



اَوْبَهُوَ سَيِّدِي تَيْكُونُ لَوْ كَيْنَ مَبَارَا
UNIVERSITI
TEKNOLOGI
MARA

**UNIVERSITI TEKNOLOGI MARA (UiTM)
KAMPUS BANDARAYA MELAKA**

FACULTY OF BUSINESS AND MANAGEMENT

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

**HUMAN RESOURCE INTERNSHIP
(HRM 666)**

REPORT TITLE:

INDUSTRIAL TRAINING REPORT AT SGS (MALAYSIA) SDN BHD



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SUBMISSION DATE:

25 JULY 2023

EXECUTIVE SUMMARY

The purpose of this report is to explore and study the practical component of the course of study as well as the application of theory in real-life situations in order to meet the requirements of the Bachelor of Business Administration (Hons) Human Resource Management course for the subject Human Resource Internship (HRM 666). This internship was completed at SGS (Malaysia) Sdn Bhd. The goal of this internship, as previously stated, is to become familiarise with the practical aspects and applications of theoretical knowledge. As a result, I completed the internship successfully and put together this report as an overview and summary of what I had learned during the internship period.

As an HR intern at SGS (Malaysia) Sdn Bhd, I gained numerous essential skills and expertise, mostly concentrating on talent acquisition. When it came to talent acquisition, I had been instructed and trained to source for candidates that met particular criteria for the position available. Afterwards, I have to schedule an interview with the candidate and the hiring manager. As a HR Associate – Business Partner, I was trained in recruitment, contract renewal for existing staff members, staff confirmation and payroll administration. When I took on the HR Associate role, I was exposed to more task and responsibilities.

Working at SGS (Malaysia) allowed me to learn about the company's strengths, weaknesses, opportunities, and threats. The strengths of SGS are that it implements a hybrid working culture for its employees and provides me with hands-on experience in the HR job scope as an intern. The weaknesses of SGS (Malaysia) are that it has limited interactions with other colleagues due to hybrid working culture and the hiring process for the recruitment is long which tend to make candidate accept another offer. Next, fewer competitors and a well-establish company that promise growth are the opportunities that SGS possess. Last but not least, the threat that SGS might oppose are that its organisation brand is quite unfamiliar and it has a high employee turnover rate.

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ACKNOWLEDGEMENT

In preparation for completing this industrial training report, I have sought the assistance and guidance from numerous people. To begin with, I would like to express my utmost gratitude to Allah SWT for the strengths and his blessings for me to complete this report.

For the overall completion of this report, I would also like to express my appreciation to my internship advisor, Madam Norfaezah binti Mohd Shahren, for her endless support and advice that aids the completion of this report. Without her guidance, I might not be able to complete this report accurately.

I am also incredibly grateful to Ms. YiHui Lau, my supervisor at SGS (Malaysia) Sdn Bhd, for her tremendous assistance and support in completing my internship period. I am thankful to Ms. YiHui Lau and the other SGS Human Resource team for their cooperative aid, as well as for providing me with an opportunity to gain as much theoretical and practical experience at this prestigious organisation. I would also like to dedicate my appreciation towards Ms Li Jun Chin and Ms Nurmazidah for assisting me in handling the HR Associate - Business Partner role.

Furthermore, I am thankful to have such understanding and supportive parents and family members that have given me their incredible love and support with positive motivation and comments throughout the completion of this internship and also this report.

Last but not least, I would like to thank everyone, who had directly or indirectly contributed, for their endless supports, efforts and helps into the completion of this internship and report.

1.0 STUDENT'S PROFILE

1.1 RESUME



NUR FARRA HANIENA BINTI ZAIMI

HUMAN RESOURCES

PROFILE

LANGUAGES

MALAY ●●●●●

ENGLISH ●●●●●

SOFTWARE SKILLS

MS WORD ●●●●●

MS POWERPOINT ●●●●●

MS EXCEL ●●●●●

PERSONAL SKILLS

COMMUNICATION ●●●●●

FAST LEARNER ●●●●●

CREATIVE ●●●●●

FLEXIBLE ●●●●●

VIDEO RESUME



<https://www.youtube.com/watch?v=VLIKAICBhRg>

CAREER OBJECTIVE

To secure a responsible HR position that will allow me to completely utilise my expertise and skills that will led to a substantial contribution to the company's development.

