



JABIL

Jabil Circuit Sdn.Bhd

INDUSTRIAL TRAINING REPORT

2023

Prepared By:

Nur Qaisara Azhar (2021115101)

RBA2436C



UNIVERSITI
TEKNOLOGI
MARA

EXECUTIVE SUMMARY

This report is about my internship in Jabil Circuit Sdn.Bhd, Penang for 6 months from 1 March 2023 until 15 August 2023. I was assigned in the Human Resource Department for the Direct Labour Recruitment Team. I have a few roles and responsibilities given to me such as filing, process attendance, interacting with agents and so on.

By having my internship in Jabil Circuit Sdn.Bhd, I have experienced the real working environment and hands on experience about Human Resource Management. They taught and showed me a lot of how HR functions in a manufacturing factory. Furthermore, I have gained more new knowledge about HR and I also improve my soft skills during the 6 months period in Jabil Circuit Sdn.Bhd.

In this report, it will contain my current resume, the company's profile in terms of Name, Location, Background, Vision, Mission, Objective, Goal and Organizational Structure, my training reflection, SWOT analysis, and also discussions on the SWOT.

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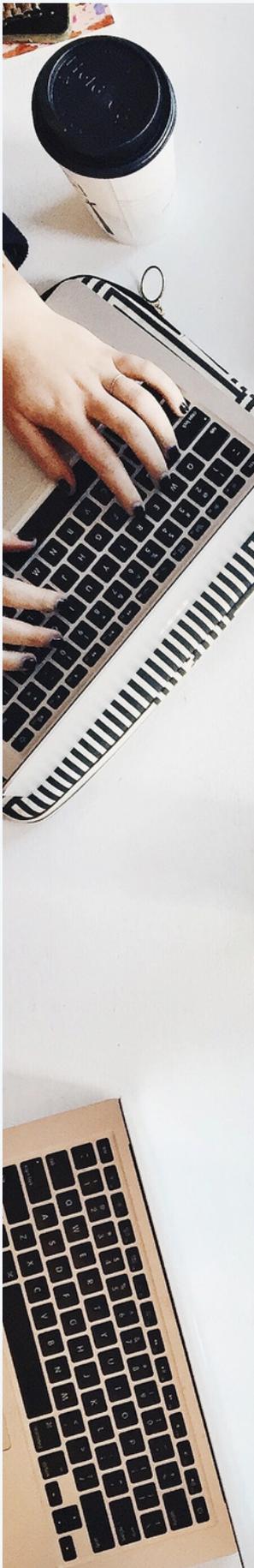
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PART 3 : COMPANY'S PROFILE

Jabil Circuit Sdn.Bhd
56, Hilir Sungai
Keluang 1, 11900 Bayan
Lepas Industrial Park
Phase 4 Penang

Jabil Inc. is a provider of manufacturing services. It is a multinational manufacturing corporation with over 250,000 employees spread across 100 locations in thirty different nations. The company provides services such as digital prototyping, printed electronics, device integration, circuit design, and volume board assembly. Jabil also provides global services to the automotive, consumer health, data center, energy, defense, and aerospace industries.



VISION

- The most technologically advanced and trusted manufacturing solutions provider.

MISSION

- Jabil strive to make anything possible and everything better.

