

FACULTY OF BUSINESS AND MANAGEMENT

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

HUMAN RESOURCE MANAGEMENT (HRM666)

INDUSTRIAL TRAINING REPORT AT PRINT EXPERT SDN BHD

PREPARED BY:

STUDENT NAME	STUDENT ID
AIN ATIFAH BINTI MOHD YUSOFF	2020844738

PREPARED FOR:

1. DR SHARIFAH KHAIROL MUSAIRAH BINTI SYED ABDUL MUTALIB (ADVISOR)
2. DATIN NORALIYATI BINTI ZAKARIA (EXAMINER)

DECLARATION



DECLARATION

OF ORIGINAL WORK

I, AIN ATIFAH BINTI MOHD YUSOFF (2020844738) hereby declared that:

- This internship report has not previously been accepted in substance for any degree and is not being concurrently submitted for this degree or any other degree.
- This internship report is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

SIGNATURE

10/08/2023

DATE

EXECUTIVE SUMMARY

This Industrial Training Report (HRM666) explains the administrative/human resource department internship I successfully completed over the six-month period from 1st March 2023 to 15 August 2022 at Print Expert Sdn Bhd. I have engaged in several tasks during my industrial training at Print Expert SDN. BHD. Implementing this industrial training has given me a deeper understanding of issues relating to administration and human resource management in a firm. In addition, I can gain valuable work experience in my field of study and show off my soft skills. In addition to that, I have grown to be more professional, skilled, brave, and confident than I was before.

This report has a few basic points, in general. First, there is the student profile, which includes a current version of my updated resume. The second is the company profile, which provides information on the company's name, location, history, vision, and mission as well as its availability, shared values, organizational structure, and the goods and services it provides. The third section of the training reflection will talk about the period, the department to which I was assigned, the tasks, positions, and advantages that I was given throughout my internship at Print Expert SDN. BHD. The company's SWOT analysis comes in fourth. An investigation into the Print Expert's internal and external environments is the goal of a SWOT analysis, which identifies and analyzes the organization's strengths and weaknesses as well as the possibilities and threats to which it is exposed. Discussion and advice come in at number five. The conversations about the company were directed by the results of the SWOT analysis. Then, suggestions will be put forward to make sure that any problems that can have an impact on the performance of the organization can be resolved as soon as possible.



TABLE OF CONTENT

Part 1: Preliminary Page

Declaration Form	i
Executive Summary	ii
Table of Content	iii
Acknowledgement	iv

Part 2: Student Profile

2.1 Updated Resume	1
--------------------------	---

Part 3: Company Profile

3.1 Company's Background	2
3.2 Vision, Mission, Company's Value	2-3
3.3 Organizational Structure	4
3.4 Products and Services	5

Part 4: Training Reflection

4.1 Specific Date, Working Day and Time	6
4.2 Department, Roles, Responsibilities, Assignments, Tasks	6-9
4.3 Gains: Intrinsic & Extrinsic Benefits	10

Part 5: SWOT Analysis

5.1 Strengths	10-12
5.2 Weaknesses	13-14
5.3 Opportunities	15-16
5.4 Threats	17-18
5.5 SWOT Matrix	18
5.6 PESTEL Analysis	19-20

Part 6: Discussion & Recommendation

21

Part 7: Conclusion

22

Part 8: References


23-24

Part 9: Appendices


25-36


PART 2: STUDENT'S PROFILE


2.1 Updated Resume




CONTACT ME AT

 LOT901, Kampung Gosong,
18500 Machang, Kelantan.

 ainatifah@gmail.com

 [REDACTED]


 <https://www.linkedin.com/in/ain-atifah/>

LANGUAGES

●●● Malay

●●● English

AWARDS RECEIVED

 Most Improved Employee of the
Week, Omniraise (2012)

REFERENCE

DR. Sharifah Khairol Musairah Binti Syed
Abdul Mutalib
013-4289728
Lecturer UiTM Arau

Muhammad Morsyid Bin Samsul Zalni
019-672 7655
Internship Supervisor

AIN ATIFAH BINTI MOHD YUSOFF

FRESH GRADUATE

CAREER OBJECTIVE

To perform my duties to the best of my ability with full dedication, discipline and honesty. Seeking for challenging working opportunity by contributing towards the organizational goals as it can helps to develop my skills.

WORK EXPERIENCE

Brand Ambassador (UNHCR)

Omniraise | Feb 2020 - Sept 2020

- Give awareness to public about current issues (refugees)
- Have a great knowledge about refugees and UNHCR
- Help to gain continuous donation in order for helping refugees as we are the partners of UNHCR

Telemarketing Executive (Etiqa Maybank LSPA)

UTS Marketing Solutions Sdn. Bhd. | Nov 2019 - Dec 2019

- Contacting potential or existing customer to inform them about company product
- Required good interpersonal skills and representations skills

Tearista (Tealive)

Loob Holding Sdn. Bhd. | July 2019 - Oct 2019

- Ensure day-to-day outlet operation are carried out smoothly
- Follow food grade and safety standards strictly

Cashier (Part-Time)

PizzaHut | March 2019 - April 2019

- Interacting with customers while maintaining the standards of customer service and hospitality.
- Performing other relevant duties as and when required.

EDUCATION

Bachelor of Business Administration (Hons.) Human Resource Management

UiTM Perlis Campus Arau | 2023 (Current)

Expected Graduated in September 2023

Current CGPA: 3.59

PART 3: COMPANY’S PROFILE



Figure 1: Print Expert Sdn Bhd

Company’s Name	Print Expert Sdn Bhd
Location	20, Jalan Bunga Tanjung 2/16, Seksyen 2, 40000 Shah Alam, Selangor
Background	<p>In May 2012, Print Expert Sdn. Bhd. (989625-A) was founded and commenced operations. Print Expert has grown into a lucrative and fast-growing printing firm in Malaysia with a strong track record in the retail printing industry since its start. Digital Printing, Offset Printing, Inkjet Printing, Signage & Advertising, Labels & Packaging, Post Press, Corporate Gift & Apparel, and many other services are among the company's key business activities. Print Expert is a dedicated and experienced retail printing company that provides a wide range of printing services as well as exceptional customer care and high-quality printing.</p> <p>We endeavour to create high-quality goods that bring maximum benefits to clients, guided by our motto "We Print Your Ideas". Print Expert is rapidly advancing to become a top printing center in Malaysia, thanks to the company's management team's superb, strong, and dedicated leadership, as well as the exceptional support of skilled and highly motivated employees.</p>
Vision	A progressive Malaysia's leading printing services provider

