINING REPORT

PREPARED BY
MUHAMMAD SAUFI BIN
MUSTAFAR

PREPARED FOR
NUR HIDAYAH BINTI ZAINI





ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Praise be to the Al-Mighty God for letting me complete my final year report in good health and condition. Without the blessing, I am not able to complete the task that has been given in peace and with great motivation. This blessing has boosted my creativity, which has created a lot of new knowledge for my future job after this internship.

Next, I would like to express my sincere gratitude to all those who have supported and guided me throughout my internship period at Tiger Technology (M) Sdn Bhd. Thank you to my supervisor, Ms. Santhana, for always supporting me during my internship and helping me to learn many things. I'm so happy to work with you.

I would like to extend my appreciation to UiTM Bandaraya Melaka, especially to Ms. Nur Hidayah Binti Zaini, my academic advisor, for providing me with the academic foundation and support that facilitated this internship opportunity.

Last but not least, a special thanks to our classmates who continuously give good cooperation from the questions that I asked them, which has created efficient work. It really helps me to complete my final report smoothly.

SURAT KEBENARAN

Tarikh : 7.1.2025

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

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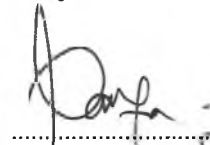
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Nama Pelajar	Muhammad Sauf Bin Mustafar		
No. Matriks	2022905695	Nama Program	BA 2V3
Tajuk Laporan	swot Tiger Technology (M) Sdn Bhd	Nama Syarikat	Tiger Technology (M) Sdn Bhd

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Yang Benar



Nama Pegawai : Saritha
Jawatan : Sr. HR Executive
No. Tel. :
No. Faks :

Cop jabatan/organisasi:





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EXECUTIVE SUMMARY

This report summarizes my internship experience in the Human Resources department in a new company in Senawang that only started their operation in August 2023, Tiger Technology (M) Sdn Bhd. There, I learn so many HR roles, but most of my work is related to recruitment because the company is now trying to recruit more manpower in 2025. I also engaged in some admin work for a duration of six months. This internship prepared me with a wide-ranging understanding of the strategic part that human resources play in driving organizational achievement. My involvement helps me to understand that every HR task needs to have a process, and each process plays a role in completing a task to get a better result but at the same time align with what top management wants.

Additionally, I learned that HR really plays an important role in maintaining employee well-being and satisfaction while making sure that every action that we take can also satisfy top management. By involving myself with some of HR's decisions, I really opened my mind to the fact that not every HR decision can be easily made because we need to consider every department. Moreover, by identifying SWOT analysis, it helps me to have a clearer vision of the environment in Tiger Technology (M) Sdn Bhd. In a nutshell, my internship at Tiger Technology (M) Sdn Bhd really helped me to gain knowledge not only in one specific HR role. By doing and understanding more than 1 role, it really helps me to improve my skills and ability to do work much better as preparation for my future job.



STUDENT PROFILE

- Muhammad Saufi Bin Mustafar -



1.0 STUDENT PROFILE

1.1 RESUME

MUHAMMAD SAUFI BIN MUSTAFAR



Objective

As an energetic and passionate human resources fresh graduate, I am eager to begin my professional journey and gain valuable experience in the HR field. Throughout my academic career, I have developed a strong foundation of knowledge in various HR practices, and I am excited to apply these concepts in a real-world setting. My goal is to continuously enhance my skills, knowledge, and abilities through hands-on learning and exposure to the dynamic challenges of the HR industry. As a quick learner with a positive attitude, I am confident that I can contribute meaningfully to your team while also gaining deeper insights into the job scope and organizational dynamics. I am committed to growing professionally and making a lasting impact within your company, while learning from experienced professionals to further develop my career in human resources.

Skills

Basic Working Tools: Microsoft Word • Microsoft Excel • Microsoft PowerPoint

Editing Tools: Canva • Adobe Photoshop • Adobe Premiere Pro

Experience

Tiger Technology (M) Sdn. Bhd.

Senawang

Internship Human resources

08/2024 – 01/2025

- Apply Professional Visit Pass (PVP)
- Arrange and conduct interview
- Responsibility for training documentation for audit
- Organize new employee process
- Manage official company matters with authorities (MBS & TNB)
- Find quotations if director need choices to choose
- Documentation every data that related to employee

Petron

Petron Seremban 2

Cashier and Merchandiser

08/2023 – 09/2023

- Communicating with people
- Make sure customer satisfaction



1.0 STUDENT PROFILE

1.1 RESUME

Education

Universiti Teknologi Mara	Campus Segamat
Diploma in Mathematical Sciences	08/2019 – 03/2022
CGPA 3.6	
Universiti Teknologi Mara	Campus Bandaraya Melaka
Bachelor of Business Administration (Hons) Human Resources	04/2022 – Present
Current CGPA 3.43	

Involvement

MyYatim Amal: Jalinan Kasih Bersama Anak-anak Lembaga Pengurusan Kebajikan Anak Yatim Dan Miskin Paya Rumpit Jaya, Sungai Udang, Melaka (PAYASUM)	2023
Head of Transportation and Security Bureau	
<ul style="list-style-type: none">• Contacts with transportation• Make sure all participants ride the same bus to the destination• Make sure all participants safe before, during and, after the programme	
Programme "Webinar: Becoming Familiar with HR Issues!"	2024
Secretary	
<ul style="list-style-type: none">• Write meeting minutes• Do speaker invitation letters• Doing all things about the programme that relate to the letter	
Programme "Coffee Talk with Alumni"	2024
Head of Bureau of Logistics and Special Duties	
<ul style="list-style-type: none">• Booking a place for the event• Prepare the tools that will be needed during the event• Make sure all the tools are available and working during the event• Ensuring the movement of participants during the event	

Training/Courses

Business Law - UiTM
Principle and Practice Management – UiTM
Introduction to Human Resources Management - UiTM
Human Resources Management - UiTM
Talent Recruitment and Selection - UiTM
Malaysian Employment Law - UiTM



