



INFRA
HOLDING
SDN BHD



UNIVERSITI
TEKNOLOGI
MARA

Fakulti
Pengurusan
dan Perniagaan

2023

INDUSTRIAL TRAINING REPORT AT INFRA HOLDING SDN BHD

1 MARCH 2023 - 15 AUGUST 2023

NURUL AQILAH BINTI JA'AFAR ALBAR

2020449748

BA243 - HUMAN RESOUCES MANAGEMENT



1.0 EXECUTIVE SUMMARY

Embarking on an exceptional and transformative 6-month industrial training journey, I commenced my immersive experience at the prestigious Infra Holding Sdn Bhd. During my internship, I had many wonderful memories, gained knowledge, and received valuable guidance that I may not have found elsewhere. Among numerous companies in Kuala Terengganu, I chose Infra Holding Sdn Bhd as my internship destination because they offered me opportunities, and my decision to intern here proved to be the right one.

Throughout my internship as an HR intern at Infra Holding Sdn Bhd, I observed various strengths, weaknesses, and other aspects that could be analysed in a SWOT analysis. Like any other company, IHSB has its own set of strengths and weaknesses, while also considering potential threats and opportunities to progress in line with the company's mission and vision.

IHSB is an innovative company that keeps up with the current trends. As a Digital Marketing company, IHSB stands out in Terengganu, especially with the remarkable leadership of Mr. Che Adzha. Furthermore, under IHSB, there are several other subsidiaries.

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1.1 ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

I am deeply grateful to all those who have contributed to this internship report, well above the level of implicitness and into something concrete. First and foremost, I would like to express my sincere gratitude to my advisor, Madam Nani Shuhada binti Sehat, for her guidance and support throughout the process. Her expertise and insights were invaluable and greatly contributed to the success of this project.

I would like to give my biggest gratitude towards the company INFRA HOLDING SDN BHD because gives an opportunity to me to intern at their company plus with the knowledge given by them as well as skills that I gain from there. I'm also very thankful to the Chief Executive Officer (CEO) of the company which is Mr. Che Adzha bin Che Adnan and Human Resource Manager, Madam Nur Nazifa as well as all the workers who were involved during my intern and gave me a lot of useful knowledge, some guidance and happiness that I can't receive at somewhere.

I would also like to thank my classmates and colleagues for their helpful feedback and discussions. Their ideas and perspectives enhanced my understanding to make the report and provided valuable inspiration.

Finally, I would like to thank my family and friends for their constant encouragement and understanding during the time I spent working on this report. Their support has been invaluable, and I am deeply grateful for their love and care as well as I would like to thank myself to keep going finishing this report and keep think positive till this day.

Sincerely from me,

Nurul Aqilah Binti Ja'afar Albar

2020449748

HRM666

PART 2: STUDENT'S PROFILE

NURUL AQILAH BINTI JA'AFAR ALBAR

HUMAN RESOURCE



Contact Info



Language

Malay: Excellent

English: Good

Skills & Abilities

Expert in using software such as Microsoft Office like excel, power point and words.

Able to edit using Canva, Filmora, CapCut, and adobe

Able to manage a program

Able to do customer service

Able to closing a customer

Able to use mysyarikat management apps
know how to engage customer

About Me

A hardworking undergraduate student at UiTM looking for a chance to take on a challenging task in the field of human resources management. Aim to utilise the skills and knowledge in the workplace while also learning more valuable skills.

Work Experience

INTERNSHIP (2020-2023)

internship ay INFRA HOLDING SDN BHD as Human Resource

Job Duties:

- Handle a program
- Interview candidates
- Data entry
- CRM

MYDIN MALL KUALA TERENGGANU

Cashier

Education

UiTM Kampus Bandaraya Melaka

2020-2023

Degree in Business Administration (Hons.) Human Resource Management

Current CGPA: 3.30

SMK Padang Midin

2018-2019

Sijil Tinggi Persekolahan Malaysia (STPM) in Science Social

CGPA: 3.58

Activities and Involvement

- President of house sport (SMK Padang Midin, 2019)
- Exco in Persatuan Bahasa dan Kesusasteraan (SMK Padang Midin, 2019)
- Pembimbing rakan sebaya (SMK Padang Midin, 2019)
- Being part of program Charity week. (UiTM, 2021)
- Being a presenter in Seminar Antirokok... Kesihatan atau Tembakau?
- Being a presenter participants in Seminar Antidadah: Dadah... Kawan atau Lawan?
- Exco in several programs (UiTM, 2022):
 - Inclusivity in the workplace: people with disabilities
 - Webinar Industrial relations in Malaysia: Issues and challenge by trade unions and industrial relations practitioner
 - Program Alam Sekitar
 - etc.

Reference

Puan Norraeffa binti Md Taib

- Pensyarah Kanan Fakulti Pengurusan dan Perniagaan, UiTM Melaka

Suraya Hamimi Mastor

- Penyelaras Program BA243
- Senior Leturer Fakulti Pengurusan dan Perniagaan, UiTM Melaka
- surayahamimi@uitm.edu.my

PART 3: COMPANY'S PROFILE

3.1 Company's name, logo, location, and Operation hours.

INFRA HOLDING SDN BHD (IHSB) is a leading digital marketing and one of the biggest marketer companies in Terengganu. IHSB is a company only based on selling product through online only or do marketing in online platform like Facebook, Instagram, TikTok, and website.



