



اوتنورسيوي تشينو او كي مارا
UNIVERSITI
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MARA

Fakulti
Pengurusan
dan Perniagaan

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR OF BUSINESS ADMINISTRATION (HONS.)

HUMAN RESOURCE MANAGEMENT

REPORT TITLE:

PRACTICAL TRAINING AT SEIKO DENKI (M) SDN. BHD.



GROUP:

BA243 6A

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14th February 2025

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Tarikh : 8/1/2025

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Nama Pelajar	NUR HIDAYAH BINTI ABDUL HALIM		
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Tajuk Laporan	PRACTICAL TRAINING	Nama Syarikat	SEIKO DENKI (M) SDN BHD.
AT SEIKO DENKI (M) SDN BHD REPORT.			

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Yang Benar

Nama Pegawai : Muhammad Ridwan B. Khamdi
Jawatan : Senior Engineer Maintenance
No. Tel.
No. Faks



Cop jabatan/organisasi:

EXECUTIVE SUMMARY

This report is prepared for my journey along this internship period throughout these 6 months. I feel proud to present this industrial training report as part of my last semester's journey with code subject HRM 666 in Bachelor of Business Administration (Hons.) Human Resource Management. I have done my internship at wire harness manufacturing Seiko Denki (M) Sdn. Bhd. located at Senai, Johor. I have been placed in the Maintenance Department as a clerk position. They gave me a lot of opportunities to learn in their premises with a quite large number of allowances for me as an intern student.

This report contains the company's profile, training reflection, SWOT analysis, and recommendations. According to SWOT analysis, the strengths of Seiko Denki are recruiting opportunities for internship students and being able to keep senior and experienced employees in the company. The weaknesses are outdated technology systems and challenges in retaining new talents. Conversely, for the external part which is the opportunities are strengthening customer and supplier relationships and enhancing training and development programs. Also, the threats are competitors offering higher salary and technological advancement. This content will be explained later in the report below.

ACKNOWLEDGEMENT

First and foremost, I would like to thank and express my deepest gratitude to Allah S.W.T for granting me the strength, knowledge and time to complete this industrial training report for this 6-month period. I also want to thank the company that has given me the opportunity to work here, Seiko Denki (M) Sdn Bhd, for providing a sumptuous amount of allowance for intern students like me. Special appreciation goes to Mr. Muhamad Rizzuan bin Asmadi who has been my supervisor at Seiko Denki since the first day I entered this company. He has supervised me well and gave me flexibility in performing tasks. His effort and insights have enhanced my understanding in administrative and management work. Not to forget my colleague, Mrs. Rahayu also guided me along with my internship and she also gave me information about this company and process and workflow to perform tasks in the maintenance department. Also, my maintenance team treats me well and welcomes me while being here. Next, I am grateful to the entire staff in all departments of Seiko Denki for their cooperation and willingness to share knowledge and be nice to me.

Lastly, my deepest appreciation goes to my family who provided me with a means of transport to me to commute from home to work and also their prayers to me throughout my life. Also, my close friends who are always giving support and updating each life update even though we are not working in the same place. Thank you all for making the experience enriching and unforgettable.

UPDATED RESUME



NUR HIDAYAH ABDUL HALIM

PROFESSIONAL SUMMARY

An enthusiastic and detail-oriented Human Resource Management student at UiTM Bandaraya Melaka, with strong analytical and communication skills. Passionate about talent acquisition, employee relations, and HR field. Adept at data management, document handling, and digital content creation. Seeking for opportunities to apply HR knowledge and gain hands-on experience in a dynamic work environment.

WORK EXPERIENCES

Internship Seiko Denki (M) Sdn Bhd Maintenance Clerk	Aug 2024 - Jan 2025
<ul style="list-style-type: none">Managed data entry tasks and maintained digital & physical filing systems.Processed purchase requisitions and monitored inventory records.Assisted in administrative support and documentation handling.	
Sales Promoter Larrie Corporation Sdn. Bhd @AEON Kulai	Aug 2021 – Mar 2022
<ul style="list-style-type: none">Conducted product demonstrations and provided customer assistance.Maintained cleanliness and organization of promotional counters.Consistently met and exceeded monthly sales targets.	
Sales Promoter Forest Clothing Sdn. Bhd @AEON Kulai	Dec 2018 – Jun 2019
<ul style="list-style-type: none">Delivered excellent customer service and assisted shoppers in product selection.Ensured proper stock display and managed cash transactions.	
Freelancer Freelancer.com @NurHidyh22	Oct 2023 - Jan 2024
<ul style="list-style-type: none">Designed logos, posters, and templates for various clients.Delivered creative digital content that met client specifications and branding needs.	

