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

**INDUSTRIAL TRAINING
HRM666**

**INDUSTRIAL TRAINING REPORT
AT TAIPING POLY (M) SDN BHD**



**DURATION:
29TH AUGUST 2022 – 10TH FEBRUARY 2023**

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GROUP : RBA2436A

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ACADEMIC INTEGRITY



STUDENT PLEDGE OF ACADEMIC INTEGRITY

As a student of Universiti Teknologi MARA (UiTM), it is my responsibility to act in accordance with UiTM's academic assessment and evaluation policy. I hereby pledge to act and uphold academic integrity and pursue scholarly activities in UiTM with honesty and responsible manner. I will not engage or tolerate acts of academic dishonesty, academic misconduct, or academic fraud including but not limited to:

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- e. **Furnishing false information:** Providing false information or false representation to any UiTM official, instructor, or office.

With this pledge, I am fully aware that I am obliged to conduct myself with utmost honesty and integrity. I fully understand that a disciplinary action can be taken against me if I, in any manner, violate this pledge.

Name : NUR BASIRAH BINTI MORAT
Matric Number : 2020985945
Course Code : HRM666
Programme Code : BA243
Faculty / Campus : UiTM Kampus Arau

PART 1

EXECUTIVE SUMMARY

This internship report is written to reflect and describes my personal experience, observations, and opinions on the great 6-month industrial training that I successfully completed at Taiping Poly (M) Sdn. Bhd. I was placed in the Human Resources and Administration department. As a Human Resource student, it is a golden opportunity for me to practice and apply the knowledge I have learned throughout my study years at Universiti Teknologi MARA (UiTM).

In this report, I have included my profile, consisting of information such as my background, education background, experience, achievement, and skills were presented in a simple resume template. Followed by the second part of the report, which is the general information such as the background and organizational chart of Taiping Poly.

This report also contains my training experience, where it discusses responsibilities and the tasks assigned to me and how they improved my skills. This part also highlights the benefits I gained throughout my internship period that greatly impacted my mentality to face the journey of the following challenges await.

The next part of the report was the SWOT analysis. The strength, weaknesses, opportunities, and threats in Taiping Poly have been identified and discussed. The PESTEL analysis consisting Political, Environmental, Social, Technological, Economical and Legal factors are also included in this report. In addition, recommendations have been made on improving and sustaining the impact in four elements of SWOT analysis.

This internship experience that I have gone through is very useful and rewarding. It has taught me to see things from other perspectives and how the real working world is. As I have yet to gain experience working in Human Resources, this experience is eye-opening for me. Finally, I will conclude all the contents of this report as the primary goal is to assess the student's knowledge of the industry and to reflect on what was accomplished during the 24-week internship. Furthermore, given that the main purpose of the internship is to learn by working in real situations and exposing ourselves to a professional setting, this report includes a detailed analysis of the organization.

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- Prepared minutes of meeting upon request.
- Created monthly meeting presentation slides for five (5) departments.
- Assisted in recruitment and administration of new hires, terminations, and compensation.
- Performed miscellaneous job-related duties and various generalist tasks as assigned.
- Worked with employees to establish and maintain a positive work environment.
- Created and develop standard work for key processes and follow existing internal processes and procedures.
- Participated as a Photographer for Teambuilding 2022 and Secretary & Food Committee for Annual Dinner 2023.

November 2019 – February 2020 | Shop Assistant

Ridzuan Store & Uniform Taiping Outlet (ZAMITA Enterprise)

Anticipated customers' needs and provided them with high-quality service while upholding brand standards and values to ensure customers' satisfaction.

April 2019 – June 2019 | Cashier

Murni One Stop Centre (CSR Entrepreneur Enterprise)

Interacted with customers, managed product transactions, and resolved customer conflicts while advancing customer service and verbal communication skills.