Figure 1: Logo IHSB

Company's name:	INFRA HOLDING SDN BHD
Location:	Taman Koperat Perdana, Kampung.Kelulut 21600 Marang Terengganu
Operation hours:	8:30am – 5:00 pm
Working days:	Saturday - Wednesday

Table 1: Information of IHSB

3.2 Vision, Mission, Objective, and Goals

Like other company, IHSB also has their own vision, mission, objective, and goals. Sometimes they read it in front of the employees daily during stand-up meeting to remind employees the purpose of IHSB. IHSB has several missions that they designated for to defines its business goals and the values it will embrace to achieve them and how they will reach the objectives:

OBJECTIVE
We are a business entity in digital marketing and sales
Experienced team and master of formula is our value and strength
Our responsibility is on digital marketing development and choosing a good quality of product.”
We are committed to sharing profit for the ummah and global

Table 2: Objective of Infra Holding Sdn Bhd

As a digital marketing and sales business, IHSB mission is clear which to develop digital marketing strategies that not only promote our clients’ products, but also contribute to the growth of the industry. They understand that digital marketing is a constantly evolving field, which is why IHSB have assembled an experienced team of experts who are masters of the latest formulas and techniques. This allows IHSB to provide their clients with cutting-edge solutions that produce measurable results.

IHSB value and strength lies in the team’s expertise and commitment to choosing only the highest quality of product for their clients. IHSB believe that by promoting products that are of good quality, we are contributing to the betterment of the digital marketing industry as a whole. IHSB take their responsibilities to develop digital marketing strategies seriously and are constantly researching new ways to improve our approach.

However, IHSB’s mission goes beyond just promoting products and generating profits. IHSB are committed to sharing the wealth they create with the ummah and the global community. IHSB understand that their success is not only measured by their bottom line, but the positive impact that they have on society as a whole. As such, IHSB are committed to giving back to the community and supporting causes that align with their values.

IHSB mission is to be leading entity in digital marketing and sales, driven by a commitment to quality, innovation, and social responsibility. IHSB are proud of their experienced team and the value they bring to the clients. We believe that by staying true to the mission, IHSB can contribute to the growth of the digital marketing industry while also making a positive impact on society.

Vision is designated for where the company aspires to go or how the company intends to impact the society:

“To be a leading digital marketing and sale brand in Malaysia.”

As a digital marketing and sales company, IHSB vision is to become the leading sale brand Malaysia. They strive to achieve this by constantly improving their products and services, and by providing their customers with the highest quality digital marketing strategies that produce real measurable results. To become the leading marketing company in Malaysia, IHSB know that they must have consistently exceed their client’s expectations. This requires a team of highly skilled professionals who are passionate about digital marketing and sales. IHSB are dedicated to building a team that is committed to staying at the forefront of the industry, constantly learning, and implementing new strategies and techniques to deliver the best possible outcomes for their clients.

Other than vision and mission, IHSB also has their own tagline as well as the value of IHSB. Tagline that they designated is Strategic (S), Inspiring (I), and Empower (E), which these three words also came from name of Allah S.W.T which is Strategic came from Al-Bari’ which it means The Evolver, Al-Nafi’ (Inspiring) mean The Benefiter and the last one is Al-Aziz (Empower), mean The Mighty One. As you can observed, the cornerstone of IHSB is Islamic, which is referred to as the primary pillar, and we could see at company’s mission stated that “We are committed to sharing profit for the ummah and global”.

As a regular activity conducted at IHSB every morning is making a stand-up meeting that required all employees to gather around and cite dzikir or sing a song that brings a sense of enthusiasm towards employees and lastly all employees required to forgiven each other. IHSB also provide a training session around three days to some program to make them become more religious and know what their goals of life.

The name of 'INFRA' has their own meaning which it was an acronym for a few words. First alphabet is I, which consist of innovation, N consist of a networking, F means fast, R means rational, and A means accountability and by acronym it become INFRA.

IHSB established around three years ago, founded by Mr. Che Adzha bin Che Adnan. The company might seem small, but IHSB spread their business around of Terengganu. Working hours might be differ than others company who just follow office hour which is starting from 8:30 am until 5:00pm. At IHSB, they really care about employee welfare. Therefore, employee who have a difficult job scope, they have flexible time of work which is, they can enter the company at any time but must have total amount of 7 hours and 30 minutes.

