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MARA

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MERISON MARKETING SDN BHD

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2023448904

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Executive Summary

This report reviews the human resource practices of Merison Group of Companies, which consists of Merison Marketing Sdn. Bhd., Merison (M) Sdn. Bhd. and Fimmex Trading Sdn. Bhd. The study is based on internship experience at Merison Marketing Sdn. Bhd. in Johor Bahru, while the official placement was under Fimmex.

Overall, the company has a clear and mainly centralized HR structure and systematic documentation supported by the HRIS, Timesoftware. However, several issues were identified, including a heavy administrative workload at branch level, particularly in Johor Bahru, and inconsistencies in HR practices across branches. Benefits and compensation practices and HR letter formats are not fully standardized, which may affect fairness and governance.

The report recommends strengthening HR governance, standardizing HR policies and procedures across all branches, improving task and manpower allocation, enhancing the use of HR technology, and implementing balanced employee engagement and well-being initiatives. These improvements aim to increase consistency, efficiency and compliance while supporting long-term organisational performance.

Acknowledgment

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