INDUSTRIAL TRAINING REPORT

UNIVERSITI SULTAN ZAINAL ABIDIN

1 March 2023 - 15 August 2023

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

PREPARED BY

NAME: AHMAD LUQMAN HAKIM BIN AHMAD SABRI
CLASS: RBA 2436D
MATRIC NO: 2021120363

PREPARED FOR

ADVISOR: TN. HAJI ZULKAFLI MANSOR
EXAMINER: ENCIK MOHAMAD NIZA MD NOR

EXECUTIVE SUMMARY

My industrial training was completed for six months before the graduation. The report focuses on the internship experience and on professional growth and development. The internship was conducted at Universiti Sultan Zainal Abidin in the Centre for Training and Talent Management from 1 March 2023 to 15 August 2023. The primary objectives of the internship were to gain practical industry experience, enhance skills, and contribute to the organization's success.

Throughout the internship, various tasks and responsibilities were assigned and enabling me to apply theoretical knowledge in a practical setting. The report highlights the valuable insights gained during the internship and the challenges encountered. The internship experience contributed significantly to personal and professional development, allowing me to acquire new skills and expand my knowledge in areas such as decision making and monitoring skills.

As an HR student, it is essential to understand the key principles and practices management experience that I got from internship which was very useful and valuable as I was exposed to new things at the CenTTM. During the internship, I need to do SWOT for my report based on my observation. Through my observation about six months, I get analyst some of the SWOT.

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2.0 Company's profile

2.1 Company's name

Universiti Sultan Zainal Abidin

2.2 Department's name

Pusat Pengurusan Bakat & Latihan
Centre for Training and Talent Management (CenTTM))

2.3 Department's location

Bangunan CenTTM
UniSZA Kampus Gong Badak
21300 Kuala Nerus , Terengganu

2.4 Background

2.4.1 Company and department's background

Universiti Sultan Zainal Abidin (UniSZA) started as Kolej Ugama Sultan Zainal Abidin (KUSZA). KUSZA commenced operation on 1st January 1980 at Batu Burok before moving to Hajah Wook Building in Pulau Kambing in 1981. KUSZA was upgraded to a university status and became Universiti Darul Iman (UDM). UDM underwent a rebranding process on 14 May 2010 and became known as Universiti Sultan Zainal Abidin (UniSZA).

The name of the late Sultan Zainal Abidin III Muazzam Shah ibni Almarhum Sultan Ahmad Muazzam Shah II, Sultan The 11th Terengganu is adopted to honour the services of His Majesty in spreading knowledge and religion in the state of Terengganu. On November 29, 2013, a new UniSZA logo was introduced. UniSZA currently operates in three campuses, namely the Gong Badak Campus (Kuala Nerus) as the main campus, Medical Campus (Kuala Terengganu) and Besut Campus as well as operating a satellite office in Putrajaya.

2.4.2 Company and department's background

The center provides competence and talent empowerment training programs for all UniSZA staff in line with the strategic agenda of Malaysian higher education. The formation of the program is based on eight core values known as Naseem, namely knowledge, faith and morals, charity, leadership, collaboration, entrepreneurship, innovation, and transformation. The construction of the CenTTM training program also leads to continuous professional development to meet the national public sector human resources training policy.

Talent excellence activities organized by CenTTM are focused on four main elements, namely teaching and learning, research and commercialization, talent empowerment, and leadership sustainability. The CenTTM training program is implemented in a focused manner and based on position competencies to strengthen the quality of service for all UniSZA citizens. CenTTM also prioritizes lifelong learning and sharing knowledge with the community in line with the university's philosophy of Knowledge for Human Benefit.

