



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka

Kampus Baru, Jalan Melaka

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2020449892

BA232: BACHELOR OF OFFICE SYSTEMS MANAGEMENT

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INDUSTRIAL TRAINING REPORT : ALPRO PHARMACY SDN BHD

**01/03/2023 -
15/08/2023**



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

EXECUTIVE SUMMARY

My internship journey 24 weeks was beginning at Alpro Pharmacy Sdn Bhd from 1st March 2023 until 15th August 2023. Alpro Pharmacy Sdn Bhd is one of the famous pharmaceutical companies that run the operations of pharmacies for more than 200 outlets around Malaysia. This report content is the details of my 24 weeks internship journey. I had finished my industrial training at unit retention and appraisal and also unit recruitment and onboarding under People Management Department or most commonly called Human Resource Department. These unit control and manage everything about manpower and recruitment activities such as manpower movement, manpower transfer and interview, confirmation of employees, promotion and adjustment, interview activities and others related.

During my 24 weeks internship I was assigned to perform task related with staff's performance, career advancement and recruitment. Basically, the task that was assigned to me is more related with administration part. I had learned a lot of skills and knowledge that related with the human resource process. I really enjoy during this internship because the staff is really supportive and willing to guide me during my internship journey. Additionally, this internship journey was reached my goals what I want to get during internship.

In this report also has content the strengths, weaknesses, opportunity and threat of People Management Department in Alpro Pharmacy Sdn Bhd. Basically, the strengths of the company are focus on their business activity and employee. Then, the weaknesses of the company are regarding the area of department and also workload which they need to handle ad-hoc task as well. Next, the opportunity of the company of course focusses on the engagement with staff. Last, the threat related to the technology and breach of data because of the non-strategic location of the department.

At the last part, the recommendation for each point of SWOT analysis is provided for the best future improvement for the department.

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ACKNOWLEDGEMENT



First and the foremost, I am expressing my thankfulness and praise to God for his guidance and blessing throughout my entire industrial training, I am able to complete this report that was given as my responsibility in order to fulfil a part of condition to be awarded Degree in Office System Management by Universiti Teknologi Mara, Kampus Bandaraya Melaka.

Special thanks to People Management Executive for Unit Retention and Appraisal in Alpro Pharmacy Sdn Bhd, Mrs. Nurul Fatimah binti Baharin and also Talent Specialist Acquisition for Unit Recruitment and Onboarding, Mrs. Azita binti Mohamed for give me the opportunity to do my industrial training at the company. I would like to express my gratitude to all my teammate at People Management Department, which are Mrs. Chong Pay Yi, the People Management Manager, Mrs. Sai Lavannya, Mrs. Noreen Norazie, Ms, Pok Youth Wen, Mr. Stanley, Ms. Vynnesa, Mrs, Norazwa, Mrs. Juliet, Ms. Kai Seen and Mrs. Nurul Aini for their support, and continuous guidance throughout my industrial training. I have gained so much knowledge and experience. I am very honored and happy on the explanation, teaching and knowledge that I have gained as an internship student. Besides that, to my advisor Madam Aida Nur for helping me in handling the necessary paperwork and formalities in order for me to undergo training smoothly and have contributed a great deal in giving the guidance and exposure towards my final year project.

Lastly, I would like to thank to my family, and also my colleagues for their comforting support. I also would like to show my deepest gratitude to my friends who discussed and even shared their ideas and opinion that was very outstanding and helpful. I will never forget all the help and advice by implementing fully in any suitable assignments. I wish to acknowledge to all persons who give supporting, advice, and assistance that are directly or indirectly involved to the success of my industrial program.

1.0 STUDENT'S PROFILE



Contact

Phone

Email

Address

Internship Period

1 March 2023 - 15 August 2023

Computer & Software Skills

Microsoft Office



Adobe Photoshop



WEKA



Canva



Language

Native speaker of Malay (Malaysia)

Bilingual proficiency in English

Nurul Alia Md Jais

Career Objective

To obtain an internship opportunity in Office Management in company where I can contribute towards the advancement of company. I also wants to experience the real working environment that can empower my leadership, communication and interpersonal skills in order to be ready to the real working environment, demands and culture in future job.

Education

- 2020 - 2023
Bachelor in Office Systems Management (Hons.)
Universiti Teknologi MARA (UiTM) Bandaraya Melaka
CGPA : 3.64
- 2018 - 2019
Sijil Tinggi Pelajaran Malaysia (STPM)
Sekolah Menengah Tuanku Muhammad
CGPA : 3.25
- 2013 - 2017
Sijil Pelajaran Malaysia (SPM)
Sekolah Menengah Kebangsaan Pendeta Za'ba
Result : 4A 3B 1C

Activities and Leadership Positions

- 2022
Exco Kebajikan dan Keahlian
Bulan Sabit Merah Malaysia (BSMM)
UiTM Kampus Bandaraya Melaka
- 2021 - 2022
Exco Kerohanian
Bachelor Office Systems Society (BOSS)
UiTM Kampus Bandaraya Melaka

Awards

Bachelor Degree's Dean Award for 4 semesters

Reference

**Pn Nur Hazwani
binti Mohamad Roseli**
Industrial Training Coordinator

**Cik Muna Kameelah
binti Saud**
Academic Advisor

2.0 COMPANY'S PROFILE

2.1 COMPANY'S BACKGROUND



Figure 1: Alpro Pharmacy Sdn Bhd's Logo

After completing their required pharmacy service in an adjacent healthcare facility, Ph. Low Swee Siong and his partner Ph.Hiew Fei Tsong agreed to launch the first Alpro Pharmacy on February 1st, 2002. As he worked at several of Kuala Lumpur's top pharmacies, Ph. Low gained knowledge and became less satisfied with the industry's what he perceived to be outdated, product-price-focused, and passive management practices. Alpro succeeded and grew, expanding branches in Negeri Sembilan, Selangor, Penang, Johor, Terengganu, Kelantan, Melaka, and Sarawak with a focus on personalized pharmaceutical treatment and excellently customer service. Alpro established its position in 2020 by launching its headquarters in Sendayan TechValley, which has three primary wings: engagement, supply chain, and operation. Alpro provides back to the communities it serves by doing more than just offering one-on-one therapy and consultation between patients and pharmacists. They are committed to assisting people in leading healthier lives. The communities rely on them as their go-to source of information.

