

UNIVERSITI TEKNOLOGI MARA (UiTM)
CAWANGAN MELAKA
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UNIVERSITI
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Deloitte Malaysia
Tax Services Sdn Bhd

INDUSTRIAL TRAINING REPORT

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Executive Summary

My report is an overview of Deloitte Malaysia with my experience working in their Global Employer Services Department as a part of my six-month internship. I am taking this opportunity to outline how GES operates, conduct a company analysis and provide some recommendations for improving the strategy behind GES. Deloitte Malaysia (Deloitte) is the Malaysian member firm of Deloitte Touche Tohmatsu Limited (one of the largest providers of professional services in the world), providing services in audit, tax, consulting and advisory to clients from around the world and within Malaysia.

Deloitte aims to have a lasting, positive impact on the communities and societies in which they operate, as well as for their clients and employees, by understanding their challenges and providing them with tailored solutions. This is achieved through their commitment to providing clients with quality service; adhering to ethical principles of professionalism, integrity and trust.

During my six months at Deloitte as an intern, I acquired a great deal of practical experience and knowledge related to the delivery of global mobility tax services. My experience at Deloitte was highlighted through great mentorship and guidance which enabled me not only to enhance my professional knowledge and skillset but also through the development of essential skills (e.g. time management, communication, adaptability, problem solving) and hands-on experience using business systems within a multinational organization.

Deloitte's GES in Malaysia have one of its biggest weaknesses where their employees have very heavy workloads which can lead them to suffer from burnout. Opportunities can stem from globalization, the increasing prevalence of remote work, and increasing tax compliance requirements for international assignments. Threats include higher levels of competition within the professional services industry and greater frequency of change to the taxation laws and legislation concerning employment.

As a result of the SWOT analysis, Deloitte GES in Malaysia could implement a number of recommendations which will enhance and improve overall service delivery, through integrated technology, accelerate the pace of digital transformation, enhance regulatory monitoring of risk, and provide educational services on global tax compliance issues improving the clients' understanding of these matters thus strengthening Deloitte GES's status as a trusted expert in the area of global mobility taxation.



Acknowledgement



I would like to express my sincere gratitude to Deloitte Malaysia for giving me the opportunity to complete my industrial training in the Global Employer Services (GES) department. This industrial training was a meaningful experience that allowed me to gain valuable knowledge, practical skills, and real working experience. It helped me grow not only professionally but also personally by improving my confidence, responsibility, and understanding of a professional work environment.

I am truly thankful to my supervisors and all the staff members in Deloitte Malaysia who guided and supported me throughout my training period. Their patience, encouragement, and continuous feedback helped me learn more about global mobility tax services and understand the importance of teamwork, professionalism, and work ethics in the workplace. Through their guidance, I was able to improve my skills and perform my tasks more effectively.

I would also like to express my appreciation to my academic supervisor for the guidance and advice provided during my industrial training. In addition, I am very grateful to my family and friends for their constant support, encouragement, and motivation throughout this journey.

Overall, this industrial training experience was very valuable and rewarding. I am thankful for the opportunity to learn, grow, and gain real-world experience, which will be useful for my future career.



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