



اَوْنُوْزِ سِيْتِيْ بِاَسِيْكَوْلُوْ كِيْ مَبَارَا  
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TEKNOLOGI  
MARA

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**HR INTERNSHIP  
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# **INDUSTRIAL TRAINING REPORT**



**KOPERASI TUNAS MUDA SUNGAI ARA BERHAD**

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# EXECUTIVE SUMMARY

Industrial training is a compulsory requirement for every degree program of University Technology Mara (UiTM) students to graduate. Every student must complete 24 weeks of internship and they are supervised and monitored by company supervisor and lecturer that has been assigned to give guidance to the trainee in completing the task.

The objective of this industrial training is to expose students with real life working environment as well as providing them with beneficial experiences to apply in the future. Students may develop critical thinking and learn new skills throughout their internship period by involving in a lot of 'hands-on' tasks that required a lot of problem-solving skills. Students also may apply all knowledge that are learnt from university accordingly to the company's need to improve their creativity and to meet the quality needed in an employee. Other than that, internships also emphasize on work ethic and professionalism such as punctuality, communication skills, team spirit and trustworthiness which helps to shape a positive persona of the students.

The report is divided into six parts that contains student's profile, company's profile, training's reflection, SWOT analysis, discussion and recommendation and lastly conclusion. I had reported duty at Koperasi Tunas Muda Sungai Ara Berhad in Pulau Pinang. The services offered by this company are sales, rental services and projects, free house for cooperative members and provide finance and welfare of cooperative members. In the training's reflection, it consists of tasks of human resource and administrative that I have carried out during my industrial training. Throughout the internship period, I have gained many valuable knowledges and working experience as well as managed to complete the industrial training report.

Good relation may be built between the company and Universiti Teknologi Mara (UiTM) due to sharing social obligation together. Quality, knowledge and skills needed by the industries may be studied by the interns while participating in work provided by the company. In this way, the swot analysis of the company may be analysed and improved based on the feedback and observation that given by the students while serving to the company.

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# COMPANY'S PROFILE

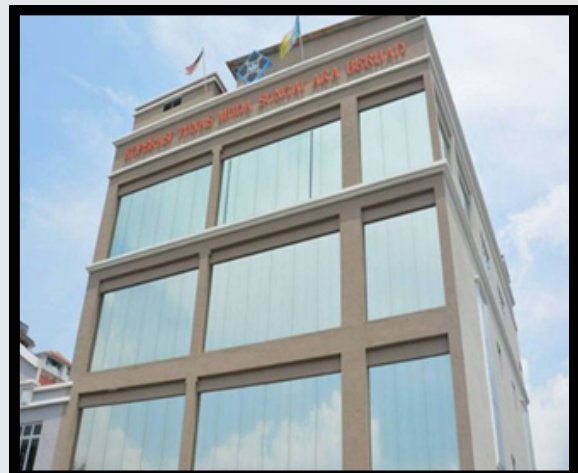
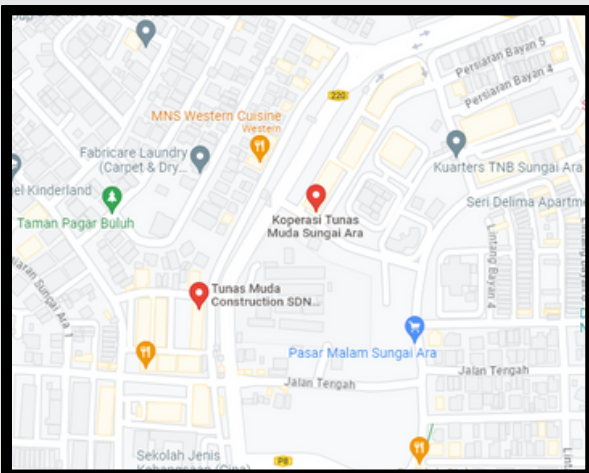
## Company's Name, Logo & Location

The company's name is Koperasi Tunas Muda Sungai Ara Berhad, located at No. 126, Jalan Dato Ismail Hashim, Taman Tunas Muda, 11900 Bayan Lepas, Pulau Pinang.



**Figure 3: Company's Logo**

Company's Logo



**Figure 4: Company's Location**

Company's Location

# COMPANY'S PROFILE

## Company Background

Tunas Muda Sungai Ara Berhad Cooperative was founded in 1963 by several local leaders with the support of Sungai Ara UMNO and the cooperation of a Malay Cooperative Officer Mr. Jaafar bin Haji Abd. Majid. It was only on December 31, 1966 that the Cooperative was registered under the Cooperative Law 33/1948. Registration Number 4303 with the name Sungai Ara Tunas Muda Multi-Purpose Cooperative Company with Tanggongan Berhad which was later amended to Sungai Ara Tunas Muda Berhad Cooperative on 30.9.1980. The history and the struggle to make this Cooperative a success before and after its establishment never ended through various major obstacles from all majors in addition to not a few contributions and sacrifices given by individuals and certain parties. Among other things, the main purpose at the time of the establishment of this Cooperative was to defend the residence and prevent the eviction of the residents of the land belonging to Brown Estate in the areas of Sungai Ara, Relau, Sungai Nibong, Sungai Kluang, Sungai Tiram and Bayan Lepas, Penang.

At that time the lands were being planned to be sold to clear the 'estate duty' of the owner Miss Helen Margaret Brown who had died. N.T.S. Arumugam Pillai had bought most of the lands. The inhabitants of the land, who are mostly poor Malays, are threatened and may be evicted by the new owner if the land is required for a specific purpose such as housing development and so on. Most of the residents live and earn a living on these lands as rubber tappers, manual laborers, rice farmers, vegetable growers, breeders and so on with low and irregular incomes, an average of less than RM200.00 per month. Most of them are the members of this Cooperative.

# COMPANY'S PROFILE

## Company's Vision, Mission, Goals & Objectives

### Vision

Towards the preferred Developer and Property Management in the North of Peninsular Malaysia.

### Mission

- To provide the best services, benefits and income to members.
- To improve the standard of living for the members and their family.
- To provide quality houses at the affordable prices for the members in an environmental friendly schemes.
- To venture into business opportunities which will provide lucrative income to co-op.
- To establish an efficient, progressive, discipline, transparent and competitive management.

### Goals & Objectives

- To be among the top developer in Northern Region through provision of quality property development to the satisfaction of our co-operative members and customers.
- To meet customers' and members needs and expectations.
- Provide benefits and return to the members.
- Provide quality home for better living.
- Continual improvement of our system and performance.



# COMPANY'S PROFILE

## Company Values

Strive

The members always strive for the Cooperative's benefit.

Trustworthiness

Always sincere, kind, and fair in dealing with customers.

Loyalty

Always provide unwavering loyalty to the department and organization to maintain the cooperative's image.

Professionalism

Enhancing skills to provide high-quality services.

Empathy

Able to understand others' feeling and see things from their perspectives, while putting oneself in the position of others.

Unity

Grow together as a team, respecting individuals and their opinions, while sharing knowledge and ideas.

