

INDUSTRIAL TRAINING REPORT AT DYNACIATE ENGINEERING SDN. BHD.

1 MARCH – 15 AUGUST 2023



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STUDENT ID : 2020609134

PROGRAM : BA243 – BACHELOR OF BUSINESS ADMINISTRATION
(HONS.) HUMAN RESOURCE MANAGEMENT

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SUPERVISOR'S NAME : AMIZAH BINTI ABDUL RAHMAN

EXECUTIVE SUMMARY

Internships are the last requirement for all undergraduate programmes at the Faculty of Business and Management, per the course schedule. An internship or on-the-job training in areas relating to a student's academic degree and field of concentration is necessary. This internship course acts as a real-world training ground for students to get working experience, practical knowledge, and responsibility for completing duties set by the employer. It would improve the task-related knowledge, abilities, and attitudes.

I completed my internship at Dynaciate Engineering Sdn. Bhd. in Pasir Gudang, Johor. Dynaciate Engineering is one of the companies that constructs in three countries, which are Malaysia, Singapore, and Indonesia. Dynaciate provides customers, particularly with construction, fabrication, and engineering work. Throughout the years, Dynaciate has gradually secured his fabrication workshops in Pasir Gudang and Gebeng, with a total covered area of approximately 23,900 sq m. Began on March 1, 2023, and ended on August 15, 2023, taking a total of 6 months to complete. This report was written solely by Nuratikah Binti Khairudin, a student of Bachelor of Business Administration (Hons.) Human Resource Management from UiTM Bandaraya Melaka, with assistance from Puan Amizah Binti Abdul Rahman, the HR Assistant at Dynaciate Engineering Sdn. Bhd., and Puan Siti Musliha Binti Mohd Idris, my UiTM advisor. This report describes my background in terms of my prior education, personal details, and previous employment experiences and includes my profile assumption in resume format. This report provided a company profile, which included the purpose, vision, and job scope. I enjoyed and learned from my six-month period with Dynaciate Engineering. A SWOT analysis was developed to illustrate the results of this industrial training journey. In this report, discussions and suggestions have been developed, and a conclusion has been reached. Readers can comprehend the writer's intended point by doing a critical reading of the text.

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ACKNOWLEDGEMENT

Alhamdulillah, we are very grateful to Allah SWT that we successfully completed my internship at Dynaciate Engineering Sdn. Bhd., located at Pasir Gudang, Johor. It started on March 1, 2021, and ended on August 13, 2021, and it was a memorable and precious experience for six months. By accepting opportunities and using all my knowledge and abilities, I was able to increase my confidence level in communicating while simultaneously learning and improving skills. I want to extend my sincere gratitude to my supervisor, advisor, leaders, teammates, and the entire team that made a significant contribution to helping me as a new employee in the company. They are investing their most precious time in making sure I don't fall behind and are imparting their human resources knowledge. I want to express my gratitude to my family, my lecturer, my friends, and everyone else who participated in my six-month experience as an intern student, whether formally or informally. Living alone and far from my family is not easy. But with their support, I was able to make it through, finish my report, and still give Dynaciate Engineering Sdn. Bhd. my all.

1.0 STUDENT'S PROFILE



PROFILE

I am 23 years old and I am staying at Kota Tinggi, Johor Bahru. I am an ambitious person who has developed a mature and responsible approach to any task that I undertake or situation that I am presented with.

CONTACT ME



LANGUAGES

ENGLISH

Spoken : Intermediate
Written : Intermediate

MALAY

Spoken : Fluent
Written : Fluent

SOFTWARE SKILLS

MS WORD : EXPERT
MS POWER POINT : EXPERT
MS EXCEL : EXPERT

PERSONAL SKILLS

COMMUNICATION : GOOD
RESPONSIBLE : GOOD
TEAM WORK : GOOD

NURATIKAH KHAIRUDIN

EDUCATION

2020 - 2023

BACHELOR OF BUSINESS ADMINISTRATION (Hons.)

