



UNIVERSITI
TEKNOLOGI
MARA

JABIL

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MATRIC NUMBER : 2021131999

CLASS : RBA 2436C

ADVISOR : DR. NURZAINIE ABD HAMID



INTERNSHIP REPORT:

**JABIL
CIRCUIT
SDN BHD**

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR OF BUSINESS ADMINISTRATION (HONS.)

HUMAN RESOURCE MANAGEMENT



JABIL

MADE POSSIBLE.
MADE BETTER.



Executive Summary

→ Jabil Circuit Sdn. Bhd.

Over the course of six months, I have been assigned to a company located in Bayan Lepas Free Industrial Zone, Penang, which has been incorporated since 1995. This report aims to provide readers with a detailed understanding of Jabil and its potential for improvement, based on my experiences as an Industrial Trainee in Learning & Development team under Human Resources department.

This internship report stresses on the company's profile, my training's reflections, SWOT analysis, SWOT discussions and recommendations, and Jabil's culture. From the SWOT Analysis, I have successfully identified the company's Strengths, Weaknesses, Opportunities and Threats where it will serve as good information for readers to have more in-depth view and knowledge about this company.

As a first-time working student in a large company, I have come to understand the importance of human resources in managing employees. Jabil, for instance, has six functional areas in its HR department to manage around 15,000 employees across all its Penang plants.

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Jabil Circuit Sdn. Bhd.



COMPANY'S PROFILE

Jabil's core focus is manufacturing. With over 50 years of history, Jabil has also gained expertise in global supply chain and logistics, automation, and engineering solutions for product design. It has over 250,000 employees stationed in 100 locations across 30 countries, making it a highly esteemed manufacturing solutions provider.

Jabil is a large company, but is not a household brand because their products are primarily made for customers. The list includes 300 of the world's most powerful brands across various markets from smartphones, to automotive, healthcare and home appliances (About Us - We Strive to Make Anything Possible and Everything Better. | Jabil, n.d.).

1966 FOUNDED IN MICHIGAN, USA

53.9 MILLION SQUARE FEET OF MANUFACTURING SPACE

100+ SITES STRATEGICALLY LOCATED AROUND THE WORLD

260K DEDICATED EMPLOYEES

 TENURED MANAGEMENT TEAM

\$27.3 BILLION REVENUE IN FY20



<https://www.jabil.com/>



DIVERSITY, EQUITY & INCLUSION

Jabil is dedicated in creating an environment where individuals can feel comfortable being their true selves, both mentally and physically safe.

VISION

To be the most technologically advanced and trusted manufacturing solutions provider

PURPOSE

Jabil strives to create a positive impact by promoting respectful interactions, delivering innovative solutions, supporting local communities, and showing reverence for the environment.

JABIL PENANG



- 1 Plant 1 (Main Plant)
- 2 Plant 2 (JPE)
- 3 Plant 3
- 4 Plant 5
- 5 Plant 6
- 6 Plant 7 (JBMW)
- 7 Plant 8
- 8 BK Plant (Batu Kawan)



HR LEARNING & DEVELOPMENT ORGANIZATION CHART



TRAINING'S REFLECTION



Team Roles & Responsibilities

- Analyze Training Need Analysis for overall Jabil plants.
- Coordinate global training initiative and department specific or support group training.
- Upload and monitor mandatory Workday training.
- Audit preparation and support for all plants.
- Analyses data to identify quality improvement areas and develop, recommend, and monitor corrective and preventive actions and work with line managers, QA, and Engineering on the quality issue.



My Roles & Responsibilities

- Learn the process and coordinate the New Hires Orientation.
- Understand and organize an Internal and External Training.
- Learn how to create digital content, assign digital modules to Jabil employees, and monitor the process.
- Create an online Jabilization checklist for all the department with access control.
- Revamp presentation slides and coordinate Train the Trainer (TTT) training for presenters.
- Create a new package for new hire.
- Generate Penang Talent Learning & Development Framework

Duration:

- Date: 27th February 2023 – 15 August 2023 (6 months)
- Working Day: Monday – Friday (Normal Shift)
- Working Time: 8:00 a.m. – 4.30 p.m.

Details:

- Jabil's Human Resources Department consist of 6 functional areas which are Talent Acquisition, Employee Relation, HR Services, Learning and Development, DL Recruitment and Compensation and Benefits.
- During my internship, I have been assigned into Learning and Development team that consist of 18 personnel.



GAINS



Intrinsic Benefits

- I understand the process of how to organize an internal and external training.
- I have experience conducting new hire orientation for all Indirect Labor (IL) employees.
- I know how to use Workday functions, such as update training attendance, assign training modules and pull a report to view completion rate of specific training.
- I learned more about Human Resource Development Corporation (HRD Corp) and know the process of training claim.



Extrinsic Benefits

Monthly Allowance

RM 1,200

Additional Meals Allowance

RM 100

Interns are entitled for **one day**

MEDICAL LEAVE

per month
(claimable under panel clinic)

SWOT ANALYSIS - HUMAN RESOURCES DEPARTMENT

As an HR student, I have been assigned to the HR department at Jabil, where I am expected to demonstrate my best skills and have hands-on experience through my internship. Therefore, based on my extensive familiarity and observation in Jabil's human resources department, I have created this SWOT analysis tailored to this specific area.