# ORGANIZATIONAL STRUCTURE

## Board Members



Figure 5: Board Members Organizational Structure

## Management

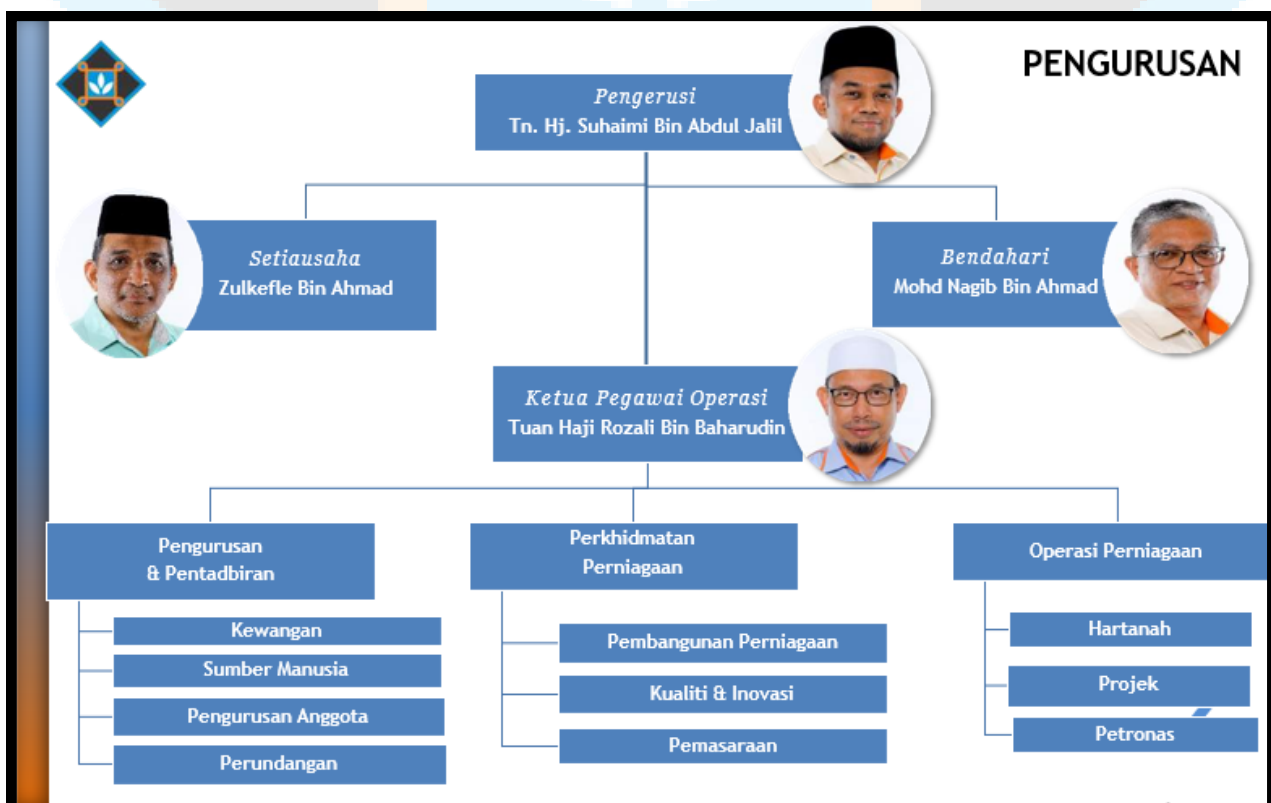


Figure 6: Management Organizational Structure

# SERVICES OFFERED

## **I. Sales, Rental Services and Projects**

The services offered by Cooperative Tunas Muda Sungai Ara Berhad is manage sales, rental service and projects. The land that is developed is used for both residential and commercial construction. After then, interested parties or businesses are offered the building for sale, rental, or leasing. The examples of projects developed by cooperative include Petronas gas stations, Giant supermarkets, mosques around the southwest of Penang Island, clinic and shop lot. They generate income from the rental of house, shop lots and buildings. Furthermore, this business has a resort in Port Dickson that it rents out to potential bidders. By this business, Cooperative Tunas Muda Sungai Ara Berhad can also strengthen the financial position of their company.

## **II. Free House for Cooperative Members**

Cooperative Tunas Muda Sungai Ara Berhad has giving of free houses to its members. Although in principle the cooperative has provided this facility especially in the area Bayan Baru, Sungai Ara, Sungai Tiram and Relau in the last 25 years ago. But with the rapid growth and development of the state as well as increased profits cooperative then the decision has been taken with the consent of all members. For members who already have a house, they are given a subsidy to upgrade their house. This directly helps the members through their lives more comfortable in a country where the cost of living is very high in comparison other states in Malaysia.

## **III. Provide Finance and Welfare of Cooperative Members**

Proceeds from returns received from various businesses carried out by Cooperative Tunas Muda Sungai Ara Berhad, cooperative members not only receive a house for one person for free but there are many other benefits and facilities which from financial such as dividends on members' share capital, bonuses, scholarships and bursaries, welfare contributions: the death of a member's wife or husband and aged children under 18 years of age or natural disasters, medical and hospitalization funding, donations to schools, mosques and suraus as well as associational bodies.

Moreover, for welfare of cooperative members, they get to attend courses or seminars, provide employment opportunities, provide business/entrepreneur assistance, home ownership with a price 20% - 30% cheaper than the market, the facilities provided around the area developed.

# TRAINING'S REFLECTION

## Department, Roles, Responsibilities, Assignments, and Tasks

I had an internship from 1 September 2023 to 9 February 2024 which is around six months (24 weeks). The regular business hours of Cooperative Tunas Muda Sungai Ara Berhad are from Monday to Friday. The working hours from 8:00 a.m. until 5:00 p.m. All employees at the company are expected to adhere to these regular working hours and were given 1 hour of lunch break.

During my internship period, I was assigned to Human Resource & Administration Department. This department consist of 19 employees including Head of Directors. In this department, each employee has their own roles and responsibilities that need to be focus. This department cover all the tasks about human resource management such as handling emails, calculate payrolls, handling phone calls, filing, administration and other task related to this department. During my industrial training with this company, I was given several of roles and tasks as an intern in the human resource department. Below are my responsibilities, assignments, and tasks as intern in Human Resource and Administration Department at Cooperative Tunas Muda Sungai Ara Berhad:

- 1. Screening Candidates for Vacancy**
- 2. Update and Key In Security Guard Overtime Payment**
- 3. Compare Prices and Arrange Employees for Health Screening**
- 4. Collect and Arrange Details for Company Family Day**
- 5. Worked at Front Counter, Answering Phone Calls, Stamp and Sign Documents, Key In Details of Documents**
- 6. Filing**
- 7. Design Poster and Logo**
- 8. Create Google Forms**
- 9. List and Create Calendar For 2024 Public Holiday Dates, Head of Directors Meeting and Board Meeting Dates**
- 10. List Down Staff's Annual Leave and Rate Per Day**
- 11. Fold, Seal Envelope and Stick Label on Cooperative Member's Insurance Letter**
- 12. Arrange Practical Students Letter of Acceptance**
- 13. Write Memorandum from Human Resource Department**

# TRAINING'S REFLECTION

## Screening Candidates for Vacancy

At the beginning of the week I reported myself as an intern, this company had opened a vacancy for the position of secretary. I was given the task to screen candidates in Jobstreet that are suitable with the qualifications and key in all the details from the candidate's resume into Microsoft Excel. There are about 500 candidates that apply for the position and only 20 candidates that are selected to do an online test which is to write minutes of meeting before they are called for an interview. Then, there were 6 candidates have been shortlisted for the interview and I had to call the candidates to inform them the details of interview.

The date of the interview was on 21st September 2023 and during that day, I had to print other related documents and prepare for the interview. Moreover, I need to greetings candidates, give and ask them to fill personal information form. After interview had done, I kept and arrange all candidates' structured interview evaluation in the file.