2.5 Department's vision

Training Centre Chosen by Experts

2.6 Department's mission

Provide training to produce:
Excellent staff, brilliant, distinguished
The best training
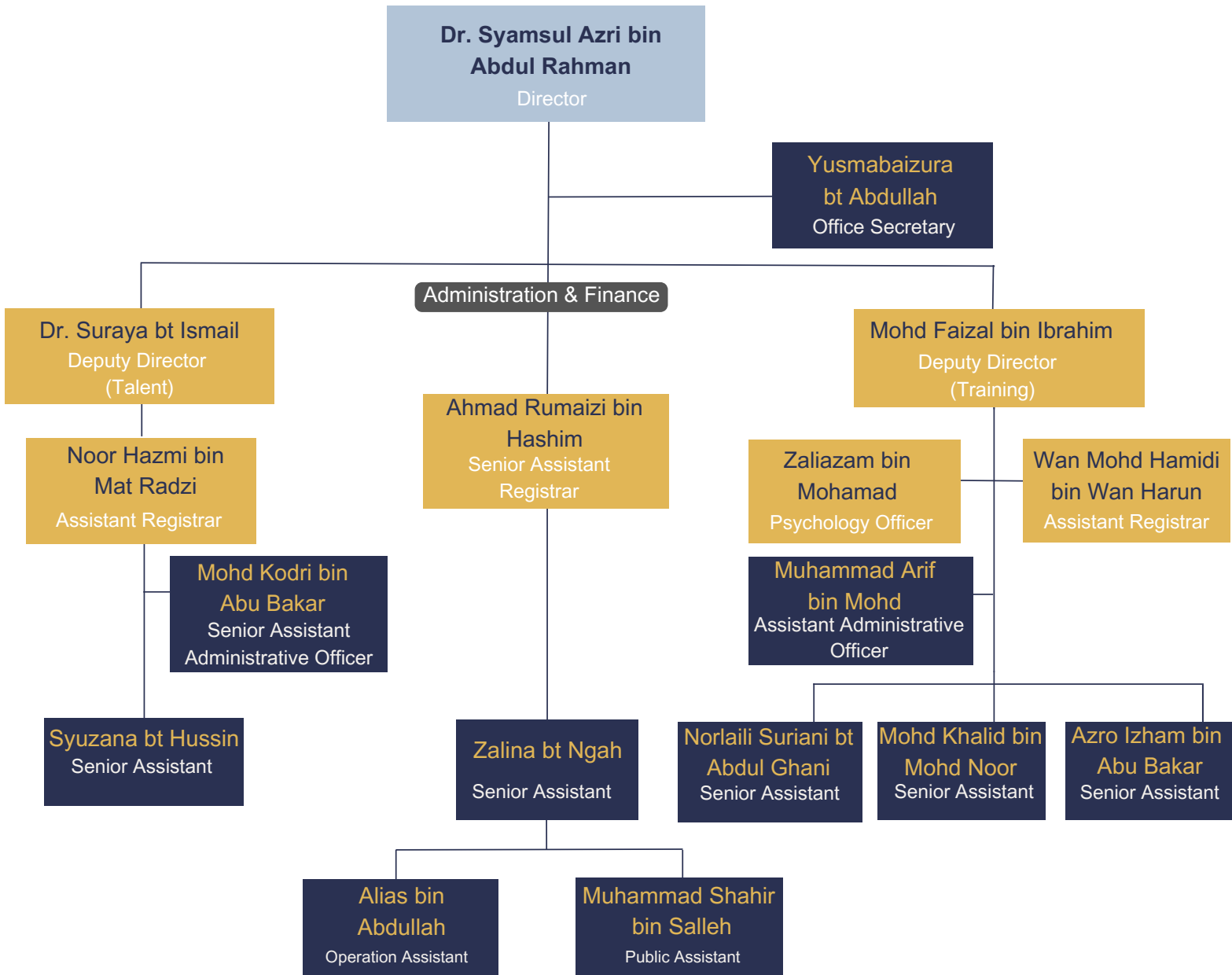*Professional and trained staff*

2.7 Department's tagline

Where Experts are Produced

2.8 Department's values

COMPETENCE
Model Person
Ethics and Integrity
Discipline
Proactive and Creative
Punctuality

2.9 Department's organization chart

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                        Dr. Syamsul Azri bin
                           Abdul Rahman
                              Director
                                                    Yusmabaizura
                                                    bt Abdullah
                                                   Office Secretary

                        Administration & Finance

Dr. Suraya bt Ismail                              Mohd Faizal bin Ibrahim
Deputy Director                                   Deputy Director
(Talent)                                          (Training)

                        Ahmad Rumaizi bin
                           Hashim              Zaliazam bin        Wan Mohd Hamidi
Noor Hazmi bin          Senior Assistant        Mohamad            bin Wan Harun
Mat Radzi               Registrar              Psychology Officer   Assistant Registrar
Assistant Registrar

        Mohd Kodri bin                        Muhammad Arif
        Abu Bakar                             bin Mohd
        Senior Assistant                      Assistant Administrative
        Administrative Officer                Officer

Syuzana bt Hussin       Zalina bt Ngah    Norlaili Suriani bt   Mohd Khalid bin   Azro Izham bin
Senior Assistant        Senior Assistant  Abdul Ghani           Mohd Noor         Abu Bakar
                                          Senior Assistant      Senior Assistant  Senior Assistant

