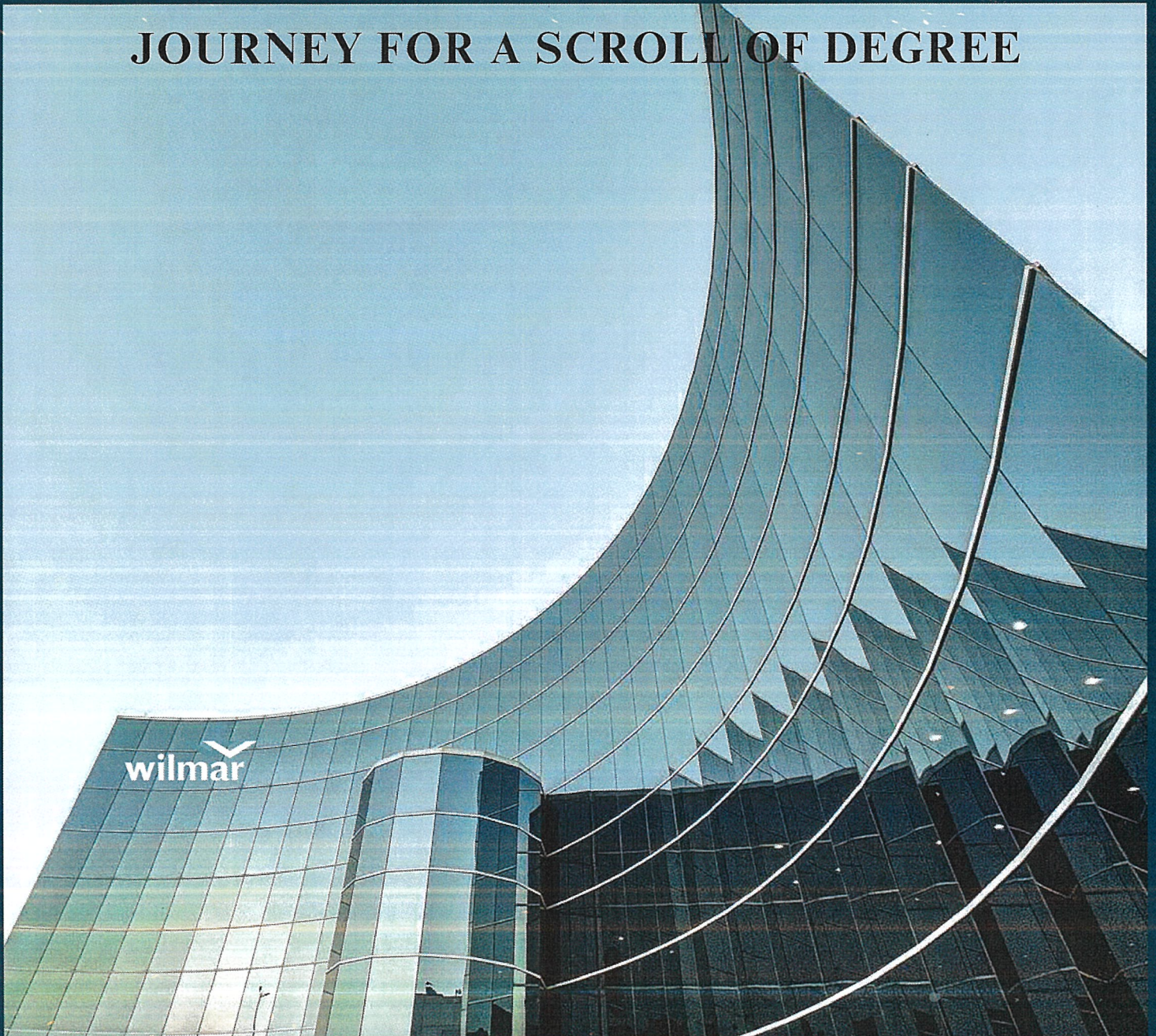


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2021101161

INTERNSHIP

JOURNEY FOR A SCROLL OF DEGREE



"Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time"- Thomas Edison

PREPARED FOR : SIR MOHD ZAILANI BIN OTHMAN

NURAMIRA NADHIRA BINTI MD AINI

TABLE OF CONTENTS

Executive Summary.....	1
Acknowledgement.....	2
Student's Profile.....	3-5
Company's Profile.....	6-7
Vision and Mission.....	8
Organizational Chart.....	9
Products Offered.....	10-11
Training Reflection.....	12-23
SWOT Analysis.....	24
Discussion & Recommendation.....	25-42
Conclusion.....	43
References.....	44-45
Appendices.....	46-50

LIST OF FIGURES

Figure 1 : Resume.....	3
Figure 2 : Resume.....	4
Figure 3 : Resume.....	5
Figure 4 : Wilmar Logo.....	6
Figure 5 : List of Companies.....	7
Figure 6 : Organizational Chart.....	9
Figure 7 : Job Poster 1.....	12
Figure 8 : Job Poster 2.....	12
Figure 9 : Job Poster 3.....	12
Figure 10 : Interview Schedule.....	13
Figure 11 : Interview Session.....	13
Figure 12 : Guarantee Letter.....	14
Figure 13 : Un-fit Medical Report.....	14
Figure 14 : Letter of Appointment 1.....	15
Figure 15 : Letter of Appointment 2.....	15
Figure 16 : Induction Training.....	16
Figure 17 : Internal Memo.....	17
Figure 18 : Confirmation Letter.....	18
Figure 19 : Termination Letter.....	18
Figure 20 : Borang 34.....	20
Figure 21 : Receptionist Duties.....	21
Figure 22 : DHL Airway Bill.....	21
Figure 23 : PGEO's Monthly Training 1.....	29
Figure 24 : PGEO's Monthly Training 2.....	30
Figure 25 : Storage File Room.....	34
Figure 26 : Filing Medical Certificates.....	34
Figure 27 : Zoho People's Logo.....	35
Figure 28 : Zoho People's Interface.....	35
Figure 29 : Delima Oils Sdn Bhd.....	39
Figure 30 : Mewaholeo Industries.....	39
Figure 31 : Sime Darby Oils Sdn Bhd.....	39

LIST OF FIGURES

Figure 32 : Telephone.....	46
Figure 33 : Laptop.....	46
Figure 34 : Hari Raya Celebration.....	46
Figure 35 : My Supervisors and Intern-mates.....	47
Figure 36 : Candidates for Plant Operator Position.....	47
Figure 37 : Birthday Gifts from colleagues.....	48
Figure 38 : Piala Ng Kah Soon (Football Game).....	48
Figure 39 : Sorting Uniforms.....	49
Figure 40 : Separate Defect Uniforms.....	49
Figure 41 : Induction Slide/ Video Presentation.....	50
Figure 42 : Fun-Run with colleague HR/Admin Department.....	51
Figure 43 : Employee Access Card.....	51

EXECUTIVE SUMMARY

This report is an overview of my 24-weeks experience working as an industrial trainee at PGEO Edible Oils Sdn Bhd. I am writing this report primarily to prove that I have successfully finished all of the processes necessary for my industrial training, which has thus far been an exciting and intriguing experience. It has been really helpful to me in developing my interpersonal communication skills and has sped up the rate at which I can respond to situations that arise at work. In addition, during the course of twenty-four weeks, it helped me improve my talents and taught me a lot.

My first day began by attending the orientation session led by Ms. Kasturi, an executive in human resources. On March 1, 2023, my first day, she gave me a warm greeting. In addition, she provided me with a wealth of knowledge about the business, paying particular attention to how I should adapt to working here while I was an intern. Besides, I got to know my Supervisor Encik Norisjamal (Senior Human Resources Executive) on that day and she was very helpful to me in getting along with the other employees in the HR Department. My internship is in the Human Resources department but I am also required to help with any task in the Admin department. The most crucial elements of this Industrial Training report are the company profile, training reflection, SWOT analysis, discussion and recommendation, as well as a conclusion that wraps up the entire study. The SWOT analysis is another method that may be used to assess the company's strengths, weaknesses, opportunities, and threats.

ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

In preparation for completing this internship journey, I have sought the help and guidance of a number of well-respected people, especially people in the Human Resources Department in PGEO Edible Oils (Wilmar). First and foremost, I am very thankful to Allah who gave me good health and mind so that I can complete my internship in the allotted time. For the overall completion of my assignment, I would like to thank Sir Isjamal and Ms. Kasturi, as my supervisor also Sir Mohd Zailani as my advisor for giving me the opportunity to study and participate in their department. I really appreciate them for always giving me support and consulting with me to complete this report. Without their guidance, I may not be able to complete this report accurately.

Next, I am so grateful and thankful to have such great parents and families as they have always given me their strength and support with good motivation and commitment until this report is completed. I am very grateful to them for giving me incredible support on every action I take to complete this task. Furthermore, thanks to all my friends and most special of my classmates who have given me help so that I can improve the quality of my work. This task cannot be done without their help and effort. I would like to thank everyone who directly or indirectly contributed their support and strength. It is very impossible for me to complete the report without them.

STUDENT'S PROFILE

NURAMIRA NADHIRA

POTENTIAL EMPLOYEE



PROFILE

I am a fresh graduates with administrative work experience, looking for a position in your company. I wish to help the staff and management team by using my skills, attention to detail, and positive attitude, and I want to grow together with the company.



EDUCATION

BACHELOR IN BUSINESS ADMINISTRATION. (HONS) HUMAN RESOURCES MANAGEMENT

UiTM Kampus Bandaraya Melaka
CGPA 3.67
2021 - 2023

DIPLOMA IN BUSINESS STUDIES

UiTM (Kolej Bersekutu YPJ)
CGPA 3.29
2017 - 2020

SIJIL PELAJARAN MALAYSIA

SMK Kota Masai
6A 2B 1C
2012 - 2016

LANGUAGES

- Malay
- English
- Basic Arabic

SKILLS

- Leadership
- Communication
- Problem Solving
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Graphic Design (Canva)

WORK EXPERIENCES

INTERNSHIP (HUMAN RESOURCES)

PGEO Edible Oils Sdn Bhd (Wiltmar)
MARCH 2023 - AUGUST 2023

1. HANDLE RECRUITMENT AND ADMIN TASKS

- Co-ordinate, negotiate and liaise with HR Executive in prepare advertisement, recruitment and interview schedules.
- Assist to prepare job vacancy template and advertise in social medium and indeed.
- Segregate resumes according to job position.
- Shortlisted potential candidates and assist to conducts interviews.
- Arrange and liaise with HR Executive to fix the interview date and arranges interviews.
- Assist to submit candidate's assessment forms for management approval.
- Prepare letter of employment to selected candidates.
- Conduct orientation and induction program to new employees on their first day of employment.

Figure 1 : Resume

STUDENT'S PROFILE

- Handover uniforms and PPE items to newcomers.
- Prepare internal memo for newcomers.
- Handover newcomers to respective mentor or Head of Department (HOD) after HR induction.
- Assist to setup employees file using 5S (Sort, Set in order, Shine, Standardize, and Sustain) methods.
- Assist HR Executive to handle selected employees interview session during audits.
- Prepare confirmation letter, salary adjustment letter and termination letter for employees under probation period.
- Assist to fill up BORANG 34A for perkeso cases.
- Assist to prepare letters for perkeso claims such as medical certificate submission.
- Update "Group Hospitalization and Surgical" for the employees.
- Update attrition data in excel sheet.

2. RECEPTIONIST

- Answer incoming telephone calls, determine the caller's purpose and connect the call to the appropriate officer or department.
- Receive and send messages or transfer calls if the appropriate officer is not available.
- Greet visitors on site, complete procedures as guests arrive & depart and announce visitors to appropriate staff upon arrival.
- Receive, organize and save documents as paper or electronic records.
- Distribute parcels and documents received to the appropriate officer or department.
- Perform other necessary clerical tasks such as submitting, copying, organizing, helping prepare couriers and matching consignment notes with invoices.