SKILLS & COMPETENCIES

LANGUAGES

- | | | |
|--|----------------------------------|-------------------------------------|
| • MS Word / Google Docs (Advanced) | • Canva (Intermediate) | • Bahasa Malaysia (Fluent) |
| • MS Excel / Google Sheets (Intermediate) | • CapCut (Intermediate) | • English (Conversational) |
| • MS PowerPoint (Intermediate) | • MS Outlook (Basic) | • Mandarin (Basic) |

EDUCATIONS

Bachelor of Business Administration (Hons.) Human Resource Management University of Technology MARA (UiTM) Melaka City Campus	
• Current CGPA: 3.32	Mar 2022- Jan 2025
Diploma in Human Resource Management University Sultan Zainal Abidin (UniSZA), Gong Badak Campus	
• CGPA: 3.16	Jun 2019 - Sep 2021
Malaysian University English Test (MUET) Session 1 / 2021	
• Band 4.0	

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- **Multimedia & Publicity Exco** - Jawatankuasa Perwakilan Komander Kesatria (JPKK) UiTM Melaka Branch, Bandaraya Melaka Campus (2023/2024)
- **Secretary 1** - Jawatankuasa Briged Sukarelawan UiTM Melaka Branch, Bandaraya Melaka Campus, (2023/2024)
- **Head of Souvenirs & Awards Bureau** - *Hasta La Vista* 2024/2025 under HR Students of UiTM Bandaraya Melaka Campus. (2024)
- **Head of Souvenirs & Awards Bureau** - MyQuran Time Programme, UiTM Bandaraya Melaka (2024)
- **Souvenirs & Awards Bureau** - Pathway to Professionalism "Mastering Career Etiquette" (2024)
- **Protocol Bureau** - Infographic Poster Presentation HRM656 (2024)
- **Hall, Protocol and Technical Bureau** - Program ADAB ERAT 1.0 UiTM Bandaraya Melaka Campus. (2024)
- **Head of Multimedia Bureau** - Programme of 'Mobile Legend E-Sport Challenge' by JPKK UiTM Bandaraya Melaka Campus (2023)
- **Participant** - Latihan Intensif Bakal Komander (LIBK) UiTM Bandaraya Melaka Komander Kesatria (2023)
- **Secretary** - Corporate Social Responsibility (CSR) Programme: Semarak Kasih (2023)
- **Representative** - Kor Bomba & Penyelamat UniSZA, UNICOD 4.0 United Camp (2019)

AWARDS & ACHIEVEMENTS

- Dean List Award (Semester 4, GPA 3.59) - Session 1, 2023/2024
- Dean List Award (Semester 1, GPA 3.57) - Session 2, 2021/2022

REFERENCES

Madam Wan Hasmat Binti Wan Hasan

Lecturer, UiTM Melaka Branch, Bandaraya Melaka Campus

Puan Nooridayu Atika Binti Yahya

Advisor, Jawatankuasa Perwakilan Komander Kesatria
UiTM Melaka Branch,
Bandaraya Melaka Campus (Kesatria Asisstant)

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PART ONE: COMPANY'S PROFILE



Figure 1: Seiko Denki (M) Sdn Bhd's Logo

1.1 Company's Name

Seiko Denki (M) Sdn. Bhd.

1.2 Location

PLO 95, Jalan Cyber 6, Kawasan Perindustrian Senai Fasa 3, 81400 Senai, Johor.

1.3 Background

- a. Seiko Denki (M) Sdn. Bhd. was established on 1st March 1991 by Mr. Tatsuyuki Yamamoto. They are Malaysian based Japanese manufacturer HQ located at No.8, Jalan Firma 1/1, PLO 94, Kawasan Perindustrian Tebrau 1, 81100 Johor Bahru, Johor, Malaysia. Seiko Denki has an authorized capital of RM2,000,000 and paid-up capital is RM600,000.
- b. They are a top manufacturer of wire harness offering high value-added goods and services for clients in Malaysia, Japan and other countries.
- c. Seiko Denki provides a wide range of excellent quality wire harness for audio & video, industrial equipment, medical, transformer, security, environmental products and consumer products.

1.4 Mission

To be recognized as a dynamic World Class manufacturing operation of Seiko Denki producing high quality products & services.

1.5 Vision

Seiko Denki's vision is to gain trust and to dedicate whole heartily support to customers.

1.6 Quality Objectives

- a. To achieve our location mission through our:
 - Customer Satisfaction: Meet or exceed customer requirements in terms of function, delivery and performance through proactive engagement.
 - Compliance: Maintain awareness of and compliance with all statutory, regulatory and customer requirements. Also, operate Business Management Systems in accordance with ISO 9001, 14001 and IATF 16949.
 - Continual Improvement: Encourage a culture for continual improvement and business excellence in all areas.

1.7 Goal

Priority in putting customer satisfaction first and always striving to make good products with reasonable cost has placed Seiko Denki in the global market.

They also advertise to new customers that they expertise in customization in tailoring wire harness solutions to meet a unique client's demand. Moreover, they are precision engineering in utilizing advanced manufacturing processes to make sure every wire harness meets exacting specifications, reliability, and good performance. They are also on a path to industry-leading innovation to continuously explore new technologies and materials to enhance wire harness designs and stay ahead of the curve in connectivity solutions.

Those are the reasons why their potential customers can choose them without a doubt to achieve their goal and at the same time provide cost-effective, efficient manufacturing solutions for most wire processing technologies to compete in the market.

