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UNIVERSITI  
TEKNOLOGI  
MARA

BACHELOR OF BUSINESS ADMINISTRATION (HONS)  
HUMAN RESOURCES MANAGEMENT  
(BA243)

**HRM 666**

HUMAN RESOURCES INTERNSHIP

INDUSTRIAL TRAINING REPORT



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## EXECUTIVE SUMMARY

This executive summary provides an overview of the report on the internship experience at HRD Corporation. The report aims to assess the benefits, challenges, and overall impact of the internship program on participants' professional growth and career prospects. It also highlights the organization's commitment to providing a valuable and meaningful internship experience. The internship program at HRD Corporation proved to be a highly beneficial experience for participants in terms of professional development. Interns had the opportunity to work on challenging projects, gaining hands-on experience, and enhancing their skills in various HR functions. The organization provided a supportive environment with mentorship and training opportunities, contributing to the interns' growth, and learning.

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## 2.0 Company Profile



**Figure 1: Company Logo**

The Human Resource Development Corporation (HRDC), headquartered at Wisma HRD Corp on Jalan Beringin in the vibrant city of Bukit Damansara, 50490 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia, is at the forefront of talent development and human resource initiatives. HRD Corp, as the driving force behind Malaysia's talent development ambitions, assumes the crucial responsibility of collecting levies from employers and allocating funds to training and development programs that empower the Malaysian workforce. In recent years, our mission has expanded significantly to encompass vital aspects such as fostering employment opportunities, facilitating placements for industrial training, providing comprehensive career coaching and counselling services, and creating income-generating avenues for Malaysians with diverse skillsets, backgrounds, and capabilities.

Operating within the framework of the Pembangunan Sumber Manusia Berhad Act 2001 (PSMB Act 2001) and under the supervision of the Ministry of Human Resources (MOHR), Malaysia, HRD overarching vision is to safeguard the economic transformation of the nation by recognizing its most precious asset: its people. This vision serves as our daily purpose, inspiring us to forge ahead.

Ultimately, HRD aspire to be the catalyst propelling the development of Malaysia's present and future workforce, in perfect alignment with the nation's unwavering pursuit of attaining high-income status and solidifying its position as a fully developed economy. Through nurturing and investing in our people, HRD aim to lay a robust foundation for the sustained growth and prosperity of Malaysia, ensuring its continuous advancement on the global stage.

The **vision** of HRDC is to be the human capital development authority in strengthening the economic development of Malaysia and the **mission** is spearheading the human capital learning and development through strategic interventions that fulfil the current and future needs of the industry.

