



اَوْنُوْرُ سَيِّدِي تَكْنُوْلُوْجِي مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

Fakulti  
Pengurusan  
dan Perniagaan

## HR INTERNSHIP (HRM 666)

# INDUSTRIAL TRAINING REPORT AT ROCHE SERVICES (ASIA PACIFIC) SDN.BHD

12 AUGUST 2024–  
24 JANUARY 2025



SUBMIT BY | NURUL NAZIFA BINTI ABDULLAH AZIRI (2022879708)

SUBMIT TO | SIR SYAHBUDIN B SENIN

DUE DATE | 24 JANUARY 2025

## SURAT KEBENARAN

Tarikh : 16 JANUARY 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

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Nama Pelajar	NURUL NAZIFA BINTI ABDULLAH AZIRI		
No. Matriks	2022879708	Nama Program	BA 243
Tajuk Laporan	SWOT ANALYSIS of	Nama Syarikat	ROCHE SERVICES

ROCHE SERVICES (ASIA PACIFIC) SDN BHD (ASIA PACIFIC) SDN BHD

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Yang Benar

Nama Pegawai : MALINI CHAI  
Jawatan : ELN Team Lead  
No. Tel. :  
No. Faks :

Roche Services (Asia Pacific) Sdn Bhd  
201601013868 (1184799-M)  
Level 14, The Pinnacle  
Persiaran Lagoon, Bandar Sunway  
47500 Subang Jaya  
Selangor Darul Ehsan

Cop jabatan/organisasi:



# EXECUTIVE SUMMARY

My transformative and eye-opening 24-weeks internship journey began at Roche Services (Asia Pacific) Sdn. Bhd. This report provides a comprehensive review of my internship experience at Roche Services (Asia Pacific) Sdn. Bhd., a prominent global entity in pharmaceuticals and diagnostics, headquartered in Pinnacle Sunway, Subang Jaya. Roche has been a leader in healthcare innovation, providing innovative solutions to enhance lives globally.

My internship, occurring from 12 August 2024, until 24 January 2025, offered comprehensive exposure to all facets of Human Resource Management. I was assigned to the Employee Lifecycle Management (ELM) team, where my principal duties encompassed overseeing onboarding procedures, administering employee data and records, and enhancing HR operations with an emphasis on efficiency and compliance.

Under the guidance of Ms. Malini Chat, my experience was characterised by ongoing education and professional development. Her mentorship together with my assign buddy, Kara along with the cooperative and dynamic atmosphere of the ELM team, significantly contributed to the advancement of my technical proficiency and interpersonal abilities. During my internship, I performed a thorough SWOT analysis to assess organisational processes and pinpoint chances for enhancement and expansion. Additionally, review the company profile that reflects a positive environment and strong culture.

In summary, my internship at Roche Services (Asia Pacific) was a significant milestone in my career development, providing me with practical HR skills and facilitating personal growth. This report delineates my experiences, insights, and recommendations, capturing a valuable phase in my professional development.



# TABLE OF CONTENT

---

<b>ACKNOWLEDGEMENT</b>	<b>1</b>
------------------------	----------

---

<b>STUDENT'S PROFILE</b>	<b>2-3</b>
--------------------------	------------

---

## **COMPANY'S PROFILE**

• <b>Background of Company</b>	<b>4-5</b>
• <b>Vision and Mission and Goal</b>	<b>6</b>
• <b>Objectives</b>	<b>7</b>
• <b>Function</b>	<b>8-9</b>
• <b>Power</b>	<b>10-11</b>
• <b>Product</b>	<b>12-13</b>
• <b>Services</b>	<b>14</b>
• <b>Organizational Structure</b>	<b>15-16</b>

---

## **TRAINING'S REFLECTION**

• <b>Duration</b>	<b>17</b>
• <b>Details</b>	<b>18-20</b>
• <b>Gains: Intrinsic and Extrinsic Benefit</b>	<b>21-23</b>



# TABLE OF CONTENT

Roche

## SWOT ANALYSIS

24-26

- **STRENGTH**
  - **WEAKNESSES**
  - **OPPORTUNITIES**
  - **THREATS**
- 

## DISCUSSION AND RECOMMENDATION

- **STRENGTH**
  - 1. STRONG BRAND REPUTATION 27-28
  - 2. EMPLOYEE WELL BEING 29-30
- **WEAKNESSES**
  - 1. COMMUNICATION GAP 31-32
  - 2. LIMITED WORKSPACE 33-34
- **OPPORTUNITIES**
  - 1. EMPHASIZE PREVENTURE HEALTHCARE AND EARLY DETECTION 35-36
  - 2. CAREER DEVELOPMENT 37-38
- **THREATS**
  - 1. INTENSE COMPETITION 39-40
  - 2. ECONOMIC FLUCTUATION 41-42

# TABLE OF CONTENT

---

Roche

**CONCLUSION**

**43**

---

**REFERENCES**

**44-46**

---

**APPENDICES**

**47-52**





# ACKNOWLEDGEMENT

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I would like to extend my profound thanks to Roche Services (Asia Pacific) Sdn. Bhd. for providing me the remarkable chance to undertake my industrial training within a globally esteemed and innovative firm. Engagement with practical applications and collaboration with a professional, supportive team have markedly enhanced my career and personal development.

I extend my sincere gratitude to my supervisor, Ms. Malini Chat and my buddy, Ms. Kara, for their outstanding leadership, direction, and steadfast support along this journey. Their insightful remarks, proficiency, and eagerness to impart knowledge have significantly improved my comprehension of Human Resource Management. They have served as a genuine mentor and source of inspiration, instilling in me the confidence to confront problems and thrive in my endeavors.

To Sir Syahbudin Bin Senin, my internship advisor, I am deeply grateful for his guidance and encouragement throughout the course of this industrial training. His insights, feedback, and genuine belief in my abilities have been instrumental in helping me successfully complete this journey.

Furthermore, I am grateful to my lecturers and faculty members at Universiti Teknologi MARA (UiTM) Kampus Bandaraya Melaka for providing me with the fundamental knowledge and skills required to succeed in this internship. Their dedication and commitment to supporting their students has been an ongoing source of inspiration.

I am also grateful to my colleagues and the entire Roche Employee Lifecycle Management (ELM) team for their collaborative spirit and willingness to share their knowledge, which fostered an engaging and helpful learning environment. Working alongside such talented individuals has been a truly enriching experience.

Lastly, I would like to acknowledge the unwavering support of my family and friends, who have been my pillars of strength throughout this internship. Their encouragement and understanding have been invaluable as I navigated the challenges and celebrated the milestones of this journey.

This industrial training has been an unforgettable and transformative chapter in my life, and I owe its success to the collective efforts of all the individuals and organizations mentioned above. Thank you for being a part of my internship journey.

# MY PROFILE

**NURUL NAZIFA BINTI ABDULLAH AZIRI**  
HUMAN RESOURCE GRADUATE



## PROFILE

- A cheerful and highly passionate fresh graduate majoring in Human Resource looking for an entry-level permanent and contract position in a wide range of HR responsibilities, including recruitment, onboarding, employee relations, HR administration and related fields.
- Experienced in generating employee letter (**intermediate**), event management (**beginner**), Workday system (**intermediate**).

## EDUCATION

### Universiti Teknologi MARA (UiTM)

*Bachelor of Business Administration (HONS) (Human Resource)*

**Bandaraya Melaka, Melaka**

October 2022 - January 2025

- Grade: 3.82 (CGPA), Dean's list in semester 2,3 ,4 and 5
- Relevant coursework: Training and Recruitment, Industrial Relation, Business Analytic, Organization Development and Strategic Management

### Universiti Teknologi MARA (UiTM)

*Diploma in Investment Analysis*

**Segamat, Johor**

June 2019 -March 2022

- Grade: 3.87 (CGPA),Vice Chancellor Award
- Relevant coursework: Analysis and Valuation of Fixed Income Securities, Financial Analysis, Fundamental of Finance, Project Paper (Company Analysis)

## WORK EXPERIENCE

### EMPLOYEE LIFECYCLE MANAGEMENT INTERN

*ROCHE SERVICES (ASIA PACIFIC) SDN.BHD*

**Subang Jaya**

August 2024 -Current

#### Accomplishment

- Do employee document QAQC for all APAC country to ensure all the document meet specific standard, accuracy, completeness and compliance.
- Involving one-time project named Job Description Acknowledgement Project, my role in the project was to migrated old template to new template efficiently. Directly learn about JD management.
- Handling a few cases related to employees request for a letter such as Verification of Employment letter, address proof letter, visa application letter and many more.
- E-file employee document to the system and verify its categorized accurately.



## ACTIVITIES AND INVOLVEMENT

---

### **Team Building by Roche Services (Asian Pacific) Sdn. Bhd**

*As Participant*

- Actively participated in company wide team building events to strengthen collaboration and communication within the organization.
- Contributed to successful completion of team challenges that improved team cohesion, problem solving and trust among colleague.

### **Fire Drill Team at Roche Services (Asia Pacific) Sdn.Bhd**

*Participant as team members*

- Guide and assist people to evacuate the building safely and efficiently during a fire drill or actual emergency.
- Ensure all exits and escape routes are free from obstruction.
- Relay instruction from the fire warden or emergency personnel to those in my team.

### **Training program 'Team Building' (UITM X IPG)**

*Assistant project and Secreatary*

- Create indoor activities for team building as preparation or introducing what is team building before entering the real working field after graduation
- Do a paperwork such as proposal, budgeting form for the program , and certificate for the participant

### **Service Learning Malaysia-University for Society (SULAM)**

*Marketing groupleader and presenter*

- Acted as one of the presenters for a virtualprogram 'Sinar Harapan'
- Appointed as the leader of the marketing group and managed to accumulate 150 participants to join the talk session.