1.0 STUDENT PROFILE

1.1 RESUME

Performance Management - UITM

Compensation and Benefits - UITM

Business Analytics - UITM

Change and Organization Development - UITM

Industrial Relation – UITM

Languages

Bahasa Native ●●●●●

English Proficient ●●●●●

Reference

Dr. Ainaa Idayu - +6019-6681402

Dr. Juan Rizal - +6012-3911156

Ms. Santhana - +60 12-661 6967



COMPANY PROFILE

TIGER TECHNOLOGY (M) SDN BHD





2.0 COMPANY PROFILE

2.1 INTRODUCTION OF TIGER TECHNOLOGY (M) SDN BHD

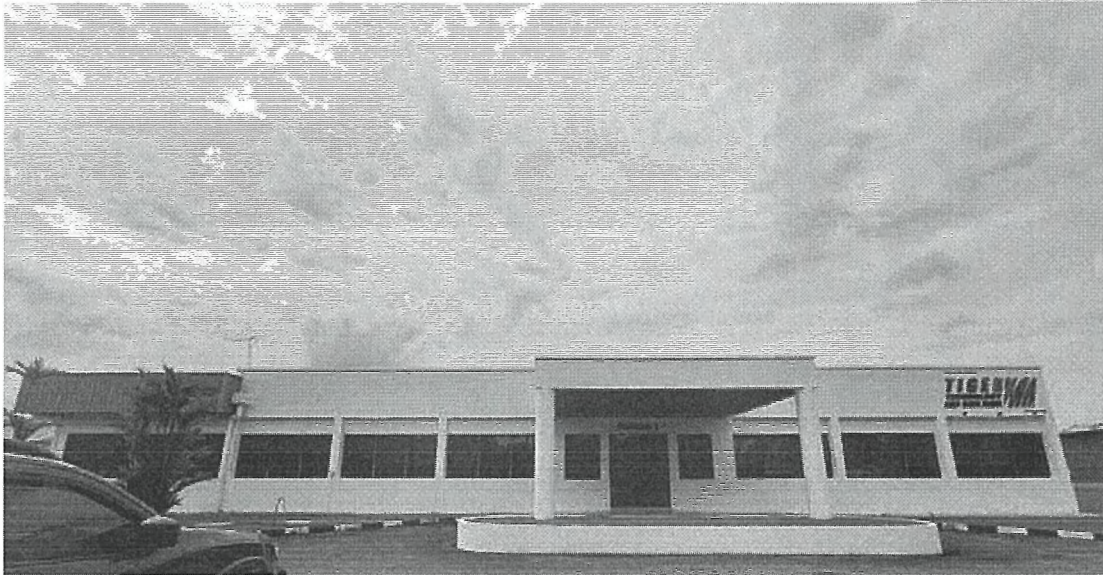


Figure 2.1 (a) Building of Tiger Technology (M) Sdn Bhd

Tiger Technology (M) Sdn Bhd, located in Senawang, Negeri Sembilan is focusing on Electronic Manufacturing Services (EMS).

Through advanced technology, enhanced factory facilities, and strategic partnerships, Tiger Technology (M) Sdn Bhd is able to provide a vertically integrated manufacturing facility capable of producing end to end consumer electronic products.

Tiger Technology (M) Sdn Bhd is located centrally in Malaysia and we offer the full range of value-added services required by the consumer electronic products industry – PCB Assemblies, PCB Assemblies Board Level Testing, Unit Assembly, Unit Assembly Testing, FG packaging. Our products are used in a wide range of industries, including Set Top Box, Thermostat, Energy Saving Controller, Lighting Controller, Laser Engraving Control Boards, and Sensor Industries.

We are also continuously striving for improvements in quality, customer satisfaction and environmentally friendly practices.



2.2 LOCATION OF TIGER TECHNOLOGY (M) SDN BHD

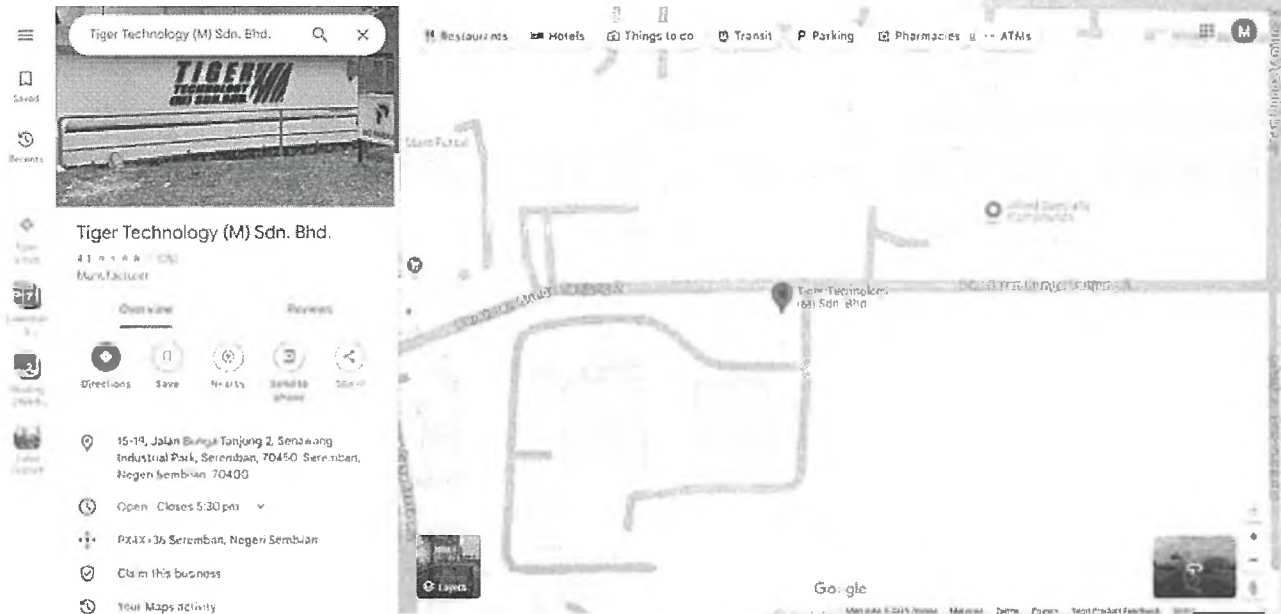


Figure 2.2 Location of Tiger Technology (M) Sdn Bhd

Tiger Technology (M) Sdn Bhd

Address:

Lot 15 & 19, Persiaran Bunga Tanjung 2, Senawang Industrial Park, 70450 Seremban, Negeri Sembilan, Malaysia



2.3 VISION, MISSION, OBJECTIVE OR PASSION

2.3.1 VISION STATEMENT

**OUR ELECTRONIC MANUFACTURING SERVICES
CONTINUES TO SET THE BENCHMARK FOR
CONSUMER ELECTRONICS INDUSTRY**

2.3.2 MISSION STATEMENT

**WE PROVIDE SERVICES THAT GIVE YOU
THE HIGHEST QUALITY**



2.3 VISION, MISSION, OBJECTIVE OR PASSION

2.3.3 Our Passion

To achieve our mission, we are committed to:

STRIVE FOR IMPROVEMENT

- Lean and continuous improvement provides a framework for identifying customer values and for minimizing waste in the value delivery process.
- We are committed to continual improvement in our products and processes by providing proactive learning culture to boost employee engagement.
- Constantly looking for ways to increase the value of our products and services.

INNOVATIVE APPROACH & TECHNOLOGICAL COMPETENCE

- We create full range value added services for our customers and partners through progressive, cutting-edge technology, innovative manufacturing solutions.
- Maintaining and improving our innovation and technology is a strategic priority to meet our customer's demand, expectations and society needs in a cost-effective manufacturing.

PEOPLE

- We believe our people are the pillar of company growth to our long-term success. A culture of diversity, inclusion and equal opportunity is vital to our business success and makes us stronger.
- Relying on our people's future-oriented mindset, experience and domain expertise, we push the boundaries of technology to drive performance, shape new business models and find new ways of working that make our customers, partner and society better off.

SUSTAINABILITY

- At Tiger Technology (M) Sdn Bhd, we believe that sustainable development means progress towards a healthier and more prosperous world for future generations. This means balancing the needs of society, the environment and economy. To achieve this, we act and embedded this approach to business across our value chain, creating superior value for all our stakeholders.



