UNIVERSITI TEKNOLOGI MARA

UNIVERSITI TEKNOLOGI MARA (UITM) CAWANGAN MELAKA
KAMPUS BANDARAYA MELAKA

FACULTY OF BUSINESS MANAGEMENT
BACHELOR OF BUSINESS ADMINISTRATION (HONS)
HUMAN RESOURCES MANAGEMENT

INDUSTRIAL TRAINING REPORT
@
GEODIS MALAYSIA SDN. BHD

TECHNOLOGY: IT'S AFFECT TO WORK EFFECTIVESS
AT GEODIS MALAYSIA SDN BHD

PREPARED BY : NURJANAH
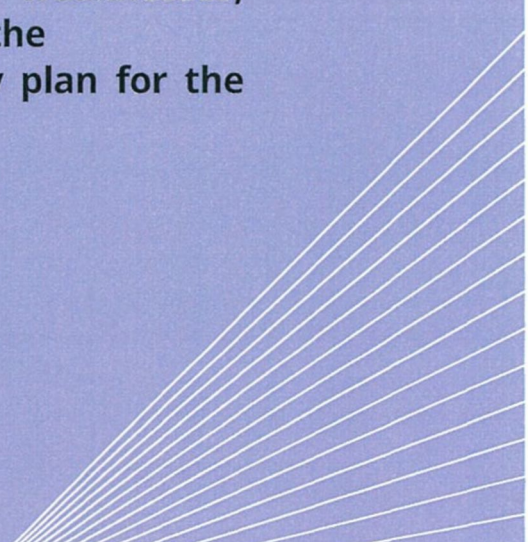**STUDENT ID : 2020827914**
PROGRAM : BA 243 6B

HRM666

EXECUTIVE SUMMARY

According to the plan of study, internship is the last course for all undergraduate programm in the Faculty of Business and Management. A student is required to undergo internship attachment or on-the-job training in areas related to our academic degree and field of concentration.

This internship course serves as a practical training ground for a student to receive practical knowledge and workplace skills that give experience with work and responsibility in carrying out tasks assigned by the company. It would enhance practical skills, knowledge, and attitude in carrying out the task.

The objective of this research is to provide an overview of Geodis Malaysia Sdn Bhd's
SWOT analysis as well as recommendations to the organisation. The SWOT analysis was performed to identify the company's strengths, weaknesses, opportunities, and threats. The findings of the analysis will be used to create a strategy plan for the organisation

CONTENTS

ACKNOWLEDGEMENT

In the name of Allah S.W.T., The Most Beneficent and The Most Merciful, I would like to praise Allah the Almighty for giving me strength and guidance in completing this written report. I would also be Thank Allah the Almighty for giving His Blessings in accomplishing this written report. Without His Blessings, I would not be able to complete this final internship report.

I did my all in finishing this industrial training report, which was assigned by our Internship (HRM666) advisor, Madam Ainaa Idayu.
So, for that I would like to express my gratitude to my beloved adviser, Madam Ainaa Idayu, for her unwavering support and dedication, because without her guidance, I would not have completed the written report on time.

Other than that, I also want to express my gratitude to my Supervisor, Mrs. Nurawirda and Mrs Nur Azlin Hazurin, for their assistance in performing my daily work. Their support and lessons teach me a lot of new things here.
Also, I want to thank my co-workers for assisting me in adjusting to corporate life in Geodis.

Not to forget, I would like to thank Industrial training Unit Universiti Teknologi Mara Kampus Bandaraya Melaka (UiTM) for granting me an opportunity to undergo internship at my desired firm which would provide hands-on experience towards daily corporate activities. An honorable mention goes to my family and my classmates for their courtesy in supporting me throughout my internship.

Last but not least, I want to thank myself for not giving up during this internship, life may get harder than before but I do survive it!

STUDENT PROFILE

NURJANAH NAZRI

BACHELOR DEGREE IN HUMAN RESOURCES MANAGEMENT

CONTACT

PROFILE

A goal oriented and disciplined Human Resources Management student that is open to seek for various adventures to improve, learn and enhance my skills' growth.

I am currently seeking for an vacancy to apply in order to practice and polish my communication, decision making and analytical thinking skills as well as gaining experiences for self-future development.

LANGUAGE

BAHASA MELAYU
SPOKEN: NATIVE LANGUAGE
WRITTEN: FLUENT

ENGLISH
SPOKEN: INTERMEDIATE
WRITTEN: INTERMEDIATE

REFERENCES

PUAN NOREFFA MD TAIB
018-3688911
Senior Lecturer | Program Advisor
Fakulti Pengurusan Dan Perniagaan
UiTM Kampus Bandaraya Melaka

PUAN NUR HAZWANI

Penyelaran Latihan Praktik
Fakulti Pengurusan Dan Perniagaan
UiTM Kampus Bandaraya Melaka

EDUCATION

DEGREE IN BUSINESS ADMINISTRATION (HUMAN RESOURCE MANAGEMENT)
UITM KAMPUS BANDARAYA MELAKA
2022 - PRESENT
- CURRENT CGPA 3.30

SIJIL TINGGI PELAJARAN MALAYSIA (STPM)
SMK GELANG PATAH
2018 - 2019
- CGPA 3.58

SIJIL PELAJARAN MALAYSIA (SPM)
SMK MEDINI
2014 - 2017
- 4A 4B 1C

EXPERIENCES

ASSISTANT FREIGHT FORWARDING (INTERNSHIP)
GEODIS MALAYSIA SDN BHD, MEDINI 7
MARCH 2023 - PRESENT

- Provides input and complete billing freight.
- Prepare invoices, bills of lading and other freight related documentation for commercial freight invoices for lorries or trucks.
- Scan and upload invoices, shipping documentation as part of company guidelines.
- Compile and submit accurate, regular and timely reports as requested.

WAITRESS (PART TIMER)
IBIS STYLE HOTEL, ISKANDAR PUTERI
JULY 2022 - OCTOBER 2022

- Taking orders from clients and serving them high-quality food and beverages in a timely and organised manner.
- Review daily specials, modifications to the menu, and service standards for reservations with restaurant employees and adhere to all applicable health department laws.