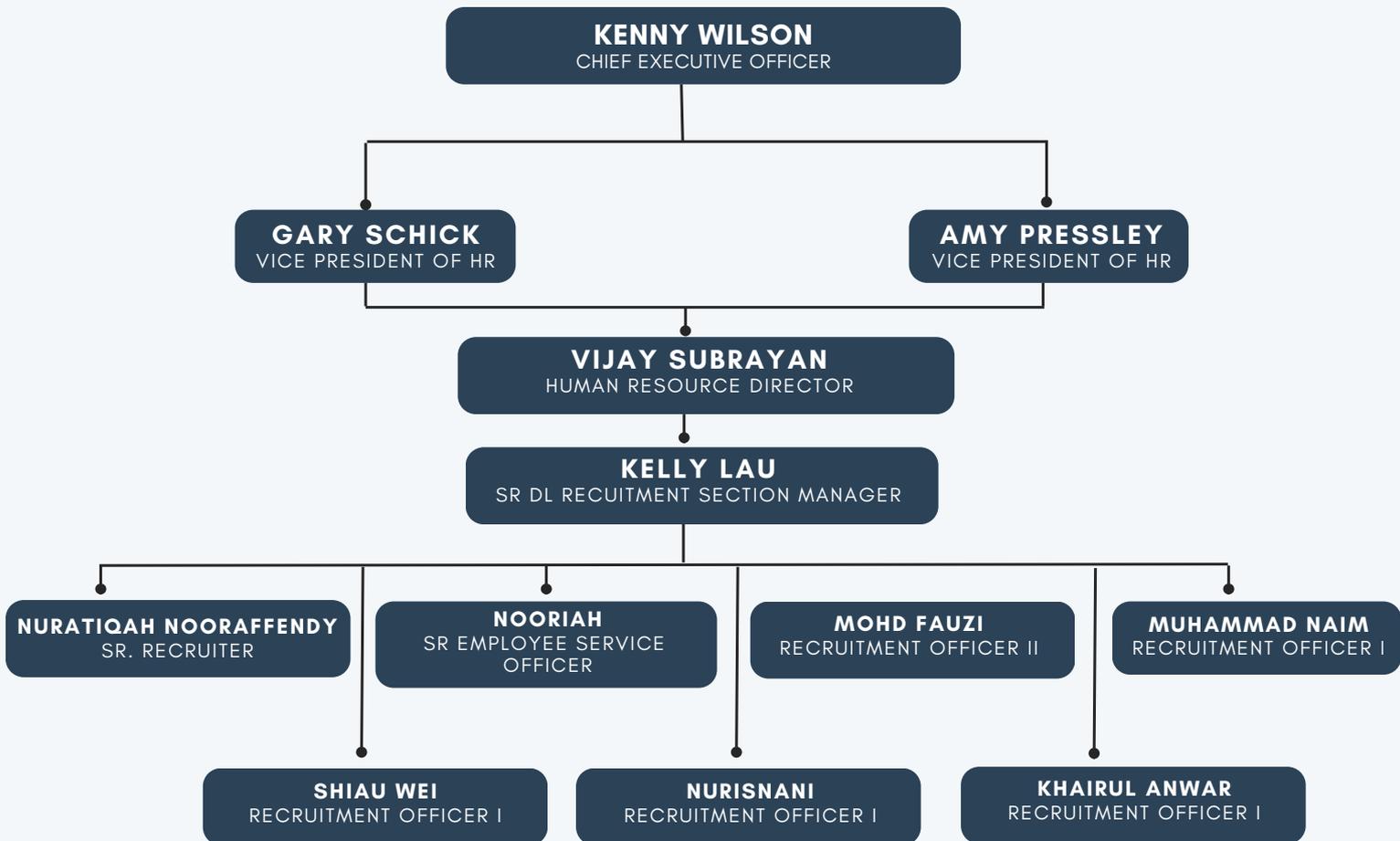
OBJECTIVE

- To make a positive impact for each other, our communities and the environment.

VALUE

- Ingenuity
- Intelligence
- Credibility
- Impact
- Opportunity
- Solutions

ORGANIZATION CHART



PART 4: TRAINING'S REFLECTION

Duration

- 1st March 2023 until 15 August 2023 (6 months)
- 28 February 2023 (Jabil's orientation for 2 1/2 days)
- Working day : Monday until Friday
- Working Hour : 8:00 a.m. to 4:30 p.m.

Department

HR Department under Direct Labor Recruitment Team

Roles and responsibilities

- Filing of documentations for direct labor workers.
- Process attendance
- Learned about payroll for direct labor workers.
- Involve in events such as Potluck Raya, Compliance Awareness Program, World Environment Day 2023, HR Ramadhan event, Internship Engagement Program, Birthday Celebration Month
- Make an offer letter.
- Middle person between agent and recruiter officer for receiving and checking documents of direct labor workers.
- Update passport number for foreign workers in Socso
- Create employee number for new hire of foreign workers.
- Experience doing vlookup
- Attend meeting and make minute meeting
- Conduct interview