DISCUSSION & RECOMMENDATION

S-STRENGTHS

1 Strong Team Focused

- A successful business is built on a solid workforce.
- Jabil's Human Resources Department consist of 6 functional areas which are:

1. Talent Acquisition
2. Employee Relation
3. HR Services
4. Learning and Development
5. DL Recruitment
6. Compensation and Benefits

- Each team has been assigned specific roles and responsibilities, and clearly understands their job scopes. It is unnecessary for them to undertake duties that fall outside of their designated areas.
- For instance, Learning & Development team can focus on assigning training to employees while Talent Acquisition can focus on recruiting the right people for the right position.
- On the other hand, there are companies where employees are required to handle payroll tasks as well as manage recruitment and plan company events.
- As a result, there tends to be a lot of overlap in roles and responsibilities in order to complete the necessary tasks (Davda, 2021).
- By having a dedicated team for HR duties, one can avoid the overwhelming task of handling everything alone. With a focused approach, efficiency can be greatly increased.



② Continuous Learning & Development

- As a company with a massive number of employees, Jabil is always able to provide continuous learning for all levels of positions.
- Every year, they will conduct a Training Need Analysis (TNA) to identify all training necessary for all departments covering soft and technical skills.
- Besides, employees can view all the monthly training available on the training calendar and enroll themselves in if they are interested.
- Among the training conducted are Microsoft Excel, Presenting to Influence, Power BI, PowerPoint Master Class, and other courses.
- Jabil also has a system to track the training progress of each employee, enabling their managers to evaluate their improvements.
- Moreover, every worker is provided with the same opportunities to develop themselves and has a good possibility of being promoted, even if they began their careers at an operator level.



③ Prompt Response to Issues

- The management team holds a weekly meeting called JOS to discuss urgent matters that require immediate attention.
- This is especially important if the issue arises may affect the customers and employees, such as poor quality control in customers' products.
- The company's swift action is commendable in resolving issues before they escalate into more severe situations.
- Another example, since Jabil practice diversity, equity and inclusion, they now have no pork and beef policy considering Muslims and Indian employees.
- Hence, to avoid lingering unresolved issues, Jabil's employees may raise their concerns to their respective managers for them to further discuss the corrective action.



W-WEAKNESSES

1 No work-life Balance for Employees

- It is common for managers and other employees to work late into the night as a result of their workloads.
- Currently, Jabil's HR department is not entitled to overtime (OT) claims.
- Even without overtime pay, the desire to finish pending tasks often leads individuals to stay longer at the office or continue the work at home.
- Therefore, it is crucial to eliminate this unhealthy practice to avoid disrupting the psychological well-being of employees, which may lead to mental exhaustion.

Recommendation



Implement Restrict Employee Hours (Weber, 2023)

- Jabil normal working hours starting from 8:00 am until 4:30 pm.
- Therefore, Jabil may limit its employee hours to a maximum of 7:00 pm for employees who wish to continue working.
- It is advised that they refrain from sending emails or making phone calls outside of these designated hours, except in the case of an emergency. (Thomas, 2022b).

Regularly Review Workloads (Fuhl, 2023)

- It is important for leaders to review task allocation to ensure that everyone has a manageable workload.
- Furthermore, it is also crucial for leaders to maintain consistent communication with their teams to determine who is feeling overwhelmed, sufficiently occupied, or has spare capacity.



② Short Manpower in Certain Team

- Manpower impacts everything from manufacturing to customer interactions.
- The productivity of a business is directly proportional to the amount of manpower it has. With more people on board, projects can be completed at a faster pace or more projects can be undertaken simultaneously.
- Conversely, a lack of manpower can lead to critical tasks being left uncompleted.
- Currently, Jabil has frozen its hiring process, which includes the HR department.
- For example, one of Jabil's HR Services team members who handle employee transportation for all Penang Plants has resigned.
- As a result, the remaining employees had to cover the tasks left by the resigned employee.

Recommendation



Focus on the Fundamentals (Nuchi, 2023)

- The team should prioritize mission-critical tasks and minimize those that are non-essential.
- Set priorities for specific action plans and critical projects to ensure everyone on the team stays on top of the key deliverables (Nuchi, 2023).

Requesting More Staff for The Team (Whiting, 2021)

- When the workload is too much and there are not enough hours in the day, it can be helpful to hire someone else to assist with tasks and take over the responsibilities of a departed employee.
- Get the manager to discuss costs, benefits and capabilities with the company's top leaders to get the position filled.



0-OPPORTUNITIES

1 Automation to Eliminates Manual Work Processes

- Jabil continuously strives towards automation in everything they do from time to time, including human resources.
- Jabils aims to streamline tasks and minimize the need for manual processes. This will ultimately lead to significant time and cost savings, while also reducing the likelihood of human errors (Beloof, n.d.).
- Moreover, given the advancements in technology, it would be advantageous for Jabil to seize the opportunity.
- For instance, nowadays, it is easier to view an employee's training record by simply accessing the Training Tracker instead of searching manually for a hardcopy record.
- Another example is Power Bi. It is an exceptional tool that can generate comprehensive reports in significantly less time than the manual work process in Excel.

Recommendation



Identify the Repetitive, Most Manual in The Work Process (Maschio, 2019)

- The team should prioritize mission-critical tasks and minimize those that are non-essential.
- Set priorities for specific action plans and critical projects to ensure everyone on the team stays on top of the key deliverables (Nuchi, 2023).