PRODUCTION ASSOCIATES
SAMTEC ASIA PACIFIC (M) SDN BHD
DECEMBER 2019 - OCTOBER 2020

- Ensuring that a sufficient amount of raw materials are available in order to manufacture items in accordance with a timetable.
- Perform production duties cooperatively in a teamwork in accordance with standard operating procedures and manufacturing standards.

COMPANY PROFILE

GEODIS MALAYSIA SDN BHD

GEODIS is a leading worldwide provider of customized transportation, warehousing, global logistics, and supply chain solutions. We unlock value in a complex and evolving world.

GEODIS is always at your service to move goods through supply chains, more efficiently, sustainably, and reliably.
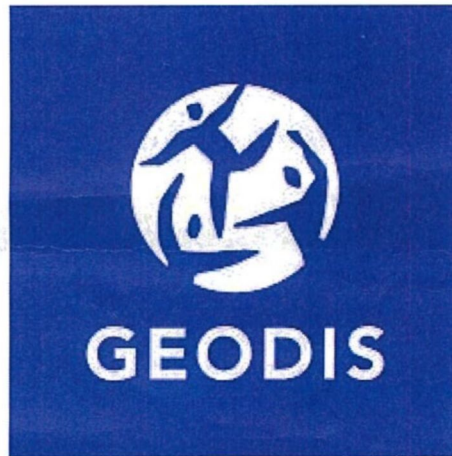We have the knowledge, scale, and commitment to improve every part of your supply chain.

As an active partner in our clients' growth, we focus on four core business lines: freight forwarding, contract logistics, distribution & express deliveries, and road transport.

With nearly 50,000 employees and a network covering close to 170 countries, GEODIS recorded €13.7 billion in revenue in 2022.

In Johor, Geodis are divided into to which is Geodis Medini for documentation and Geodis PTP for our warehouse. Both need each other to complete the shipment.

VISSION

We are the growth partner for our clients while fully respecting the planet and people.

MISSION

We help our clients succeed by securing their supply chains with end-to-end logistics solutions throughout the world.
Partnering with us allows them to minimize the environmental impact of their logistics.

ORGANIZATIONAL CHART

YEO TECK KOON

NATIONAL ROAD
NETWORK
MANAGER

EFFANDI JAAFAR

OPERATION
ASSITANT MANAGER

KISHEN RAJ SINGH

OPERATION
EXECUTIVE

NURAWIRDA

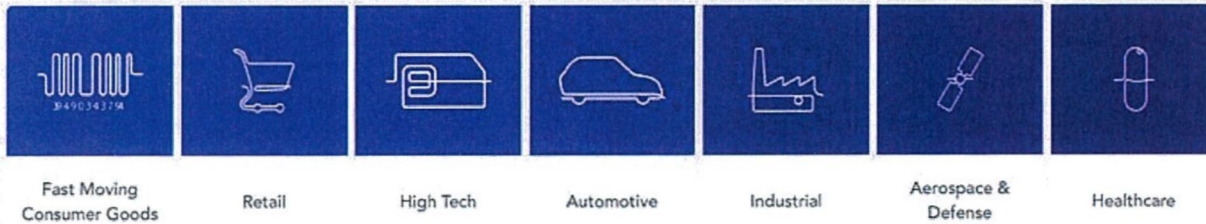OPERATION
EXECUTIVE

NUR AZLIN HAZURIN

OPERATION
ASSISTANT

NURJANAH

OPERATION
ASSISTANT

SERVICES

By Vertical Market

Fast Moving Consumer Goods	Retail	High Tech	Automotive	Industrial	Aerospace & Defense	Healthcare

FREIGHT FORWARDING:

GEODIS offer multi-modal transport solutions (Sea, Air, Road and Rail) combined with high value-added services and unique expertise in customs operations. In this way, it provide clients with the optimal delivery of their goods – in terms of delivery time, cost and environmental impact – regardless of the point of departure or the point of delivery.

CONTRACT LOGISTICS:

GEODIS is one of the key players in the Contract Logistics market worldwide. From Warehousing and Distribution Center Management to deliveries for industrial production lines, offer a wide range of services enhanced with innovative solutions.

ROAD TRANSPORT:

GEODIS is the Road Transport leader in Europe when it comes to full and partial truckloads. In this sector, offer a comprehensive range of specialized solutions for Chemical, Industrial, and Automotive products, as well as for mass distribution.

DISTRIBUTION & EXPRESS:

GEODIS is the number four Distribution & Express solutions operator, and is number one in France for 24 to 48-hour deliveries across the continent. The company specialize in last mile delivery, as provide clients with solutions tailored to their shipments as well as to their own clients, the final consignees. It offer key advantages such as transport organization optimization, a broad spectrum of product handling services, recognized service quality, close proximity to Customer Relationship services and completely mastered last-mile delivery.

SUPPLY CHAIN OPTIMIZATION:

GEODIS brings clients an effective skill set to design and operate a variety of logistics chain management models. The company provide consulting services, such as logistics chain diagnostics and network design, supply management through managing the bidding process, and flow management.

TRAINING REFLECTION

TRAINING DURATION:

Internship Period: 2 March - 16 August 2023

Weekly Working Days: Monday - Friday

OPERATION HOURS:

As the flexible working hours policy are practices in this company, the official working hours in the company commences at 8:30am to 5:30pm.

The personnel have the flexibility to begin work from 8:30am until 10:00pm which they need to fulfill the daily 8 hour working day requirement.

LUNCH HOURS:

The personnel have the adaptability to have the lunch as early as 12:30pm. It is also applicable for the employees who are working remotely.

DUTY AND RESPONSIBILITIES:

Managing document for shipment export and import.

- Weekly I will receive several files to be manage. Due to the week I need to sort out and put it on the right folder or document that company had provide.

Billing freight price to trucker and lorries.

- Do billing in the system and post out the invoice to customers.

Printing, scanning and courier document as company SOP.

- After done billing, I need to scan each of the full document before sent out to the customer for their references before they make payment.

GAINS AND BENEFITS:

Allowances:
- RM900 per month

Learn new things:
- I manage to learn how to do logistic things, where I was never able had this chance before.
- Gain new skill, such as communicating and dealing with customer.
- Do not give up when something was wrong, learn as much as I can here.

