



**INDUSTRIAL TRAINING REPORT AT UNIVERSITI TUN HUSSEIN ONN
MALAYSIA (UTHM)**

1 MARCH - 15 AUGUST

MUHAMMAD AZRI AIMAN BIN EISAM | 2020827832 | MBA243 6B



— *Intro*

Table of Contents

Section 1

- EXECUTIVE SUMMARY 01
- ACKNOWLEDGEMENT 02
- STUDENT'S PROFILE 03
- COMPANY'S PROFILE 04

Section 2

- TRAINING'S REFLECTION 08
- SWOT ANALYSIS 09
- DISCUSSION AND RECOMMENDATION 10
- CONCLUSION 14
- REFERENCES 15
- APPENDICES 16



Industrial Report

EXECUTIVE SUMMARY

Volume 10, Issue 26 July 2023

I made the decision to complete my training at the Industrial and Community Relations Centre (ICRC) at Tun Hussein Onn University (UTHM). In Batu Pahat, there is a public university called UTHM. With that said, I go into detail in my report about my six months of industrial training, including a thorough introduction to the organization's goals, structure, mission, and vision, as well as the inclusion of UTHM in those.

On the other hand, I also provide my most recent résumé and the knowledge I picked up from my internship in other sections of this report. I shall list both internal and external benefits I obtained from this company throughout my internship in this report and paper. My goal is to discuss the knowledge and experience I gained while training.

In this industry training report, I analyze the SWOT analysis of the organization, which consists of their strengths, weaknesses, opportunities, and threats. In this research, I also provide some recommendations for organizations on how to deal with their dangers and weaknesses while using their chances and strengths.

Industrial Report

ACKNOWLEDGEMENT

Volume 10, Issue 26 July 2023

Alhamdulillah, without the direction and assistance from numerous individuals who greatly aided me when I was preparing and finishing this report, I would not have been able to properly complete this Industrial Training Report (HRM666). I am very appreciative to the numerous reputable people who helped and advised me as I prepared my report.

First and foremost, I want to express my gratitude to Allah for providing me with the chance to complete this industrial training at Tun Hussein Onn University. I would want to show my gratitude and appreciation to my dear advisor lecturer, Mr. Mohd Zailani bin Othman for his invaluable guidance and advise because finishing this industry report and working at Tun Hussein Onn University make me very happy. I also want to thank Mr. Mohd Zailani bin Othman for providing me with helpful instructions on how to create a report when finishing this job.

Next, I would like to thank my company and my supervisor, Dr. Abu Ubaidah Bin Shamsuddin and all the staff who have guided me directly and indirectly throughout my journey here. I am very grateful to them for the effort and initiative they have shown during my first day working here until I successfully completed the industrial training given to me, which made me feel so comfortable to be part of the team.

I'm also appreciative of my family's spiritual support and encouragement, as well as their love and support. Thanks to the assistance I received during this protracted and challenging trip, everything became feasible for me. Respect is also extended to all friends for their tolerance and assistance in the preparation of this industry report and training. Thank you very much again.

Lastly, special thanks to my friends especially my colleague during my internship, Ainun Zanariah who help me lot on me to finishing my internship and also helping me on finishing this report.

STUDENT'S PROFILE



MUHAMMAD AZRI AIMAN BIN EISAM HUMAN RESOURCE STUDENT

OBJECTIVE

A very affable and trustworthy human resources student who is currently enrolled is looking for an internship position to expand his or her skills in the human resources field.

SKILLS

TECHNICAL SKILLS

- **Microsoft Office** -
Microsoft Words
Microsoft Excel
Microsoft Powerpoint
- **Editing Software** -
Adobe Photosop, Filmore,
Canva , Animaker,
Powtoon.

