



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT**

INDUSTRIAL TRAINING REPORT

Maybank Berhad

Level 15th, Human Capital – Group & CFS Malaysia, Menara

Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur

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Abstract

Maybank is one of the famous and top banking industries in Asia. It is known because it is the largest bank and financial group in Malaysia, with significant banking operations in Singapore, Indonesia and the Philippines. During the six months of my internship program, I have capture and adapt many skills such as management, data analysis, human resource job and many more. The department that I am being attached played a very important role in dealing with the staffs in Maybank. This department role is to make any action in dealing with transfer of staff, attrition or resignation of staff and also make a confirmation on promotion and renewal of contract of staff. In human capital management, organizations treat their employees as important resources that play an instrumental role in productivity of the organization. The development and management of individuals in line with their key responsibility areas not only make them a crucial resource in the future but also ensure their hundred percent contributions towards the organization. BMELP are one of the programme that Maybank provide for newly fresh graduated student across Malaysia. I was engage with this programme to handle and manage their 3 years attachment and on-going assessment.

Keywords: Maybank, Management, BMELP, Human Capital, Human Resource

Acknowledge

Thanks to Allah the Almighty God, with all His grace, finally I had finished this report successfully and completed the Industrial Training program. Since this report is an important requirement for the completion of my degree studies.

I would like to record my grateful thanks to my Company Supervisor Adalia Balqis bt Mansor as well as my University Advisor Mr Mohd Ashraf b. Wahi Anuar for their willingness in order to share their knowledge, guidance, constructive comments and advices, and not to mention also their willingness in giving the ideas. I had gained lots of valuable experiences while I am being attached at the department. Besides that, I would also like to give gratitude towards my colleagues in Maybank under the Human Capital Department for giving me the opportunity to join their team and allowed me to gain working experiences. By being there, I had acquired a lot of exposures on the real working environment which were very expensive for me to develop my career path for a bright and convincing in future.

Thus, internship program is a good platform for student to implement all the theories that they have learn during their degree classes. It also give student like me an experience in handling real situation that need to be done with real people and not just theories. Indeed, intern student had faced lots of challenging matters to finish this report but with responsibilities and commitments that were implement we managed to finish the job with everyone efforts and helps. I would like to give my biggest thanks to my parents for their continuous advices and patience to me to complete my industrial training sessions also my teammates and department staff.

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1.0 Summary about the Company

Maybank is always stick with the great motto and value with the TIGER values it was essentially guiding principles that help all the Maybankers in demonstrating positive behaviour, fostering respect and a sense of belonging while driving staff engagement. By demonstrating our TIGER values, you will find that teams will have greater work ownership, persist in adversity, collaborate with others and deliver better customer service which will translate to improved performance and results. It is important to continue inculcating these positive behavioural traits that is aligned to Maybank values which reflect the mission of humanising financial services.

Location of the Company

Maybank Tower is a major skyscraper and landmark in Kuala Lumpur, Malaysia. It is located near Puduraya on the eastern fringe of the old Kuala Lumpur city centre, the tower is the headquarters of Maybank, and houses the Maybank Numismatic Museum. Maybank was incorporated on 31 May 1960 and commenced operations on 12 September 1960. Today, it is the largest financial services group in Malaysia. Its extensive products and services included commercial banking, investment banking, Islamic banking, offshore banking, leasing and hire purchase, insurance factoring, trustee services, asset management, stock broking, nominee services, venture capital and internet banking.

Maybank Tower operates through the Community Financial Services. The Community Financial Services Malaysia segment operates includes are Human Capital Department, Performance and Talents Department, Business Banking Department, Consumer Finance Department, Community Distribution Department, Virtual Banking & Payments Department, Business Banking Department, SME Banking Department, HNW & Affluent Banking Department, Retail Credit Department, and Risk Management Department.