ADMIN

Legasi Didik Sdn Bhd

MARCH 2020 - APRIL 2021

- Dealing with email enquiries.
- Possibly maintaining the company social media accounts
- Organizing travel and accommodation for staff and customers
- Manage the stock of office supplies and organize the filing system.
- Answering incoming calls; taking messages and re-directing calls as required

PARTICIPATIONS

PROJECT LEADER (HTH 558)

PROFESSIONAL ETIQUETTE FOR HOTELIERS SEMINAR

OCTOBER 2022 - FEBRUARY 2023

MODERATOR FORUM (HRM 554)

RECRUITING EX-CONVICTS TO INDUSTRY. BRINGS MORE HARMS OR GOOD

OCTOBER 2021 - FEBRUARY 2022

GROUP LEADER (ENT 530)

SOCIAL BUSINESS PLAN (ENTREPRENEURSHIP, INNOVATION & TECHNOLOGY) PITCHING 2022

3 - 5 JANUARY 2022

Figure 2 : Resume

STUDENT'S PROFILE

ACHIEVEMENTS

GOLD WINNER FORUM (HRM 554)

RECRUITING EX-CONVICTS TO INDUSTRY, BRINGS MORE HARMS OR GOOD

OCTOBER 2021 - FEBRUARY 2022

WINNER SOCIAL BUSINESS PLAN (ENT 530)

SOCIAL BUSINESS PLAN (ENTREPRENEURSHIP, INNOVATION & TECHNOLOGY) PITCHING 2022

3 - 5 JANUARY 2022

DEAN LIST (SEMESTER 2-5)

BACHELOR IN BUSINESS ADMINISTRATION, (HONS) HUMAN RESOURCES MANAGEMENT

APRIL 2021 - MARCH 2023

REFERENCES

PUAN MAZIAH AFIFAH HAMZAH

Manager Legasi Didik Sdn Bhd

PUAN HIDAYAH BINTI ZAINI

Academic Advisor

ENCIK NOR ISJAMAL NASER BIN NORDIN

Senior Human Resources Executive (PGEO EDIBLE OILS SDN BHD - WILMAR)

MISS KASTURI A/P SILVARAJAH

Human Resources Executive (PGEO EDIBLE OILS SDN BHD - WILMAR)

Figure 3 : Resume

COMPANY'S PROFILE



Figure 4 : Wilmar logo

1. NAME, LOCATION, BACKGROUND

PGEO Group is wholly owned by Wilmar International Limited, one of Asia's largest integrated agribusiness groups. The current chairman of Wilmar is Kuok Khoon Hong, a Singaporean business magnate, entrepreneur and philanthropist. He is in charge of the Group's overall management, with a particular emphasis on new business developments. He has extensive industry experience, having worked in the grains, edible oils, and oilseeds industries since 1973. Wilmar has 34 companies in Malaysia and around 5000 employees in Johor respectively.

PGEO Group's main activity is the manufacturing of edible oils. Its activities are vertically integrated, beginning with the conversion of crude oils into refined oil products to the marketing of these oil products in bulk, steel drums and consumer packs for the local and international markets. It has one of the largest refining capacities in the country with eight refineries in Peninsular and East Malaysia. Annually, PGEO Group refines more than 4 million metric tons of edible oils and about 90% are exported overseas to China, India, United States, EU countries, Middle East, Pakistan, Japan, Philippines, Australia and New Zealand.

In addition, PGEO Group is also actively involved in crude palm oil futures trading, soybean and palm kernel crushing, oleochemical manufacturing, steel drums manufacturing, manufacturing of calcium salt for animal feed and other downstream activities like the production of shortening and hydrogenated products, cocoa butter replacer and other specialty fats. On top of that, PGEO Group has diversified into the renewable energy industry beginning with the operations of biomass steam generation plants to supply steam, electricity and chilled water to three of its factories.

Subsequently, it marked its presence in the biodiesel industry with the commencing of a biodiesel plant in January 2007. In November 2013, it further diversified with the acquisition of a chemical bulk storage installation in Pasir Gudang. PGEO Group's commitment towards excellence has striven itself to continuously improve and brings only the best service to its customers. Hence, the main corporate office of PGEO Group Sdn. Bhd. is located at PLO 338, Jalan Tembaga Dua, Kawasan Perindustri Pasir Gudang, 81707 Pasir Gudang, Johor, Malaysia.

COMPANY'S PROFILE

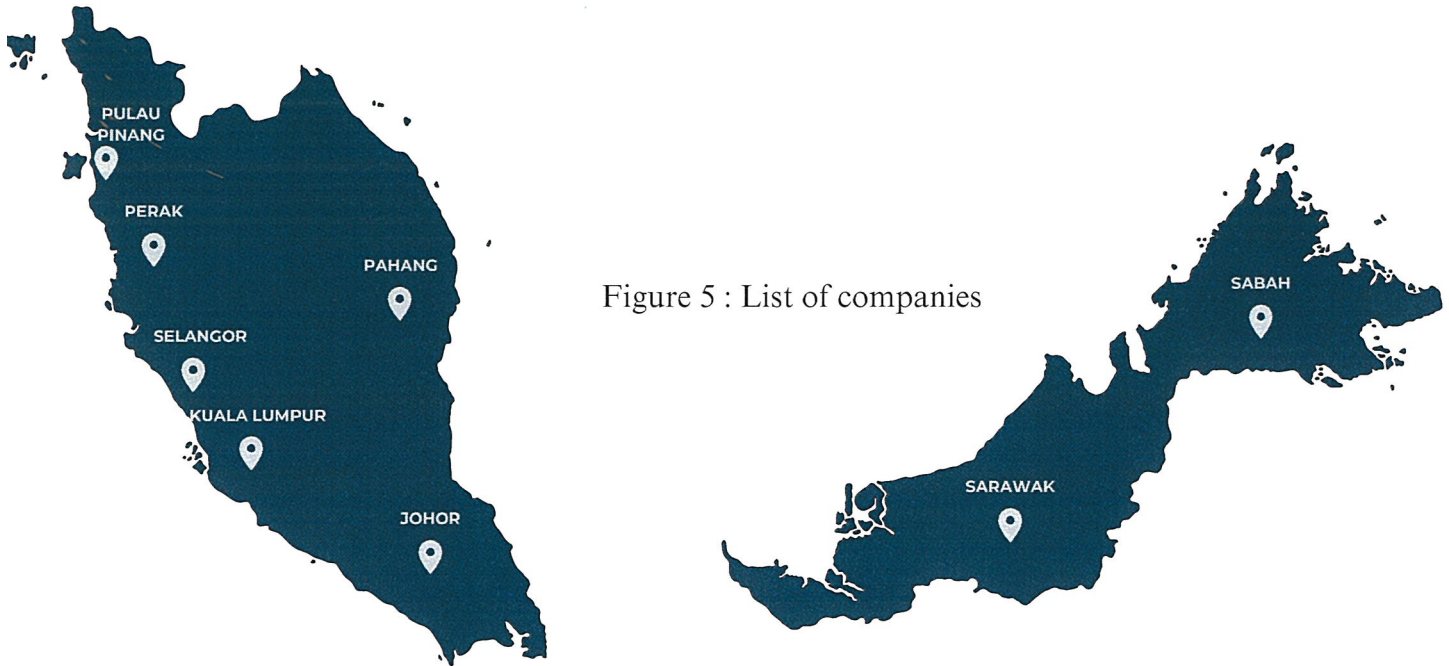


Figure 5 : List of companies

JOHOR

- PGEO Group Sdn Bhd
- PGEO Edible Oils (Packaging)
- PGEO Edible Oils (Refinery)
- PGEO Biotech
- PGEO Oil Mill
- Natural Oleochemicals
- Nexsol Malaysia
- Natural Soap
- Dubois Natural Ester
- Global Ecochemicals
- Wilmar Tank Terminal
- Wilmar Greenfarm
- Volac Wilmar Feed Ingredients (JV)

SABAH

- Sandakan Edible Oils
- Wilmar Fertilizer
- Wilmar Agrifert Lahad Datu Sdn Bhd
- TSH Wilmar (JV)
- Lahad Datu Edible Oil (JV)

SARAWAK

- Bintulu Edible Oils
- Kuching Palm Oil Industries
- Wilmar Agrifert Bintulu Sdn Bhd

SELANGOR

- Minsec Engineering
- Wilmar Palm Oil Sdn Bhd
- Wilmar Agrifert Pulau Indah Sdn Bhd

KUALA LUMPUR

- Wilmar Marketing Sdn Bhd
- Wilmar Agrifert Imex Sdn Bhd
- Wilmar Agrifert Marketing Sdn Bhd

PAHANG

- Wilmar Kuantan Edible Oil

PERAK

- PGEO Edible Oils (Lumut)
- PGEO Oil Mill

PULAU PINANG

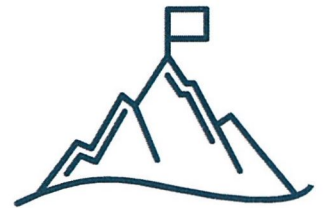
- PGEO Edible Oils (Prai)
- Wilmar Edible Oils Sdn Bhd
- Wilmar Bulking Installation Sdn Bhd
- Wilmar GBS

VISION AND MISSION

2. VISION, MISSION & OBJECTIVE

VISION

The PGEO Group aims to provide clients with high-quality goods and services. Many of the quality systems it has put in place are certified to ISO 9001:2000. Other food safety and quality systems, such as HACCP, GMP Plus Standard, Halal, and Kosher, are also being adopted. The guiding philosophy of the group is quality assured practices.



MISSION

- To increase and expand markets for their products, and to dominate those markets.
- Provide their customers with the things they want at the correct price while utilizing innovation.
- Be devoted to safeguarding the safety, health, and well-being of their workers, colleagues, and the environment as a whole.
- By increasing sales and profits, create long-term shareholder value.

OBJECTIVE

Commitment to excellence and working hard to always improve and offer only the best services to the clients.



ORGANIZATIONAL CHART

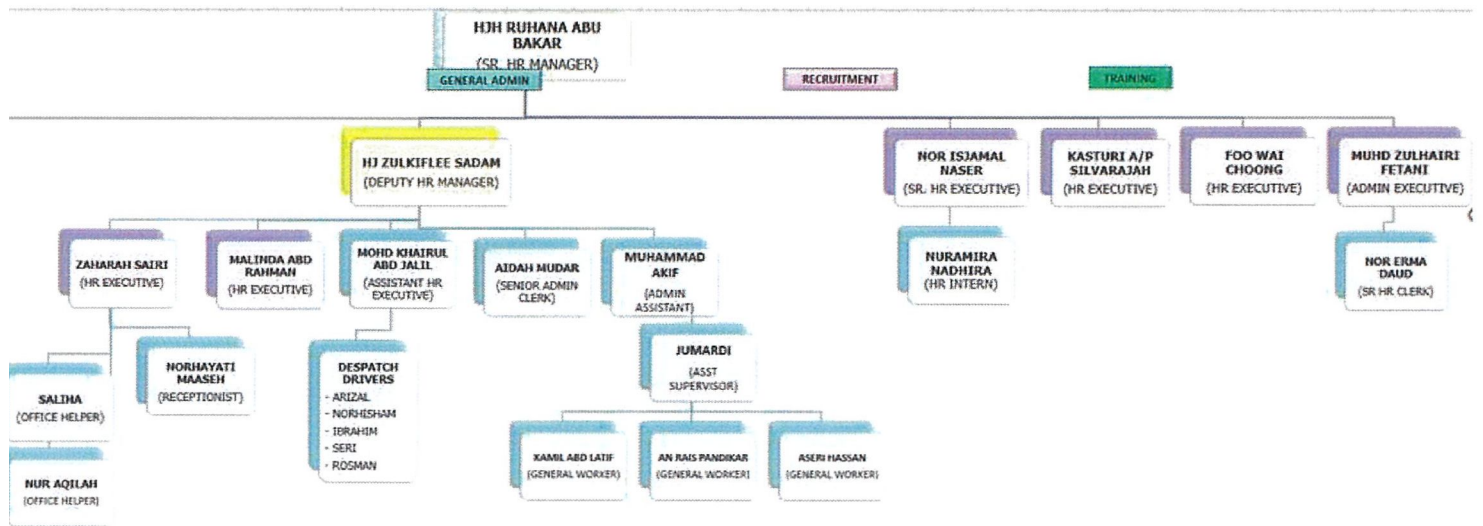


Figure 6 : Organizational chart

PRODUCTS OFFERED



Palm Oil Products

Cooking oils come in a variety of brands, including "Neptune" and "Seri Murni," and are sold locally by FFM Marketing Sdn. Bhd., a fully owned subsidiary of FFM Bhd.