SOFT SKILLS

- Good in communication
- Ability to work in team
- Leadership skills
- Good in managing time
- Capable to work under pressure

REFERENCE

PERSONAL ADVISOR :
PUAN NORRAEFFA BINTI MD TAIB

EDUCATIONS

**BACHELOR OF BUSINESS ADMINISTRATION (HONS.)
HUMAN RESOURCES MANAGEMENT**
University Technology Mara (UiTM) Campus Bandaraya Melaka
October 2020 to present
Current : GPA 3.23

PRE UNIVERSITY

SMK Datuk Menteri 2018 to 2019
PNGK : 3.75

SPM : SMK DATUK MENTERI , BATU PAHAT, JOHOR
3A 3B 2C 2D

EXTRACURRICULAR ACTIVITIES

**UNIVERSITY TECHNOLOGY MARA (UITM) CAMPUS
BANDARAYA MELAKA**
2023 - Issues in HR Management Inclusivity in The Workplace :
People With Disabilities
(Activities Bureau for the webinar)

2023 - The Challenges & Opportunities in Industrial Relation :
Perspective from Trade Union and Employer
(Program Director for the Webinar)

2023 - Edukids Program with SK Padang Temu
(Facilitator)

COMPANY'S PROFILE

COMPANY'S NAME : UNIVERSITI TUN HUSSEIN ONN MALAYSIA (UTHM)

LOCATION: Persiaran Tun Dr. Ismail, 86400 Parit Raja, Johor

OPERATION HOUR: Sunday–Thursday (8.00a.m.– 5.00p.m.)

COMPANY'S LOGO:



DEPARTMENT'S NAME : INDUSTRY COMMUNITY RELATIONS CENTRE

DEPARTMENT'S LOGO:



VISION, MISSION & OBJECTIVE

VISION

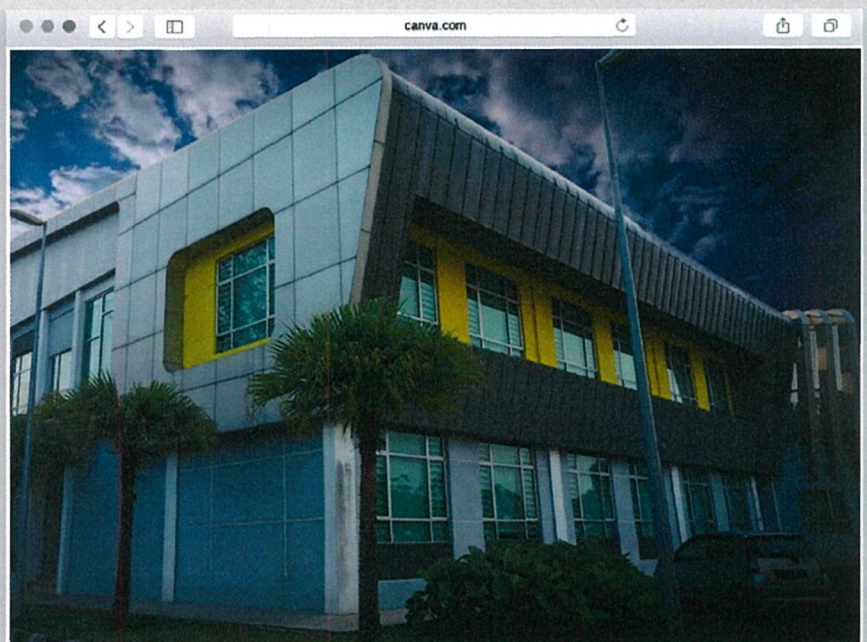
Towards a world-class university in engineering, science and technology for sustainable development

MISSION

UTHM is committed to creating and disseminating knowledge to meet the needs of industry and the community and to nurture creative and innovative human capital based on the paradigm of monotheism.

OBJECTIVES

- Improve the image of the University through bilateral relations with various agencies, departments and the community through various activities and collaborations.
- Coordinating and managing public relations, media relations, and promotional activities as well as ensuring that every event organized by the University follows standards.
- Coordinate the collection and dissemination of accurate and up-to-date university information in an effort to support monitoring and publicity activities to meet stakeholder needs.





UTHM was established on September 1, 1993, as one of the country's leading technical universities. It was originally named Universiti Teknologi Malaysia (UTM) and was later renamed Universiti Tun Hussein Onn Malaysia in 1996, in honor of Malaysia's third Prime Minister, Tun Hussein Onn.