                   Alias bin          Muhammad Shahir
                   Abdullah           bin Salleh
                   Operation Assistant Public Assistant
```

3.0 Company's Reflection

3.1 Company's duration

Industrial training is a structured program aimed at providing practical training within a designated time frame. I recently completed a 24-week industrial training program at Universiti Sultan Zainal Abidin which commenced on 1 March 2023 and concluded on 15 August 2023. During this period, I followed the regular working schedule, working from Sunday to Thursday, from 8:00 a.m. to 4:45 p.m.

3.2 Department, roles, responsibilities and task

DEPARTMENT	Centre for Training and Talent Management (CenTTM)
ROLES	Become a committee for the events
RESPONSIBILITY	Follow the instruction from the from time to time
TASK	Do the regular job and help others

3.2.1 Department

During my internship period, I was assigned to the training department which was named the Centre for Training and Talent Management. The head director is Dr. Syamsul Azri bin Abdul Rahman. This department plays a pivotal role in designing the most effective methods and strategies for the training and talent process. By carefully considering the specific requirements of each position and aligning them with the company's overall needs, the department ensures the acquisition of top talent.

Moreover, it verifies that employees meet the necessary qualifications and adhere to the company's rigorous quality standards to fulfill certain positions. In doing so, the department actively does the regular work such establish requirements, provide training materials, establish standards, and more (Organizing Training Department, 2021).

In this department, I was divided into two units; training and talent. My supervisors are Encik Wan Mohd Hamidi bin Wan Harun and Encik Noor Hazmi bin Mat Radzi.

3.2.2 Roles, responsibilities and task

As we are aware, the human resources department comprises various sections, each serving a distinct function within the organization. My primary role and responsibility during the internship period is to always become the committee that handles the training for the employees either inside or outside the company. Because of that, I always have a commitment to the events.

Then, as we need technology in doing tasks, I also have tasks related to Microsoft Office, Microsoft Excel, and Microsoft PowerPoint. The activities are organizing, filtering, making letters, checking the data, and more. For example, I need to reorganize the data for past office activities. I also worked on the preparation of documents for employees for each training that will be held. Next, I also develop my technical skills as I need to design a lot of certificates, banners, websites, and more for the upcoming events.
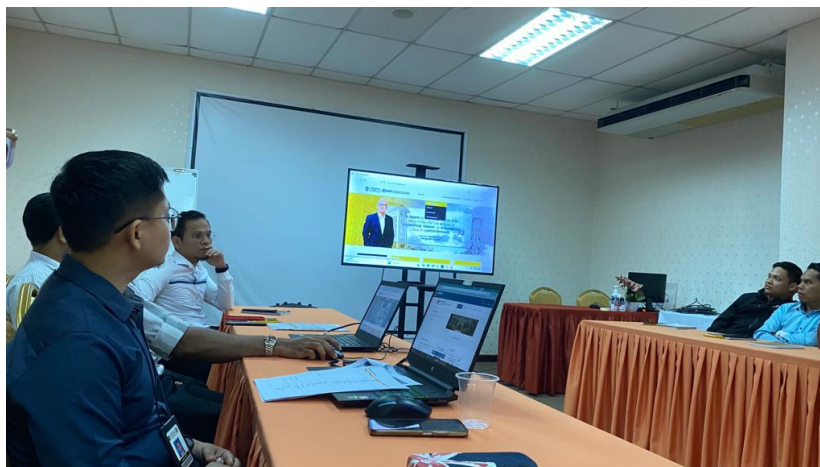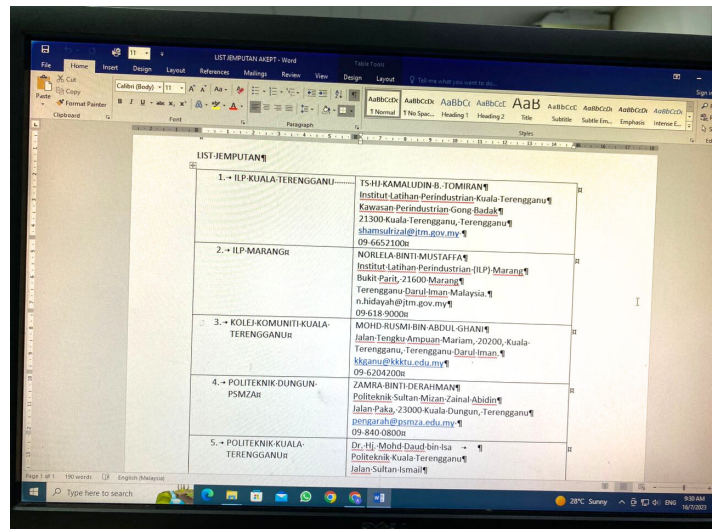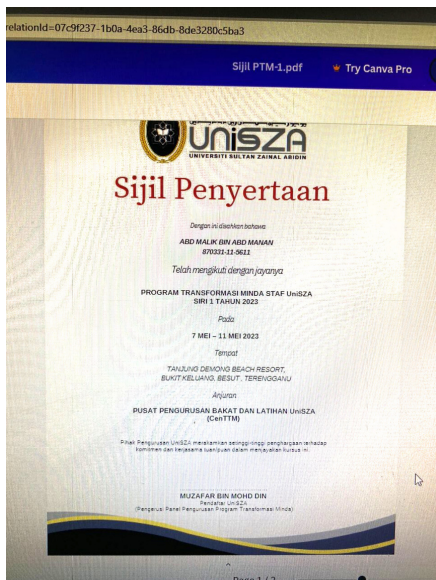
Furthermore, I gained a lot of skills. During my internship, I improve skills like effective communication, professionalism ethic, and more because I always joined meetings and become emcee for the events also. In the meantime, I also enhanced my decision-making skill as we need many things to consider to make a good decision which is very important to the human resource department.
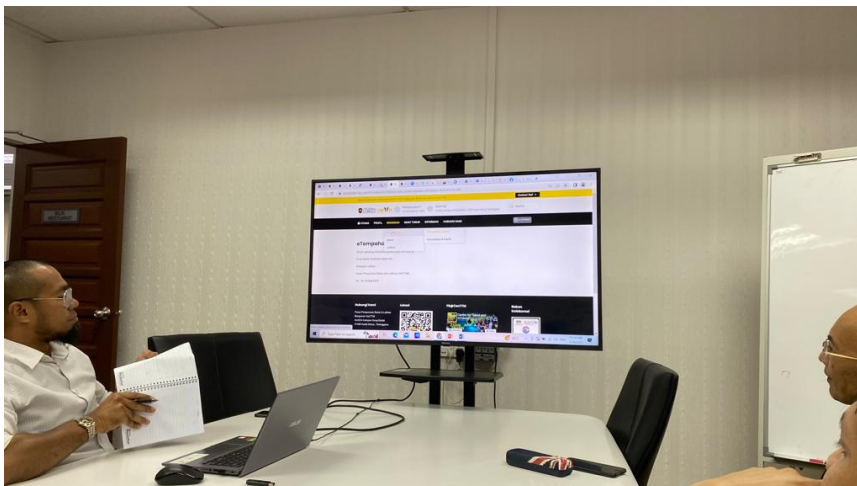
3.3 Benefits

Intrinsic benefits that come from within a person are referred to as intrinsic advantages. On the other hand, extrinsic benefits are advantages or rewards that are given by other people or the external environment (Hajduk, 2017).

Firstly, I am incredibly fortunate to have an employer and supervisor who not only recognize my talents but also wholeheartedly support and guide me along the way. Their unwavering belief in my abilities without any hint of doubt is truly inspiring and has fueled my confidence to reach new heights.