1.8 Organizational Chart

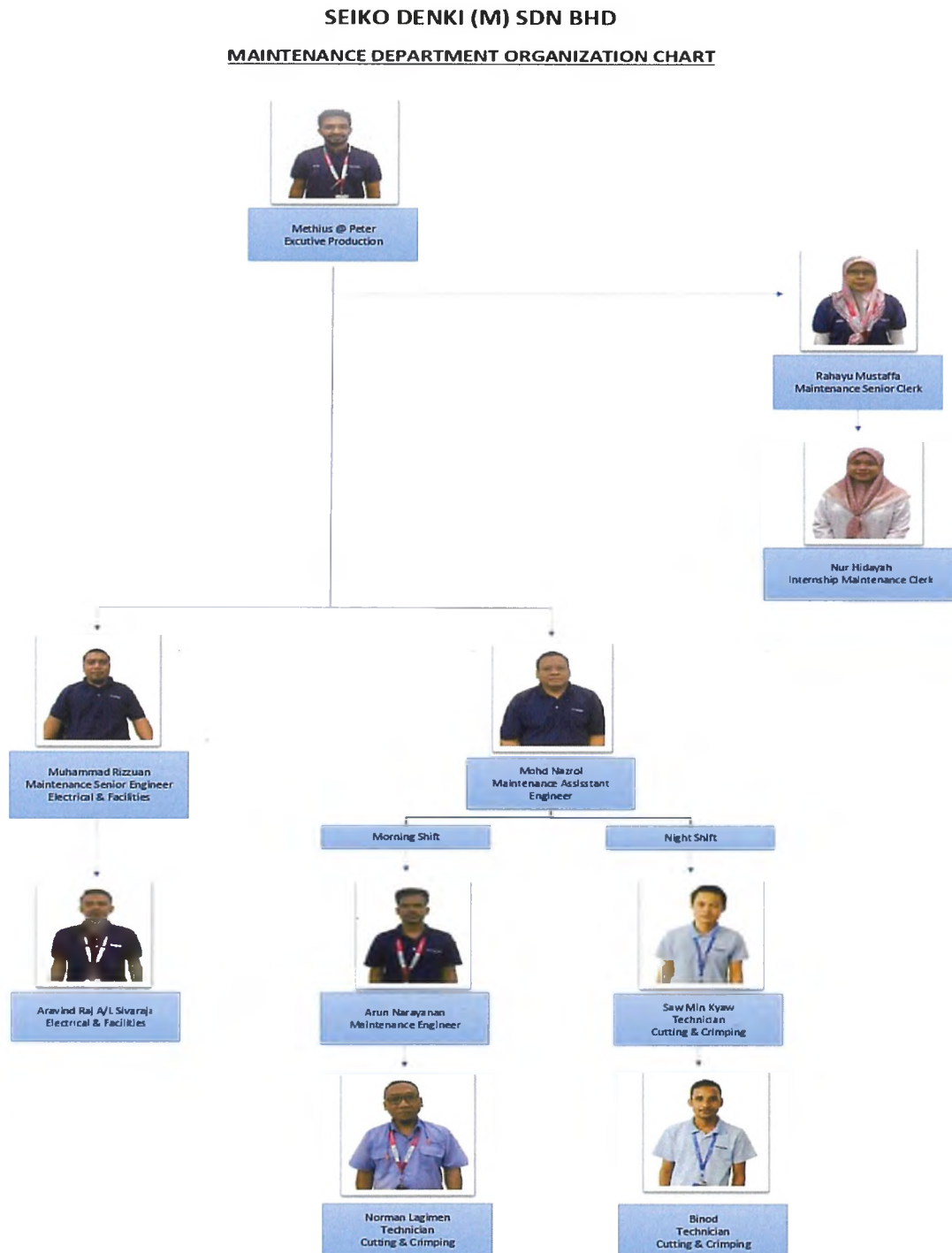


Figure 2 : Organizational Chart for Maintenance Department

1.9 Product and Service

Seiko Denki is well known as an excellent producer of wire harness for audio & video, industrial equipment, medical, transformer, security, environmental products and consumer products in Malaysia. They also already have big companies as their common customers such as Dyson Technology, Rapiscan Systems, Flex Electronics, Celestica, Shimadzu, and so on.

They also work together with their business partners for example, Sumitomo Electric, Hitachi Cable, 3M, Alpha Wire, and Amphenol to meet the customers needs.



Figure 3: Seiko Denki's Local and Overseas Clients

Their business categories are divided into six categories such as:

- Consumer 40% - Electric, communication, home appliances
- Semi-con 20% - Box build, front end mobile
- Security 18% - Luggage scanner, body scanner
- Automotive 10% - Cars, buses
- Medical 10% - Medical equipment, measuring instrument
- Others 2% - Aerospace



Figure 4: Semiconductor Product



Figure 5: Automotive Wire Harness

PART TWO: TRAINING'S REFLECTION

2.1 Duration

Internship Period :	12 August 2024 - 24 January 2025
Working Day :	Monday to Friday
Working Time :	8:00 AM - 5:00 PM

2.2 Duties and Responsibilities

Department Maintenance	
Roles and Responsibilities	Details of tasks
Handle daily attendance	<ul style="list-style-type: none">- Key in everyday attendance of staffs and technicians in Excel to be submitted everyday to HR Department- Updating staff and technicians overtime form for Excel records.- Submit maintenance team leave form, claims form, overtime form, and medical leave to the HR Department.
Checking and sending emails to suppliers	<ul style="list-style-type: none">- Checking incoming emails from suppliers and other departments.- Requesting quotations from suppliers via email to purchase order.- Replying emails from suppliers.
Purchasing order for maintenance used	<ul style="list-style-type: none">- Print the quotation and directly complete the Purchase Requisition form to be submitted to the Purchasing Department.- Request signature from Head of Department and Manager for approval of the purchase order.- Keep up to date with suppliers about the orders until we receive it.