3.3 ORGANIZATIONAL STRUCTURE

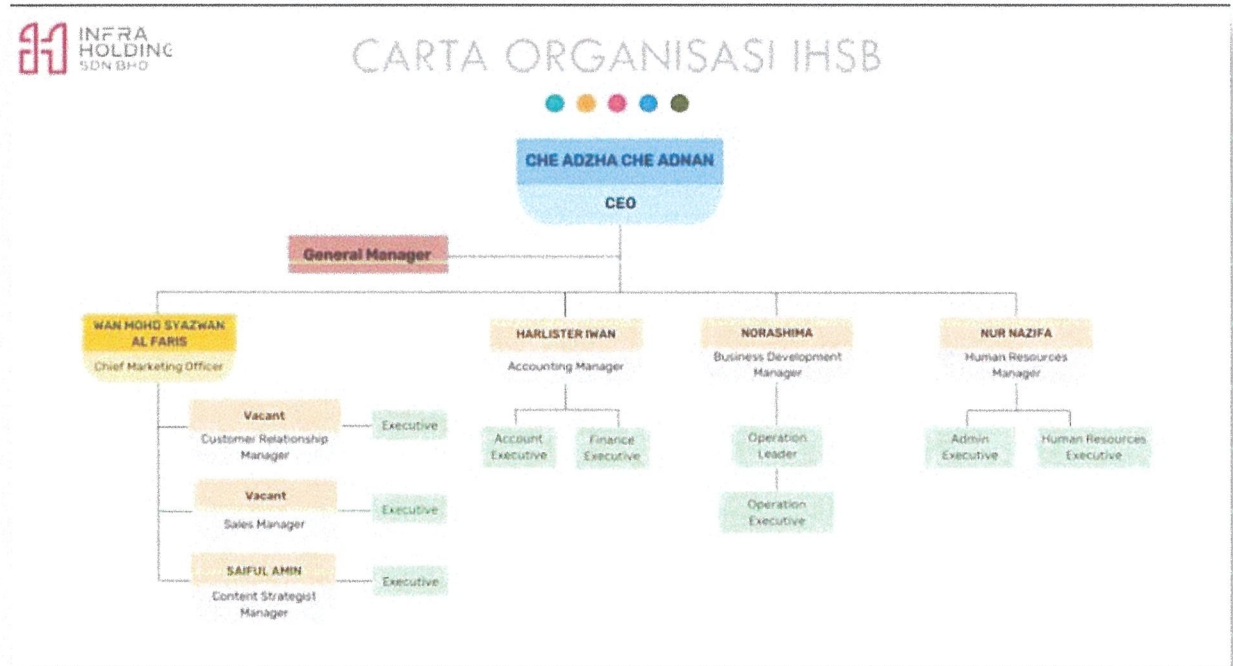


Figure 2: Organization chart

Our company specialises in providing innovative and user-friendly online solutions, including digital marketing services, that help businesses establish a strong online presence and connect with their target audience. IHSB provide online marketing which sells a variety provide like kitchenware, house equipment, Islamic product which is Al-Quran, D-zikir ring, and others. We reach target audience in online platform by using Facebook, TikTok, Instagram, website, agent, and Shopee.

PART 4: TRAINING'S REFLECTION

During my six months industrial internship, I was assigned to the Human Resource department, where I learned invaluable experience in the field of HR like recruitment, employee relations, and the importance of maintaining a positive work culture. At IHSB, my supervisor is Madam Nur Nazifa which she is Human Resource Executive and Admin Executive. Second day of Internship, Madam Nazifa already taught me how to conduct a face-to-face interview and taught about admin stuff like making an invoice.

Perhaps not like other places, IHSB really trying their best to taught intern student to gain a lot of knowledge. Based on the CEO of the company Mr. Che Adzha bin Che Adnan, he once said that at IHSB, they not only give the opportunity towards student to intern but also give a big amount of knowledge and skills about their current job of scope, but it depends on student if they want to have it or not.

My daily responsibilities at IHSB are I will update daily employee arrivals by using apps 'mysyarikat' management system. As I always being taught at UiTM Bandaraya Melaka, HR is a person who must take care their employees, so in IHSB, I always trying to help employees at department operation every time the order or stock is more than usual.

Benefit that I received from IHSB during my industrial internship is I got RM200 allowance per month plus some bonus if my performance is good and I also got free accommodation without pay any electric bills and water bills. Despite all of that, I also gained knowledge and technical skills like learn a new software that being using in IHSB which is 'mysyarikat' management system that we can see the attendance of worker or leave. Madam Nazifa and Mr. Adzha really train and treat me as I'm a worker at the company without any discrimination applied. We also being loved like we are part of the company's family. I am being introduced to the real working world of the company and praise to God that I can adapt it easily due to the kindness of the worker in IHSB.

As an intern student working in the HR department, I have gained valuable knowledge and skills related to personal development. One of the key skills that I have developed is the ability to multitask. Even though I already have the ability to multitask at university, but the difference of it is that I still can focus on each of work that I will make. Working in the HR department has exposed

me to various tasks and responsibilities that require me to manage my time and prioritize my workload effectively. I have learned how to balance multiple tasks and work efficiently to meet tight deadlines. This skill has not only helped me to become a more productive employee but also a more organized individual in my personal life.

Another valuable skill that I have developed during my internship is flexible teamwork. In the HR department, I have had the opportunity to work collaboratively with my colleagues on various projects and initiatives. Through this experience, I have learned how to be flexible in my approach to teamwork, adapt to different team dynamics and communicate effectively with team members. This skill has not only helped me to contribute positively to team projects but also to build stronger relationships with my colleagues.