To provide clients a variety of edible oils to choose from, PGEO Edible Oils Sdn Bhd processes various kinds of soft oil. Soft oils are only processed at PGEO Edible Oils Sdn. Bhd. in Pasir Gudang, Johor and are sold only under the trade name "Krystal."



Soft Oil Products



Lauric Oil Products

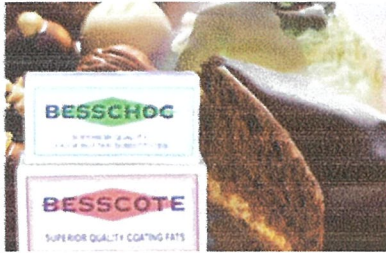
Products made from high-quality lauric oil, which is widely utilised in the food and oleochemical industries. Technically, lauric oil products are manufactured from palm kernel oil, coconut oil, and their derivatives.

PGEO Group puts palm oil products to wider usage in baking and cooking applications with the texturization of palm oils and its fractions to produce three main products such as Shortening, Vegetable Ghee and Margarine.



Texturized Fats

PRODUCTS OFFERED



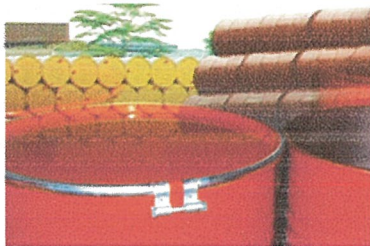
Specialty Fats

To meet different food demand, lauric and non-lauric oils are processed further in PGEO Edible Oils Sdn Bhd to produce several different fats, for example, cocoa butter substitutes, cocoa butter equivalent, ice-cream fats and confectionery fats.

PGEO Group understands the needs of product to be timely packed for distribution, thus it has set up its own packaging division in Pasir Gudang, Johor that packs cooking oil into bottles, jerry cans, tins, pails, bag-in-box (BIB) and drums



Consumer Packs



Steel Drum

PGEO Edible Oils Sdn Bhd in Pasir Gudang, Johor are also produced 210-liter steel drums. These drums are mainly used to pack edible oils

Volac Ingredients Sdn. Bhd, a joint venture company of PGEO Group, produces high quality animal feeds from palm fatty acid distillate and palmitic acid, which are proven to increase dairy cows' milk production significantly, as well as help improve cows' fertility and increase milk fat.



Calcium Salt

TRAINING REFLECTION

DURATION

My internship in the PGEO Edible Oils Sdn Bhd began on 1st March 2023 and lasted until 15th August 2023. My work week is Monday to Friday, and my workday is from 8:30 AM until 5:45 PM. During my whole time in industrial training, which lasted a total of twenty-four weeks or six months, I worked in the administrative and human resources department. As an intern, I am exempt from working on the weekends, and unlike other employees, I am not required to work overtime even if I am not allowed to. This is due to the fact that I am not paid for my efforts and am only given an RM 1,200 monthly stipend from the company. I had the chance to learn about the work that was associated with the company's profile and data during the course of my industrial training.

TASKS AND RESPONSIBILITIES

1. Handling Recruitment Processes

As stated above, I was assigned to the recruitment and selection team, where I am responsible for all recruitment processes. The recruitment process will begin once we receive the Manpower Requisition Form (MRF). I will negotiate and liaise with the Human Resource Executive in preparing the advertisement after receiving the Manpower Requisition Form. Typically, we will post the job poster on Indeed or social media platforms like Facebook and WhatsApp. Throughout my internship I have successfully designed and shared a few posters that I created using Canva platform on social media.



Figure 7 : Job poster 1



Figure 8 : Job poster 2



Figure 9 : Job poster 3

TRAINING REFLECTION

TASKS AND RESPONSIBILITIES

After the job poster is published, we usually wait a few days for candidates to apply. A large number of resumes will be sorted according to their requirements and education level, which must match the job position. For example, the requirements for lab operator are only on the SPM level, but candidates must have at least a B in science and mathematic. We will also consider their work-related experiences. Then, once the candidates have been approved by the HR Executive, I will assist in setting the interview date and scheduling interviews for each candidate. Normally, I reserve the room first two days before so that we are not rushed on the day of the interview. I will also schedule separate interviews for each candidate, for example, if there are three candidates, the first will be at 2.30PM, the next at 3.00PM, and the last at 3.30PM. I will ensure that the time between candidates is at least 30 minutes so that the candidates do not have to wait any longer for their turn.

PGEO EDIBLE OILS SDN BHD											
INTERVIEW FOR PLANT OPERATOR											
S/N	CANDIDATE NAME	POSITION	IC NO.	H/P NO.	INTERVIEW DETAILS		ATTENDANCE		STATUS (✓)		REMARKS
					DATE	TIME	ATTEND (✓)	NOT ATTEND (X)	VAPE	SMOKE	
1	MOHAMAD NURAMIN BIN SABRI	PLANT OPERATOR		010-4119525	14-Jul-23	2.30PM			X	X	
2	MUHAMMAD IQBAL ZAKIR BIN LASMAN		001223-01-0033	019-2906578		3.00PM			X	X	
3	MOHD AMIRUL AKMAL BIN MOHD ISMAIL		930528-01-5261	011-33424245		3.30PM			X	X	
4	MUHAMMAD NAZMI BIN NAZRU		991030-03-5125	011-28798322		4.30PM			X	X	
VENUE : PGEO EDIBLE OILS SDN BHD											
PLO 338 JLN TEMBAGA 2 PASIR GUDANG JOHOR											

Figure 10 : Interview schedule



Figure 11 : Interview session

14

TRAINING REFLECTION

TASKS AND RESPONSIBILITIES

Next, for the successful and healthy candidates, I will issued the Letter of Appointment (LOA) for them. A letter of appointment essentially verifies that a candidate has been hired for a specific position and has accepted it. The appointment letter elaborates on the position offered, salary, benefits, confidentiality policy, work policy, starting date, and other important details about the job. The General Manager and Group HR Controller must both sign the Letter of Appointment for it to be valid. Usually, the offer letter will be given to the employees on their first day of work but there is some cases, we give them earlier since they need to notify their current employers of their intention to resign.

PGEO Edible Oils Sdn Bhd

Registration No. 19730100668 (14202-V)
SST No. J1-1808-2102626



POBO/ADM/SD 0727/07/2023

13JULAI, 2023

ENCIK MUHAMMAD AMAR BIN SAMSUDIN,
NO. 13 JALAN HIRSAH 8,
JAMPUNG KOPOK BAKU,
81700 PASIR GUDANG,
JOHOR.

Tuan,

PER : SURAT PERLANTIKAN JAMATAN SEBAGAI
2nd GRADE FITTER

Adalah dengan sukacitanya dimaklumkan bahawa syarikat ini melantik anda bagi jawatan di atas tertakluk pada syarat-syarat dan peraturan-peraturan seperti berikut :-

- TARIKH MULA PERKHIDMATAN** - Berkuatkuasa 21hb. Ogos, 2023.
- JAMATAN DAN GAJI POKOK** - Sebagai 2nd Grade Fitter sebanyak RM 2,300.00 sebulan. Disamping itu pihak syarikat menyediakan kemudahan perumahan untuk diri, RMSP dan SOCSO.
- ELAUN** -
i. Elaun Syif sebanyak RM120.00 sebulan sekiranya anda bekerja selama lapan (8) jam sehari mengikut jadual syif.
ii. Elaun Makan sebanyak RM150.00 sebulan.
- LOKASI PENUGASAN** - Bagi peralantikan jawatan ini anda akan ditempatkan di alamat PGEO EDIBLE OILS SDN BHD, LORONG FUKAL DUA, KAMASAN LEMBAGA PELASUTAN JOHOR, P.O. BOX 88, 81707 PASIR GUDANG, JOHOR.
- TEMPOH PERCUBAAN** -
i. Anda adalah dikehendaki menjalani tempoh percubaan selama tiga(3) bulan.
ii. Tempoh percubaan boleh dilanjutkan mengikut budi bicara syarikat jika perlu.
iii. Atau perkhidmatan boleh ditamatkan tertakluk kepada penilaian prestasi dan mutu perkhidmatan anda didalam tempoh tersebut.
- PENGESAHAN JAMATAN** - Pengesahan jawatan anda adalah bergantung kepada prestasi dan mutu perkhidmatan anda dengan syarikat ini dan anda akan diberitahu mengenai pengesahan jawatan anda melalui surat.

.../2-

Packaging Division
PLO 13M, Jalan Tembaga Dua
Kawasan Perindustrian Pasir Gudang
PO Box 88, 81707 Pasir Gudang
Johor, Malaysia
Tel: 607-2548822
Fax: 607-2514870
Web: www.pggeogroup.com.my

Refinery Division
Lorong Pukul Dua
Kawasan Lembaga Pelabuhan Johor
PO Box 88, 81707 Pasir Gudang
Johor, Malaysia
Tel: 607-2599599
Fax: 607-2511079

Registered Address
Letter Box No. 115,
13th Floor, UBN Tower
No. 10, Jalan P. Ramlee
50250 Kuala Lumpur,
Malaysia
Tel: 603-27260088
Fax: 603-27260099

Figure 14 : Letter of Appointment 1

PGEO Edible Oils Sdn Bhd

Registration No. 19730100668 (14202-V)
SST No. J1-1808-2102626



- MUKA 3 -

- Pihak syarikat berhak menghantar anda untuk berkhidmat ke tempat-tempat lain di dalam atau ke luar negeri dimana perkhidmatan anda diperlukan.
 - Perkhidmatan anda pada setiap masa adalah tertakluk di bawah syarat-syarat dan peraturan-peraturan syarikat ini, Peraturan - Peraturan Kesihatan dan Keselamatan Pekerjaan 1994 (Akta 514) dan Akta Kerja 1955 (Akta 265).
 - Jika syarat-syarat dan peraturan ini dipersetujui oleh pihak anda, sila tandatangan dan kembalikan salinan ke-dua surat ini kepada kami.
 - Dengan menerima tawaran pekerjaan ini, sila kemukakan salinan Sijil Digital Vaksinasi Covid-19 anda.
- Kami berharap anda dapat menjalankan tugas di syarikat ini dengan penuh jayanya.
- Sekian, terima kasih.

Yang benar,
D/g PGEO EDIBLE OILS SDN BHD

MO KIAN SOON
General Manager
(M)

Saya dengan ini mengaku menerima dan memahami akan isi kandungan surat ini.

MUHAMMAD AMAR BIN SAMSUDIN

NO KAD PENGENALAN : 980321 - 01 - 5935

TARIKH :

Packaging Division
PLO 13M, Jalan Tembaga Dua
Kawasan Perindustrian Pasir Gudang
PO Box 88, 81707 Pasir Gudang
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Refinery Division
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PO Box 88, 81707 Pasir Gudang
Johor, Malaysia
Tel: 607-2599599
Fax: 607-2511079

Registered Address
Letter Box No. 115,
13th Floor, UBN Tower
No. 10, Jalan P. Ramlee
50250 Kuala Lumpur,
Malaysia
Tel: 603-27260088
Fax: 603-27260099

Figure 15 : Letter of Appointment 2

TRAINING REFLECTION

TASKS AND RESPONSIBILITIES

Then, I also conduct orientation and induction training for new employees on their first day of employment. The induction usually consume at least four hours from 8.30AM till 12.30PM. A few videos about the company overview and policy will be shown to the new hires during induction training. The video will include footage from the video of:

- Company Overview
- Anti Bribery, Anti Corruption + Quiz
- Sexual Harassment + Quiz
- Good Manufacturing Product (GMP)
- Halal Policy + Quiz
- Misconduct and Disciplinary Procedure + Quiz
- Safety + Quiz

The induction training is compulsory. The newcomers must answer all the quizzes that provided from Human Resources (Training team). The goal of all of the quizzes is to assess their understanding of company policies.