2.2 OPERATION HOUR

Location	Day	Time
HQ (45 hours / week)	Monday - Friday	7:30 a.m. – 5:30 p.m.
		7:45 a.m. – 5:15 p.m.
		8:00 a.m. – 6:00 p.m.
Outlet	Everyday	9:00 a.m. – 10 p.m.

Table 1: Alpro Pharmacy Sdn Bhd's Operation Hour

2.3 VISION, MISSION AND PHILOSOPHY

Vision

For a healthy and vibrant world

Mission

To provide opportunities, health, and guidance to anyone striving for a better life. We promise to provide professional services and to become a disease prevention and health improvement centre.

Philosophy

Alpro will keep challenging and improving on business practices, products, and services for the betterment of ourselves and our community, we shall strive for excellent and highest effectiveness.

2.4 ORGANIZATIONAL STRUCTURE

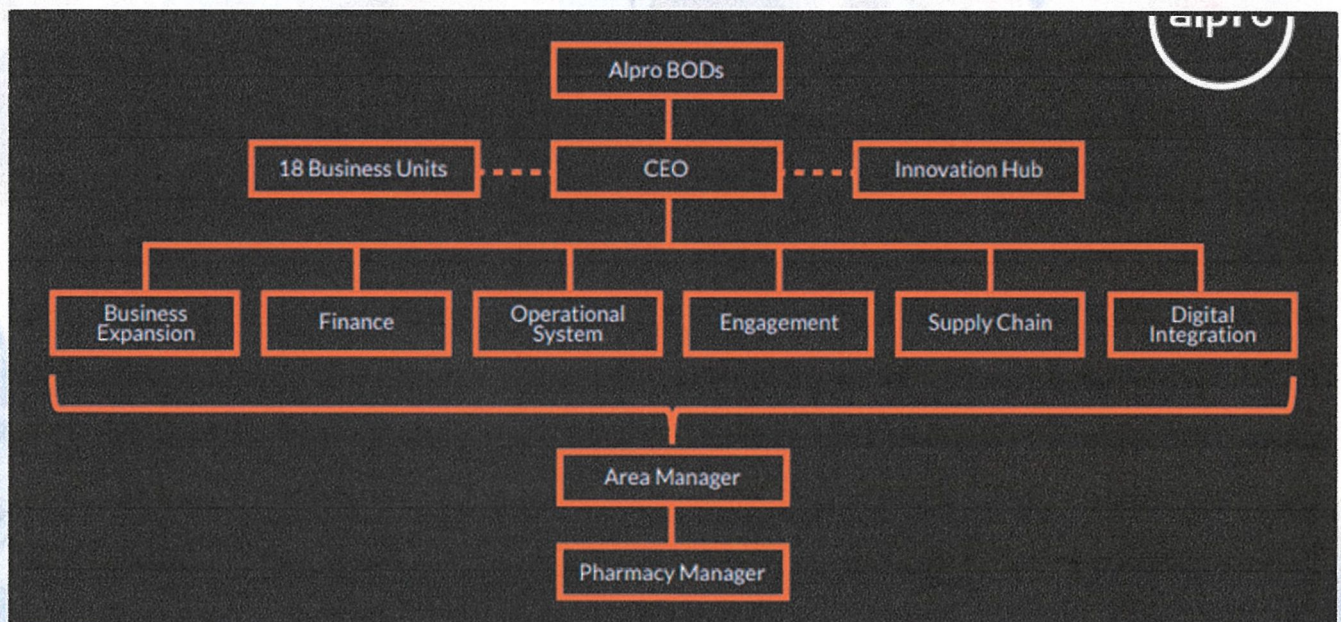


Figure 2: Alpro Pharmacy Sdn Bhd's Organizational Structure

2.5 LOCATION

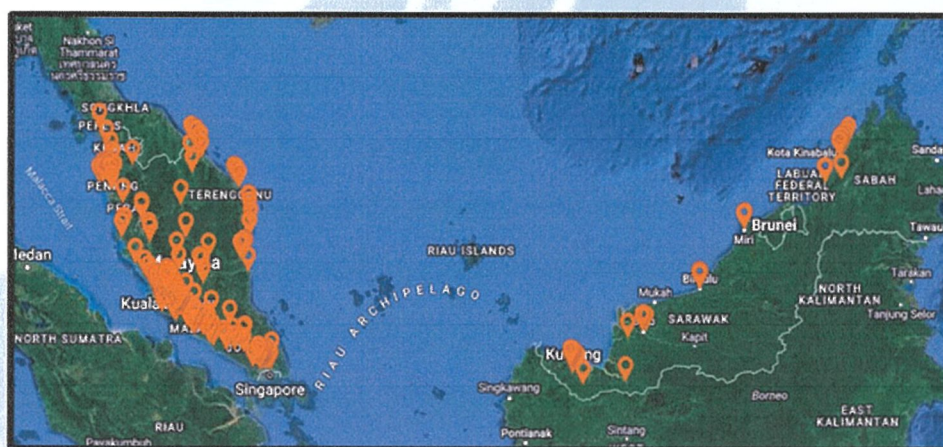


Figure 3: Location of Alpro Pharmacy in Maps

State	Type	Number
Johor	Outlet	39
	Franchise	4
	Physio	1
	AMC Clinic	2
Kedah	Outlet	4
	Franchise	2
Kelantan	Outlet	10
Kuala Lumpur	Outlet	5
	Franchise	1
Melaka	Outlet	9
	Franchise	1
	Physio	1
Negeri Sembilan	Outlet	27
	Franchise	6
	Physio	2
	AMC Clinic	5
	BB Fortress	1
Pahang	Outlet	13
	Franchise	2
	Physio	2
Perak	Outlet	9
	Physio	1
	AMC Clinic	1
Perlis	Outlet	1
Penang	Outlet	16
	Franchise	2
	Physio	1
Selangor	Outlet	20
	Franchise	12
	Physio	1
	AMC Clinic	1
Sabah	Outlet	22
Sarawak	Outlet	31
	Franchise	1
	Physio	1
	AMC Clinic	1
Terengganu	Outlet	7
	Franchise	2

Table 2: List of Location Alpro Pharmacy Outlets

2.6 PRODUCT / SERVICES



Figure 4: Alpro Pharmacy

Alpro Pharmacy

Alpro Pharmacy is the best prescription pharmacy which sell medicine, medication stuff and many more.