## SKILL AND INTEREST

---

### **Technical Skills:**

- Microsoft Excel (including Pivot Tables): Excellent
- Microsoft PowerPoint: Excellent
- Microsoft Word: Excellent
- Data Entry: Excellent
- Capscut & Canva: Excellent

### **Soft skills:**

- Good problem solving
- Excellent time management
- Ability to work in a team

### **Languages:**

- Malay: Fluent in speaking and writing
- English: Fluent in speaking and writing

## REFERENCES

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**Malini Chat**

**Team lead (Employee Lifecycle Management)**

**Roche Services (Asia Pacific) Sdn.Bhd**

**Puan Norraeffa Binti Md Taib**

**Personal Advisor**

**Fakulti Pengurusan dan Perniagaan**

**Universiti Teknologi MARA kampus Bandaraya Melaka**

**ROCHE SERVICES (ASIA PACIFIC) SDN BHD**



**PART 3:**  
**COMPANY'S**  
**PROFILE**



Level 14, The Pinnacle, Persiaran  
Lagoon, Bandar Sunway, 47500  
Subang Jaya, Selangor, Malaysia



[malaysia.ssc@roche.com](mailto:malaysia.ssc@roche.com)



+603 79672399





# BACKGROUND OF COMPANY

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Roche established its presence in Malaysia in 1972 by collaborating with a third-party distributor to oversee the sales and distribution of its revolutionary healthcare goods. In response to the increasing demand for its knowledge and solutions, Roche strategically established its own businesses in the country. This expansion resulted in the establishment of three separate entities: **Roche (Malaysia) Sdn. Bhd.**, dedicated to pharmaceuticals; **Roche Diagnostics (Malaysia) Sdn. Bhd.**, specialising in advanced diagnostic solutions; and **Roche Services (Asia Pacific) Sdn. Bhd.**, also referred to as Roche Services & Solutions APAC (**RSS**), serving as a regional support and solutions hub.

Nowadays, Roche Malaysia supported by a staff of 1,000 committed specialists, has established itself as a premier healthcare company in Malaysia. The company's dedication extends beyond product provision; it **offers comprehensive healthcare solutions** that enable practitioners to enhance treatment and substantially improve patient outcomes.

Roche is propelled by a **commitment to innovation and a vision to revolutionise healthcare**, including advanced medications, sophisticated diagnostics, and efficient regional support services. Roche's unwavering commitment to quality has allowed it to meet the changing demands of Malaysia's healthcare system, promoting healthier communities and establishing new standards in patient care.

Roche, the world's largest biotech corporation, stands for excellence. **Its Malaysian affiliate, Roche (Malaysia) Sdn. Bhd., is part of the Roche Group, which is based in Basel, Switzerland.** Roche, which was present in over 100 countries in 2016 and has a team of over 94,000 people, continues to reinvent what is possible in healthcare.

Roche Pharma Malaysia is dedicated to improving lives, guided by an unrelenting purpose to improve healthcare quality. By providing world-class products and services, the company empowers healthcare providers and improves patient outcomes, helping Malaysia become healthier and more vibrant.





# ROCHE SERVICES (ASIA PACIFIC) SDN BHD

A global organisation, Roche Services & Solutions (RSS) has significant hubs in Budapest, San José (Costa Rica), and Kuala Lumpur (Malaysia). Each of these locations is located in Thailand. It specialises in providing solutions that are customer-focused and available around the clock. These solutions are tailored to meet the specific requirements of its partners all over the world, ensuring that assistance is consistent across areas.

Since its **founding in Kuala Lumpur in 2016**, Roche Services & Solutions APAC has expanded into a powerful team consisting of more than one thousand people that are both highly qualified and committed to their work. These professionals offer a **wide variety of support and consulting services** on a global scale, including but not limited to the following areas: **finance, procurement, human resources, information technology, digital publishing, regulatory compliance**, and more. RSS APAC not only improves operational excellence but also **helps Roche affiliates to prioritise their purpose of enhancing the lives of patients** by providing solutions that are efficient and comprehensive from beginning to end by providing these solutions.

RSS encourages a culture of continual improvement and flexibility by placing a strong emphasis on innovation, collaboration, and quality. This pledge guarantees that it will continue to be at the forefront of offering value-driven solutions that enable its affiliates to concentrate on activities that are patient-centered and transformative.





# ***“vision”***

*Healthcare is evolving, Roche focus on preventing, stopping or altogether curing diseases with the highest societal burden for a healthier future for people, partners and our planet*

# ***“mission”***

*Doing now what patients need next*

*Roche believe it's urgent to deliver medical solutions right now - even as they develop innovations for the future. They are passionate about transforming patients' lives. They are courageous in both decision and action and believe that good business means a better world.*

# ***“Goal”***

## **PHC**

Improve patients' lives via the 'OneRoche Approach' to the ecosystem in every country

## **PHARMA**

Deliver twice as many medical advances at half the cost to society

## **DIAGNOSTICS**

Double patient access to novel, high-medical-value diagnostics solutions

## **ENVIRONMENT**

Reduce total environmental impact by half

## **FINANCIAL**

Become the most valuable healthcare company

## **INSIGHT**

Build the leading, profitable insights business

# OBJECTIVES

## ***Partnerships drive forward***

By collaborating with third parties, Roche are more effectively equipped to provide integrated solutions that enhance medical and health outcomes. Furthermore, collaborate with stakeholders throughout the healthcare ecosystem to enhance access to Roche solutions for those in need.

## ***Diversity in innovation***

Roche configuration is optimized for innovation. Roche independent research and development centres, along with collaborations with more than 250 external partners, promote a variety of scientific methodologies, innovation, and adaptability. Their global geographical scale and reach allow Roche to attract talent in the world's greatest science clusters .

## ***Excellence in science***

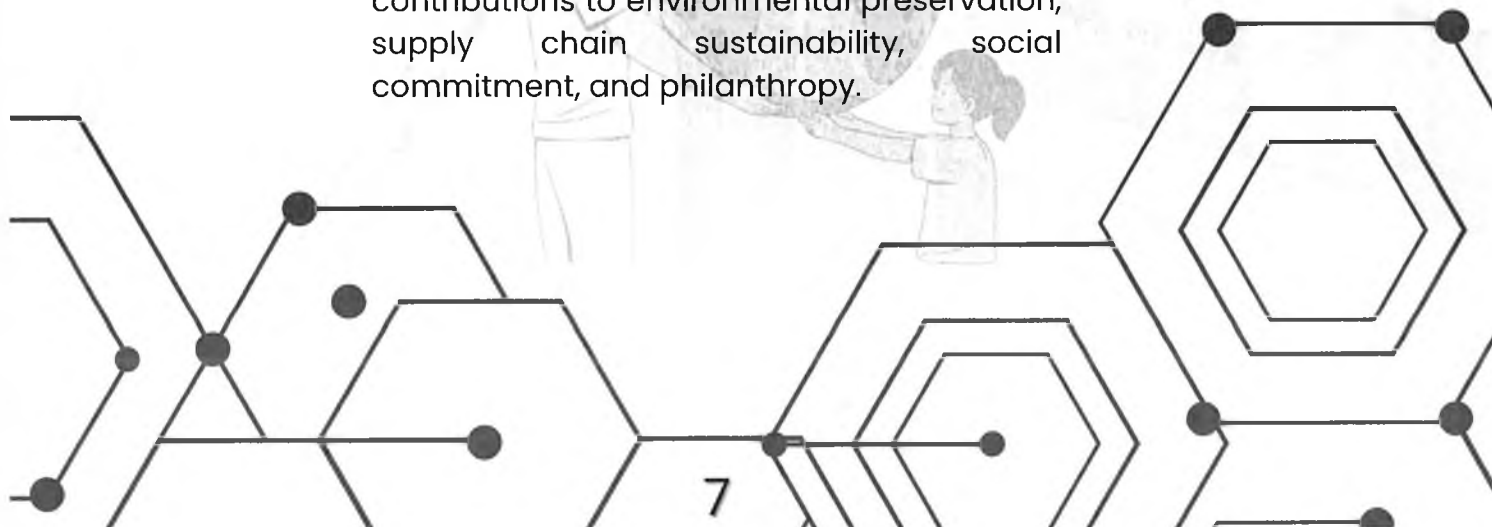
Roche pursuit of excellence in science rests on four key elements: an exceptionally broad and deep understanding of disease biology; the seamless integration of our capabilities in pharmaceuticals and diagnostics; a diversity of approaches to maximise innovation; and a long-term vision.

## ***Value for all***

Roche are devoted to delivering value to all of their stakeholders and serving as a preferred partner. By continually bringing significant medical benefits for patients, healthcare providers and payers, offering a great place to work for employees, delivering a sustainable and positive contribution to society.

## ***Building a sustainable future***

Roche mission extends beyond revolutionizing healthcare to include contributions to environmental preservation, supply chain sustainability, social commitment, and philanthropy.





# FUNCTION

Roche

Roche Malaysia functions through three principal divisions: Pharmaceuticals, Diagnostics, and Roche Services. The Pharmaceuticals division emphasises innovative medications to meet unfulfilled medical requirements, the Diagnostics division offers advanced diagnostic tools and solutions to enhance healthcare results, and Roche Services (Asia Pacific) functions as a shared services centre supporting the company's regional operations.

## **ROCHE PHARMA**

Roche Pharma is dedicated solely to the pharmaceutical sector. Over the years, it has evolved into one of Malaysia's leading healthcare companies, dedicated to providing new pharmaceuticals that fulfil unaddressed medical requirements. Driven by a commitment to elevate patient quality of life, Roche Pharma offers a variety of superior healthcare solutions designed to better patient outcomes.

**Function:** Roche Pharma significantly influences the healthcare scene in Malaysia by **advancing medicines in oncology, immunology, infectious diseases, and neurology**. The organisation prioritises patients by **collaborating closely with healthcare experts and stakeholders**. Its endeavours focus not just on developing effective medicines but also on improving access to these solutions, thereby significantly impacting individuals' lives.



## **ROCHE DIAGNOSTIC**

Roche Diagnostics Malaysia Sdn. Bhd. is a key provider of modern in-vitro diagnostic tests and systems in Malaysia, enabling patients and healthcare providers to make informed decisions for improved health outcomes. The company provides world-class diagnostic equipment and solutions to customers throughout the healthcare spectrum, including hospitals, private laboratories, clinicians, and patients who require self-testing.

**Function:** Roche Diagnostics Malaysia specializes in several key areas, including **clinical chemistry and immunoassays, molecular diagnostics, tissue diagnostics, point-of-care testing, laboratory automation and IT solutions, and diabetes care**. These advanced diagnostics capabilities **enable healthcare professionals to accurately detect and manage diseases such as HPV, HIV, hepatitis, diabetes, and other critical conditions** like fertility and blood coagulation.



## ROCHE SERVICES



I am presently interning at Roche Services, which is **essential for the smooth operation** of several business tasks including **finance, procurement, human resources, and IT for Roche affiliates throughout the Asia-Pacific region**. My internship with Roche Services entails contributing to various duties and responsibilities, including **assisting HR operations, managing data analysis, and optimising workflows**.