### 3.0 Organization Chart

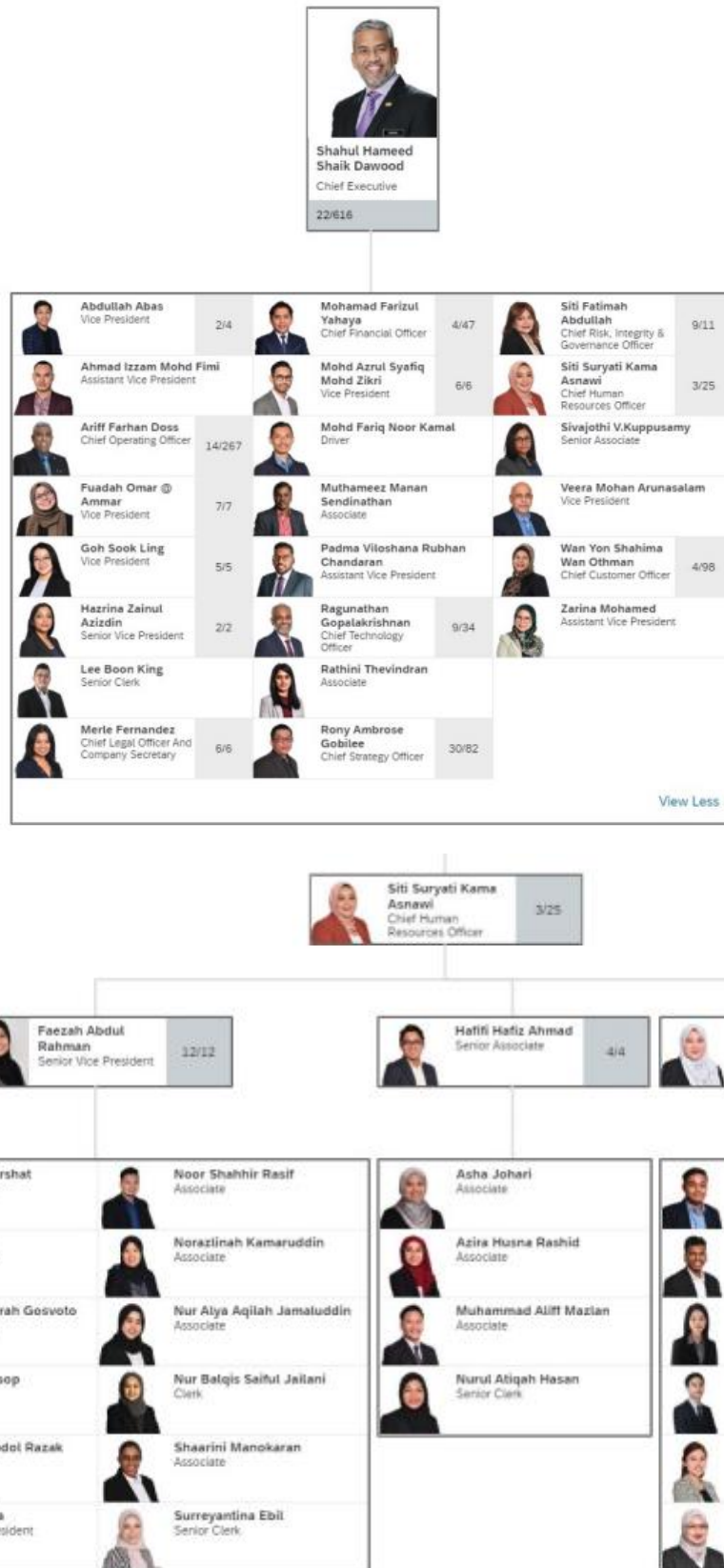


Figure 2: HRD Corp Organization Chart & Human Resource Division Chart

## 4.0 Training Reflection

**Duration:** 1 March 2023 until 15 August 2023 (5 Month 14 Days).

### **Working Day/Hours:**

- **Flexible working Hour:** From 7:30am -6:00pm (any 8 hours and 1 hour rest from whole working day).
- **Day:** Monday – Friday (2hour 45minutes rest for Friday)
- **Leave:** 6 Days paid leave for 6 Month internship training, entitled for any public holidays.

**Placement:** HRDCorp, Human Resource Division, Rewards & Operation Department.

**Allowance:** RM900/Month

### **Scope of work:**

- Assist on the Employee Centre major for data entry work routine (Main Work)
- Employee Personal Information Monitoring
- Employee Engagement contribution
- Assist on Project/ Event/ Merchandise
- Department Internal Project

During my internship at HRDCORP, spanning several months, I had the privilege of immersing myself in the dynamic world of human resources when I was allocated at the rewards & operation department under the Human Resource Division. The training program provided by the company was meticulously designed to expose interns to various facets of HR, equipping us with the skills and knowledge necessary to excel in this field. This reflection aims to delve into the comprehensive training program and highlight the invaluable experiences and growth I underwent during my tenure at HRDCORP.

From the outset, the internship program immersed us in understanding the foundation of HR through in-depth training on the company's policies and procedures. We explored various HR functions, including talent acquisition, employee onboarding, performance management, and employee relations. Through hands-on experience and guidance from professionals, I not only grasped the theoretical aspects but also witnessed the practical implementation of these processes within the organization. Understanding the complexity of HR policies and

procedures enabled me to appreciate their significance in maintaining a harmonious and productive work environment.

One of the focal points of the internship was acquiring proficiency in the management of employee centre, that is the work to managing all the employee movement from the processing of probationary, transfer, covering, acting and resignation. Then I was given the opportunity to get through the Human Resources Management System (HRMS) that enable me to know how the system implement their employee to make process of claim and application such as Overtime claim, leave application and all the related information for employee movement especially when it is crucially to be related with payroll management.

**Employee Engagement:** HRDCORP emphasized the important role of employee engagement in fostering a positive and motivated workforce. Throughout the internship, I delved into the strategies and initiatives employed to enhance employee engagement. I was involved in conducting annual event, organizing team-building activities, and contributing to the implementation of recognition programs. These experiences underscored the significance of creating a supportive work culture, where employees feel valued, motivated, and connected to the organization's mission.

In the era of data-driven decision-making, HR professionals must be adept at analysing and interpreting HR metrics. HRDCORP recognized this need and provided hands-on training on HR analytics tools and techniques. I acquired skills in data collection, analysis, and visualization, enabling me to derive meaningful insights and generate reports. This exposure reinforced the significance of utilizing data to inform strategic HR initiatives, such as identifying trends, improving performance management, and making informed talent-related decisions.

HRDCORP's commitment to nurturing interns' professional growth was evident through various opportunities for networking and industry exposure. I had the privilege of attending workshops, seminars, and team meetings, where I interacted with professionals from diverse HR backgrounds. These experiences broadened my understanding of current HR trends, best practices, and emerging technologies. Moreover, they facilitated connections with industry experts, fostering a network of professionals I could turn to for guidance and inspiration throughout my career.