2.4 ORGANIZATIONAL STRUCTURE



Alan Hoo
Managing Director

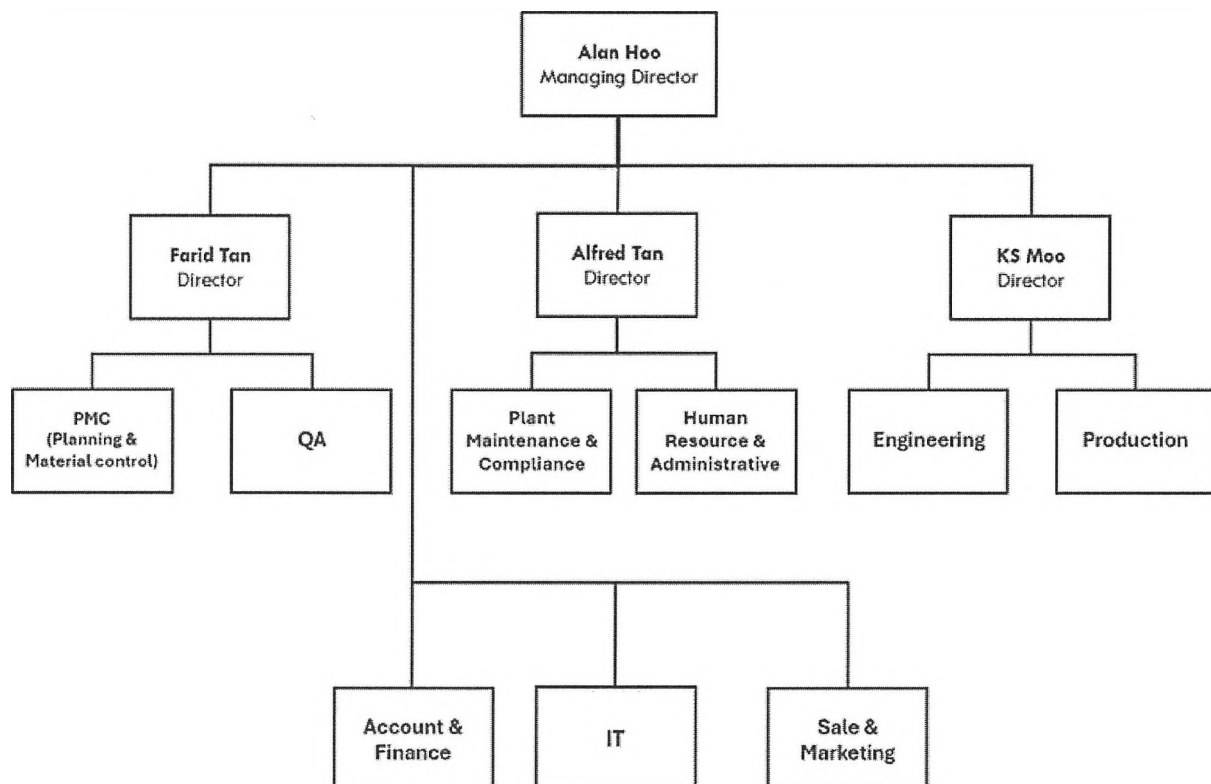


Figure 2.5.1 Organization Chart



2.4 ORGANIZATIONAL STRUCTURE

2.4.2 Human Resources and Administrative

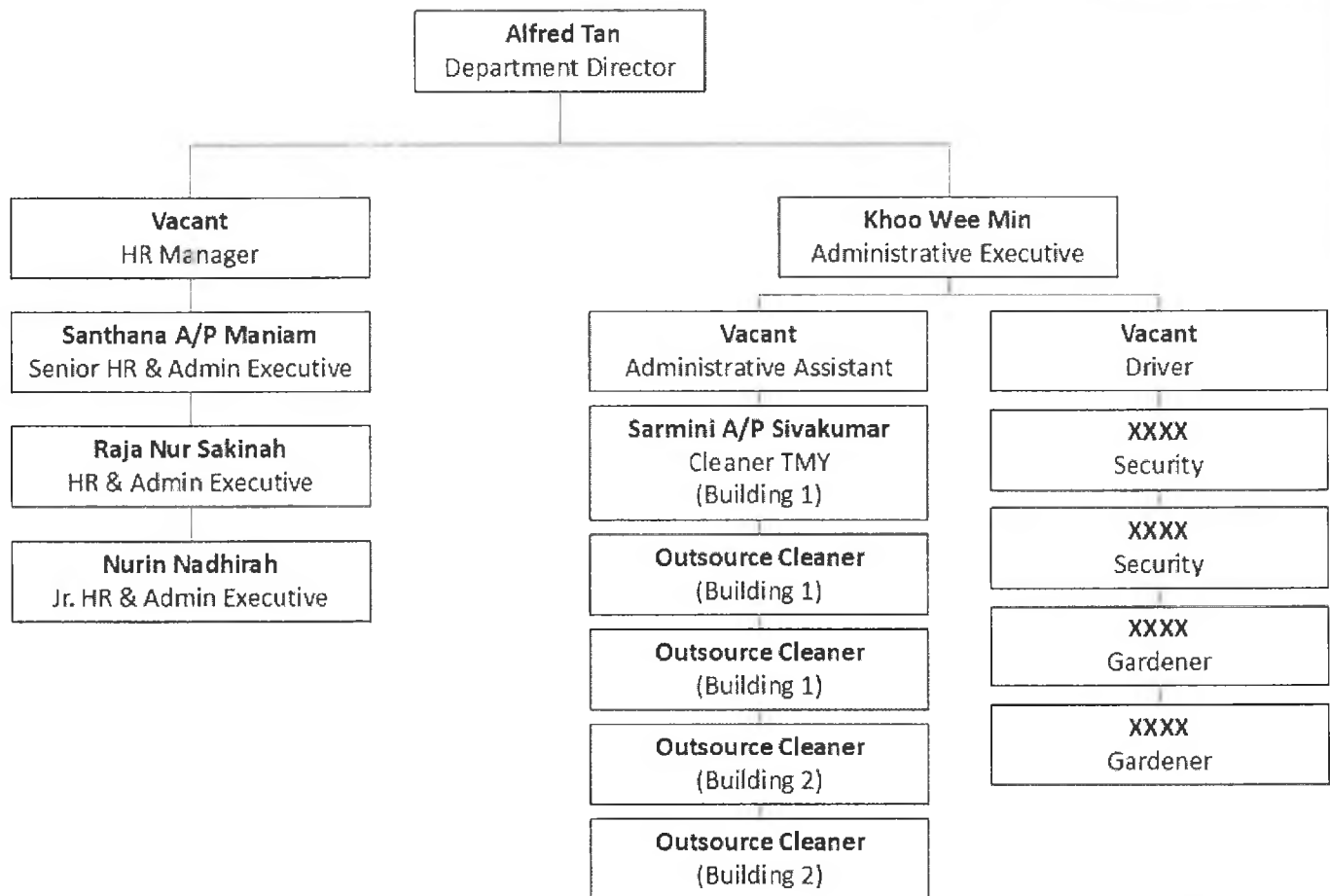


Figure 2.5.2 (a) Human Resources and Administrative

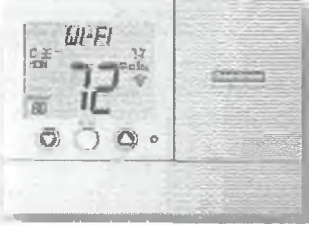


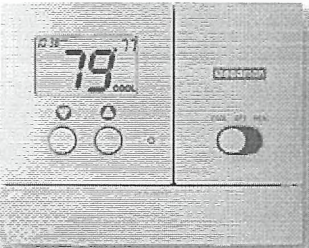




2.5 PRODUCT OR SERVICE OFFERING

Tiger Technology (M) Sdn Bhd is a leading provider of Electronics Manufacturing Services (EMS), offering end-to-end solutions from PCB assembly and testing to unit assembly, testing, and finished goods packaging. We serve a wide range of industries, including set-top boxes, thermostats, energy-saving controllers, lighting controllers, laser engraving control boards, and sensors. With a focus on quality, innovation, and customer satisfaction, we deliver reliable and high-performance electronic products tailored to meet the unique needs of our clients.