HUMAN RESOURCE MANAGEMENT | CURRENT

UiTM KAMPUS BANDARAYA MELAKA

CGPA : 3.47

- Exco in Kelab Sukarelawan Zakat (SUZA) UiTM Kampus Bandaraya Melaka
- Exco in Malaysian Red Crescent Society, UiTM Kampus Bandaraya Melaka

2018 - 2019

SIJIL TINGGI PERSEKOLAHAN MALAYSIA (STPM) IN

SCIENCE SOCIAL

SMK TAN SRI JAAFAR ALBAR

CGPA : 3.42

- Secretary in Majlis Perwakilan Pelajar

2013 - 2017

SIJIL PELAJARAN MALAYSIA (SPM)

SMK TAN SRI JAAFAR ALBAR

SPM : 3A



ACHIEVEMENT

- Dean List for semester 1 (Feb 2021)
- Dean List for semester 2 (July 2021)
- Dean List for semester 3 (Feb 2022)



WORK EXPERIENCE

INTERNSHIP

2023

DYNACIATE ENGINEERING SDN. BHD. | JOHOR BAHRU

- Call the candidate and offer them the vacant position.
- Provide and email an offer letter for the candidate that has been shortlisted.
- Provide the appropriate letters for the staff (retirement, increment, contract extension)
- Key in the data in the systems about the personal details of the staff (Emplx).
- Register the staff for medical benefits (Healthmetrics).
- Calculate the overtime for the staff.
- Check the attendance of the staff.

CLINIC ASSISTANT

2019 - 2020

KUMPULAN PERUBATAN PENAWAR | JOHOR BAHRU

- Interact with patients from various backgrounds and races.
- Assist the Doctor to do a procedure.
- Key in the data of the patients in the system.



REFERENCES

KOH XIAO QIAN

Deputy HR / Admin Manager
Dynaciate Engineering Sdn. Bhd.
Pasir Gudang, Johor

Phone:

Email:

**PUAN NORRAEFA
MD TAIB**

Senior Lecturer | Program Advisor
Fakulti Pengurusan dan Perniagaan
UiTM Cawangan Melaka
Kampus Bandaraya Melaka

Phone:

Email:

2.0 COMPANY'S PROFILE



DYNACIATE ENGINEERING SDN BHD

Location: PLO 772, Zone 12b, Kawasan Perindustrian Pasir Gudang, 81700 Pasir Gudang, Johor, Malaysia.

Operation Hour: 8.00 AM – 4.30 PM

Vision

To be an industry leading 'EPC (Engineering, Procurement, and Construction)' solution provider.

Mission

- SAFETY
 - Be Safety & Environmentally responsible.
- QUALITY
 - Provide excellent quality services
- TIMELINESS
 - On time delivery of products and services.
- EMPLOYEE
 - Commitment to the shared success of our employees.
- PARTNERSHIP
 - Be the preferred partner to our suppliers and customers.
- SUSTAINABILITY
 - Continuous development and growth of the company

Core Values

- Integrity
- Discipline
- Passion
- Customer Focus
- Professionalism
- Community Services and Responsibilities