	<ul style="list-style-type: none"> - Informing to technicians if tooling has arrived.
Checking up inventory stocks	<ul style="list-style-type: none"> - At the end of every month, counting and checking the latest stocks of tooling. - Update the latest amount in Excel and stock cards. - Arrange the tooling boxes according to their part number. - Stocking in tooling and updating in Excel and stock cards.
Update KPI every month	<ul style="list-style-type: none"> - Collecting machine breakdown form for each machine auto crimping from the Production Department. - Key in machine breakdown data in Excel document. - Sum up total purchase expenses for tooling and maintenance services. - Total up the amount of expenses spent for the month into the format of KPI data in the system.
Attend meeting with Head of Department	<ul style="list-style-type: none"> - Discussing upcoming issues and together discussing solutions at the meeting. - Jot down the meeting's main point and solutions from the Head of Department and other staff. - Making a summary from the meetings to see the tasks that are given.
Preparing overtime form for employees	<ul style="list-style-type: none"> - Applying overtime form for technicians and engineers in my department. - Arranging their overtime timetable to be updated to HR officers OT tracker. - Recording OT in OT form plan.
Updating and filing documents	<ul style="list-style-type: none"> - Arranging and filing documents every month to make sure the files are placed correctly. - Making sure every file is adequate and organized to

	<p>be easily found.</p> <ul style="list-style-type: none"> - Updating regarding every file document that needs to change yearly. - Keeping the documents for the last six months only.
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2.3 Intrinsic & Extrinsic Benefits

Intrinsic benefits means that emotional and psychological win people feel deeply they perform a good job, and they are proud of their skill well. From that, it can increase someone's productivity and encourage people to keep doing their best. From my point of view, intrinsic benefits that I have gained from this internship include encouragement from my Head of Department, guidance from senior workers, no pressure on completing my tasks, and being treated like a permanent employee. Month by month, it also makes me feel not awkward like the first time I'm there, but it's like I'm in a real working environment and manage to socialize with staff there. They also allowed me to use the equipment and facilities in the office such as computer, printer machine, laminating machine and Wi-Fi. From this experience, I have been able to use photocopy machines very efficiently to print, copy, scan to PC and copy documents using A4 and A3 paper. This was my first time printing using the machine.

Otherwise, extrinsic benefits mean visible rewards given by the employer to me during my internship period. I have been informed that I will be given an allowance amount of RM1,200. I will get the full amount if I work full for the current month or in other words if I work on that day, I will be paid. But, if the current month has a public holiday, I am also entitled to the off day, but I will not be paid as permanent staff. So far, I never get paid the full amount since I have off on a public holiday and take unpaid leaves. For me, I have been satisfied with the allowance given by Seiko Denki for my 6-month internship period.

PART THREE: SWOT ANALYSIS

3.1 Introduction

SWOT Analysis is a summary from Seiko Denki's Strength, Weakness, Threat, and Opportunity from my perspectives and observations. For this part, I will address Seiko Denki's strengths, weaknesses, opportunities, and threats during my internship period here.

3.2 SWOT Analysis Framework

SWOT Analysis has long been used as a strategic planning tool to assess internal and external capabilities and challenges faced by the company. From a good combination of internal and external framework, it will be derived to a successful strategy for a company. (Cheng, 2021). Here is the SWOT analysis that can be seen from my observations on Seiko Denki as listed below.

STRENGTHS <ul style="list-style-type: none">- Recruiting opportunities for internships within the organization- Able to keep senior and experienced employees in the company	WEAKNESSES <ul style="list-style-type: none">- Outdated technology systems.- Challenges in retaining new talents
OPPORTUNITIES <ul style="list-style-type: none">- Good relationship with customers and suppliers- Training and development programs	THREATS <ul style="list-style-type: none">- Competitors offering higher salary- Technology advancement by competitors

3.2.1 Strengths

Strengths are an organization's strengths that set it apart from the competitors and what it specializes in, for example, a powerful brand, customer loyalty and so on.

3.2.1.1 Recruiting opportunities for internships within the organization.

Since Seiko Denki opened an internship placement in this company, they also offered some intern students to continue working here for the same position or in other departments. This is also a big opportunity for intern students like me to have encouragement working here since intern students have already adapted to the culture and environment of the company. This company also will offer a commensurate with the level of education of the intern. The same goes for new external candidates but they might put a higher demand on their salary but have got no experience and knowledge about this company.

As for me, I am already being offered by my HOD and supervisor to fill in an application form for staff and continue working here to collect more experience in working life and can attend more training. Even though the position is just the same as in my internship period, I am not picky in searching for a job even though this is not in my related field, Human resource.