Figure 16 : Induction training

TRAINING REFLECTION

TASKS AND RESPONSIBILITIES

After the induction training ended, I need to prepare internal memos for each of newcomers. A memo's purpose is to inform members of an organization about important facts or details concerning the organization's operations (Baird, 2021). As for PGEO Edible Oils Sdn Bhd itself, the internal memo for newcomers is intended to inform the account department about the newcomers' salary, allowance, and Employees Provident Fund (EPF) numbers for salary purposes.



PGEO EDIBLE OILS SDN BHD
(Inter-Office Memo)

TO	: ACCOUNTS DEPT.	DATE	: 03.07.2023
FROM	: ADMIN. DEPT.		

RE : NEW APPOINTMENT

The particulars of a new employee are as follows: -

EMPLOYEE NUMBER	: PITG 03577
NAME	: MUHAMMAD 'IZZUDDIN BIN ZAKARIA
ADDRESS	: NO. 22, JALAN RAMBAI 7, TAMAN KOTA MASAI, 81700 PASIR GUDANG, JOHOR.
TEL. NO.	: 013-6448013
DATE OF COMMENCE	: 03.07.2023
POSITION	: IT EXECUTIVE
DEPARTMENT/DIVISION	: IT / PACKAGING DIVISION
STARTING SALARY	: RM 4,300.00 + RM150.00
OT ENTITLEMENT	: NON OVERTIME STAFF
N.R.I.C. NUMBER	: 921017-08-6581
DATE OF BIRTH	: 17.10.1992
EPF NUMBER	: 21482225
SOCSSO NUMBER	: NIL
INCOME TAX NUMBER	: NIL
MARITAL STATUS/	: MARRIED
SPOUSE NAME	: NORFAZIRA BINTI ABDULLAH
NO. OF CHILDREN	: TWO (2)

Thank you.

HJH RUHANA BINTI ABU BAKAR
 Group Human Resource Controller
 /N/

Figure 17 : Internal memo

TRAINING REFLECTION

TASKS AND RESPONSIBILITIES

2. Issuing letter after employees ended their probations period.

In PGEO Edible Oils Sdn Bhd, the employees are given 3-months of their probationary period. During the probation period, the employer can assess the employee's ability to interact with others. All employees must respect authority and follow orders from supervisors and managers. Working with coworkers during the probationary period allows the employer to determine how well the employee will fit in. If the employee does not get along with the other employees or does not contribute to the company's success, the employer may decide that keeping the employee on board is not in the best interests of the company. There are no promises. If employees fail to meet expectations, the employer has the option of extending the probationary period or terminate the employees (Cron, 2020). There are a few letter that I have issued after the employees ended their probations period:

PGEO/ADM/INT 0540/05/2023
26hb Mei 2023

MUHAMMAD HAIQAL HAKIMI BIN HAIRUL AHMAL
Da PGEO Edible Oils Sdn Bhd
Packaging Division - Consumer Packing Plant

Tuan,

PER : SURAT PENGESAHAN JAWATAN

Perkara yang tersebut di atas adalah dirujuk.

Adalah dengan sukacitanya dimaklumkan bahawa setelah membuat pertimbangan dan penilaian ke atas prestasi dan mutu perkhidmatan disepanjang tempoh percubaan tuan dari **1hb Oktober 2022 hingga 25hb Mei 2023** maka pihak syarikat telah menetapkan untuk mengesahkan pekerjaan tuan sebagai **GENERAL WORKER** mulai **26hb Mei 2023**.

Pihak syarikat mengucapkan tahniah di atas pengesahan jawatan dan berharap tuan akan terus menunjukkan mutu perkhidmatan yang baik dan lebih bersungguh-sungguh lagi di masa-masa akan datang.

Sekian, terima kasih.

Yang benar
h/p PGEO EDIBLE OILS SDN BHD

NG KAH SOON
General Manager

Las
s.k. Bahagian Kewangan Ketua Jabatan

PGEO ADM/INT 0533/05/2023
25hb Mei 2023

PRIVEENDRAN A/L VIJENDRAN
No. 3 Jalan Suria 49,
Bandar Seri Alam,
81750 Masai,
Johor

Tuan,

PER : SURAT PENAMATAN PERKHIDMATAN

Perkara yang tersebut di atas adalah dirujuk.

Dimaklumkan bahawa setelah membuat pertimbangan dan penilaian prestasi serta mutu perkhidmatan tuan dari **1hb Oktober 2022** dan dilanjutkan hingga **26hb Mei 2023**, pihak syarikat mendapati mutu prestasi kerja tuan adalah tidak memuaskan seperti yang dikehendaki.

Oleh yang demikian, pihak syarikat **tidak dapat** mengesahkan pekerjaan tuan sebagai **GENERAL WORKER** di syarikat ini dan perkhidmatan tuan akan ditamatkan mulai **27hb Mei 2023** selaras dengan para (g) surat perantikan tuan bertarikh 11hb Oktober 2022 rujukan PGEO ADM/INT 2934/10/2022. Iaitu "perkhidmatan tuan boleh diberhentikan dengan satu pihak memberi 24 jam notis atau sebaliknya membayar satu hari gaji menggantikan notis".

Dengan ini tamah akhir perkhidmatan tuan adalah pada **26hb Mei 2023**.

Tuan adalah diminta untuk memulangkan scan card dan segala kelengkapan yang telah diberikan oleh pihak syarikat kepada tuan (jika ada).

Sekian, terima kasih.

Yang benar
h/p PGEO EDIBLE OILS SDN BHD

NG KAH SOON
General Manager

Las
s.k. Bahagian Kewangan Ketua Jabatan

Figure 18 : Confirmation letter

Figure 19 : Termination letter

TRAINING REFLECTION

TASKS AND RESPONSIBILITIES

3. Assist to handle perkeso cases

SOCISO (Social Security Organisation) is also known as PERKESO (Pertubuhan Kesematan Sosial). It is a government agency that was established in 1971 as part of the Ministry of Human Resources. All private companies in Malaysia are required to register with SOCISO under the Employees' Social Security Act 1969. The purpose of SOCISO is to provide social security protection in the form of cash and benefits to employees in the private sector in the event of workplace injuries, emergencies, occupational sickness, and death.

In PGEO Edible Oils Sdn Bhd, the classified PERKESO cases into three cases. First is 'Penyakit Khidmat'. It is a situation in which employees contract the disease or illness while performing their duties. For example, office workers with poor ergonomics may develop a slip disc. They can file a claim under PERKESO. Second is 'Kemalangan Industri' where the accident occurs during work, such as burns while working, falling down the stairs when leaving the plant, and many others. Also an accident on the way to or from work. From all the cases classified by PGEO Edible Oils Sdn Bhd, the employees involved need to:

- Fill up BORANG 34 for PERKESO cases.
- Medical Certificates
- Copy of Identification Card
- Copy of employees' attendance
- Copy of bank statement
- Copy of pay slip (6 months)
- Justification of incidents. (Police report/ EHS report/ Medical report)

Thus, based on the foregoing, I must ensure that all of the necessary items are completed before issuing the cover letter and sending everything to PERKESO for claims purposes. PERKESO will usually pay them based on the date of their leave on medical certificates.

TRAINING REFLECTION

BORANG 34
BORANG BUTIRAN NOTIS DAN TUNTUTAN FAEDAH
PERATURAN PERATURAN JAM-KI SELAMATAN SOSIAL PERAKA 1971
(Peraturan 40, 53, 56(b), 58, 59(1), 60A), 71, 71A), 83, 88 dan 90)

BORANG 34 - BUTIRAN NOTIS DAN TUNTUTAN FAEDAH

JENIS NOTIS : (Tentukan :) pada Notis berkaitan : NOTIS KEMALANGAN NOTIS PERMATA KANDAT NOTIS KELETAN NOTIS KEMATIAN

A. BUTIRAN BUTIR ORANG BERINSURANS

A1 Nama : _____

A2 No. Kad Pengenalan baru : _____ A3 No. Kad Pengenalan lama : _____

A4 No. Pasport / No. Polis / No. Tentera / No. Keselamatan Sosial (SSN) : _____ A5 Tarikh lahir : _____

A6 Bangsa : Melayu Cina India Bumiputera Sabah Bumiputera Sarawak Lain-lain : _____

A7 Jantina : Lelaki Perempuan

A8 Pekerjaan : _____

A9 Alamat surat menyurat : _____

Poskod : _____ Negeri : _____

A10 No. Tel. Rumah : _____ A11 No. Tel. Bimbit : _____

A12 E-mail : _____

B. BUTIRAN BUTIR MAJIKAN

B1 No. Kod Majikan : _____

B2 Nama Perusahaan : _____

B3 Alamat surat menyurat : _____

Poskod : _____ Negeri : _____

B4 No. Telefon : _____ B5 No. Faks : _____

B6 E Mail : _____

C. BUTIRAN BUTIR GAJI ORANG BERINSURANS

C1 Tarikh mula pengambilan kerja : _____ C4 Butir-butir gaji bagi tempoh 6 bulan berturut-turut, sebelum bulan kemalangan / kematian / notis keletan / notis penyakit khidmat

C2 Tarikh pemberhentian kerja (jika terdapat) : _____

SR	Bulan	Tahap	Gaji (RM)
1			
2			
3			
4			
5			
6			

C3 Adakah gaji dibayar pada hari kemalangan? Ya Tidak

D. BUTIRAN BUTIR NOTIS KEMALANGAN

D1 Tarikh kemalangan : _____

D2 Masa kemalangan : _____ a.m. / p.m.

D3 Tempat kemalangan : _____

D4 Bilakah kemalangan berlaku? Semasa bekerja Semasa perjalanan antara tempat tinggal / kediaman dengan tempat kerja Semasa perjalanan pada masa rehat yang dibenarkan Semasa perjalanan berkaitan dengan pekerjaan

D5 Tarikh kematian (jika terdapat) : _____

D6 Bagaimana kemalangan berlaku? _____

D7 Tujuan perjalanan pada hari kemalangan (jika kemalangan berlaku semasa perjalanan) : _____

D8 Adakah hari kemalangan hari orang berpuasa? Ya Tidak

D9 Waktu kerja bermula pada hari kemalangan : _____ a.m. / p.m.

D10 Waktu rehat yang dibenarkan pada hari kemalangan : _____ a.m. / p.m.

D11 Waktu kerja tamat pada hari kemalangan : _____ a.m. / p.m.

D12 Waktu kerja tamat pada hari kemalangan : _____ a.m. / p.m.