Mission	<ol style="list-style-type: none"> 1. Providing excellent service and best quality printing to customers. 2. People are our strength and partners for growth, driving our passion for innovation to progress towards the future of our sustainability
Company's Availability	<p>We have always been committed to providing the best services possible through a well-planned cycle of improvement. Purchases can be made anywhere in the country through our online platform, which is available 24 hours a day or in person at the nearby network of retail locations, all of which have welcoming environments.</p>
Shared Values	<p>Our values serve as the cornerstone of our corporate culture and guide how we conduct business. Print Expert is dedicated to conducting business in an ethical and sustainable way.</p>

ORGANIZATIONAL STRUCTURE

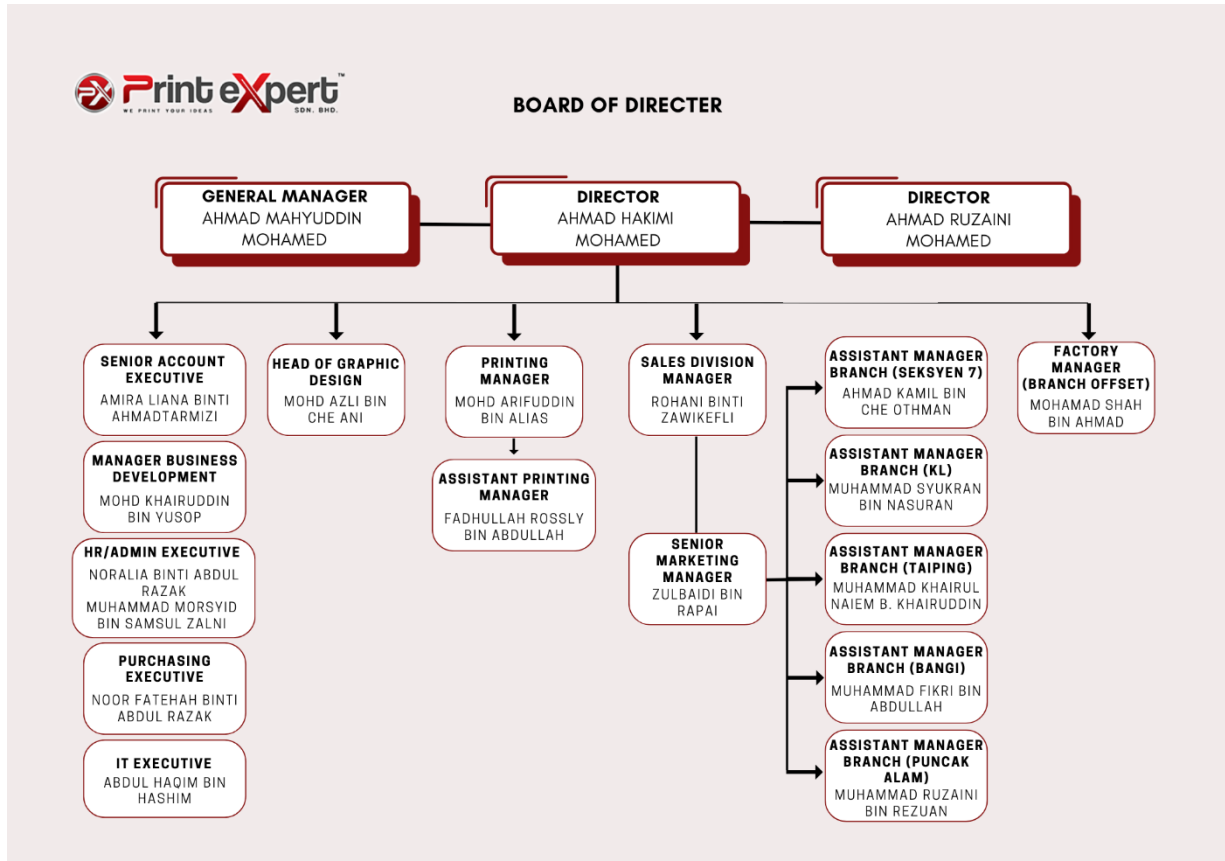


Figure 2: Print Expert organizational structure

PRODUCT AND SERVICES OFFERED BY PRINT EXPERT SDN BHD



Figure 3: Product and services

PART 4: TRAINING REFLECTION

4.1 DURATION

My internship with Print Expert Sdn Bhd starts on March 1 until August 15, 2023, equivalent to 24 weeks. Regarding the working period for Print Expert Sdn Bhd company, we operate every day from Monday to Sunday. My working shift starts at 8:00 a.m. and end at 5:00 p.m. While for lunch break, as for the management team we usually break for 1 hour, from 1 p.m. to 2:00 p.m. The working time at Print Expert is flexible, with a total of 8 hours, which means that they are allowed to come to the workplace as early as 8:00 a.m. and leave as late as 6:00 p.m. for the morning shift. For example, if the staff start work at 8:00 a.m., they can return to their house at 5:00 p.m., and if they start work at 9:00 a.m., they are allowed to return home at 6:00 p.m. With that being said, the staff can leave when they have worked for 8 hours in total.

However, for the evening shift, the working time at Print Expert is fixed and a total of 8 hours, which means the staff are allowed to come to the workplace at 3:00 p.m. and are allowed to return home at 12:00 a.m. Other than that, every staff member must clock in and clock out using the InfoTech mobile application to record their attendance before and after working at the Print Expert. The InfoTech application is a new technology that records employees' attendance, employees' profiles, employees' applications for annual leave, and many more.

4.2 DETAILS

As an internship student, I have been assigned to the administration/Human Resource department. The leader in this department is Miss Noralia Binti Abdul Razak, who is the Human Resource Executive. This department has many job scopes because it includes two departments, which are administration and Human Resources. There are many tasks that I have been assigned during the internship session.

The HR Department is located on the second floor at Print Expert Sdn Bhd (HQ), Section 2, Shah Alam. I was supervised by Encik Muhammad Morsyid Bin Samsul Zalni, Administrative Executive.