Intrinsic Benefits

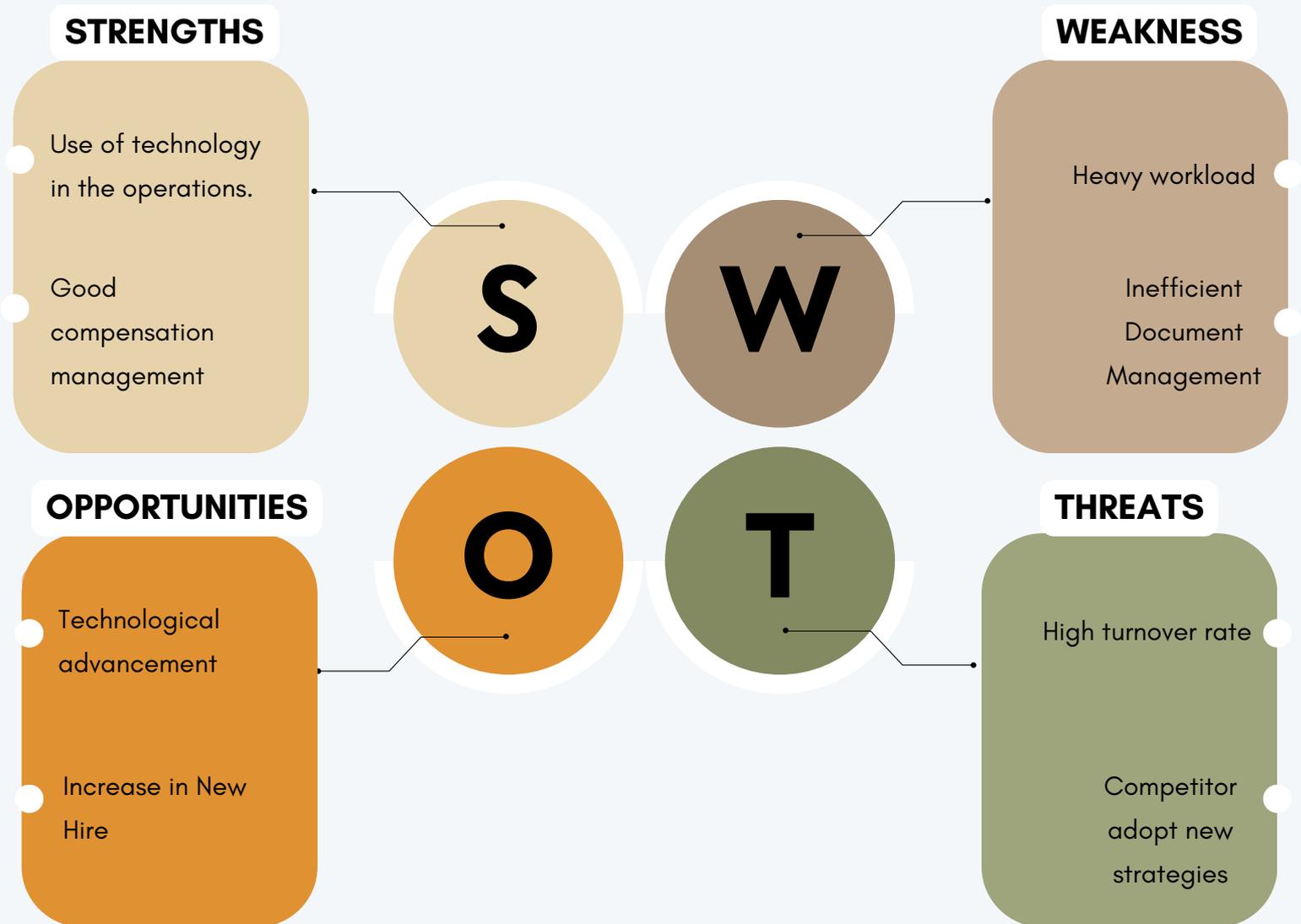
- Hands-on experience on how human resources management works.
- Improve my communication skills.
- Gained more knowledge on Microsoft Excel and Microsoft Words.

Extrinsic Benefits

Monthly allowances and also food allowance every month.

PART 5: SWOT ANALYSIS (HUMAN RESOURCE MANAGEMENT)

Human Resource Management is the organizational function in Jabil Circuit Sdn. Bhd that handles all issues relating to people in the organization. The main reason I chose this topic because I spend 6 months of my internship in the Human Resource Department in Jabil so I have gained knowledge and experience on how Human Resource Management works. The following is the SWOT analysis of the Human Resource Management in Jabil Circuit Sdn.Bhd:





PART 6: DISCUSSION & RECOMMENDATION



STRENGTH (Use of technology in the operations)

- In Jabil, Human Resource's employees use a system called eTMS Administration where they can track and manage all the employees in terms of their personal information, payroll, attendance, transportation, etc.
- Help HR automate and simplify duties, minimize administration and record keeping, and deliver HR related data to management when needed
- Serves as a place for data and information storage and maintenance, and they have various levels of reporting capability.
- Use social media and recruitment sites to attract new hires.
- For instance, in Jobstreet, they will provide all the information about the job vacancy and potential employees can just apply through the website.