Example products:

We manufacture
Smart IOT Devices - Thermostat Series

<p>Premium Series Dual Fuel Capable • with Humidity Control Up to 4 heat & 2 cool WiFi Smart</p> 	<p>Slimline 1 Residential, 1 Commercial, 1 School and 1 Specialty Model</p> 	<p>FlatStat 2 Residential, 1 Commercial and 1 Industrial Model</p> 
<p>Digital Thermostat 5+2 Day Programmable</p> 	<p>Small Series 2 Residential and 2 Commercial</p> 	<p>Wireless 1 Residential Model</p> 



2.5 PRODUCT OR SERVICE OFFERING

We manufacture

Smart IOT Devices - Thermostat Series

Award Winning **ColorTouch**

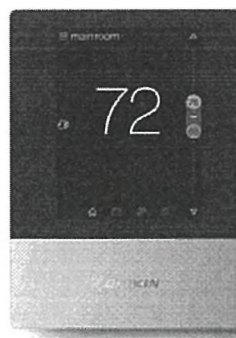
with **built-in Wi-Fi**, Utility Incentives and Wi-Fi Sensors



Smart IOT Devices - Thermostat Series

DAIKIN ONE Touch **Smart Thermostat**

Sleek, modern, and minimalist controller for Daikin One systems.





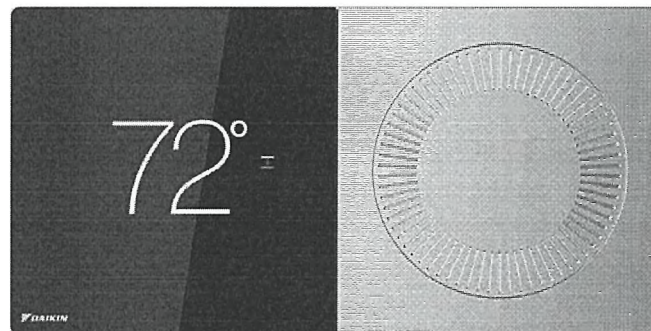
2.5 PRODUCT OR SERVICE OFFERING

We manufacture Smart IOT Devices - Thermostat Series



DAIKIN ONE+ Smart Thermostat

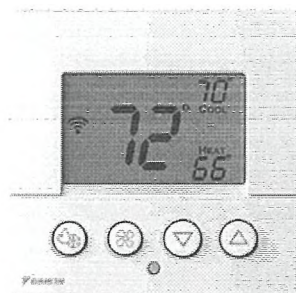
The first smart thermostat to offer full two-way communications with Daikin HVAC systems.
An intelligent home air controller from one of the world's leading heating, ventilating, and air conditioning manufacturers.



Smart IOT Devices - Thermostat Series

DAIKIN ONE Lite Smart Thermostat

Control your Daikin ductless system with this friendly and familiar controller.





2.5 PRODUCT OR SERVICE OFFERING



Smart IOT Devices - Thermostat Series
and connected.

Introducing the **Amana** brand smart thermostat.

The **Amana** brand S-series system wouldn't be complete without a smart thermostat to support control and comfort. The new **Amana** brand smart thermostat communicating control does just that! The capacitive touchscreen is not only stylish but easy to use.

Homeowners will appreciate the feature-rich design and intuitive functionality. A single configurable auxiliary output allows control of an external humidifier, dehumidifier, or secondary heat source. The **Amana** brand smart thermostat is also compatible with the new **Amana** brand home app for end user control from anywhere on their smart device, as well as voice control compatibility with Amazon and Google smart devices (with Wi-Fi).



Direct control.

App control.

Voice control.

Amana Home

JUST ASK alexa

WORKS WITH GOOGLE HOME

Learn more about the **Amana** brand S-series and **Amana** brand Smart Thermostat at www.amana-hac.com



TRAINING REFLECTION



3.0 TRAINING REFLECTION

3.1 DURATION ON INTERNSHIP

My six-month internship at Tiger Technology (M) Sdn Bhd starts on 12 August 2024 and ends on 24 January 2025. During this period, I gained extensive knowledge in human resources and administrative tasks. In the beginning, it feels like it's kind of tough to work in a new company, but I can catch up quickly because I really intend to learn more from this company. I end up being requested to extend by my director for one month with a new allowance to assist my senior HR while one of the HR executives is still in maternity.

3.2 ROLES AND RESPONSIBILITIES

MY ROLES AND RESPONSIBILITIES ON TIGER TECHNOLOGY	
Assisting Senior HR Executive during her colleague's maternity	Handle the new employee's process.
Prepare open account letters for new employees.	Giving ideas related to graphs in Excel
Find quotations if needed	Screening resume
Contact and arrange an interview	Conduct an interview with the hiring manager.
Help employees to change their company property, such as ESD slippers, if needed	Handle some company official business with the government (MBS & TNB)
Handle the company's Professional Visit Pass (PVP)	Document the training conducted for audit purposes.
Create a new overview format, such as a dinner overview, an interview overview, or a resignation overview	Prepare some of the company official forms (offer letter, contract, and show cause letter)

Figure 3.2 Roles and Responsibilities



3.0 TRAINING REFLECTION

3.3 GAIN AND BENEFIT

My internship at Tiger Technology (M) Sdn Bhd in Human Resources and Administration really improved some of my skills and how I can communicate with other employees. My supervisor, Ms. Santhana, and my director, Mr. Alfred, also really help me gain much in learning and improve my work.

Improve Communication Skills

As someone who is an introvert, I find it challenging to communicate effectively with others, particularly those in different departments. But my supervisor helped me to gain my confidence by giving me tasks such as giving induction to new employees and conducting interviews for me to enhance more skills in communication, which is vital as HR practices.

Learn to handle work that is related to authorities

I never imagined that I would have tasks that required me to meet with some of the local authorities during my internship. But during my internship, I gained the chance to do work that requested me to meet some of the local authorities, such as Majlis Bandaraya Seremban, regarding parking outside the premises and Tenaga Nasional Berhad regarding the company security deposit. This has been a valuable learning experience for me.

Handling Professional Visit Pass (PVP) application

A Personal Visit Pass (PVP) is a temporary travel pass that is used by non-citizens to allow them to legally stay in a country for a specific period for non-immigration purposes, such as tourism, social visits, or short-term business activities. Typically granted upon arrival or through prior application, the PVP is subject to conditions like duration limits and activity restrictions. Usually, this pass is needed by a company that is established in another country to bring some of their headquarters employees as backups or to assist locals.