Alpro Physio

Alpro Physio is focusing on physio treatment for all, which been handled by professional physiotherapist.



Figure 5: Alpro Physio



Figure 6: AMC Clinic

AMC Clinic

AMC Clinic providing high-quality, personalized medical care with the most cutting-edge technologies available.

BB Fortress

BB Fortress is a one stop baby & mommy care products center.



Figure 7: BB Fortress

3.0 TRAINING'S REFLECTION

3.1 DURATION

The six-month period of industrial training at Alpro Pharmacy Sdn Bhd has provided invaluable experiences that shall never be forgotten. The internship started on 1st March and ended on 15th August 2023, in total of 24 weeks with RM500 allowance per month. Throughout this duration, a standard workweek consisting of five days, Monday to Friday, with each workday comprising 10 working hours, inclusive of a 1-hour lunch break.

3.2 SPECIFIC DEPARTMENT

The placement is in the People Management Department (PPM). Throughout the internship period, the role of People Management Assistant requires handling a various arrangement of tasks across different units, commonly referred to as the Human Resource Department (HR). In Alpro, the organization refrains from using HR terminologies and instead employs the concept of People Management. This approach aims to foster a stronger sense of unity and connection among all staff members, regardless of their positions. This department is divided into three distinct units, which are Payroll and Policy, Recruitment and On-Boarding, and Retention and Appraisal. Specifically, assigned into two units during the internship period which are:

- i: **Retention and Appraisal: March until May**
- ii: **Recruitment and On-boarding: June until August**



Figure 8: People Management Team

3.3 ROLES AND RESPONSIBILITIES

3.3.1 HANDLING CONFIRMATION AND PROMOTION STAFF

In this section, the assigned responsibilities are related to Alproeans' career advancement, specifically pertaining to staff confirmation and promotion. Effective on the 1st of each month, confirmed staff members will receive a special congratulatory announcement via their WhatsApp group from PPM. Additionally, they will have their staff card activated and will be entitled to family card activation as well. They will also receive a Confirmation Starter Kit, which includes the Alproean Philosophy Book, Health Product Card, and Medication Safety uniform.

For those staff members who have been promoted to a new position, they will also receive a special congratulatory announcement through their WhatsApp group from PPM. In addition, they will be provided with a new nameplate displaying their new position. Nutritionists and Dietitians who have been promoted will receive a White Coat. Throughout the entire internship, the responsibility of preparing and distributing these kits to their respective outlets has been assigned to me.



Figure 9: Preparing Confirmation Kit

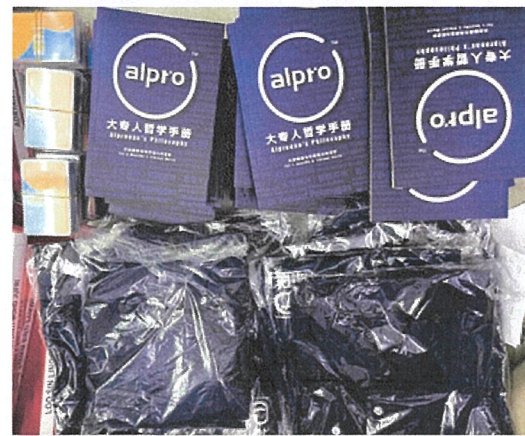


Figure 10: Items for Confirmation Kit

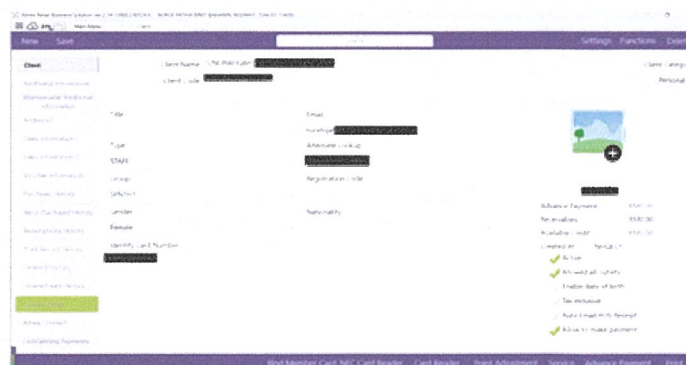


Figure 11: Activation Staff Card in Xilnex

3.3.2 UPDATING STAFFS' ASSESSMENT

Next is regarding staff performance management, which it is crucial for Alproeans to improve their careers. New staffs must successfully complete the Health Advisor Assessment (HA321) during their probationary period in order to advance to confirmed status which in the assessment consist of three levels (III, II, and I). At PPM, they maintain a monitoring list where completed assessments are updated. This monitoring list is afterward will be forwarded to Alpro Academy for the arrangement of the Oral Test Assessment schedule. Within this role, the responsibility lies in updating the HA321 progress on a daily basis. Timely updates are critical, as any delays may hinder the staff confirmation process. Additionally, for staff members who have not yet completed their assessments, the task involves reminding the Pharmacist in Charge (PhIC) to promptly submit the required assessments, thereby expediting the confirmation process for the respective staff member.