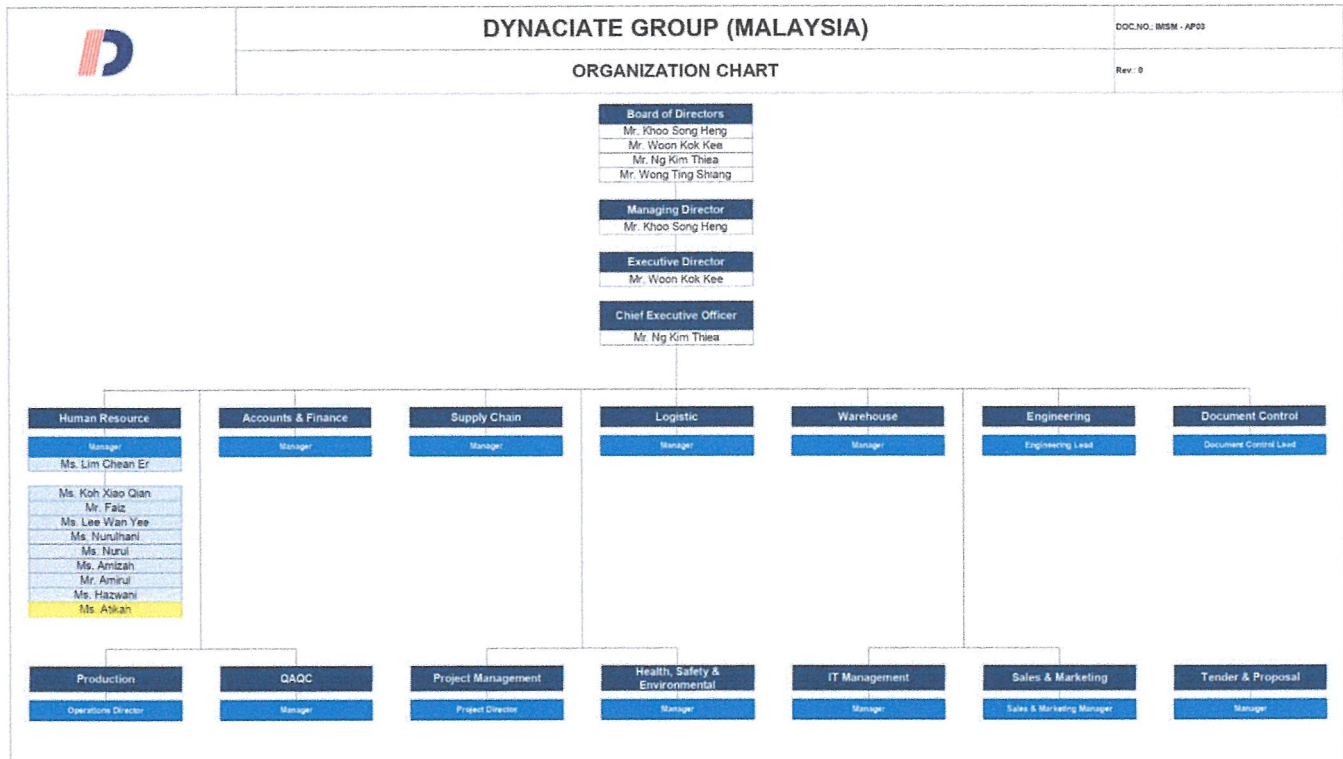
Background Of Establishment

Dynaciate Engineering was incorporated in May 2002. Dynaciate has experience providing customers with construction, fabrication, and engineering works, particularly engineering-based activities.

Dynaciate's initial business activity was in providing minor repair and maintenance of piping systems and structures, including the supply of pipes, before expanding to their present business operations, which include engineering and construction of plants, facilities, and buildings, steel fabrication, and related products and services. And subsequently, Dynaciate also involved itself in site construction and activities in general industries as well as the oil and gas industry.

Throughout the years, Dynaciate has gradually secured their own fabrication workshops in Pasir Gudang and Gebeng, with a total covered area of approximately 23,900 sq m. Dynaciate extended their presence to Singapore through the incorporation of Dynaciate Singapore in 2014 to focus on serving existing customers and soliciting new customers in Singapore. Additionally, in 2015, Dynaciate set up their sales and marketing office in Puchong, Selangor, to work closely with their customers who have head offices in the Klang Valley.

Organization Structure



3.0 TRAINING'S REFLECTION

My internship is scheduled for six months, from March 1, 2023, to August 15, 2023. Alhamdulillah, I have been assigned something related to my course, which is the human resources department. My initial job description was to manage the foreign workers with my supervisor, but since the HR Executive was on maternity leave, I took over. Basically, my job description relates to staff only. First and foremost, I am involved with **recruitment**. When the deputy manager hands me an applicant for a job. Therefore, I must get in touch with them to offer the job. I will set up the interview with the hiring manager if they approve. After that, if the individual has been chosen for further consideration, I will collect their documents and give them a letter of contract.