Task That Has Be Given

My internship at Tiger Technology (M) Sdn Bhd was a valuable experience that provided me with practical knowledge and skills relevant to the human resources sector. A range of jobs and responsibilities improved my technical skills and developed my soft skills, especially attention to detail, time management, and effective communication. These experiences have prepared me effectively for upcoming difficulties in my work and have established a solid basis for my professional advancement.



SWOT ANALYSIS

- Discussion and Recommendation -



4.0 DISCUSSION AND RECOMMENDATION OF TIGER TECHNOLOGY (M) SDN BHD

S

STRENGTHS

- BENEFITS - PROVIDE LUNCH
- GOOD ENVIRONMENT

W

WEAKNESSES

- LACK OF BENEFITS
- COMPANY SYSTEM IS NOT STABLE AND NOT EASY TO USE.
- LACKS MANPOWER

O

OPPORTUNITIES

- OPPORTUNITY TO GAIN NEW CUSTOMERS IN MALAYSIA
- BUSINESS OPPORTUNITIES: WITH THE TRADE WAR BETWEEN THE US AND CHINA, MALAYSIA IS THE GATEWAY TO BRIDGING THE GAP BETWEEN THE TWO COUNTRIES.

T

THREATS

- LABOR SHORTAGE DUE TO INCREASE OF COST
- BIG COMPETITORS NEARBY



4.1 STRENGTHS

4.1.1 BENEFIT: PROVIDE LUNCH AND DINNER (S1)

Tiger Technology (M) Sdn Bhd provides lunch for all employees and provides dinner for employees who are OT. It helps other employees to save some money and time to find food for lunch. For companies that are still new, providing lunch is one of the good benefits that a company can give. By providing lunch, employees can save their time finding food outside of the company. So, they can have more time to rest and release their fatigue during work before starting to work back. It also can prevent any incident happening to employees outside of the company during the working period. Anything can happen to an employee when they leave the factory during lunch hour, by providing lunch, they can protect an employee from accidents, missing persons, and many other incidents during the working period.

4.1.2 GOOD ENVIROMENT (S2)

Even though this company is rich in diversity, their relationship between employees and top management is very good. Every work usually has a minimum mistake because of excellent communication between employees and top management. They have excellent communication and do not discriminate against others even at different levels of job grade. For example, if something happens in production that is related to a product, they not only give an opportunity to a higher-grade position to give suggestions and opinions. The operator also has a chance to give their opinion. Because for them, good opinions can come from everyone without discriminating against their positions. Employee relationships with their head of department are also good. For example, as an intern in the Human Resources Department, I have a favorable relationship with my head of department, which is the company director, Mr. Alfred. Sometimes he will personally check my work and give me some advice on how to do the job better. He also sometimes gives me personal tasks to give me experience so I can develop myself.





4.2 WEAKNESSES

4.2.1 LACK OF BENEFITS (W1)

- Tiger Technology (M) Sdn Bhd is still a new company; they started their operation around August 2023. As a new company, they still lack benefits. For now, the only benefits that they give are providing meals for every employee and travel allowance if the employee confirms after probation. Lack of benefits is also becoming one of the biggest reasons for high turnover for operator positions. Benefits form an important part of employees' total compensation, hence enhancing their welfare and financial stability (Shtembari et. al, 2022). It is because, now, people usually not only focus on a basic salary, but they also want to receive as much benefit as they can. For a company that lacks benefits, it will increase the chance of having high turnover. High turnover can be one of the biggest weaknesses for a company because without enough employees, they cannot run their operation. It can make their operation progress slowly and affect their revenue.

4.2.2 COMPANY SYSTEM IS NOT STABLE AND NOT EASY TO USE (W2)

- Tiger Technology (M) Sdn Bhd uses their own system that is provided by their headquarters in Taiwan. The system is called "MES". They use this system for various tasks such as applying for leave, entering overtime, verifying employee attendance, ordering food, processing payroll, and more. Because this system was developed at their headquarters in Taiwan, they do not have any specialists to teach employees about it here. Because of this, some of the office staff, who lack proper training and information on how to use the company system, have a hard time applying for leave and overtime. As a result, some employees are constantly seeking assistance from HR to gain a deeper understanding of the system, as the Human Resources Department typically utilizes it for nearly all of their daily tasks. Sometimes the system also has some problems. If problems arise, HR must send an email to the headquarters and wait for them to repair the system before it can be used again. This delay can cause some tasks to be delayed, especially if it occurs during payroll. HR needs to check overtime payments manually using the employee overtime claim form.

4.2.3 LACKS MANPOWER (W3)

- Because the company is still new, Tiger Technology (M) Sdn Bhd still lacks manpower. Because of this, HR and the hiring manager need to arrange an interview once every month. Until now, Tiger Technology (M) Sdn Bhd really lacked the manpower majority from operators positions to run their production. These situation has make them become stress. Stress is a situation where we are no longer able to withstand the burden we face or accept (Hasin et. al, 2023). Additionally, Tiger Technology (M) Sdn Bhd is in the process of opening a new building, which will require additional manpower to manage operations in the new facilities. The limited availability of resumes is also delaying the hiring process. Usually companies will get resumes from people who send them to guardhouses or company job portals. Therefore, the limited source of resumes from which to call candidates for interviews contributes to the ongoing shortage of manpower. Even though Hr already arranged interviews, still some of them were absent without informing. Because of this, the hiring process can take too long to complete.



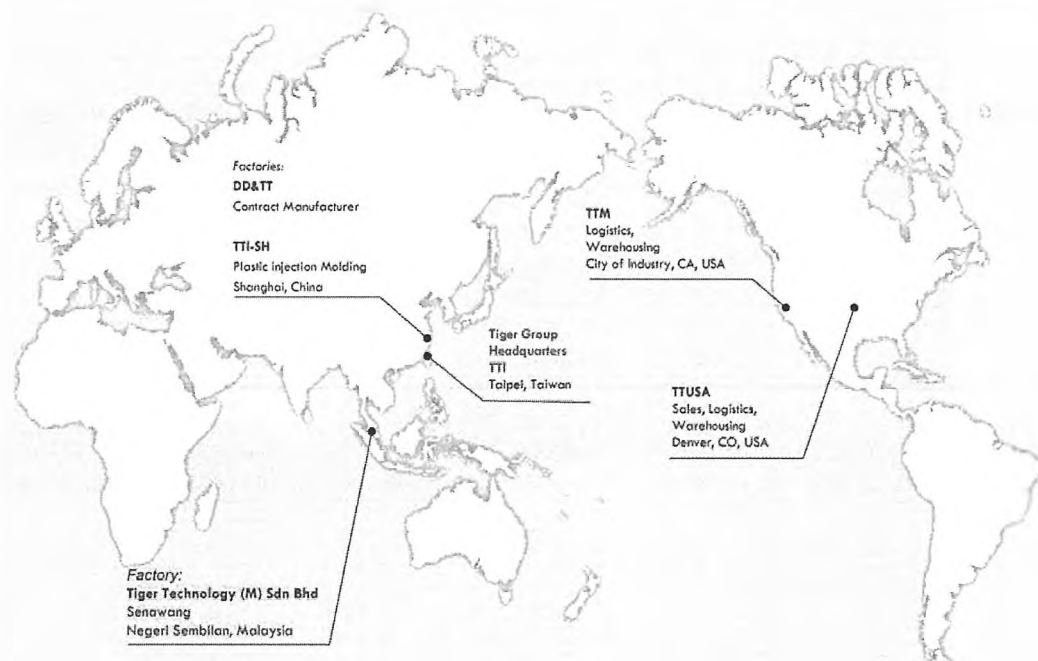
4.3 OPPORTUNITIES

4.3.1 OPPORTUNITY TO GAIN NEW CUSTOMERS IN MALAYSIA (O1)

Tiger Technology (M) Sdn Bhd has a great opportunity to expand its customer base by targeting local clients in Malaysia. Currently, the company's products are only produced for the United States, even though it manufactures for local well-known brands like Daikin. Establishing a new branch in Malaysia opens the door to building partnerships with local businesses, reducing reliance on a single market, and increasing brand visibility. By working with Malaysian customers, the company can increase its revenue streams, better utilize local resources, and create long-term growth opportunities in the domestic and regional markets. Which can help expand their name to other local brands that can use their services.