For the benefits, I got Hands-on Experience. Internships offer practical and real-world experience in a specific field or industry. I can apply the knowledge gained in their environment to practical situations by gaining valuable skills and insights. The office also provides me with the essential office equipment to me do the internship job which is very useful to me. The facilities at my department are sufficient, which is very convenient for all people who come to the department.

4.0 Pestel analysis

Political

- The government policy is to make sure the training are provided to all employees

Economic

- The growth and stability of economic in country can help the organization of ongoing training

Social

- Workstyle culture which do not want to join the training as busy with the regular works.

Technological

- The technological change help the training to improve and increase the effectiveness of the training.

Environmental

- Pressure from outsiders to attract employees to the training with them

Legal

5.0 SWOT ANALYSIS

SWOT (strengths, weaknesses, opportunities, and threats) analysis is a valuable framework used to evaluate a company's competitive position and inform strategic planning. It enables organizations to assess both internal and external factors and consider current and future potential (Kenton, 2023).

By conducting a SWOT analysis, companies can take a realistic, data-driven approach to understand their strengths and weaknesses, whether it be within their own operations or in relation to their industry. It is important to ensure accuracy by avoiding pre-conceived beliefs or ambiguous assessments, and instead focusing on real-life contexts. While SWOT analysis provides valuable insights, it should be utilized as a guide rather than a rigid prescription, allowing organizations the flexibility to adapt strategies based on changing circumstances.
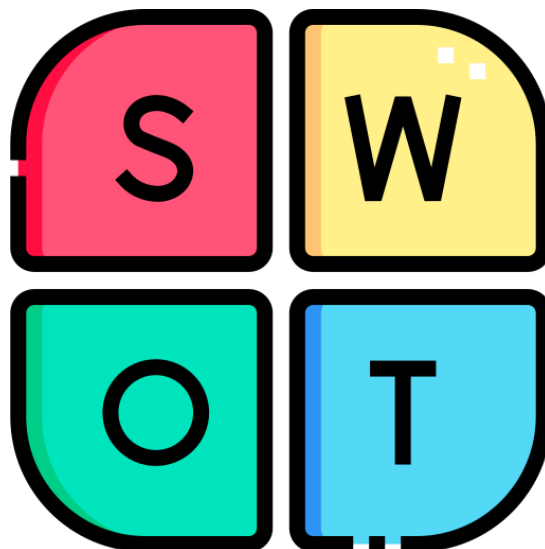
5.1 SWOT ANALYSIS TABLE

Strengths	Weaknesses
- Sufficient financial resources - Adequate facilities and equipment	- Inadequate manpower to manage the training - Lack of integration with other departments
Opportunities	Threats
- Collaboration with outsiders - Latest technology development	- The high workload from departments - Competition from outsiders

6.0 DISCUSSIONS AND RECOMMENDATIONS

6.1 Strengths
i. Sufficient financial resources

With sufficient financial resources, the training department can develop customized training programs designed to the specific needs of the organization and its employees. For one year, the top management will provide financial funds for each term which for one year has two terms. Specialized training or certificates can be made through enough resources. This flexibility allows for the creation of specialized initiatives focused on addressing skill gaps, improving performance in specific areas, or supporting career development.

For example, to boost credibility or satisfy legal criteria, several professions or industries call for specialized training or certifications. In order to increase their marketability and career options, people can enroll in these specialized training programs and certifications if they have the necessary financial means. The training can be conducted without limiting any factors financial and can maximize the training outcomes.

The department will allocate the resources thoroughly to avoid unnecessary needs. For example, to buy the equipment, there are a lot of procedures in which the administration team will make the calculation such as below RM100 and above for the items. The acquisition of training materials, books, internet resources, or software tools that can aid in learning is possible when one has enough financial resources. The availability of these resources may enable more thorough and efficient training.