EDUCATION

**BACHELOR OF BUSINESS ADMINISTRATION (HONS)
HUMAN RESOURCES MANAGEMENT**
2021 - 2023
UNIVERSITI TEKNOLOGI MARA (UiTM) MELAKA
CGPA : 3.62

DIPLOMA IN INVESTMENT ANALYSIS
2018-2020
UNIVERSITI TEKNOLOGI MARA (UiTM) JOHOR
CGPA : 3.51

SIJIL PELAJARAN MALAYSIA (SPM)
2016-2017
SMK DATO UNDANG HAJI ADNAN NEGERI SEMBILAN
3A, 2A-, 2B+, 1B, 1E

CERTIFICATES

- COURSE CERTIFICATE**
Foundations of Project Management
Google and Coursera
- CERTIFICATE OF COMPLETION**
Company Analysis
Open Learning and UiTM Johor
- CERTIFICATE OF PARTICIPATION**
Lecture On The Net - "Risk Management"
Universitas Bhayangkara Jakarta and UiTM Johor
- CERTIFICATE OF PARTICIPATION**
National Service Training Program (PLKN)
National Service Training Department

WORK EXPERIENCE

- [2023] HR Intern
SGS (Malaysia) SDN BHD
- [2022] SERVICE CREW
Sushi King SDN BHD
- [2021] CASHIER
A&W Seremban Drive-Thru
- [2020] SALES ASSISTANT
Kaison Furnishing SDN BHD

REFERENCES

- YIHUI LAU
HR Business Partner
- NUR HIDAYAH BINTI ZAINI
Academic Advisor UiTM Melaka

Figure 1: Resume

1.2 COVER LETTER

NUR FARRA HANIENA BINTI ZAIMI



Dear Hiring Manager,

Thank you for the opportunity to apply for the Human Resources Internship position at your company. After reviewing your job description, it is clear that you are looking for a candidate that is extremely familiar with the responsibilities associated with the role and can perform them confidently. Given these requirements, I am certain that I have the necessary skills to successfully do the job adeptly and perform above expectations. I am seeking a challenging but rewarding internship, which is why I was drawn to this exciting opportunity.

I am a university student with a 3.58 CGPA in Bachelor of Business Administration (Hons) Human Resources Management at Universiti Teknologi Mara (UiTM) Campus Bandaraya Melaka. I am also an active member of Kelab Pemimpin Muda in UiTM. During the course of my academic career, I also managed to accrue several work experiences during my semester break. In both my academic and professional life, I have been consistently praised as adaptable, detail-oriented and a fast learner by my lecturers and peers. Whether working on academic, extracurricular, or professional projects, I apply proven communication, teamwork, and multitasking skills, which I hope to leverage into the Human Resources Internship role at your company.

After reviewing my resume, I hope you will agree that I am the type of competent and competitive candidate you are looking for. I would be delighted to have an opportunity to personally interview with you. Please accept the enclosed resume and feel free to contact me at your earliest convenience. I appreciate your time and consideration and looking forward to hearing from you soon.

Thank you.

Sincerely,

**NUR FARRA HANIENA
BINTI ZAIMI**

Figure 2 : Cover Letter

2.0 COMPANY'S PROFILE

2.1 COMPANY'S BACKGROUND

SGS is an abbreviation for Société Générale de Surveillance, which translates to General Society of Surveillance in French. SGS is a multinational company that specialised in inspection, verification, testing and certification (T.I.C). SGS's global headquarter is in Geneva, Switzerland. SGS has been recognised as the benchmark for integrity and quality worldwide. With a global network of more than 2,650 offices and laboratories, SGS employs approximately 97,000 employees worldwide. SGS offers a broad variety of services and specialised solutions for various industrial sectors. SGS's motto is "when you need to be sure".



Figure 3: SGS Logo

SGS Malaysia was founded in 1971, with its headquarters initially in Kuala Lumpur. Nowadays, its headquarter in Malaysia is in Seksyen 22, Shah Alam. It has approximately 1000 employees working in its 37 offices and 10 laboratories throughout Malaysia. SGS extensive network of offices and laboratories, which is supported by highly trained professionals, covers Peninsular Malaysia, Sabah and Sarawak. Its operation hour for support function department, such as HR, IT and Finance department, starts from 9:00am to 6:00pm from Monday to Thursday and 9:00am to 5:00pm on Friday.