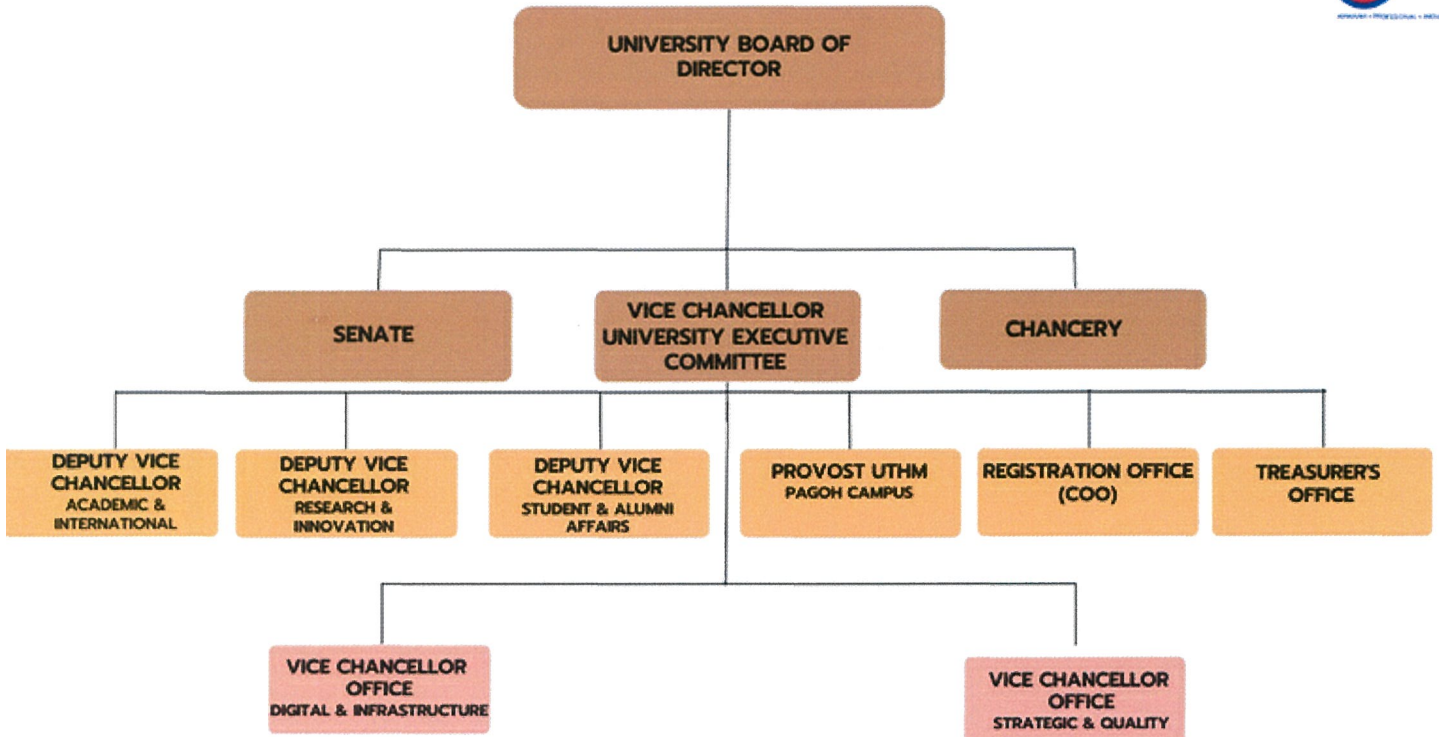
UTHM primarily focuses on engineering, technology, technical and vocational education, and related fields. It offers a wide range of undergraduate and postgraduate programs in areas such as Civil Engineering, Electrical Engineering, Mechanical Engineering, Computer Science, Architecture, Quantity Surveying, and more.

UTHM's main campus is situated in Parit Raja, Batu Pahat, Johor, spanning over 1,000 acres of land. The campus features state-of-the-art facilities, modern laboratories, well-equipped workshops, research centers, libraries, student accommodations, sports facilities, and recreational amenities.