ROLES, RESPONSIBILITIES, ASSIGNMENTS, TASKS

During my internship period at Admin/HR department, I must handle staff attendance. Every day, I must check each of the staff members who are not clocking in at InfoTech (Mobile clock-in or Thumbprint clock-in) update staff attendance in Excel. As for the staff who is late or absent, I must create an Excel table and make a phone call for an update for all late or absent staff. Sometimes, I must download and organize staff attendance for the year 2022 in PDF is HR executive give an order. For public holidays, we usually need to manually set the working status in InfoTech. I must check and verify employees' leave on the InfoTech System. Ensure staff apply for leave on the system accordingly.

Next, I must handle staff time slips, medical certificates (MC), and clocking forms. I received the staff time slip, MC, and clocking form and must stamps the slip with the date the HR Department received it. Update the details in InfoTech. At the end of the month, I will organize all the slips in the file according to the date and month.

Besides, for the new internship student intake, I was in charge in assisting internship students to email their resume to admin's email. Download and print an internship student resume. Then, I will fill out the company's answer form for new internship students. List down the size of the company's uniform. As for their reporting day, I must register new internship students in the InfoTech system. Organized Internship student file. Summarized the total number of the latest internship students.

Furthermore, Print Expert currently using InfoTech Mobile and InfoTech thumbprint application for clock in or clock out. I must handle and register all staff fingerprint including internship student. Staff can choose either they want to use InfoTech mobile or InfoTech application for clock in. I also manage to scan all staff's medical record using Adobe Scanner for company's records.

Before 15th on each month, I help HR executive to calculate staff overtime (OT). Assist the HR Executive to calculate staff OT using a formula. Certain department, their OT is automatically available in Infotech, but for others department which required them to manually submit their OT claim form, I will receive the form and submit to HR executive. On Monday, we will re-check staff attendance from previous week for

weekly food allowance purpose. Then key in the amount of food allowance in QuickPay.

Regarding staff offer letter, I will distribute the offer letter to staff and assist staff to sign the new offer letter. Besides, staff need to sign new job description acceptance letter. As I am in charge of the company's license renewal. I need to list any expired business licenses for renewal and inform Mr Muhammad Morsyid. Analyze the company's printed license in file. Besides, I also attending a short meeting with the general manager, Encik Ahmad Mahyuddin (for the SandMerit KPI workshop).

In term of tenancy agreements for house rental and commercial rental, I in charge to handle all the document and progress. I must check any tenancy agreements that need to be renewed and inform Encik Muhammad Morsyid of any tenancy agreement that needs to be renewed. As there is any tenancy agreement to be renewed, I must prepare a new tenancy agreement and fill in tenancy agreement details in the LHDN portal for stamping purposes. I will need to follow-up on the progress of the LHDN stamping application and make an online payment for LHDN stamping.

Once we have made online payment for LHDN stamping, I need to submit a receipt of payment to the finance department. Next, I must update the latest date for the new tenancy agreement in Excel and organize and label the new tenancy agreement in the file. For owner's copy, we must write down the owner's details on the envelope for the new tenancy agreement for delivery purposes. Scan the new printed tenancy agreement and organize it in a file. Update the owner's details in Excel for the company's record. Lastly, compile the stamp certificate and the latest tenancy agreement in PDF form.

Furthermore, I am in charge in handling foreign worker. Fill in the new foreign worker document., prepare cash vouchers for all foreign workers who received their salary in cash and key in a foreign worker's salary in QuickPay. Then, during the day of foreign staff payroll, I will assist HR to distribute foreign workers salaries in cash and organize foreign worker salaries according to the name and branch. Arrange foreign worker working documents (VDR PA, Passport, medical check-up form). Assist a foreign worker to the Avisena Specialist Hospital for an appointment. Submit a receipt of payment for medical costs to the finance department. Key in a foreign worker's

passport into FWCMS to check foreign worker status. Update and register foreign worker permit in PERKESO (Portal ASSIST). Split and rename a foreign worker's passport. Key in SOCSO and EIS for foreign workers in Excel for the company's record. Download and save all foreign worker attendance for the year 2023 in PDF. Organize foreign workers attendance according to their staff ID. Besides, I need to submit a document or any item to the Order Processing Department. Assist HR to deliver the document to other branches.

4.3 GAINS: INTRINSIC & EXTRINSIC BENEFITS

For intrinsic benefits, it helps me to increase my confidence level and communication skills to be able to communicate and solve any problems at the HR Department. Print Expert have a great working environment, as all executives, managers, and staff at all departments give me a great experience. Have a more solid viewpoint on how to handle managing employees at work. Working in the HR Department made me realize how important the HR Department is.

While for the extrinsic benefits, I received RM500.00 monthly for internship allowance and RM10.00 for food allowance per working day. Trainees are eligible to apply for 3 days of unpaid leave per internship duration. I also eligible to apply 5 days of medical leave. Trainees are eligible to claim medical costs worth RM195.00 per internship duration, but for each receipt, trainees are eligible to claim up to RM65.00 only.

PART 5: SWOT ANALYSIS



Figure 4: SWOT Analysis

5.1 STRENGTHS

Provide better welfare for employees

According to P.Gabriyala Gladys (2021), employee welfare facilities are an organization's venture investment to ensure that the employees have quality living quarters. Welfare facilities do not directly affect or boost organizational productivity, but they do affect employee happiness, which lowers absenteeism and employee turnover.

Employee welfare programs are regarded as a crucial component of social welfare infrastructure that enables workers to strike a balance between their professional and personal lives. Additionally, providing for the welfare of employees lowers stress levels, boosts morale, and ultimately develops a positive brand image for the workers. Employers need to understand

the vital role that welfare services play since it is employee loyalty, not anything else, that drives an organization's success. An organization's motivation is influenced by a welfare facility, which is advantageous to both the workers and the company.

For example, Print Expert has provided better welfare facilities and initiatives to all permanent or contract employees as well as industry training students who have been hired by the company. As for your information, this company has provided residential facilities to all the employees. All rental house bills, including water and electricity bills, are the responsibility of the company. But it is limited to employees who are single, and those who are married must move out of the rental house. Additionally, the company has decided to offer meal subsidies to all Print Expert employees who exclusively clock in or punch out using the InfoTech application. Employees will receive RM10 for each working day and a special RM200 lunch allowance if they work for a full month. This project is therefore quite intriguing because it has the potential to motivate every employee to show up to work every day without being asked.