Outlet	Name	Position	Sub date info	Sub date info	Sub date info	Oral Test Schedule	Oral Test Result
134	MDR1	PhIC	15/6/2023				
134	QDR1	Supervisor	15/6/2023				
134	SHJ1	Supervisor	15/6/2023				
134	SHJ2	Supervisor	15/6/2023				
134	QDR2	Supervisor	15/6/2023				
134	SHJ3	Supervisor	15/6/2023				
134	SHJ4	Supervisor	15/6/2023				
134	SHJ5	Supervisor	15/6/2023				
134	SHJ6	Supervisor	15/6/2023				
134	SHJ7	Supervisor	15/6/2023				
134	SHJ8	Supervisor	15/6/2023				
134	SHJ9	Supervisor	15/6/2023				
134	SHJ10	Supervisor	15/6/2023				
134	SHJ11	Supervisor	15/6/2023				
134	SHJ12	Supervisor	15/6/2023				
134	SHJ13	Supervisor	15/6/2023				
134	SHJ14	Supervisor	15/6/2023				
134	SHJ15	Supervisor	15/6/2023				
134	SHJ16	Supervisor	15/6/2023				
134	SHJ17	Supervisor	15/6/2023				
134	SHJ18	Supervisor	15/6/2023				
134	SHJ19	Supervisor	15/6/2023				
134	SHJ20	Supervisor	15/6/2023				

Figure 12: HA321 Monitoring List

In this category as well, the compilation of Key Performance Indicators (KPIs) for all Alproeans in outlets is required. Upon receiving the KPIs from the PhIC of each outlet, the responsibility lies in combining them into a single report. This report must be submitted to the PPM Manager on a quarterly basis. The purpose of this submission is to facilitate the assessment and determination of performance allowances for the staff members.

3.3.3 EVALUATING SUPERVISOR ASSESSMENT

Next is Supervisor Assessment. Supervisor Assessment is a qualification for staff seeking promotion to the Supervisor position. This assessment has three skills that candidates must demonstrate skill in which are leadership, communication, and management skills. The assessment sessions are scheduled monthly and conducted via the Zoom Meeting platform. The role involves designation as an assessor specifically for the leadership skill. After participating in the Zoom Meeting, the responsibility needs preparing an evaluation report for each supervisor candidate and assigning marks accordingly. Upon successful completion of the assessment, candidates will be promoted, and their new position will take effect on the 1st of the following month.

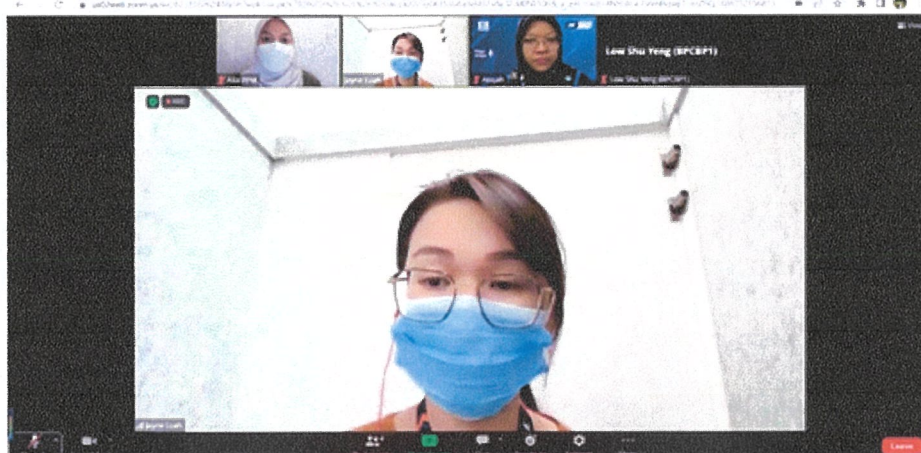


Figure 13: Supervisor Assessment via Zoom Meeting

3.3.4 UPDATING RESIGNATION

Next is regarding the resigning staff, updating the status in three different systems, which are Xilnex, Octopus, and ACMM, is necessary. Xilnex serves as the platform responsible for handling member card activation and purchasing transactions. On the other hand, Octopus and ACMM function to record staff profiles. Therefore, in all three platforms, prompt deactivation of their accounts is required upon submitting their resignation.

3.3.5 PROCESSING INTERNSHIP APPLICATION

The handling of the internship application for Alpro Pharmacy falls under the Recruitment and Onboarding Unit. During this process, upon receiving applications from students via Google Form, the first step is to review the attachments provided by the students. The crucial attachment required for the internship is the university letter, which serves to confirm the internship period and the student's genuine interest in applying for the internship.

Once the attachment is verified as complete, the next task involves assessing the availability and suitability of outlets or departments to accommodate the student. Subsequently, the process entails issuing the offer letter to the student and sending a congratulatory email acknowledging their application. Upon the student's acceptance of the offer, the next step involves sending an email to notify the Pharmacist in Charge (PhIC) at the outlet or the Person in Charge (PIC) at the headquarters department regarding the placement of the internship student.

3.3.6 SUPPORTING EVENTS

3.3.6.1 Career Fair International Islamic University Malaysia (IIUM)

Preparing gift bags which consist of vouchers, face mask, brochures, sticker and several items for Career Fair in IIUM Kuantan.



Figure 14: Gift Bags for Career Fair at IIUM

3.3.6.2 Alpro Prestige Scholarship Signing Ceremony

Preparing signing certificate and ushering for Alpro Prestige Scholarship event.



Figure 15: Alpro Prestige Scholarship Signing Ceremony

3.3.6.3 Career Fair at UiTM Puncak Alam and Universiti Kebangsaan Malaysia (UKM)

Assisting in handling a booth in Universiti Teknologi Mara (UiTM) Puncak Alam for Interview Career Fair event and FSK Career Fair in Universiti Kebangsaan Malaysia (UKM).



Figure 16 and 17: Career Fair at UiTM Puncak Alam



Figure 18: Career Fair at UKM

3.3.6.4 Alpro Partnership Scheme (APS) and Alpro Synergy Partnership Scheme (ASPS) Signing Ceremony

Preparing documents before the event and stamping after the event for Alpro Partnership Scheme and Alpro Synergy Partnership Scheme Signing Ceremony.