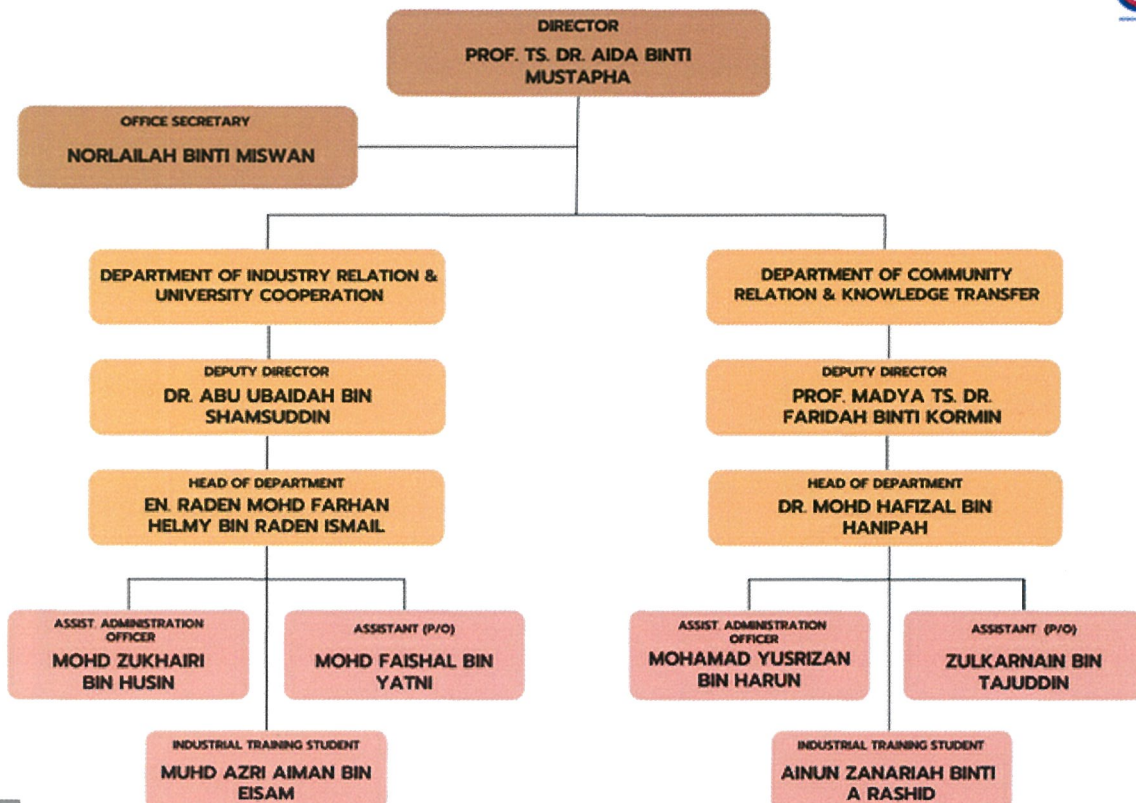
The Center for Industry and Community Relations (ICRC) at Universiti Tun Hussein Onn Malaysia (UTHM) has been approved for establishment by the University's Board of Directors. The Center for Industry and Community Relations is placed under the administration of the Office of the Deputy Vice Chancellor (Research and Innovation). The departments in the Industry and Community Relations Center are the Department of Industry Networks and University Cooperation and the Department of Community Networks and Knowledge Transfer.

ORGANIZATION CHART

Organizational Chart of Universiti Tun Hussein Onn Malaysia (UTHM)



Organizational Chart of Industry Community Relation Centre (ICRC)



TRAINING'S REFLECTION



I am grateful to the Almighty that Tun Hussein Onn University accepted me as a staff member in 2023. Under the Department of Industrial Networking and University Cooperation, I began working as an industrial training student. In addition to monitoring MoUs and MoAs, this job also responds to queries from internal or external clients, handles client problems, and completes other tasks delegated by management.

Basically, my job description is to act as a support staff in helping the staff of the Department of Industrial Networking and University Cooperation. My routine tasks are like scanning MoU or MoA documents from physical to digital. The purpose is to know the content of the company's cooperation agreement. I also need to get the details of the company that cooperates with UTHM such as phone number and address. In addition, during this industry training I participated in the TVET Expert Program 'TVET Leaders: Issues and Challenges from an Industry Perspective', the Letter of Intent (LOI) Signing Ceremony between UTHM and Johor Port Berhad. I also participated in a discussion session with the PA Vice Chancellor of UTHM in preparation for welcoming the IRDA delegation to UTHM. The benefit I get is being able to feel the experience of attending industry meetings and the experience of handling such meetings. I always have to do all the work carefully for this so that the department does not have to face any mistakes. The Department of Industrial Networking and University Cooperation often deals with external parties as an intermediary between UTHM and the industry.