SWOT ANALYSIS

ISSUE

The impact of technology on the efficiency of workers has become a prominent issue in today's rapidly evolving business landscape. As technology continues to advance at an unprecedented pace, its influence on the way work is performed and productivity is measured cannot be ignored. This introduction sets the stage for a comprehensive exploration of the topic, highlighting the significance of technology's role in shaping worker efficiency and the subsequent implications for organizations.

In an era where businesses strive for greater productivity and streamlined processes, understanding how technology affects worker efficiency is of paramount importance. The integration of technology into various aspects of work has transformed traditional methods and introduced new possibilities for optimizing performance. From automation and data analytics to collaboration tools and remote work solutions, technology has revolutionized the way workers interact, communicate, and execute tasks.

The efficiency of workers, the ability to achieve more with less time and effort, is a crucial factor in determining the success and competitiveness of organizations across industries. By examining the relationship between technology and worker efficiency, we gain insights into how organizations can leverage technological advancements to drive productivity, enhance decision-making, and ultimately achieve their goals.

During my internship at Geodis, I realized that work processes or services can experience slower or reduced effectiveness without the integration of technology. Setting and settling tasks by manual may become time-consuming, prone to errors, and less efficient. Additionally, communication and collaboration between teams could suffer, leading to delays and misunderstandings.

However, the issue is not without its complexities and challenges. While technology offers numerous benefits, it also presents potential drawbacks and considerations. Factors such as technological proficiency, workforce adaptation, and the ethical implications of automation raise questions that demand careful analysis. By exploring these in SWOT Analysis, we can develop a comprehensive understanding of how technology's impact on worker efficiency can be maximized while mitigating any potential pitfalls.

This exploration of the topic aims to shed light on the multifaceted nature of the relationship between technology and worker efficiency. By delving into the strengths and potential limitations, we can uncover practical insights and strategies for organizations to navigate this rapidly changing landscape successfully.

GEODIS NextGen

SWOT analysis is an easy but efficient structure for analyzing both your internal and external environments. Strengths, weaknesses, opportunities, and threats make up its four components.

Internal **Factors**	**STRENGTHS** Agile operation Gain more new customer	**WEAKNESSES** Lack of knowledge training Slow daily process
External **Factors**	**OPPORTUNITIES** Expenses can be minimized No limitation to access data	**THREATS** Company facing data leakage Workers lack work-life balance

AGILE OPERATION

Along with the change of time, technology enables the automation of repetitive and time-consuming tasks, allowing workers to focus on higher-value activities. By streamlining processes through technology, workers can complete tasks faster and with fewer errors, leading to increased productivity.
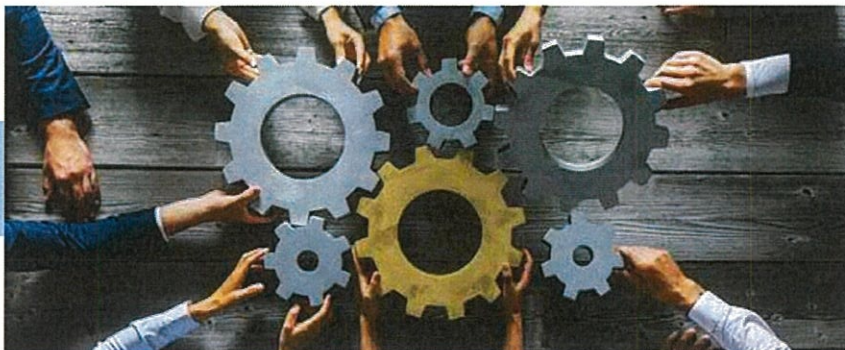
Technology offers sophisticated workflow management systems that allow organizations to define, track, and optimize processes. These systems provide visibility into task progress, enable better resource allocation, and facilitate streamlined collaboration among team members. By having a centralized platform to manage workflows, workers can stay organized, ensure timely completion of tasks, and eliminate bottlenecks.

Also, technology allows for the digitalization of documents and efficient data management. Digital documentation eliminates the need for physical paperwork, making information easily accessible and searchable. With streamlined data management systems, workers can retrieve information quickly, reducing time spent on searching for documents and improving overall efficiency.

Nowadays, most companies have their own system and cloud-based system. This private cloud is a proprietary network or data center that provides services for a small group of individuals with limited access and rights. Cloud computing, whether private or public, aims to give easy access to computer resources and information technology services.

- Geodis is also one of the companies that have their own built in system for use by their workers. This system is used every day by employees to complete their daily tasks.
- One of the purposes of the system is to speed up the daily work process.

For example, Geodis prepared many tutorials related to their technology that made their workers' daily work easier. Video tutorials and instructions provided by the company that demonstrate how the technology works assist in making daily work become more efficient and easier. Other than that, to be more specific Geodis have one system called a "Shared Folder" that connects companies with customers. The function is for the Billing Department, Finance and Customer team to access the invoices issued during the week. Both parties can instantly see, check, and tell if there are any mistakes or something that is not necessary.

- Therefore, if there are any mistakes, or invoices being dropped, it can be easily detected. So that, anyone in charge can act quickly to take action. But still not everyone can access the file, only those concerned are allowed to access those files since all the invoices are private and confidential. Although there are many invoices during the week, data from invoices can also be given to customers more quickly and regularly. Does not require a lot of crunchy processes.
- The rapid advancement of technology has brought significant changes to the workplace, affecting various aspects of business operations. One critical area that has been greatly influenced is the efficiency of workers. This also proves that with technology everyone can work efficiently and effectively.