**Finance Function:** Provides financial planning, reporting, accounts payable/receivable, and cash flow management services to guarantee Roche affiliates uphold financial efficiency and compliance. **Objective:** Facilitates budgeting, risk management, and financial decision-making for strategic operations.

**Information Technology (IT) Function:** Delivers a resilient IT infrastructure, cybersecurity measures, and technical support, facilitating digital transformation throughout Roche's global operations. **Objective:** Improve operational efficiency with new technology and scalable IT solutions.

### **Human Resources (HR) Function:-**

- Provides end-to-end HR solutions, including recruitment, onboarding, learning and development, payroll, employee relations, performance management, and HR systems support.
- Specific Functions :
  - **Recruitment and Talent Acquisition:** Managing job postings, screening candidates, and onboarding new hires.
  - **Learning & Development:** Organizing training programs, e-learning platforms, and skill development initiatives for employees.
  - **HR Operations:** Streamlining payroll, benefits administration, and maintaining HR data integrity through tools like Workday or SAP.
  - **Employee Engagement:** Designing and executing initiatives that enhance employee satisfaction and foster a collaborative workplace culture.
  - **Compliance & Policies:** Ensuring HR practices adhere to labor laws, corporate policies, and ethical standards.



# POWER OF ROCHE MALAYSIA

## SOLUTION



Roche Malaysia displays its prowess by developing **novel solutions that address unmet medical requirements across various ailments**. Utilising knowledge, Roche enhances patient outcomes, aids healthcare providers, and empowers researchers and scientists in the battle against diseases.

Pharmaceutical teams **concentrate on sophisticated therapies for oncology, viral infections, inflammatory problems, metabolic disorders, and central nervous system ailments**. Diagnostic teams facilitate early identification, exact assessment, correct evaluation, and efficient monitoring of many diseases.

Roche possesses profound knowledge of diseases encompassing their Aetiology, effects, and diagnostic and therapeutic approaches facilitating the development of solutions that enhance lives and propel medical advancement.



## INNOVATION



### Foundation Medicine:

Innovation in molecular information and genomic analysis is transforming medicine and diagnostics, especially for cancer care. Foundation Medicine leads the way by enhancing personalized healthcare through a deep understanding of molecular changes driving diseases like cancer. It offers comprehensive genomic profiling (CGP) assays to **identify unique molecular alterations in a patient's cancer** and align them with relevant targeted therapies, immunotherapies, and clinical trials, paving the way for more effective, individualized treatments.

### Patient-Centric Innovation:

At Roche, "Doing now what patients need next" represents relentless commitment to innovation that improves lives. Roche go beyond **developing treatments by collaborating with stakeholders to address challenges that impede access to healthcare**. Their innovations in medicine and diagnostics are designed to significantly enhance quality of life and bring positive change to patients beyond just the cure.

# POWER OF ROCHE SERVICES

“The true power of Roche Services lies in its ability to integrate expertise, technology, and global operations to provide seamless, reliable, and innovative support to Roche affiliates. This empowers Roche to remain a leader in healthcare while ensuring its affiliates can focus on their ultimate goal: improving the lives of patients worldwide.”

## End-to-End Solutions

RSS offers extensive assistance in finance, human resources, information technology, procurement, compliance, and additional areas. This integrated approach eradicates silos, optimizes processes, and enables Roche affiliates to concentrate on patient-centric breakthroughs.

## Highly Skilled Workforce

RSS comprises over 1,000 qualified professionals in the APAC region, offering specialized expertise in their respective domains. RSS power to access skilled talent ensures that the services are efficient, innovative, and aligned with industry best practices

SKILL  
LEVEL

## Customer-Centric Operations

RSS tailors its services to the specific needs of Roche affiliates, emphasizing adaptability and responsiveness. RSS power to this customer-focused model enhances the efficiency and satisfaction of Roche's internal stakeholders, fostering trust and collaboration

## Support for Strategic Growth

RSS offers cost optimization and process efficiency, which reduces affiliate operating constraints. RSS's ability to effectively manage backend operations enables affiliates to focus resources on strategic expansion and R&D initiatives, particularly in pharmaceuticals and diagnostics.

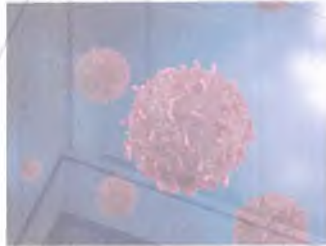


## Pharmaceuticals Division

Roche Malaysia specialises in developing novel medications to treat critical ailments.  
Some of the primary therapeutic areas are:

### Oncology (Cancer Treatment)

- Breast cancer
- Lung cancer
- Colorectal cancer
- Lymphoma and leukemia



### Treatments for autoimmune disorders:

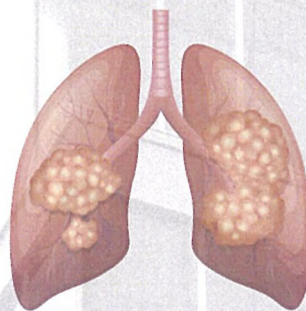
- Rheumatoid arthritis.
- Multiple Sclerosis

### Hematology Medications for blood disorders:

- hemophilia
- anemia

### Rare Diseases Solutions :

- spinal muscular atrophy (SMA)



### Infectious Diseases Treatments:

- hepatitis
- other chronic infections.



**Ocrevus (ocrelizumab)**

**Neuroscience – multiple sclerosis**



**Perjeta (pertuzumab)**

**Oncology – breast cancer**



**Hemlibra (emicizumab)**  
**Hemophilia A**



**Tecentriq (atezolizumab)**

**Oncology - Non-Small Cell lung cancer, Small Cell Lung Cancer, etc**



**Actemra/RoActemra (tocilizumab)**

**Immunology - Rheumatoid Arthritis,**

## Diagnostics Division

Roche Diagnostics specialises in developing novel testing solutions for disease detection, diagnosis, and management.

### Clinical Chemistry and Immunoassays:

- Diagnostic tools for monitoring **diabetes**, **cardiovascular disease**, and **infectious disorders**.

### Molecular Diagnostics:

- COVID-19 Testing: PCR-based tests
- Genetic and DNA-based tests for early disease detection

### Point-of-care testing:

- Rapid diagnostic technologies are utilised in hospitals, clinics, and laboratories to provide immediate results.

### Tissue Diagnostics:

- Advanced biopsy and histopathology solutions for cancer diagnosis.



SARS-CoV-2 Rapid Antigen Test



Elecsys® Anti-SARS-CoV-2 S



Simplicity meets excellence



### Accu-Chek® Inform II system

Accu-Chek Inform II is a user-friendly hand-held system for point-of-care glucose testing and monitoring in hospitals. Accu-Chek brand is No. 1 in blood glucose monitoring systems worldwide



# SERVICES

*Roche offers value-added services to augment their products and improve healthcare delivery. There are few services offer by ROCHE MALAYSIA:*

## Customised health care services:

- Individualising treatments based on detailed patient profiles by combining tests and medicines.

## Patient Support Programs:

- Assistance programs to improve access to treatments with affordable initiatives

## Healthcare Solutions:

- Digital instruments and systems for enhanced illness management, including health monitoring applications.

## Training and Education:

- Workshops and seminars for healthcare professionals to improve understanding of diseases and treatment advancements

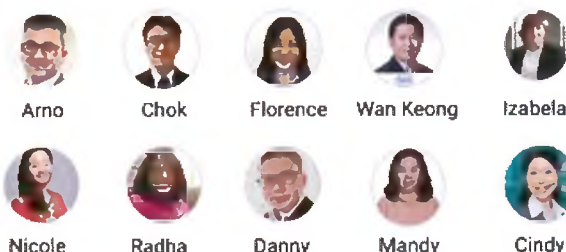


# ORGANIZATIONAL STRUCTURE

## 2024 Roche Enabling Network (REN) Teams

Drive and  
support  
site  
mission

### APAC REN



### Finance & GCX REN



### Informatics REN



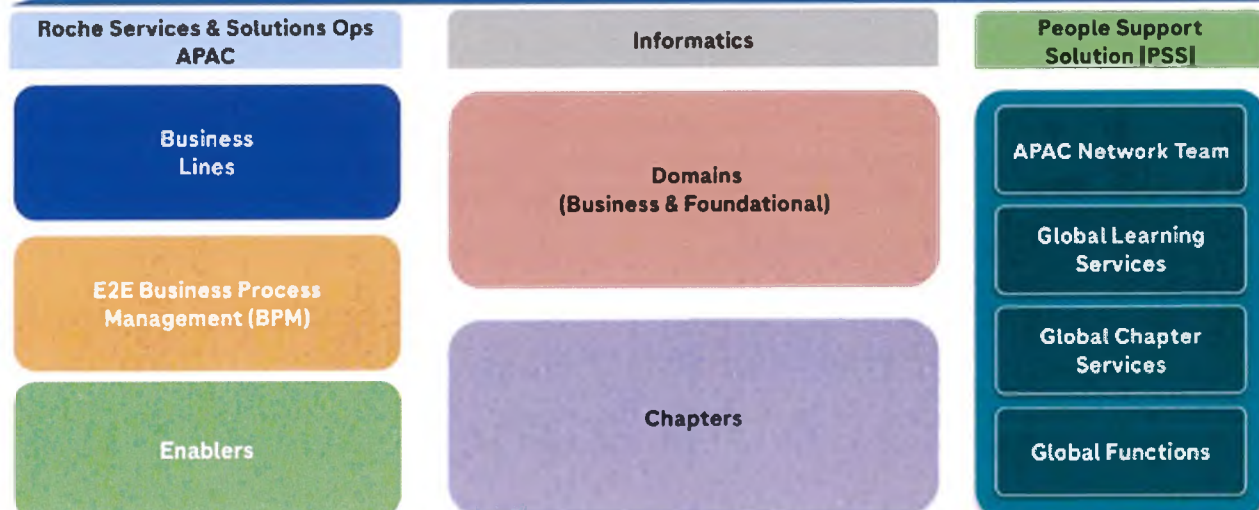
### PSS REN



Pool of volunteers (anyone can volunteer based on passion)

## RSS APAC Functional Organisation Structure

### #OneRoche





Roche Malaysia's **organizational structure is presumably a combination of hierarchical and functional elements**, aimed at ensuring operational efficiency, robust leadership, and effective cross-functional collaboration. This framework enables the organisation to meet both global strategic goals and local market needs, hence enhancing its sustained success in the Malaysian healthcare sector. The REN structure complements Roche Malaysia's site objective by bringing together specialised teams and a pool of volunteers.