3.2.1.2 Able to retain senior and experienced employees in the company.

From what I have seen, most of the workers in the company are able to stay and are loyal to work in the company. Some of their employees have been working for over 20 years and still make it to work to this day. One of the reasons is because they prefer a work-life balance. This is because the company's working hours are from 8 am until 5 pm, Monday to Friday, which is very convenient, especially for married workers with children. In my observation, I have seen that not all manufacturing factories have working hours like Seiko Denki do. Most of the companies are working Monday to Saturday, 8:30 am until 5:30 pm or 9:00 am until 6:00 pm. They will be stuck in traffic jams on that pick hour when everyone is back from the workplace since Senai is the well-known busiest manufacturing area for factories. Additionally, Senai Airport is also located near the Taman Perindustrian Senai.

Not only that, but other reasons are also about the benefits that are given by the company, for example, clinic panel, promotion, overtime and transport allowance, transportation, and others. According to the HR Department, workers have a transport allowance if they are using their own vehicle from home. They also have provided

transportation service to staff who do not have transport to go to work.

Otherwise, they are also comfortable with a friendly environment among the staff and operators. From that, the senior workers feel more comfortable and able to adapt to the environment easily since they are working with their colleagues that are in the same generation level as Millennial and Gen X. They can easily manage to know and understand what each other wants to reach a consensus. From them, I also get opportunities to get new knowledge from the seniors about the company more deeply than the information through their website. The workers also treat interns like staff in the company. For example, we were given free breakfast and drinks also like the other staff on every Monday/Friday every week.

3.2.2 Weaknesses

The factors that stop a company from performing at its optimum level. There are some reasons why Seiko Denki needs to make and implement changes and improvements and remain competitive. Something that the company varies from their competitors and needs to be improved further.

3.2.2.1 Outdated technology systems.

I can tell this because I have used the computer and the systems by myself. The computer system itself is already outdated from the supposed latest version. Not only that, but these weaknesses are also causing problematic issues for staff to do their tasks more efficiently. They are supposed to alert with the latest update system for the computer. This is supposed to be done by the IT department who need to be responsible for the updated company systems. For example, the outdated computer systems will affect the poor computer performances that will slow loading and will cause the staff to overdue their tasks before the deadline. Based on my experience also, I faced this problem when the computer suddenly hung, and I didn't have time to save my previous work. A worse situation is when the file in the computer is missing and cannot be traced by the IT technician itself. Since the incident, my department has taken action to save current files and documents in a hard disk for future reference. This not only happens to my department but to the other departments also.

From the outdated systems, there is also another problem with the computer. Since the Microsoft software does not register on staff's email, it's difficult to make the document or file

that they are using to automatically save hence, they need to manually save by clicking the save button by themselves. So, this will force each employee to alert and save the files every time they make a change. Consequently, the effectiveness of the staff's work quality will be affected by their performance and at the same time it will delay their work.

Seiko Denki also uses an internal system named Tigernix. This system contains every movement of inventory in and out of the company. Tigernix is usually used by the department of store, purchasing, quality, planner department and also top management. In the systems, those departments will key in and get to know the latest update for purchase orders, inventory stocks, delivery order and so on. Unfortunately, not all departments can access and have an account to log in the systems. This forced other departments to use or borrow accounts from other staff from departments as I have stated above to see for own the progress of their own orders. Not only that, I have also heard complaints from other departments that the Tigernix system always slows and hangs so it makes their work delayed for a long time though they need to complete their work on the spot.

3.2.2.2 Challenges in retaining new talents.

In the strength above, I have mentioned that senior and expert employees are easy to retain with the company. But then, it is difficult for new talents and new recruits to stay for at least a probationary period, 3 months. For some reason, what I have seen is it's all about the Head of Department itself or the leader that is leading a department. Since my workspace is shared with other departments, I can see a variety of behaviour of people in the office. Throughout my internship period, 6 months, I have seen a department who has been recruiting new employees every month and none of them have succeeded in staying even for 2 months. Most of them work for only 1 month or less.

This is because of the pressure that is put by the HOD itself that pushes them to work under pressure everyday and leave the office late. Maybe for permanent staff, they are used to being like that, meanwhile, for new staff, that's not good for their mental health and work performance. Other departments also have miscommunication and lack of interdepartmental communication among their team because their leader arranges their subordinates to follow each of their orders without accepting other staff's opinions and ideas. Different people have different preferences and mental toughness. Thankfully, my department, maintenance, was managed well by my Head of Department, which gave me flexibility and no pressure to complete my work since the day I entered this company.

3.2.3 Opportunities

An external factor that can give Seiko Denki a competitive advantage towards their competitors to meet the industry demands.

3.2.3.1 Good relationship with customers and suppliers.

This is the most important thing in Seiko Denki because they cannot build their products and services without suppliers and clients. Seiko Denki's has created a good relationship with their customers from local and international. The well-known brands, for example, Dyson Technology, Flex Electronics and Celestica, also manufacture electrical products and at the same time needed wires to produce products. This relationship is responsible for Top Management and the Quality department, maintaining loyal customers' trust and gaining trust from new clients. By always contacting customers to do quality checks by quality control to detect errors or rejections in the material before being delivered to the related customer.