ii. Adequate facilities and equipment

By having adequate facilities, such as training rooms or spaces, is essential for the training department. These facilities provide a suitable environment for conducting training sessions, workshops, and interactive activities. Well-designed and properly equipped training spaces contribute to the overall training experience and participant engagement. The department also provide proper audio-visual equipment, such as projectors, screens, sound systems, and other equipment that training department had can enhance the effectiveness of training sessions.

6.1.1 Recommendations to sustain this strength

The financial resources need consistent allocation and supervision from time to time. The department needs to optimize the budget as it can be a cost-effective alternative for training materials and technology. The regular inspections, repairs, and upgrades need to be done in order to ensure that the training environment remains safe, functional, and conducive to training. The well-maintained facilities and equipment can demonstrate a commitment to providing a positive training experience.

6.2 Weaknesses

i. Inadequate manpower to manage the training

The training department may have a shortage of qualified trainers or administrators to manage and deliver training programs. This can lead to a heavy workload, increased stress, and limited capacity to meet the training needs of the organization. Some of the training is held at outside and some of the training's employees need to stay at the office. So, it will make a burden to the department as the regular also need to be balanced and done.

ii. Lack of integration with other departments

The other department may operate in isolation from the training department, resulting in a lack of collaboration and alignment with organizational goals and progress. Each department within an organization has its own unique requirements, workflows, and challenges (Solutions, 2021). By operating in isolation, the training department may not have the necessary insights into these specific contexts. As a result, the training programs they develop may lack the necessary relevance and applicability to the day-to-day tasks and responsibilities of employees in different departments.

6.2.1 Recommendation to improve weaknesses

The first is to seek additional resources. By advocating for increased staffing or reallocation of resources from the organization's management. The department must explain the good reason for the importance of adequate manpower in delivering quality training programs and the potential positive impact on employee performance and organizational success.

Second is the regular communication. Establishing open lines of communication is crucial to the department. The training department should engage in regular discussions with other departments to understand their needs, challenges, and objectives. This can be done through meetings, emails, or collaborative platforms among the other departments.

6.3 Opportunities
i. Collaboration with outsiders

Collaboration with outsiders opens doors to a wider pool of training resources. This includes access to additional training materials, tools, software, and equipment that the training department may not have internally. Leveraging these resources can enhance the quality and effectiveness of training programs, making them more engaging, interactive, and impactful as it can make the expansion of training resources.

Collaboration with external partners allows the training department to scale up or down its training initiatives as needed. Seasonal variances, varying demand for training, and individual training need that could call for specialized knowledge can all be handled by external partners. With this adaptability, the training department can meet shifting needs without placing a burden on its internal resources.