Each **REN group** focusses on particular areas to ensure successful collaboration and alignment with the company's objective:

#### TOP LEVEL

- The **APAC REN Team** includes key regional members Arno, Chok, Florence, Wan Keong, Izabela, Nicole, Radha, Danny, Mandy, and Cindy.
- **Role:** focus will most likely be on linking Malaysia operations with the larger Asia-Pacific region in order to harmonize plans and objectives.

#### MIDDLE LEVEL

- **Finance and GCX REN** team members include Nathan, Ai Yin, Hui Loo, and Shalini.
- **Role:** Responsible for financial management and global customer experience (GCX) processes.
- **Informatics REN** team members include Waheeda, Rao, Anup, Ring, and Ezzat.
- **Role:** Dedicated to IT and informatics, with responsibility for systems, data management, and technology-driven projects.
- **The PSS REN (Pharma Services & Solutions REN)** team includes Rebecca, Rosziana, and Arunabha.
- **Role:** Works on pharmaceutical services and solutions to improve operational efficiency and delivery.

**ROCHE SERVICES (ASIA PACIFIC) SDN BHD**



**PART 4:**

**TRAINING'S  
REFLECTION**





# DURATION

I am now completing a dynamic internship at Roche Services (Asia Pacific) Sdn. Bhd. from **12 August 2024 to 24 January 2025**. This employment has provided me with invaluable experience in a professional corporate atmosphere, working **Monday through Friday**. Working hours are quite flexible, and I can schedule my workday to **begin between 9:00 AM and 10:00 AM, as long as I complete 9 hours in a day**, including one hour for lunch. So, I usually start working at 9:00 a.m. and work until 6 p.m. every day.

Roche has a **flexible hybrid work** paradigm, which allows me to **work in the office twice a week** while handling the remainder of my obligations remotely. This arrangement has not only improved my versatility, but it has also given me the abilities I need to thrive in both virtual and in-office environments. Balancing in-person collaboration and solo work has taught me the value of self-discipline, effective communication, and time management in meeting organizational objectives.

My organised schedule, coupled with the ability to work remotely, has enabled me to enjoy the advantages of both environments. Office days facilitate direct engagement with coworkers, collaborative talks, and immersion in workplace culture, but remote work days have fostered my concentration and improved my capacity for independent results delivery. This internship has been a valuable experience, compelling me to implement academic knowledge in practical situations, adjust to a corporate environment, and cultivate essential skills for a successful future in human resources and beyond.



3	4	5	6	7	8
10	11	12	13	14	15
17	18	19	20	21	22
24	25	26	27	28	29
31	32	33	34	35	36

# DETAILS

I am presently completing my internship in the **Human Resources department** at Roche Services (Asia Pacific) Sdn. Bhd., specifically **within the Employee Lifecycle Management team**. My work involves facilitating HR operations which includes critical phases of the employee lifecycle, such as **onboarding, employee data administration, and offboarding**. Throughout my internship, I have actively participated in facilitating the seamless implementation of these processes, complying with business regulations and industry best practices to enhance the employee experience.

One of **my principal duties involves overseeing and adherence to organizational requirements**. I assist in addressing HR-related inquiries from employees, offering clear and effective solutions to meet their needs. I contribute to optimizing HR operations by pinpointing areas for enhancement and aiding in the execution of solutions to improve operational efficiency.

**Collaboration** has been a crucial component of my internship as I regularly engage with other HR teams to guarantee efficient service delivery. Other than that, I involving in support team for other cluster in E-file employee document and send document for signatures . **Teamwork** is a very important to support other colleagues for not being too stress in handling daily cases related to HR , while me lend hand to support in easier cases like preparing letter, documentation and many more.

This internship has provided me with practical experience in HR operations, enhanced my comprehension of the employee lifecycle, and honed my problem-solving and organizing abilities in a professional setting. It has afforded me a significant opportunity to make a meaningful contribution to a worldwide firm, equipping me for a future career in human resource management.





# DETAILS

*Join One  
Time Project*

Roche

During my internship at Roche Services (Asia Pacific) Sdn. Bhd., I had the privilege of participating in **a one-time initiative called the VN-JD Acknowledgement Project**, a collaborative effort alongside my supervisor. This project aimed to ensure **the acknowledgment and proper documentation of job descriptions (JD) for employees in Vietnam (VN)**, aligning with the company's compliance and operational standards.

My involvement in the project provided me with a unique opportunity to **step into a project management role**, where I contributed to planning, organizing, and executing key tasks to meet the project's objectives within a tight timeline. I worked closely with my supervisor and other stakeholders to brainstorm ideas and propose solutions to streamline processes. Through these brainstorming sessions, I learned how to structure a project timeline effectively, set realistic milestones, and ensure that each phase was completed smoothly and on time.

A significant part of my role was **attending project meetings** where I observed and practiced professional communication. I **gained firsthand experience in how to present updates, discuss challenges, and seek feedback** in a structured and clear manner. This exposure enhanced my understanding of how to manage stakeholder expectations, resolve uncertainties, and maintain alignment across all parties involved.

**Time management** was another important skill I learned during this endeavor. Balancing many responsibilities was both tough and gratifying. I had to balance my time between meeting my regular HR operations responsibilities, participating to the VN-JD Acknowledgement Project, and working on my internship report. This required me to properly prioritize activities, proactively coordinate with my team, and maintain organization to ensure that no area of my work was overlooked.

Throughout the assignment, I gained a **deeper understanding of operational and project management processes**. I learnt the value of paying attention to detail in **ensuring that all job descriptions matched the required criteria**, as well as how to stay compliant with company policies. I also learned problem-solving abilities when I faced unforeseen obstacles that necessitated quick and effective responses.

The VN-JD Acknowledgement Project was a **transforming experience for me, by improving my teamwork, communication, and time management abilities** while also learning more about how projects are carried out in a professional atmosphere. It was a fantastic learning experience that gave me practical knowledge and prepared me for future difficulties in human resource management.

# DETAILS

QAQC

Roche

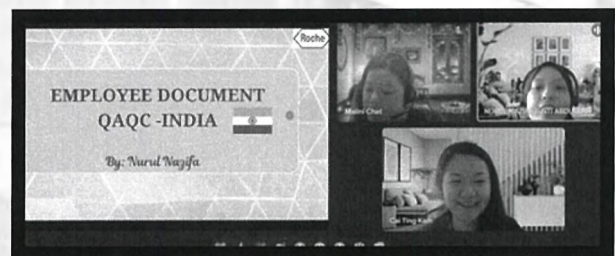
One of my primary responsibilities throughout my internship was to do **Quality Assurance and Quality Control (QAQC) on employee document** as part of my role. This assignment necessitated rigorous attention to detail and a full understanding of HR documentation standards and compliance needs.

My QAQC responsibilities included assessing numerous documents associated with the ELM procedures, such as onboarding, job changes, and other HR-related activities. I handled the following documents:

- **Employment contracts**
- **Non-disclosure agreements (NDAs).**
- **Offer Letters**
- **Background Check (BGC) Reports**

My major responsibility was to **guarantee that all of these documents adhered to the company's standards and compliance requirements.** This entailed validating the accuracy of the information in the documents, ensuring that all essential parties had signed the contracts and agreements, and confirming that each needed component of the paperwork was properly completed. I also needed to guarantee that all letters and papers were properly e-filed in the employees' records in the Workday system, resulting in an organized and up-to-date document repository.

In addition to these obligations, I was assigned a particular **responsibility of updating documentation for prior employees whose records had not been properly kept by former agents.** This required me to go over older data, discover discrepancies, and make the necessary changes to assure compliance. These changes were critical to protecting the integrity of the company's employment records and ensuring that all files fulfilled regulatory and organizational requirements.



This work helped me gain a better grasp of the necessity of compliance and accuracy in HR operations. It also improved my attention to detail, organizational abilities, and capacity to handle sensitive employee data in a professional and discreet manner. Furthermore, it enabled me to work with a variety of stakeholders, supporting the seamless completion of QAQC processes and boosting the general efficiency of document management in the business.





# GAINS: INTRINSIC AND EXTRINSIC BENEFITS

Roche

## Allowance



As part of this internship, I receive a monthly allowance of RM1000. This financial help not only covers my daily expenditures, but it also inspires me to work hard and develop valuable experience. The allowance demonstrates the organization's commitment to recognising interns as important contributors to its success.

## Leave entitlements



I am entitled to one day of annual leave per month, so I can take personal time as needed. In addition, I have three days of sick leave per month, which allows me to prioritise my health and well-being without worrying about work commitments. These entitlements introduce me to employee benefit systems and HR policies, providing personal knowledge of how organisations arrange their employee support mechanisms.

## Flexible Work Arrangements



The internship offers a flexible working structure, allowing me to work from home for two weeks each month. This arrangement allows me to avoid commuting during those weeks and focus on chores from a more comfortable location. It has helped me improve my self-discipline, time management, and accountability.

## Knowledge



This internship has helped me gain a better knowledge of global HR functions, particularly within a multinational organisation such as Roche. I received insights into:

**HR Systems and Tools:** Learning how to access and use HR software to track employee information, generate reports, and ensure compliance with organisational standards.

**Global HR practices:** Understanding how HR processes are standardised and coordinated across areas to guarantee consistency while remaining flexible enough to meet local regulatory requirements.

**Employee engagement:** entails understanding the significance of a great employee experience, from onboarding to offboarding, and how it influences organisational culture and retention.

**Policies and compliance:** Understanding employment laws, data protection requirements and ethical HR practices.



# GAINS: INTRINSIC AND EXTRINSIC BENEFITS



This internship has substantially sharpened a range of abilities that are critical for my future career:

Technical skills :

- Proficiency in HR software and digital tools for managing personnel data and creating reports.
- Familiarity with virtual collaboration tools has improved my capacity to work in hybrid situations.

Soft skills:

**Communication:** Effectively interacting with colleagues and stakeholders from other departments, both in person and remotely.

**Problem-solving:** Identifying flaws in HR processes and recommending modifications to increase efficiency.

**Time Management:** Managing multiple tasks and deadlines, especially when working remotely.

**Adaptability and initiative:** Transitioning fluidly between in-office and remote work environments has improved my adaptability and self-motivation.