At the end of every month, I have to update and key in security guard overtime payment in Microsoft Excel and TunasHR system for record. I also have taught security guard on how to use the TunasHR system so that they can key in their time of overtime by themselves.

## Update and Key In Security Guard Overtime Payment

### Compare Prices and Arrange Employees for Health Screening

I have to compare prices for three hospitals that are worth for health screening. I called Menara Clinic, Pantai Hospital Penang and Lam Wah Ee Hospital to ask for quotation. After compare these three hospitals, my supervisor agrees to choose Lam Wah Ee Hospital for staff to do health screening. There are two days session for staff and I need to arrange staff for these two days. At the hospital, I have to make sure the staff name is listed and help them if they need it. On the 14th November 2023, I arrange and waiting for total of 6 staffs to do health screening and 15th November 2023, there are total of 10 staffs.

The date for company family day is on 17th and 18th December 2023. This family day was held at Lost World of Tambun. I have to collect and arrange details of family staff since October. I have to distribute and collect form to make summary of their family in Microsoft Excel. The purpose of collecting this detail is to give to committee members for hotel and waterpark booking. Not only that, I also collect staff's t-shirt size for this event before proceed for order.

### Collect and Arrange Details for Company Family Day

### Worked at Front Counter, Answering Phone Calls, Stamp and Sign Documents, Key In Details of Documents

However, I also have assigned to work at front counter. The tasks and responsibilities that I need to do is answering phone calls from people, stamp and sign documents. After receive any documents, I have to key in the details of documents in TunasSAP system.

## Filing

I have to do file label for every new file that need to be open. Then, I need to stick the label on the file. All the files are to keep documents such as human resources general letter, human resources memorandum, administrative general letter, course and training memorandum, employee's medical treatment and employees leave records.

Moreover, I was assigned to do 8 designs of poster about "Sexual Harassment Awareness" poster. This poster needs to put on the information board at every floor from G to 3rd floor. Not only that, I also have designed a logo for family day t-shirt. After that, I have to shows to my supervisor for checking before proceed for printing and I had to do some correction for the poster and logo.

## Design Poster and Logo

## Create Google Forms

Furthermore, I created the Google Form to make survey on Employee's Satisfaction and Satisfaction Overview of Benchmarking and Strategic Planning Visit Programs, Employee's Satisfaction, Family Day Event and survey on additional holidays for Eid al-Fitr and blast to all staff.

At the end of the year of 2023, I have to create and list all the dates for public holidays in 2024 and also board meeting dates to get approval from the head of directors. There will be two meetings in a month.

## List and Create Calendar For 2024 Public Holiday Dates, Head of Directors Meeting and Board Meeting Dates

### List Down Staff's Annual Leave and Rate Per Day

During my internship at this company, I have been assigned by supervisor to list down staff's annual leave for year 2023 and their rate per day. I need to check their leave in the TunasHR system and then list down in the Microsoft Word. After that, I calculate their rate per day and the formula is their basic wages times with 12 months and divide with 365 days in a year.

At the end of the year, I have to fold about 600 pieces of cooperative member's insurance letter for the year 2024. After fold all the letters, I need to put in the envelope and seal it. Then, I stick label of their home address on the envelope before post out the letter. I make final check of all the envelope, arrange them neatly and give to Madam Sazwani to post out.

### Fold, Seal Envelope and Stick Label on Cooperative Member's Insurance Letter

### Arrange Practical Students Letter of Acceptance

Every week, there are a few students that apply for internship at this company. I have to reply their email of acceptance and also make a letter to inform them about the practical training. Then, I have to record their name in folder of "Practical Student" and also keep all their letter in the file.

During my practical training at this company, I have to write memorandum from Human Resource for payment of course and training, payment of food that are ordered for any events and get signature from the Chief for approval. Then, I have to send the memorandum to Finance Department for them to make the payment. I also have to make a copy of memorandum and keep in the file for record.

### Write Memorandum from Human Resource Department



# GAINS: INTRINSIC & EXTRINSIC BENEFITS

## Intrinsic Benefits

Starting on September 1st, I am diligently reported for duties at Cooperative Tunas Muda Sungai Ara Berhad in the Human Resource & Administration department throughout the duration of the internship. On the first day at Cooperative Tunas Muda Sungai Ara Berhad., I have reported to Madam Normala Hartiny binti Hassan, the human resource executive and she is my supervisor throughout my practical training. She conducted a brief orientation session, providing important information about the company's profile, allowances, rules and regulations. She also introduced me to all the staffs in every department such as human resource & administration department, marketing & sales department, finance department, cooperative member department, information technology department, projects department, and property department. There were about 60 staffs of Cooperative Tunas Muda Sungai Ara Berhad. Furthermore, I have received a detailed explanation of the daily tasks, detailed explanations about the company profile and responsibilities that I would be carrying out during my training period within the human resource & administration department.

Over the internship period, I had the opportunity to gain hands-on experience in different aspects of human resource and administrative, such as calculate payrolls, screening candidates, work at front counter, learn and using their TunasHR and TunasSub system. Moreover, I have learned on how to fold building and floor plans since before I never knew the right way to fold it. During my internship here, I also got a fun experience which is that I was able to attend the company's family day program held at the Lost World of Tambun and it was supported by the company. Besides that, I was able to join the bowling competition organized by this company and my group got fourth place. My group got a trophy and a KFC voucher as a prize. Last but not least, I was also able to join the religious talk held every Friday at this company seminar room. I got a lot of interesting information and lessons from the talk. By the end of my internship at this company, I had an opportunity to go to work trip at Port Dickson for stock monitoring at Tunas Resort, Teluk Kemang. From the work trip, I have got a lot of new experiences that I have never had before. Overall, I am grateful to be able to do my internship at this company because throughout these 6 months, I have not had any problems with the work and tasks that needs to be done. In fact, I have gained various experiences other than the scope of human resource management.

## **GAINS: INTRINSIC & EXTRINSIC BENEFITS**

Furthermore, I actively sought guidance from my supervisor and colleagues, continuously improving my skills and knowledge in the field. I had demonstrated an excellent communication skill, both written and verbal, and was proactive in seeking feedback to enhance my performance. As the internship progressed, I have showed adaptability and a strong ability to work under pressure, effectively managing deadlines and collaborating with other team members to achieve collective goals. I did an excellent job throughout my internship, and I had an excellent effect on the Human Resource department. Both my supervisor and peers valued my professionalism and dedication. It is clear that I have the skills it needs to succeed in the human resource field in the future.

### **Extrinsic Benefits**

The company ensures that interns are well-supported throughout my internship programme by providing me with a fair allowance of RM300. Although the practical allowance is only rm300 per month, I feel that it is enough because every week there are staff who give free food for interns so I can save money on food. In addition, if the company was held any events or programme such as farewell party, seminar, birthday party and talks, they also will provide free food. Not only that, this company offer a number of initiatives, such as one leave in every month.

# SWOT ANALYSIS

SWOT Analysis for Tunas Muda Sungai Ara Berhad Cooperative



Figure 7: SWOT Analysis

# DISCUSSION AND RECOMMENDATION

## STRENGTHS

### A Well-known Company

A well-known company typically have significant brand recognition and a positive reputation same goes to Cooperative Tunas Muda Sungai Ara Berhad. Their company are well-known, and they are frequently associated with quality, inventiveness, or dependability. This is due to the fact that the organization constantly gives the greatest service to its customers. One of them is that they assist cooperative members in need and provide assistance when members have problems. This company actively participates in CSR programs, displaying a dedication to social causes and long-term sustainability. Their actions have an impact on industry norms and public expectations. They also frequently donate to schools or groups who require donations to organize an event such as children's day, entrepreneurship day, or donations to improve what is needed, and others. This is due to a well-known company's and their strong financial position.