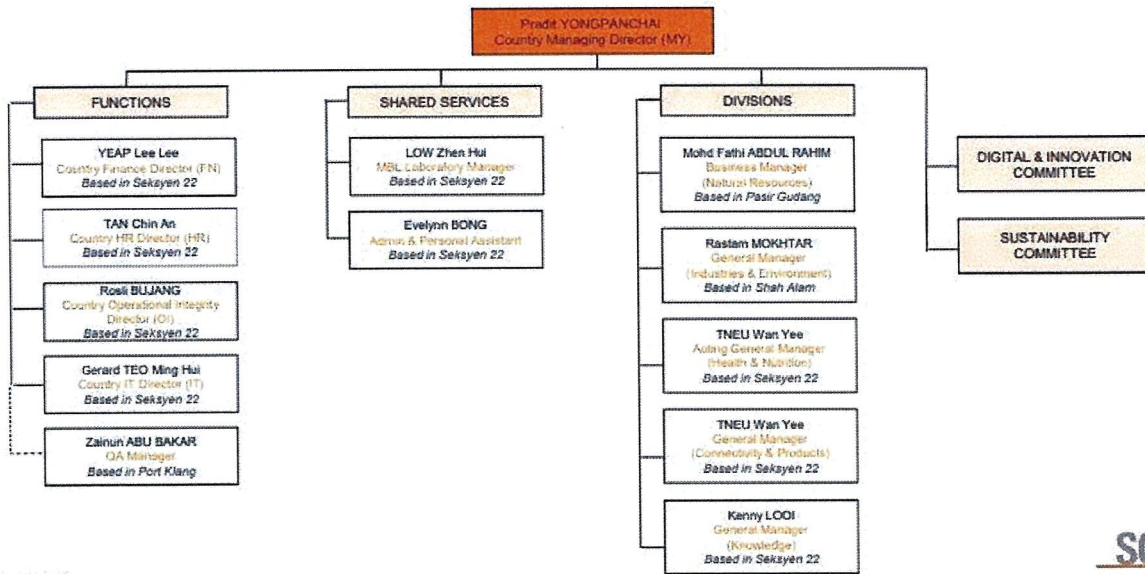
SGS's core services include the inspection and verification of the quantity, weight, and quality of traded goods, the testing of product performance and quality against various health, safety, and regulatory standards, and the confidence that goods, systems, or services adhere to the standards established by government, standardisation organisations, or SGS clients.