By collaborating with others, it brings new ideas and fresh views to the training department. These people or groups can offer fresh perspectives, original approaches to tackling problems, and cutting-edge training methods that may not have been thought of before. This may result in more interesting and successful training sessions. It also can inspire new ways of thinking, problem-solving, and identifying unique opportunities that may have been overlooked internally.

ii. Latest technology development

The rapidly evolving technology is very necessary for continuous learning and upskilling. By embracing the latest technology developments, it can provide opportunities for the training department to stay at the forefront of industry trends, methodologies, and tools. The efficiency and productivity can be increased at the same time. Advancements in technology have facilitated the growth of online and remote learning opportunities. Changes in technology and strategy can lead to the acquisition of new or extra skills (Nassazi, 2013).

As also a result of technological improvements, the training data can now be collected and analyzed, offering useful insights into the performance, engagement, and learning outcomes of trainees. Tools for learning analytics, dashboards, and reporting assist the training department in tracking the success of training efforts, identifying areas for improvement, and making data-informed decisions. The system can record the training either outside or inside training.

Next, the efficiency of content creation and delivery for training. The design, editing, and delivery of training information are made easier by technological tools and software. Trainers can create interactive and multimedia-rich training materials more quickly thanks to authoring tools, multimedia software, and cloud-based collaborative platforms. The participants can use the modules without any problems occurring.

6.3.1 Recommendation to get a benefit from this opportunity

The department should keep up with the collaboration and technology development as it will be beneficial in the future. For example, technology can help the training department enhance its training programs, expand its reach, improve efficiency, and adapt to the changing needs of learners and organizations. With technology, training is easier to retain, knowledge is more widely disseminated, learning can be reinforced, employee training is more convenient, and the impact on productivity is lessened (Beach, n.d.). The training department can explore partnerships that involve fee-based training programs, consultancy services, or licensing arrangements.

6.4 Threat

i. Employees are too busy with works commitment or not allowed to participant the training

When employees are excessively busy, it can lead to various consequences within the organization. The excessive work commitments can hinder employee development and growth opportunities, as they may not have the time to focus on training, learning initiatives, or career advancement. The head directors of departments always hold the employees as the employees and force them to only focus on daily work.

As a result, the employees who should go to the training cannot go to the training that has been organized by the training department. The time and energy wasting will occurred to the training department as they need to replace the participants or organize new training in the future. The cycle of this problem will always occur from time to time.