Good communication skills

According to Nidhi Gupta (2022), communication plays a critical role in any organization because it greatly affects the morale, productivity, and dedication of the workforce. If the leaders put in the time and effort to foster an environment where staff members are free to speak openly with their peers, superiors, and subordinates. It will result in a contented and effective workforce for the business. According to what I have personally observed, Print Expert is a place where good communication techniques are used between managers and staff. This strengthens their sense of teamwork and makes it easier for them to work together on projects. As we can see, effective communication is crucial for maintaining a smooth flow of information among employees and can prove to be a significant asset for the company. Contrarily, businesses where there are inadequate routes for communication or where communication is poor will inevitably have disgruntled and unproductive staff.

Aside from that, I believe that a company's ability to effectively communicate with one another will result in a positive working environment. Employees spend a large portion of their working lives in their places of employment, and as a result, the office environment has a huge impact on them. Based on my observations throughout my internship, Print Expert places great emphasis on a positive work environment within their organization to ensure the welfare and comfort of their employees are taken care of. For example, Print Expert has created a peaceful

and calm atmosphere where they are located in different departments with very comfortable facilities like an ergonomic chair, a Coway filter, and many more.

Fast services - Advanced Printing Machines

According to Justin Paul (2016), fast service in business plays a critical role in any organization because it greatly affects the morale, productivity, and dedication of the workforce. If all leaders are able to manage their staff well, they will foster an environment where staff members are free to contribute their best effort to their work. It will result in an effective workforce for the business. According to what I have personally observed, Print Expert is the place where all staff show and practice a good working environment to work on faster service for the customer. Fast service helps strengthen their sense of teamwork and makes it easier for them to work together on any project. As we can see, fast service is crucial for maintaining a smooth flow of information among employees and can prove to be a significant asset for the company.

Furthermore, I believe that Print Expert Sdn Bhd has the ability to experience rapid growth in the printing field as the company has the advantage of having advanced printing machines. All the advanced printing machines that the company owns help in terms of the customers efficiency. As it helps to print customers' orders faster and within the customer's time frame. Not to mention that, throughout my observation during my internship, not just the advanced printing machines helped increase efficiency, but all staff showed great service in assisting all the customers to print.

5.2 WEAKNESSES

Low manpower in certain departments has led to an overloaded workload

According to Henry (2020), employee's workload is an important indicator of both their productivity and turnover because, if it is below the standard workload, it will encourage laziness and give them more time to engage in counterproductive activities like group politics, which will negatively impact performance. On the other hand, if the workload is excessive, there is a chance that the employee will become overburdened. There will be risks like burnout and subsequent breakdowns, as well as negative emotions and unhappiness, which will eventually cause people to quit their jobs and seek for ones that are less demanding when they can.

My observations demonstrate that this company's insufficient staffing in several divisions has led excessive workload. In the Admin Department, for instance, there is currently just one employee left. He must manage numerous tasks for his administrative work responsibilities. Because there are many tasks to be completed by admin in this organization, I find that situation to be a little challenging. For instance, recruitment and hiring, training and development, upholding the business culture, managing employee benefits, and establishing a secure workplace also include handling disciplinary proceedings. Then there are administrative chores like scheduling events and booking meetings, ordering office supplies, keeping the internal database up to date, distributing incoming and outgoing mail, and managing staff records. As we can see, the employee in the Admin Department had to handle an overloaded workload due to the low manpower in this department.

Professional Attire in the Workplace

According to Indeed (2021), dressing professionally entails wearing clothes and accessories designed for a professional work environment. Professional attire is demure, well-tailored, and devoid of any images or graphics. Your clothing must be clean, ironed, and devoid of rips, holes, and stains.

Based on my observations during industrial training, there are still some employees who do not adhere to the guidelines for professional attire. This is due to the fact that it will convey a negative image to clients. Some workers, for instance, do not wear shoes while on the workplace, preferring slippers instead. Additionally, some employees only wear round necks to the office. Therefore, the lack of professional attire among Print Expert staff is a problem or a weakness.

Staff attitude

According to Craig (2005), the attitudes of staff may affect their working practices. Negative attitudes and behaviors can have negative impacts on other people, such as decreased productivity, increased absence rates, and low morale.

Based on my observations during industrial training, as for the staff attitude, some employees simply do not adhere to the guidelines that have been set by the management. For example, staff is being rude when communicating with Human Resources when any issues arise. Some workers, for instance, are intentionally absent without permission from the workplace and give tons of reasons for their absence. Therefore, the lack of staff attitude among Print Expert staff is either a problem or a weakness.

5.3 OPPORTUNITIES

Adapting to Modern Information (IT) and AI

Information technology is one of the most significant current influences on the evolution of our society, according to Shirinboy (2022). The use of information technology can be traced back to the beginning of human history; however, it is only in the modern information society that it has come to predominate all other technologies, particularly the most recent ones. They are currently more vulnerable to using information technology (IT) in the workplace than they were a year prior to the COVID-19 pandemic, which affected virtually everyone, from businesses to individuals.

According to a Print Expert employee who works in the account department with whom I spoke about this. In addition, the employees of the company have received training in the operation of various applications of contemporary information technology, such as the InfoTech Time Attendance and InfoTech Leave programmes. When employees use this application, they are able to make requests for time off from work in a timelier manner. Consider the following types of leaves as some examples: annual leave; marriage leave; paternity leave; maternity leave; emergency leave; and sick leave. Because of this circumstance, the employees of Print Expert now have the opportunity to acquire a more in-depth knowledge of information technology (IT).

Networking Capability

According to Nasser (2021), the findings suggest that networking capabilities can improve commercialization performance by renewing network structure, which in turn has an effect on commercialization performance. This is indicated by the fact that networking capabilities can improve commercialization performance. This is demonstrated by the fact that networking capabilities have the potential to enhance the performance of commercialization.

In addition, the findings of their research indicate that the influence of network topology on the performance of commercialization may be more pronounced when extensive networking capabilities are available. However, this does not automatically result in an increase in the

influence of network structure on the performance of commercialization when there are insufficient networking capabilities.

It would appear from what I've seen that Print Expert has the potential to improve their networking skills with private companies. This is because Print Expert has already established itself in the retail printing industry in Malaysia as a thriving, appealing printing business that is expanding rapidly and has a proven track record of being successful. Implementation of this decision will, as a direct result, make it easier for this company to achieve future success in terms of its efforts to commercialise their products.