2.2 ORGANISATIONAL STRUCTURE

2.2.1 MANAGEMENT

MALAYSIA

SGS (MALAYSIA) SDN BHD
 PETROTECHNICAL INSPECTION (M) SDN BHD



Updated : Jun 2023



Figure 4 : Management Structure

2.2.2 HR DEPARTMENT

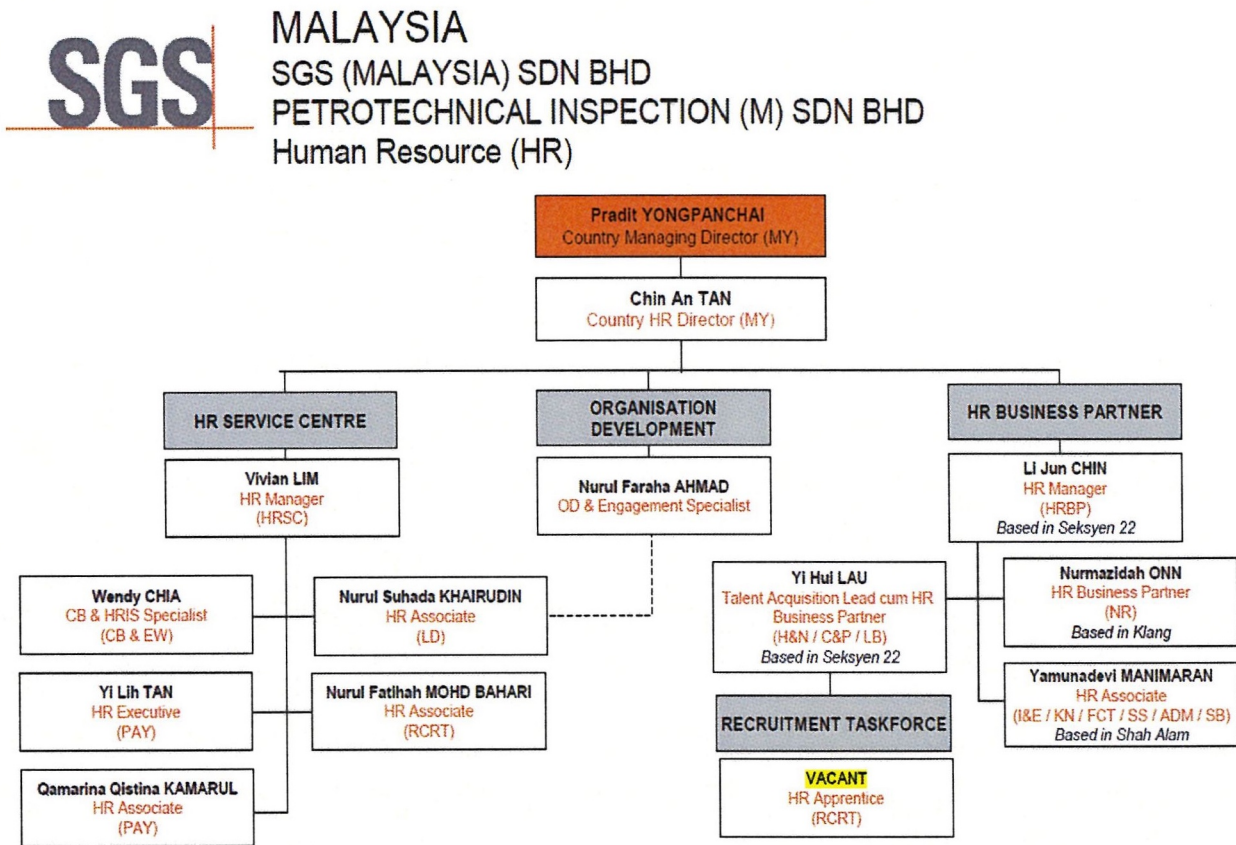


Figure 5 : HR Department Structure

At SGS, the Human Resource Department is generally divided by three main role which is HR Service Centre, which focuses on compensation and benefits, employee welfare and human resources information system. Other than that, organisation development focuses on managerial development and engagement such as HR strategy, organisation development, employee engagement and relations, talent development and manpower planning. Last but not least, HR Business Partner, which act as an effective HR leader in partnership with the business units' leaders from various business units in providing broad range of the HR solutions and strategic plans. As per the above organisational chart, Human Resource intern is place under under the Talent Acquisition Lead cum HRBP team who is led by Ms Yi Hui Lau.

2.3 PRODUCTS OR SERVICES

SGS's core services can be divided into three categories which are testing, inspection and certification.



Figure 6 : SGS Services

Testing Services

In terms of testing services, SGS's expert audit service teams provide and offer their clients with testing services to ensure that the client projects, products, processes, and operations meet and exceed market standards and required.

Inspection Services

SGS inspection services assist you in minimising risk, ensuring quality and accuracy, and adhering to legal requirements.

Certification Services

Regardless of business or sector, SGS made sure that the client's goods, services, and operations have been carefully examined to guarantee the best possible performance, quality, and safety, as well as compliance with sustainable standards.



Figure 7 : SGS Business Line

SGS has five primary business lines, which are Connectivity and Product (CP), Health and Nutrition (HN), Industries and Environment (IE), Natural Resources (NR) and Knowledge (KN).

Connectivity and Product (CP)

CP focuses on hardgoods, toys and juvenile products, automotive, softlines and accessories and connectivity and also government and trade facilitation.

Health and Nutrition (HN)

HN focuses on health science, cosmetics and hygiene, food and also crop science.

Industries and Environment (IE)

IE focuses on building and infrastructures, environment, health and safety, oil and gas, power and also transportation.

Natural Resources (NR)

NR focuses on agricultural commodities, geochemistry laboratory testing petroleum and chemicals, metallurgy and consulting, and mineral and metal commodities.