In addition to multitasking and teamwork, my internship has provided me with valuable experience in other areas such as negotiation, communication, interpersonal skills, and confidence. These skills are essential in any workplace and will be beneficial to my personal and professional development. Overall, my internship in the HR department has been an invaluable experience that has equipped me with a range of skills and knowledge that I will carry with me throughout my career.

PART 5: SWOT ANALYSIS

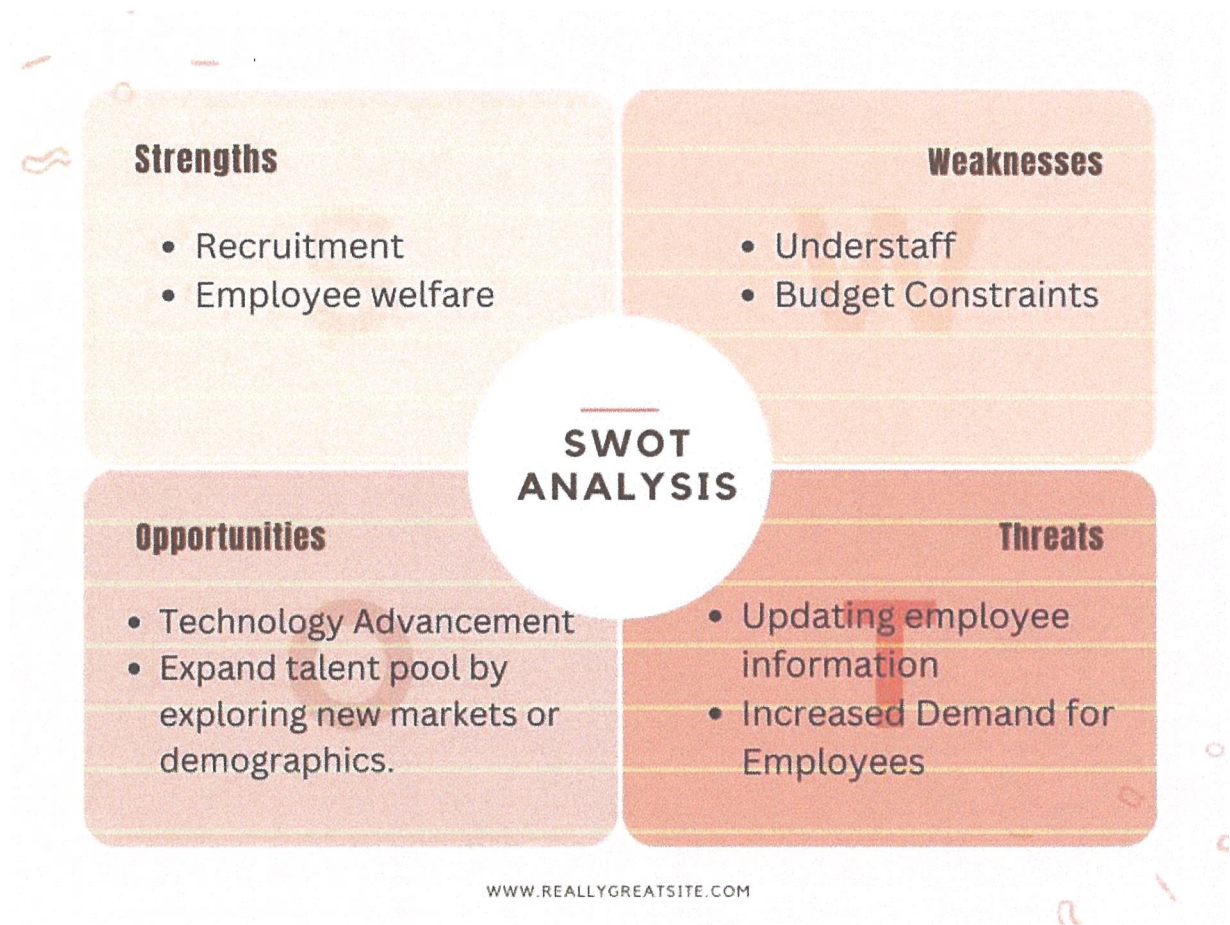


Table 3: Swot Analysis

Strengths

1. Recruitment

The main strength of HR at IHSB is recruitment. Due to this company is developing and growing as well as they need to expand the business, there are several new positions that are created and need to be hire a new worker. The position currently searching for highest position which hard to find candidate that fit with the requirement needed. Therefore, for in this two month, every week always must have candidates that need to be interview. To prevent hiring a wrong candidate, IHSB make two interview session to screening employee. First interview only conducted by HR Manager and second interview session conducted with CEO of company with other managers.

The reason of CEO of the company involve in the interview is because he more expert in knowing the right candidate fit well with certain job. Moreover, IHSB always use psychometry test to get know more the behaviour of candidate and to get know the candidate fit or not with the position. Therefore, the workers will not feel burden with their current job due to IHSB know the strength of the staff. Thus, during interview session, IHSB more likely to ask psychology question which to let candidate show their true colours.