Furthermore, the culture at work is very good and helps me because if I don't know or am not sure about something, my officemates regardless of age are always ready to help, so every day is a learning process for me to improve myself. In addition, the benefits of working here are extraordinary from the very conducive working hours that are during office hours and getting special holidays such as festivals. In terms of allowances we were paid enough as promised and on time.



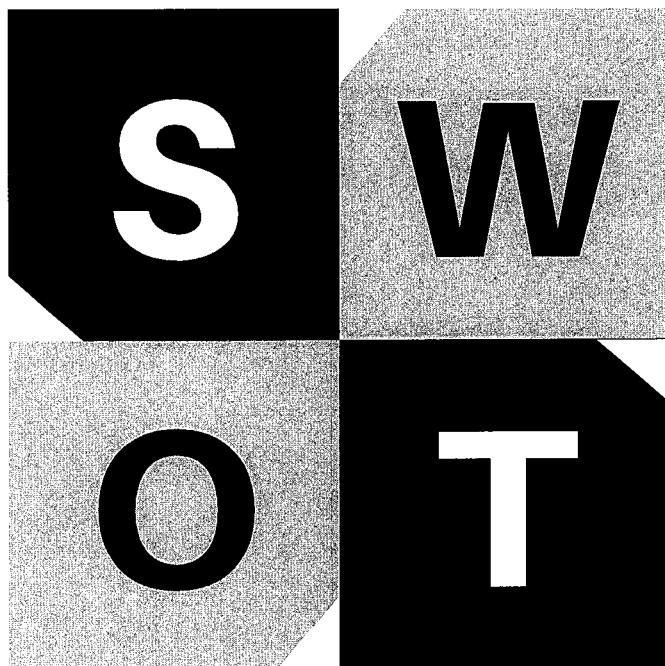
SWOT ANALYSIS

STRENGTHS

- Act as a liaison between industry and UTHM.
- Trained and skilled workforce.

WEAKNESSES

- Staff motivation and engagement.
- Poor communication between superiors and staff.



OPPORTUNITIES

- Produce services to meet customer needs.
- Promote expertise at UTHM to outside industry.

THREATS

- Work matters involving outside parties are interrupted.
- Affecting the name and credibility of the department.

DISCUSSION & RECOMMENDATION

Strengths

Acting as a liaison between industry and UTHM.

The Center for Industry and Community Relations (ICRC) serves as a link between business and Universiti Tun Hussein Onn Malaysia (UTHM), which is crucial in bridging the gap between academia and the working world. Because of this connection, UTHM students are guaranteed to acquire real-world knowledge and skills that meet market demands.

The ICRC has opened the way for any department or faculty to collaborate with the recommended industry to carry out an MoU or MoA. Researchers can solve issues unique to their industries, create groundbreaking solutions, and support the overall expansion and development of their particular sectors through such collaboration. Only the documentation necessary to form or renew the MoU or MoA is managed by the ICRC. The established connection, with the ICRC acting as a link, benefits UTHM by strengthening its research capacity and also gives industry partners access to the most recent research findings and knowledge, promoting collaborations that are win-win for all parties involved.

The ICRC plays a role by being the only department handling this matter. With that, many outside industries can contribute to industry needs and provide students with the necessary skills and knowledge. In addition, research collaborations can lead to innovative solutions and contribute to the growth of various industries.

Trained and skilled workforce.

Any organisation can get benefit from having a trained and skilled personnel because it will increase growth, productivity, and overall success. Such a staff possesses the skills, understanding, and knowledge to carry out their tasks effectively and efficiently. First off, training is crucial in creating a skilled workforce. Individuals can get specialised knowledge and job-relevant practical skills through training programmes. Organisations gain from having staff members who can carry out their duties effectively, leading to more productivity and higher-quality output.