Technological advancements have revolutionized communication and collaboration in the workplace. Tools like email, instant messaging, video conferencing, and project management software enable seamless interaction among team members, customers regardless of geographical barriers. Such efficient communication channels facilitate faster decision-making, knowledge sharing, and problem-solving, ultimately improving the efficiency of workers.
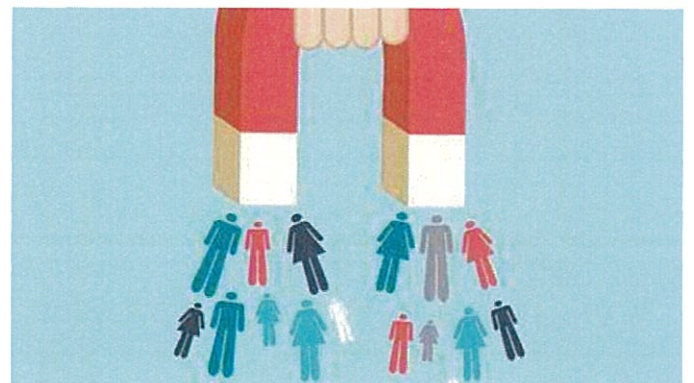
Take Geodis as the nearest example, with technology that is now easy to communicate, deal new projects or even arrange trips for trucking and sea even without seeing each other physically. They do contact through applications such as email, teams and even WhatsApp. Due to that, companies can deliver outstanding experiences by being responsive, helpful, and attentive to customer needs. This has made it easier for both parties to discuss and make decisions without requiring more costs. Business can be expanded, also employees reach the level of efficiency as expected by the company.

STRENGTHS

GAIN MORE

NEW CUSTOMER

This technology brings more and many advantages to companies to widen their wings. There is a quote that says, "we are changing the world with technology", based on the quote many things are changing including businesses. Company aggressively using technology to increase contacts or customers for their business.

CUSTOMER

WEAKNESSES

LACK OF KNOWLEDGE & TRAINING

Due to the changes, some workers may find it difficult to accept the increasingly sophisticated technology changes. Workers who are unskilled and elderly are unable to keep up with the changing technology. They are unable to gain the skills and be expert in that mean time. Basically, they need more time to learn and be proficient.

For example, the elderly in Geodis finds it hard to accept and learn new technology. They found it difficult to adapt. This has caused their performance to be different from that of younger workers. So, this significantly makes their job delay and not achieve customer satisfaction.

Lack of knowledge and training for certain workers can result in reduced efficiency and limited their daily work process. They may struggle to navigate the digital system, software application or even the workplace. This also can lead workers to the feeling of frustration and exclusion.

WEAKNESSES

SLOW DAILY WORK PROCESS

When workers lack the knowledge and skill to troubleshoot basic technology problems, they need to rely on IT administrators for assistance. This dependence can result in delays in issue resolutions, as IT administrators may have a backlog of requests or prioritize more critical issues. As a result, workers may have downtime and also reduce their efficiency while waiting for IT support.

Once happened at Geodis, if there are any troubleshooting's, mostly all the workers need to "Raise Ticket" in company websites to get an IT administrator to help them come out from that. While waiting for the help the workers cannot do much of their work, they need to wait for the IT administrator to solve the troubleshoot first.

OPPORTUNITIES

EXPENSES CAN BE MINIMIZED

Businesses are constantly striving to minimize expenses while increasing earnings. Creating an IT admin within the firm can help cut costs. Therefore, the company will invest more to update existing systems to become more advanced or send existing employees to programs or courses related to their work.

Since IT admin automates procedures, they reduce operational costs by boosting efficiency. Furthermore, because of automation, a company becomes overly reliant on the IT admins to carry out its operations. As a result, several people are laid off, reducing the company's pay expense. This expense reduction allows the business to reinvest the money saved in other operations.
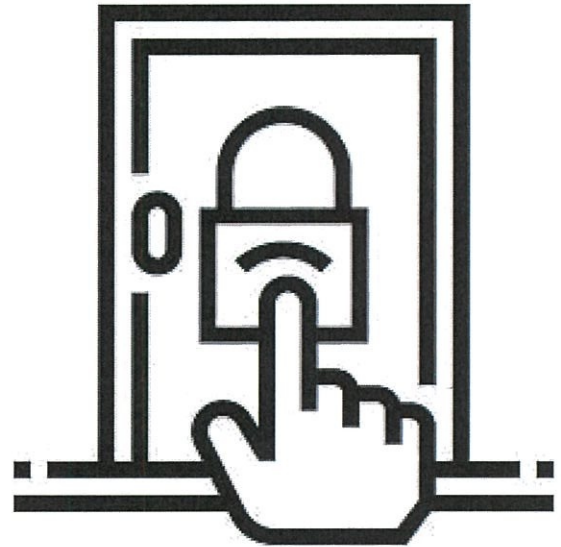
Other than that, cloud computing technologies are spreading across industries as remote work becomes more common. This technology allows organizations to access IT resources via the internet via subscription packages without having to upgrade their internal infrastructure.

There are many benefits of using cloud computing that can minimize the expenses of a company such as a company that does not need any upfront hardware or software purchases. Also, cloud software or existing systems that they own can reduce storage, network, maintenance, and upgrade expenditures. Other than that, virtual machines eliminate the need to migrate to different operating systems, reducing costs.

OPPORTUNITIES

NO LIMITATION TO ACCESS INFORMATION

The internet and digital technologies have made information easily accessible. Workers can quickly find the information they need for their tasks, whether it's researching a topic, retrieving relevant documents, or accessing industry knowledge. With instant access to a wealth of information, workers can make faster and more informed decisions, resulting in improved efficiency.
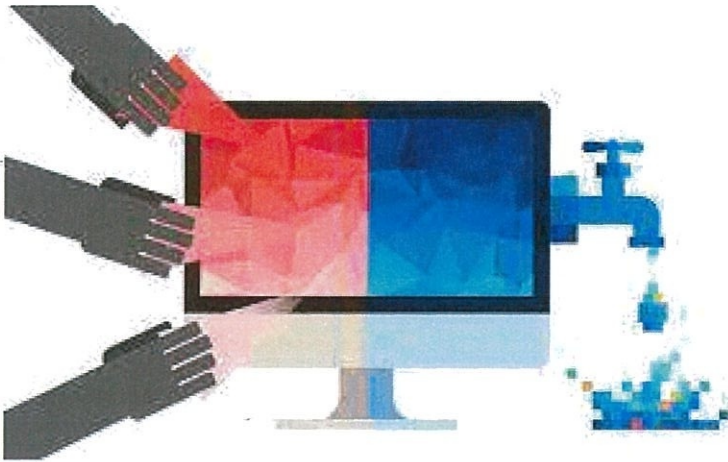
There is a system named "NextGen" where workers can access any job they need as a reference. Mostly, the billing team will open the old job to compare the new quotation with the old one. This makes it easier for workers to find what they need just by using a system that has been provided.