D13 Nama saksi (jika ada) : _____

D14 No. telefon saksi (jika ada) : _____

D15 Tarikh cuba sakit bermula : _____

D16 Nama & alamat klinik yang memberikan rawatan awal : _____

E. BUTIRAN BUTIR NOTIS PENYAKIT KHRIDMAT

E1 Nama & alamat majikan bagi tempoh 6 bulan terakhir pekerjaan

SR	Nama & Alamat Majikan	Tempoh Bekerja	Pekerjaan
1			
2			
3			
4			
5			
6			

E2 Penyakit penyakit khidmat : _____

E3 Adakah penyakit berkaitan dengan pekerjaan? Ya Tidak

E4 Sifat penyakit / luka & bagaimana orang berpuasa berpuasa berpuasa kepada bakiya

E5 Sifat penyakit / luka & bagaimana orang berpuasa berpuasa berpuasa kepada bakiya

E6 Jumlah hari cuti sakit (jika ada) : _____

E7 Jumlah hari cuti sakit (jika ada) : _____

E8 Tempoh cuti sakit (jika ada) : _____

E9 Nama & alamat klinik yang memberikan rawatan awal : _____

F. BUTIRAN BUTIR NOTIS KELETAN

F1 Perihal keletan : _____

F2 Tahun mula menghadapi keletan : _____

F3 Adakah orang berpuasa berpuasa berpuasa kepada bakiya? Ya Tidak

F4 Tarikh berhenti kerja (jika terdapat) : _____

F5 Maklumat pengambilan kerja

SR	Nama & Alamat Majikan	Tempoh Bekerja	Pekerjaan	Gaji (Bulanan / RM)
1				
2				
3				
4				
5				
6				

G. BUTIRAN BUTIR NOTIS KEMATIAN

G1 Tarikh kematian : _____

G2 Sebab kematian : _____

G3 Adakah kematian berkaitan dengan kemalangan? Ya Tidak

G4 Bilakah orang berpuasa berpuasa berpuasa kepada bakiya? (jika ada)

H. PILIHAN PEJABAT PERKESO UNTUK BERURUSAN

Bandar : _____

Negeri : _____

I. PERAKUAN MAJIKAN / WAKIL MAJIKAN

Saya menyempatkan bahawa sebarang pengetahuan dan kepercayaan saya bahawa semua butiran yang dinyatakan adalah benar

Tandatangan majikan / wakil majikan yang akan dibuat : _____

Nama : _____ Tarikh : _____

Jawatan : _____

Tandatangan tidak diperlukan sekiranya borang ini dihantar melalui medium elektronik bertulis kepada pengarah atau PERKESO

J. PENGESAHAN ORANG BERINSURANS / ORANG TANGGUNGJAWAB / PIHAK YANG MENUNTUT

Saya : _____

Alamat surat menyurat : _____

Poskod : _____ Negeri : _____

No. Kad Pengenalan baru : _____ No. Kad Pengenalan lama : _____ No. Pasport / No. Polis / No. Tentera / No. Keselamatan Sosial (SSN) : _____

No. Tel. Rumah : _____ No. Tel. Bimbit : _____

E Mail : _____

SAYA DENGAN INI MENGENALKAN BAKIYANYA

1. Saya orang berpuasa dan akan menyerahkan PERKESO sekiranya saya baki baki dan mendapat gaji untuk masa mana hari dalam tempoh hilang upaya bagi tuntutan Faedah Hilang Upaya Sementara dan menuntut apa-apa faedah yang layak

2. Saya telah menanggung perbelanjaan bulanan RM _____ untuk pengurusan mayat orang berpuasa yang meninggal dunia dan ingin menuntut pembayaran amalan Faedah Pengurusan Mayat

3. Saya adalah "anak lelaki atau" anak perempuan yang terluar sekali yang masih hidup kepada orang berpuasa yang meninggal dunia dan ingin menuntut Faedah Pengurusan Mayat

4. Saya adalah "orang tanggungan atau" "pihak yang tanggungan" kepada orang berpuasa yang telah meninggal dunia menuntut apa-apa faedah yang layak untuk "Saya atau" dan "orang tanggungan" baki baki saya

5. Jumlah orang tanggungan : _____

MAKLUMAT ORANG TANGGUNGJAWAB ADALAH SEPERTI BERIKUT

SR	Nama Orang Tanggungan	No. Kad Pengenalan / Sijil Lahir	Tarikh Lahir	Hubungan dengan Orang Berpuasa (jika ada) / Hubungan dengan Pihak yang Menuntut (jika ada)
1				
2				
3				
4				
5				
6				
7				

6. Maklumat Bank adalah seperti berikut : _____

7. Saya mengaku maklumat dan butir-butir yang diberikan adalah benar dan pengetahuan dan kepercayaan saya

Tandatangan "I" atau "ku" per kesian pihak menuntut : _____

Tandatangan atau cap per 6000 diperlukan sekiranya borang ini dihantar melalui medium elektronik bertulis kepada pengarah atau PERKESO

UNTUK KEGUNAAN PERKESO

TARIKH NOTIS : _____

Tandatangan penerima : _____

Nama : _____ Jawatan : _____

CCP
TAMBAH TANDA

Figure 20 : Borang 34

TRAINING REFLECTION

TASKS AND RESPONSIBILITIES

4. Others

Furthermore, I also do some receptionist work. I had to take her (Ms. Yatie) place for more than a week because she was sick. One of the tasks is, I need to answer every incoming call. I need to figure out why the caller is calling and who they want to talk to. Then I transfer the call to the specific person or department that the caller desired to speak with once I understand their objective. During the first few days, that was a little difficult because I had to memorize every department extension call. It has a file for all employee extensions, but finding them one by one takes a long time. I don't want the caller to wait any longer, thus the best solution is for me to memorize as fast as possible each department clerk's extension number.

Besides, not only that, I also arrange for the delivery of parcels and papers from a certain department to the receiver specified in the parcel. I need to memorize how to make an airway bill for documents and parcels, as well as how to distinguish which one is for in and out of the country. For courier, I need to use City-Link courier for documents and parcels within the country, and DHL courier for those outside the country. There were a lot of things that needed to be completed for international documents or parcels, such as airway bill, delivery order paperwork, invoice, and Material Safety Data Sheet (MSDS) that I had to check first. This is to ensure that there are no problems with the delivery or paperwork from our company in 'Kastam' later on.



Figure 21 : Receptionist Duties

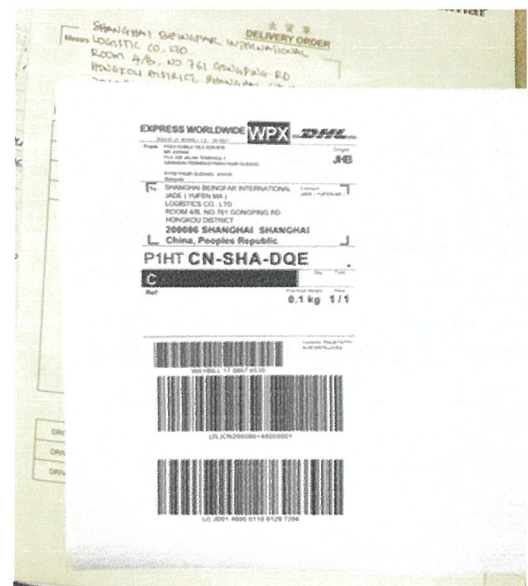


Figure 22 : DHL Airway Bill

TRAINING REFLECTION

BENEFITS THAT I RECEIVED AND GAINED

My industrial training lasted 24 weeks, and it was an exhilarating experience for me. I was given my own workstation, telephone for recruitment purpose and a laptop to use during my internship at Pgeo Edible Oils Sdn Bhd, which was a comfortable working space from my employer. PGEO Edible Oils Sdn Bhd provided me with an RM 1,200 allowance, which I believe is a very acceptable amount for me. My company, which is close to where I reside, takes about 20 minutes to get to. I believe that, it is one of the things I should be thankful for is that I have my family and do not have to be separated from them.

During my internship, I also gained a lot of knowledges and benefits where first, I was able to gain better adaptability to real-world job settings. It's not what I expected because I always assumed my job would be more exciting, but when I arrived, I discovered it was full of challenges. During my time there, I was able to work well under pressure. I believe that if I can perform well under pressure, I will be able to keep my cool in the face of intense demands rather than becoming frazzled and overburdened. Besides, regardless of the industry in which I work, I will undoubtedly find myself in high-pressure situations at some point in my career.

Secondly, I was able to improve my social skills. People can connect and communicate with one another verbally and nonverbally by employing a set of skills known as social skills. Because I need to communicate with individuals to enhance my communication skills, I can now do so more effectively. This is because I am obliged to meet with a significant number of people, including those at the highest levels of management, in order to acquire their signature on any contracts that I create for example like 'Letter of Appointment'. Another thing that contributes to my charisma is my ability to get along well with my employees since it makes it easier for others to get along with the group. For example, I was invited to a lunch party and Hari Raya celebration party with my colleagues, which allowed me to form a deep bond with them.

TRAINING REFLECTION

Thirdly, one of the things I learnt during my internship was that it is critical to ask questions whenever you are unsure how to complete a work because it is an essential part of the learning process. I need to get the guts to ask my supervisor or a member of the staff for help so that I can complete the task. When I continue to question the task's purpose. I believe it is a waste of my time if I remain mute and am unable to do all of the tasks at that time, including the work, even though there is no need to do so. On the other hand, since I continued asking questions and was eager to learn new things, I was able to learn a lot during that process. I believe that it is critical for the intern to receive exposure to a wide range of topics in order to improve personally.

Next, I am able to develop my ability to work methodically. For instance, I am in charge of my own duty every day at 8.30 a.m. when I report to work, and my days are usually packed with the tasks that are expected of me. Work should be completed methodically to avoid any unfinished work that can damage the company's reputation if it is connected to other parties. This rule must be followed by all employees because it is one of the most crucial tasks they may complete. I believe that finishing my job helps me develop my skills, particularly when it comes to utilizing Excel, especially when I'm putting up a report. My time management significantly improves when I quickly adjust to real-world job scenarios, which is a huge benefit.

Hence, throughout my journey here, I sincerely said that I enjoyed a lot and I also learnt a lot especially on human behavior. Since most of the interview sessions I assisted are mostly at junior level, I can say that most of them are not well-prepared. They need to be reminded numerous times by our team. A few of them also did not come for the interview even though they said that they could come. So it resulted in an unproductive session since the list of names are unmatched with the list we give to the Factory Manager. Nevertheless, since I also did join the interview session for supervisor level, all I can say that I am very impressed. Most of them are well-prepared and they also can speak confidently when they are told to do so. They also have great experience and I cannot deny their level of knowledge and understanding of the position that they applied for.

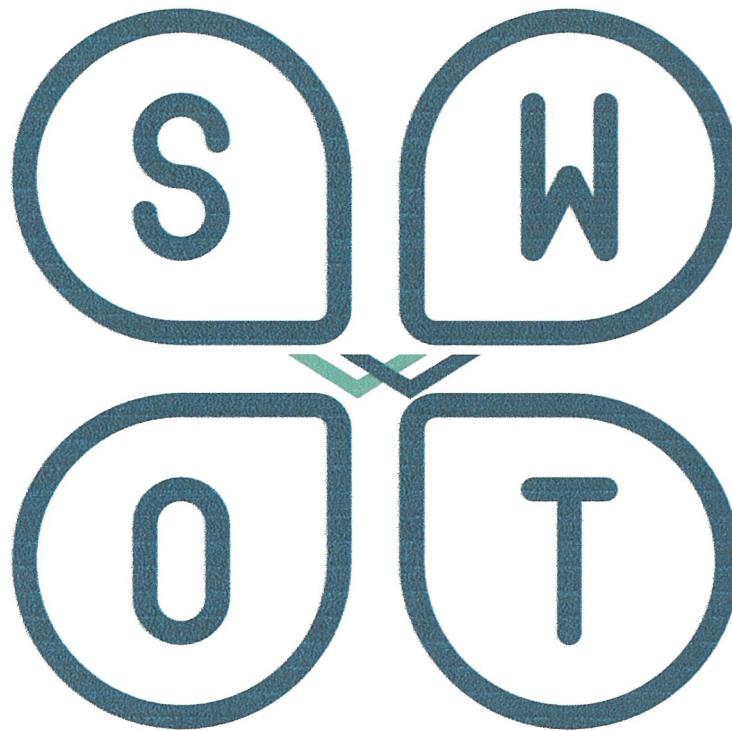
SWOT ANALYSIS

STRENGTHS

- Established and stable company
- Healthy working environment
- Development of skills

WEAKNESSES

- Low employees loyalty
- Inadequate storage space



OPPORTUNITIES

- Career growth
- Opportunity for expatriate

THREATS

- Industry rivalry
- Counter back offer.

DISCUSSION

STRENGTHS

1. Established and stable company

Wilmar International Limited is the parent business of PGEO Edible Oils. Wilmar International Limited is classified as a Multinational Corporation (MNC). A multinational corporation (MNC) is one that conducts business in more than one country in addition to the country in which it is headquartered. Furthermore, according to various definitions, to be MNC's company, it must generate at least 25% of its total revenue outside of its country of origin. In addition to a centralized headquarters that is in charge of organizing administration on a global scale, a multinational company would normally include offices, factories, or other facilities spread over various nations globally. In addition to the phrase "multinational company," corporate entities or businesses that function on a global scale may also be referred to as "international," "stateless," or "transnational." It's feasible that some countries have budgets bigger than some smaller nations.