All of the staff members in this ICRC Department are educated and experienced. They have all worked at UTHM for more than five to ten years. They have participated in numerous training sessions to boost their professional abilities. Consider Mr. Zukhairi, who served as the ICRC's assistant administration officer for ten years. He is in charge of all MoU matters, and Mo Adan serves as the office administrator. They can propose novel ideas that spur growth thanks to their ability in seeing chances for improvement, streamlining procedures, and doing so. Diversely skilled workers are better able to manage numerous responsibilities, interact successfully, and contribute to a dynamic workplace that encourages innovation and ongoing progress.

As a result, a highly skilled workforce is a crucial resource for success, innovation, and competitiveness. Individuals get the information and practical skills necessary to flourish in their roles through training programmes, which increases output productivity and quality. A dynamic workplace benefits from the new views, problem-solving skills, and adaptability that skilled individuals bring.

DISCUSSION & RECOMMENDATION

Weaknesses

Staff motivation and engagement.

Poor employee motivation and engagement can have a detrimental effect on the productivity and overall success of a department or organization. When employees are less motivated, they are less likely to perform at their best, resulting in decreased efficiency and quality of work. Additionally, low employee engagement can contribute to a negative work environment, with higher rates of absenteeism, turnover and conflict among team members.

The staff in this department are less involved when attending meetings or doing industrial visits outside the area. They prefer to sit in the office doing their own work instead of engaging in various planned activities. A major factor contributing to poor employee motivation is the lack of recognition and rewards. When employees feel that their efforts go unnoticed or unappreciated, their enthusiasm and dedication can drop significantly.

Therefore, superiors need to recognize and reward employees, foster open communication, and provide opportunities for growth are essential in creating a motivated and engaged workforce. By addressing this, departments can build a positive work environment where employees feel valued, motivated and committed to achieving their best performance.



Poor communication between superiors and staff

Poor communication between superiors and employees can have a detrimental effect on workplace productivity and employee morale. When superiors fail to effectively communicate expectations, goals and feedback to their employees, it leads to confusion and frustration. Without clear guidance, employees may struggle to understand their roles and responsibilities, resulting in decreased efficiency and substandard performance.

Poor communication between superiors and staff can lead to increased dissatisfaction among employees. For example, superiors often give work instructions that are incomplete and tell information slowly. Employees become stressed and feel unappreciated due to lack of communication, their motivation and job satisfaction decrease. They may become frustrated with their role and will perform their work inefficiently.

Therefore, poor communication between superiors and employees has far-reaching negative effects on individuals and organizations. Clear and effective communication is essential to establishing expectations, fostering collaboration, and maintaining a positive work environment. By prioritizing communication skills, superiors can improve employee morale, productivity and retention, while creating a culture of transparency, trust and engagement.

DISCUSSION & RECOMMENDATION

Opportunities

Produce services to meet customer needs.

Producing services plays an important role in meeting various customer needs at UTHM. UTHM, a renowned educational institution, strives to provide exceptional service to its students, faculty and staff. To meet customer needs effectively.

The ICRC department is committed to providing high quality production services that meet the expectations of its customers. This involves collaboration with departments and faculties that are trusted so that industry collaboration with universities can be established. For example, ICRC often holds sharing sessions with UTHM staff in other departments. This is because they teach and explain the procedures that need to be done and update what is happening at the ICRC.

The ICRC recognizes the importance of producing services in meeting the needs of its clients. By focusing on accessibility, quality and innovation, the ICRC ensures that staff can easily access various collaborations and documentation for the collaboration of the university. This commitment also enhances the overall experience of the UTHM community and strengthens the institution's reputation as an exceptional service provider.



Promote expertise at UTHM to outside industries.

Promoting expertise at Universiti Tun Hussein Onn Malaysia (UTHM) to outside industry is important to foster collaboration, knowledge sharing and innovation. By engaging actively with industry, UTHM can bridge the gap between academia and the practical needs of the business world, ensuring that research and development efforts are in line with industry needs. This collaboration not only benefits universities by attracting research funding but also empowers industry by gaining access to the latest knowledge and skilled professionals.