In my department, we also have a good relationship with suppliers since Maintenance departments are used to purchase orders for tooling and maintenance from suppliers monthly. Some of the suppliers, like Thean Hwa Resources, already have a good relationship with us because they always give our purchase order a discount for buying more than five pcs of tooling. The other suppliers are JLS Industries, CKS Precision, Sodaltech, and so on. For your knowledge, those companies produce tooling for spare parts in a machine such as a cutting tube machine, wire stripper and others. Since the maintenance department is also involved in safety, we also have a good relationship with suppliers of lift services, noise reduction services, fire extinguishers and so on. They already put trust on Seiko Denki to be their loyal customers. We usually make purchases from those suppliers via email to request quotations for items that we want to. Not only that, other departments also have strengthened the relationship with other suppliers to get good quality from their purchased orders.

3.2.3.2 Training and development programs.

Training is for the current skills learning process, conversely development is for future growth of an employee (Surbhi S, 2018). Every year, companies will send staff that need to be trained according to the skills that are related to their job description. This is called long term investment in financial strategy (Xeinadin, 2024).

Same goes with Seiko Denki, they have planned for next year's training and development programs, so HR departments are requiring all HODs to analyze and assess their subordinates to choose the best training that they really need. Not for the new staff but the senior staff are also required to be listed for training program development to sharpen their skills for the future. At first, the HR department sent emails to all departments to fill in and submit the training need analysis form for all staff accompanied by the training form. The training needs analysis needs to be filled in by the HOD to evaluate each of the subordinate's current performance to attend the suitable training that relates to their current job scope. For example, my HOD requires my supervisor, senior engineer, to attend safety coordinator training under Department of Safety and Health (DOSH) to expend his knowledge into safety and health for employees in the workplace.

3.2.4 Threats

The complexity of wire harnesses is currently applying automation that differs with different companies in the industry. Threats are an external factor that the company has no control over that might cause problems and can harm Seiko Denki's business cycle.

3.2.4.1 Technology advancement.

As I have mentioned above in the weaknesses section where their technology is outdated and not aligned with current technologies. This can be seen where in the production sections, Seiko Denki still needs to use many operators at their machines like auto machines and manual machines sections. They require the operators to still check and collect the wires the machine brings to the next process. The machines that have been used by Seiko Denki sometimes break down and it will slow down the process of production.

Conversely other wire harness companies are already using automated robotic arms to handle operators' tasks like wire insertion, cutting, stripping, wiring and soldering. They are willing to invest in such high expenses to have minor defects on their products and increase the speed of the production process. Moreover, some competitors, especially new companies, have an advantage in new technology because they might buy the latest and advanced machines on the market. For example, robotics systems function to sensor and detect any defects on the products faster than using human energy to detect any defects. The advanced companies might have technology or devices to detect defects earlier and can quickly identify defects without

additional production cost for example like smartBuild systems (Praneet, 2024). Using digitization software is preferred by competitors to reduce weight, customize harness design and to gain greater product results. Competitors of wire harness that manufacture electric vehicles with a high demand for smart components must also meet consumer demand and embed advanced wire harness into the newest products utilizing automated techniques for printing circuits onto parts.

3.2.4.2 Competitors offering higher salaries.

According to *theedgemalaysia.com*, 41% of companies are having difficulty offering competitive pay and benefits just to retain talents. This situation is currently faced by Seiko Denki in the industry where the fact is employees will choose the company with high salary and give them more benefits in many factors.

Based on my observation on LinkedIn.com and Jobstreet.com, it shows that Seiko Denki's salary rate for the same position in Johor is lower than their competitors in the industry. I have looked at the Quality Assurance (QA) Engineer position and Quality Assurance Manager position for Seiko Denki with different companies. The differences are shown below:

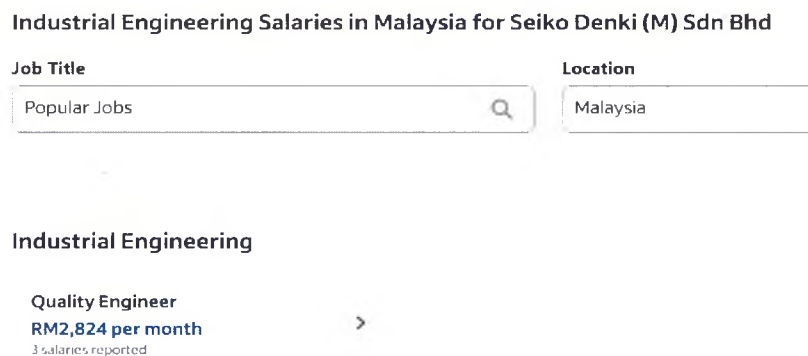
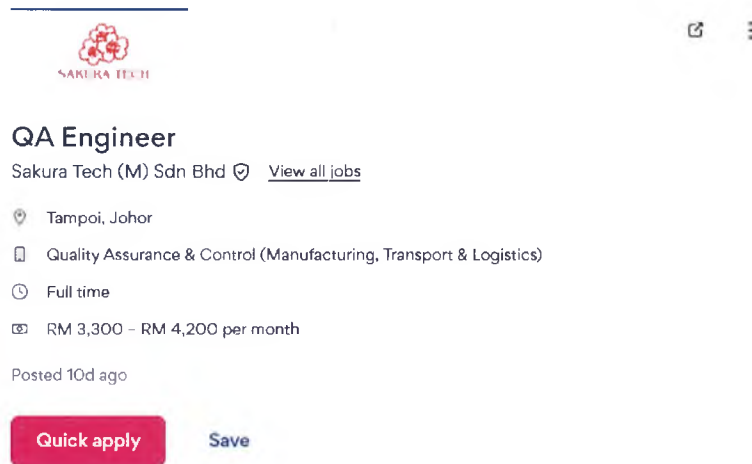