4.3.2 BUSINESS OPPORTUNITIES: WITH THE TRADE WAR BETWEEN THE US AND CHINA, MALAYSIA IS THE GATEWAY TO BRIDGING THE GAP BETWEEN THE TWO COUNTRIES (O2)

Due to the US-China trade war, many companies are looking for alternatives to avoid high taxes and trade barriers. Malaysia, with its strategic location in Southeast Asia, strong trade ties with both the US and China, and competitive manufacturing costs, is becoming a key gateway for businesses to bridge the gap between the two countries. By setting up operations in Malaysia, companies can access both the US and Chinese markets more easily, benefiting from Malaysia's favorable trade agreements and efficient logistics, making it an attractive option for businesses seeking to diversify their supply chains.





4.4 THREATS

4.4.1 LABOR SHORTAGES DUE TO INCREASE OF COST (T1)

- As Tiger Technology moves toward high production, they may face direct local labor shortages, while the year 2025 minimum wage will indirectly increase labor costs for current forecast production volume. Based on For a new company that only started production almost 2 years ago, Tiger Technology (M) Sdn Bhd still needs to consider their cost in hiring more people. Increasing in request order really pushes Tiger Technology (M) Sdn Bhd to increase their manpower and will increase their cost before they can have a proper revenue. Because of this, top management needs to spend more money to make sure that they can keep on with request orders that will increase in future.

4.4.2 BIG COMPETITORS (T2)

- Senawang is one of the focal points in manufacturing service. Senawang is home to numerous factories. There are also some big EMS companies around, such as Samsung. Even though other EMS companies do not produce the same product as ours, they can still be one of the biggest threats to Tiger Technology (M) Sdn Bhd in exploiting beneficial employees. For example, other big EMS companies can attract their electrical-related employees, such as technicians, by offering more benefits or higher salaries. They can attract specialists because they are established and better at paying and providing benefits than new companies.





SWOT MATRIX

	Strength: 1. Benefits - Provide lunch 2. Good environment	Weaknesses: 1. Lack of benefits 2. Company system is not stable and not easy to use. 3. Lacks manpower
Opportunities: 1. Opportunity to gain new customers in Malaysia 2. Business opportunities: With the trade war between the US and China, Malaysia is the gateway to bridging the gap between the two countries	S1, O2: Highlight company's operational safety to gain customer trust S2, O1: Build a productive workforce to gain customer trust	W1, O1: Expand employee benefits to improve retention and attract new talent W2, O1: Enhance the company system for smoother operations.
Threats 1. Labor shortages due to increase of cost 2. Big competitors	S1, T2: Promote safe work practices to mitigate Competitor risks S2, T2: Highlight a safe and inclusive workspace to counter big competitors	W1, T2: Counter competitors with targeted employee retention strategies W3, T1: Prepare for labor shortages and rising costs



SWOT MATRIX

S1, O2: HIGHLIGHT COMPANY'S OPERATIONAL SAFETY TO GAIN CUSTOMER TRUST.

- Tiger Technology (M) Sdn Bhd really emphasizes operational safety and employee well-being, which can be one of the main advantages in building trust with potential customers. One of the ways they emphasize employee safety is by providing on-site meals for employees, which reduces their need to leave the company during lunch or dinner hours. This not only helps employees to save their time but also minimizes the risks for any off-site incidents, such as accidents or other problems, during working hours. These things need to be kept because they can give a company a good image that can attract more new customers.

The commitment to make sure employee safety reflects on the company's dedication to creating a secure and controlled working environment, which shows the values of company responsibility. By prioritizing employee safety, Tiger Technology (M) Sdn Bhd shows its reliability and professionalism, which customers usually look for in trusted business partners. These safety measures really can help the company to attract clients who value ethical practices and employee-focused policies.

S2, O1: BUILD A PRODUCTIVE WORKFORCE TO GAIN CUSTOMER TRUST

- Tiger Technology (M) Sdn Bhd can take advantage of its good work environment and positive work culture as their key asset to gain the trust of new customers. A supportive work environment can boost employee morale and improve job satisfaction. This directly impacts productivity and work quality. When employees feel fulfilled and motivated, they are more likely to perform better on their work, resulting in an increase in employees' outputs and smoother and better operations.

Good communication also can help in reducing errors, as employees are encouraged to communicate openly and share ideas. This creates a sense of responsibility among staff, which transfers into better accountability and consistency in work. A competent workforce also ensures production runs smoothly, minimizing errors and delays that could have an impact on customer orders.

By maintaining this high level of operational efficiency, Tiger Technology (M) Sdn Bhd can publish itself as a reliable partner. New customers are more likely to trust a company that has a positive internal culture because it reflects stability, professionalism, and a long-term commitment to quality. It also can help Tiger Technology (M) Sdn Bhd to retain their existing clients because of how they manage their company efficiency.



SWOT MATRIX

W1,O1 : EXPAND EMPLOYEE BENEFITS TO IMPROVE RETENTION AND ATTRACT NEW TALENT

To remain competitive and ensure sustainable growth, Tiger Technology (M) Sdn Bhd should focus on expanding employee benefits to retain its current employees and attract new talent. Introducing additional affordable benefits as an addition to existing ones, such as health insurance, attendance allowances, or wellness programs, can help increase employee satisfaction and loyalty.

Offering benefits that align with or are better than local competitors will make the company more attractive to skilled workers, which is important as it helps to increase chances to retain and attract good talent. It can also help reduce turnover and improve operations for a company because people are motivated and happy to work. Health insurance, even at a basic level, can help decrease employees' concerns about medical expenses, while bonuses that are related to performance can boost employee morale and motivation to stay with the company longer and work better.

W2,O1 : ENHANCE THE COMPANY SYSTEM FOR SMOOTHER OPERATIONS

By addressing the challenges in "MES" at the headquarters, Tiger Technology (M) Sdn Bhd can improve its operational efficiency. MES is an important tool for the company in everything related to office operation, such as leave applications, overtime tracking, and payroll, but employees face some difficulties due to limited training and a lack of local technical support. These issues often lead to delays in daily tasks, especially during critical times like payroll processing, and create unnecessary reliance on the Taiwan HQ for troubleshooting and updates.