It is easy for them to get the data they need without any limitation sources from the company. This absolutely can help the workers to complete their daily work efficiently.

THREATS

COMPANY FACING DATA LEAKAGE

When sensitive or confidential data leaks, it can lead to disruption in workflow as workers and organizations scramble to address the issue.

This can result in wasted time and resources, diverting attention away from core and reducing overall efficiency accidentally.
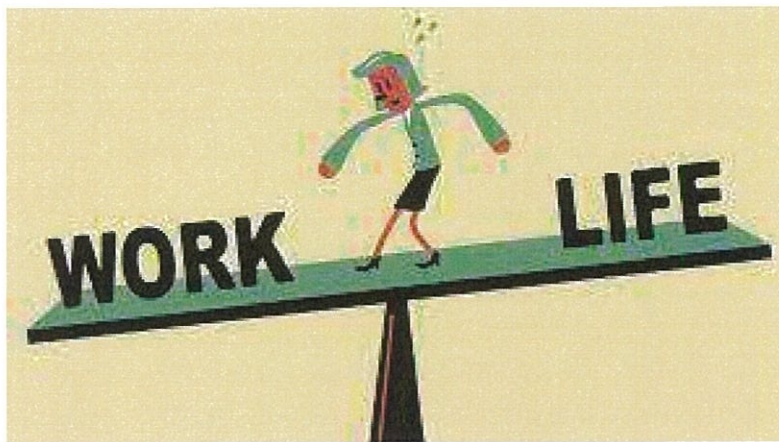
In response to a data leakage incident, organizations may prioritize employee training and awareness programs to prevent future breaches. Workers may need to allocate time for attending training sessions, workshops, or educational activities, which can temporarily impact their productivity until they are fully trained and updated on security measures.

In some cases, data leakage incidents may result in a heavier workload for certain employees or teams. They may be assigned additional responsibilities, such as assisting in the investigation, implementing security measures, or handling customer inquiries related to the breach. The increased workload can strain workers' capacity to efficiently manage their tasks and impact overall productivity.

THREATS

Technology has enabled constant connectivity, making it challenging for the workers to disconnect from work outside of regular working hours. This can lead to burn out, reduced their efficiency in their real working hours and a negative impact on their well-being.

Most companies nowadays give laptops for each of their workers to bring back home with a reason to be used when the situation calls for it. But some workers tend to work over-time to settle down their work at home even outside working hours. Over time, this makes employers have high expectations towards their employees because they are considered someone who is committed to their work. It's true that technology has no limits, but as workers we must have a time limit to continue working.

RECOMMENDATION

RECOMMENDATION

PROVIDE TRAINING

- Technology training equips employees with the skills and knowledge needed to use tools and software effectively, leading to increased efficiency in their tasks and higher productivity levels. (Rasool, T., Warraich, N. F., & Sajid, M. I., 2022)
- Hence, with a deeper understanding of technology, employees are more likely to come up with innovative solutions to business challenges and explore new ways to improve processes.

REGULAR UPDATES & PATCHES

- Keep all software, operating system and applications up to date with the latest security patches to protect against known vulnerabilities. (TechWeb: Boston University. (n.d.). Copyright (C) 2023 Boston University.)
- Secure the company's network with firewalls, intrusion detection/prevention systems, and encryption to safeguard data transmission.

ORGANIZE SEMINAR OR TEAM BUILDING

- Encouraging staff to block off time for lunch and breaks in line with company policies can help them stay refreshed and organized throughout the day. (Developer, W. 2022).
- Commuting is no longer a drain on time and energy. While staff still have to prepare themselves for the workday, they don't need to spend the time and money required to drive to the office or being extra to work at home.

PRACTICE AND HANDS-ON EXPERIENCE

- Allow workers from time to time to practice using technology during non-critical tasks. Regular practice will build their confidence and familiarity, leading to increased speed. (Frankiewicz, B. 2020, May 12)
- Encourage workers to set realistic goals for improving their technology speed and efficiency. Break down larger goals into smaller achievable milestones.

CONCLUSION

CONCLUSION

In conclusion, technology has a significant impact on workers' effectiveness in the modern workplace. When implemented and utilized effectively, technology can enhance productivity, efficiency, and overall performance.

We as employees should make the most of all the advantages that the company has given us. Learning new things will not hurt us as workers but will bring many benefits for ourselves and employers.

Technology also greatly facilitates our daily work. A lot of work can be completed easily and quickly without any time limitations or other constraints. Now everything is at the fingertips only.