② Leadership Stability

- Effective leaders have a clear understanding of their position within the organization and their relationships with their team.
- They can provide a stabilizing impact on those around them.
- Furthermore, Jabil have a robust connections with other business leaders, who could potentially be explored for employment opportunities with the organization.
- As an example, the current HR director at Jabil previously held the position of Human Resource Business Partner (HRBP) at Flex, another renowned name in the manufacturing industry.
- Also, Jabil have a continuous skillful leaders that can lead the organization towards success.
- This opportunity makes Jabil own a set of great leaders and sets them apart from their competitors.





③ HRD Corp to Support Training

- As a registered company with Human Resource Development Corporation, Jabil is required to pay a **levy of 1%** of each employee's monthly wage (HRD Corp, 2023).
- Therefore, in exchange for this fee, Jabil is able to access a variety of resources and support aimed at promoting the professional development and skills enhancement of their employees.
- Hence, Learning & Development team is always able to provide necessary training, internal and external, for all levels of positions without the need to worry about training cost constraints.

Recommendation



Find A Reliable External Training Provider with Quality (Masters, 2018)

- This can be done by checking their training records, because it serve as a strong indicator of whether or not they would be a good fit for the business.
- It is advisable to check the credentials of the trainers and to examine for relevant experience and customer references.as well (Masters, 2018).



T-THREATS

1 Covid Pandemic's Negative Impact on Financial Position

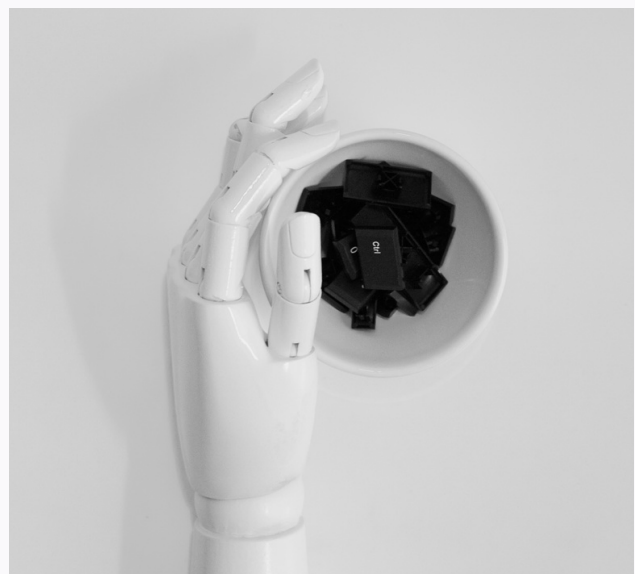
- It is undeniable that covid-19 has left many companies in a difficult financial situation.
- This also includes Jabil where it has caused the company to have a shutdown on certain dates in order to save the cost.
- In addition, the management is also no longer permitted the HR department to hold the regular team-building activities due to cost-saving.

Recommendation



— Prioritize Cost-Cutting Measures (COVID-19: Impact on Malaysian Businesses, 2020)

- Company needs to focus on cost-cutting measures where business activities and investments need to be revisited and examined it priorities.
- Achieving good financial position may require a temporary pause or reduction in investment towards non-essential business activities.
- Therefore, Jabil's decision to halt team-building activities is a commendable cost-saving measure.





② Other Companies or Competitors May Attract Existing Employees to Work With Them

- Jabil’s employees have always been recognized and aimed by other companies especially the competitors.
- They seek the opportunity to grab qualify employees by offering them a better positions and higher salary.



Recommendation



Reevaluate Compensation and Benefits (Casarella, 2022)

- Employees appreciate when their employers demonstrate their value by offering competitive compensation and benefits.
- Without a competitive salary and benefits package, retaining high-performing individuals within the organization can be challenging as the competitors may lure existing employees away with better offerings.

Listen to the Employees’ Concerns (Casarella, 2022)

- It is important to have one-on-one conversations with your employees and attentively listen to their feedback and concerns.
- As a leader, making changes that satisfy everyone may not be possible. However, taking the time to listen to your employees can help them feel more empowered.

CONCLUSION



Great Company with Great Benefit

Jabil Circuit Sdn. Bhd. is a great company for people to start working and to gain a better experience. Its names have been in the industry for about 50 years now. During my six-month internship at this company, I gained valuable experience and insights into the company's operations.

Furthermore, Jabil offers the opportunity to acquire a wide range of skills, from comprehending the work process to adapting to its culture. It is an exceptional workplace for those who thrive on challenging tasks. The technical knowledge and their leaders are truly admirable.