My position in the Employee Lifecycle Management (ELM) team has provided extensive, practical expertise in Human Resources operations. I am engaged in essential responsibilities, which include:

- Facilitating the **onboarding process for new employees** to ensure their seamless absorption into the organization.
- **Administering and revising employee records** while ensuring confidentiality and compliance with data privacy rules.
- **Cooperating with colleagues to address employee inquiries** concerning HR procedures, guaranteeing prompt and precise replies.
- **Facilitating offboarding procedures**, aiding in exit formalities, and collecting feedback to enhance employee experiences.





# GAINS: INTRINSIC AND EXTRINSIC BENEFITS

## Experience through one time project and QAQC Employee Document

I was assigned a one-time project: VN-JD Acknowledgement and QAQC for Employee Documents. This initiative was essential for maintaining compliance and precision in the organization's employment records. My duties encompassed:

### **VN-JD Acknowledgment (Vietnam Job Descriptions):**

- Collaborating with Business Partner or manager in Vietnam to secure acknowledgments for revised job descriptions.
- Monitoring and recording employee acknowledgments to guarantee adherence to corporate policy and area requirements.

### **Quality Assurance and Quality Control for Employee Documents:**

- Evaluating employee document for precision, thoroughness, and adherence to organizational standards.
- Detecting and rectifying inconsistencies in the documentation.
- Partnering with other colleague to establish efficient procedures for preserving superior employee records.

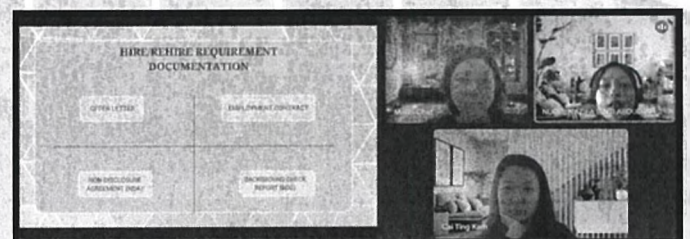
### **Outcome:**

This project enhanced the precision and comprehensiveness of personnel documentation, ensuring the firm adhered to compliance mandates and upheld superior data quality standards.

### **Presentation:**

Upon project completion, I prepared and delivered a presentation to my supervisor and team, encapsulating the principal findings, upgrades implemented, and suggestions for future process improvements.

This project provided me with actual experience in managing multinational HR initiatives and enhanced my skills in attention to detail, communication, and project coordination. It further enhanced my comprehension of the significance of compliance and document in HR operations.



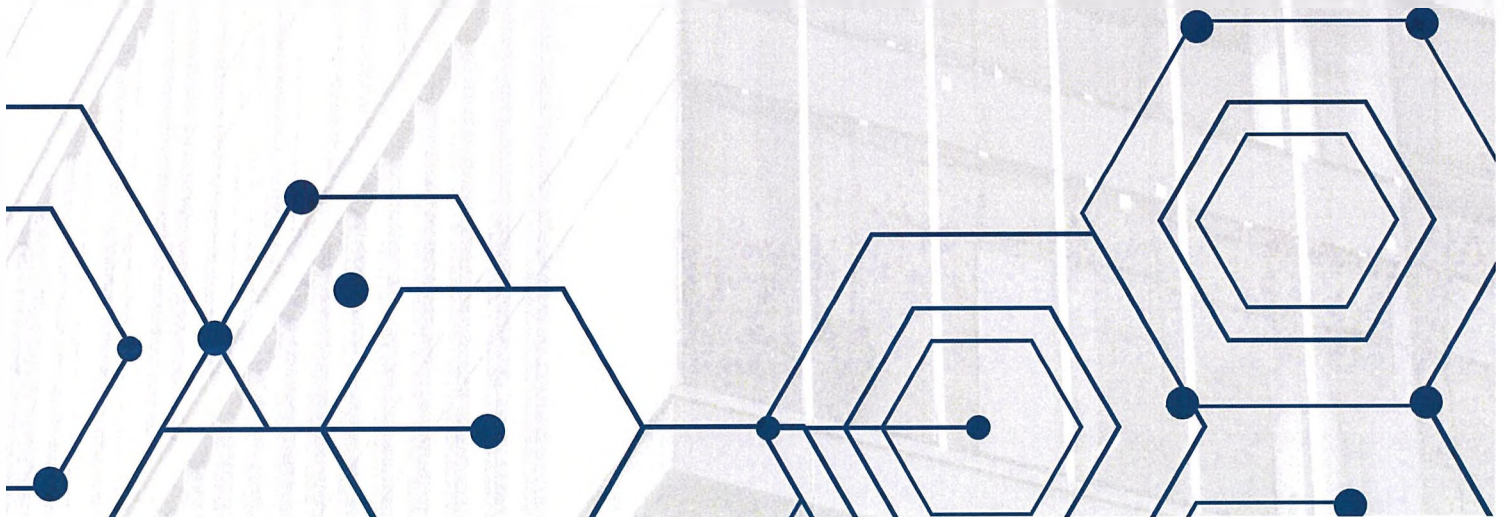
**ROCHE SERVICES (ASIA PACIFIC) SDN BHD**



**Roche**

**PART 5:**

**SWOT  
ANALYSIS**





# SWOT ANALYSIS

SWOT analysis involves the identification and evaluation of strengths, weaknesses, opportunities, and threats, aimed at generating strategic insights. It is a commonly utilised instrument for assessing internal and exterior surroundings to attain a methodical framework and assistance for strategic decision-making scenarios. **(Magdalena Drastichová, 2023)**. SWOT analysis fulfils multiple functions. For instance, Strategic Decision-Making in which assists organizations in prioritizing issues, allocating resources efficiently, and making educated choices. Secondly, goal setting for establishes a framework for formulating attainable and realistic objectives by comprehending abilities and constraints. Other than that, problem solving. For example, aids in recognizing areas for enhancement and possible obstacles and lastly, scenario analysis with provides insights into the potential outcomes of various scenarios influenced by internal and external forces. **(Palazzo, M, 2024)**.

During my internship at Roche Services (Asia Pacific) Sdn. Bhd., I had the opportunity to conduct a SWOT analysis of the organization. This exercise allowed me to identify the strengths, weaknesses, opportunities, and threats that influence Roche's operations, providing valuable insights for strategic decision-making. Below is a detailed discussion of each SWOT element along with recommendations for improvement.

**Strengths** denote the internal capabilities, resources, or advantageous traits that confer a competitive edge to Roche. At Roche, I saw two strengths, one of which is a **strong brand reputation**. Roche is internationally esteemed for its superior pharmaceutical goods and diagnostics, garnering trust from clients and stakeholders around. Secondly, **employee well-being**. Roche prioritizes the health, safety, and well-being of its employees by offering flexible work arrangements, mental health support, a conducive workplace, complimentary breakfast or lunch, among other benefits.

Next, **weaknesses** are internal constraints or obstacles that impede Roche's performance. These comprise **communication gap**. Communication limitation outside Roche Malaysia for Instances of miscommunication or delays in information dissemination between teams or departments can result in inefficiencies and misunderstandings. Secondly, **limited workspace**. Inadequate physical space or facilities may hinder productivity and the capacity to support expanding teams or resources.

# SWOT ANALYSIS

Besides, **opportunities** are external forces or trends that Roche can leverage for growth and success. There are two opportunity can be seen at Roche. Firstly, **emphasize preventive healthcare and early detection**. There is an increasing global focus on preventive healthcare, early diagnosis, and individualized therapies, which corresponds with Roche's proficiency in diagnostics and medicines. Secondly, **career development**. Roche enhancing the emphasis on career development initiatives for employees will assist Roche in attracting and retaining premier talent while promoting internal advancement and innovation.

Lastly, **threats** are external challenges that could adversely affect Roche's operations. These comprise **intense competition**. The pharmaceutical and diagnostics sectors rank among the most competitive industries worldwide. Roche encounters pressure from other significant entities, including global businesses and emerging firms, all endeavoring to introduce breakthrough items to the market. Rivals may introduce comparable or superior solutions more rapidly, impacting Roche's market share. Moreover, pricing wars can diminish business margins, particularly in areas where healthcare providers emphasize cost above brand integrity. Next, **economic fluctuations**. Global economic instability poses a significant threat to Roche's operations. Factors like inflation, currency exchange rate volatility, and economic downturns in key markets can affect both production costs and customer demand.

In summary, SWOT analysis is a powerful yet straightforward tool that provides a clear understanding of an organization's current position, facilitates strategic planning, drives informed decision-making, and enhances organizational alignment. By identifying strengths, weaknesses, opportunities, and threats, it helps organizations navigate challenges, seize opportunities, and achieve their objectives more effectively.





# SWOT ANALYSIS

## INTERNAL



## EXTERNAL



**ROCHE SERVICES (ASIA PACIFIC) SDN BHD**



**PART 6:**

**DISCUSSION &  
RECOMMENDATION**





# STRENGTHS

# 1

## Strong Brand Reputation



A strong brand reputation denotes the favourable perception and confidence that stakeholders which are customers, employees, investors, and the general public hold for a company and its offerings. It indicates the esteem with which a corporation is held about its values, performance, reliability, and societal contributions. **(Arduini, S., Manzo, M., & Beck, T, 2023)**. Roche is a globally renowned company with a stellar reputation in the healthcare industry, known for its innovative contributions to pharmaceuticals and diagnostics international. Due to being standing as a leader in the healthcare sector substantially enhances the status of its subsidiaries, particularly Roche Malaysia. Affiliation with a globally esteemed and recognized organization bolsters Roche Malaysia's brand equity.

The **strong brand reputation** of Roche globally has a significant positive impact on Roche Malaysia, enhancing its operations and position within the local healthcare ecosystem. Firstly, **it increase trust and credibility**. This is because Roche's international standing for quality, innovation, and dependability which establishes Roche Malaysia as a credible organization in the eyes of healthcare providers, patients, and partners in Malaysia. This enables the affiliate to cultivate robust, enduring relationships with essential stakeholders. Secondly, **market competitiveness**. Roche Malaysia benefits from global brand recognition, making it easier to compete in the Malaysian market. Roche Malaysia's good reputation gives it an advantage over local and regional competition since stakeholders choose a brand with an established track record. This advantage is particularly important in Malaysia's healthcare industry, where trust in a company's products and services plays a critical role in decision-making. Thirdly, **attracting talent**. Roche Malaysia's affiliation with a globally respected organisation renders it extremely attractive to career seekers, especially within the healthcare and pharmaceutical sectors. This is because Roche's inclusive, employee-focused culture, supported by its global reputation, aids in retaining top people, thereby minimizing attrition and enhancing productivity.