Figure 19: Preparing documents for APS and ASPS event

3.3.6.5 Alpro Warehouse Sale in Johor Bahru (Alpro WHS JB)

Preparing the supplier lanyard, helping in updating staff information for accommodation, prepare self kit for staff which consist of face mask, Covid test kit and apron for Alpro WHS JB and involving during the five days event under Security and Maintenance Team.

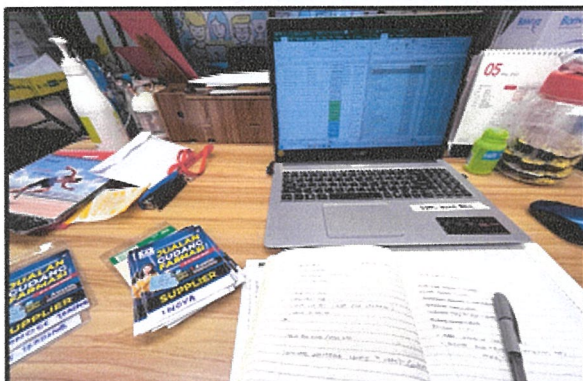


Figure 20 and 21: Preparing supplier lanyard



Figure 22: Dismantle process at Alpro WHS JB

3.4 EXPERIENCES

3.4.1 Learn real working world

During these 6 months, exposure and preparation have been provided to face work environment situations in the future. This experience proves beneficial in avoiding surprises while performing any job and navigating the realm of professionalism. Internships offer the opportunity to apply theoretical knowledge to real-world scenarios, allowing interns to experience firsthand how things work in a professional setting.

3.4.2 Improve in communication skills

The internship experience has provided valuable skills in learning effective communication in a professional environment. The opportunity to engage in workplace communication with colleagues, supervisors, and clients. This exposure has allowed to practice professional language, tone, and etiquette. This skill increased even more upon joining various event companies.

3.4.3 Enhance time management skills

In Alpro Pharmacy, various activities are organized, provided by professionals, such as blood donation, physio tests, skin tests, and others. Additionally, every morning, there is a mandatory half-hour morning sharing session for all HQ staff to attend. With the plenty of activities, time management need to be done efficiently to fulfill daily work responsibilities. Creating a personal schedule is crucial to prioritize tasks and allocate appropriate durations to complete each task effectively.

3.4.4 Problem solving

In the People Management Department, staff management is a key responsibility. Alpro employs over 3000 staff members across Malaysia. During my time in the Retention and Appraisal unit, I acquired a valuable skill while investigating an issue at the Johor outlet. The task required to conduct a thorough investigation and develop my own solution to resolve the problem. This skill is particularly crucial in real-world Human Resource department scenarios in handling staffs' issue.

4.0 SWOT ANALYSIS



According to Namugenyi et al. in 2019, Strengths, Weaknesses, Opportunities, and Threats, or SWOT, is a technique that the management team uses to identify the internal and external elements that have an impact on the company's and its business performances. Internal capabilities and favorable business establishment characteristics are strengths in the SWOT analysis because they are important for businesses to fulfil their goals and provide effective customer service. Internal obstacles or limitations that could affect an organization's performance are known as weaknesses. The company's internal factors are its strengths and shortcomings. Opportunities are elements or characteristics that could benefit or make it easier for businesses with connections to outside organizations to operate. In order for businesses to take benefit of their advantages, they are external variables. Threats are externally-based undesirable elements that may prevent or delay the achievement of the company's objectives. There are several analyses from People Management Department in SWOT.

4.1 STRENGTHS

4.1.1 EFFICIENT AND EFFECTIVE HUMAN RESOURCE INFORMATION SYSTEM (HRIS) – RYMNET



Figure 23: Rymnet System's Logo

Rymnet is a comprehensive system utilized for processing various human resource functions, including payroll, onboarding, leave management, and other HR-related tasks. This system has proven to be highly efficient, facilitating the HR team in expediting their processes. They started in implementing to use the system in HR process for the past 3 years, in 2020. It is because they realize that information technology has had an impact on almost each aspect of our society especially in organizational procedures like HRM processes and practices. Started using Rymnet from Rymnet Solutions Sdn Bhd really help the team in processing staff's data. The system functioning in centralized all HR data.

The functions of the system are:

i: Employee Profile

- The system records a comprehensive range of information, including contact details, job descriptions, signed documents, certificates, organization charts, statutory status, and other pertinent data.
- Employee self- service which employees have the capability to access their profile within the system, enabling them to autonomously make changes or update personal information as necessary.

ii: Payroll

- The system efficiently computes payroll in accordance with the defined pay items tailored for distinct groups of employees, ensuring an error-free payroll processing.
- The system generates e-payslips for each employee following the completion of payroll processing. These e-payslips are made accessible through the web platform or the Rymnet mobile app, enabling employees to conveniently view and download their payslips.

iii: Leave

- Throughout the approval process, the system efficiently tracks the status of each leave application, ensuring transparency and avoiding delays. Furthermore, an automated notification system alerts both the employee and the relevant approvers at each stage, streamlining communication and expediting the approval process.

4.1 STRENGTHS

4.1.2 SWIFT IN HANDLING CASES



Figure 24: Octopus System's Logo

In this department, they swift handling staff's case especially in resignation, transfer and disciplinary case. As a staff in human resource department, they be a middle-person between company and employee. When there are cases arise, the case needs to resolved it right away in order to maintain the welfare of the employees and enhance the effectiveness of the company's employee management procedures. Since Alpro has more than 3000 staffs, PPM team has received various cases per week that been reported in a system called Octopus Database (odb). Octopus Database is Alpro Customer Care System that gather all announcements from outlets and Alproeans can raise their issue to a department accordingly. PPM team is a very efficient in solving various cases everyday such as regarding disciplinary action, payroll, registration staff, staff or family card activation, uniform and many other cases. It is because they think that the staff is also like the customer that we need to prioritize.