Consultation through zoom meeting

According to Nasser (2021), online consultation has proved to be beneficial to clients, as it helps in saving customers time, and, with no travel or accommodation costs, it can also save customers money, as well as offering more flexibility to them.

It would appear from what I've seen that Print Expert has the potential to expand their growth by adapting these opportunities. This is because Print Expert has already Print Expert has already implementing this online consultation within the management team. The implementation of this opportunities not just helps in rapid growth, it can also help in company's able to manage their products effectively.

In addition, during my internship period HR Executive, managers and supervisor shared their experience that they go through during the outbreak of Pandemic COVID-19. The company unable to operate normally, it negatively impacts the company as customer not able to walk-in to our store. By having online consultation, the company will not be having this kind of problem in future.

5.4 THREATS

Cybersecurity Threats

A cybersecurity threat is a damaging act intended to obtain unauthorised access to, damage, disrupt, or steal the data. It can target an information technology asset, computer network, piece of intellectual property, or any other type of sensitive data. A cyber security threat, according to Obotivere (2020), is any hostile action aiming to destroy or steal data or otherwise interfere with digital life.

My observations reveals that irresponsible people routinely try to compromise the security of the personal information that Print Expert stores. Two different categories of cybersecurity issues are commonly handled by The Print Expert. First off, phishing email scams including the email account upgrade scam, the Dropbox scam, the odd activity scam, the fake invoice fraud, and the odd activity scam represent a threat to cybersecurity. The second cybersecurity issue that the Print Expert frequently deals with is malware, such as computer viruses and ransomware. A successful cyberattack could therefore be harmful to a company's finances, reputation, and customer trust. Businesses that have had a cyber-attack frequently pay repair charges for compromised systems, networks, and devices. A company's relationships with its suppliers, partners, investors, and other stakeholders may be negatively damaged.

Growing Competitors

Print Expert Sdn. Bhd. is just one of many printing companies in Malaysia that operates in the same industry and region as its competitors. This sector of the economy is becoming more and more competitive, and they are everywhere. As a result, it becomes one of the threats the business uses to ensure that clients choose it over rival businesses. Competitors might push against one another by engaging in pricing wars, advertising efforts that promote exploiting weaknesses or releasing and supplying products that emphasise new features in order to obtain an advantage over one another. The pressure from rivals will directly lead to the company becoming more intense. What's worse is that it might potentially disrupt the industry if no action is done. Since the market is now growing, it is not unusual for there to be rivals in a certain business.

The Damage of Original Document or File from Customer

Print Expert Sdn. Bhd. is always put their customers first as their priorities. No matter they are dealing with big amount or small amount of job. Other than company's keep their customer's soft copy document securely, sometimes some things might happen. For example, the damage of original document or file from customer. As company's always secure the original document, these can be caused by various factor.

The damage of the original document from customers can be one of the disadvantages for company. As it can impact the trust of customers towards company. Customer's original document usually we keep in soft copy. Soft copies usually easy to corrupt or loss. It can be quite challenging to recover the lost data if a hard disk malfunctions or a file is accidentally deleted.

5.5 SWOT MATRIX

SWOT MATRIX	Strengths	Weaknesses
Opportunities	(S1,O1) Company's should collaborate and adapt to the new normal in term of new era of technology as it will helps to improve company's growth as we provide fast services	(W1,O1) Low manpower can be solve by adapting to the consultation through zoom meeting. Not just it helps to provide better service to the customer within the limited staff, but it also help customers to provide the best service to them
Threats	(S2,T2) Having fast service is one of the advantage for company, as it helps for company to be better choices for customer other than all the growing compaitor	(W2,T2) Company should involve more actively in Research and Development of the technology for the printing as this would be an advantage for Print Expert Sdn Bhd growth.

Figure 5: SWOT Analysis matrix

5.6 PESTEL ANALYSIS

Political:

Government Policy. During the election, Print Expert will be short of workforce as the government obligates all staff to join the voting for the election.

Economic:

Interest rates. Overnight interest rate (OPR), which is set by Bank Negara Malaysia, is rising, which will negatively impact the company as it will affect the company's loan for the machines and rental.

Social:

Cultural barriers. According to the Department of Islamic Development Malaysia (JAKIM), Islamic printing companies are forbidden to print out any figures that involve or are related to any divinity or other religion. Besides, Jakim also forbade companies to print out any figure of a pig as a food, for example.

Technological:

Automation. Nowadays, most companies or businesses seek automation intelligence, for example, Industrial Relation 2.0 (IR). Human Resource Management, in terms of payroll, can directly use software as it is more transparent, time saving, and definitely can reduce error.

Environmental:

During the outbreak of COVID-19, this negatively affected Print Expert Sdn Bhd. This is because during the Movement Control Order (MCO), the company was unable to continue their normal daily operations. Besides, customers are also unable to walk into our outlet due to the restrictions of the MCO.

Weather. During a rainy day, it can negatively affect company operations for handling large banners. This is because, due to limited space, staff usually handle the banner in the open space outside the operation space.

Legal:

Employment Law. According to the Labour Act Law for fixed-term contracts (FTC), for the second to third contract, the company is obligated to give at least 31 days of break to FTC to avoid paying termination benefits. Besides, FTC employees will have the same rights (annual leave, medical leave, EPF, Socso) as permanent staff. With this 31-day break for FTC, the company will have a problem with a lack of workforce.

PART 6: DISCUSSION & RECOMMENDATION

Based on the SWOT analysis, there are some recommendations for threats and weaknesses. The first problem to be solved is how to minimise the excessive workload based on by a shortage of staff in a certain department. During the hiring process, a company should advertise its job vacancies using modern technology. Ahmad (2020) defines recruitment as the process of identifying potential employees and motivating them to submit applications for jobs with the organisation. In order to fill positions necessary for an organization's operation and development, recruitment aims to identify, investigate, evaluate, motivate, and gain commitment from potential employees. In my opinion, the company might creatively advertise its employment procedure by using networks like Jobstreet, Facebook advertising, LinkedIn, TikTok, and others. As a result, the organisation will receive numerous applications from fresh graduate.