Knowledge (KN)

KN focuses on supply chain assurance, sustainability assurance, SGS assurances services, medical devices regulatory compliance

3.0 TRAINING'S REFLECTION

I had undergone my industrial training at SGS Malaysia, a multinational company that provides testing, inspection and certification (T.I.C). The duration of my industrial training is approximately six months, commencing from 1st March 2023 and ending on 15th August 2023. Even though my industrial training lasted for only six months, Ms. Yi Hui Lau, my supervisor, had taught me many invaluable skills and knowledge not just about Human Resources matter, but also general knowledge regarding professional life that had help me to enhance my soft skills.

The department to which I have been assigned is the Human Resource Department, which corresponds to my field of academic study. Due to the wealth of knowledge and experience I have accumulated over the course of my six months of industrial training, I am grateful and delighted that I have been assigned to the Human Resource Department. By doing this, it can also prepare me for the following chapter of my life, which is the professional life.

The first half of my industrial training, I took the roles, responsibilities, task, and assignment focusing on talent acquisition. Talent acquisition referred to as the strategies, techniques, and procedures for finding, attracting, and retaining the human resources that an organisation needs for certain position available. It entails creating, putting into action, and assessing programmes for sourcing, recruiting, employing, and orienting personnel. The specific job description for my roles are providing timely and effective support to the HR Business Partner in meeting the business needs and the stakeholders' concern, performing day-to-day routine HR SCOPE focusing on Talent Management (including Competitive Sourcing, Employer Branding and Succession Planning), undertaking a special assignment in Human Resources Division to deliver HR projects that will directly or indirectly contribute solutions to the business and operations, challenging myself to ensure the timely deliveries of the projects in according to the given timeframe and accountabilities in meeting the requirements and expectations of the projects champion and also performing any other responsibilities as assigned by your reporting manager

The second half of my industrial training, I am also able to first-hand experience and learn the role of Human Resource Associate - Business Partner, as I took over to substituted for my colleagues who went into maternity leave. HR Associate - BP works as an effective HR leader in collaboration with business unit leaders from varied business units to provide a wide variety of HR solutions and strategic plans to help the organisation in delivering the finest HR

practises that fit with business demands and accomplish business goals. HR Associate - BP are also in charge of planning, implementing, and managing day-to-day human resources tasks and activities for the assign department. When I took the role of HR Associate – Business Partner role, I was assigned to handle the Natural Resources business line.

Allowances were one of the benefits I acquired and attained during my industrial training at SGS Malaysia. At SGS Malaysia, I was given RM 1,000 monthly allowances. Aside from that, I had the opportunity to work remotely. SGS Malaysia implements remote working to their support function departments, such as Human Resources, IT and Finance, which employees only visits the office once a week. I was assigned to attend the office only on Thursday. Other than that, I also gain knowledge and technical skills related to HR work. For example, I learned to used recruiting website and also gained new skills on Microsoft Outlooks and Teams. Last but not least, I obtained knowledge and skills related to personal development. For example, I learn how to communicate with candidates and the hiring manager, learn being multi-tasking, and gained many new interpersonal skills.