Besides, as stated above Wilmar operates 13 businesses in Johor, with a total of about 5,000 employees, which shown the company's strength. Before the government declaration, PGEO Edible Oils Sdn Bhd (Wilmar) was also able to pay the minimum wage of RM1,500. It demonstrated that management and HR conducted thorough investigation prior to the announcement of new legislation. Furthermore, PGEO Edible Oils Sdn Bhd (Wilmar) is able to pay 16% of Employee Provident Fund (EPF) contributions as opposed to 13% for other businesses. Besides, employees who worked for more than a year received bonuses equivalent to three times their base pay, while those who worked for less than a year received consolation payments.

Hence, I can say that their success benefits the employees indirectly because they get to enjoy a variety of rewards every year. Not to mention, during the COVID-19 outbreak, many businesses need to lay off their employees but not for Wilmar. All employees were still able to keep their job without any reduction of salary, allowance or bonuses. The management also has an option to work from home while the production staff can come to work as usual

RECOMMENDATION

In my opinion, PGEO Edible Oils Sdn Bhd should extend its operations in Asia, particularly in Indonesia. Since Indonesia has a small number of companies under Wilmar, I believe it was an opportunity to build up additional companies because Indonesia is one of the country that rich in palm oil. However, it can also connect the organization with more clients in a variety of states and countries. By expanding the business in Indonesia, it can therefore help to improve their employment rate and indirectly can improve the cost of living of potential employees.

One of the benefits of expanding into new markets is the opportunity to establish higher brand awareness, which is another reason why the benefits of growing a company go beyond simply diversifying of its revenue streams. The goal of branding is to ensure that your target audience associates specific features, concepts, and traits with your product or service. Branding can be performed to a large part through outreach marketing that focuses mostly on social media channels frequented by the target population. When you expand your business, you expand your chances of reaching a bigger audience by implementing marketing methods that increase your company's recognition among prospective and existing clients. This can be accomplished by using marketing methods that aid in the expansion of your audience.

Larger organizations have an advantage when it comes to branding since they are more able to focus their resources on advertising and marketing in very specific ways, giving them greater flexibility. The adage "the more the merrier" holds true when it comes to branding for the straightforward reason that employees are more inclined to pay attention to bigger businesses when they are considering their job and future ahead. Being a bigger fish in the industry's relatively small pond will give PGEO Edible Oils Sdn Bhd more options for branding, but that does not necessarily mean that their business needs to be a giant conglomerate like Nestle and many others.

DISCUSSION

STRENGTHS

2. Healthy working environment

A workplace that promotes healthy actions and behaviours to keep everyone safe and healthy is known as a "healthy working environment." A healthy working environment, according to the World Health Organisation, "is one in which there is not only an absence of harmful conditions (that can cause injury and illness), but also an abundance of health-promoting conditions.". A healthy workplace is one where staff members excel in their tasks and feel fulfilled while maintaining their physical and mental well-being. They feel supported and are productive, which reduces illness, conflict, and turnover in the end (Beaumont, 2023)

As for PGEO Edible Oils Sdn Bhd department itself, all I can say it has a pleasant work environment. Since I am in HR Department, I can see that the HR are really supportive and empathic towards employees. The relationship between one another also seems goods. Like previously during Hari Raya celebration, they invite all of the department including in the production team. They are not bias and all of the employees get equal treatment. I always heard that HR team are the most hated in the company but not in PGEO Edible Oils Sdn Bhd. The HR teams are really friendly towards employees. And if anything happen, the HR department will be the place that employees look for.

A recent event called "Piala Ng Kah Soon" for employees of PGEO Edible Oils Sdn Bhd who are interested in football was successfully organised by the admin and HR team. Unexpectedly, the event receives a lot of response. Many employees from various departments, such as the SFP department, the Drum plant department, the Packing Plant department, the Admin department, and the Maintenance department, participate in the event as a team. Therefore, I can say that the HR team works hard to promote a healthy work environment and strong relationships among employees.

RECOMMENDATION

In my opinion, PGEO Edible Oils also can foster an atmosphere of psychological safety and trust in order to maintain a good work environment. Psychologically safe workplace is a situation where employees feel at ease being themselves. They are confidently can speak their minds without worrying about criticism or reprisals. Employees are much more inclined to engage in meaningful dialogues, voice their thoughts, and stay involved when they feel secure that their ideas would not be dismissed out of hand or ridiculed.

Besides, it takes time and effort to establish a workplace that takes psychological safety seriously, but the effort is worthwhile. Nowadays, most of the an established organizations have staff members who reportedly endured 74% less stress, 50% higher productivity, and 40% less burnout (Nobes, 2021). The foundation of psychological safety is most concern for the employee. Therefore, companies must periodically evaluate workers' physical, mental, and emotional health at least twice a year to ensure that no employees tend to leave from their jobs for reasons related to their mental health.

Besides, most importantly, PGEO Edible Oils Sdn Bhd need to train managers to adopt behaviors that support psychological safety. Workshops can be a wonderful approach for managers to practice showing empathy while leading, recognizing employees specifically, and reducing micromanagement. Managers should encourage candid interactions between themselves and their teams and listen more than they speak. This not only fosters trust but also serves as an example for team members at the company who might someday have a leadership position.

DISCUSSION

STRENGTHS

3. Development of skills

More training equals more money. It is similar to the phrase those with more education earn more money. Although most people would agree that money cannot buy happiness, it does provide security, which supports emotional health. Besides, by honing their skills and qualifying for promotions, employees can secure their financial future.

For PGEO Edible Oils Sdn Bhd, a monthly employee training session is always scheduled by the HR training team. The training's main goal is to increase employees' job-related knowledge. As a result, there are always opportunities for employees to learn new things and become experts in their field of work. If they did not attend training this month, they still have a chance and opportunity to participate in the training the following month. For example, the training that is usually scheduled is EHS awareness training and fire fighting, quality awareness training (ISO) and food safety and halal awareness training. These training are in-house training where the employees can attend as scheduled. The training also uses the concept of 'first come first serve' since the training room has limited numbers of seats. Hence, the training and development they receive at PGEO Edible Oils Sdn Bhd will be very helpful to them if they decide to change careers in the future. With their expertise, they might expect a higher income.

EHS AWARENESS TRAINING & FIRE FIGHTING

By
Mohamad Fadhl Bin Zakaria
(ADMIN/SAFETY DEPT)

Program ini diWAJIBkan kepada semua pekerja untuk hadir sekali dalam tempoh 4 tahun.

Mereka yang gagal hadir antara tahun 2022 hingga 2026 akan dikenakan tindakan disiplin.

Semua pekerja boleh menyemak kehadiran masing-masing pada rekod Latihan menggunakan pautan berikut.

Please visit **EMPLOYEE PORTAL – 13. TRAINING RECORD - PGEO HQ TRAINING ANALYSIS DASHBOARD**
[\\10.21.8.50\Employee Portal\13. TRAINING RECORD](#)

14 JUNE
(WEDNESDAY)
9.30 AM – 12 PM

TRAINING
ROOM,
PGEO
WAREHOL

QUALITY AWARENESS TRAINING (ISO)

By
Ms Pang Mee Leng
(QUALITY MANAGEMENT DEPT)

Program ini diWAJIBkan kepada semua pekerja untuk hadir sekali dalam tempoh 4 tahun.

Mereka yang gagal hadir antara tahun 2022 hingga 2026 akan dikenakan tindakan disiplin.

Semua pekerja boleh menyemak kehadiran masing-masing pada rekod Latihan menggunakan pautan berikut.

Please visit **EMPLOYEE PORTAL – 13. TRAINING RECORD - PGEO HQ TRAINING ANALYSIS DASHBOARD**
[\\10.21.8.50\Employee Portal\13. TRAINING RECORD](#)

14 JUNE
(WEDNESDAY)
2.30 PM – 5 PM

TRAINING
ROOM,
PGEO
WAREHOL

Figure 23 : PGEO's monthly training 1

DISCUSSION

STRENGTHS

3. Development of skills

<div><div>FOOD SAFETY & HALAL AWARENESS TRAINING</div><div>By Puan Siti Katijah Binti Omar (QUALITY MANAGEMENT DEPT)</div><div><p>Program ini khas untuk pekerja yang berkerja dibahagian berkaitan dengan penghasilan makanan (Production) dan diWAJIBkan untuk hadir sekali setiap tahun.</p><p>Mereka yang gagal hadir akan dikenakan tindakan disiplin.</p><p>Senarai nama mereka yang perlu hadir telah di serah kepada PIC training jabatan masing-masing.</p></div></div> <td><div><div>26 JUNE (MONDAY) 2.30 PM – 5 PM</div></div></td> <td><div><div>TRAINING ROOM, PACKAGING DIVISION</div></div></td>	<div><div>26 JUNE (MONDAY) 2.30 PM – 5 PM</div></div>	<div><div>TRAINING ROOM, PACKAGING DIVISION</div></div>
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Penyertaan untuk ke semua program awareness akan dibuat secara **Walk-in**. Peserta boleh terus hadir ke program setelah mendapat keizinan Ketua Jabatan tanpa perlu untuk mendaftarkan nama terlebih dahulu. Kehadiran adalah berdasarkan **“First come first serve”**, sila datang awal untuk mengesahkan tempat anda. Mereka yang hadir 15 minit setelah program bermula tidak akan dibenarkan masuk. Senarai nama mereka yang berjaya hadir akan disertakan dalam email hebahan tarikh program bagi bulan berikutnya untuk rujukan semua.

Figure 24 : PGEO's monthly training 2

RECOMMENDATION

In my point of view, when discussing about various employee development strategies and their benefits, I can confirm that one way to help employees polish their talents in PGEO Edible Oils Sdn Bhd is through coaching. Depending on the coaching emphasis, this might be a quick approach to develop extremely particular leadership and team management abilities. It can also be tailored to specific organisational skills. Coaching is a hands-on approach to skill development that is suitable for building technical and analytical skills. Employees could also learn crucial Interpersonal and Conflict Resolution skills through employer-sponsored coaching camps.

Besides, this kind of talent development often involves senior personnel working one-on-one with less experienced individuals. This can expedite an employee's understanding of a variety of topics, but keep in mind that this approach can be time consuming (consuming the assets of seasoned or valuable staff) and result in a clone-like knowledge of the subject which as opposed to an employee learning the subject their own way or through input from a diverse range of coworkers and mentors.

DISCUSSION

WEAKNESSES

1. Low employees loyalty

Despite the fact that PGEO Edible Oils Sdn Bhd (Wilmar) is an established and stable company, they also faced the problem on turnover rate especially on junior level. Nowadays, newcomers specifically in junior level, they tend to jump work whenever they felt that the job are not beneficial for them anymore. Some of the employees also keep comparing their salary with their friend from other company. It triggered them more till they tend to tendered resign with the reason of better offer. From the HR perspective, they see that companies that experience high employee turnover risk tend to losing productivity, having to hire new staff, suffering from low morale, missing out on sales opportunities, and incurring additional costs (Kester, 2021).

The unloyalty employees can result in higher hiring costs, which will be very expensive for a company. It might entail the need to hire and train new workers while paying them higher wages for a longer period of time before they reach the same level of efficiency as their more seasoned counterparts.

Recently in PGEO Edible Oils Sdn Bhd, there was an issue arise regarding the employees' uniform. Same like other companies, PGEO Edible Oils also provide the new employees a set of uniform and PPE from head to toe. The problem is that many employees only show up for work for two to three days before they tendered a resignation with a lot of unreasonable excused. The uniform that we gave to them are not enough to cover the cost of they working for a few days. So the administrative team that oversees uniforms raised a concern until it became a major problem. The discussion led to the conclusion that if an employee decides to leave the company after only a few days, they must return all personal protective equipment (PPE), including safety helmets and safety shoes, to the employer.