## RECOMMENDATION

To further leverage and strengthen Roche Malaysia's strong brand reputation, Roche Malaysia can **enhance digital presence and branding**. (Roche, T., & Zinhle Ndlovu, 2024). This is because improving digital presence and branding is becoming increasingly important in today's digital-first society, particularly for a healthcare leader like Roche Malaysia. A solid digital strategy allows the organization to reach a larger audience, engage stakeholders effectively, and strengthen its brand reputation. For instance, Roche can maintain an active presence on social media platforms like LinkedIn, Facebook, Instagram, and YouTube to reach a wide range of audiences, including healthcare professionals, patients, and the general public. The content can be such as educational topics about the diseases and treatments in which Roche specializes for example, oncology and diagnostics, infographics clarify difficult healthcare subjects and announcements regarding Roche Malaysia's contributions to local healthcare projects or breakthroughs. This can help to build a strong brand of Roche Malaysia and become well known among Malaysia citizens.

To enhance its influence and reinforce its standing in Malaysia, Roche Malaysia should **concentrate on cultivating local talent** (Ibrahim, Y, 2024). Providing avenues for education and development empowers local professionals, coincides with business social responsibility objectives, and guarantees sustained success in the region. For example, Roche can offer more internship by providing interns with hands-on experiences in which they can participate to significant projects such as product launches or healthcare initiatives and ensure that programs have structured onboarding, defined objectives, and regular feedback sessions. This is an excellent opportunity for them to cultivate fresh talent who can learn, contribute, and deliver their finest work. A well-executed internship program enhances Roche Malaysia's reputation as an employer of choice, attracting top talent and impactful internships, it can nurture future professionals, aligns with its commitment to community development, and ensures a pipeline of skilled, motivated talent. In addition, this structured can building a future talent pipeline where interns with positive experiences are more inclined to seek full-time positions at Roche, presenting the company with a pool of pre-trained talent. Furthermore, when many local talent be there at Roche Malaysia, more strong brand of Roche at Malaysia and has been well known in Malaysia community regarding their presence.



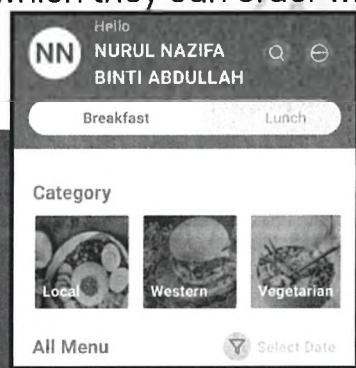


## 2

EMPLOYEE  
WELL-BEING

**Employee well-being** refers to the physical, mental, emotional, and financial wellness of an organization's personnel. It is a multifaceted term that includes not only bodily health but also job happiness, workplace safety, work-life balance, and the ability to succeed in one's role. A emphasis on employee well-being demonstrates an organization's dedication to establishing an atmosphere in which employees feel valued, supported, and driven to achieve to their full potential (**Ajayi & Udeh, 2024**). For example, Roche Malaysia permits employees to select work hours that accommodate their personal needs while fulfilling job obligations. This encompasses alternatives such as telecommuting, flexible schedules, and hybrid arrangements . Other than that, Providing free meals ensures employees have access to nutritious food, saving them time and money while promoting healthy eating habits. It also prioritizes providing a functional and pleasant workstation, complete with ergonomic furniture, open spaces, and visually appealing designs. Roche also provide free sport like Yoga, badminton and bowling for employees to play. Employee also can access Gen Room (massage station). This clearly show, how Roche prioritize employee well being to ensure all employee has a good health in both physical and mentally while performing their best of work in the office.

**Prioritizing employee well-being** is one of Roche's strengths, positively impacting both employees and the firm itself. Firstly, **employee have more control over their schedules**. The flexible work arrangement offer by Roche Malaysia has helps alleviate the pressure of balancing competing demands and reduced stress levels lead to better mental and physical health as well as decreasing the likelihood of burnout. The work it can be bundle of task for employee but they can manage all the task well and meet all the deadline. In addition, employees who feel supported in their personal and professional lives are more likely to feel satisfied with their jobs. Secondly, **access to nutritious food, saving them time and money**. By providing free food for all employees can save their time to find out place for lunch or breakfast and money as well. Employees can enjoy free breakfast and lunch, which not only boosts morale but also creates opportunities for team bonding in informal settings. Roche also ensure to provided all the choices food in the **Experience Apps** (apps to order) with healthy food and variety of nutritious food in which they can order what they want to eat every day in the office.



## RECOMMENDATION

To further strengthen its focus on employee well-being, Roche can **launch an internal "Roche Well-Being" app**, where employees can log their fitness activities, access meal discounts, and schedule counseling sessions (*Plotkina, D., Valentini, T., & Castéran, H. 2024*). Roche can strengthen this by invest in a Wellness Technology Platform. For example, they can present a digital wellness platform that consolidates all well-being initiatives in a one location. However, the potential features may encompass virtual fitness courses, mental health resources, meal planning tools, and progress tracking for health objectives. All the employee are mandatory to register in this apps and keep update on their well being especially during the office day. By this apps, it easier for them to identify who are need for health consultant and being on track to ensure all employees in a good condition as well as can expectation for the productivity and excellent work from their employee. Kind of features in the apps can be like Virtual Fitness Classes in which offer on-demand yoga, pilates, and cardio programs to promote physical exercise, regardless of location or schedule. Employees can participate when it is most convenient for them, thanks to live-streaming or pre-recorded choices. Secondly, meal planning tools include nutrition guides and planners to promote healthy eating habits. Healthy food sellers and restaurants may offer discounts or form partnerships. Lastly, health progress trackers help measure exercise goals, steps, and calories burned. Employees are motivated by monthly challenges such as the "10,000 Steps a Day" competition.

Secondly, **expanding flexible work options at Roche**. Flexible work options enable employees to harmonize their professional and home life, thereby improving satisfaction, productivity, and retention (*Ghali-Zinoubi et al., 2021*). For Roche Malaysia, advancing these initiatives corresponds with contemporary workforce trends and strengthens its employee-focused culture. For instance, Roche can Implement the "Flex Friday" policy. This can make employees work remotely, leave early, or rearrange their Friday plans to prioritize rest, personal pursuits, or self-care. In addition, its encourages a culture of work-life balance while increasing productivity early in the week. In addition, it can help employee to have more rest at the end of week as well as boost their energy to start a new work because there have a enough rest. This implementation clearly can give happiness and job satisfaction for each employees because have a good rest and boost their productivity to perform their job well.





## 1

### COMMUNICATION GAP



A **communication gap** occurs when individuals or groups fail to effectively convey information, resulting in misunderstandings, misinterpretations, and incomplete messages. This gap can occur in any situation, including the workplace, schools, or personal relationships, and can be caused by a variety of issues such as language problems, imprecise messaging, or a lack of communication tools. **(Morrison-Smith & Ruiz, 2020)**. Roche Malaysia is part of a multinational organization that frequently requires coordination with virtual teams from various areas and time zones. While virtual teams have various benefits, like as access to specialized expertise and enabling worldwide cooperation, they can also aggravate communication gaps if not adequately managed.

There are few challenge that lead to communication gap at Roche Malaysia. Firstly, **disparities in time zones**. A Roche Malaysia team encounter difficulties in obtaining prompt feedback from European colleagues because of time zone discrepancies. This is because collaboration across many time zones result in delayed responses and necessitate meetings at inconvenient hours, leading to dissatisfaction or misalignment. Occasionally, certain employees at Roche Malaysia report to a management located in another country, and their team members may also be employees from outside Roche Malaysia. Consequently, managing time for meetings and brainstorming ideas would provide a challenge due to the discrepancies in time zones.

Secondly, **decreased informal engagements**. Virtual teams are deficient in spontaneous, informal interactions like coffee break, chatting and others, which are essential for fostering trust and camaraderie. This may result in diminished team dynamics and obstruct transparent communication. Informal encounters foster a sense of belonging and connection within the team. In the absence of these, employees may experience disengagement or a sense of undervaluation, adversely affecting morale and overall productivity. For example, employees of Roche Malaysia who work remotely have a sense of disconnection from their global colleagues, which could diminish their motivation to engage actively in meetings and initiative .



## RECOMMENDATION

To address the communication gap occurring outside Roche Malaysia, several recommendations can be implemented for improvement. Communication constitutes the cornerstone of efficient collaboration. By prioritizing and enhancing communication strategies, teams can more successfully attain their objectives, foster better connections, and sustain a pleasant work environment. **Firstly, Roche Malaysia can mitigating time zone disparities (Chauvin et al., 2024).** They can establish rotational meeting schedules. For example, alternate meeting hours to evenly distribute the inconvenience of early or late meetings across team members across various time zones. Besides, employ asynchronous communication tools by promote the utilization of services like as Slack, Microsoft Teams, and email for asynchronous updates, allowing team members to collaborate outside the limitations of time zones and lastly, establish response-time standards for cross-time-zone communications to prevent unwarranted delays or discrepancies. This would undoubtedly assist team members in different time zones to talk about work without inducing stress caused by time zone disparities and difficulties in team interaction.

Next, **Roche can fostering team cohesion in virtual environments (Abeer Wadullah Baker et al., 2024).** Firstly, Roche can conduct virtual team building programs. The purpose to duplicate the benefits of in-person interactions in a distant setting, encouraging trust, collaboration, and engagement among team members. For example, they can partnering with experts by collaborate with HR or external suppliers who are experienced in planning activities for remote teams. These activities may include virtual escape rooms, trivia games, online courses, or creative challenges such as virtual art or cookery classes. To make it become successful, it must consistently schedule these activities on a regular basis either quarterly or monthly to preserve team cohesion and high energy. Implementing these recommendation helps to bridge communication gaps in virtual workplaces by instilling trust, boosting cooperation, and cultivating a more inclusive and engaging workplace culture. These activities ensure that employees, regardless of location, feel connected, valued, and aligned with their team's goals, resulting in increased satisfaction and productivity.