## RECOMMENDATION

When a company is a well-known company, it is crucial to examine recommendations that can help this company to sustain and enhance the reputation of a well-known by maintaining a high standard of quality. To reinforce brand reputation and trust, they must be consistent in customer service and product excellence. Cooperative Tunas Muda Sungai Ara Berhad must demonstrate ethical practices by embracing ethical business practices and participating in CSR projects that connect with the brand's values and contribute positively to society. Not only that, according to Darmawan et al. (2020), quality of Human Resource is also an important component if the firm wants to retain their company's reputation by able to resolve conflicts in a cool, collected manner, communicate effectively both orally and in writing, maintain discipline and time management skills, be trustworthy, as this will lend credibility to their work, have the skills to solve problems in a variety of situations, with decisions made based on facts rather than feelings, able to train, develop, and serve as a mentor.

### Maintain a High Standards of Quality

# DISCUSSION AND RECOMMENDATION

## STRENGTHS

### High Level of Customer Satisfaction

The company prioritizes understanding customer needs and requirements. Cooperative Tunas Muda Sungai Ara Berhad ensures that their services fit with consumer expectations, particularly when it comes to assisting cooperative members, by actively listening to customer feedback and engaging in regular communication. This shows a high level of customer satisfaction among current customers with their best services for them. For example, employees are very helpful when they get complaints from cooperative members about problems related to housing or donation money. Not only that, the employees are also very efficient and quick to take action as soon as they receive complaints from tenants or buyers of shops or houses that have been rented. Examples of problems complained about are leaking pipes, damaged roofs, and others.

## RECOMMENDATION

The company can actively seek customer feedback through surveys, interviews, and other feedback channels to gain insights into their experiences and levels of satisfaction. According to Zaid & Patwayati (2020), the company can analyze the comments collected and take appropriate actions to resolve any issues or opportunities for improvement that are identified. This way can maintain customer loyalty for the company. Customer experience can emerge from emotional and cognitive encounters with the company (Godovykh & Tasci, 2020). The outcomes of these interactions will have an impact on the minds and hearts of customers, influencing customers perceptions of the company's products or services. Moreover, creating a customer experience has a direct impact on increasing customer happiness and loyalty. Customers that have a pleasant customer experience are more likely to be satisfied and loyal (Tyrväinen, Karjaluoto, & Saarijärvi, 2020; Japutra et al., 2020).

### Feedback and Continuous Improvement & Personalized Customer Experience

# DISCUSSION AND RECOMMENDATION

## WEAKNESSES

### Workload For Employees

The company with limited employees is likely to have too much workload for every employee. Too few employees limit the ability to serve current customers and grow the business. Due to the small company and having a small number of employees has caused too much workload for each employee. This causes employees to be easily overwhelmed and not get adequate rest because, as I see it, some employees work even during the lunch break to complete their task. This will also cause the performance of employees to worsen and intention to leave the company among employees of Cooperative Tunas Muda Sungai Ara Berhad. It has been determined that an increase in workload affects employee work stress, which in turn reduces employee commitment to their firm. When the amount of work to be completed at a particular time increases, employees tend to rush to do the work, which increases stress levels because the employees are under increased work pressure.

## RECOMMENDATION

Support for employees are very important so that employees will feel appreciated for what they have done towards company. Supervisors or management need to monitor of workloads and supervisor-subordinate interactions may not only minimize stress, but also boost job satisfaction and dedication to the organization. Furthermore, managers must monitor both the extrinsic and intrinsic sources of job satisfaction available to employees, given their importance in quitting intentions. This, in turn, may minimize intention to resign and subsequent turnover, saving businesses the significant financial and time costs associated with the recruitment, induction, and training of replacement staff. As a result, staff will learn more about this problem and how to avoid it in the future (Khalil, Hairianie, Wadhiha & Fatihah, 2020).

### Supervisors Need to Provide Support for Employees

# DISCUSSION AND RECOMMENDATION

## WEAKNESSES

### Poor Management Skills

Poor management can affect the company's and employees. Poor management practices have resulted in a low staff retention rate; examples include avoiding compensation increases, recruiting at a slower pace, offering low wages with no benefits, and employing insufficient workers. Not only that, cause of turnover among employees also is one of the reasons with poor management skills. Some managers and supervisors in this company act as dictators directing all operations to employees. This method of leadership does not create room for empowerment and retention of employees argued that employees of these facilities are not involved in the discussion regarding work changes or decisions, especially when the demands of the managers on these employees are unrealistic. As a result, employees lose interest in their jobs and decide to resign. As I can see, there have been three resignations in less than two months throughout my six months of doing internship at this company.

## RECOMMENDATION

Managers and supervisors should examine the organization's recruiting policies and leadership style before accepting responsibility. Good leaders always attempt to improve their workers' work-life balance by supporting and serving them, urges leaders to lead with morality, values, and respect because leadership can only be developed on virtue and ethics. According to Scott, Davin & Hammes (2020), managers or supervisors must strengthen their communication and engagement abilities with employees, which will increase employees' commitment to the firm. Highly skilled managers motivate and inspire their people to do better and stay with the company. Managers with integrity and trustworthiness are critical for company (Efobi, 2022).

### Review and Changing Back Management Skills

# DISCUSSION AND RECOMMENDATION

## OPPORTUNITIES

### Potential to Expand Globally in Property Development

A global presence is possible for Tunas Muda Sungai Ara Berhad Cooperative with a creative strategy and an understanding of world markets. Many emerging countries are experiencing significant urbanization and economic growth, which is driving up demand for a variety of properties such as residential, commercial, and industrial spaces. Similarly, due to higher client satisfaction with the service offered, Cooperative Tunas Muda Sungai Ara Berhad has the possibility to further expand their business globally.

## RECOMMENDATION

A joint venture agreement negotiated by the parties prior to founding a joint venture business serves as the foundation for establishing a joint venture company. Joint venture agreements are often defined as an agreement-based cooperation between a foreign investor and a local investor, or a contract between two or more corporations to form a new company known as a joint venture company. Entering into a joint venture for property development can provide a number of advantages, such as shared resources, decreased risk exposure, access to expertise, and the ability to explore larger and more sophisticated projects. To enhance the venture's success, it is critical to build a robust partnership structure, maintain clear communication, and address any difficulties proactively. When forming such partnerships, it is best to consult with legal and financial consultants who specialize in real estate transactions (Leonarda, Fitriyani & Rachmi Handayanie, 2020).

### Joint Venture with Other Foreign Companies



# DISCUSSION AND RECOMMENDATION

## OPPORTUNITIES

### Potential Demand by Customers for Rental and Projects

The potential demand for rental properties and projects in the real estate market can vary based on several factors. However, this company save their best service for their existing customers that lead to demand in rental and projects. Rental demand is typically higher in regions where purchasing property is prohibitively expensive or mortgage access is difficult. However, the organization provides affordable residential and commercial rental rates, as well as shop lots. Even if all of the shops and houses are already booked, there are customers looking for shop lot and houses for rent. This can increase the company's income through renting services.