GREAT LEADERS



GREAT SALARY



Career Growth



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APPENDICES



LEARNING & DEVELOPMENT
Team Photo



Compliance Awareness
Campaign



- With Jabil Penang Director (4th from right)



- With HR Director of Jabil (middle)





HARI RAYA CELEBRATION



- With Learning & Development Manager (middle in purple)



Supervisory Development Program (SDP)
Graduation Ceremony



- SDP Graduation (During set-up and rehearsal)



TEAM LUNCH

Farewell of L&D Assistant Manager



Jabil Environment Day









HR DEPARTMENT GATHERING
Lucky Draw



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Pulau Pinang NAME : WAN NURHAZIRAH BINTI WAN NOOR AZAM SHAH MATRIC NUMBER : 2021131999 CLASS : RBA 2436C ADVISOR : DR. NURZAINIE ABD HAMID

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FACULTY OF BUSINESS AND MANAGEMENT BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT

INTERNSHIP REPORT: JABIL CIRCUIT SDN BHD i

Jabil Circuit Sdn. Bhd. Summary Executive Over the course of six months, I have been assigned to a company located in Bayan Lepas Free Industrial Zone, Penang, which has been incorporated since 1995. This report aims to provide readers with a detailed understanding of Jabil and its potential for improvement, based on my experiences as an Industrial Trainee in Learning & Development team under Human Resources department. This internship report stresses on the company's profile, my training's reflections, SWOT analysis, SWOT discussions and recommendations, and Jabil's culture. From the SWOT Analysis, I have successfully identified the company's Strengths, Weaknesses, Opportunities and Threats where it will serve as good information for readers to have more in-depth view and knowledge about this company. As a first-time working student in a large company, I have come to understand the importance of human resources in managing employees. Jabil, for instance, has six functional areas in its HR department to manage around 15,000 employees across all its Penang plants. ii

Acknowledgement At the outset, I'd want to express my deep gratitude to Allah SWT, the Almighty, for providing me with the fortitude, determination, and abilities to complete this internship report, despite of various complications. I am pleased to extend my heartfelt gratitude to the multitude of individuals whose generous support and assistance have been instrumental in the development of this report. I am immensely grateful to Dr. Nurzainie Abd Hamid, my internship supervisor, for her invaluable guidance and feedback that greatly aided in the creation of this report. Dr Zainie keeps me on track by providing dynamic feedback and suggestions for improvement to ensure the report is impeccable. Moreover, I am incredibly grateful to my teammates in Learning and Development. Their unwavering support throughout my internship was priceless, and they truly made my experience unforgettable. Collaborating with these departments provided me with valuable practical knowledge, enriching my internship journey and making it all the more fulfilling. iii

96%

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Student's Profile Company's Profile Training's Reflection SWOT Analysis Discussion & Recommendation Conclusion
References Appendices 01 03 06 08 09 18 19 21

CONTENT TABLE OF

01 STUDENT'S PROFILE WAN NURHAZIRAH BINTI WAN NOOR AZAM SHAH HUMAN RESOURCES GRADUATE
wannurhazirahh@gmail.com | 019-7825025 | 1509, Mk 14, Jalan Bukit Minyak, Alma, 14000 Bukit Mertajam, Penang.
SUMMARY/OBJECTIVE A self-driven fresh graduate seeking a placement where I can apply my knowledge, skills and abilities and contribute to the organization's success. My degree in Human Resource Management and my previous experiences in students' organization have effectively grown me into a better key player and enabled me to develop an analytical and logical approach to tasks. I am always up for challenges and would like to join a company that is looking for individuals who are willing to work hard and commit themselves to success. EDUCATION

95%

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Report Industrial Training (HRM666)_QURRATU'AI ...
(D157483201)

Bachelor of Business Administration (Hons) Human Resource Management Universiti Teknologi MARA (UiTM)

Perlis | March 2021 – 2023 Current CGPA: 3.69/4.00 Diploma in Business Studies Universiti Teknologi MARA (UiTM)
Kedah | June 2018 – February 2021 CGPA: 3.79/4.00 CO-CURRICULAR INVOLVEMENT & EXPERIENCES 2022 (UiTM
Perlis) • Publicity and Multimedia Exco for Webinar in Human Resource Management • Publicity and Multimedia Exco for
Organizational Development Field Trip – Provided creative ideas in the brainstorming sessions. – Completed tasks such
as poster and id card design, event photography and publicising information. 2019 – 2020 (UiTM Kedah) • Appointed as
Treasurer for Jawatankuasa Perwakilan Kolej (JPK) Mahsuri UiTM Kedah – Managed the JPK's finances and reported on
the financial performance occasionally. – Maintained records by tracking every income and expense financial
transaction. • Appointed as Publicity and Multimedia Exco for Jawatankuasa Tertinggi Kolej (JTK) UiTM Kedah – Worked
in a team to provide quality content for JTK, including managing social media platforms. – Worked closely with college
manager and representative student councils to aid in the improvement and development of students' well-being. –
Collaborated with other excos to develop and conduct various workshops and events focused on improving soft skills,
leadership and career development to benefit UiTM students and club members.

02 • Program Leader for “Micropantry: Supper for You” program — Prepare program’s proposal and consults regularly with college management. — Monitored progress and tracked task completion. — Motivated program members towards program goals and objectives. • Technical Exco for “Self-Empowerment Talk” program • Technical and Logistic Exco for “30 minutes with Quran” program • Technical Exco for “Paperwork Preparation and Activity Module Development” workshop • Committee member of facility and technical for “Revenge Body Mahsuri Mega Zumba” program • Committee member of technical and logistic for “Malay International Speech Competition” program — Ensured all equipment needed on the event’s day was secured and delivered on time. — Ensured the audience was engaged, motivated, and inspired by the event through lighting, sound and visual presented. WORK EXPERIENCE Part Time Lazada Warehouse Assistant Lazada Sort Center, Perai | 12 to 13 September 2022 • Managed parcels by scanning them into the system • Efficiently unload inbound/outbound deliveries and transfer to designated storage locations. ACHIEVEMENTS Vice Chancellor’s Award for excellent academic achievement in Diploma in Business Studies. Dean’s List for three consecutive semesters (semester 2, 3, and 4) in BBA in Human Resource Management. SKILLS & HIGHLIGHTS Microsoft Excel: Basic Canva: Intermediate Microsoft Words: Intermediate Microsoft PowerPoint: Intermediate LANGUAGE PROFICIENCY Malay: Native English: Intermediate REFERENCES Dr. Athifah Najwani binti Shahidan Student Advisor (UiTM Perlis) 011-11342724 Mrs. Cik Norhayati binti Hashim Penolong Pengurus Asrama Kanan (UiTM Kedah) 019-4544268 • Facilitator for student orientation week — Assisted new intake students by giving them exposure to understanding the policies and code of conduct of the university. — Created a lively environment with games and activities to get the students to coordinate well.