Last but not least, encouraging a culture of continuous learning and providing ongoing support for employees to adapt to technological changes will help optimize the use of technology in the workplace. Balancing technology with human interaction and emphasizing cybersecurity awareness will contribute to a more effective and harmonious work environment.
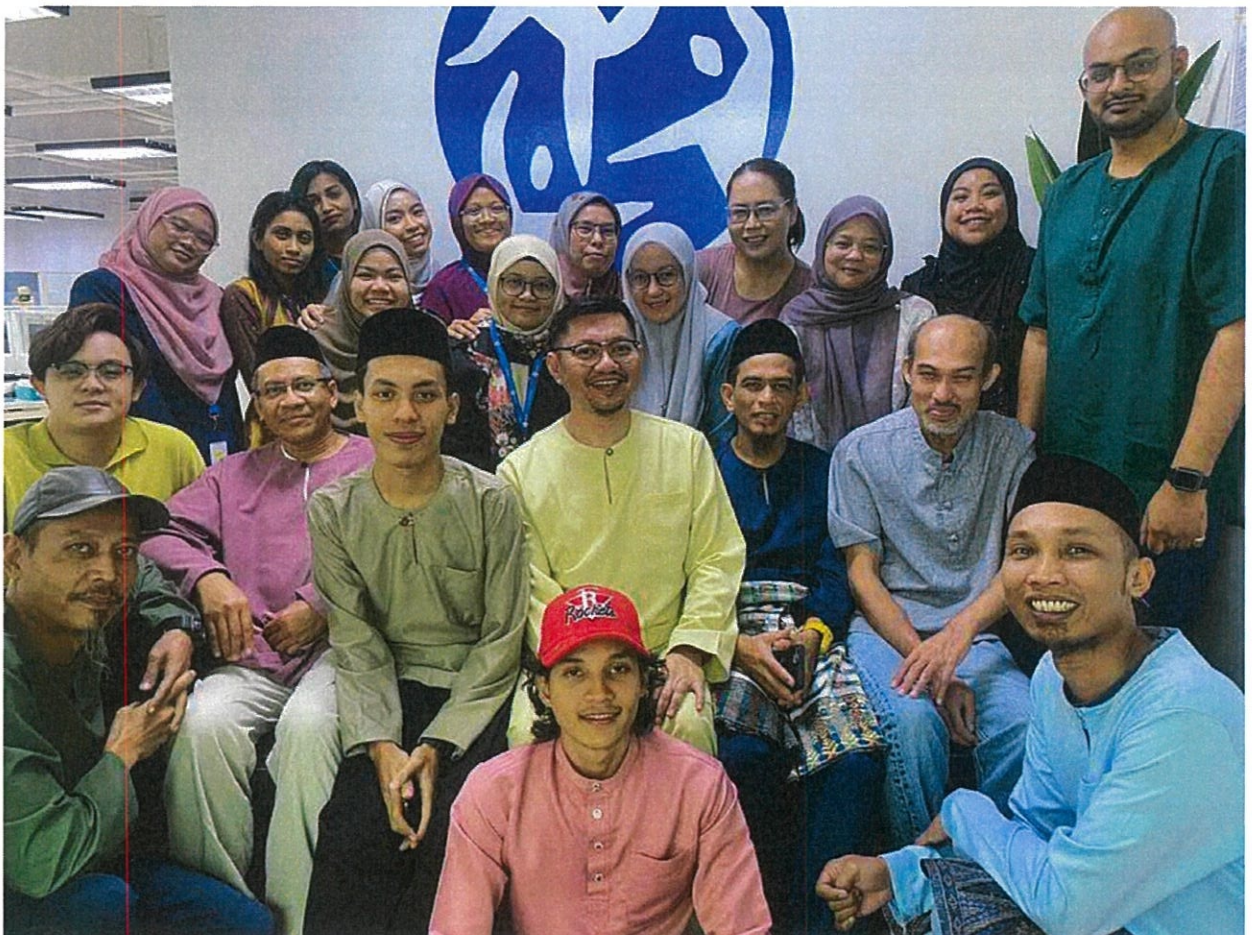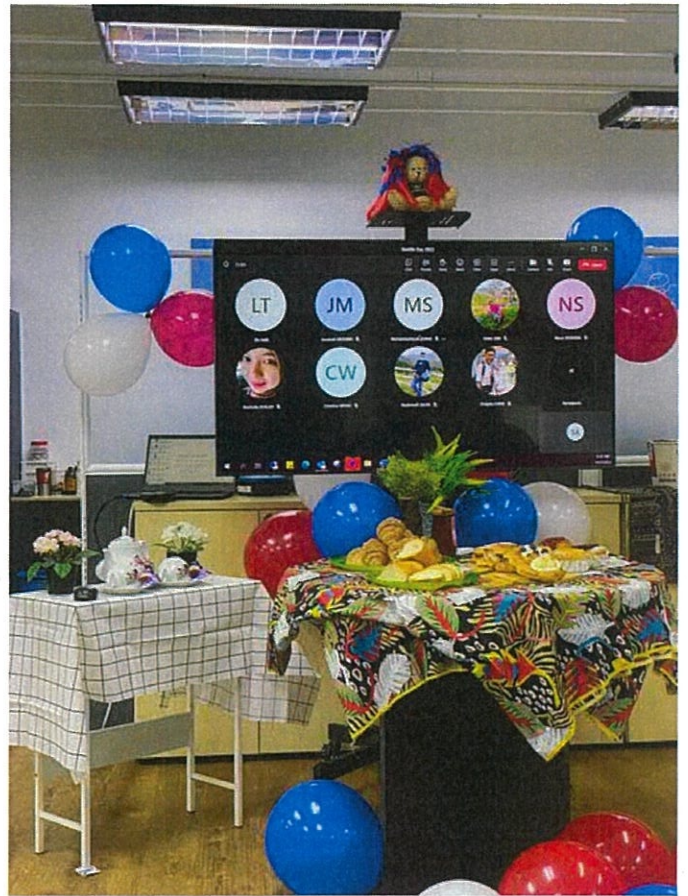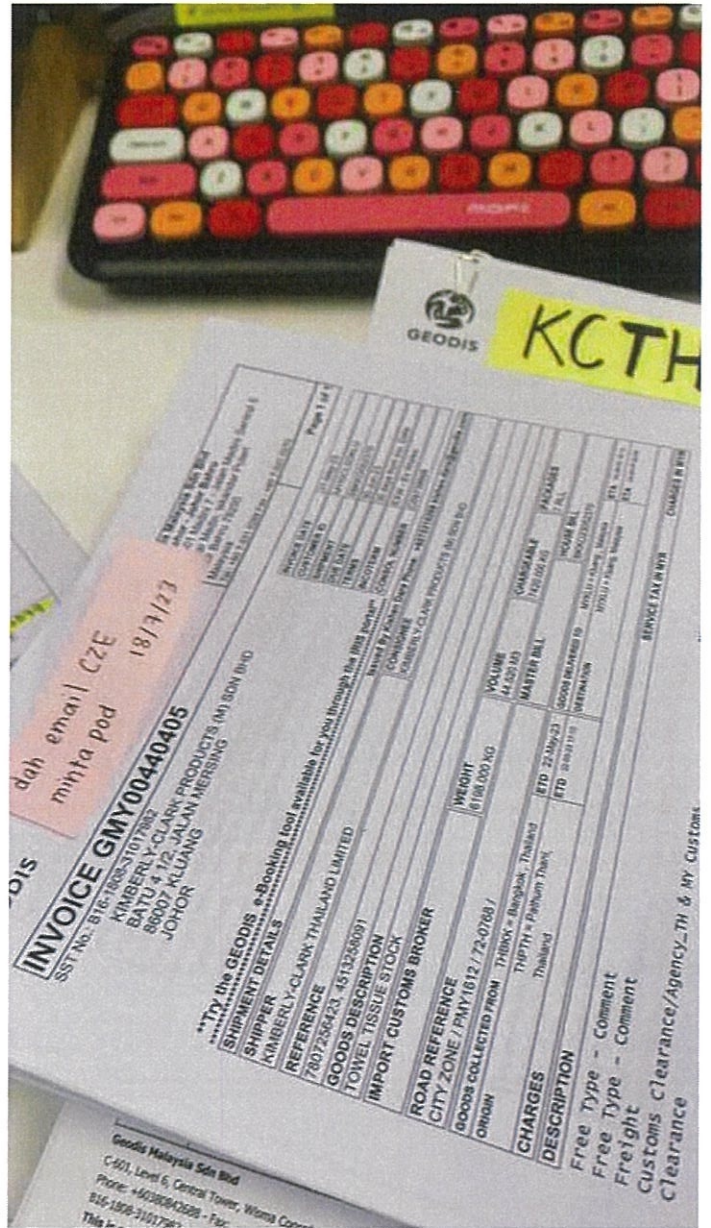
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APPENDICES