Figure 6: Quality Engineer wage in Seiko Denki (M) Sdn Bhd




QA Engineer
 Sakura Tech (M) Sdn Bhd  [View all jobs](#)

 Tampoi, Johor

 Quality Assurance & Control (Manufacturing, Transport & Logistics)

 Full time

 RM 3,300 – RM 4,200 per month

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Figure 7: Quality Engineer wage in Sakura Tech (M) Sdn Bhd

As shown above, the QA Engineer wage in Sakura Tech (M) Sdn Bhd is higher starting from RM3,300 and can reach up to RM4,200 to meet the qualifications they want. Meanwhile, Seiko Denki's QA wage starts from RM2,842 which contains RM458 differences. So, no wonder if this position in Seiko Denki is always filled with unfilled vacancies because potential candidates are searching for higher positions including the fresh graduates. Their job description and qualifications are almost the same as needing a candidate with a bachelor's degree in engineering with more than 2 years' experience in a quality assurance role.

According to LinkedIn.com again, Seiko Denki's pay for Quality Engineers is approximately 31% below the national average with RM2,824. This shows that this company's wage range is still average and cannot beat other competitors that have huge amounts of income yearly. With the size of the company, Seiko Denki still cannot afford to offer higher salaries for some positions because of the number of vacancies that are available.

PART FOUR: DISCUSSION & RECOMMENDATION

4.1 Recommendations

4.1.1 Strengths

4.1.1.1 Expanding internship programs.

Based on what I have observed in this company, I can recommend this company to expand the internship program in their organization and at the same time develop the intern students' pathways to their career. They can be included in mentorship programs just like recruiting staff in the company so they can together learn about Seiko Denki's culture and company goals. As such, including an onboarding program so that interns will be introduced to the company and get well-known by existent employees perhaps can increase their opportunities earlier. Additionally, The Ministry of Human Resources have announced that companies are allowed to utilize up to 50% of their levy balance for the Industrial Training Scheme (ITS) that enables the employers to obtain financial assistance if they sponsor students from university to work at their premises to expose interns to a real working environment (Corp., 2019).

4.1.1.2 Maintain employee retention.

As an effort from Seiko Denki's management team to retain their excellent and top performer employees, I recommend that they should do recognition programs towards their loyal employees with useful benefits like long service awards since the company has their people that worked for them for more than 20 years. They will feel happy when their blood, sweat and tears are appreciated and recognized by this company. Additionally, host an annual dinner to celebrate with the senior management and staff to show appreciation towards the employees. Meanwhile, the Seiko Denki brand will gain recognition as senior staff members will promote the company to their friends and family about their own positive experiences there. Additionally, they should make work-life balance an essential part of their recruitment strategy in order to attract more candidates for open positions in the organization and most important to retain experienced workers.

4.1.2. Weaknesses

4.1.2.1 Upgrading technology and software.

The management of Seiko Denki and the IT department need to create and find a solution to outdated technologies before everything gets worse. The most important thing for employees is to perform their work at their best when Seiko Denki needs to upgrade and revise their technology systems to the latest technology in the market even though they need to invest more in IT infrastructure. By upgrading computer systems and software also, they can minimize unexpected problems like hanging computers and also can reduce mistakes in employees' work. I recommend them to start using cloud-based systems on the computer like Microsoft 365, Google Cloud or Dropbox for easier document saving and better communication. They should buy the system and register an account for every staff member so that they can save their document in the cloud without worrying. This is because the employees often used Microsoft Excel to key in data and record files and it needed the software to be smooth to prevent any unexpected condition occurring and have data security and backups to reduce data loss. Otherwise, to avoid high procrastination among the employees.

4.1.2.2 Leadership Training.

Since I have mentioned weakness above, they are needed to provide leadership training for every HODs in the organization. This is because they need to learn how to manage and lead a team effectively without putting pressure on subordinates' shoulders. They need to be exposed to and aware of each of the staff's feelings and responsibilities to their task and try to be in their shoes. The HODs need to be exposed to modern management techniques to impress with employee well-being. Otherwise, an employee feedback form creates anonymous feedback from employees in each department to hear their voices or grievances about leadership while working there. By that, the HR department will accept the voices and make improvements for any deficiency. If the problematic HOD still remains their behaviour after attending leadership training, the HR department may consider demoting them and find another potential candidate to replace them.

4.1.3 Opportunities

4.1.3.1 Expand customer and supplier relationships.

To keep a good relationship with suppliers and clients, Seiko Denki can build a partnership program with both parties, either supplier or customer. It allows them to initiate regular checking updates with customers and suppliers so that Seiko Denki can deliver products according to their expectations and demands. Since Seiko Denki is complying with the industry standards and rules, they have been certified with certificates like ISO 9001:2015 and IATF 16949:2016 so it will strengthen their relationships with the stakeholders. By taking care of the relationship with both parties, Seiko Denki will result in getting quicker responses to issues that occur efficiently and at the same time expand their branding to industry. Otherwise, exploring new industries and new international markets rather than current local customers and suppliers to increase income of the company. They already have overseas potential suppliers like Komax Group that are located in Singapore. Maybe Seiko Denki can have other potential suppliers and customers also in the future since they have a good relationship with their existing suppliers and clients.