At HRD Corp, flexible working hour is one of the great engagements that have been implemented. It is absolutely to pay more attention to the work life balance towards employee and employer. Most of the permanent and fixed term contract employee got the flexibility working our that to start from 7:00 am to 10:00 am. HRD Corp also highlighted the benefits of remote working, commonly said “working from home” (WFH). It is beneficial towards any employee mostly to taking care their physical and mental health. It is improved productivity, remote working eliminates the distractions and interruptions often found in traditional office environments, allowing employees to focus better on their tasks. Additionally, employees have the freedom to create a work environment that suits their preferences and boosts their productivity.

During my internship at HRD Corp, I had the opportunity to witness and learn about the extensive range of benefits provided to employees. These encompassed various aspects such as comprehensive medical coverage, generous leave entitlements, accessible loan facilities, comfortable accommodation options, well-designed lifestyle programs, inclusive insurance plans, reliable family care support, and convenient claims and allowances procedures. It was truly impressive to observe the organization's commitment to ensuring the well-being and satisfaction of its employees by offering such a diverse array of benefits, which undoubtedly contributed to fostering a positive and supportive working environment. I have seen a positive working space at HRD Corp and being in a good working environment not only benefits individuals personally and professionally but also create a thriving and successful organization. It fosters a positive and supportive culture, boosts morale, and contributes to long-term organizational success.

In fulfilment of the internship requirement for my registered course this semester, I embarked on a 24-week journey starting from March 1st, 2023, and will be ending on August 15th, 2023. Adhering to the company's policies, I enjoyed the flexibility of choosing my daily working hours, with the option to clock in anytime between 7:00 am and 9:00 am. Furthermore, I was expected to complete my shift within an 8-hour timeframe, ensuring a well-balanced work schedule. Within these 9 hours, a dedicated 1-hour lunch break was provided, typically scheduled between 12:00 pm and 2:00 pm, offering a respite amidst the day's tasks and responsibilities.



## 5.0 SWOT ANALYSIS

Strengths	Weaknesses	Opportunity	Threats
Flexi Working Hour	Employee Attendance	Increasing Demand for Skills Development	Increased Competition
Considerate Working Environment	Work Postponement	Collaboration with Businesses and Industries	Negative Perception of Training Effectiveness
Various of Benefits	Traditional System	Customization and Personalization of Training	Changing Regulations and Compliance Requirements
Job Security	Unorganized SOP	Government Initiatives and Funding	Technological Disruptions in Training Delivery
Collaboration with Stakeholders	Lack of team Coordination	Empowering SMEs	Bribery and corruption

**Table 1:** *Swot Analysis*

### 5.1 Strengths

HRD Corp promoted the **flexibility in working hour** to enhanced Work-Life Balance, the flexibility in working hours allows employees to better balance their personal and professional lives. They can adjust their schedules to accommodate personal commitments or handle unexpected situations without compromising their work responsibilities. This balance contributes to higher job satisfaction and overall well-being.

It also common for HRDC employees to have the flexi in working hour so it is to purpose the increased of productivity. Employees have the opportunity to work during their most productive hours, which can vary from person to person. This enables them to optimize their output and deliver high-quality work consistently.

Offering flexibility in working hours can be a significant factor in HRDC in order to retaining top talent. Employees appreciate the ability to adapt their work schedules to their individual needs. This helps create a positive work environment and fosters a sense of loyalty and commitment among employees.

Most important HRDC are promoted this flexibility in working hours, so it can contribute to higher levels of employee engagement. When employees feel trusted and empowered to manage their time effectively, they often exhibit increased motivation and dedication to their work. This can result in improved job satisfaction, teamwork, and overall organizational performance.

Then, it can be seen that HRDC are crucially to have a **considerate working environment**, having such this positive surrounding will enhance Employee Morale: A considerate working environment boosts employee morale by promoting a positive and supportive atmosphere. When employees feel valued, respected, and cared for, their motivation and satisfaction levels increase, leading to improved productivity and engagement.

A considerate working environment encourages open communication and collaboration among employees. When individuals feel comfortable expressing their opinions and ideas without fear of judgment or reprisal, it cultivates a collaborative culture that promotes teamwork and innovation.

From what I have going through along this internship, I can see that a considerate working environment can contribute to positive employer branding. Word-of-mouth recommendations from satisfied employees can attract top talent and position the organization as an employer of choice. This can result in a competitive advantage in the recruitment market and access to a high-quality talent pool.

The biggest what HRDC have their own solid strengths is about their benefits offered. Offering a **variety of benefits** to employees enhances their overall job satisfaction. When employees have access to a range of benefits, such as healthcare, retirement plans, wellness programs, or educational opportunities, they feel valued and supported by the organization. This, in turn, leads to higher levels of job satisfaction and employee retention.

Offering various benefits fosters employee loyalty and commitment. When employees receive valuable benefits, they are more likely to feel a sense of loyalty toward the organization. This loyalty can lead to long-term employment relationships, reducing turnover and associated costs. HRDC got a benefit such as healthcare coverage, wellness programs, and work-life balance initiatives contribute to improved employee well-being. By providing access to these resources, organizations can support employees in maintaining their physical and mental health. This can result in reduced absenteeism, increased productivity, and a healthier, more engaged workforce.