## RECOMMENDATION

Cooperative Tunas Muda Sungai Ara Berhad can provide a variety of renting options to meet the demands of diverse tenants. To attract a broader spectrum of renters, consider offering furnished and unfurnished units, short-term leases, or rent-to-own programs. This company can increase the desirability of their rental properties and real estate projects by aligning offers with the wants and preferences of potential tenants or property buyers and remaining responsive to market changes. Moreover, Cooperative Tunas Muda Sungai Ara Berhad need to evaluate market trends on a regular basis, solicit feedback from tenants, and adjust products accordingly. To remain competitive in the market, this company must stay flexible to shifting requirements and preferences.

### Recognizing Various Market Dynamics

# DISCUSSION AND RECOMMENDATION

## THREATS

### Several Strong Competitors Located in Same Region

This company need to compete with other recognize property company in the same region. Having numerous strong competitors in the same location in the property development market might be difficult. It is because when numerous strong competitors in the property development business compete in the same region, it generates a competitive landscape that encourages each operator to differentiate themselves and excel in various aspects in order to win market share and client loyalty.

## RECOMMENDATION

Competition can be beneficial and stimulate creativity. Cooperative Tunas Muda Sungai Ara Berhad can compete in a healthy way by the presence of strong competition as inspiration to always develop and find new methods to better serve the clients. Business firms' competitive behavior maintains them vibrant and energetic, which eventually promotes firm performance (Pantano et al., 2020). This company can determine what distinguishes their product or service from the competition. They can highlight the distinct value proposition and concentrate on providing something that their competitors do not or cannot replicate (Liu, Qu, Wang, Abbas & Mubeen, 2022).

### Compete in a Healthy Way and Drive Innovation

# DISCUSSION AND RECOMMENDATION

## THREATS

### Shortage of Skilled Employees

The shortage of a skilled employees in Cooperative Tunas Muda Sungai Ara Berhad poses a significant challenge for the company. Although this organization already has highly skilled employees, but they still lack of highly skilled employees since they do not hire new employees and instead hire existing employees in their company to execute various roles. One of the reasons why this company lack of skilled employees also because of resignation before this. As a result, this company has lost skilled employees due to poor management. A shortage of skilled employees creates major risks to organizations in a variety of industries. As we all know, a lack of skilled employees might result in increasing responsibilities for existing employees, potentially leading to burnout, decreased productivity, and higher turnover rates. The frequency with which employees quit their job contributes to the shortage of highly skilled employees in the company.

## RECOMMENDATION

Recruitment optimization entails improving the efficiency of the hiring processes in order to attract and retain high-quality employees. The idea of the recruitment process is to quickly and affordably identify and hire the most qualified candidates for unfilled positions from both the organization's internal and external sources (Abdullatif & Javed, 2021). This company need to define clear job description before hiring new employees. To attract qualified candidates, clearly define the job positions, responsibilities, and essential abilities. This clarity ensures that applicants grasp the positions' expectations and qualifications. Companies may recruit top talent and maintain a competitive edge in acquiring highly trained workers by employing these strategies (Abdullatif & Javed, 2021). Not only that, Cooperative Tunas Muda Sungai Ara Berhad can also offer the open position to fresh graduates because they are more knowledgeable about new ideas and can provide them with opportunities to demonstrate their work performance and talents.

### Recruitment Optimization

Industrial training is one of the effective ways of learning for students to prepare themselves to face challenges in real-life working environment. At Cooperative Tunas Muda Sungai Ara Berhad, the trainee gained a lot of experiences and knowledge while serving as one of the Human Resource interns in the Human Resource and Administration department.

The trainee managed to observe on problem solving based on real conflicts faced by the department, documentation handling, filing, management, administrative, and critical thinking ideas that is brainstormed during every meeting. Theories that is learnt in university is well applied into the company. The industrial training helps to improve the capabilities to be creative in problem solving and enhance other soft skills such as communication and presentation skills. All valuable experiences and skills that is obtained during the internship helps trainee to face the upcoming real-life working environment by analysing the value needed in an employee and improving those qualities to fit the qualities standard of the industry.

During the Industrial Training at Cooperative Tunas Muda Sungai Ara Berhad, I have been exposed to various activities and tasks in this company indirectly, I also have to know every responsibility and role in the company. Students get benefit from exposure to real work environments as an intern because it helps me develop my creativity and experience. I can also recognise and deal with problems that frequently arise in practical work situations. It will improve the student's ability for critical thinking, self-directed learning, and problem-solving, but more importantly, it will increase their potential of creating high-calibre of original work.

Through the industrial training, it is clear that the training objectives have been achieved during the training conducted for 24 weeks. Therefore, it can be concluded that all the exposure that has been given to the me during internship is very useful and should be exploited in the future. These internship can will turn out graduates with excellent personalities and expertise.

Furthermore, industrial training offers students a priceless chance to learn and get real-world experience alongside to academic knowledge. It includes a variety of aspects of working as an employee, such as understanding the responsibilities and duties of various roles, working together with colleagues, and promoting a respectful work environment. Students are able to put their theoretical knowledge to use in real-world situations while also learning more about how businesses function through industrial training. In addition to developing interpersonal skills that are essential in working environments, they also learn to work as a team, communicate clearly, and collaborate.

In conclusion, industrial training provides students with a well-rounded education that covers both academics and technical skills as well as more general aspects of working life. It gives students the tools and mentality they need to succeed in their future careers as well as preparing them for the challenging of working life.

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# APPENDICES

## File Label Interview

**TUAN HAJI SUHAIMI BIN ABDUL JALIL – ANGGOTA LEMBAGA PENERUSI KOPERASI**

PANEL TEMUDUGA BAGI JAWATAN: -

I. SETIAUSAHA ANGGOTA LEMBAGA KOPERASI (PEMBANTU KHAS)

TARIKH: 21 SEPTEMBER 2023 (KHAMIS)  
 MASA: 9.30 PAGI – 5.00 PETANG  
 TEMPAT: BILIK SEMINAR TINGKAT 3, KTMSAB

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**ENCIK MOHD. NAGIB BIN AHMAD – ANGGOTA LEMBAGA BENDAHARI KOPERASI**