4.0 SWOT ANALYSIS

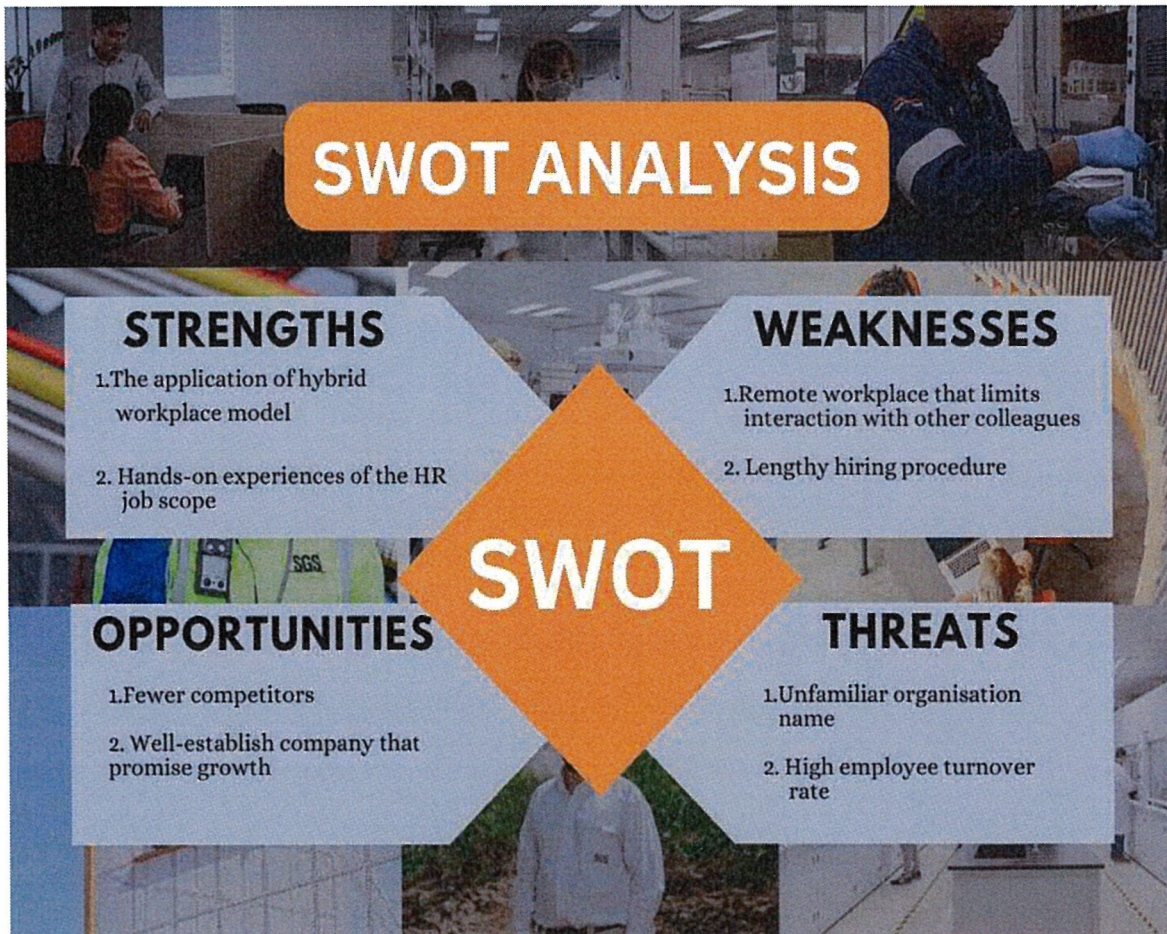


Figure 8 : SWOT Analysis for SGS (Malaysia)

4.1 STRENGTHS

4.1.1 THE APPLICATION OF HYBRID WORKPLACE MODEL

A hybrid workplace model defines as a combination of in-office and remote working to provide employees with flexibility and support. SGS implemented the hybrid workplace model in their organisation for support function department such as HR, IT and also finance.

4.1.2 HANDS-ON EXPERIENCES OF THE HR JOB SCOPE

Hands-on experience is required for someone to fully comprehend something. Hands-on experience is knowledge or skills gained by doing something rather than reading about it or watching it done. When we hear the term intern, we generally associate it with administrative duty such as making coffee, have to photocopy documents, and not being able to fully explore the role of their field of study. However, at SGS, I was able to experience the thorough role of a HR professional.

4.2 WEAKNESSES

4.2.1 LIMITED INTERACTION WITH OTHER COLLEAGUES

Since the Covid-19 breakouts, SGS had introduced and implemented a hybrid working environment in which employees are only expected to report to office on certain days of the week such as Monday or Thursday. Each HR teams has been assigned a certain day to come to the office - whether in Shah Alam or Klang, according on their designated business line.

4.2.2 LENGTHY HIRING PROCEDURE

The hiring process for each company varies from one another. As for SGS Malaysia, the hiring process to hire a certain candidate takes quite a lot of time, since have to undergo different level of management approval, which resulted in potential candidate loses their confidence and end up making them accepting another offer that they received. As a result, HR teams will have to start looking for new applicants, which will take additional time and use more resources.

4.3 OPPORTUNITIES

4.3.1 FEWER COMPETITORS

SGS Malaysia nature of business are Testing, Inspection, and Certification (T.I.C) services. Since the market for Testing, Inspection, and Certification services is not the major sector in Malaysia, this aids SGS Malaysia to be one of the leading and top TIC services company in Malaysia while having the advantage of being a multinational company.