Then, it cannot be denied that HRDC are the company that directly align with Ministry of Human Resources, MOHR. So, it can be considered that HRDC got a good guarantee in a **job security**. job security fosters a sense of loyalty among employees. When employees feel secure in their positions and confident about their long-term prospects within the organization, they are more likely to remain committed and dedicated. This can lead to higher employee retention rates and reduced turnover.

Job security provides employees with a sense of stability and peace of mind. When employees feel secure in their jobs, they can focus more on their work and perform at their best. This can result in increased productivity, improved performance, and higher quality outputs. When employees have job security, they are more likely to be engaged in their work and committed to the organization's goals. They can invest in their professional growth and development, knowing that their efforts will contribute to their long-term success within the company.

The Human Resource Development Corporation (HRDC) in Malaysia places a strong emphasis on **collaboration with stakeholders**, recognizing the importance of working together to achieve its objectives. The HRDC collaborates closely with various government agencies at both the federal and state levels. This collaboration ensures coordination and alignment of efforts in human resource development. For example, the HRDC works with the Ministry of Human Resources to develop policies, strategies, and initiatives that support skills development. It also collaborates with other relevant ministries, such as the Ministry of Education and Ministry of Higher Education, to bridge the gap between education and employment, promoting seamless transitions for individuals entering the workforce.

The HRDC collaborates with training providers, including vocational institutions, universities, and private training centres. This collaboration involves sharing industry insights, trends, and future requirements to inform the development of training curricula. By working together, the HRDC and training providers can ensure that the programs offered are aligned with industry needs and meet the quality standards. The HRDC may also provide accreditation or certification for training programs, enhancing their credibility and recognition in the labour market.

## 5.2 Weaknesses

It is important to remember that a SWOT analysis typically includes strengths, weaknesses, opportunities, and threats. This analysis focuses on the weaknesses related to unmanaged employee attendance. At HRDC, it can be considered that flexi working hour benefit that has been provided somewhat affected on the **attendance issue**. A few employees are not crucially managed their attendance properly. When employees have unmanaged attendance issues, their workload often falls on their colleagues. This can lead to increased stress and burden on those who have to pick up the slack, potentially affecting their own productivity and job satisfaction. It can also create imbalances in workload distribution and strain team dynamics.

Having such these issues at HRDC, it can lead to negatively impact employee morale. When employees witness inconsistent attendance management, it can create a perception of unfairness or favouritism. This can lead to demotivation, resentment, and a decrease in overall morale within the team or organization. Consistent issues with unmanaged employee attendance can negatively impact the organization's reputation. It can create a perception of poor management, lack of professionalism, or a disregard for employee well-being. This can deter potential candidates from applying to the organization and harm its image in the job market.

Based on the department that I have been tasked with HR division, I have seen there was a plenty quantity work of a day but unsatisfied quality outcomes of work. Mostly it arises in the issues of **work postponement** that can lead to delays in project completion. When tasks or assignments are repeatedly postponed, it can create bottlenecks and hinder the progress of projects. This can result in missed deadlines, decreased customer satisfaction, and potential financial losses for the organization.

It is also important to note this issues that can lead to reduced productivity. When tasks are continuously postponed, it can disrupt workflow, interrupt momentum, and lead to a loss of efficiency. Employees may become demotivated or lose focus, resulting in decreased output and overall productivity. Teamwork coordination are the crucially affected when task given cannot meet the deadlines, when tasks or deliverables are postponed, it can disrupt the planned sequence of activities, dependencies, and interdependencies among team members. This can lead to confusion, coordination challenges, and potential conflicts within the team.

Furthermore, the system itself. Management had been used a **traditional system** such as documents, hardcopies, form and manually submission. Traditional systems can be prone to

inefficiencies and redundancies. Manual processes, outdated technologies, or siloed systems can result in time-consuming and error-prone workflows. This can lead to inefficiencies, duplication of efforts, and increased operational costs.

In the era of technological, time effective in a management is very important, traditional systems often rely on manual processes that are time-consuming and error prone. Manual data entry, paperwork, or manual approvals can slow down operations, increase the risk of human error, and limit overall operational efficiency. This can hinder the organization's ability to streamline processes and achieve higher levels of productivity.

One common issue that always arise that is **unorganized SOPs**, it can result in decreased efficiency. When SOPs are not clearly documented, easily accessible, or well-structured, it can lead to confusion, errors, and inconsistencies in workflow. This can slow down processes, increase rework, and hinder overall operational efficiency. When procedures are not properly documented or communicated, different teams or individuals may follow their own approaches, leading to inconsistency in work practices. This can hamper coordination, collaboration, and the ability to deliver consistent results.