BASTILLE DAY

GEODIS MEDINI

GEODIS

INVOICE GMY00440405

SST No: B16-1808-31017983

KIMBERLY-CLARK PRODUCTS (M) SDN BHD

dah email CZE 18/3/23
minta pod

KCTH

SHIPMENT DETAILS

SHIPPER: KIMBERLY-CLARK THAILAND LIMITED

REFERENCE
780726643, 451325691

GOODS DESCRIPTION
TOWEL TISSUE STOCK

IMPORT CUSTOMS BROKER

ROAD REFERENCE
CITY ZONE / PM / B12 / 72-0108 /

GOODS COLLECTED FROM: THBKK - Bangkok, Thailand
ORIGIN: Thailand

WEIGHT: 6108.000 KG
VOLUME: 44.500 M3
ETD: 22-Mar-23

CHARGES

DESCRIPTION

Free Type - Comment
Free Type - Comment
Freight
Customs clearance/Agency_TH & MY_Customs
Clearance

Geodis Malaysia Sdn Bhd
C-601, Level 6, Central Tower, Wisma...
Phone: +603806425686 - Fax:
B16-1808-31017983

GEODIS

Lot 3-01 Medini 7, Jalan Medini Sentral 5,
Tel.

COVER LETTER

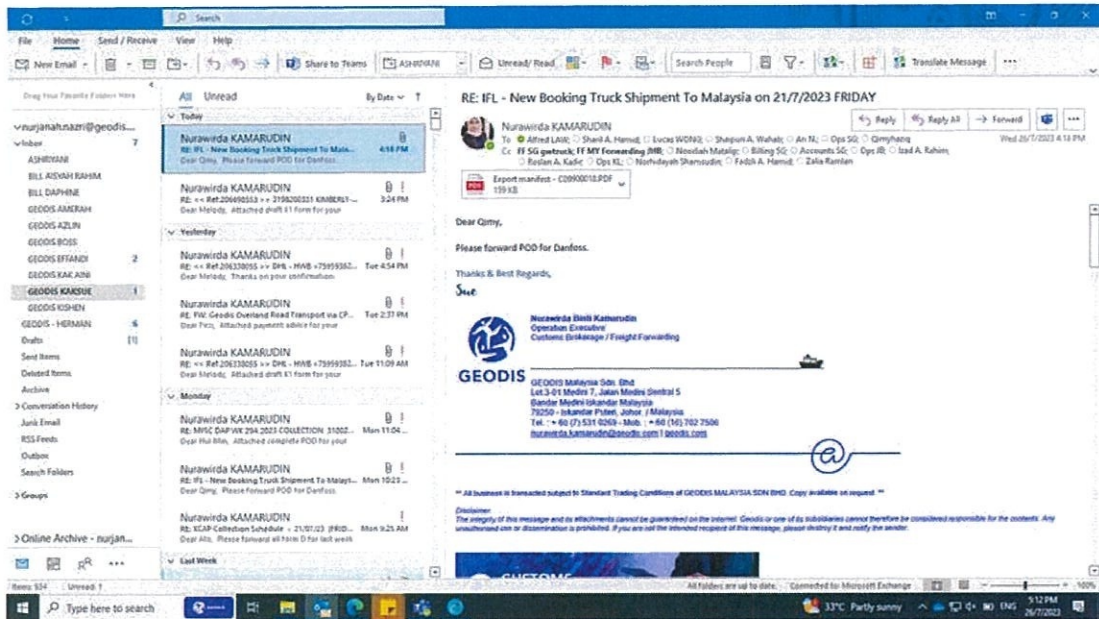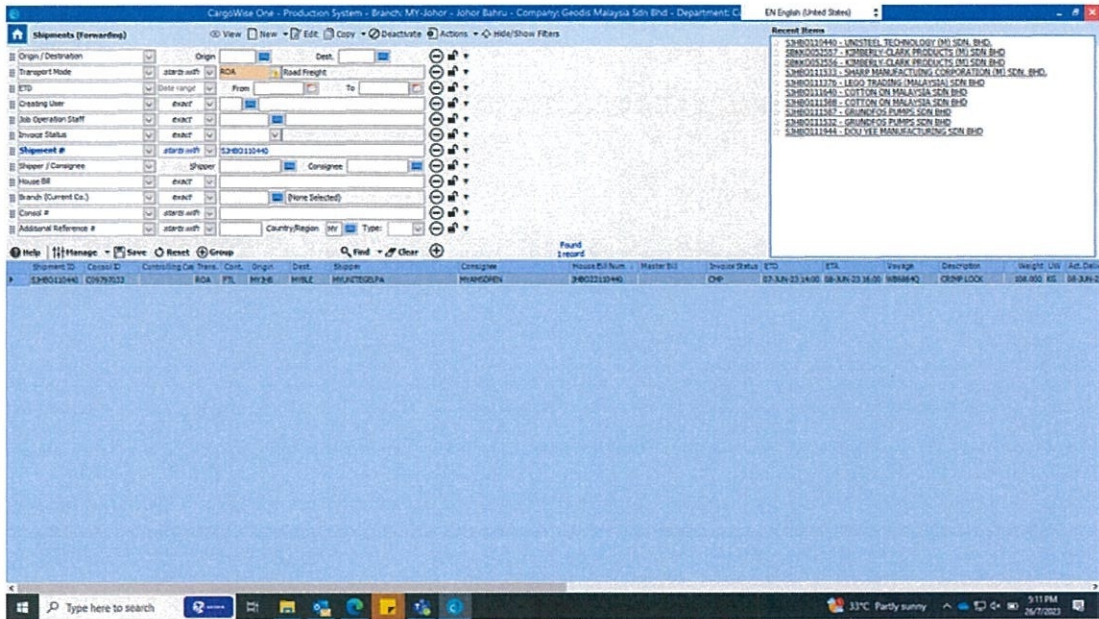| Cust No	**SENTROX TECHNICS SDN BHD**
Customer	50-2, KELANA MALL
Address	JALAN 556/14, KELANA JAYA
	47301 PETALING JAYA
	SELANGOR
Attn	**ACC. DEPT**

