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

HRM 666
HUMAN RESOURCES INTERSHIP

ASSIGNMENT TITLE
INDUSTRIAL TRAINING REPORT
(SUN LIFE MALAYSIA)



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EXECUTIVE SUMMARY

My journey of working experience is begin at Sun Life Malaysia Company. All my journey experience will be contains in this report. This report contains my experience in industrial training in Sun Life Malaysia in 24 weeks of my internship. This reports also study Sun Life Malaysia Company in term of SWOT analysis that contains strengths, weaknesses, opportunity and threat. This report will reflect the company objective and goals. I also giving recommendation to the company to increase their presences in the market to stay reliable and competitive. I also stated my conclusion of this report regarding the Sun Life Malaysia. At the end of the report, I also attach my appendices of my experience working there.

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2.0 COMPANY PROFILE



2.1 Name, Location and Background

The company name is Sun Life Malaysia Sdn Bhd and located at No 338 Jalan Tuanku Abdul Rahman 50100 Kuala Lumpur, Malaysia. Sun Life Malaysia (Sun Life Malaysia Assurance Berhad and Sun Life Malaysia Takaful Berhad) is a joint venture by Sun Life Financial Inc. and Khazanah Nasional Berhad. Sun Life Malaysia offers a comprehensive range of life insurance and Takaful products and services to Malaysians across the country and is focused on helping customers achieve lifetime financial security and live healthier lives. Sun Life Malaysia distributes its products through a range of distribution channels including bancassurance, direct marketing, telemarketing, agency, telcoassurance and government and corporate business. Sun Life Financial is a leading international financial services organization providing a diverse range of protection and wealth accumulation products and services. Chartered in 1865, Sun Life Financial and its partners today have operations in key markets worldwide.

The company including Canada, the United States, the United Kingdom, Ireland, Hong Kong, the Philippines, Japan, Indonesia, India, China, Australia, Singapore, Vietnam, Malaysia and Bermuda. Khazanah Nasional Berhad is the strategic investment fund of the Government of Malaysia entrusted to hold and manage the commercial assets of the Government and to undertake strategic investments. Khazanah is involved in various sectors such as power, telecommunications, banking, healthcare, airport management, infrastructure, leisure & tourism, property development, broadcasting, investment holding, and technology. The company also advancing sustainability as core strategic that supports their Purpose to help Clients achieve lifetime financial security and live healthier lives. Here at Sun Life Malaysia, their sustainability efforts, carried out under the 'Brighter You' banner, focus on the pillars where they can bring the best possible social and environmental impacts on financial security, healthier lives and sustainable investing.

3.0 TRAINING'S REFLECTION

3.1 Duration

The duration of the internship program that I go through is 24 weeks that start from 29th August 2022 until 10th February 2023. My working days of my industrial training start from Monday until Friday with the regular hours implemented which is from 8.30 am until 5.30 pm. Based on the law on lunch break on 1 hour, my company also practice the same policy as there give an hour for lunch break that start at 1.00 pm until 2.00 pm.

3.2 Flexible hour

The company also implemented the flexible hour for the employee in order to focus on work life balance towards them. The company policy implemented two (2) new ways to make it happen. First, they implement flexible hour of employee attendance to the office as the employee are able to come the office as early at 7.00 am until 10.00 am. Then, the employee need to be ensure their working hours is sufficient for 8 hours of working time excluding one (1) hour of lunch break. Second ways of flexible hours that my company implement is Working from Home (WFH) Policy as the employee able to not come to their office but only working from their home. The total days of WFH that the employee can get are based on their job scope and the necessity of their presence to the job. For my job especially, my supervisor gave me one (1) day per week for WFH.

3.3 Intrinsic Benefits

For 24 weeks of my industrial training at Sun Life Malaysia company, the intrinsic benefits that I manage to get is increase my focus on doing works assigned to me. I able to do the work properly without commit any error. The working environment taught me to do as perfect as I can because any error that I did will affecting others. It will delay others work as the task assigned are interrelated towards other.