To overcome these challenges, the company can create training programs to ensure employees understand how to use the system. Additionally, Tiger Technology (M) Sdn Bhd could consider developing a localized version of the system that is specific for Malaysia operations only. From this, it can reduce the need for constant communication with headquarters about troubleshooting, which saves time and resources. By enhancing MES usability and reliability, Tiger Technology (M) Sdn Bhd can ensure smoother operations, increase productivity, and minimize problems that could impact work progress.



SWOT MATRIX

S1, T2 : PROMOTE SAFE WORK PRACTICES TO MITIGATE COMPETITOR RISKS:

- Tiger Technology (M) Sdn Bhd can take advantage of their commitment to ensure employee safety by keeping proactive measures such as providing free meals to minimize employees going outside the company during lunch hour or dinner. This approach can create a safer work environment and ensure employees feel they are really being cared for by the company, which can enhance their productivity and morale. Keeping a consistent focus on safety can really help a company maintain a secure workplace. It also the responsibility of the company to keep a safe work environment. It is because, safety is a fundamental human right that every organization must give to its employees in the workplace (Rozaq, 2022).

Safety in the workplace is one of the company's biggest advantages that can help Tiger Technology (M) Sdn Bhd to be different from their other larger competitors. It sends a message that the company truly values its employees, thereby increasing the company's attractiveness to potential talent seeking a safe workplace. Retaining skilled employees by emphasizing safety and support not only strengthens operations but also ensures the company remains competitive in a challenging labor market.

S2, T2 : HIGHLIGHT A SAFE AND INCLUSIVE WORKSPACE TO COUNTER BIG COMPETITORS.

- Tiger Technology (M) Sdn Bhd has the opportunity to differentiate itself from larger competitors by maintaining a safe and inclusive workspace. Employee-centric policies, such as providing meals to reduce any risks happening to their employees during working hours and ensuring that no discrimination occurs regardless of job grade, show that Tiger Technology (M) Sdn Bhd really focuses on both safety and inclusivity as their work culture. These not only protect employees' well-being but also make them feel like they belong and are valuable to the company. It can help to attract and retain more talent.

By showing how Tiger Technology (M) Sdn Bhd really prioritizes employee well-being and creates a supportive environment, Tiger Technology (M) Sdn Bhd can value itself as one of the attractive choices for those who seek a workplace where they feel valued and secure. This strategy can help them attract skilled professionals, reduce the risk of losing talent to competitors, strengthen the workforce, and support business growth.



SWOT MATRIX

W1, T2: COUNTER COMPETITORS WITH TARGETED EMPLOYEE RETENTION STRATEGIES

The way that Tiger Technology (M) Sdn Bhd can compete with their competitors is by introducing and implementing targeted employee retention strategies that focus on long-term employee satisfaction. Introducing some benefits that can attract employees' interest in working with the company, such as providing related training programs, certification courses, or a clear career growth program, is one of the company's ways to ensure employee retention. These initiatives not only improve employee skills and knowledge that can help the company, but they also provide a better path for career advancement to employees who want to focus on learning and gain knowledge. This helps the company to be more appealing compared to competitors that only offer monetary incentives.

Tiger Technology (M) Sdn Bhd can retain their loyal employees who value career advancement more than monetary value by implementing these strategies as one of the ways to ensure employee satisfaction even if they cannot provide monetary incentives. These strategies not only help to reduce the risk of losing good talent to their competitors; they also help in giving a good impression to the company as a company that is ready to invest in its talent. Padhi et al. (2020) found that employee retention tends to increase organizational performance. Such strategies will ensure stability and productivity smoothness for long-term business success.

W3,T1: PREPARE FOR LABOR SHORTAGES AND RISING COSTS

Tiger Technology (M) Sdn Bhd should emphasize issues regarding potential labor shortages and rising costs related to minimum wage increases. By optimizing recruitment processes, such as expanding resume sourcing channels and adding online job platforms, the company can receive more chances for qualified candidates. It is because, a recent survey reveals that nearly 70% of job seekers rely on Google to search for jobs, with millennials leading at 83%, Gen-Xers at 68%, and Boomers at 53% (Tamara, 2023). From this, Tiger Technology can get more better candidate by using a proper channel. Getting good talent can help the company to reduce their cost for hiring because they do not need to make more replacements to replace the problem employees and make additional costs to conduct another hiring process.

In addition, improving employee retention strategies, such as offering competitive benefits and keeping a positive work culture, can minimize turnover. Providing affordable incentives like performance bonuses or attendance allowances can help retain skilled employees while controlling costs. Increasing the minimum basic salary is something that companies can not control, but by conducting a good hiring process to receive good talent and strategy to retain it, it really can help companies from spending for someone that cannot perform their job and need to spend more money to make another hiring process.



CONCLUSION

- Journey and Learning -



5.0 CONCLUSION

In conclusion, internships really helped me experience the differences between learning in theory and working in a real situation. Every day during my internship I learn new things that I could not get during my study life. It not only helps me to develop new skills but also makes me more prepared for the challenges of my work life.

Being in a new company is an advantage to me. It is because I can learn more than an intern student usually will. It is because I not only learn about one specific HR role, but I learn more than that, such as recruitment, training, and a little bit about payroll (checking overtime claims). This knowledge can help me be prepared to work in any department in HR, which will be a good advantage in my future career. I am not only learning from my supervisor, sometimes the head of department, Mr. Alfred also teaches me and gives me some tips on doing my work more properly, which is one of the pieces of knowledge that I will use again in my future work.

I also learned many things during my time doing a SWOT analysis at Tiger Technology (M) Sdn Bhd. For a new company, they also have their own advantage that other bigger companies do not have that can attract and retain talent. They also have some space to make improvements on their weaknesses. In my opinion, if they can achieve some improvement in the future, they can be one of the biggest companies in Negeri Sembilan or even bigger.

Overall, this internship has been a life-changing experience that has improved my knowledge and abilities while also expanding my understanding of working conditions. As I begin my professional career, I will treasure and build upon this experience.