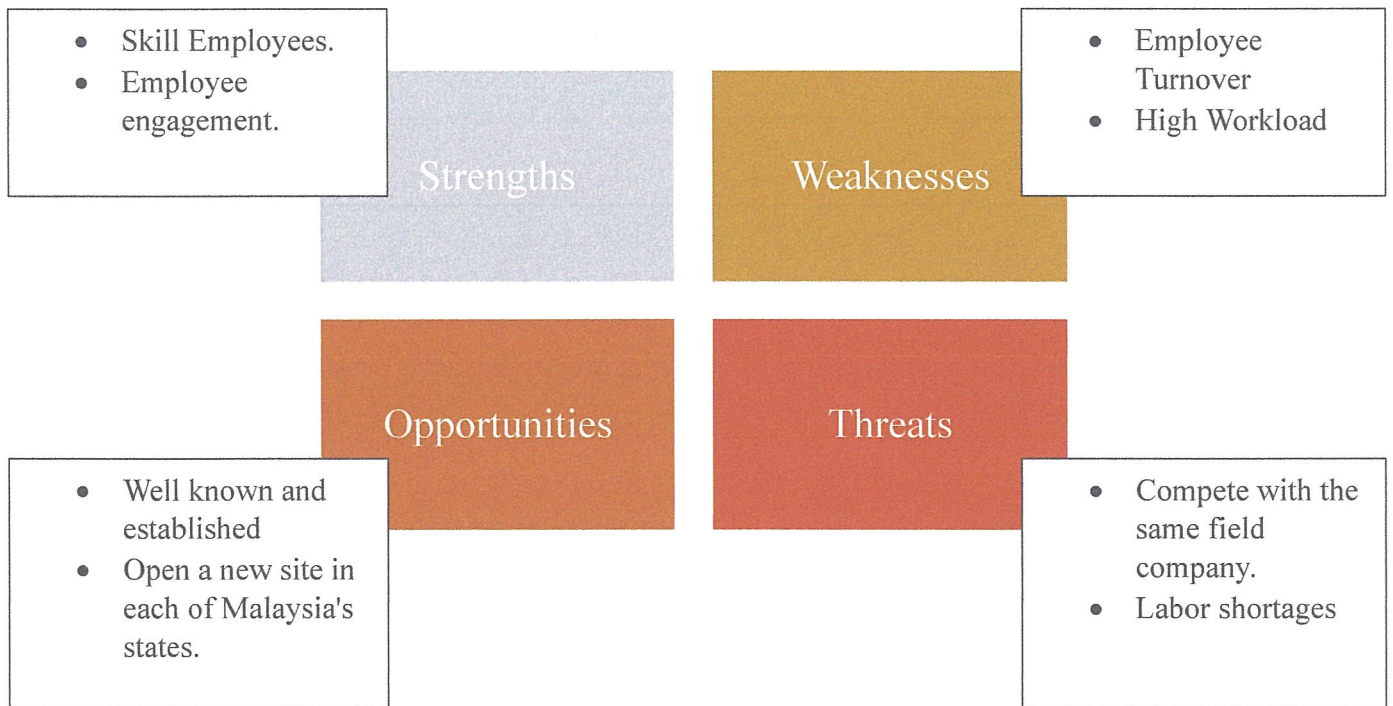
Other than that, I also must **calculate how many overtime hours the staff works**. The staff members will give me their overtime forms each month. I shall thus calculate after some period of time. The calculation usually goes on for one week. I will also **provide a few letters** to the staff, such as letters accepting resignations, letters extending contracts, letters announcing retirement, letters of offer, and so on. Every three months, Dynaciate Engineering will celebrate a birthday. I have been **assigned the task of managing the events** in June. So, I acquired a lot and learned a lot. For example, I need to survey a few restaurants to place food orders, use my creative skills for designing the events, and be proactive to get ideas from other staff members.

Additionally, I find the work environment to be very helpful and encouraging because, no matter my ethnicity or religion, colleagues are always willing to assist me if I have questions. As a result, every day is an opportunity for me to learn more about myself and become a more effective employee in my area. The one and only benefit I received from this company during my internship was an RM800 monthly allowance. I am not eligible for any of the company's

current benefits that regular employees get to enjoy. However, I can request replacement leave if my overtime shifts total more than eight hours.

Last but not least, I have learned new software and developed technical skills that are related to my job. For example, Emplx is used by every employee at Dynaciate Engineering to record their attendance. Therefore, in my role as a human resources intern, I have learned how to handle the issue if staff members forget to clock in and leave. I also gain knowledge of the industry's actual working environment. As a human resource, I am aware of the conflicts. In addition to that, I also acquired information and abilities relevant to personal growth. For example, it can develop my multitasking skills as well as my risk-taking, interpersonal skills, negotiating skills, communication skills, and confidence.