Priority	Outlet	Report	Department / Category	Lodge	Status	Efficiency	Contractor	Total Cost	Description	Attachment
F24258	NSDWHH	surat pengisahan	People Management Staff Verification Lemot Surat Akuan Bujang	(2023-07-26 12:10:14) Nural Fathah (Biro Kemahkotaan)	completed	1.1 hours	Vyressa Anak Raynold (People Management)	RM0.00	surat pengisahan majikan	
F23589	NSDWHH	Change AC/M level	People Management System Xbox AC/M Octopus Related	(2023-07-20 09:47:38) Cheng Kuen Seng	Pending		Goh Wei Hwe (People Management)	RM0.00	Please Change below staff AC/M authority to SIC level 00032501 ALII AH12 02032507 JH10AD SHW JK	
F22116	NSDWHH	Staff Card Activation 041215050536 Shinnie Leng Xin Yee	People Management Staff Card Family Card	(2023-07-18 14:16:56) Nural Fathah (Biro Beharim)	completed	1.8 days	Nural Fathah (People Management)	RM0.00	Staff card activation	1
F22090	NSDWHH	Staff Card Activation	People Management Staff Card Family Card	(2023-07-18 14:11:43) Cheng Kuen Seng	completed	1.8 days	Nural Fathah (Biro Baharin) (People Management)	RM0.00	Staff card activation for 950110055543 Tgh Chel Cheng	1

Figure 25: Fixit Function in Octopus's System

4.2 WEAKNESSES

4.2.1 NON-STRATEGIC AREA OF DEPARTMENT

In an attempt to encourage workplace relationship, Mr. Low has transformed conventional office spaces into open structures, categorized by reduced walls, doors, and other physical barriers. However, it is imperative to acknowledge that such connectivity comes at a cost, manifesting in potential distractions, compromised privacy, and an elevated risk of rapid illness transmission.

For the Human Resources department at Alpro Pharmacy Sdn Bhd, this open office arrangement presents certain challenges, particularly with regard to maintaining confidentiality while processing sensitive staff information, such as payroll, allowances, and personal details. The department, referred to as PPM, also handles staff uniforms, leading to situations where employees visit the department to purchase or claim their uniforms while the team is actively processing private information. As a result, the team must remain cautious about staff movements and swiftly secure their desktops to safeguard sensitive data. In some cases, staff may unintentionally view the laptop screens when the team is not immediately aware of their presence.

Given the essential privacy concerns associated with the handling of confidential information, the current location of the PPM department in a non-strategic area is not conducive to the open office concept. A more private and secure setting would be better suited to ensuring the privacy and confidentiality required for the smooth operation of this department.



Figure 26: Area of People Management Department

4.2 WEAKNESSES

4.2.2 HIGHLY EXISTING WORKLOAD (AD HOC)

The PPM team indicates excellent efficiency in immediately addressing ad hoc tasks or cases received on a daily basis, as was previously highlighted in the Strength section. However, the huge amount of such cases frequently results in a heavy workload for the team, forcing them to put aside their regular duties in order to concentrate on case settlement. The in-charge staff must perform on-site investigations at the outlets, especially in disciplinary situations, or request assistance from the state's Jabatan Tenaga Kerja (JTK). This investigation procedure can take a long period, which might clash with their everyday obligations.

Each unit within the organization must deal with its own set of cases that need to be resolved while managing other assigned projects. The team is under quite a bit of pressure as they try to balance their overall operational tasks with their efforts to handle both urgent case demands and this various workload.

In addition, in the department also are lack of manpower. It is because the staffs who joining the department will only for a short period of time. Whenever the task is already given to the new staff, the workload might not happen. But in a short of time, the staff is resigned and the task are back to the previous person in-charge. The workload will continue until they get a new staff in the department especially under Unit Retention and Appraisal which one of the team is going to maternity leave.

4.3 OPPORTUNITIES

4.3.1 EMPHASIS ON EMPLOYEE WELL-BEING

With the dedication of PPM team and have a good system in HRIS, there is an opportunity to prioritize employee well-being and help in having work-life balance. They also can help to increase employee's welfare and productivity. It is because human resource department act as a middle-person between staffs and company. They help company to present the policies in order to handle employee's wellbeing. It also can build a setting that is secure, joyful, and healthy for workers. Set boundaries and expectations, promote equitable and open conversation, and recognize team accomplishments. The good action from PPM team can makes them feel appreciated and can promote optimistic thinking to other staffs as well. Happy workers are much more likely to stick with a company and give their best effort not just for HQ staffs, but also for outlets and logistics Alproeans.

4.3 OPPORTUNITIES

4.3.2 MUTUALLY BENEFICIAL ENGAGEMENT WITH UNIVERSITY

One of the HR department's most significant duties is manpower planning. HR managers create hiring plans to bring in the best candidates for their company. After hiring, they prepare a well-thought-out training and development plan for the new employee's induction. PPM team has Recruitment and Onboarding unit which act to hiring new employees for all outlets in Malaysia. To find the best candidate for the position, they have a mutual beneficial engagement with university. There are more than 10 universities has signing Memorandum of Signing with Alpro Pharmacy Sdn Bhd organize by PPM department. By participating in university career fairs, networking events, and internship programs, the company can effectively recruit potential employees who are already familiar with the organization's culture and operations.

Besides form that, PPM team also see the opportunity that the collaborating with a reputable university enhances the company's brand image and reputation. It showcases the organization's commitment to education, research, and talent development.

4.4 THREATS

4.4.1 RISK IN BREACH DATA PRIVACY

In the modern world, data privacy poses significant threats to all companies, necessitating the implementation of measures to ensure security. As previously mentioned in the Weaknesses section, the PPM department's non-strategic location can potentially compromise data privacy. The department's transparent visibility to other staff members increases the risk of data leakage, as sensitive information can be easily seen on display screens. Additionally, team discussions may be overheard by personnel from other departments, especially when handling private matters like individual salaries during recruitment or salary payment processes. This lack of privacy in the current location poses a considerable challenge in protection sensitive data and necessitates reassessment to establish a more secure and confidential environment.