**Lack of team coordination** within an HRDC (Human Resource Development Corporation) can manifest in various ways, impacting the organization's effectiveness in achieving its goals. Effective communication is crucial for team coordination. However, a lack of clear and timely communication can hinder the sharing of information, tasks, and updates among team members. This can lead to misunderstandings, duplicated efforts, and delays in decision-making. Inefficient communication channels or ineffective communication practices can impede the smooth flow of information and collaboration within the HRDC.

### 5.3 Opportunity

HRDC is the great company that many companies out there are being guided by HRDC. There is a **growing demand for workplace training and skills** development programs. As organizations recognize the importance of upskilling and reskilling their workforce to stay competitive, there is an opportunity for a Human Resource Development Corporation (HRDC) company to offer comprehensive training solutions to meet this demand.

HRDC companies have an opportunity to **collaborate with businesses and industries** to address their specific training needs. By understanding the skill gaps and requirements of different sectors, an HRDC company can tailor training programs and forge partnerships with organizations seeking to enhance the skills of their employees.

An HRDC company can capitalize on the opportunity to **provide customized and personalized training programs**. By conducting needs assessments and understanding individual employee development goals, the HRDC company can design training solutions that align with the specific needs of organizations and employees.

**Government initiatives and funding programs** focused on workforce development present an opportunity for HRDC companies. By staying updated on government policies, grants, and incentives, an HRDC company can align its training programs with these initiatives and access funding support to expand its offerings. There is an increasing emphasis on continuous learning and professional development in today's workplace. HRDC companies can seize this opportunity by offering ongoing training programs, micro-learning modules, and certifications that enable employees to stay updated with industry trends and enhance their career prospects.

**Empowering Small and Medium Enterprises (SMEs)** is a critical aspect of human resource development in Malaysia. SMEs contribute significantly to the country's economy and employment, and enhancing their human resource capabilities can lead to their growth, competitiveness, and sustainability. HRDC can design and deliver training programs tailored specifically to the needs of SMEs. These programs should address the unique challenges faced by SMEs, such as limited resources, lack of specialized skills, and operational constraints. By offering targeted training modules, HRDC can help SMEs upskill their workforce in areas such as management, marketing, finance, technology adoption, and other essential competencies.

## 5.4 Threats

The **increased competition** within the HRDC industry poses a substantial threat to the company's operations and profitability. As the demand for workplace training and skills development continues to rise, it is increasingly likely that new entrants will emerge, seeking to capitalize on this growing market. With a arises of companies offering similar services, the industry becomes saturated, triggering price wars and ultimately reducing profit margins for all players involved. In order to thrive amidst this heightened competition, the HRDC company must strategically differentiate itself by offering unique and innovative training solutions that surpass those of its rivals, thus carving out a distinct position in the market and attracting clients seeking superior value and expertise.

The **negative perception** among certain organizations that training programs are ineffective or fail to yield tangible results represents a critical challenge that can undermine the reputation and market position of an HRDC company. This doubt not only jeopardizes the company's credibility but also hinders its ability to attract and retain clients. To overcome this threat, it becomes imperative for the HRDC company to proactively showcase the value and impact of its training programs.

This can be achieved through the implementation of robust evaluation and measurement strategies that provide concrete evidence of the program's effectiveness. By diligently collecting and analysing data, conducting post-training assessments, and measuring key performance indicators, the HRDC company can demonstrate the tangible benefits and positive outcomes derived from its training initiatives. Such evidence-based evaluations serve to address the perception of ineffectiveness, install confidence in potential clients, and fortify the company's market position as a provider of high-quality, impactful training solutions.

**Changing regulations and compliance requirements.** Operating within a dynamic regulatory environment, HRDC companies face ongoing challenges in response to evolving labour laws, compliance requirements, and accreditation standards. These changes in regulations present potential threats to the smooth operations of an HRDC company. The process of adapting to new regulatory frameworks and ensuring compliance can be arduous, demanding significant investments of time, effort, and resources. This can result in substantial costs that may impact the company's profitability and hinder its ability to effectively deliver services.

Additionally, the complexities associated with staying up to date with the latest regulatory updates can divert valuable attention and resources away from core business activities. Therefore, it is crucial for HRDC companies to proactively monitor and anticipate regulatory changes, establish robust compliance protocols, and allocate necessary resources to navigate the regulatory landscape effectively. By doing so, HRDC companies can mitigate the potential risks posed by regulatory shifts, maintain their adherence to legal requirements, and safeguard their profitability and operational capabilities.

**Disruptive technologies** like online learning platforms and AI-powered training solutions can revolutionize traditional training methods. HRDC companies must adapt and incorporate these technologies to avoid losing market share to more technologically advanced competitors. By embracing these advancements, HRDC companies can differentiate themselves, enhance training effectiveness, and cater to modern learners' preferences. Online platforms enable broader reach, while AI-powered solutions offer personalized learning experiences. Integration of these technologies helps HRDC companies stay competitive and become industry leaders.