4.0 SWOT ANALYSIS



5.0 DISCUSSION AND RECOMMENDATION

STRENGTHS

1) Skill Employees

- A skilled employee is an organization of employees that have received extensive training, education, or experience and are able to carry out more difficult physical or mental activities while at work. Specialized, skilled employees are frequently needed, and it may take a long time to learn and gain experience. At Dynaciate Engineering, mostly skilled employees are imported from India. Because there are so many skilled employees there, Dynaciate will mostly take employees from that area. Organizations place a high value on skilled employees because they can boost business productivity. Because they are highly qualified and experienced, skilled employees can boost productivity inside the company. Although less training may be required for unskilled people, it somehow costs more time and money to upskill them.

Other than that, the company might reduce costs by hiring skilled employees. Although skilled employees may be paid more than ordinary employees, they ultimately save the company money. Regular employees might require further training, which could lead to mistakes at work and damage client relationships. However, skilled employees have the skills and experience necessary to complete tasks efficiently, please clients, and even make the organization money.

Recommendation

1) Offer career paths and professional development

- The company has to understand how these important employees see their careers developing. Determine their career objectives, then collaborate with them to develop a strategy to meet them and advance the company's goals. Dynaciate Engineering needs to give equal opportunity to everyone and promote internally as frequently as possible. Learning needs to be another key priority. If a company provides opportunities for training and the acquisition of new skills, procedures, and technology, employees will feel appreciated and more invested in the company.

2) Employee Engagement

- The level of anticipation and dedication a person has for their work is known as employee engagement. Employee engagement can be crucial to a company's success, given how it relates to job satisfaction and employee morale. Employees who are engaged are more likely to be productive and perform better. One of this company's strengths is the engagement of its employees. Engagement of employees is crucial for every organization. Because it can boost employee pleasure and satisfaction. Employee satisfaction with contributions and influence is higher when there is significant employee engagement. Their work and the company they work for are related in some way. Additionally, this results in general happiness, which is advantageous to company morale, productivity, etc.

Employee engagement is high at Dynaciate Engineering. It is because they will celebrate birthdays every three months. Therefore, employee engagement will increase as a result of the event. Other than that, each department will recognize a colleague on their actual birthday. The manager will give the birthday person a gift. Besides that, Dynaciate Engineering also has a sports club, which is a badminton club, where every Tuesday, all the staff are invited to join the game. At that club, the engagement of the employees was higher.

Recommendation

1) Participating in decision-making with employees.

- Making employees feel as though their thoughts and opinions have significance is important for enhancing employee engagement. It's especially important to get feedback from construction industry employees. They have perspectives that perhaps management-level employees do not because they are on the front lines. Employees' sense of responsibility will be increased by including them in decision-making. Employees will feel as though they are making a difference if they can see how their input has improved the business.

WEAKNESSES

1) Employee Turnover

- Employee turnover is the total number of employees who leave a company during a specific period of time. An organization now faces a severe problem with employee turnover that is challenging to control and is one of the disadvantages it must deal with. According to research, the median annual employee turnover rate for the year 2022 will be 34.6%, and the average employee will have worked for the company for 2.9 years on average. (UpReady,2022) The employee's need to put in a lot of overtime is one of the factors that goes into these criteria. The employee may become burned out and demotivated as a result, leaving the organization because they are unable to maintain a work-life balance, especially during the most hectic periods.

Dynaciate Engineering is facing high turnover, especially in Sarawak. I will be aware of how many people come in and go out of this company as an HR intern. The management is one of the reasons this occurred at Dynaciate Engineering. The management does not provide employees with the benefits they had previously agreed upon. Therefore, Dynaciate Engineering has a severe problem with employee turnover.

Recommendation

1) Rewards and Recognitions

- Giving employees recognition for their persistent efforts and contributions to the company is important. The long-service award for the employee, on which to congratulate the employee to the other staff for their services to the company, is one kind of acknowledgment for the employees. Making the workplace happier would encourage employees to give long-term contributions to the company. (Walden University, 2018). For example, Dynaciate Engineering could reward employees based on their performance. Incentives that are based on performance are an excellent means to recognize employees for their efforts and achievements. Bonuses, gift certificates, and special facility access. These are just a few examples of non-monetary rewards that could be awarded.

2) High Workload

- Hart and Staveland (1988) describe workload as “the perceived relationship between the amount of mental processing capability or resources and the amount required by the task.” Another definition is that it represents the relationship between a group or individual human operator and task demands. In simpler terms, it is the volume of work expected of a person. Employees' mental health will be jeopardized as a result of excessive workload. The effects of a heavy workload do not end with the employees' physical deterioration. Team members are also prone to social and mental collapse. Employees who have too much workload suffer from poor work-life balance, higher stress levels, and substandard employee performance.