# WEAKNESSES



## 2

### Limited workspace



**Limited workspace** refers to instances where the actual office area offered is insufficient to comfortably and efficiently accommodate all people, resources, and activities needed for a business to function properly (**Wäistö et al., 2024**). One of Roche Malaysia's major drawbacks is its small workspace, which precludes all employees from being physically present in the office at the same time. This difficulty is particularly noteworthy given that Roche Malaysia has three affiliates—Pharma, Diagnostics (DIA), and Roche Services & Solutions (RSS)—that are currently not operating under one roof. There are few impact of this limited workspace at Roche Malaysia. Firstly, **remote work dependency**. Due to the difficulties to accommodate everyone at once, Roche Malaysia provides remote work possibilities. While this provides freedom, it also limits in-person interactions, brainstorming sessions, and team-building activities. For example, employees miss out on casual chats, informal brainstorming, and spontaneous problem solving, which happen organically in physical office settings. These conversations frequently result in unique ideas and greater interpersonal relationships. Remote employment diminishes opportunities for in-person team-building events, which are crucial for fostering trust and camaraderie. Employees, particularly those stationed in various locations from Pharma, RSS, and DIA affiliates have a sense of disconnection from their peers.

Secondly, it **leads to team disconnect**. Due to the limited workspace at the Pinnacle Office in Subang Jaya, only employees from the RSS (Roche Services & Solutions) and Pharma affiliates can work there, while employees from Diagnostics (DIA) must operate out of a separate office in Kuala Lumpur. This physical separation creates challenges in fostering unity, collaboration, and a cohesive team environment, even though all three affiliates are part of the same organization and share common goals. While job responsibilities vary across Pharma, RSS, and DIA, they all contribute to Roche's overarching goal of enhancing healthcare and patient outcomes. Disconnects can cause misalignment or a lack of synergy in attaining the purpose. Other than that, when the company held a big event in office like town hall meeting or Raya celebration, not all employee can join in one office due to limited space. It usually will be held separately by affiliates.



## RECOMMENDATION

To address the issue of limited workspace, Roche Malaysia can **employ a consolidated office space approach**. This strategy would require **combining all three affiliates—Pharma, RSS, and Diagnostics (DIA) into a single, larger office**. Such a shift would result in a more cohesive working environment, bridging the current physical and operational gaps between the affiliates. A centralized office consolidates the physical presence of all affiliates and teams into one location. It eliminates geographic and operational silos, creating a shared environment where employees can interact and work collaboratively. However, the purpose of this is to optimize operations, fortify team unity, and improve communication among affiliates. It cultivates a sense of belonging, prompting employees to perceive themselves as integral members of Roche Malaysia rather than being limited to their individual affiliate. There are few consideration need to be consider when consolidated office space. Firstly, office design. The office should be designed to allow various processes, including private rooms for focused work and open areas for collaboration. Employee experience should be enhanced with amenities such as breakout rooms, cafeterias, and wellness spaces. Secondly, location selection. To reduce commuting issues for employees, the workplace should be positioned centrally and conveniently accessible. For instance, consider the proximity to public transportation, parking, and amenities such as restaurants and childcare services.

A **centralized office** addresses the existing constraints of workspace and geographic dispersion while **strategically connecting Roche Malaysia's affiliates under a unified strategy**. This is because establishing an atmosphere that fosters collaboration, unity, and creativity will fortify Roche's corporate culture, elevate employee engagement, and improve operational efficiency. However, it may faces challenges when apply for centralized office and larger workspace at Roche Malaysia such as the cost. This is because setting up a new centralized office may involve significant upfront investments in infrastructure, furniture, and relocation. Not only that, employees who familiar with remote work may struggle to transition back to a completely office based environment, necessitating adaptability in policies and practices.





## 1

### Emphasize preventive healthcare and early detection

**Preventive healthcare and early detection** are becoming increasingly significant as global healthcare systems transition from reactive therapy to proactive health management (*Zaher et al., 2024*). Firstly, this offers a **substantial opportunity for Roche Malaysia to assume a crucial role in enhancing patient outcomes and tackling public health issues**. The rising prevalence of new and complex diseases has increased the demand for novel healthcare solutions, establishing Roche as a significant participant in this expanding market. Roche, one of the world's premier biotechnology and pharmaceutical businesses, has strengthened its brand and market position by adapting to evolving health concerns. Roche is a global diagnostics company, utilizing cutting-edge technologies to diagnose diseases early. The company's diagnostic solutions for cancer, infectious diseases, and metabolic disorders are crucial in early detection, allowing for prompt therapies and their development of point-of-care diagnostics enables healthcare providers to rapidly screen and diagnose patients, particularly in distant or underserved locations. This is critical for early detection, especially in Malaysia's rural areas, where access to healthcare is restricted.



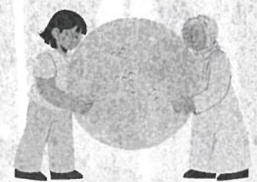
Secondly, Roche Malaysia is a **forerunner in precision medicine, emphasizing tailored treatment based on individual genetic profiles**. With the increasing prevalence of genetic testing for health concerns, Roche can provide both diagnostic assessments and tailored treatments for the early identification of diseases, such as genetic screening for cancer or cardiovascular conditions. Roche Malaysia possesses a distinctive opportunity to spearhead the promotion of preventive healthcare and early detection. By utilizing its sophisticated diagnostic technologies, proficiency in personalized healthcare, and integration with national health priorities, Roche may significantly enhance public health outcomes. This strategy not only meets the increasing need for early detection but also reinforces Roche's status as a leader in the Malaysian healthcare sector.



## RECOMMENDATION

Given the increased demand for preventive healthcare and early detection, Roche Malaysia may use its expertise in diagnostics, new technologies, and public health initiatives to lead efforts in promoting proactive health management. Malaysia bears a large burden from NCDs such as diabetes, hypertension, and cancer, which are among the main causes of morbidity and death. According to the Malaysian Ministry of Health, over half of Malaysian people have at least one noncommunicable disease, and many are unaware of their condition until it is advanced (*The Star, 2024*). This clearly shows that **Roche Malaysia can offer solutions for the early detection and monitoring of NCDs**. For example, providing diagnostic tests for diabetes by blood glucose monitoring and cardiovascular disease via cholesterol and lipid panels could enable more proactive disease management and prevention.

Next, Roche Malaysia **can establishing Strategic Alliances with Non-Governmental Organizations and Government entities (Abeykoon, 2021)**. Collaborating with NGOs enables Roche Malaysia to provide preventative healthcare services to marginalized and underserved populations, including rural communities, the urban impoverished, and indigenous groups that frequently lack sufficient access to healthcare. For example, Roche Malaysia might collaborate with NGOs to build mobile health units outfitted with diagnostic equipment and skilled personnel to deliver health screenings, educational programs, and early illness detection in underserved regions. In addition, conduct campaigns targeted at specific diseases with partnering with NGOs that focus on certain health issues, such as diabetes, cancer, or infectious diseases, can enhance Roche's outreach initiatives. Roche could fund cancer screening initiatives in partnership with cancer-oriented NGOs. Besides, Roche and NGOs might collaboratively establish health education initiatives centered on preventative care, highlighting the significance of frequent screenings, lifestyle modifications, and immunizations to avert chronic diseases. Strategic partnerships with NGOs and the government provide Roche Malaysia with a robust framework to emphasize preventive healthcare and early detection. These collaborations will enable Roche to extend its impact, align with national health priorities, and solidify its position as a leader in transforming healthcare delivery in Malaysia. This collaboration can enhance the presence of Roche in Malaysia .





## 2

### Career Development

**Career development** offers a substantial potential for Roche Malaysia by facilitating the attraction, retention, and cultivation of premier talent, while synchronizing employee ambitions with corporate objectives. Roche, as a global leader in healthcare, possesses the resources, experience, and innovative culture essential for empowering its people and developing a highly trained, future-ready team. Career growth is a crucial opportunity due to the dynamic and continually evolving characteristics of the healthcare and pharmaceutical sectors (**Cheng et al., 2023**). Firstly, due **Roche Malaysia's operations span various functions**, such as pharmaceuticals, diagnostics, HR, finance, and supply chain management. This diversity allows employees to explore different career pathways within the organization. To maintain competitiveness, Roche must consistently invest in its workforce by offering access to advanced information, resources, and training programs. By doing so, Roche not only empowers its staff to perform in their current positions but also equips them to confront future difficulties and enhance the organization's enduring success.

Additionally, Roche's worldwide presence provides exceptional chances for interdisciplinary collaboration, global exposure, and cultural interchange. **Employees can get advantages from engaging in high-impact projects, participating in global mobility initiatives, and acquiring insights from international colleagues.** This cultivates a diverse and inclusive atmosphere in which employees are inspired to develop and exert their utmost efforts. In addition, **career development enhances Roche Malaysia's status as a preferred employer.** In a competitive employment market, providing substantial growth prospects, mentorship initiatives, and leadership trajectories improves employee engagement and happiness. This not only facilitates talent retention but also enhances productivity and organizational effectiveness.

Ultimately, Roche's dedication to professional advancement is consistent with its principles of innovation and empowerment. By investing in staff development, **Roche enhances its reputation as an innovative, people-oriented corporation.** This emphasis eventually bolsters Roche's overarching aim to enhance healthcare solutions, as a proficient and driven workforce fosters innovation and quality across all facets of the enterprise.



To capitalize on career development opportunities, Roche Malaysia can **enhance global mobility and cross-cultural exposure (Wood et al., 2022)**. Roche Malaysia can provide both short-term and long-term international assignments to enable employees to acquire varied views and enhance cross-cultural skills. The employee can gain varied knowledge and experience for their career development. Next, **it can be done by global project collaboration**. While involving employees into the global project significantly can help them grow fast because they will experience on many successions planning during the project which can be learn and explore during the time. In addition, enable employees to engage with teams from various geographies on international projects. This can improve their problem-solving and adaptation abilities. The impact will be employees encounter distinct obstacles in various markets, necessitating imaginative problem-solving and rapid decision-making, employees cultivate essential project management competencies while collaborating with stakeholders across diverse time zones, cultures, and organizational divisions. By actively engaging employees in global project collaborations, Roche Malaysia not only supports individual career growth but also strengthens its organizational culture of innovation and inclusivity. This approach ensures employees develop critical skills, gain international exposure, and are well-prepared to drive Roche's success in an increasingly globalized healthcare landscape.