IHSB actively engage in various recruitment strategies like participating career fair, using several websites and apps and leveraging online platforms job portal. As a result, IHSB have built a robust candidate pool that includes both fresh graduates and experienced professionals as well as intern student. This candidate pool consists of candidates who possess a diverse set of skills, such as programming languages, software development frameworks, and project management. The company's recruitment team has established a comprehensive screening process to evaluate candidates' technical capabilities, problem-solving skills, and cultural fit with the organization.

Therefore, IHSB not only attract top talent candidate, but IHSB also has a strong retention rate. Based on an article, boredom is one of the reason employees left the company, which that is why the company must have to keep the employees engagement. No opportunity for advancement and excitement, they'll become dissatisfied and likely to leave a company.

Completely different from IHSB which the higher management tried their best to keep all the employees to be happy and not stress.

2. Employee Welfare

IHSB is one of the companies that takes great care of the welfare of employees and maintains relationships between employees. Every month, IHSB will conduct a program which call 'Bonding Day' whereas the first objective of the program is to strengthen the relationship with all the employees. IHSB emphasize that all employees must maintain relationships with everyone and don't have any fights, gossip in the office or be a 'toxic people'.

Moreover, IHSB offer several programs for all employees as well as intern student. For enhance employee's spirituality, boost energy, and get to know the objective of life, IHSB send all employees to go participate ESQ program. Based on the expression and narration of the workers, ESQ program really help them feel happier, calmer, and become more responsible person. Even though the program is expensive, Mr. Adzha still keep sending employees joining the program.

Another program or activities that IHSB always doing is 'stand-up' meeting which all the staff must have gathered in office and singing a spiritual song, several duas and some inspiring song to make all the staff feel energetic to making a work without stress. Stand-up meeting will be held every morning at 8:40 am.

Another benefit that IHSB offer to help employees is taking off 4 hours twice a month. All staff can take 4 hours off with any reason. This is one of strategy that Mr. Adzha used to help employees feel less burden.

Weaknesses

1. Understaff

In companies that aspire to grow or expand, the act of hiring merely represents a fraction of the overall equation. Consequently, a situation arises where an increase in the number of employees leads to escalated overhead costs, while a shortage of employees imposes limitations on business expansion. The predicament faced by these organizations lies in the scarcity of workers, as their workforce falls short of meeting the demands arising from new inputs introduced into the company. This scarcity of workers can have profound effects on the existing workforce, wherein employees become overwhelmed by an excessive workload, experience stress-related issues, and ultimately witness a decline in their performance levels.

Furthermore, the overall quality of work is likely to suffer when individuals are burdened with an excessive workload. As the volume of tasks assigned to an employee rises, there is a noticeable decrease in the quality of their output due to the inherent pressure to complete the work within a specified time frame. In such circumstances, employees tend to prioritize completing tasks within the given time period rather than executing them with transparency and precision. This compromises the integrity and accuracy of their work, resulting in a substandard quality that falls below the usual standards of excellence.

2. Budget Constrains

Financial constraints can limit the HR department's ability to execute tasks transparently and openly, creating challenges and limitations. At IHSB, the organization is searching for new employees for an important role. They aim to find qualified individuals who don't require high compensation, despite the role's responsibilities.

However, it's difficult to find exceptional talent when the budget for salaries is limited. This creates a ripple effect, impacting other employees as well. Existing employees are burdened with additional work due to the lack of suitable candidates.

This situation strains the workforce and has broader implications, such as delays, reduced work quality, and increased stress levels. Limited financial resources not only hinder attracting top talent but also burden existing employees, affecting their well-being and overall organizational functioning.

The dissatisfaction of current employees becomes a concern, negatively impacting the organization's performance. However, financial constraints don't completely prevent the HR department from fulfilling its responsibilities at IHSB. The organization operates within its budget and strives to minimize expenses.

Despite the limitations, IHSB actively fosters a positive work environment. They organize team-building activities and invest in employee training. These initiatives demonstrate a commitment to employee well-being and growth, even within the budget constraints. The aim is to improve employee satisfaction and performance, supporting the organization's goals.

Opportunities

1. Technology Advancement

Technology advancement refers to the ongoing progress and enhancement in the creation, application, and utilization of technology in various sectors and industries. It involves the integration of novel concepts, technologies, processes, systems, or procedures that aim to improve efficiency, productivity, effectiveness, and overall capabilities.

In the realm of human resources, technology plays a crucial role in optimizing various HR processes. For instance, when it comes to screening resumes, advanced technology tools and software can be employed to automate the initial filtering and sorting of resumes based on specific criteria. This saves time and effort for HR personnel, allowing them to focus on evaluating the most qualified candidates.

Additionally, technology aids in streamlining the recruitment process. Online platforms and applicant tracking systems simplify the job posting, application submission, and candidate evaluation procedures. These digital tools facilitate efficient communication between HR departments and job seekers, ensuring a seamless recruitment experience for both parties.

Performance management systems supported by technology enable organizations to track and assess employee performance effectively. These systems provide a centralized platform for setting goals, monitoring progress, and providing feedback. Technology allows for real-time performance tracking, making it easier to identify areas for improvement and provide timely feedback and coaching.