PANEL TEMUDUGA BAGI JAWATAN: -

I. SETIAUSAHA ANGGOTA LEMBAGA KOPERASI (PEMBANTU KHAS)

TARIKH: 21 SEPTEMBER 2023 (KHAMIS)  
 MASA: 9.30 PAGI – 5.00 PETANG  
 TEMPAT: BILIK SEMINAR TINGKAT 3, KTMSAB

**PUAN KAMSIAH BINTI MOHAMAD – ANGGOTA LEMBAGA PENGURUSAN DAN PENTADBIRAN KOPERASI**

PANEL TEMUDUGA BAGI JAWATAN: -

I. SETIAUSAHA ANGGOTA LEMBAGA KOPERASI (PEMBANTU KHAS)

TARIKH: 21 SEPTEMBER 2023 (KHAMIS)  
 MASA: 9.30 PAGI – 5.00 PETANG  
 TEMPAT: BILIK SEMINAR TINGKAT 3, KTMSAB

---

**PUAN ZURAI DA BINTI ZAINAL ABIDIN – ANGGOTA LEMBAGA KOPERASI**

PANEL TEMUDUGA BAGI JAWATAN: -

I. SETIAUSAHA ANGGOTA LEMBAGA KOPERASI (PEMBANTU KHAS)

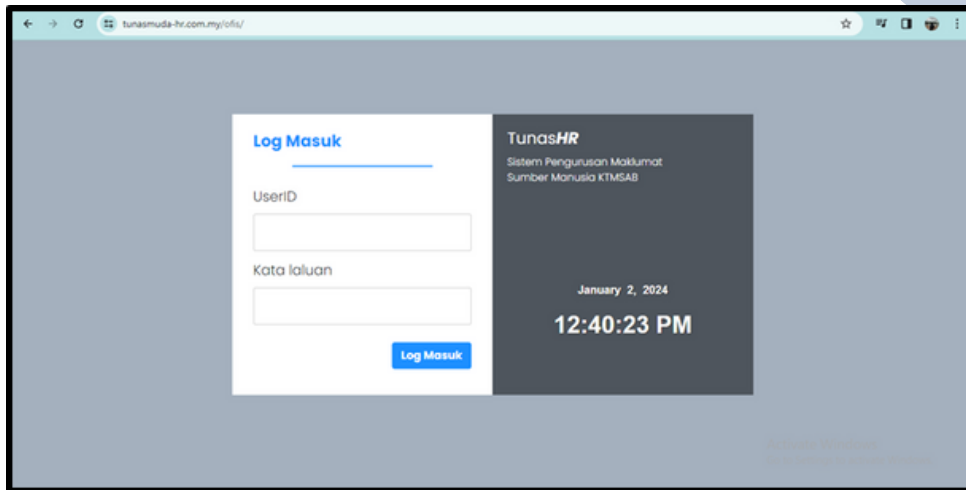
TARIKH: 21 SEPTEMBER 2023 (KHAMIS)  
 MASA: 9.30 PAGI – 5.00 PETANG  
 TEMPAT: BILIK SEMINAR TINGKAT 3, KTMSAB

## Shortlisted Secretary Position Candidates

CALON-CALON JAWATAN SETIAUSAHA LEMBAGA PENGARAH KOPERASI YANG DISENARAI PENDEK														
BIL	NAMA CALON	PERMOHONAN MELALUI	UMUR	STATUS	NO TELEFON	EMAIL	PENDIDIKAN	CGPA	JAWATAN TERAKHIR	NAMA SYARIKAT	PENGALAMAN BIDANG KESETIAUSAHAAN	GAR YANG DIPONOH	KEMAHIRAN	TAMBAHAN MAKLUMAT
1	NUR HAZIQAH ZULKIFU	RESUME					MASTER OF BUSINESS ADMINISTRATION BACHELOR IN OFFICE SYSTEMS MANAGEMENT						MICROSOFT OFFICE SUITE, PRODUCT PHOTOGRAPHY AND EDITING, HUMAN RESOURCE MANAGEMENT SOFTWARE, CANVA, TRAVEL DOCUMENT ARRANGEMENTS, MEETING AGENDA PREPARATION	CERTIFICATE OF APPRECIATION (SECRETARY), ANUGERAH PERKHIDMATAN CEMERLANG
2	AZILAH HAZIQAH UMAR	JOBSTREET					BACHELOR IN BUSINESS STUDIES/ADMINISTRATION/ MANAGEMENT DIPLOMA IN FINANCE						MICROSOFT OFFICE, BANKING OPERATIONS, BANKING, BANKING AND FINANCE, ECONOMIC, GENERAL MANAGEMENT, COMPUTER APPLICATION, MANADARIN, MANAGEMENT INFORMATION SYSTEM	1 YEAR EXPERIENCE AS ADMIN ASSISTANT
3	ROSHI OTHMAN	JOBSTREET					BACHELOR IN BUSINESS STUDIES						MICROSOFT OFFICE, ACCOUNTING, UBS SYSTEM	3 YEARS EXPERIENCE AS ASSISTANT ADMIN
4	MALAMATON NADIAH	JOBSTREET					BACHELOR IN BUSINESS STUDIES						MICROSOFT OFFICE, ADOBE, WINDOW SERVER	
5	NUR NADIAH ZULKIFU	JOBSTREET					DIPLOMA IN BUSINESS STUDIES/ADMINISTRATION/ MANAGEMENT						MICROSOFT OFFICE, TYPING SKILLS, SAP APPLICATIONS, SAPANA, GAC	
6	NOORULAWATI CHE MAT	JOBSTREET					BACHELOR IN BUSINESS STUDIES						MICROSOFT OFFICE, CUSTOMER SERVICE AS CUSTOMER SERVICE ASSISTANT	8 MONTHS EXPERIENCE AS CUSTOMER SERVICE ASSISTANT

# APPENDICES

## TunasHR System



## Health Screening Price Comparison



**Be a Flu Fighter**

65 - Adult Flu Vaccination by Family Physician

43

**Wellness Profile**  
with 168

168 - Result Interpretation by Family Physician

**BLOOD ANALYSIS**

- Full blood count
- Haemoglobin
- Packed cell volume
- Platelet count
- WBC count
- Differential count
- MCHC
- MCV
- MCH
- ESR
- Liver Function
- Total Protein
- Albumin
- Gamma-Globulin
- Albumin:globulin ratio
- Alkaline Phosphatase ALP
- Aspartate transaminase AST
- Alanine transaminase ALT
- Gamma-Glutamyl Transferase (GGT)
- Total Bilirubin
- Bone Profile
- Calcium
- Phosphorus
- Thyroid Function Test
- Kidney Function
- Urea
- Urine FEME
- Infection Diseases
- VDRL
- Diabetic Screen
- Glucose
- Lipid Profile
- Total cholesterol
- HDL cholesterol
- LDL cholesterol
- Total cholesterol/HDL cholesterol ratio
- Triglycerides
- Hepatitis
- Hepatitis B surface antigen
- Hepatitis B surface antibody
- Others
- Blood Group & Rheus
- Flu Vaccine



**KLINIK MENARA BAYAN LEPAS**  
Pakej Pemeriksaan Kesihatan

**Silver**

- Complete Medical Examination
- Comprehensive Vision Test
- Audiogram with BME
- Chest X-ray With Reporting
- ECG
- Urine Conduction Test (Microscopy)
- Complete blood & Urine Test

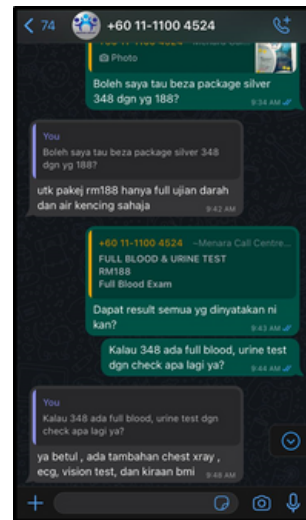
**Gold**

- Complete Medical Examination
- Comprehensive Vision Test
- Audiogram with BME
- Chest X-ray With Reporting
- ECG
- Urine Conduction Test (Microscopy)
- Dual Approved Audiometry + Dual Approved Salinometry
- HbA1c, HbA1c, Glucose

**Platinum**

- Complete Medical Examination
- Comprehensive Vision Test
- Audiogram with BME
- Chest X-ray With Reporting
- ECG
- Urine Conduction Test (Microscopy)
- Dual Approved Audiometry + Dual Approved Salinometry
- HbA1c, HbA1c, Glucose