Furthermore, **personalizing career paths is a strategic technique to integrate individual employee goals with company objectives**. By personalizing development opportunities to each employee's career goals, Roche Malaysia may improve job happiness, engagement, and overall productivity. **There are two method can be use are Individual Development Plans (IDP) and Career Coaching**. For **Individual Development Plan (IDP)** is a structured tool that helps employees chart a clear pathway for their career growth. For instance, managers and employees working together to determine areas for improvement as well as current strengths and abilities. This evaluation aids in coordinating the plan with organizational requirements as well as individual potential. For **Career Coaching**, involves providing employees with professional guidance and support to navigate their career paths effectively. For example, One-on-One Sessions like employees meet with experienced career coaches or mentors to discuss their aspirations, challenges, and development needs. Coaches directly can help employees identify and develop key skills required for their desired career progression.





## 1

### Intense Competition



**Intense competition** is a market environment in which several companies actively fight for the same customer base by providing identical products or services. This puts further pressure on businesses to innovate, reduce prices, enhance quality, and distinguish their goods in order to keep or gain their market share. It might occur as a result of market saturation, the presence of many strong competitors, or the availability of substitute items. Roche Malaysia faces significant challenges from both multinational pharmaceutical companies and local players in areas like innovation, pricing, regulatory approvals, and customer loyalty. **Intense competition** poses a **substantial threats to Roche Malaysia** for various reasons, especially within the healthcare and pharmaceutical sectors. Firstly, **due to the rapid growth of technology**, most pharmaceutical companies are consistently investing in research and development (R&D) to introduce breakthrough medicines, diagnostics, and health solutions. This engenders a competition to launch the most sophisticated products. Generic drug makers enhance competitiveness by offering economical substitutes for Roche's patented pharmaceuticals, which may diminish market share (*Reinhardt et al., 2020*).

Secondly, **market saturation**. The Malaysian healthcare market, especially in pharmaceuticals, diagnostics, and health services, is saturated with established global businesses such as Pfizer, Novartis, and Merck, alongside local competitors providing comparable products and services. It has evidently resulted in numerous outcomes. The availability of numerous options for healthcare providers and patients necessitates Roche to markedly distinguish itself. Not only that, **emerging competitors include startups and smaller companies entering the healthcare and pharmaceutical markets** with innovative and disruptive approaches. These new players often leverage advanced technologies, unique business models, or untapped niches, challenging established companies like Roche. This clearly demonstrates the tremendous rivalry that Roche faces in maintaining their market in Malaysia and attracting customers to always choose Roche's product over others, despite the fact that Roche offers numerous similar products.



# RECOMMENDATION

The Roche logo, consisting of the word "Roche" in a serif font inside a hexagonal border.

To stay competitive in the face of intense competition, Roche Malaysia can implement few strategies to sustain their market growth. It related to their mission ***"Doing now. what patient need next"***, Roche Malaysia can **focus on differentiation on their product**. This requires them for strengthen innovation and R&D align with their mission. Roche Malaysia need continuous development of unique products. For example, invest extensively in research and development (R&D) to ensure a steady supply of unique, high-value medicine that competitors cannot easily imitate which consider cutting-edge remedies such as customized medicine, gene therapy, and digital health technologies. Additionally, **Roche Malaysia has the capability to initiate a loyalty program**. This program seeks to ensure consumer loyalty to Roche's products and satisfaction with their offerings and services. For instance, they may provide incentives for patients who consistently utilize Roche diagnostics and treatments, including special discounts and health tracking tools. These tactics facilitate ongoing patient interaction, ensuring they remain informed and purchase products as necessary. Additionally, Roche can develop a program that incentivizes hospitals, clinics, and practitioners for their consistent utilization of Roche goods, thereby fostering enduring partnerships. This can enhance local awareness of Roche's products and brand development, particularly in the Malaysian market.

Furthermore, **strengthen local engagement**. It is very important thing to ensure they have a strong local engagement due to intense competition in Malaysia. As maintaining a robust connection with the local community and workforce is essential to staying competitive in Malaysia's highly dynamic market. For example, Roche Malaysia **can collaborate with local healthcare institution by partner with Malaysian hospitals, clinics, and universities** to conduct joint research and clinical trials, ensuring relevance to local healthcare challenges. By this engagement, can help to strengthen Roche market in Malaysia and being known by community much better. Besides, , Roche can **significantly aid in local talent development** by providing specialized scholarships and extensive training programs. Through the provision of scholarships, Roche can support students seeking degrees in pertinent disciplines, including healthcare, biological sciences, or business, thereby alleviating financial obstacles and cultivating a pipeline of proficient graduates. Furthermore, Roche can implement training programs designed to cultivate certain skill sets necessary for the business. These programs may encompass technical seminars, leadership development courses, and certification possibilities, providing participants with the proficiency to thrive in their employment.





## 2

### Economic Fluctuations

ARTICLE  
Pricing Measures In Malaysia Add To A Challenging Environment For Innovative Drugmakers  
Pharmaceuticals | Malaysia | Thu 04 Aug 2022

NEWS  
Drug pricing and healthcare costs: govt must address 'evergreening' of patents, break procurement monopoly  
As part of ensuring healthcare costs remain affordable, local manufacturing of pharmaceuticals must push the boundaries, including through innovation

Rising medical costs in Malaysia: A complex challenge  
CHKL

Pricing of pharmaceuticals is becoming a major challenge for health systems

One significant threat to Roche Malaysia is **economic fluctuation**, which can severely impact the company's operations and profitability. Economic fluctuations, such as inflation, currency depreciation, or a recession, can lead to increased costs for raw materials, manufacturing, and logistics (**Md Mehedi Hasan et al., 2023**). At Roche Malaysia, which deals in pharmaceutical and healthcare products, these **cost increases can be difficult to pass on to consumers due to price sensitivity in the market and regulatory pricing controls**. Moreover, during periods of economic downturns now, government budgets for healthcare have been reduced, affecting the funding available for public health initiatives and purchases of medical products. This could result in **decreased demand for Roche's products and services, particularly those supplied to public health sectors**.

Moreover, **economic instability**, for example during Covid-19 directly influence consumer behavior, with individuals and private healthcare providers opting for lower-cost alternatives and delaying non-essential medical treatments. This shift could further challenge Roche's revenue and market share. In fact, currency fluctuations can directly impact Roche Malaysia's profitability, especially if the company imports raw materials and products priced in foreign currencies. A weaker Malaysian ringgit could increase costs significantly, straining the company's financial performance. Healthcare items are frequently subject to stringent regulatory oversight to guarantee affordability. Economic recessions compel the Malaysian government to implement stricter rules on medicine pricing, constraining Roche's capacity to modify prices in reaction to escalating expenses. This may diminish the company's profitability.



## RECOMMENDATION

To mitigate the threats posed by economic fluctuations, Roche Malaysia can **build a diversified revenue stream**. This strategy of broadening and equilibrating an organization's income streams to mitigate reliance on a singular product, service, or market. By diversifying income streams across several channels, industries, or geographic regions, a corporation can mitigate risks linked to market volatility, economic fluctuations, or changes in consumer behavior (*Yan et al., 2022*). Roche Malaysia's strategy entails launching new product lines, including diagnostics, and investigating overseas markets, such as worldwide exports, to maintain stable and robust financial performance during economic turbulence. This strategy not only reduces risks but also prepares the organization for sustained growth. For example, by increasing its presence in foreign markets, Roche Malaysia can lessen economic volatility locally. Roche need to focusing on exporting to countries or regions with stable economies is a strategic move to diversify revenue and reduce the risks associated with economic instability in the Malaysian market. Other than that, they need to build a variety business in Malaysia to ensure their market in Malaysia can sustain although facing unstable economic in Malaysia.

However, Roche Malaysia can **strategically focus on analyzing and addressing the specific products that are regularly used and limited in Malaysia's healthcare market**. To mitigate economic changes, Roche Malaysia can assess and prioritize products that are often utilized in Malaysia and are often in short supply. This strategy corresponds with alleviating the effects of economic volatility by securing a consistent revenue flow while attending to essential healthcare requirements. Fundamental healthcare requirements such as pharmaceuticals for chronic diseases and diagnostic instruments for common ailments, generally sustain demand irrespective of economic circumstances. Other than that, insulin for diabetes and diagnostic tests for tropical diseases such as dengue are indispensable, especially amid economic recessions. Furthermore, when a product is scarce yet in high demand, Roche might monopolize the market by guaranteeing its availability. This diminishes competition and fortifies market position (*Raghupathi & Raghupathi, 2020*). In fact in their price stability, for products characterized by high demand and little competition are less susceptible to price wars, enabling Roche to sustain profitability despite increases in production costs resulting from inflation or currency devaluation.





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**Roche**

**PART 7:**

**CONCLUSION**



## CONCLUSION

In conclusion, my internship at Roche Malaysia in the HR department, particularly within the Employee Lifecycle Management team, offered significant insights into the company's operations and its dedication to its people. I acquired practical expertise in HR operations, recognized the need of sustaining a cohesive employee lifecycle, and noted how Roche's inclusive and innovative workplace culture promotes employee engagement and development. This experience deepened my comprehension of HR procedures within a multinational firm and reinforced my enthusiasm for a career in human resource management. The skills and information I gained at Roche Malaysia will provide a robust basis for my future career in HR. The event elucidated how a multinational corporation addresses problems like economic volatility while preserving employee satisfaction and operational efficacy. It emphasized the necessity of matching human resources strategy with business objectives to foster organizational performance.

Roche Malaysia is a prominent healthcare and pharmaceutical entity, encounters substantial obstacles including economic volatility, price sensitivity, and market competitiveness. These issues may affect operations, profitability, and growth. Roche's robust worldwide footprint, inventive ethos, and strategic acumen enable them to tackle these challenges effectively. By establishing a diversified revenue stream, concentrating on locations with stable economies, and prioritizing high-demand, scarce items, the company can cultivate resilience against economic fluctuations while securing sustainable revenue and market growth. Roche's extensive operations and varied organizational framework exemplify a paradigm for professional advancement. The company's focus on cross-functional initiatives, global mobility prospects, and leadership development programs motivates my career ambitions. These initiatives illustrate how HR can serve a crucial function in establishing avenues for employee advancement while guaranteeing the firm stays flexible and innovative.

In my prospective HR profession, I intend to execute and promote initiatives that cultivate talent development, bolster organizational resilience, and establish inclusive workplaces. Utilizing the insights gained from my experience at Roche Malaysia, I am assured of my capacity to contribute meaningfully to any business, fostering its success in the face of obstacles while emphasizing employee welfare and development.



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**PART 8:**

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**PART 9:**

**APPENDICES**