ICRC departments are led by experienced people in the industry themselves. The superiors in this department consist of Professors and Associate Professors. At the same time, the outside industry will trust UTHM because the departments under UTHM's auspices are all led by professionals. By promoting expertise at UTHM to outside industries can contribute to economic growth and regional development. By establishing partnerships with local businesses and industries, universities can facilitate knowledge transfer, entrepreneurship, and job creation.

With that, promoting expertise at UTHM to outside industry is a mutually beneficial endeavor. Industry partnerships can provide UTHM researchers with real-world challenges, access to industry resources and avenues for commercialization, while industry can benefit from the university's knowledge, expertise and skilled graduates. Ultimately, this synergy between academia and industry can pave the way for sustainable progress and contribute to the progress of society as a whole.

DISCUSSION & RECOMMENDATION

Threats

Work matters involving outside parties are interrupted.

Work arrangements involving external parties can be significantly disrupted by various factors, leading to significant challenges and possible negative consequences. External interference can arise from various sources, such as communication breakdowns or the length of time it takes for work to be completed. When this disruption occurs, it can disrupt work flow and prevent collaboration.

One of them is the possibility that communication breakdowns could negatively affect work issues involving external parties. The ICRC is frequently faced with communication issues or a lack of clear channels, which can cause miscommunication, delays, and lost confidence. To make other work matters easier, each work matter must likewise be effective and quick. Reducing this disturbance requires the use of effective communication techniques, such as frequent meetings, detailed documentation, and a dependable information exchange platform. Collaboration is encouraged, efficiency is increased, and relationships with external stakeholders are strengthened when communication is open and transparent.

In conclusion, communication issues and how the work is carried out can cause substantial disruptions in work situations involving external parties. Departments need to build strong contingency plans and encourage excellent communication practises to proactively handle these issues. Each partnership can lessen disruptions, maintain fruitful relationships with other parties, and guarantee the efficient operation of company activities by doing this.

Affecting the name and credibility of the department.

An important factor that can have a big impact on the department's overall success and effectiveness is its reputation and credibility. The name of a department acts as that department's identity and establishes how both internal and external stakeholders will view that department. A compelling and wisely chosen name can inspire confidence and know-how while boosting the department's stature and reputation. On the other hand, a name that is poorly chosen or deceptive can cause uncertainty, erode confidence, and damage the department's credibility.

Furthermore, a department develops credibility by its activities, performance, and level of customer service. For instance, a department's reputation is tarnished and its credibility is impacted when it has lethargic personnel and a toxic work environment. The reputation of a department can be damaged by any instance of ineptitude, unethical behaviour, or failing to meet expectations.

Transparency and accountability should be prioritised in order to preserve and improve the department's reputation and credibility. Building trust and demonstrating the department's commitment to stakeholders can be achieved by open communication, attainable goals, and regular reporting. The department's trust can also be increased by aggressively seeking input, responding to issues, and continuously enhancing procedures and services. In the end, the department's reputation and credibility are connected, and by carefully managing both, businesses can cultivate a favourable reputation and inspire trust in their operations.



CONCLUSION

My ability to solve problems using a variety of information or applications, and implement standard procedures or techniques related to tasks assigned by the organisation has all been made possible by the preparation of this industrial training report. In conclusion, I can now demonstrate a professional attitude and good work ethics at the workplace. I may evaluate internal strengths and weaknesses as well as prospective external possibilities and dangers with the aid of this report. It takes into account all the positive and negative factors, both internal and external, that have an impact on the company's success. The environment in which the business operates should be regularly studied in order to anticipate shifting trends and incorporate them into organisational decision-making.

My personal and professional development has been greatly influenced by the supportive and cooperative work environment at UTHM. I now understand the need of cooperation, clear communication, and flexibility in overcoming obstacles and realising project objectives. My abilities have been greatly improved and encouraged to continue improving thanks to constructive criticism from my mentors and peers. A varied variety of professionals and researchers have been introduced to me as a result of my internship, which has also expanded my network. I am appreciative of the advice and mentorship these contacts have provided, since they have helped me gain insight into various career choices.