Jabil's core focus is manufacturing. With over 50 years of history, Jabil has

80%

MATCHING BLOCK 5/12

W

also gained expertise in global supply chain and logistics, automation, and engineering solutions

for product design. It has over 250,000 employees stationed in 100 locations across 30 countries, making it a highly esteemed manufacturing solutions provider. Jabil is a large company, but is

34%

MATCHING BLOCK 6/12

W

not a household brand because their products are primarily made for customers. The list includes 300 of the world's most powerful brands across various markets from smartphones, to automotive, healthcare and home appliances (About Us - We Strive to Make Anything Possible and Everything Better. |

Jabil,

n.d.). Company Profile COMPANY'S PROFILE 03 Jabil Circuit Sdn. Bhd.

1 2 3 4 5 6 7 8 DIVERSITY, EQUITY & INCLUSION Jabil is dedicated in creating an environment where individuals can feel comfortable being their true selves, both mentally and physically safe. Plant 1 (Main Plant) Plant 6 Plant 2 (JPE) Plant 7 (JBMW) Plant 3 Plant 8 04 Company's Profile Plant 5 BK Plant (Batu Kawan)

89%

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INDUSTRIAL TRAINING REPORT_ANIS SYAZWANI BINTI ... (D142215760)

VISION To be the most technologically advanced and trusted manufacturing solutions provider PURPOSE Jabil

strives to create a positive impact by promoting respectful interactions, delivering innovative solutions, supporting local communities, and showing reverence for the environment. JABIL PENANG <https://www.jabil.com/> Learning & Development System & Technical Structure Operations Training Assistant Training Manager Sr. Training Officer Assistance Training Manager Sr. Training Officer Training Officer I Department Assistant II Training Officer I Training Supervisor Sr. Training Officer Training Coordinator Chief Executive Officer Operations EVP VP Operations Human Resources Director Learning & Development Manager HR LEARNING & DEVELOPMENT ORGANIZATION CHART 05

Analyze Training Need Analysis for overall Jabil plants. Coordinate global training initiative and department specific or support group training. Upload and monitor mandatory Workday training. Audit preparation and support for all plants. Analyses data to identify areas for improvement in the quality and develop, recommend, and monitor corrective and preventive actions and work with line managers, QA, and Engineering on the quality issue. Team Roles & Responsibilities

- Date: 27th February 2023 – 15 August 2023 (6 months)
- Working Day: Monday – Friday (Normal Shift)
- Working Time: 8:00 a.m. – 4.30 p.m.

Duration: Jabil's Human Resources Department consist of 6 functional areas which are Talent Acquisition, Employee Relation, HR Services, Learning and Development, DL Recruitment and Compensation and Benefits. During my internship, I have been assigned into Learning and Development team that consist of 18 personnel.

Details: 06 TRAINING'S REFLECTION

I understand the process of how to organize an internal and external training. I have experience conducting new hire orientation for all Indirect Labor (IL) employees. I know how to use Workday functions, such as update training attendance, assign training modules and pull a report to view completion rate of specific training. I learned more about Human Resource Development Corporation (HRD Corp) and know the process of training claim. GAINS Intrinsic Benefits RM 1,200 Monthly Allowance RM 100 Interns are entitled for one day Additional Meals Allowance 07 Extrinsic Benefits MEDICAL LEAVE per month (claimable under panel clinic) Training's Reflection

O T W S Strengths Weaknesses Opportunities 08 Strong Team Focused Continuous Learning & Development Prompt Response to Issues No Work-life Balance for Employees Short Manpower in Certain Team Covid Pandemic's Negative Impact on Financial Position Other companies or competitors may attract existing employees to work with them Threats System improvement to avoid manual work process Leadership Stability HRDF to support training SWOT ANALYSIS - HUMAN RESOURCES DEPARTMENT As an HR student, I have been assigned to the HR department at Jabil, where I am expected to demonstrate my best skills and have hands-on experience through my internship. Therefore, based on my extensive familiarity and observation in Jabil's human resources department, I have created this SWOT analysis tailored to this specific area.

S-STRENGTHS Strong Team Focused A successful business is built on a solid workforce. Jabil's Human Resources Department consist of 6 functional areas which are: Each team has been assigned specific roles and responsibilities, and clearly understands their job scopes. It is unnecessary for them to undertake duties that fall outside of their designated areas. For instance, Learning & Development team can focus on assigning training to employees while Talent Acquisition can focus on recruiting the right people for the right position. On the other hand, there are companies where employees are required to handle payroll tasks as well as manage recruitment and plan company events. As a result, there tends to be a lot of overlap in roles and responsibilities in order to complete the necessary tasks (Davda, 2021). By having a dedicated team for HR duties, one can avoid the overwhelming task of handling everything alone. With a focused approach, efficiency can be greatly increased. DISCUSSION & RECOMMENDATION 09 Talent Acquisition Employee Relation HR Services Learning and Development DL Recruitment Compensation and Benefits 1. 2. 3. 4. 5. 6.