4.4 THREATS

4.4.2 ADVANCEMENT TECHNOLOGY

While numerous departments across various industries have embraced the advantages of technological advancements, the field of human resources (HR) has occasionally experienced a delay in adopting these innovations (Silva & Lima, 2018). In today's business landscape, technology plays a pivotal role, particularly for large companies like Alpro that operate within the retail industry. To ensure optimal efficiency and competitiveness, the PPM team must keep pace with the ongoing transformation of technology. Integrating modern HRIS can significantly enhance their ability to manage HR functions effectively, such as maintaining staff information and streamlining the recruitment process.

As of 2020, the PPM team has begun utilizing Rymnet, marking their initial steps in embracing technology. However, it is noteworthy that other companies have already integrated HRIS solutions ahead of them. To maintain a competitive edge and stay on par with industry standards, the team should expedite their efforts to harness the benefits of HRIS. Embracing such advanced technology will certainly improve the efficiency and effectiveness of HR processes, enabling seamless data management, enhanced analytics, and smoother workflow.

By capitalizing on the potential advantages that modern technology offers, the PPM team can elevate their HR functions to meet the demands of the contemporary business environment, ultimately contributing to Alpro's continued success and growth within the retail industry.

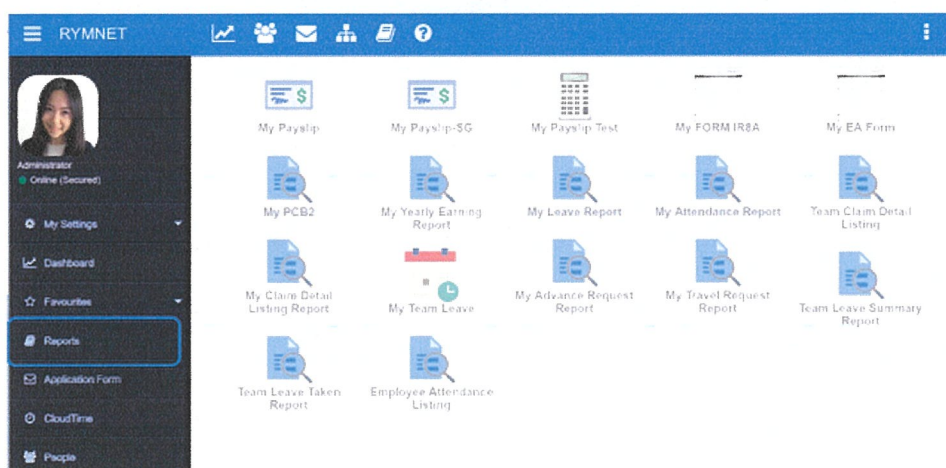


Figure 27: Rymnet System Interface

5.0 DISCUSSION AND RECOMMENDATION

5.1 STRENGTHS

Efficient and Effective Human Resource Information System (HRIS) – Rymnet

5.1.1 Recommendation: Maintain and improve the accuracy and speed of staff data entry

HRIS principally keeps the data related with the employees (Kaygusuz et al., 2016). A good system can help the team in handling HR process every day. In order to maintain the efficiency of Rymnet system, the team must ensure that they system is stay updated. They need to regularly explore whether new techniques or tools could be beneficial for the department. The team also need to always motivate staff by recognize and reward them who consistently maintain the high accuracy and speed in data entry. Positive reinforcement can encourage them to perform better.

Swift in Handling Cases

5.1.2 Recommendation: Empower and train other staffs

This strength has brought towards a positive value for all Alproeans. They can sustain their strength that has been practice all this while. For this strength, it is suggested for them to do the comprehensive training to staff members, such as the PhIC or Area Manager at the outlet, on efficient case handling procedures. Empower them with the authority to make decisions and resolve cases independently, within their designated scope. This will enable them to take immediate action when required, without unnecessary delays caused by constant escalations to higher authorities. Undoubtedly, training initiatives are a consistent human resources management function that help employees adapt to new contexts or issues and improve their ability to make decisions and solve problems in these environments (Ozkeser, 2019).

5.2 WEAKNESSES

Non-strategic Area of Department

5.2.1 Recommendation: Moves to a more secluded workspace for privacy

According to Acun & Yilmazer (2018), in reality, open office concept are linked to a lack of audible and visual privacy as well as excessive noise levels, which can significantly reduce task performance and workplace happiness. So, in Alpro, there is a new building with several rooms are still unused by any department. To be suggested that the PPM department need to moves to a more secluded workspace for privacy. With private rooms, the team members will have designated spaces for discussions, ensuring sensitive information remains confidential and secure. This will prove especially valuable when dealing with cases that involve handling private information or discussing sensitive matters. The partitioned rooms will minimize the risk of unintentional information leaks, ultimately contributing to a higher level of trust and confidentiality within the team. Face-to-face discussions can be conducted without distractions, leading to quicker resolutions for cases and effective decision-making.

Highly Existing Workload (ad hoc)

5.2.2 Recommendation: Set priorities when received tasks

To avoid from having a workload, they can establish clear priorities for case handling based on urgency and importance. Ensure that high-priority cases receive immediate attention and faster resolution need to be solve first. and most important also, they need to have a scheduled so that they can track their work regularly. If they receive multiple tasks and have limited capacity, communicate with the team manager to negotiate deadlines or discuss task priorities based on the overall workload. This idea might help them to improve their productivity without facing with the burnout and can compromise with the quality of work. It is align with Nwinyokpugi (2018) that a well-organized task is essential for effective prioritization and will boost productivity.