Not to mention, Noora (2020) advises that cybersecurity awareness programmes be developed in a way that incorporates these components, security rules, and guidelines made by the business to achieve the desired effect in order to combat cybersecurity threats. In order to protect all forms of data from loss and theft, Print Expert should develop and encourage cybersecurity awareness among its staff, in my opinion.

PART 7: CONCLUSION

Finally, this report gives a brief description of Print Expert's activities as well as the primary duties I handled during my internship there. One of the most exciting, productive, and instructional experiences of my life was my six-month industrial training with Print Expert. Thanks to this industrial training, I now have a new outlook and a deeper understanding of actual industrial working circumstances and procedures.

Additionally, it also provided me with an opportunity to apply the skills I had acquired during my internship and in college to use in the real world. Along with that, it gave me first-hand knowledge of the kind of work that is expected of office professionals and the level of uniformity that the market currently demands. Additionally, I learned how to manage and overcome on my own the challenges I faced during my internship. Additionally, it improved my communication skills, knowledge, and most importantly, my self-confidence. We were able to learn all of these valuable experiences and knowledge not just through direct task involvement but also through extra training components such as job observation, interaction with coworkers, supervisors, and other subject-matter experts.

I am incredibly grateful to Mr. Muhammad Morsyid Bin Samsul Zalni, the host supervisor at my workplace, and the entire Management Department team for the experiences and tutoring. They also helped me overcome some of my limitations and helped whenever I needed it. The six months of the internship, in my opinion, were not long enough for me to properly understand the jobs. But I absolutely believe that the primary goal of the industrial training programs was achieved. Thanks to this training, I am more certain that I will be able to succeed in my job.

REFERENCES

Print Expert - No. 1 Printing Shop Malaysia | Best Printing Service. (n.d.). Print Expert Sdn Bhd. <https://www.printexpert.my/>

ALI, N. A. M., AZAHARI, M. H., ROSNAN, S. M., & SUMARJAN, N. (2019). The digital printing technologies and survival of the commercial printers in Malaysia printing industry. *Journal of Printing Science and Technology*, 56(1), 18-23.

Al-Suraihi, W. A., Samikon, S. A., Al-Suraihi, A. H. A., & Ibrahim, I. (2021). Employee turnover: Causes, importance and retention strategies. *European Journal of Business and Management Research*, 6(3), 1-10.

Inegbedion, H., Inegbedion, E., Peter, A., & Harry, L. (2020). Perception of workload balance and employee job satisfaction in work organisations. *Heliyon*, 6(1), e03160.

Maghsoudi-Ganjeh, Y., Khani, N., & Alem-Tabriz, A. (2021). Networking Capability and Commercialization Performance: The Role of Network Structure. *Journal of Business-to-Business Marketing*, 28(1), 51-68.

Mohammad, A. (2020). A Review of recruitment and selection process. Mu'tah University.

Obotivere, B. A., Nwaezeigwe, A. O. (2020). Cyber Security Threats on the Internet and Possible Solutions. Retrieved from, <https://www.researchgate.net/publication/346861524> Cyber Security Threats on the Internet and Possible Solutions.

Olimov, S. S., & Mamurova, D. I. (2022). Information Technology in Education. *Pioneer:Journal of Advanced Research and Scientific Progress*, 1(1), 17-22.

Tokarčíková, E., Malichová, E., Kucharčíková, A., & Durišová, M. (2020). Importance of technical and business skills for future IT professionals. *Amfiteatru Economic*, 22(54), 567-578.

Victoria Artur. (2020). Information Technology. Retrieved from, <https://www.researchgate.net/publication/339237952>

Information Technology Doyle, A. (2021, March 18). Top 10 Leadership Skills Employers Look For. *The Balance Careers; The Balance*. <https://www.thebalancecareers.com/top-leadership-skills-2063782>

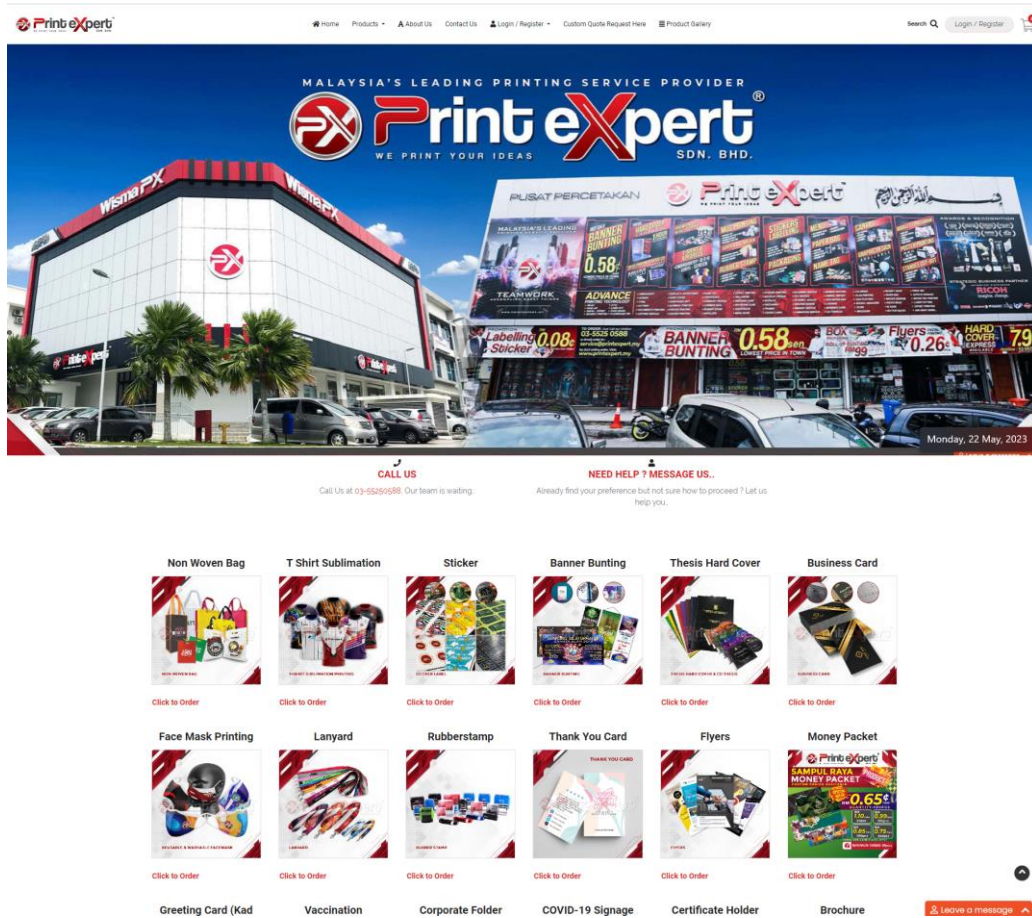
Paul, J., Mittal, A. and Srivastav, G. (2016), "Impact of service quality on customer satisfaction in private and public sector banks", *International Journal of Bank Marketing*, Vol. 34 No. 5, pp. 606-622.