Discussion and Recommendation 10 The management team holds a weekly meeting called JOS to discuss urgent matters that require immediate attention. This is especially important if the issue arises may affect the customers and employees, such as poor quality control in customers' products. The company's swift action is commendable in resolving issues before they escalate into more severe situations. Another example, since Jabil practice diversity, equity and inclusion, they now have no pork and beef policy considering Muslims and Indian employees. Hence, to avoid lingering unresolved issues, Jabil's employees may raise their concerns to their respective managers for them to further discuss the corrective action. Prompt Response to Issues As a company with a massive number of employees, Jabil is always able to provide continuous learning for all levels of positions. Every year, they will conduct a Training Need Analysis (TNA) to identify all training necessary for all departments covering soft and technical skills. Besides, employees can view all the monthly training available on the training calendar and enroll themselves in if they are interested. Among the training conducted are Microsoft Excel, Presenting to Influence, Power BI, PowerPoint Master Class, and other courses. Jabil also has a system to track the training progress of each employee, enabling their managers to evaluate their improvements. Moreover, every worker is provided with the same opportunities to develop themselves and has a good possibility of being promoted, even if they began their careers at an operator level. Continuous Learning & Development

Discussion and Recommendation W-WEAKNESSES No work-life Balance for Employees It is common for managers and other employees to work late into the night as a result of their workloads. Currently, Jabil's HR department is not entitled to overtime (OT) claims. Even without overtime pay, the desire to finish pending tasks often leads individuals to stay longer at the office or continue the work at home. Therefore, it is crucial to eliminate this unhealthy practice to avoid disrupting the psychological well-being of employees, which may lead to mental exhaustion. 11 Recommendation Jabil normal working hours starting from 8:00 am until 4:30 pm. Therefore, Jabil may limit its employee hours to a maximum of 7:00 pm for employees who wish to continue working. It is advised that they refrain

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from sending emails or making phone calls outside of these designated hours, except in the case of an emergency. (

Thomas, 2022b). Implement Restrict Employee Hours (Weber, 2023) It is important for leaders to review task allocation to ensure that everyone has a manageable workload. Furthermore, it is also crucial for leaders to maintain consistent communication with their teams to determine who is feeling overwhelmed, sufficiently occupied, or has spare capacity. Regularly Review Workloads (Fuhl, 2023)

Discussion and Recommendation Recommendation Manpower impacts everything from manufacturing to customer interactions. The productivity of a business is directly proportional to the amount of manpower it has. With more people on board, projects can be completed at a faster pace or more projects can be undertaken simultaneously. Conversely, a lack of manpower can lead to critical tasks being left uncompleted. Currently, Jabil has frozen its hiring process, which includes the HR department. For example, one of Jabil's HR Services team members who handle employee transportation for all Penang Plants has resigned. As a result, the remaining employees had to cover the tasks left by the resigned employee. Short Manpower in Certain Team 12 The team should prioritize mission-critical tasks and minimize those that are non-essential. Set priorities for specific action plans and critical projects to ensure everyone on the team stays on top of the key deliverables (Nuchi, 2023). Focus on the Fundamentals (Nuchi, 2023) Requesting More Staff for The Team (Whiting, 2021) When the workload is too much and there are not enough hours in the day, it can be helpful to hire someone else to assist with tasks and take over the responsibilities of a departed employee. Get the manager to discuss costs, benefits and capabilities with the company's top leaders to get the position filled.

O-OPPORTUNITIES Automation to Eliminates Manual Work Processes Jabil continuously strives towards automation in everything they do from time to time, including human resources. Jabil's aims to streamline tasks and minimize the need for manual processes. This will ultimately lead to significant time and cost savings, while also reducing the likelihood of human errors (Beloof, n.d.). Moreover, given the advancements in technology, it would be advantageous for Jabil to seize the opportunity. For instance, nowadays, it is easier to view an employee's training record by simply accessing the Training Tracker instead of searching manually for a hardcopy record. Another example is Power Bi. It is an exceptional tool that can generate comprehensive reports in significantly less time than the manual work process in Excel. 13 Discussion and Recommendation The team should prioritize mission-critical tasks and minimize those that are non-essential. Set priorities for specific action plans and critical projects to ensure everyone on the team stays on top of the key deliverables (Nuchi, 2023). Identify the Repetitive, Most Manual in The Work Process (Maschio, 2019)

Recommendation

Effective leaders have a clear understanding of their position within the organization and their relationships with their team. They can provide a stabilizing impact on those around them. Furthermore, Jabil have a robust connections with other business leaders, who could potentially be explored for employment opportunities with the organization. As an example, the current HR director at Jabil previously held the position of Human Resource Business Partner (HRBP) at Flex, another renowned name in the manufacturing industry. Also, Jabil have a continuous skillful leaders that can lead the organization towards success. This opportunity makes Jabil own a set of great leaders and sets them apart from their competitors. Leadership Stability 14 Discussion and Recommendation