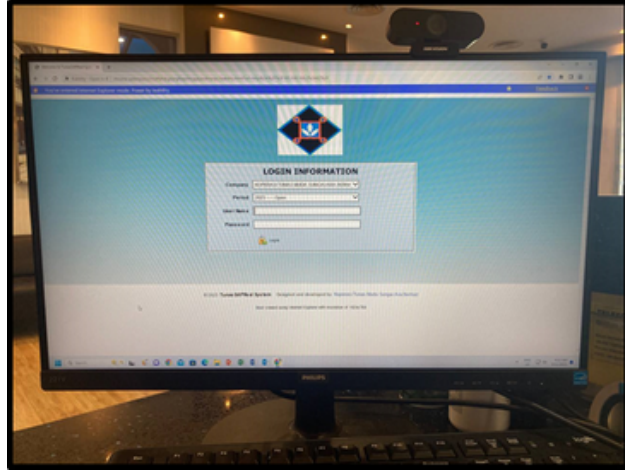
**KLINIK MENARA BAYAN LEPAS**  
38-38-L, Persiaran Lintas, Setia Tringgit, 13700 Bayan Lepas, Penang  
Phone Number: 04-790 2052 / 04-790 4524



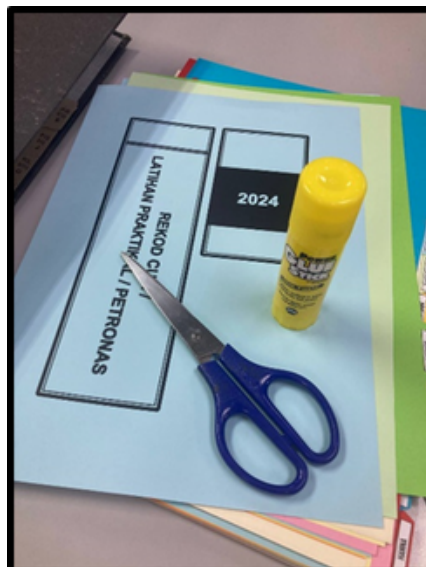
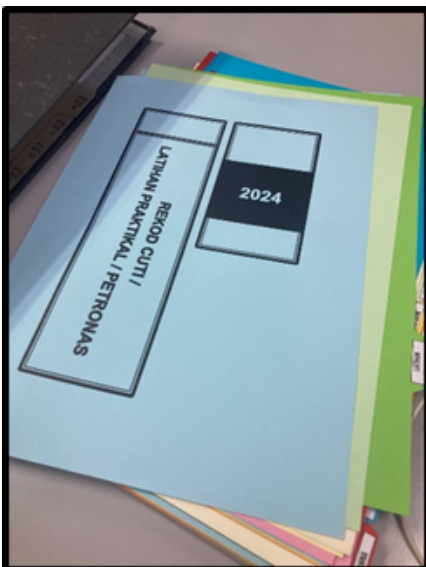


# APPENDICES

## Front Counter



## Filing



# APPENDICES

## Businesses by KTMSAB



# APPENDICES



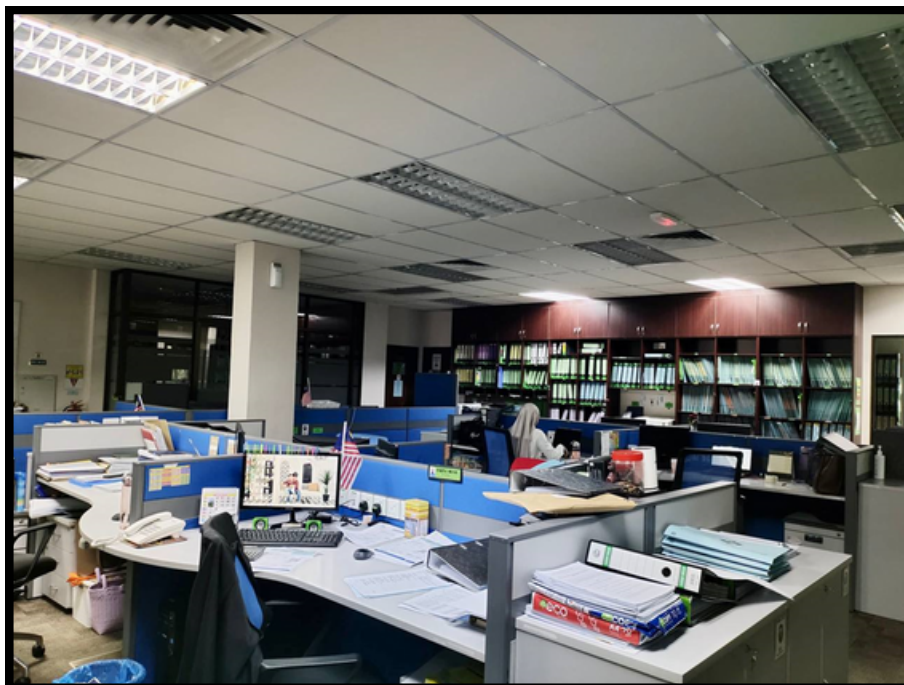
## Work Trip to Tunas Resort, Port Dickson



# APPENDICES



**Workplace of Human Resource & Administration Department at Cooperative Tunas Muda Sungai Ara Berhad**

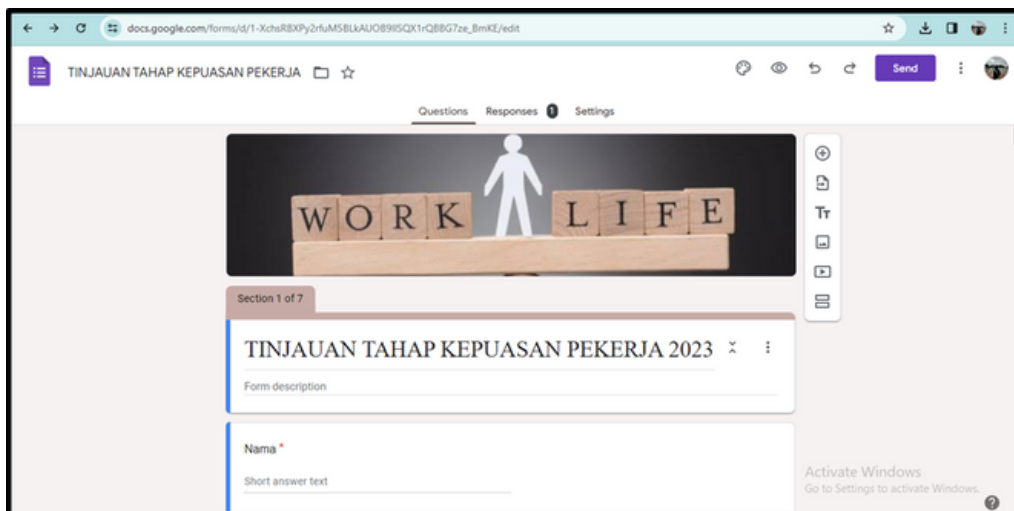


# APPENDICES

## Poster of Sexual Harassment and Family Day KTMSAB 2023 Logo



## Google Forms



# APPENDICES

The screenshot shows a Google Forms interface for a survey titled "TINJAUAN TAHAP KEPUASAN PROGRAM LAWATAN PENANDA ARAS KE SINGAPURA, J". The form is currently on "Section 1 of 7". The main heading of the section is "TINJAUAN TAHAP KEPUASAN PROGRAM LAWATAN PENANDA ARAS KE SINGAPURA, JOHOR DAN SELANGOR SERTA PERANCANGAN STRATEGIK 2024-2030 PADA 7-9 NOVEMBER 2023". Below the heading, the purpose of the survey is stated: "Objektif utama lawatan penanda aras ini adalah bertujuan untuk:". Three objectives are listed: i) Menambah ilmu dan pengetahuan melalui perkongsian ilmu dan pengalaman oleh beberapa pemain utama industri binaan yang telah memenangi anugerah peringkat nasional dan antarabangsa. ii) Memberi pendedahan kepada pengurusan utama Koperasi dan juga Anggota Lembaga bagi menempatkan Koperasi sebaris dengan pemaju-pemaju lain selaras dengan visi dan misi Koperasi. iii) Menyediakan perancangan dan objektif strategik yang jelas berkaitan hala tuju Koperasi bagi tahun 2024-2030. At the bottom of the form, there is a required text input field labeled "NAMA \*".