According to my experience as an intern. I think my work is quite heavy. It is because I need to carry out all the job duties of a human resources executive. I think it is really good for me as an internship student because I can learn and gain experience from that job. Sometimes, I think I have a high workload. At Dynaciate Engineering, the workload for the staff is quite heavy because they want to cut costs by hiring more manpower. Actually, if people have a high workload, their productivity and quality of work will decrease because they need to focus on too much work.

Recommendation

1) Hired more employees.

- Dynaciate Engineering needs to hire more employees to boost productivity. Employees and company projects are connected in a fairly simple way. Productivity has an inverse relationship with the workforce. A company can take on more projects or complete them more quickly if there are more employees available to work. On the other hand, companies are unable to finish projects if there is not enough labor. Lack of productivity results in lower income and profit, which, in some situations, prevents the business from continuing to operate. More employees are required by every company. It's because the employees may provide the company with a wide range of ideas.

OPPORTUNITIES

1) Well known and establishment

- Dynaciate Engineering is a professional services company that offers steel fabrication, minor piping system and structural repair and maintenance, pipe supply, engineering and construction of buildings and facilities, and related services and products. In the world of engineering organizations, Dynaciate Engineering has long been a dominant force. The majority of the staff at the company has professional qualifications from a variety of industries, including Niosh, Dosh, and others, which is a contributing component. These elements would make it possible for the company's customers in related industries to receive the greatest services from its employees in their specific job responsibilities.

The company has operations in more than two countries, including Singapore and Indonesia. MSG, MMHE, and Pengerang Refinery (PrefChem) are the local clients in Malaysia who have selected Dynaciate Engineering as their primary professional service provider. Therefore, the company would have an advantage over its competitors by getting a large turnover from their services because the organization could retain consumers, which would also draw in future customers in the current market for the services supplied.

Recommendation

1) Maintain the establishment.

- Dynaciate Engineering can take advantage of these opportunities to keep the establishment operating. Dynaciate is already well-known due to its many sites in Malaysia. However, they must be sustainable, which is difficult. There are several ways to keep them going, such as by providing outstanding customer service. Everyone enjoys getting good customer service. The customers remain the same, so do everything in your power to provide them with an excellent experience that might encourage return business or a glowing recommendation. Furthermore, Dynaciate can have open lines of communication with clients and be available to them for questions.

2) Open a new site in each of Malaysia's states.

- All industries will take advantage of the opportunities to expand their businesses. The same goes for Dynaciate Engineering. The purpose of opening such a site is to expand their business interests. One of the advantages of opening a new site is the ability to retain and attract more customers. The company can add new products to its portfolio or tap untapped customer markets. Opening a new store is to reach out to new customers and capture the relationship. A growing customer base is a way of achieving growing profits.

Dynaciate Engineering has an opportunity to increase the number of its locations throughout Malaysia. Currently, Dynaciate has offices internationally as well, including Singapore and Indonesia. Dynaciate has more than three locations throughout Malaysia, including ones in Johor, Kedah, Penang, Sarawak, and Puchong. They plan to increase their presence throughout the country's states as well. In addition, launching a new site will increase the company's visibility. Following that, more clients will be eager to work with the business on fresh initiatives. Indirectly, it might help the business become well-known in Malaysia.

Recommendation

1) Sustain effective management at each site.

- Dynaciate may benefit from these opportunities as well. The reason behind this is that when Dynaciate opens a new site in each of Malaysia's states, it could attract clients to cooperate with Dynaciate. Dynaciate is now more frequently subcontracted by big companies. Perhaps with the additional sites that will open soon and effective management, Dynaciate will become a successful company instead of only a major contractor for others. Sustainable surroundings, more tourism, improved financial flow, and the development of jobs all around the country are all benefits of the construction sector's well-managed business. The gross domestic product (GDP) is essential for keeping the economy's many sectors in balance.

THREATS

1) Compete with the same field company.

- The company develops from competition. Because it will result in higher consumption. For companies, having competition can be a beneficial thing because it forces them to improve quality and lower prices. This not only stimulates greater sales and better customer experiences, but it also promotes more purchases as those goods become more reasonably priced. Strong market penetration, greater quality, and—perhaps most significantly—the fact that the rivals' products are sold at more affordable rates are the causes of this.