Ye, P.; Liu, Y. Indicator System and Construction Level of Online Service Functions on New Media Platforms of Tourist Attractions: A Case Study of Yangzhou City, China. *Sustainability* 2023, 15, 7441.

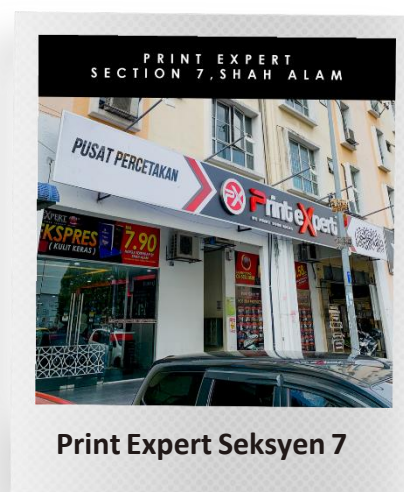
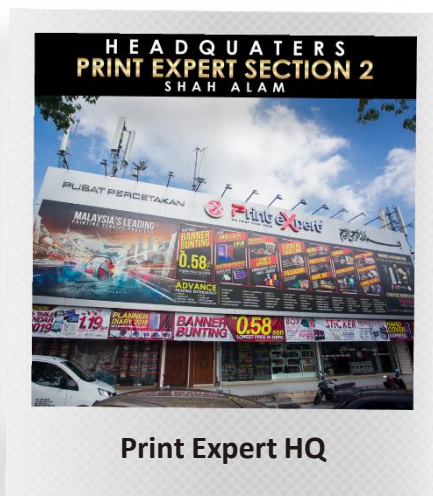


APPENDICES

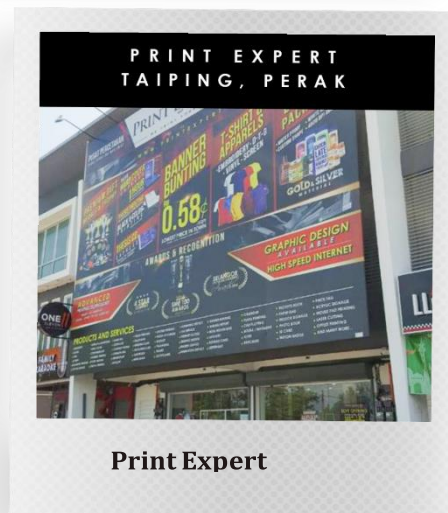
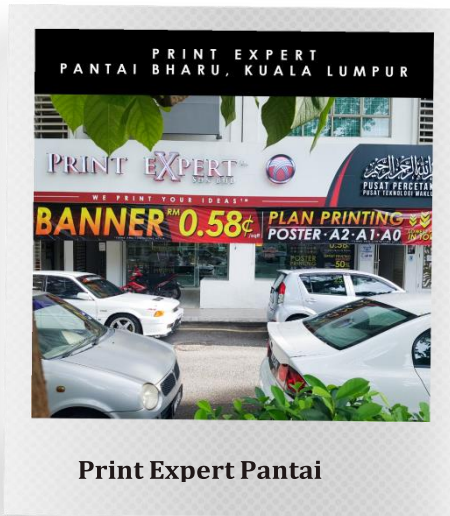
Print Expert Official Website



Print Expert HQ & Branches



Print Expert HQ & Branches



Views in the Print Expert HQ



Company's Answer Letter from Print Expert

BORANG JAWAPAN LATIHAN INDUSTRI

Rujukan Kami :

Rujukan Tuan : 100-UiTMPs (HEA/FPP/BA243/LP-11/01)

Tarikh : 23/2/2023.

Dr. Nursyamilah Annuar
Penyelaras Latihan Praktik (BA243)
Universiti Teknologi MARA
Cawangan Perlis, Kampus Arau
02600 Arau, Perlis

Tuan/Puan,

**LATIHAN INDUSTRI – IJAZAH SARJANA MUDA PENTADBIRAN PERNIAGAAN
(KEP.) PENGURUSAN SUMBER MANUSIA (BA243)**

Perkara di atas adalah dirujuk.

Pihak kami ~~*bersetuju / tidak bersetuju~~ untuk menerima pelajar: **AIN ATIFAH BINTI MOHD. YUSOFF** no. kad pengenalan: **980504-29-5014** untuk menjalani Latihan Industri di organisasi kami mulai **1 Mac 2023** hingga **15 Ogos 2023 (24 minggu)**.

Nama Syarikat : PRINT EXPERT SDN. BHD.

Alamat : NO. 20 JALAN BUNGA TANJUNG 2/16,
SEKSYEN 2, 40000 SHAH ALAM, SELANGOR.

Telefon : 03-5525 0545 No. Faks : 03-5510 9809

Nama Penyelia (Organisasi) : MUHAMMAD MORSYID BIN SAMSUL ZALNI

Kemudahan** : Tempat Tinggal Elaun
RM 500.00 (SEBULAN)

Sekian. ELAUN MAKAN
RM 10.00 (SEHARI)

Yang benar,

Nama : MUHAMMAD MORSYID BIN SAMSUL ZALNI
ADMIN EXECUTIVE

Cop/Jawatan : PRINT EXPERT SDN BHD (98025-A)
NO. 20, JALAN BUNGA TANJUNG 2/16,
SEKSYEN 2, 40000 SHAH ALAM
SELANGOR DARUL EHSAN
TEL: 03-5525 0545 | FAX : 03-5510 3326

*Potong mana yang tidak berkenaan.