**Bribery and corruption** undermine the integrity and reputation of an organization. If HRDC officials or employees engage in corrupt practices, it can damage public trust, tarnish the organization's image, and hinder its ability to fulfil its mission effectively. Corruption can lead to misallocation of resources within HRDC. If funds meant for training and development programs are embezzled or misused through bribery schemes, it can hamper the organization's ability to provide quality services to beneficiaries and undermine the overall development goals.



## 6.0 SWOT Analysis Matrix

The SWOT analysis matrix is a visual tool that helps present and analyse the findings of the analysis. The SWOT analysis matrix is used as a visual aid to identify and prioritize key factors in each quadrant. It helps organizations understand their current position, assess their strategic options, and develop action plans to capitalize on strengths, overcome weaknesses, exploit opportunities, and mitigate threats.

By analysing and understanding the information presented in the SWOT analysis matrix, organizations can make informed decisions, formulate strategies, and allocate resources effectively to achieve their goals.

### 6.1 Strength and Opportunities (S-O)

#### 1. Flexi Working Hour and Increasing Demand for Skills Development:

- Utilize the flexibility of working hours to offer training programs during non-traditional hours, catering to employees' schedules and enhancing participation.
- Develop skill development programs aligned with the increasing demand, offering relevant training opportunities to employees, and positioning the organization as a leader in skill enhancement.

#### 2. Considerate Working Environment and Collaboration with Businesses and Industries:

- Leverage the positive work environment to foster collaboration and partnerships with businesses and industries, creating a network of shared resources, knowledge, and potential growth opportunities.
- Promote the organization's considerate working environment as a valuable asset during collaboration discussions, highlighting the potential for mutually beneficial partnerships.

### 3. Various Benefits and Customization and Personalization of Training:

- Use the diverse range of benefits to attract and retain employees, emphasizing the value of training and development opportunities tailored to their individual needs and career goals.
- Customize and personalize training programs based on employees' preferences, skill gaps, and learning styles, maximizing the effectiveness and engagement of the training initiatives.

### 4. Job Security and Government Initiatives and Funding:

- Emphasize the organization's commitment to job security when seeking government initiatives and funding, aligning the organization's objectives with the government's goals of promoting stable employment and economic growth.
- Explore government programs and grants related to skill development and job security, leveraging the organization's position to secure additional resources for training initiatives and expansion.

### 5. Collaboration with Stakeholders and Empowering SMEs:

- Leverage existing collaborations with stakeholders to jointly support and empower small and medium-sized enterprises (SMEs), offering training and resources to enhance their capabilities and foster mutually beneficial relationships.
- Utilize stakeholder networks to identify potential SME partners, creating a platform for knowledge-sharing, mentorship, and business growth opportunities for both parties.

## 6.2 Weaknesses and Opportunities (W-O)

1. Employee Attendance and Increasing Demand for Skills Development:
  - Capitalize on the increasing demand for skills development to create a compelling training program that emphasizes the value of attendance and active participation.
  - Align the training programs with employees' career aspirations and professional growth, highlighting the benefits of attending and engaging in skill development opportunities.
2. Work Postponement and Collaboration with Businesses and Industries:
  - Collaborate with businesses and industries to implement project management best practices, such as clear communication channels and well-defined timelines, to minimize work postponement.
  - Through partnerships, access resources, expertise, and knowledge that can help streamline workflows, enhance efficiency, and reduce the likelihood of work postponement.
3. Traditional System and Customization and Personalization of Training:
  - Leverage the opportunity to customize and personalize training programs to address the limitations of the traditional system.
  - Adapt training methodologies and delivery formats to incorporate more interactive and engaging approaches, leveraging technology, and incorporating real-world scenarios.
4. Unorganized SOP and Government Initiatives and Funding:
  - Utilize government initiatives and funding to invest in improving and organizing Standard Operating Procedures (SOPs) across the organization.
  - Develop training programs or seek external expertise to train employees on SOPs and create a culture of adherence and documentation.
5. Lack of Team Coordination and Empowering SMEs:
  - Take advantage of empowering SMEs as an opportunity to foster teamwork and collaboration among employees.
  - Encourage employees to engage with SMEs, sharing experiences and knowledge, and fostering a collaborative environment that promotes effective team coordination.

### 6.3 Strength and Opportunities (S-O)

#### 1. Flexi Working Hour and Increased Competition:

- Leverage the flexibility of working hours to adapt quickly to market changes and customer demands, ensuring responsiveness and agility in the face of increased competition.
- Use the flexibility to implement innovative work schedules and arrangements that enhance productivity and efficiency, giving the organization a competitive edge.

#### 2. Considerate Working Environment and Negative Perception of Training Effectiveness:

- Leverage the positive working environment to foster a culture of continuous learning and development, emphasizing the value and effectiveness of training initiatives.
- Promote success stories and testimonials of employees who have benefited from training programs, showcasing the positive outcomes and countering negative perceptions.