4.3.2 WELL-ESTABLISH COMPANY THAT PROMISE GROWTH

A multinational organisation can be defined as a company that has business offices and operations in two or more countries in the world. These companies are often managed from a central office headquartered in the home country. SGS Malaysia is a multinational company which means that it is a well-establish company that can sustain its organisation and promise growth.

4.4 THREATS

4.4.1 UNFAMILIAR ORGANISATION NAME

Since SGS is a third-party company, it is relatively unfamiliar and unknown to the general public. This is due to the fact that SGS provides services such as Testing,

Inspection, and Certification, which are performed behind the scenes of the outcome product and hence it is the reason why SGS are unfamiliar to the general public. Potential applicants may have doubts about joining the organisation since they have never heard of the company's name before, despite the fact that it is a well-established the business.

4.4.2 HIGH EMPLOYEE TURN-OVER RATE

In the context of human resources, turnover refers to the number of employees who depart the organisation. In most circumstances, these departing employees must be replaced by new hires. Employee turnover is frequently caused by employees feeling overworked, companies failing to offer adequate professional advancement opportunities and businesses offering insufficient pay or benefits to employees. Due to continuous expanding its business, many employees might feel that their job scope is simultaneously adding up, which might be the reason for them to depart from the organisation.

5.0 RECOMMENDATION

5.1 STRENGTHS

5.1.1 THE APPLICATION OF HYBRID WORKPLACE MODEL

Implementing a hybrid workplace model is an effective choice since employees in a hybrid workplace constantly benefit from flexibility, which leads to a better balance between their professional and personal lives, and as a consequence, they are more engaged and motivated. Employers will directly profit from creating a more productive, healthier, and stable workforce. SGS should continue to use this approach in the future so that many more candidates are drawn to joining SGS for its additional benefits and SGS is able to sustain and continuously achieve its target.

5.1.2 HANDS-ON EXPERIENCES OF THE HR JOB SCOPE

During my industrial training with SGS Malaysia, they aid me to utilised my practical experience as an HR professional specialised in recruitment to good use. As a result, I was able to acquire knowledge and operate the daily routine of an HR professional. SGS was extremely supportive in developing my abilities and knowledge as a future HR professional, as well as indirectly preparing me for my next chapter in life, which is working life. By allowing the intern to experience firsthand the function, responsibilities, and duties of an HR professional, SGS will attract many more applicants since they will know that SGS truly provides training so that its employees can acquire and develop numerous specialization and knowledge.

5.2 WEAKNESSES

5.2.1 LIMITED INTERACTION WITH OTHER COLLEAGUES

While hybrid working cultures have numerous advantages, they also have certain drawbacks. One of the cons is that it limits interaction with other colleagues. As internship is where you need to gain a lot of experience, interaction with other colleagues is also important to enhance your soft skills. As a result, it might be difficult to interact and soak up knowledge from other employees. Based on research from Syracuse University, limited interaction with other colleagues could lead to emotional labour and burnout, which can be very harmful to both employee and organisation. SGS should provide other engagement activities with its team so that employee who recently

join or intern could get to know the other colleagues and exchange experience and knowledge simultaneously.

5.2.2 LENGTHY HIRING PROCEDURE

Despite the fact that recruiting procedures are becoming more automated than before, the average hiring process has more than quadrupled from 30 to 68 days, according to a Ranstad Malaysia survey. It is not a surprise that many candidates seeking for employment are dissatisfied with this. According to officevibe.com, the best applicants are off the market after 10 days. Therefore, SGS should take initiatives to overcome this issue. For example, SGS should create a timeline and schedule for a certain task or approval to be done. By doing this, the hiring process can be done smoothly and in less time.

5.3 OPPORTUNITIES

5.3.1 FEWER COMPETITORS

Even though the Testing, Inspection, and Certification Market is estimated to be worth roughly USD 327.73 Bn by 2032, up from USD 221.4 Bn in 2022, with a compound annual growth rate (CAGR) of 4.00% from the year 2022 to 2032, it is still not the major sector that has a lot of competitors in Malaysia. One of the primary advantages of a niche market is that there is no or little competition. There are significantly fewer competitors providing the same product or services when you serve a specific audience. Despite being in an exclusive business, SGS is still a major contributor to the global economy.