Without adequate training, employees may struggle to keep up with new tools, technologies, or best practices that could enhance their productivity and efficiency. This can result in suboptimal work processes, errors, or inefficiencies that could have been addressed through proper training. The frustration, dissatisfaction, and a sense of being undervalued also can happen.

ii. Many competitions from outsiders party

The increasing number of competition from external parties poses a significant threat to the department. These competitors are constantly seeking to attract employees to do the training with them. Most of them eagerly message the employees personally rather than approach the department. The strong advertising by external parties also plays a big role to attract employees.

Some of the external training cannot be recorded as not meeting the requirements of training departments. There are some requirements that need to be met in order to record the data. The policy is made based on past things that happen which cause some problems for the training department and will be revised in the time being.

6.4.1 Recommendation to deal with the threats

To overcome the threats, there are some recommendations. Firstly, the department should break down training into smaller modules. Some of the training programs are lengthy or time-consuming and the department should break them down into smaller modules. This will allow the employees to complete the training in smaller increments without feeling overwhelmed or falling behind on their daily regular work. Next, by doing continuous improvement and innovation. The department needs to strive continually by improving and innovating the training existing. By staying updated with the latest industry trends, research, and best practices will enhance the effectiveness and engagement of the training programs.

7.0 Conclusion

During my academic journey as a student of Human Resource Management (BA243), I had the opportunity to undertake the compulsory subject of Industrial Training (HRM 666). This subject is an integral part of the graduation requirements, designed to provide practical exposure and real-world experience to complement the theoretical knowledge gained in the classroom. For a period of 24 weeks, I had the privilege of undergoing my industrial training at Universiti Sultan Zainal Abidin. This experience has been immensely valuable in bridging the gap between academic learning and professional practice. It has allowed me to witness and participate in the day-to-day operations of an organization.

During this internship, I was fortunate to be immersed in the world of working which is very different if I do not go to the internship and it helps me a lot. The experience proved to be invaluable, as it exposed me to the practical aspects of the field and provided insights into the working environment. Alongside gaining practical skills and knowledge, I had the opportunity to know with talented workmates and forge meaningful connections in a supportive environment. I also apply the knowledge that I learned from the past subject in the Human Resources course which is very helpful during my internship.

Overall in my opinion, the internship subject must be kept as a compulsory subject as the students can get a lot of the benefit. I am grateful for the opportunities provided by the organization and the support received from workmate and supervisors. The lessons learned, relationships built, and experiences gained will undoubtedly shape my future endeavors and contribute to my long-term success in the field.

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Appendices

Pejabat Pendaftar | Office of The Registrar

Rujukan Kami : UniSZA.500-8/9/1 Jld.3 (48)
Tarikh   : 21 Februari 2023
Bersamaan   : 30 Rejab 1444H

Dr Nursyamilah Annuar
Penyelaras Latihan Pratik BA243
Universiti Teknologi MARA
Cawangan Perlis, Kampus Arau
PERLIS

YBrs. Dr.,