#### 3. Various Benefits and Changing Regulations and Compliance Requirements:

- Utilize the range of benefits offered to attract and retain talented employees with expertise in regulatory compliance.
- Invest in continuous training and education to ensure employees stay updated with changing regulations, positioning the organization as compliant and proactive.

#### 4. Job Security and Technological Disruptions in Training Delivery:

- Highlight job security as a strength when implementing and adapting to technological advancements in training delivery methods.
- Invest in upskilling employees to keep pace with technology, ensuring they are equipped to leverage technological advancements for effective training delivery.

## 5. Collaboration with Stakeholders and Bribery and Corruption:

- Leverage the collaborative relationships with stakeholders to promote transparency, ethics, and integrity throughout the organization.
- Engage stakeholders in anti-bribery and corruption initiatives, fostering a shared commitment to maintaining high ethical standards and mitigating the risks associated with bribery and corruption.

## 6.4 Weaknesses and Threats (W-T)

### 1. Employee Attendance and Increased Competition:

- Implement measures to improve employee attendance, such as flexible work arrangements, incentives for punctuality, and effective communication channels.
- Enhance employee engagement through recognition programs, career development opportunities, and a positive work culture to reduce the risk of attrition and maintain a competitive workforce.

### 2. Work Postponement and Negative Perception of Training Effectiveness:

- Establish clear project management processes, including regular progress tracking, effective communication, and well-defined timelines, to minimize work postponement.
- Invest in comprehensive training evaluation and measurement methods to demonstrate the effectiveness and impact of training programs, addressing negative perceptions.

### 3. Traditional System and Changing Regulations and Compliance Requirements:

- Allocate resources to modernize systems and processes, leveraging technology to streamline operations and ensure compliance with changing regulations.
- Conduct regular audits and assessments to identify gaps in compliance and update policies and procedures, accordingly, reducing the risk of non-compliance.

#### 4. Unorganized SOP and Technological Disruptions in Training Delivery:

- Implement standardized operating procedures (SOPs) and provide training to employees on their importance and proper execution to enhance organization and efficiency.
- Embrace technological advancements in training delivery, such as online learning platforms or virtual reality simulations, to stay relevant and ensure effective training delivery.

#### 5. Lack of Team Coordination and Bribery and Corruption:

- Foster a culture of collaboration and effective communication through team-building activities, cross-functional projects, and regular meetings to improve coordination.
- Implement robust internal controls, anti-corruption policies, and whistleblower mechanisms to prevent and address instances of bribery and corruption.

## 7.0 PESTEL Analysis

PESTEL analysis is a framework used in strategic management and business planning to assess the external macro-environmental factors that can impact an organization's operations and decision-making. It is an acronym that stands for Political, Economic, Social, Technological, Environmental, and Legal factors.

By conducting a PESTEL analysis, organizations gain a comprehensive understanding of the external factors influencing their industry and business environment. This analysis helps identify potential opportunities and threats and assists in developing strategies to navigate and adapt to the changing landscape.

### 1. Political:

- Government Initiatives and Funding (Opportunity): The government's support and funding for skill development initiatives can create opportunities for the organization to access resources and expand its training programs.
- Changing Regulations and Compliance Requirements (Threat): Evolving political and regulatory landscape may introduce new regulations and compliance requirements, which the organization needs to adapt to in order to remain compliant.

### 2. Economic:

- Increasing Demand for Skills Development (Opportunity): The growing demand for skills development presents an economic opportunity for the organization to offer training programs and meet the market demand.
- Increased Competition (Threat): The presence of intensified competition in the market may impact the organization's market share, pricing, and profitability.

### 3. Social:

- Negative Perception of Training Effectiveness (Threat): The social perception that training programs are not effective can hinder participation and uptake, affecting the organization's reputation and ability to attract participants.
- Customization and Personalization of Training (Opportunity): The increasing preference for customized and personalized training programs allows the organization to meet the diverse needs and preferences of individuals, leading to higher engagement and satisfaction.

### 4. Technological:

- Technological Disruptions in Training Delivery (Threat): Advancements in technology may disrupt traditional training delivery methods, requiring the organization to invest in technological infrastructure and stay updated with emerging tools and platforms.
- Collaboration with Businesses and Industries (Opportunity): Leveraging technology, such as online collaboration platforms, can facilitate partnerships with businesses and industries, enabling knowledge-sharing and expanding the organization's reach.

### 5. Environmental:

- No specific factors can be define based on the SWOT analysis.

### 6. Legal:

- Changing Regulations and Compliance Requirements (Threat): Evolving legal regulations may introduce new compliance requirements that the organization needs to adhere to, potentially requiring adjustments to training programs or processes.



## 8.0 RECOMMENDATION

Based on my experience during the internship at HRDCORP, I recommend further enhancing the management of employee movement within the organization. This could be achieved by streamlining and automating processes related to probationary periods, transfers, coverings, acting positions, and resignations. Implementing a robust Human Resources Management System (HRMS) that effectively handles these employee movements, integrates with payroll management, and provides comprehensive employee information would greatly improve efficiency and accuracy.