Furthermore, technology enhances the salary administration process. Automated payroll systems can accurately calculate salaries, deductions, and benefits based on predefined rules and parameters. This eliminates manual calculations, reduces errors, and ensures employees receive accurate and timely compensation.

2. Expand talent pool by exploring new markets or demographics.

Considering the current challenges faced by IHSB, the HR department has the opportunity to broaden their search for talented workers beyond their local area. IHSB is currently located far away from the city, which sometimes deters potential applicants from considering job opportunities at the company. However, there are numerous individuals elsewhere who would be willing to work at IHSB, similar to the permanent workers already employed there. By utilizing appropriate sourcing channels and tools, IHSB can effectively attract talented individuals to join their workforce.

Expanding the talent search beyond the local area opens up a larger pool of potential candidates. HR can leverage online job platforms, social media, and professional networks to actively promote job openings and showcase the unique benefits and opportunities offered by IHSB. By effectively marketing the company's positive aspects and the advantages of working at IHSB, HR can capture the attention of talented individuals who may not have been previously aware of the company or considered it due to its location.

Additionally, HR can collaborate with local universities and colleges, attending career fairs and establishing relationships with academic institutions. This allows them to tap into the pool of fresh graduates and upcoming talent who may be seeking employment opportunities. By engaging with educational institutions, HR can create awareness about IHSB as an attractive employer and potentially forge partnerships for internships or training programs.

By proactively expanding the search for talent and utilizing appropriate recruitment channels, IHSB can overcome the location challenge and attract a diverse range of skilled individuals who can contribute to the growth and success of the company.

Threats

1. Updating employee information

The aversion to change creates a challenging environment for updating personnel information. This is primarily due to the difficulties associated with embracing new things when one is apprehensive about potential deception or manipulation, among other concerns. The fear of being tricked or conned can be a significant barrier to adopting changes in processes and systems. Additionally, the introduction of new software or technology often entails substantial financial investments, further complicating the decision-making process.

The consequences of choosing the wrong software or technology can be detrimental to the organization. If the selected program does not align with the specific needs and requirements of the organization, it may lead to inefficiencies, productivity losses, and wasted resources. The improper utilization of resources can hinder progress and impede the organization's ability to achieve its goals.

Moreover, updating employee information poses a potential risk, particularly when it involves the recruitment of new employees who will have access to confidential corporate information. In situations where certain individuals lack the necessary skills or discretion to handle sensitive conversations, there is a risk of inadvertent disclosure or breach of confidential information. Such breaches can compromise the security and integrity of sensitive corporate data, potentially causing harm to the organization's reputation, competitive advantage, and overall operations.

In summary, the aversion to change, the financial implications of adopting new software or technology, and the potential risks associated with updating employee information all contribute to the complexities and potential risks involved in these processes. Organizations must carefully navigate these challenges and establish robust protocols and training to ensure the security and effectiveness of personnel information updates and technology adoption.

2. Increased Demand for Employees

As other companies begin recruiting individuals who closely match our company's desired talent, fierce competition will emerge. This heightened competition poses challenges for IHSB in attracting skilled personnel, especially when larger and more renowned competitors are also actively seeking new staff.

To seize the opportunity of acquiring talented individuals who meet the company's expectations, IHSB must allocate a significant investment in the recruitment process. However, IHSB avoids recruiting overqualified individuals as the available positions do not require excessive qualifications and are not suitable for the specific context of the company.

Due to the increased demand for personnel, the HR department faces the challenge of identifying more qualified candidates. This elongates the time required to find suitable individuals to fill new job openings. Instead of being able to complete the search within a month, the recruitment process may need to extend over a longer period.

Furthermore, there is a possibility that all the competent applicants have already been hired by other organizations. Consequently, the remaining prospects may lack the necessary experience, skills, or qualifications, making them underqualified for the desired positions.

In summary, the intensifying competition in the job market, coupled with the need to carefully invest in recruitment efforts, presents difficulties for IHSB in attracting top talent. The HR department must navigate these challenges and adapt their strategies to identify qualified candidates within an extended time frame, considering the possibility of a reduced pool of available applicants.

PART 6: DISCUSSION AND RECOMMENDATION

SWOT analysis is a valuable framework used to assess the strengths, weaknesses, opportunities, and threats of a company. By systematically evaluating these four key aspects, one can gain insight into the internal and external factors that influence one's success. This report aims to carry out a comprehensive SWOT analysis of the company Infra Holding Sdn Bhd, shed light on the current position and potential areas for improvement or development.

Firstly, one of the strengths of IHSB lies in their expertise in recruitment. The recruitment process at IHSB consists of two interview sessions. In phase 1, the HR department conducts the interview, while in phase 2, it involves both the HR team and the CEO. Their efficiency in finding employees has resulted in a workforce at IHSB comprised of exceptional individuals, as if their choices are always spot-on. For instance, when IHSB was looking for someone to fill the sales executive position, they sought an individual who possessed an attractive personality, commitment to their work, and the ability to impart knowledge to other employees. As evidence of their successful recruitment, there was a new staff member who achieved their key performance indicators (KPIs) within just two weeks of working at IHSB.