RECOMMENDATIONS

- Human resources employees have to be proficient in technology as well as able to communicate in business terms (Deshpande, 2021).
- Full understanding on how to use technology to assess its own effectiveness as well as how to determine to use new technologies to drive productivity and management of human capital (Deshpande, 2021).
- Provide continuous training (Deshpande, 2021).



PART 6: DISCUSSION & RECOMMENDATION



STRENGTH

(Good compensation management)

- In Jabil Circuit Sdn.Bhd, they offer as much as RM1200 allowance plus RM100 of meal allowances for internship students.
- Offer a salary of RM2800 for a fresh graduate in the Human Resource Department which is above the minimum wage requirement in Malaysia.
- Provide benefits for their permanent employees such as health and wellness benefits, vouchers for hotel and restaurants, handphone allowance, housing allowance



RECOMMENDATIONS

- Jabil has to create and execute strategies for providing effective benefits and compensation (Kadir et al., 2019).
- For instance, modify an actual pay system in line with the established wage structure by processing and evaluating the labor market and organizational internal policies (Kadir et al., 2019).



PART 6: DISCUSSION & RECOMMENDATION

RECOMMENDATIONS

- The company must be capable to re-evaluate the due date for completing or collecting employee work, so that employees are not overburdened(Putra Saratian et al., 2019).
- In order to improve the quality of the company's workforce, the company should also systematically provide balanced work for employees and monitor their workload(Putra Saratian et al., 2019).
- Employees must also be able to handle every single of their job duties based on which are more important in order to complete all work (Putra Saratian et al., 2019)

WEAKNESS (Heavy workload)

- In Jabil Circuit Sdn.Bhd, there are insufficient personnel in the Human Resource Department especially for the HR Service which lead to excessive workload for existing employees.
- In the HR Service team, there are only two employees who are responsible for handling the transportation of all employees for eight plants in Penang.
- In the HR Recruitment team, one of the employees is on long medical leave so all her duties and responsibilities have to be handled by her coworkers which also will lead to heavy workload for them.



PART 6: DISCUSSION & RECOMMENDATION

RECOMMENDATIONS

- Newly created documents should be stored in digital format, and older ones should also be digitalized (Maaranen, 2017).
- All of the documents should be based entirely on networks and computers so that it will save more time and easier for employees (Maaranen, 2017).

WEAKNESS (Inefficient Document Management)

- In Jabil, HR recruitment team will receive all the essential documents from new hire such as their copy of IC, slip of Maybank account, education certificates, application form, notifications of employment engagement, and offer letter then they will manually file in all the documents and send it to Compensation and Benefits team.
- Since there are a lot of employees, Recruitment team will take a lot of time to file in each document of the employees and sometimes they overlook or misplace the employee's document.
- Currently, there are still more than 300 files that are not complete from 2018 until 2023



PART 6: DISCUSSION & RECOMMENDATION

◆ **OPPORTUNITIES** (Technological Advancement)

- It enables Jabil to enhance its internal processes, fundamental skills, significant markets, and overall organizational structure.
- Analytics, virtual technology, and updated learning platforms are among Jabil's human resource technology objectives.

RECOMMENDATIONS

- Jabil should take advantage of the rapidly growing artificial intelligence (AI), which has the ability to change HR operations through relevant and comprehensive analyses of various functions (Sanyaolu & Atsaboghena, 2022).
- Minimize the amount of effort and time needed for accomplishing difficult duties, leading to in higher accuracy, better outcomes, and reduced employee workload (Sanyaolu & Atsaboghena, 2022).
- Lead to more effective learning experience (Sanyaolu & Atsaboghena, 2022).



PART 6: DISCUSSION & RECOMMENDATION



OPPORTUNITIES (Increase in New Hire)

- Since the Covid-19 pandemic, other companies have been downsizing and laying off workers.
- Create a great opportunity for Jabil's HR department to hire skilled, unskilled, semiskilled, and professional labor in its organization, thereby contributing to its growth.