Strengthening mentoring and networking, the guidance and support I received from mentors and colleagues at HRDCORP were instrumental in my growth as an HR professional. To further leverage the benefits of mentoring and networking, I recommend establishing a formal mentoring program within the organization. Pairing junior HR employees with experienced professionals will create a supportive environment for knowledge transfer and career guidance. Additionally, facilitating networking events, both internally and externally, will enable HR professionals to expand their professional connections and stay abreast of industry developments.

## 9.0 CONCLUSION

In conclusion, my internship at HRDCORP provided me with a transformative journey and equipped me with a solid foundation in HR practices. The comprehensive training program, coupled with valuable hands-on experiences, allowed me to grasp the theoretical aspects of human resources while witnessing their practical implementation within the organization. I had the privilege of immersing myself in various facets of HR, including talent acquisition, employee onboarding, performance management, employee relations, and data-driven decision-making.

HRDCORP's commitment to nurturing professional growth was evident through networking opportunities and industry exposure. Attending workshops, seminars, and team meetings allowed me to interact with HR professionals from diverse backgrounds, expanding my knowledge of current HR trends and emerging technologies. These experiences also facilitated the development of a professional network that I can rely on for guidance and inspiration throughout my career.

My internship training has been a valuable experience that has provided me with knowledge, skills, and personal growth. I have gained practical insights, developed strong relationships with colleagues, improved problem-solving abilities, and received mentorship that has shaped my professionalism and drive for excellence. I am grateful for the opportunity and look forward to applying what I have learned in future endeavours.

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## APPENDICES



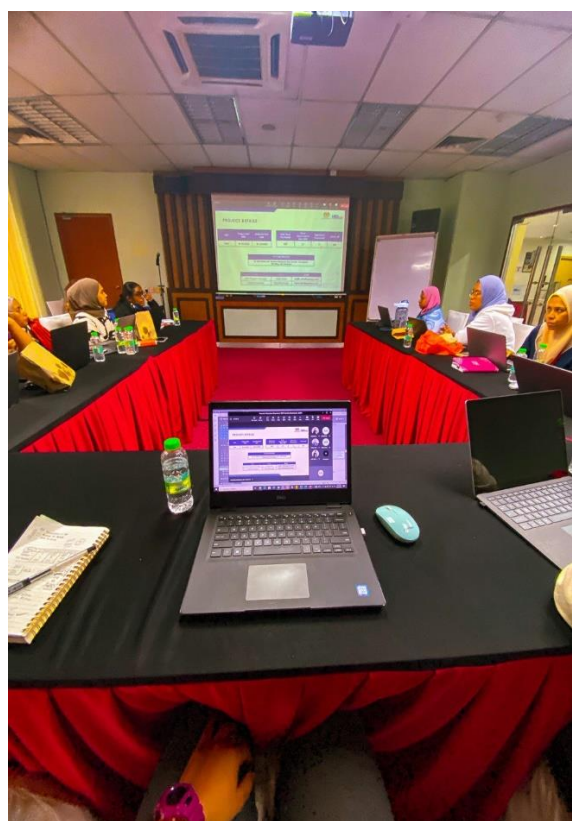


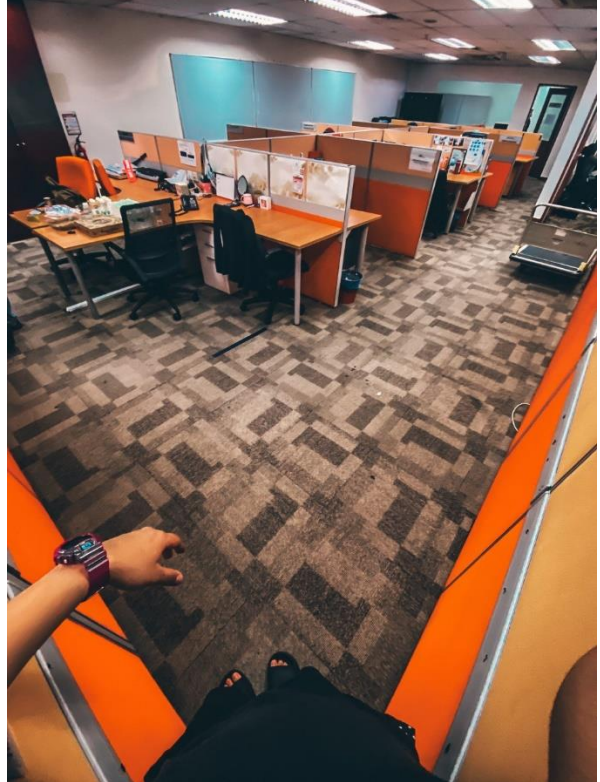














## OUR ORIGINAL CHECKING

### Document Information

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### Sources included in the report

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