5.3.2 WELL-ESTABLISH COMPANY THAT PROMISE GROWTH

The Testing, Inspection, and Certification (TIC) industry contributes significantly to the global economy and the quality of everyday life by offering trust and confidence knowing that products have been proven secure, effective, dependable, of high quality, and long-lasting. By this SGS has advantages in growth since it is a well-establish company.

5.4 THREATS

5.4.1 UNFAMILIAR ORGANISATION NAME

People tend to prefer what is familiar to them. When presented with something unfamiliar or unusual, they prefer to depend on what we already know. This is the simple exposure effect in action (Robert Zajonc 1968). It is a psychological phenomena that is extremely prevalent and, of course, vital in organisational development. For example, SGS and Sirim is a similar company that provides T.I.C services, however, if

provided both to one client, they tend to choose Sirim since they are more familiar with the organisation brand. This can be a threat to SGS since it might affect its potential client. What SGS can do is to advertise its organisation brand in many more platform so that people are more familiar with it.

5.4.2 HIGH EMPLOYEE TURN-OVER RATE

Employee turnover causes organisations to lose employee productivity, feel pressure to hire new employees, suffer from decreased morale, miss out on sales opportunities, and incur additional costs that might have been avoided if the employee had been retained in the first place. This might pose a risk to SGS since it will have an impact on the organisation over time. To avoid this, SGS may establish a strong corporate culture and principles, listen to employees more and act on their feedback, keep top performers engaged, and make work alternatives more flexible.

6.0 CONCLUSION

In a nut shell, throughout my six months of industrial training, I had obtained many valuable skills and knowledge that I will be able to maintain in the future as I proceed to the next chapter of my life - the working life. I am extremely grateful and honoured to be able to undergo my industrial training at a prestigious company, SGS Malaysia Sdn Bhd.

I have been assigned to the Human Resource Department, which corresponds to my field of academic study. During the first part of my industrial training, I focused on talent acquisition roles and assignments. My precise job descriptions include providing timely and effective assistance to the HR Business Partner in fulfilling business needs and stakeholders' concerns, as well as conducting day-to-day regular tasks. HR SCOPE focusing on Talent Management (including Competitive Sourcing, Employer Branding, and Succession Planning), undertaking a special assignment in Human Resources Division to deliver HR projects that will directly or indirectly contribute solutions to the business and operations, challenging myself to ensure timely deliveries of the projects within the given timeframe and accountability in meeting the requirements and expectations of the projects. During the second half of my industrial training, I was also able experience and knowledge of the function of Human Resource Associate - Business Partner. The role serves as an effective HR leader, collaborating with business unit leaders from various business units to give a wide range of HR solutions and strategic plans to assist the organisation in providing the best HR practises that meet business objectives and achieve business goals. HR Associate - BP are also in charge of daily human resources tasks and activities, including planning, implementing, and monitoring them.

With all of this essential and crucial information and abilities that I have received, I will undoubtedly put them to utilise. I picture myself applying all of the information and abilities I have learned as a human resource professional. My career goal is to land a position as a human resources specialist at a prestigious company.

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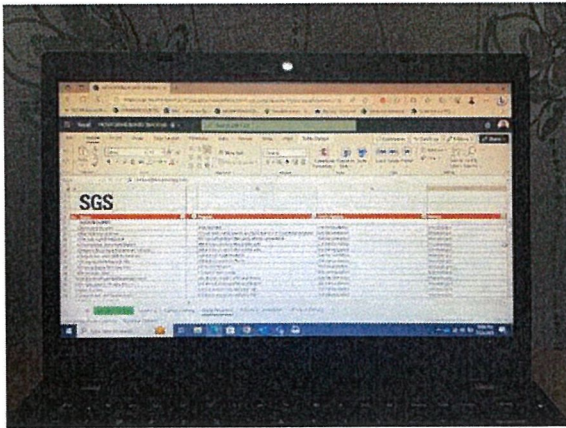
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8.0 APPENDICES



Remote Working



SGS (Malaysia) Seksyen 22 Office



Career Fair in Johor Bahru



Interview Session at Career Fair in Johor Bahru



HR Department Engagement Activity



Dinner with SGS colleagues from Senai Office



HR Department Engagement Activity



HR Department Engagement Day - Iftar



Visiting Senai Office