RECOMMENDATIONS

- Jabil will benefit from this opportunity because those who previously worked somewhere else can provide fresh approaches to existing problems (Rosales et al., 2022).
- Skilled, experienced individuals with innovative ideas can offer a competitive advantage that aids the company's success (Rosales et al., 2022).



PART 6: DISCUSSION & RECOMMENDATION



THREAT (High Turnover Rate)

- Employees leave their current jobs for a variety of reasons, including work-life balance, career advancement opportunities, compensation issues, appealing offers of employment, and poor leadership.
- Recently, a few employees have resigned from HR departments because they received better offers and opportunities for career growth and salary increases in other companies, as well as due to the heavy workload at Jabil.

RECOMMENDATIONS

- Jabil should provide career satisfaction and better promotion opportunities to their employees (Hosen, 2022).
- Jabil should provide employees with training and development programs to ensure that they are well-trained and provided with the necessary skills and knowledge to advance their careers (Hosen, 2022).



PART 6: DISCUSSION & RECOMMENDATION



THREAT (Competitor adopt new strategies)

- Since pandemic, other companies have developed into an improved approach for employees and their efficiency which is the hybrid work model. It's a flexible work model ,with a combination of in-office and remote work. Touch n' Go Group and Coway are two companies that do hybrid work. However, there are no hybrid work at Jabil; everything is done face to face.
- The metaverse workplace is becoming a daily reality. Companies build digital workstations in the metaverse so that employees can work on their own. Allows for interactions and actual encounters through the use of computerized avatars. A VR training experience can educate and train employees by allowing them to practice actual situations in VR (Caminiti, 2022).

RECOMMENDATIONS

- Create a hybrid work strategy, work through every phase, communicate the strategy, and continually evaluate and seek feedback from employees during the process to achieve the best hybrid work model for all employees (Iqbal et al., 2021).
- HR management must start thinking about how they will use the metaverse, motivate other parts of the organization to make use of it, and prepare for a change in culture. Because this is where the VR at work revolution begins (Dudeja et al., 2023).

PART 7: CONCLUSION

During my internship in Jabil Circuit Sdn.Bhd, I have gained more knowledge and even experience a hand on about how human resource management functions. My recruitment team taught me a lot and gave me the opportunity to experience a variety of duties and responsibilities as an HR employee. I also created a SWOT analysis based on my observation during my time in Jabil. I can conclude that Jabil has strength in their technology and compensation management, but they have weaknesses in terms of their workload and document management. However, they have opportunities to increase their new hire and technological advancement. Lastly, the threats that they face are a high turnover rate and poor employer brand. Therefore, they should always continue to sustain and improve their management for the benefit of everyone in the company. The Human Resources Management in Jabil as a whole is very systematic and innovative.

PART 8: REFERENCES

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PART 9: APPENDICES

Raya Celebration



Birthday Celebration Month



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Internship Engagement Program



World Environment Day 2023



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Compliance Awareness Campaign



PART 9: APPENDICES

Filing of Documentation

Date	Days	Plan	Actual	Total completed
as of 5 Jun				165
6-Jun	Tue	50	36	201
7-Jun	Wed	50	38	239
8-Jun	Thu	30	23	262
9-Jun	Fri	30	16	278
12-Jun	Mon	30	20	298
13-Jun	Tue	50	32	330
14-Jun	Wed	50	50	380
15-Jun	Thu	50	50	430
16-Jun	Fri	50	50	480
19-Jun	Mon	50	10	490
20-Jun	Tue	50	23	513
21-Jun	Wed	40	42	555
22-Jun	Thu	40	30	585
23-Jun	Fri	42	25	610

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2023 INDUSTRIAL TRAINING REPORT Jabil Circuit Sdn.Bhd Prepared By: Nur Qaisara Azhar (2021115101) RBA2436C

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3

45%

MATCHING BLOCK 1/4

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INDUSTRIAL REPORT_MUHAMMAD ALIFF BIN MOHAMAD S ... (D142959495)