Additionally, IHSB demonstrates another notable strength through their strong commitment to employee welfare. HR consistently organizes monthly activities or programs to foster bonding among staff members. The positive atmosphere and strong staff bonding are evident to outsiders, making IHSB an attractive choice for employment. For instance, during interviews, when asked why they wish to work at IHSB, many respondents highlight the company's positive culture and strong staff bonding. As a result, IHSB experiences low turnover rates and excellent retention of employees.

One of the weaknesses of IHSB is understaffing, which means there are not enough employees in the company. This can have negative effects on the performance of the HR department and the overall company in the long term. The reason for this understaffing issue at IHSB may be because the company is still small and in the process of growing. Consequently, the management team may believe that hiring new employees is unnecessary since they think the existing staff is capable enough to handle all the work. However, this can put a strain on the

management team and lead to tasks being missed or left incomplete. Moreover, the HR team may become quickly exhausted and demotivated, potentially resulting in decreased productivity.

Another weakness is budget constraints, which means there is not enough money available in the company's budget. This can limit IHSB's ability to carry out certain programs or invest in resources that would enhance employee satisfaction. The impact of these budget constraints is typically short-term and can hinder the company's ability to implement initiatives that would contribute to long-term growth and success.

On the other hand, IHSB has opportunities for improvement. One such opportunity is embracing technological advancements. By adopting new technologies, the company can streamline its operations, increase efficiency, and stay competitive in the market. Technology can facilitate better communication, automate processes, and provide valuable insights that can support decision-making.

However, IHSB also faces certain threats. One notable threat is the risk of inaccurately updating employee information. Relying on unreliable sources or individuals who breach trust can lead to data corruption, affecting the company's operations. Furthermore, this can lead to a toxic work environment and foster animosity among employees, negatively impacting the overall company culture. Such threats require careful attention and corrective actions to mitigate their long-term consequences.

Lastly, increased demand for employees poses a challenge for IHSB. When many companies are competing for the same pool of talented individuals, it becomes more difficult for IHSB to attract and hire the desired candidates. The hiring process may become protracted and demanding, requiring additional resources and efforts to secure suitable employees.

In summary, while understaffing and budget constraints present weaknesses for IHSB, embracing technological advancements and addressing threats related to employee information and increased demand for employees can open up opportunities for growth and improvement.

RECOMMENDATION

To strengthen the HR job scope, particularly in recruitment, HR personnel need to attend relevant training sessions. This means that in order to maintain and further improve the company's recruitment practices, HR should be sent for training. HR professionals should learn to read people, observe their movements, body language, and identify any signs of deception. Additionally, HR should avoid mixing feelings of sympathy with work, even when dealing with the recruitment of interns, as interns are a reflection of the company.

To address the HR weakness of being understaffed at IHSB, several steps can be followed to improve the situation. Firstly, it is important to acknowledge that the company is understaffed. Sometimes, bosses may not realize the understaffing issue if work is being completed without apparent problems. Secondly, responsibilities should be prioritized. This helps existing staff members to focus on more important tasks by temporarily setting aside less crucial ones. Thirdly, employees can be allowed to trade responsibilities. If someone has expertise in a particular area, such as content creation, they may willingly take on related tasks. Fourthly, considering short-term help, such as hiring external freelancers or part-time employees, can help alleviate the backlog of tasks.

Regarding budget constraints, this situation occurs not because the company is unable to allocate a larger budget, but as an HR team that is loyal to the company, it is essential to assist in cost-saving measures for various programs. HR, being more knowledgeable about the company's expenses, should engage in discussions with all stakeholders to estimate the necessary expenditures, address any dissatisfaction, and make informed decisions.

In terms of technological advancements, companies can explore new software or apps to enhance their management processes. The company should conduct an analysis to determine its specific needs before adopting the new technology. Considerations may include whether the software is truly necessary, cost-effectiveness, and efficiency. Furthermore, employees should receive training on emerging technologies to avoid falling behind in this rapidly evolving landscape.

Regarding threats, HR should limit access to sensitive information by ensuring that trustworthy individuals are assigned to handle privacy and confidentiality matters. Additionally, HR should train new employees in the importance of document security.

Lastly, the increased demand for employees requires HR to inform the relevant personnel to create an official company website. This is because it can be challenging to attract high-level job applicants when there is limited information available about the company's origins. While IHSB has a Facebook presence and job search platforms, having an official website is crucial for showcasing the company. A website also plays a vital role in HR operations. Without an official website, the HR team may face difficulties in finding suitable candidates, resulting in wasted time and resources.

Overall, implementing these strategies can contribute to strengthening the HR function, addressing weaknesses, and maximizing opportunities while mitigating threats.

PART 7: CONCLUSION

After all, IHSB has its own strengths and weaknesses, and while we can strengthen the existing strengths, we need to address the areas of weakness. IHSB must always be vigilant against external threats and be open to embracing new things and implementing them within the company, as it can contribute to its progress. Nevertheless, after almost six months as an intern here, I can confidently say that IHSB is an amazing company, and finding another company like this outside will likely be challenging. It is not easy to come across such golden opportunities, where one is given the chance to experience all the knowledge available at IHSB. As the CEO of IHSB once said, opportunities are always there, but it depends on whether we are willing to seize them. The same advice applies to the staff working at IHSB, who always advise to absorb all the knowledge available and never be afraid to try, as fear is the true failure.