I had a strong sense of satisfaction and thankfulness after I finished my internship at UTHM. The knowledge and expertise I've obtained will surely influence my future endeavours and make a substantial contribution to my academic and professional goals. I can't wait to put what I've learned to use and keep stretching the limits of my talents in the ever changing world of human resource management. Their assistance, direction, and encouragement have been crucial in enhancing my academic development and making my internship a wonderful experience.



REFERENCES

(UTHM), U. T. (2023, July 26). Buletin UTHM. Retrieved March 18, 2002, from <https://www.uthm.edu.my/en/>: <https://30tahun.uthm.edu.my/>

Aboramadan, M. (2020). Organizational culture, innovation and performance: a study from a non-western context. *Emerald*, 171-262.

Ali, M. R. (2019). THE EFFECT OF EMPLOYEE TRAINING ON. *Global Scientific Journal*, 7-10.

Al-Mzary, M. M. (2015). Training and its Impact on the Performance of Employees at. *Journal of Education and Practises*, 6-32.

Conrad, D. (2019). Workplace Communication Problems: Inquiries by Employees and. *Journal of Business Study Quartely*, 12.

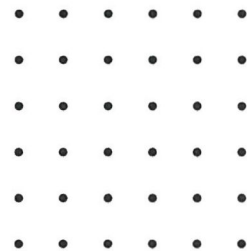
Graham, J. R. (2023). Corporate Culture. *Science Direct*, 22-41.

Muhsheke, M. M. (2021). The Effects of Effective Communication on Organizational Performance Based on the Systems Theory. *Business and Management*, 254-266.

Prasat, V. (2019). Importance of Effective Communication. *International Journal of Recent Technology & Engineering*, 8.

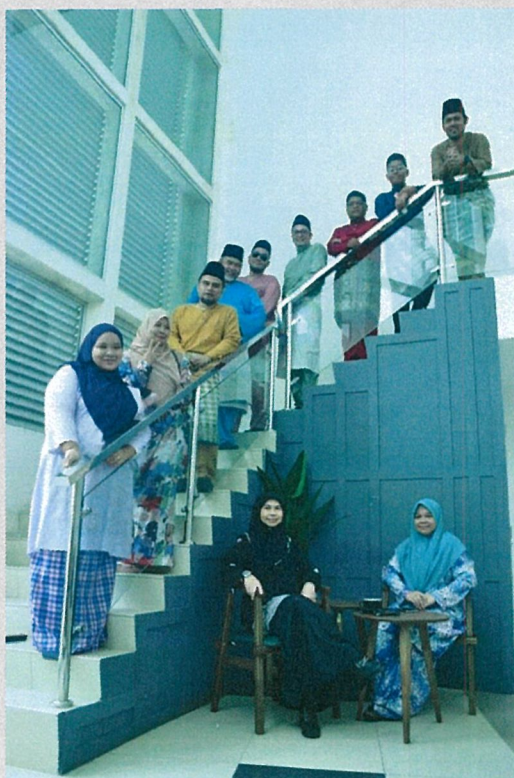
Shah, P. V. (2015). Ethics at Workplace. *Internationall Journal on Recent Research*, 1-3.

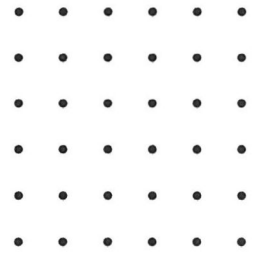
Shatakahistsi, D. (2021). Skilled Labor Force as a Cornerstone of Entrepreneurial Economic Development - International Experience for Georgia. *Journal International Eruditus*, 1-6.



APPENDICES

HARI RAYA CELEBRATION

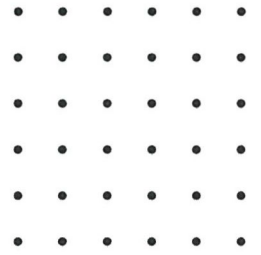




APPENDICES

WORKING VISIT TO XINGYI ENERGY SMART

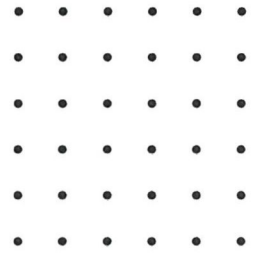




APPENDICES

KEMBARA MAHKOTA JOHOR





APPENDICES

DR. OTHMAN TALIB TALK