RECOMMENDATION

In my opinion, if workers do not feel that their efforts are recognized or appreciated, they will leave the company. The employees requires support and appreciation. Employers must express their gratitude to their staff when they perform well. It is best when praise for a job well done is given by the entire team, as this ensures that all employees receive regular encouragement. This does not have to only come from above. Everyone can recognize someone by simply choosing them, sharing their story, and posting it online for everyone to see. Employers can take it a step further by adding monthly performance incentives. No matter what their budget is, they can simply choose the reward from the assortment of high-end products. The employees will feel appreciated and be more engaged and motivated in the future if they know that their efforts being appreciated and recognized.

Everyone is aware that PGEO Edible Oils Sdn Bhd offers good benefits to its workers, but these only apply to those who have been with the company for at least a year. We are all aware that newcomers must work in order to survive. Some of them received a basic salary of RM1,500 and meal allowance of RM150.

Thus, PGEO Edible Oils Sdn Bhd also should give employees, particularly those in the junior level, a variety of allowance. For example, an attendance allowance with a requirement that employees maintain their attendance. Also, since many employees reside far from the company area, the company can also offer mileage reimbursement. With a lot of benefits, those who wanted to leave the company can rethink their decision and make a comparison towards the benefits with the company they wanted to jump to.

DISCUSSION

WEAKNESSES

2. Inadequate storage space

Then, another problems of this company is how challenging it is to find older files. It has become one of the company's weaknesses because it takes me a long time to find the employee's personal file when I need to file a medical certificate. PGEO Edible Oils has a dedicated documentation space for the HR and Admin departments, but it is only large enough to hold 500 employee files, despite the fact that this company employs more than 800 people. Besides, the storage room gets smaller because employees who have worked for the company for at least ten years typically have two personal files.

I was recently assigned the task of filing medical certificates for the year 2022. The problem here is that finishing filing for one department takes nearly half a day because the storage room is so small and it is difficult to find even one of the employees' personal files. So it really wastes my time because I can do many other things but my time is wasted just looking for employee files. Thus, for this kind of issue, the admin who is in charge of handling the employees' personal files must consult with the HR manager on how to handle it. Even if this appears to be a trivial issue, it should not occur in a successful company.



Figure 25 : Storage file room

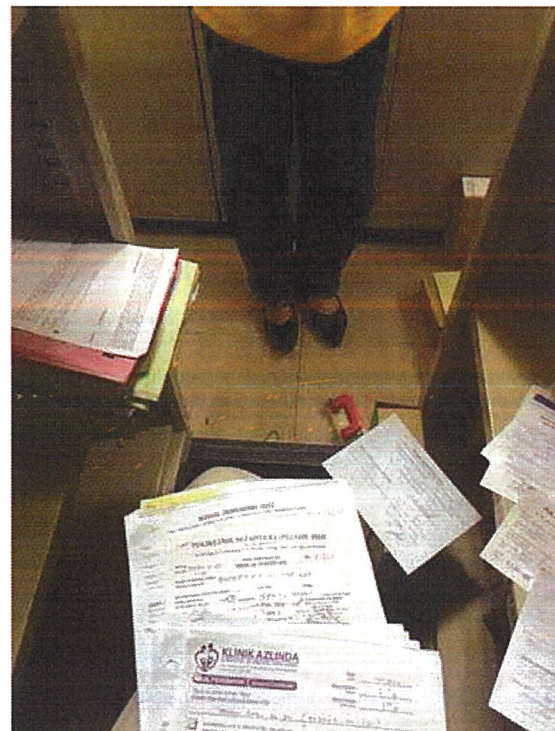


Figure 26 : Filing medical certificates

RECOMMENDATION

Every printed personnel file and employee record costs money to the company. It may only appear to be a few cents of paper and ink, but it adds up. Thousands or tens of thousands of pages add up to a significant number. Furthermore, printers are expensive and raise the company's electricity costs.

In my opinion, PGEO Edible Oils Sdn Bhd can take the initiative to develop a software system that is specifically used for employee data matters with the assistance of the IT department. For example like "Zoho People." 'Zoho People' is a system for managing employees that also includes HR management tools. A scalable employee database system is offered by the platform, which is created to expand with the company. Additionally, it provides tools for employee performance management, simple shift scheduling, and built-in PTO tracking. Additionally, "Zoho People" provides a self-service employee portal and file-sharing features. The employees can update their private information, such as their address and contact information, at any time and can upload crucial documents from anywhere (Jones, 2023).

Hence, by creating the employee database system for employees personal file, the company can reduce costs with improved efficiency. The less time the employees spend looking for a personnel file and manually updating them, the more time they can spend on work that matters. By improving efficiency, it will help the employees as well as employers maximize their resources.



Figure 27 : Zoho people logo

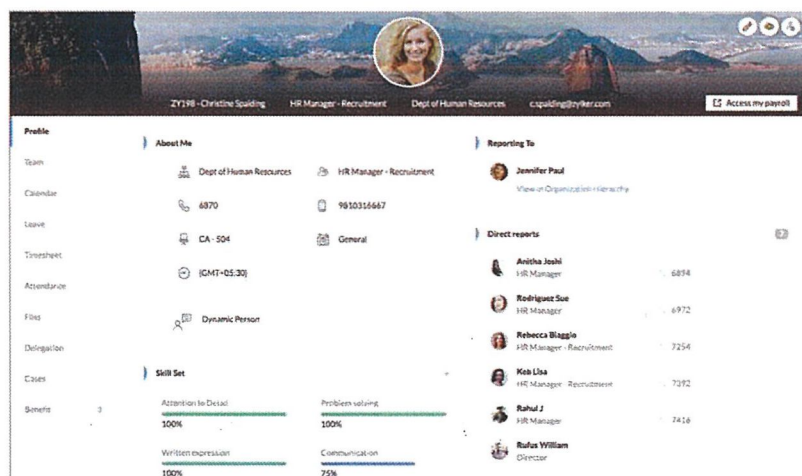


Figure 28 : Zoho people interface

DISCUSSION

OPPORTUNITIES

1. Career growth

Opportunities for growth are circumstances where an employee can advance in their career. Finding strategies to advance abilities and useful knowledge is the primary means of professional development. An employee can accomplish this by looking for new tasks and opportunities. An employee's work performance can improve with a defined career path, and having a larger range of abilities enables them to accomplish their duties more effectively. Employees may feel more devoted to the company and put in more effort if their employer offers them prospects for advancement. Employers also can increase their productivity and decrease turnover rates if they have a an opportunity to grow their career.

Besides, an employer can promote greater job satisfaction by offering a clear path for progress. The employee will frequently feel more content with their situation in life when they believe their career is moving forward. These successes can encourage employee to pursue the next step in their career, regardless of whether they recently received a new promotion or greater responsibility at work.

Thus, employees who wished to develop in their careers needed to prove to employers that they are pursuing their maximum potential. Employers occasionally look for people with initiative and a desire to advance their careers. So, the greatest strategy is to consistently hunt for chances to advance the professional careers as they can.

RECOMMENDATION

In my opinion, PGEO Edible Oils Sdn Bhd can offer the employee chance to enroll in programmes that are typically known as tuition-reimbursement programmes in order to further their education. Employers agree to pay back their workers' tuition costs in this unique form of repayment scheme. Employees who opt to participate will typically be required to pay out of pocket for the courses they complete. Depending on their employer's policy, they then receive a portion or all of their tuition costs reimbursed. The expenses of the reimbursement programme are also tax deductible. After deducting their tax benefit, the business costs very little to provide employees with this benefit, putting both parties in a win-win situation (Staff, 2022).

Besides, even if the employee would prefer not to earn an entire degree, there are plenty of continuing education courses that can help them develop a new skill. They could even seek out a course that qualifies them for a certification such as certificates A1 for wireman who plan to become chageman. The employee can also check to see if there are any courses offered online or at the community or technical college nearby that they could take after work. For the employer's part, the employee and employer may discuss if the employer is willing to pay for the class expenses as long as the employee works for the company for at least ten years. Employees who violate the provision may be required to repay all education costs. Thus, by offering college price reimbursement programmes for employees, the company indirectly can show to employee that the company appreciate what they do, which in turn raises morale.

DISCUSSION

OPPORTUNITIES

2. Opportunity to expatriate

An expatriate is a person who does not have citizenship yet resides or works in another country. Employees who are sent abroad to work in a host country where their firm has established operations are considered expats from the perspective of business and international expansion. An expatriate employee can bring the former office's customs and business procedures to the new one. Because they previously worked in the regional office, they will be familiar with how the company functions. This is critical when establishing a new office, especially one that will operate on a global scale. An expatriate performs effectively in a foreign country because you want your foreign offices to work seamlessly with your local ones. They will ensure that local practices and culture are carried over to other countries.

As for PGEO Edible Oils Sdn Bhd, we already know that it is an international corporation with numerous subsidiaries in other nations. So, I believe it is an excellent opportunity for employees who plan to expatriate and learn about the company culture across the country. If the person wishes to expatriate, they will be able to get new information and expertise. Furthermore, expat employees will have opportunities to advance to senior management positions. Thus, the expat employee may possess a unique skill set or company-specific knowledge that necessitates substantial training.

For instance, PGEO Edible Oils Sdn Bhd can send their IT employees to work in India, Adani Wilmar Limited (AWL). It is a good opportunity since we are aware that India is a nation with abundant resources. They also have a technology-based expert. The expat can bring all of their knowledge and teach other employees what they have learned, as well as indirectly teach the team about their healthy culture that can be adapted to their home nation.

DISCUSSION

THREATS

1. Industry rivalry

In the majority of industries, a company's competitive actions will be felt by the competitors, which will subsequently take action to counter those efforts. Due to the interdependence of businesses, the industry as a whole could be harmed by the pattern of action and reaction. Salary competition is one sort of rivalry that is particularly unstable and has a detrimental impact on the profitability of an industry. Other strategies, like allowance conflicts, may benefit the sector because they boost demand or strengthen brand differentiation.

As for PGEO Edible Oils Sdn Bhd, we are aware that there were numerous rival businesses in Pasir Gudang, including Delima Oil Sdn Bhd, Sime Darby Oil, KL-Kepong Edible Oils Sdn Bhd, Mewaholeo Oils Sdn Bhd, and many more. Therefore, before applying to PGEO's organization, the majority of potential employees will compare the company who will pay them the highest income. So, to compete with other top company, PGEO must provide the highest salaries with a good benefits since the majority of PGEO's former employees left the company because they wanted to work for another organization in the same fields but at a greater salary. PGEO Edible Oils Sdn Bhd must therefore devise a strategy to deal with this threat if it wants to continue to be relevant.



Figure 29 : Delima Oils Sdn Bhd



Figure 30 : Mewaholeo Industries



Figure 31 : Sime Darby Oils Sdn Bhd

RECOMMENDATION

My opinion is that the PGEO Edible Oils Sdn Bhd must take action to increase its attention to the needs of its employees in order to combat this threat. The possibility that rivals may try to hire your employees is one aspect of rivalry that is sometimes underestimated. They may attempt to hire your top employees if they have similar product lines and operates in the same sector of the market. PGEO Edible Oils Sdn Bhd also can encourage their employees to collaborate, take initiative, and try new things. Make the business just as much theirs as it is yours and encourage them to find a healthy work-life balance. Happier employees are more dedicated employees, which can lead to a better representation of your company and competitive advantage.

Furthermore, PGEO Edible Oils Sdn Bhd should not underestimate its competition. They should not obsess on their competitors, but they should also not ignore them, as this can be detrimental to their business. For example, in 2013, Nokia sold its handset division to Microsoft for \$7.2 billion. Nokia was formerly the world's preeminent mobile phone maker, but by the time it was acquired by Microsoft, it barely had 3% of the global smartphone market (Genever, 2020). Nokia miscalculated the dominance of the iPhone and Android handsets in the next years that make them flop for upcoming years.

Thus, to avoid the same fate, PGEO Edible Oils Sdn Bhd should never project future success based on current market conditions, as market players, product innovations, and customer expectations can change in an instant.