Dear Sir/ Madams

RE: DISBURSEMENT & INVOICE LISTING

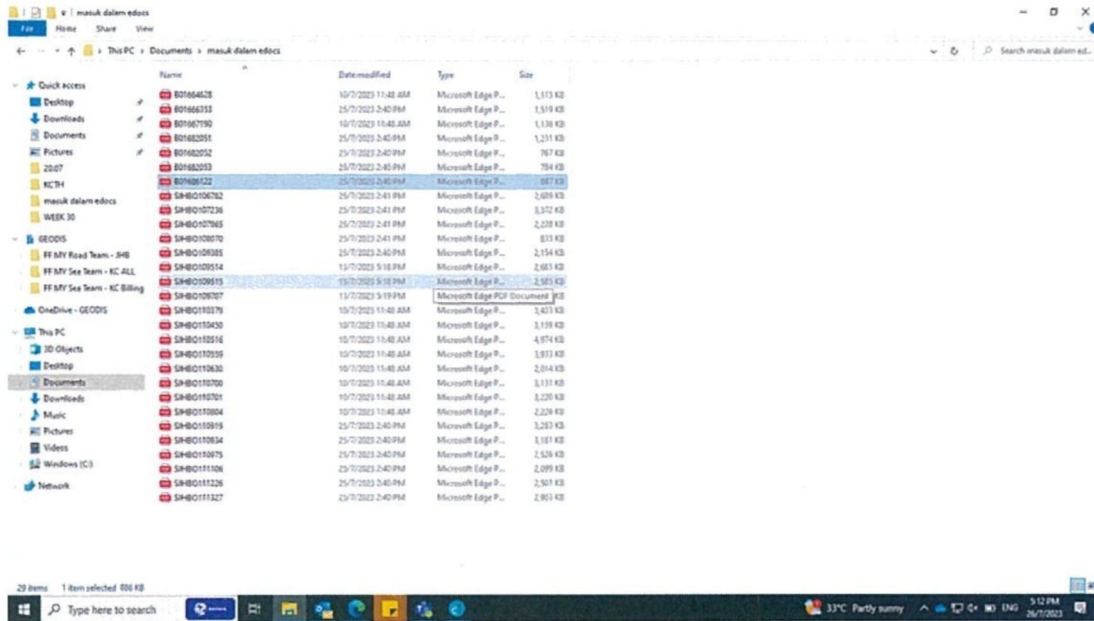The following documents are enclosed herewith for your kind action:

No	Date	Invoice No	Job No	Amount
1	18-Apr-23	GMY00433994	B01610296	950.00
			TOTAL (MYR)	**950.00**

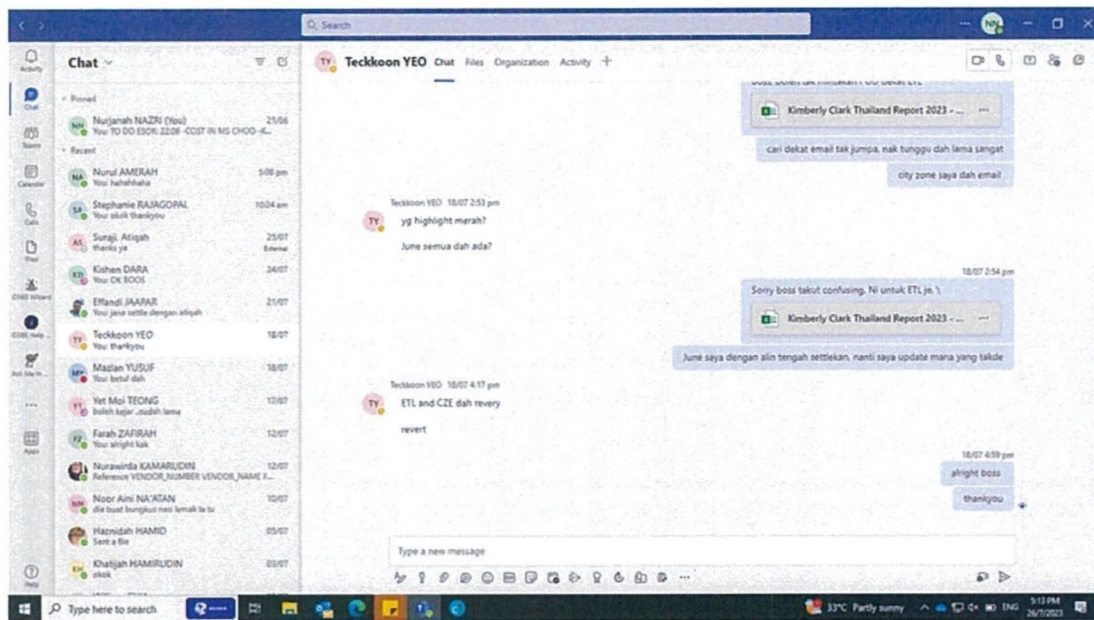Email that I using everyday.

NextGen System

Shared Folder

Microsoft Team, to communicate