Throughout my internship here, I have gained many new things and learned how to make decisions. The people at IHSB treat each other like family, regardless of age, status, education, and so on. The culture here is incredibly positive, and there is never any sign of conflicts, teasing, and the like. Mr. Adzha always says that one of his aims for us being here is for us to discover our true selves, find our life's mission, and uncover the greatness within ourselves that we may have never known before. Mr. Adzha is extremely supportive of his employees. In conclusion, I hope that IHSB will always maintain its positive culture with its exceptional workforce.

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PART 9: APPENDICES



Figure 3: Training Capcut

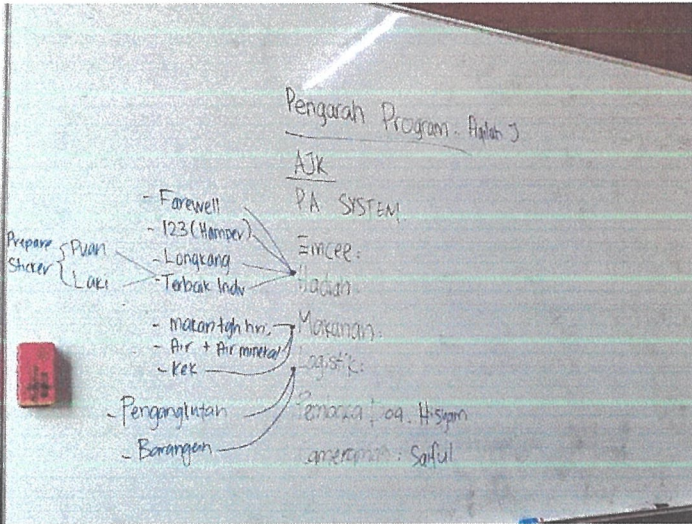


Figure 4: Discussion to handle a program for bonding-day



Figure 5: Poster for job vacancy

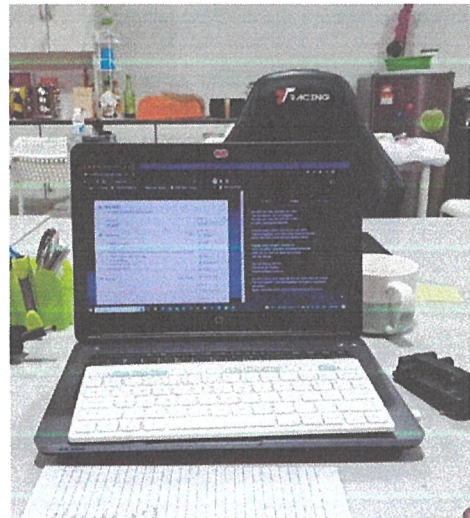
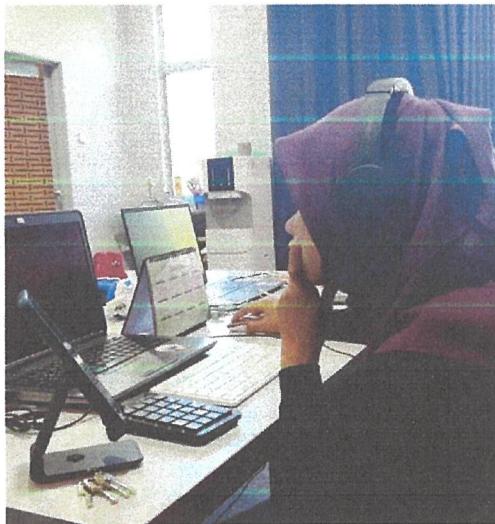


Figure 6: Working to finish the task.

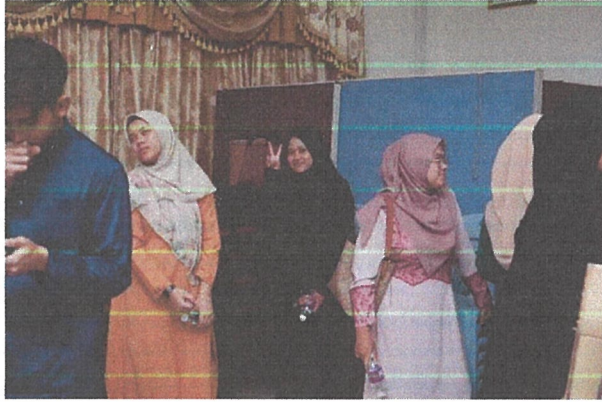


Figure 7: Program bonding-day April (ESQ)



Figure 8: Program Bonding day March (Paintball)



Figure 9: Program Bonding day June (Pulau Kapas)



Figure 10: Packing and arrange order



Figure 12: Program Hari Raya



Figure 13: Handle Interview for internship



Figure 14: Receive Duit Raya from IHSB

OURIGINAL AQILAH

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Figure 15: Ouriginal Similarity