Discussion and Recommendation Recommendation 15 As a registered company with Human Resource Development Corporation, Jabil is required to pay a levy of 1% of each employee's monthly wage (HRD Corp, 2023). Therefore, in exchange for this fee, Jabil is able to access a variety of resources and support aimed at promoting the professional development and skills enhancement of their employees. Hence, Learning & Development team is always able to provide necessary training, internal and external, for all levels of positions without the need to worry about training cost constraints. HRD Corp to Support Training This can be done by checking their training records, because it serve as a strong indicator of whether or not they would be a good fit for the business. It is advisable to check the credentials of the trainers and to examine for relevant experience and customer references.as well (Masters, 2018). Find A Reliable External Training Provider with Quality (Masters, 2018)

T-THREATS Covid Pandemic's Negative Impact on Financial Position It is undeniable that covid-19 has left many companies in a difficult financial situation. This also includes Jabil where it has caused the company to have a shutdown on certain dates in order to save the cost. In addition, the management is also no longer permitted the HR department to hold the regular team-building activities due to cost-saving. 16 Discussion and Recommendation Recommendation Company needs to focus on cost-cutting measures where business activities and investments need to be revisited and examined it priorities. Achieving good financial position may require a temporary pause or reduction in investment towards non-essential business activities. Therefore, Jabil's decision to halt team-building activities is a commendable cost-saving measure. Prioritize Cost-Cutting Measures (COVID-19: Impact on Malaysian Businesses, 2020)

Jabil's employees have always been recognized and aimed by other companies especially the competitors. They seek the opportunity to grab qualify employees by offering them a better positions and higher salary. Other Companies or Competitors May Attract Existing Employees to Work With Them 17 Discussion and Recommendation Recommendation Employees appreciate when their employers demonstrate their value by offering competitive compensation and benefits. Without a competitive salary and benefits package, retaining high-performing individuals within the organization can be challenging as the competitors may lure existing employees away with better offerings. Reevaluate Compensation and Benefits (Casarella, 2022) Listen to the Employees' Concerns (Casarella, 2022) It is important to have one-on-one conversations with your employees and attentively listen to their feedback and concerns. As a leader, making changes that satisfy everyone may not be possible. However, taking the time to listen to your employees can help them feel more empowered.

CONCLUSION Jabil Circuit Sdn. Bhd. is a great company for people to start working and to gain a better experience. Its names have been in the industry for about 50 years now. During my six- month internship at this company, I gained valuable experience and insights into the company's operations. Furthermore, Jabil offers the opportunity to acquire a wide range of skills, from comprehending the work process to adapting to its culture. It is an exceptional workplace for those who thrive on challenging tasks. The technical knowledge and their leaders are truly admirable. Great Company with Great Benefit 18 GREAT LEADERS GREAT SALARY Career Growth

REFERENCES 19

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APPENDICES LEARNING & DEVELOPMENT Team Photo 21 Compliance Awareness Campaign
22 Appendices MANAGER IN TRAINING (MIT) 2.0 Graduation Ceremony With HR Director of Jabil With HR Director of Jabil (middle) (middle) With Jabil Penang Director (4th from right) With Jabil Penang Director (4th from right)
Appendices INTERNSHIP ENGAGEMENT Program 23
24 Appendices HARI RAYA CELEBRATION With Learning & Development Manager (middle in purple) With Learning & Development Manager (middle in purple)
25 Appendices Supervisory Development Program (SDP) Graduation Ceremony SDP Graduation (During set-up and rehearsal) SDP Graduation (During set-up and rehearsal)
26 Appendices TEAM LUNCH Farewell of L&D Assistant Manager Jabil Environment Day
27 Appendices LEARNING & DEVELOPMENT Team Meeting HR DEPARTMENT GATHERING Lucky Draw

Hit and source - focused comparison, Side by Side

Submitted text

As student entered the text in the submitted document.

Matching text

As the text appears in the source.

1/12	SUBMITTED TEXT	18 WORDS	89% MATCHING TEXT	18 WORDS
<p>Jabil Circuit Sdn. Bhd. 199501007339 (336537-M) Plot 56, Hilir Sungai Keluang 1, Bayan Lepas Industrial Park, Phase 4, 11900</p>		<p>Jabil Circuit Sdn. Bhd., 199501007339 (336537-M), 56, Hilir Sungai Keluang 1, Bayan Lepas Industrial Park Phase 4,</p>		
<p>SA HARTINI HARRES 2019872534.pdf (D142770693)</p>				

2/12	SUBMITTED TEXT	12 WORDS	100% MATCHING TEXT	12 WORDS
<p>FACULTY OF BUSINESS AND MANAGEMENT BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT</p>		<p>FACULTY OF BUSINESS AND MANAGEMENT BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE MANAGEMENT -</p>		
<p>SA HRM648 COMPANY JABIL KBA2434B (1).docx (D155764973)</p>				

3/12	SUBMITTED TEXT	7 WORDS	96% MATCHING TEXT	7 WORDS
<p>Student's Profile Company's Profile Training's Reflection SWOT Analysis Discussion & Recommendation Conclusion References Appendices 01 03 06 08 09 18 19 21</p>		<p>STUDENT'S PROFILE.....5 COMPANY'S PROFILE.....7 TRAINING'S REFLECTION.....12 SWOT ANALYSIS14 AND RECOMMENDATION15 CONCLUSION.....23 REFERENCES.....24 APPENDICES.....26 3</p>		
<p>SA NURUL HUSSAINA BINTI ABDUL RAHMAN_2019230938_KBA2426A_FINAL INTERNSHIP REPORT.pdf (D142433610)</p>				