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- Journal and Articles -



6.0 REFERENCES

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APPENDICES



7.0 APPENDICES



Figure 7.0 (a) : Tiger Technology (M) Sdn Bhd



7.0 APPENDICES



Figure 7.0 (b) : Tiger Technology Office Space



Figure 7.0 (c) : Conduct Interview



7.0 APPENDICES



Figure 7.0 (d) : Production and warehouse space



7.0 APPENDICES

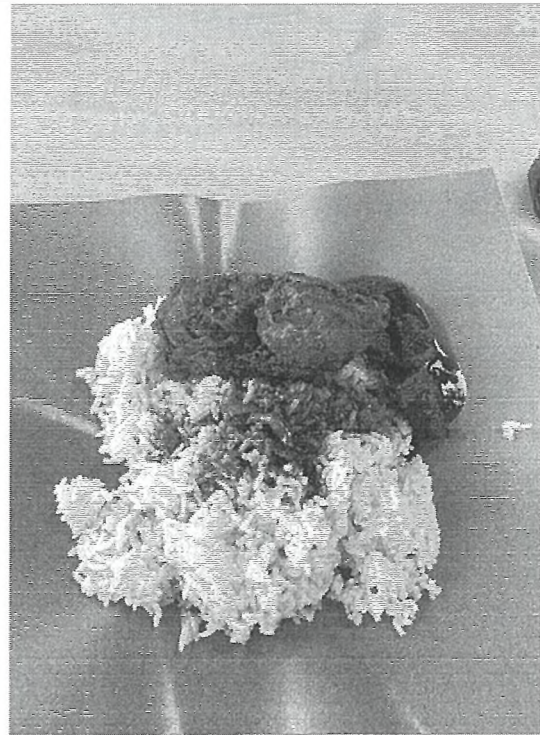
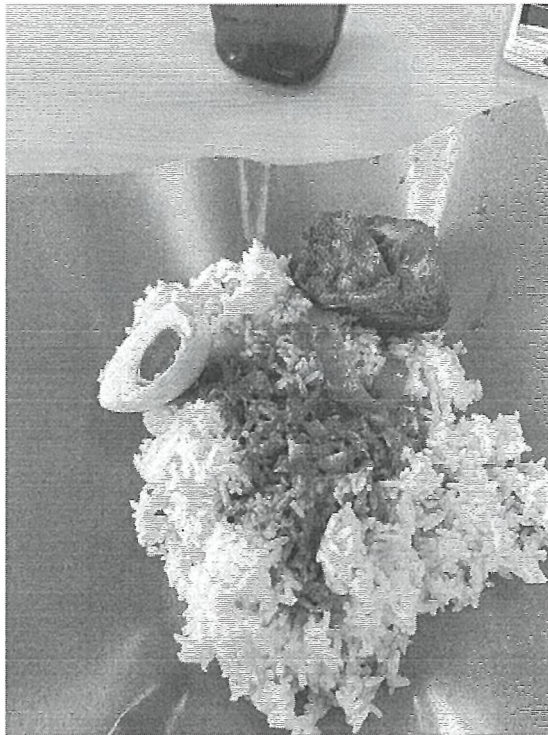


Figure 7.0 (e) :Meal provided by company

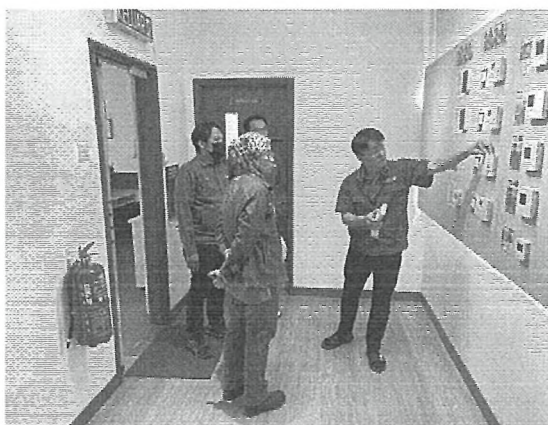


Figure 7.0 (f) :Help make preparation for bomba visit



7.0 APPENDICES

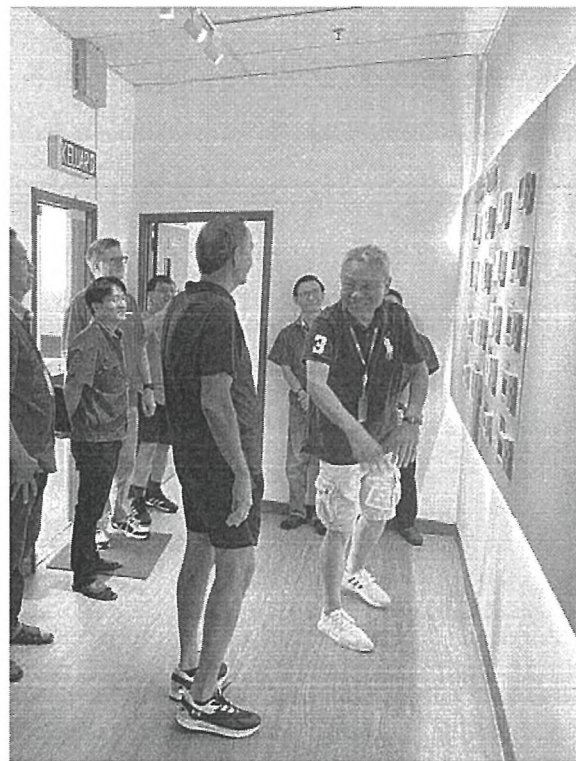
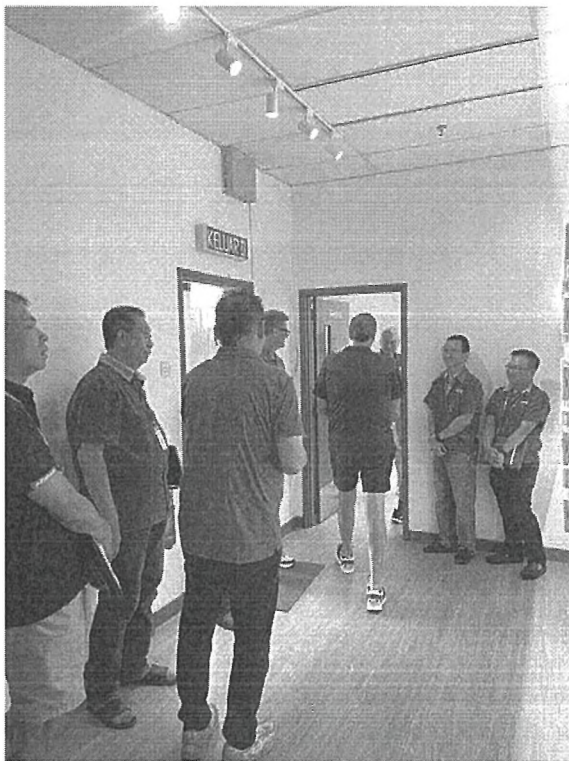
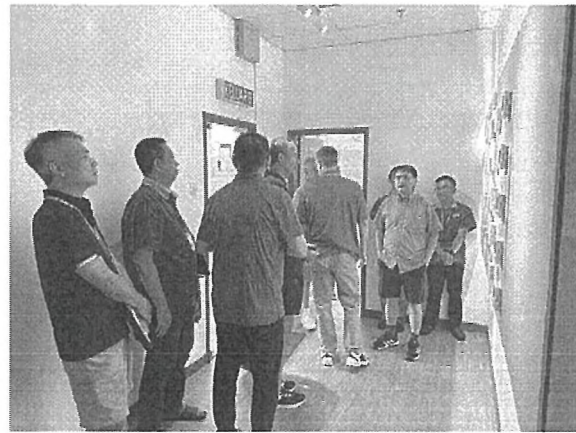
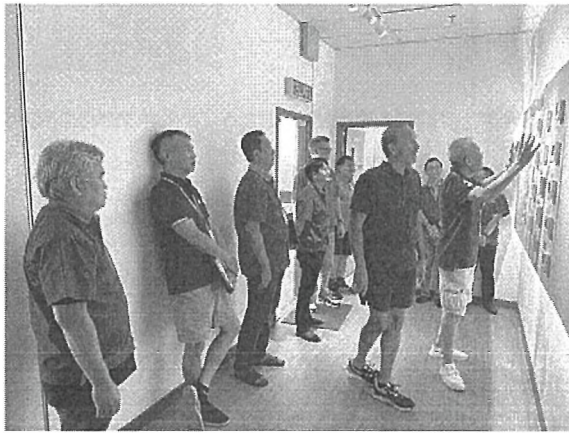


Figure 7.0 (g) :Help make preparation for board of director in Taiwan and US visit