MAKLUMAN PENEMPATAN LATIHAN INDUSTRI PELAJAR BAGI PROGRAM IJAZAH SARJANA MUDA PENTADBIRAN PERNIAGAAN (KEPUJIAN) PENGURUSAN SUMBER MANUSIA DI UniSZA KAMPUS GONG BADAK

Dengan hormatnya merujuk surat YBrs. Dr. berhubung dengan perkara di atas.

2.   Sukacita dimaklumkan bahawa **Ahmad Luqman Hakim bin Ahmad Sabri (000524110447)** pelajar Universiti Teknologi MARA (UiTM) telah diterima untuk menjalani latihan industri di UniSZA bermula pada **1 Mac 2023 hingga 15 Ogos 2023** sebagaimana berikut:

        Fakulti/PTj   : **Pusat Pengurusan Bakat dan Latihan (CenTTM)**
                         UniSZA, Kampus Gong Badak
        Tarikh Lapor Diri : **01 Mac /8.00 Pagi**
        Pegawai Melapor : **Encik Ahmad Rumaizi bin Hashim**

3.   Untuk makluman YBrs. Dr., pihak UniSZA **tidak akan membayar elaun** sepanjang tempoh pelajar menjalani latihan industri tersebut.

4.   Sehubungan dengan itu, **sila lapor diri di Seksyen Data Staf, HRMIS & Rekod, Tingkat 2, Pejabat Pendaftar, Kampus Gong Badak** dan membawa dua (2) keping gambar berukuran pasport untuk pihak Jabatan Keselamatan dan Kesihatan Pekerjaan (JKKP) mengeluarkan pas sementara. Sekiranya terdapat sebarang pertanyaan sila hubungi **Cik Nur Farhana binti Jusoh** di talian 09-6687670 (tel) ataupun email kepada nfarhanajusoh@unisza.edu.my.

Sekian, segala kerjasama yang diberikan didahului dengan ucapan ribuan terima kasih.

"BERKHIDMAT UNTUK NEGARA"

"Ilmu dan Akhlak"

Saya yang menjalankan amanah,

NURHANA BINTI GHAZALI
Penolong Pendaftar Kanan
Bahagian Sumber Manusia
b.p. Pendaftar

s.k. - Pengarah Pusat Pengurusan Bakat dan
dan Latihan (CenTTM)

- Pengarah Jabatan Keselamatan
dan Kesihatan Pekerjaan (JKKP)

- Ahmad Luqman Hakim bin Ahmad Sabri
1375-D, Lorong Haji Da
Batu Buruk
20400 Kuala Terengganu
TERENGGANU
No.Tel: 019-9432990

- Mohon penyediaan skop
pelatih untuk pemantauan

- Mohon mengeluarkan pas
sementara untuk pelajar berkenaan

BORANG JAWAPAN LATIHAN INDUSTRI

Rujukan Kami :

Rujukan Tuan : 100-UiTMPs (HEA/FPP/BA243/LP-11/01)

Tarikh   :

Dr. Nursyamilah Annuar
Penyelaras Latihan Praktik (BA243)
Universiti Teknologi MARA
Cawangan Perlis, Kampus Arau
02600 Arau, Perlis

Tuan/Puan,

LATIHAN INDUSTRI – IJAZAH SARJANA MUDA PENTADBIRAN PERNIAGAAN (KEP.) PENGURUSAN SUMBER MANUSIA (BA243)

Perkara di atas adalah dirujuk.

Pihak kami *bersetuju / ~~tidak bersetuju~~* untuk menerima pelajar: AHMAD LUQMAN HAKIM BIN AHMAD SABRI (000524-11-0447) untuk menjalani Latihan Industri di organisasi kami mulai **1 Mac 2023** hingga **15 Ogos 2023 (24 minggu)**.

Nama Syarikat : _____Universiti Sultan Zainal Abidin_____
_____Kampus Gong Badak_____

Alamat   : _____21300 Kuala Nerus_____
_____Terengganu Darul Iman_____
_____T : 09-688 8888 Faks : 09-688 7083/._____
_____

Telefon   : _____ No. Faks : _____

Nama Penyelia (Organisasi) : _Encik Ahmad Rumaizi bin Hashim_

Kemudahan** :   [—]   Tempat Tinggal   [—]   Elaun RM_____

Sekian.

Yang benar,

_____
AHMAD KHAIRIN SYAFIQ BIN BAKERI
Pembantu Tadbir (P/O)
Pejabat Pendaftar
Universiti Sultan Zainal Abidin
Kampus Gong Badak
21300 Kuala Nerus, Tereng...

Nama   :

Cop/Jawatan :

*Potong mana yang tidak berkenaan.
**Tanda (*/*) jika disediakan/ada

Nota: *Sila emailkan borang jawapan ini kepada penyelaras latihan praktik BA243 di alamat email **nsyamilah@uitm.edu.my***

Appendices

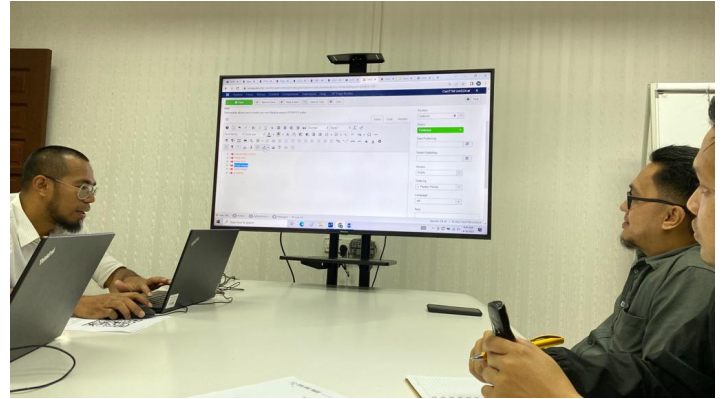

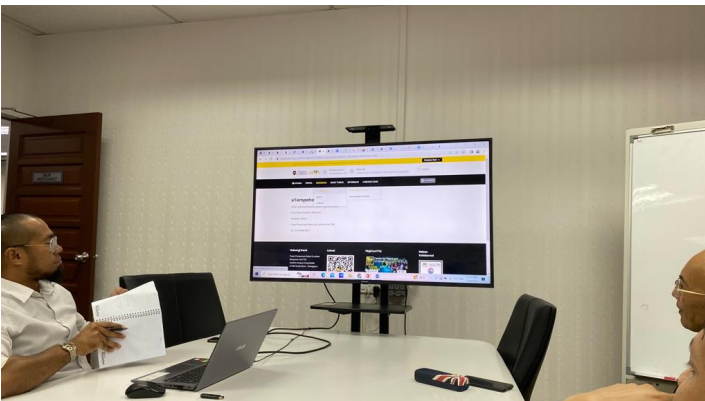*Kursus Orientasi Staf Baharu which held at Merang, Setiu, Terengganu*

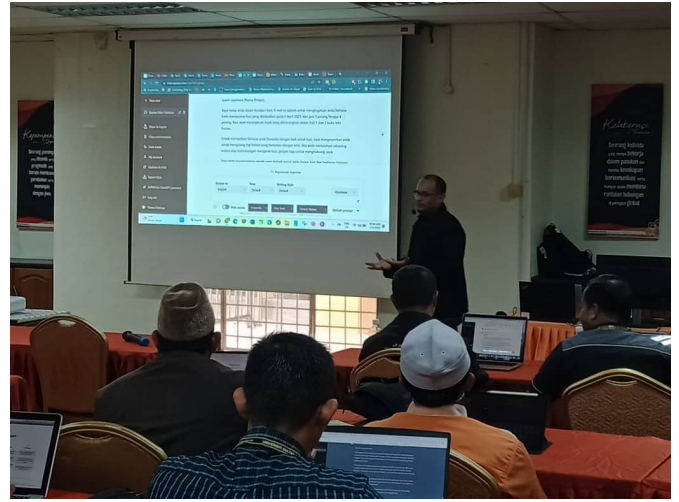*Kursus Asas Pengurusan Pejabat* which held at Dewan Seminar CenTTM 1

Program Transformasi Minda which held at Tanjung Demong Beach Resort, Besut, Terengganu

Workshop for new website at CenTTM meeting room

Various meeting that held at CenTTM meeting room

Bengkel ChatGPT which held at Dewan Seminar CenTTM 1