4.1.3.2 Diversify training programs.

To easily recognize the suitable training for each employee, the HR department can customize the training plans yearly to identify the skills gaps that occur in each department, especially departments that have many staff. For example, they should use E-learning platforms for training for non-practical jobs like leadership or communication. Well known E-learning platforms like Coursera, e-Latih and so on. These platforms are timesaving and cost-saving because employees no need to attend training physically because they can serve the e-learning training through online flexibility at anywhere and anytime. The e-learning training basically is like an assignment or task for employees to complete with a due date. Those platforms offer training courses to learn basic and advanced skills on Microsoft Office, copywriting and others and it's suitable for senior staff who are not proficient with advancement of technology changes. To find the effectiveness of the training, the HR department used to make a post-training evaluation to see how effective the e-learning training was by employees' performance improvement. Not only for this training but, all types of training should be measured by post-training evaluation.

4.1.4 Threats

4.1.4.1 Revise new technologies.

Before Seiko Denki arranges their investment in new machines and technologies, I will recommend them to observe and analyze first the technologies that their competitors used in the process of manufacturing products. By this method, they can compare which company's technologies are more effective and efficient to be invested in. By analyzing information from suppliers and also customers where they are able to choose the better return on investment to the company. That's why keeping a good relationship with clients and suppliers are important in the business field as I have mentioned above. In addition, Seiko Denki can open new positions and new departments for research and development work done by employees to inspect new technologies, products and revolution with low-cost effectiveness. Seiko Denki can also select automation machine robotics after considering choosing the better investment. When using robotics software and machines, this company is able to save in terms of time-consuming process, cost-saving because there is no need to pay overtime to the operators working. The usage of automation robotics is suitable for continual tasks that are usually performed by humans will be affecting minor rejections of products.

4.1.4.2 Benchmarking on salary range.

No longer denied that competitive salary ranges are uncontrollable factors by industry because it relates to the nation's economic conditions since Malaysia is facing an inflation situation. Conversely, Seiko Denki can make changes from their internal companies by setting up a benchmark wage range to align with their competitors and industry average. By that, their brand name will not fall because of problematic pay rates. Aside from giving wages in average rate, Seiko Denki should establish non-monetary rewards for example, employee of the month/year to show appreciation to their work as long as they serve, adding extra leave or maybe longer lunch break hour since in Seiko Denki's lunch break only 40 minutes. By doing that method, I think that employees will stay and be able to attract potential candidates to apply in this company since they are rewarding differences than other companies out there rather than a pay-rise. Setting career pathways to employees will guide management to make increment pays according to the skills and performance level of employees.

PART FIVE: CONCLUSION

5.0 Conclusion

In summary, from my own perspective, I can conclude that my internship with Seiko Denki (M) gave me the real-life experience of working in industry. This experience has opened my eyes to investigate how industry people work. The environment among staff in the same department as me can really get into it and other departments also have some of them that welcome me. This experience also played up my strengths and areas for development and increased my confidence level in my tasks given. I already understand the culture of this company and the overall process of manufacturing work. Seiko Denki also has given me so many opportunities to work in their premises and be part of their team. As I have been able to understand this company's background and culture, I have experienced this industrial training with challenges, and giving opinions has been such an effective learning experience.

Moreover, I was exploring valuable knowledge and experience in real world work structure that I never experienced in campus life. The hands-on task that they were given to me was very helpful to boost my communication skills and knowledge by implementing my existing knowledge to share with my colleague. Other than giving me guidance, they are also eager to learn something new from me that I have learned on campus. This internship experience also gives me a chance to build a connection with new people and gain many perspectives from various levels of age. Luckily, I also have applied to be a permanent employee in Seiko Denki since they have offered me to continue working here. I grab this valuable opportunity as job security for me after finishing my internship period.

Lastly, the SWOT analysis, I can conclude that the analysis of Seiko Denki has its own strengths, challenges, weaknesses, opportunities and threats on its own. Every company has their own specialty at some point and conversely the other side. By expanding their strengths and weaknesses, Seiko Denki will be able to find the solutions for their opportunities and threats in the future. It's all related to each other to make an improvement next time for the future. By all of this, Seiko Denki will have the potential to improve and improvise their operational efficiency, employee satisfaction and competitors among industry.

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APPENDICES



Figure 8: Morning assembly and exercise



Figure 9: Salary satisfaction percentage at Seiko Denki

Source: [https://malaysia.indeed.com/cmp/Seiko-Denki-\(m\)-Sdn-Bhd/salaries](https://malaysia.indeed.com/cmp/Seiko-Denki-(m)-Sdn-Bhd/salaries)



Figure 10: My workspace environment in the office



Figure 11: Organization charts on information board



Figure 12: Staff entrance and front desk



Figure 13: 5S Principles practices



Figure 14: Fire drill activity