DISCUSSION

THREATS

2. Counter-back offer

A counteroffer is an offer made in response to an initial offer. A counteroffer indicates that the original offer was rejected and another one was made in its place. The original offeror has three alternatives in response to the counteroffer: accept it, reject it, or make another offer (Khartit, 2022)

For potential employees respectively, aside from the money and time spent during the interview process, a company arranges and probably awaits you to join them once you accept an offer. A lot is at stake if you do not show up on the day of your joining or inform them at the last minute that you have accepted a counter offer. The recruitment team's months of hard work in placing you were for naught. It not only costs the company and the consultants money, but it also creates an awkward and unpleasant situation. Thus, integrity is important, and failing to keep your words will leave a negative impression on those around you for the rest of your life.

Furthermore, when it comes to counter offers, money takes a stronger position than your career graph. Certainly, money cannot be the only reason to delay if you consider the long term, which includes your future training and promotions. You may miss out on a good opportunity if you are paid monetarily and have no idea about your employer's future plans for you. Hence, if your reasons for leaving are unsuitable working hours or work culture, a strained relationship with your boss, or something similar, accepting the counter offer makes no sense.

RECOMMENDATION

In my opinion, the recruiter should remind the applicant why the company differs from its rivals and the advantages they would receive from your organization's initial offer while preparing a response to a counter back offer. They should also consider the value this applicant offers and how well they would fit into the culture of the business. Try to come up with a response that will persuade them to accept the offer if they seem irreplaceable. Examine the alternatives to see if one of them would be a better choice to receive an offer from. This should make it easier for the recruiter to decide how to reply to the candidate.

From now on, PGEO Edible Oils Sdn Bhd must review their benefits package. To improve their take-home earnings, think about whether the employee can pay more of their insurance premiums for their future. Other alluring benefits include work-from-home options, free parking, career development programmes, additional or unlimited paid time off, and flexible scheduling. A milestone programme that ensures salary increases at particular times, such as when employees complete training, reach a certain level of tenure, or finish a task or project on the job, is of another best option. Hence, from that the candidate will re-think their decision to accept the counter-offer from their current company.

CONCLUSION

In conclusion, after working with PGEO Edible Oils Sdn Bhd for 24 weeks, I can say with certainty that it is one of the best places to advance your career. It is quite beneficial for career advancement, especially for those who are just starting out. It was a savvy company that provided promising opportunities to everyone seeking employment, especially those doing so for an extended period of time. Additionally, having competent management helps to keep personnel and lessens the risk that they would look for a job elsewhere.

Besides, it has also been very beneficial to me in developing my skills and knowledge in areas related to my academics. On the other hand, when I apply every theory I learned in university to the work I do at my internship, they are all essentially the same. I may improve my soft skills and learn how to operate in a team during my internship.

In summarizing my internship, I would like to emphasize that choosing an organization for your internship career is critical because it affects a variety of factors, most notably your performance during the time you spend there (typically between 12 and 24 weeks). Furthermore, I have realized that having positive attitudes in both your communication and relationships with other people is essential if you want to be successful in your work with other people. As a result, you must be aware of how to enhance any area of yourself that doesn't really provide expert counsel by seeking guidance from a professional, like your mentor or your supervisors.

Last but not least, I am having a great time at PGEO Edible Oils. Thank you to everyone who participates and shares their knowledge, particularly on administration jobs, receptionist, recruitment perkeso claims, and many others. I sincerely hope that I will be able to work in the human resources area soon, and that everything will go well for me.

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APPENDICES



Figure 32 : Telephone

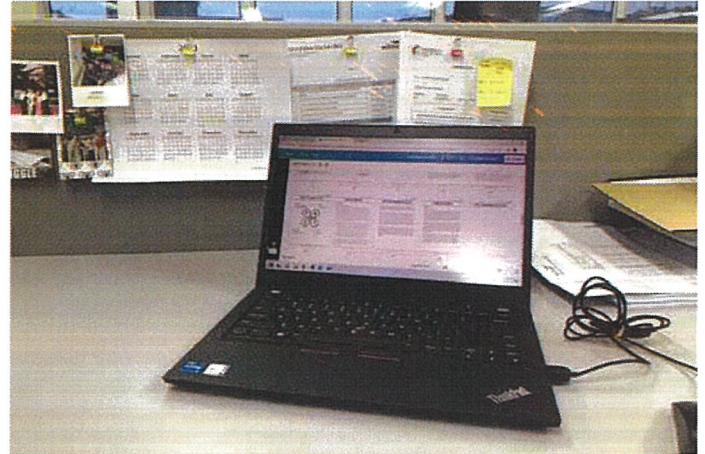


Figure 33 : Laptop



Figure 34 : Hari Raya celebration

APPENDICES

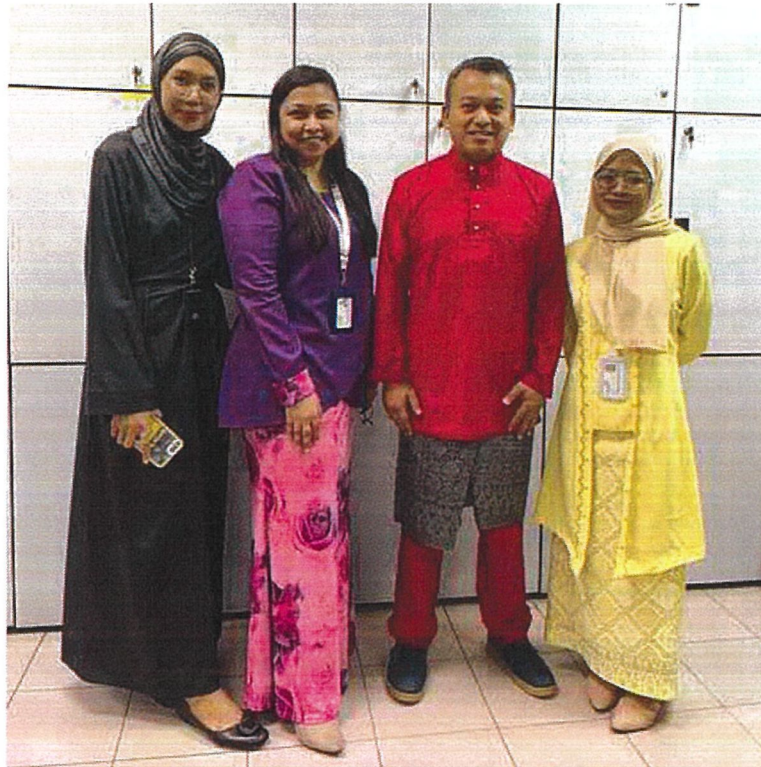


Figure 35 : My Supervisors and Intern-mate



Figure 36 : Candidates for Plant Operator Position

APPENDICES



Figure 37 : Birthday gifts from colleague



Figure 38 : Piala Ng Kah Soon (Football Game)

APPENDICES



Figure 39 : Sorting uniforms



Figure 40 : Separate defect uniforms

APPENDICES

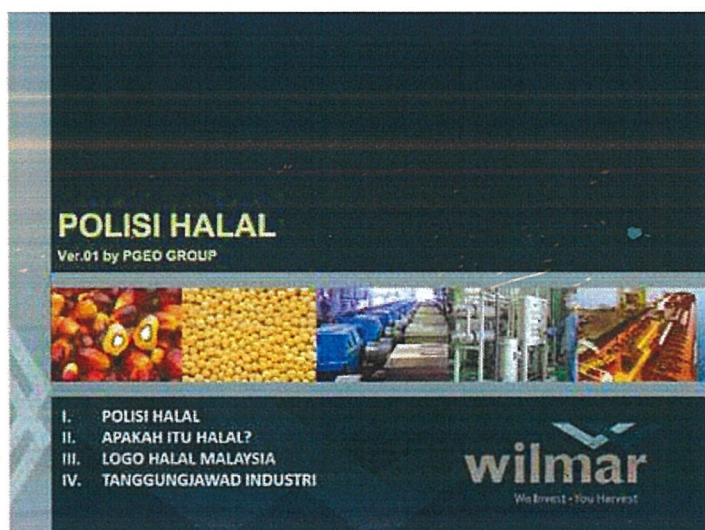
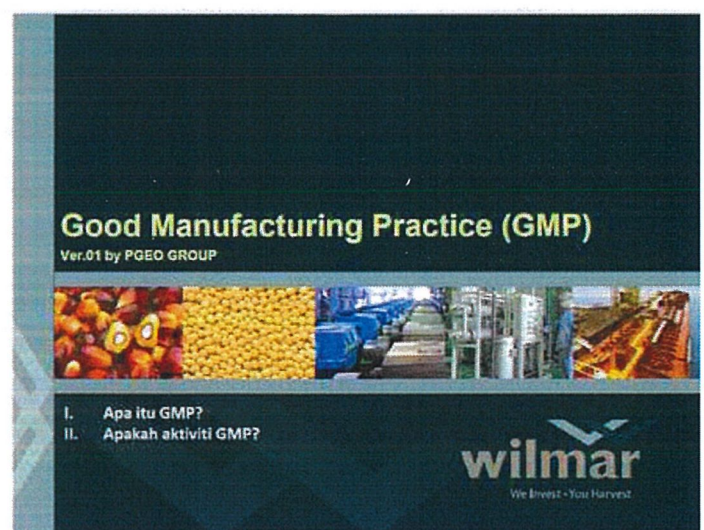
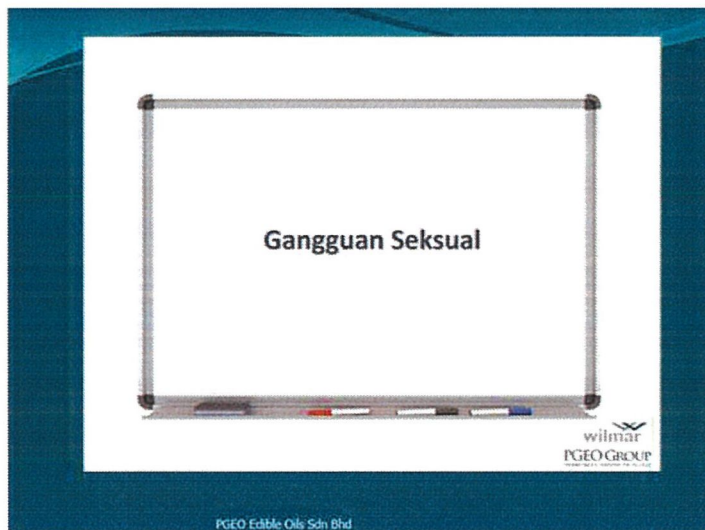
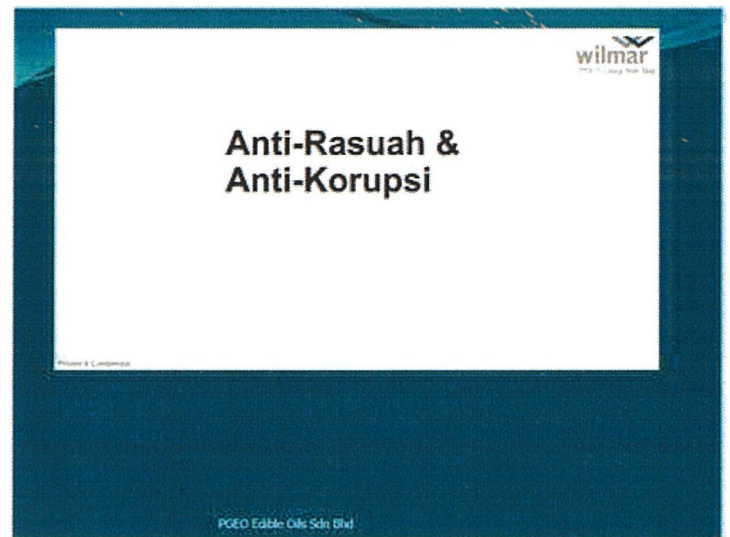


Figure 41 : Induction slide/video presentation

APPENDICES



Figure 42 : Fun-Run with colleague HR/Admin Department



Figure 43 : Employee Access Crad