5.3 OPPORTUNITIES

Emphasis on Employee Well-being

5.3.1 Recommendation: Improve in work balance

Work-life balance is the connection between a person's obligations in their professional and personal lives, enabling them to handle both well without becoming overwhelmed or ignoring either. Maintaining overall wellbeing and maximizing productivity in both professional and personal endeavors require striking a work-life balance. PPM team need to work on suggesting to improve in work balance for the company. For example, offer flexible work arrangements, such as flexible hours, remote work, or compressed workweeks, to give employees more control over their schedules and reduce commuting time.

Mutually Beneficial Engagement with University

5.3.2 Recommendation: Seek feedback and input from the universities

In order to keep having mutual beneficial engagement with all the universities, the team need to regularly seek feedback from university partners to assess the effectiveness of the engagement and identify areas for improvement. From what the team has done, they always post to share success stories and positive outcomes resulting from the collaboration at their social media platform. This reinforces the value of the engagement to both parties. They can remain this action as the both parties might feel appreciated with the collaboration together. Besides from that, they can conduct feedback surveys specifically tailored to the university's experience of the collaboration. These surveys can cover various aspects, including communication, project management, and the overall value of the partnership.

5.4 THREATS

Risk in Breach Data Privacy

5.4.1 Recommendation: Conduct employee training handling data privacy

Currently, the company operates in an open office concept, which can pose challenges to data privacy and security. To address this concern, I recommend conducting comprehensive data privacy training for all employees. This training will focus on educating employees about best practices for handling sensitive data and the potential risks associated with data breaches. Employees will learn the importance of storing physical documents and digital files in secure locations, accessible only to authorized personnel. They will be educated on using password-protected systems, encryption, and other security measures to safeguard data from unauthorized access. This proactive approach will foster a culture of data privacy awareness, reducing the risk of data breaches.

Advancement Technology

5.4.2 Recommendation: Collaborate with IT Department

Staying alert and keeping up with advancements in technology is crucial for HR department to remain efficient, and adaptable in today's fast-paced business landscape especially for Alpro Pharmacy who involve in a pharmaceutical retail industry. To be suggested to stay alert in advancement of technology is the team can collaborate with IT department or in Alpro they called it as Operational Information and Communication System (OICS) department. This collaboration can lead to early access to new tools and understandings regarding new enhancement of technology as they are expertise in the field.

6.0 CONCLUSION

Alpro Pharmacy Sdn Bhd offered an exceptional internship experience that greatly improved my professional development. Throughout the internship, the tasks assigned to me were directly relevant to the subjects covered in my academic curriculum from Semester 1 to Semester 5 at UiTM Bandaraya Melaka. The valuable insights gained during my internship encompassed various aspects, including the company's work culture, adept problem-solving practices within our department, effective communication skills enhancement, and invaluable interview tips for future employment opportunities. Moreover, the internship program provided an opportunity for learning about the company's procedures and workflows. This exposure extended beyond a simple understanding of a select few work procedures, surrounding a broad variety of operational parts.

Not just that, I also know more details about company's strategies, services, product and all their award and involvement during I prepare this report. I was read a lot of information about this company and each company have weaknesses and threat is a basic and normal for company's operation. So, company need to plan some strategies to ensure all the weaknesses and threat can improve better and the issue not the big deal in the company except some issue under of our control. Basically, weakness come from internal issue of the company so the company still can control and make some improvement towards their management, workers and operation. Meanwhile the threat come from external issue. So, to make some improvement may take a few procedures and take a long time but we can try to avoid it or plan some alternative to reduce risk towards the threat.

Lastly, Alpro Pharmacy Sdn Bhd have a big potential to growth their economy because their brand and their services has been known to many people because the company operation since 2002 and the company also officially has license from Kementerian Kesihatan Malaysia (KKM) so their marketplace is effective and efficient to gain their profit but they still need some improvement towards their weaknesses.

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APPENDICES



People Management Team



Orientation for Newbies March

APPENDICES



Newbies March



Prepare Annual Uniform for Alproeans

APPENDICES



Assisting for Step-in Training in May

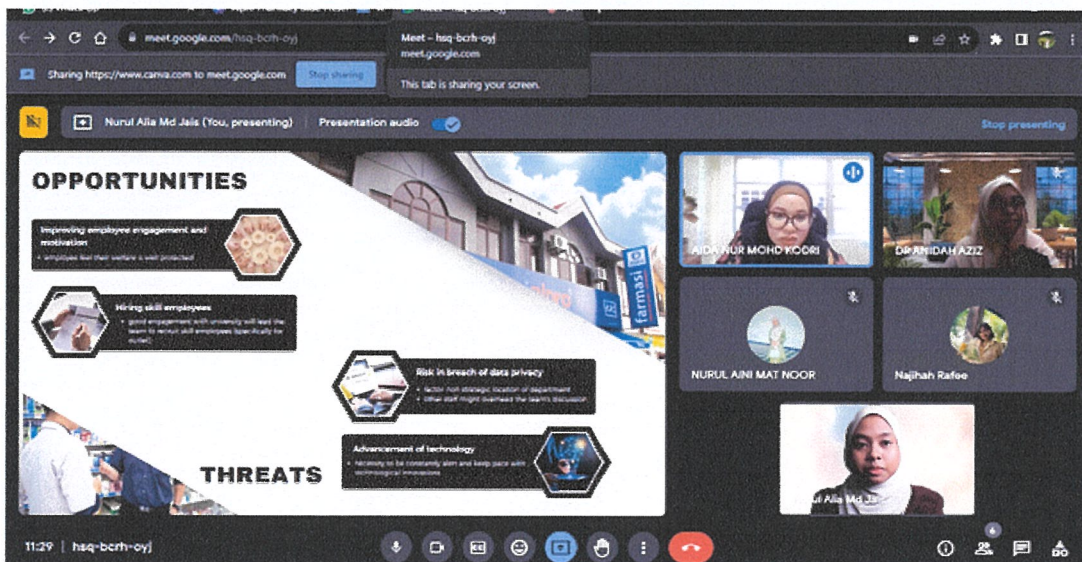


Assisting for Step-in Training in June

APPENDICES



Presentation on 27 July 2023



Presentation on 27 July 2023