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assignments, tasks. Gains: Intrinsic & Extrinsic benefits 05 Part 5: SWOT Analysis Strength Weakness Opportunities Threats 06 Part 6: Discussion & Recommendation 07 Part 7: Conclusion 08 Part 8: References 09 Part 9: Appendices 4 ACKNOWLEDGEMENT First and foremost, I would like to thank God, because this report would not have been possible without the permission of the Almighty God. Dr Nur Zainie Abd Hamid, my respected advisor, has given me a sincere pleasure to share knowledge and guide me in this course, Industrial Training (HRM666) and I am grateful. Moreover, she also showed her dedication and involvement in assisting me in completing this report. Her guidelines have greatly helped me in ensuring that this report can be completed. Furthermore, I would like to express my gratitude to my family members, especially my parents, who unofficially assisted me in completing this report on time. Their considerations and ability to understand my situation unintentionally helped me and eased my workload to ensure that I focused on this report.

5 PART 2 : STUDENT'S PROFILE (RESUME)

PART 3 : COMPANY'S PROFILE

92%

MATCHING BLOCK 2/4

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HARTINI HARRES 2019872534.pdf (D142770693)

Jabil Circuit Sdn.Bhd 56, Hilir Sungai Keluang 1, 11900 Bayan Lepas Industrial Park Phase 4 Penang Jabil

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7

85%

MATCHING BLOCK 3/4

SA

INDUSTRIAL TRAINING REPORT_ANIS SYAZWANI BINTI ... (D142215760)

The most technologically advanced and trusted manufacturing solutions provider. MISSION VISION Jabil strive to make anything possible and everything better.

To make a positive impact for each other, our communities and the environment. Ingenuity Intelligence Credibility
Impact Opportunity Solutions

OBJECTIVE VALUE

8 ORGANIZATION CHART KENNY WILSON CHIEF EXECUTIVE OFFICER GARY SCHICK VICE PRESIDENT OF HR AMY PRESSLEY VICE PRESIDENT OF HR VIJAY SUBRAYAN HUMAN RESOURCE DIRECTOR KELLY LAU SR DL RECRUITMENT SECTION MANAGER NURATIQAH NOORAFFENDY SR. RECRUITER MOHD FAUZI RECRUITMENT OFFICER II KHAIRUL ANWAR RECRUITMENT OFFICER I MUHAMMAD NAIM RECRUITMENT OFFICER I SHIAU WEI RECRUITMENT OFFICER I NURISNANI RECRUITMENT OFFICER I NOORIAH SR EMPLOYEE SERVICE OFFICER

9 PART 4: TRAINING'S REFLECTION 1st March 2023 until 15 August 2023 (6 months) 28 February 2023 (Jabil's orientation for 2 1/2 days) Working day : Monday until Friday Working Hour : 8:00 a.m. to 4:30 p.m. HR Department under Direct Labor Recruitment Team Duration Department Roles and responsibilities Filing of documentations for direct labor workers. Process attendance Learned about payroll for direct labor workers. Involve in events such as Potluck Raya, Compliance Awareness Program, World Environment Day 2023, HR Ramadhan event, Internship Engagement Program, Birthday Celebration Month Make an offer letter. Middle person between agent and recruiter officer for receiving and checking documents of direct labor workers. Update passport number for foreign workers in Socso Create employee number for new hire of foreign workers. Experience doing vlookup Attend meeting and make minute meeting Conduct interview Intrinsic Benefits Hands-on experience on how human resources management works. Improve my communication skills. Gained more knowledge on Microsoft Excel and Microsoft Words. Extrinsic Benefits Monthly allowances and also food allowance every month.

O T S W Use of technology in the operations. Good compensation management STRENGTHS Heavy workload Inefficient Document Management

WEAKNESS Technological advancement Increase in New Hire OPPORTUNITIES High turnover rate Competitor adopt new strategies

THREATS 10 PART 5: SWOT ANALYSIS (HUMAN RESOURCE MANAGEMENT) Human Resource Management is the organizational function in Jabil Circuit Sdn. Bhd that handles all issues relating to people in the organization. The main reason I chose this topic because I spend 6 months of my internship in the Human Resource Department in Jabil so I have gained knowledge and experience on how Human Resource Management works. The following is the SWOT analysis of the Human Resource Management in Jabil Circuit Sdn.Bhd:

RECOMMENDATIONS STRENGTH (Use of technology in the operations) In Jabil, Human Resource's employees use a system called eTMS Administration where they can track and manage all the employees in terms of their personal information, payroll, attendance, transportation, etc. Help HR automate and simplify duties, minimize administration and record keeping, and deliver HR related data to management when needed Serves as a place for data and information storage and maintenance, and they have various levels of reporting capability. Use social media and recruitment sites to attract new hires. For instance, in Jobstreet, they will provide all the information about the job vacancy and potential employees can just apply through the website. 11 PART 6: DISCUSSION & RECOMMENDATION Human resources employees have to be proficient in technology as well as able to communicate in business terms (Deshpande, 2021). Full understanding on how to use technology to assess its own effectiveness as well as how to determine to use new technologies to drive productivity and management of human capital (Deshpande, 2021). Provide continuous training (Deshpande, 2021).

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RECOMMENDATIONS WEAKNESS (Heavy workload) In Jabil Circuit Sdn.Bhd, there are insufficient personnel in the Human Resource Department especially for the HR Service which lead to excessive workload for existing employees. In the HR Service team, there are only two employees who are responsible for handling the transportation of all employees for eight plants in Penang. In the HR Recruitment team, one of the employees is on long medical leave so all her duties and responsibilities have to be handled by her coworkers which also will lead to heavy workload for them.

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17 PART 6: DISCUSSION & RECOMMENDATION Jabil should provide career satisfaction and better promotion opportunities to their employees (Hosen, 2022). Jabil should provide employees with training and development programs to ensure that they are well- trained and provided with the necessary skills and knowledge to advance their careers (Hosen, 2022). RECOMMENDATIONS THREAT (High Turnover Rate) Employees leave their current jobs for a variety of reasons, including work-life balance, career advancement opportunities, compensation issues, appealing offers of employment, and poor leadership. Recently, a few employees have resigned from HR departments because they received better offers and opportunities for career growth and salary increases in other companies, as well as due to the heavy workload at Jabil.

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19 PART 7: CONCLUSION During my internship in Jabil Circuit Sdn.Bhd, I have gained more knowledge and even experience a hand on about how human resource management functions. My recruitment team taught me a lot and gave me the opportunity to experience a variety of duties and responsibilities as an HR employee. I also created a SWOT analysis based on my observation during my time in Jabil. I can conclude that Jabil has strength in their technology and compensation management, but they have weaknesses in terms of their workload and document management. However, they have opportunities to increase their new hire and technological advancement. Lastly, the threats that they face are a high turnover rate and poor employer brand. Therefore, they should always continue to sustain and improve their management for the benefit of everyone in the company. The Human Resources Management in Jabil as a whole is very systematic and innovative.

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Hit and source - focused comparison, Side by Side

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	TABLE OF CONTENT 01 Part 1: Preliminary Pages Executive Summary Table of Content Acknowledgement 02 Part 2: Student's Profile Updated Resume 03 Part 3: Company's Profile Name, Location, Background Vision, Mission, Objective, Goal Organizational Structure 04 Part 4: Training's Reflection Duration Details: department, roles, responsibilities,			TABLE OF CONTENT DECLARATION OF ORIGINAL WORK Pages EXECUTIVE SUMMARY TABLE OF CONTENTS iii ACKNOWLEDGEMENT v 1.0 STUDENT'S PROFILE 1 2.0 COMPANY'S PROFILE 3 2.1 Company'Name 3 2.2 Address/Location 3 2.3 Operation Hours 4 2.4 Vision 4 2.5 Mission 4 2.6 Objective/Goal 4 2.7 Background of Company 5 2.8 Organizational Structure 6 2.9 Product and Services Offered 7 3.0 TRAINING'S REFLECTION 14 3.1 Duration 14 3.2 Specific Department 14 3.3 Roles, Responsibilities,
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ENDORSEMENT OF OUR ORIGINAL REPORT

Coordinator

Unit Jaminan Kualiti Akademik (UJKA)
Universiti Teknologi MARA Cawangan Perlis
02600 Arau
Perlis

Sir

**ENDORSEMENT OF OUR ORIGINAL REPORT FOR PROPOSAL/DISSERTATION/THESIS/PROJECT PAPER/
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With reference to the work of the candidate below:

Name : Nur Qaisara Binti Azhar

Matric No. : 2021115101

Faculty : Pengurusan dan Perniagaan

Programme : BA243

Title : Laporan Latihan Industri

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Thank you.

1st advisor's signature and stamp
Name:

15 August 2023
Date

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