The screenshot shows a Google Forms interface for a survey titled "TINJAUAN CUTI HARI RAYA AIDILFITRI PADA 8 & 9 APRIL 2024". The form is currently on "Section 1 of 1". The main heading of the section is "TINJAUAN CUTI HARI RAYA AIDILFITRI PADA 8 & 9 APRIL 2024". Below the heading, the purpose of the survey is stated: "Cuti Hari Raya Aidilfitri bagi tahun 2024 (mengikut kalendar 2024) adalah pada 10, 11 dan 12 April 2024. Oleh yang demikian, pengurusan mencadangkan cuti tambahan pada 8 dan 9 April 2024 (permohonan cuti tahunan oleh staf). Semua staf perlu mengisi tinjauan ini samada setuju atau tidak bersetuju untuk penutupan pejabat pada tarikh 8 & 9 April 2024 (permohonan cuti oleh staf). Keputusan penutupan pejabat pada tarikh tersebut akan mengikut majoriti." At the bottom of the form, there is a required text input field labeled "NAMA \*".

The screenshot shows a Google Forms interface for a survey titled "TINJAUAN MAKLUM BALAS KEMUDAHAN PEJABAT DAN PERKHIDMATAN PENTADBIRAN". The form is currently on "Section 1 of 3". The main heading of the section is "TINJAUAN MAKLUM BALAS KEMUDAHAN PEJABAT DAN PERKHIDMATAN PENTADBIRAN". Below the heading, there is a "Form description" field. At the bottom of the form, there is a required text input field labeled "NAMA \*".

# APPENDICES



## List and Create Calendar For 2024 Public Holiday Dates, Head of Directors Meeting and Board Meeting Dates

The screenshot shows a Microsoft Word document titled "TARIKH DAN CUTI UMUM TAHUN 2024 & CADANGAN TARIKH MESYUARAT". The document contains the following table:

TARIKH	HARI	CUTI UMUM
1 JANUARI 2024	ISNIN	TAHUN BARU
25 JANUARI 2024	KHAMIS	THAIPUSAM
10 FEBRUARI 2024	SABTU	TAHUN BARU CINA
11 FEBRUARI 2024	AMAD	TAHUN BARU CINA
12 FEBRUARI 2024	ISNIN	CUTI GANTI TAHUN BARU CINA
28 MARCH 2024	KHAMIS	NUZUL AL-QURAN
8 APRIL 2024	ISNIN	HARI RAYA AIDILFITRI (DIPOOTONG DARI CUTI TAHUNAN STAF)
9 APRIL 2024	SELASA	HARI RAYA AIDILFITRI (DIPOOTONG DARI CUTI TAHUNAN STAF)
10 APRIL 2024	RABU	HARI RAYA AIDILFITRI
11 APRIL 2024	KHAMIS	HARI RAYA AIDILFITRI
12 APRIL 2024	JUMAAT	HARI RAYA AIDILFITRI
1 MEI 2024	RABU	HARI PEKERJA
22 MEI 2024	RABU	HARI WESAK
3 JUN 2024	ISNIN	HARI KEPUTERAAN YANG DIPERTUAN AGONG

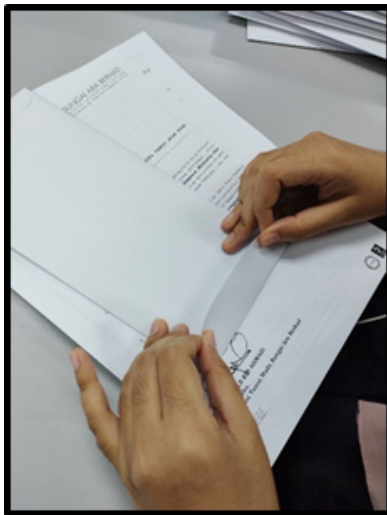
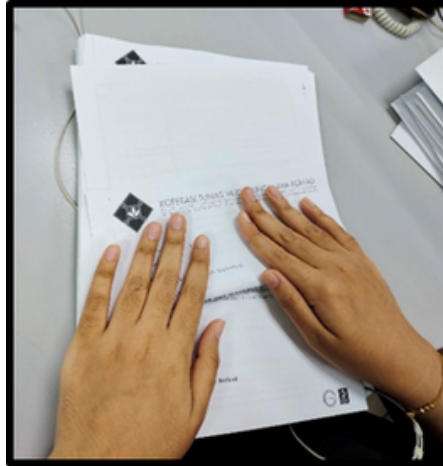
The screenshot shows a Microsoft Word document titled "TARIKH CADANGAN MESYUARAT KETUA BAHAGIAN DAN MESYUARAT BIASA LEMBAGA". The document contains a calendar grid for January and February 2024. The meeting dates are highlighted in yellow:

JANUARI 2024						
AHAD	ISNIN	SELASA	RABU	KHAMIS	JUMAAT	SABTU
	1	2	3	4	5	6
7	8	9	10	11 MESYUARAT KETUA BAHAGIAN	12	13
14	15	16	17	18	19	20
21	22	23	24 MESYUARAT BIASA LEMBAGA 1/2024	25	26	27
28	29	30	31			

Below the January calendar, the text "FEBRUARI 2024" is visible.

# APPENDICES

## Cooperative Member's Insurance Letter



## KTMSAB Bowling Tournament





# APPENDICES



## Briefing and Talk



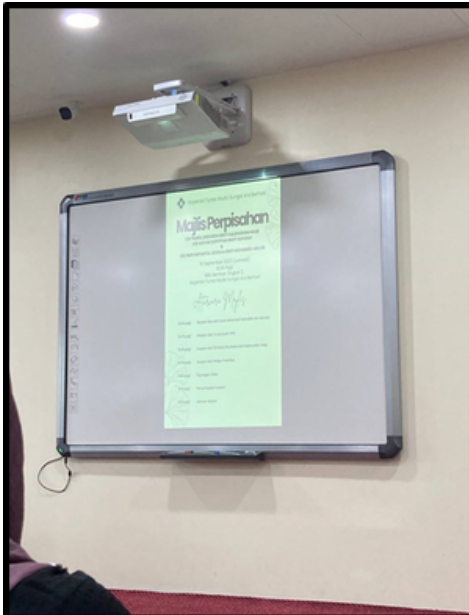
# APPENDICES

## KTMSAB Family Day and Dinner "Retro Theme"



# APPENDICES

## Farewell Party and Birthday Celebration of Staff KTMSAB



# APPENDICES

## Ouriginal Report

### Document Information

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Analyzed document	INDUSTRIAL TRAINING REPORT (WORD)_NURUL NADHIRAH BINTI MOHAMAD ROSLI_2021102011_RBA2436B.pdf (D184663022)
Submitted	2024-01-26 15:49:00 UTC+01:00
Submitted by	
Submitter email	nurulnadhira@mohamadrosli@gmail.com
Similarity	10%
Analysis address	nurfakhzan.UiTM@analysis.ouriginal.com