However, Dynaciate Engineering had to compete with strong rivalry from other big companies and other Professional Services already present in Malaysia, such as MMHE, Prefchem, MSG, and others. Dynaciate Engineering will face competition from other businesses in the sector that offer their clients fabrication, engineering, and construction services, particularly those that are engineering-based. It will have an impact on the company's profit.

Recommendation

1) Expansion Strategies

- Consumers typically regard company competition as largely advantageous to them since it allows them to purchase new products at lower prices. There are a few advantages to competition, such as better goods and services and increased effectiveness. however, company must to compete with competitors to expand its strategy. The company must put a variety of strategies into place when it enters a new market to stand out from the other players already present in the host country. The company must take the initiative and research the ideal location. The host country's PESTEL analysis background, as well as the demands and wants of the host country, are only a few of the investigations that must be conducted (Velocity Global, 2022). As a result, taking an active approach towards the new market would assist the company in gaining an advantage over its rivals over time if it entered the market.

2) Labor shortages

- A labor shortage occurs when there are more open positions on the labor market than qualified candidates. Employers struggle to find and recruit employees as a result of this discrepancy. According to the Bureau of Labor Statistics (BLS) by the end of February 2023, there were 9.9 million open positions. The current labor shortage is the result of a perfect storm of high demand caused on by the current construction expansion, which affects numerous market sectors at once, low supply brought on by downsizing related to the recession, experienced workers retiring, and a lack of excitement from younger generations.

Another threat facing Dynaciate Engineering is a labor shortage. To ensure that it makes a bigger profit and offers its customers high-quality goods and services, this company requires additional workers. As a result of numerous construction projects being stopped, delayed, or completely abandoned during the current economic downturn, many people were laid off.

Recommendation

1) Provide better compensation.

- A labor shortage needs to be avoided by Dynaciate Engineering. The quality may suffer, and it may take a long time to complete the services or products. The productivity, effectiveness, and profitability of the company may suffer when there aren't enough experienced and skilled employees, which eventually limits its expansion and development. To put it simply, employees want to be paid more money—or, as they put it—what they are worth. In the healthcare, food service, and transportation sectors, this is particularly true. However, the demand for improved pay, has affected almost all sectors of the marketplace. Employees feel obligated to seek out better wages as a result of rising living and healthcare costs. Unfortunately, this demand is not met by the majority of vacant opportunities.

6.0 CONCLUSION

Pre-graduate students would benefit from an internship because it would improve their hard and soft skill sets. Additionally, the student would learn about the working environment at their assigned internship place during the internship, preserving their strengths and improving their deficiencies. The internship is also the ideal preparation tool for students before moving to the career stage after graduation. My desired internship location for my final semester was Dynaciate Engineering, which is an attractive location as the company works globally and the company's methods are appropriate based on the module for my subject of studies. While working at Dynaciate Engineering as a human resources intern, I had many opportunities to improve my skills in communication.

My main responsibilities and work at Dynaciate Engineering are to interact with the staff, where I may develop my professionalism and learn how to interact with people in the future. Additionally, the internship has given me the chance to develop my software skills because I was tasked with adjusting the attendance using an app such as Emplx. I'm just getting started with this app and learning it. Simply put, I received the full support of my team members during my internship here, and they helped me carry out the responsibilities assigned to me by my superiors. I also want to express my gratitude to the other members of the HR staff for their considerate advice regarding my career development, respective service lines, and shared opinions regarding our career progression. Not to forget the other interns at the company, as we have discussed our career goals and shared experiences in our separate service lines.

7.0 REFERENCES

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APPENDICES

1) Hari Raya Celebration



2) Birthday Celebration



3) Career Fair





MEGA

GERAK KERJAYA

MYFutureJobs JOHOR 2023

2,000 JAWATAN KOSONG TAWARAN GAJI RM 1,500 - RM 14,000

15 - 16 JULAI 2023
 SABTU - AHAD
 8.00 PAGI HINGGA 5.00 PETANG
 STADIUM ARENA LARKIN, JOHOR BAHRU



Unduh QR Code
 Pendaftaran Peminat Kerja
 Mega Gerak Kerjaya
 MYFutureJobs Johor 2023