4/12	SUBMITTED TEXT	13 WORDS	95% MATCHING TEXT	13 WORDS
<p>Bachelor of Business Administration (Hons) Human Resource Management Universiti Teknologi MARA (UiTM)</p>		<p>Bachelor of Business Administration (Hons.) Human Resource Management (CGPA: 3.26) Universiti Teknologi MARA (UiTM),</p>		
<p>SA Report Industrial Training (HRM666)_QURRATU'AIN (2020304983).pdf (D157483201)</p>				

5/12	SUBMITTED TEXT	13 WORDS	80% MATCHING TEXT	13 WORDS
<p>also gained expertise in global supply chain and logistics, automation, and engineering solutions</p>		<p>also developed expertise in global supply chain and logistics, automation, product design and engineering solutions</p>		
<p>W https://www.jabil.com/about-us/what-does-jabil-do.html</p>				

6/12	SUBMITTED TEXT	44 WORDS	34% MATCHING TEXT	44 WORDS
<p>not a household brand because their products are primarily made for customers. The list includes 300 of the world's most powerful brands across various markets from smartphones, to automotive, healthcare and home appliances (About Us - We Strive to Make Anything Possible and Everything Better. </p>		<p>not a household brand because most of what we make is for our customers. That list includes 300 of the biggest brands in the world in every market from healthcare, packaging, smartphones and cloud equipment to automotive and home appliances. At we strive to make ANYTHING POSSIBLE and EVERYTHING BETTER.</p>		
<p>W https://www.jabil.com/about-us.html</p>				

7/12	SUBMITTED TEXT	10 WORDS	89% MATCHING TEXT	10 WORDS
<p>VISION To be the most technologically advanced and trusted manufacturing solutions provider PURPOSE Jabil</p>		<p>Vision: To be the most technologically advanced and trusted manufacturing solutions provider. • Jabil'</p>		
<p>SA INDUSTRIAL TRAINING REPORT_ANIS SYAZWANI BINTI ABDUL RAHMAN_ 2020968751.pdf (D142215760)</p>				

8/12	SUBMITTED TEXT	18 WORDS	57% MATCHING TEXT	18 WORDS
<p>from sending emails or making phone calls outside of these designated hours, except in the case of an emergency. (</p>		<p>from sending after-hours emails or other communication outside of these designated hours, except in an emergency. In case of an emergency,</p>		
<p>W https://maurathomas.com/how-companies-improve-work-life-balance/</p>				

9/12	SUBMITTED TEXT	15 WORDS	100% MATCHING TEXT	15 WORDS
<p>About us - we strive to make anything possible and everything better. Jabil. (</p>		<p>About Us - We strive to make ANYTHING POSSIBLE and EVERYTHING BETTER. Jabil</p>		
<p>W https://www.jabil.com/about-us.html</p>				

10/12	SUBMITTED TEXT	21 WORDS	85% MATCHING TEXT	21 WORDS
	Fuhl, J. (2023). 12 ways to support a better work-life balance for your employees. Sage Advice United Kingdom. https://www.sage.com/en-gb/blog/hr-support-better-work-life-balance-workplace/ 20		Fuhl, J. (2020, October 14). 12 ways to support a better work-life balance for your employees. Retrieved from Sage Advice: https://www.sage.com/en-gb/blog/hr-support-better-work-life-balance-workplace/	
	SA Najwa Izwani Binti Azmi - Final Industrial Training Report.pdf (D126838679)			
11/12	SUBMITTED TEXT	30 WORDS	100% MATCHING TEXT	30 WORDS
	Gragnano, A., Simbula, S., & Miglioretti, M. (2020). Work-Life Balance: Weighing the Importance of Work-Family and Work-Health Balance. International journal of environmental research and public health, 17(3), 907. https://doi.org/10.3390/ijerph17030907		Gragnano A, Simbula S, Miglioretti M. Work–Life Balance: Weighing the Importance of Work–Family and Work–Health Balance. International Journal of Environmental Research and Public Health. 2020; 17(3):907. https://doi.org/10.3390/ijerph17030907	
	W https://doi.org/10.3390/ijerph17030907			
12/12	SUBMITTED TEXT	10 WORDS	100% MATCHING TEXT	10 WORDS
	How To Encourage Your Team When You're Short-Staffed. Hourly.		How To Encourage Your Team When You're Short-Staffed - Hourly,	
	W https://www.hourly.io/post/encourage-your-team-when-short-staffed			



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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/
ASSIGNMENT**

With reference to the work of the candidate below:

Name : Wan Nurhazirah binti Wan Noor Azam Shah

Matric No. : 2021131999

Faculty : Business and Management

Programme : Bachelor of Business Administration (Hons.) Human Resources Management (BA243)

Title : Industrial Training Report

Percentage of Our Original Report : 7%

I am pleased that the proposal/thesis/dissertation/project paper/ assignment of the above candidate has fulfilled the Original percentage of the university's requirement.

Thank you.

DR. NUR ZAINIE, BINTI ABD HAMID
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21/8/2023

Date

** Please attach 1st page of our original report.