**Tanda (/) jika disediakan/ada

Nota: Sila emailkan borang jawapan ini kepada penyelaras latihan praktik BA243 di alamat email nsyamilah@uitm.edu.my

My Working Space at Print Expert Sdn Bhd



Organize staff uniform



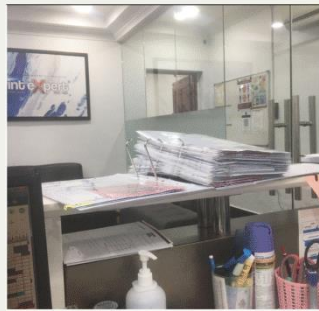
Fill-in stamping application for tenancy agreement



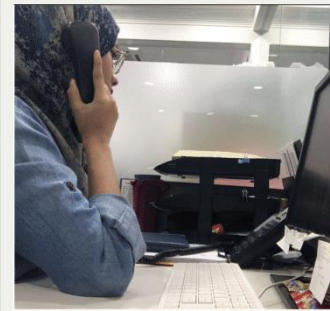
Make DIY for new clocking form



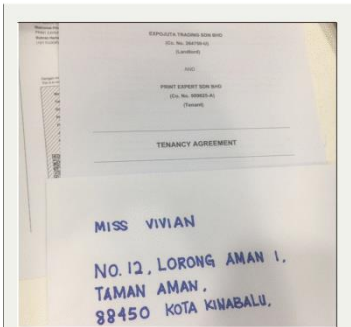
Participate in department "Hari Raya" celebration



Scan staff medical report (Adobe scanner)



Make a phone call to late/absent staff



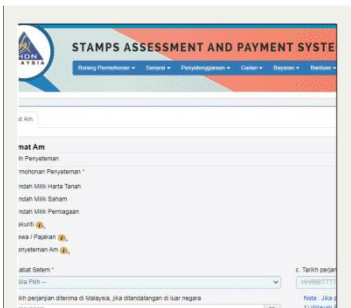
Write owners details on envelope (commercial rental)



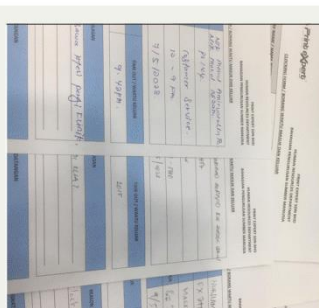
Received staff MC and stamps with date



Distribute first-aid kit to Finance Department



Fill-in details for stamping new tenancy agreement



Key-in staff clocking form



Received item from Customer Service Department



Organize staff uniform



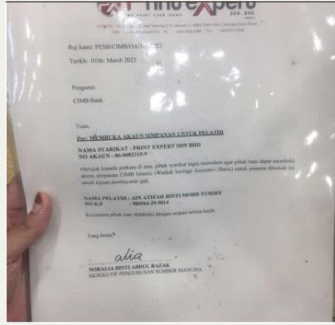
Fill-in stamping application for tenancy agreement



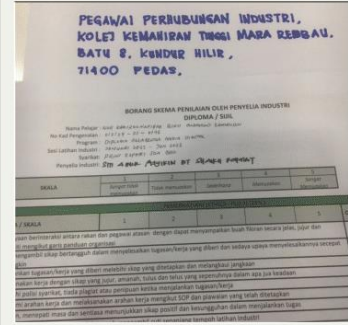
Update any tenancy agreement to be renewed



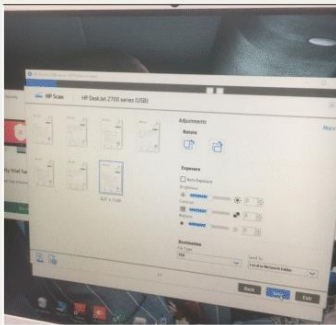
Fill-in foreign worker form



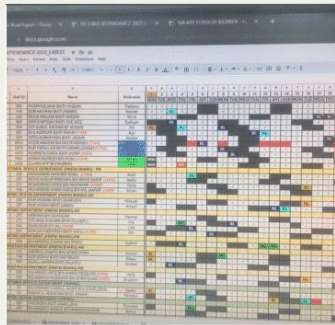
**Open CIMB account for
monthly allowance**



**Place internship student form into
envelope**



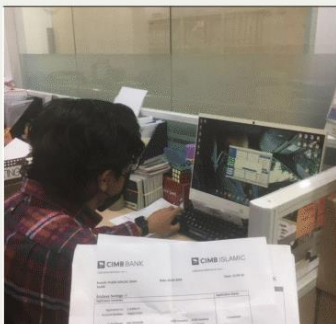
Scanning Visa with Reference



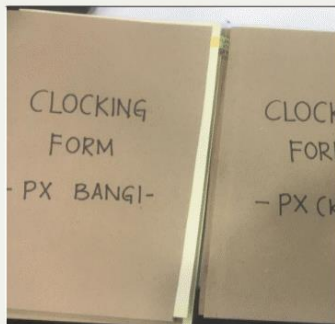
Checking staff attendance



**Distribute internship student
nametag**



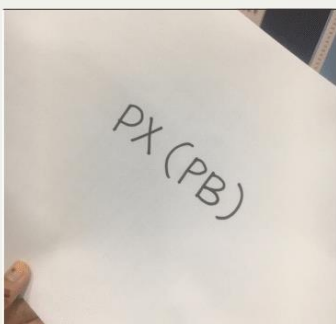
**Assist Encik Morsyid key-in foreign
worker CIMB account number**



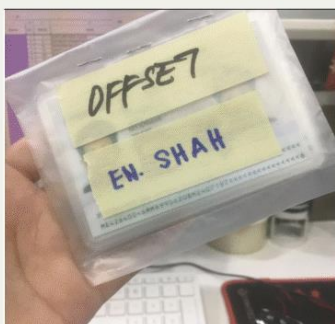
**Update any tenancy agreement to
be renewed**



**Re-check foreign worker CIMB
account number**



**Submit document to the Order
Processing Department**



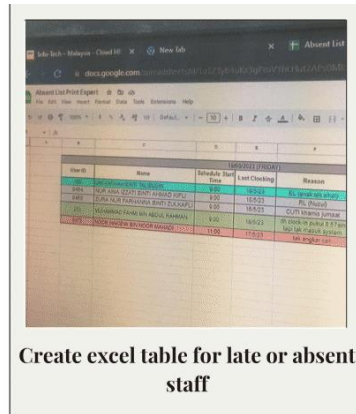
**Submit Offset Staff item to OP
Department**



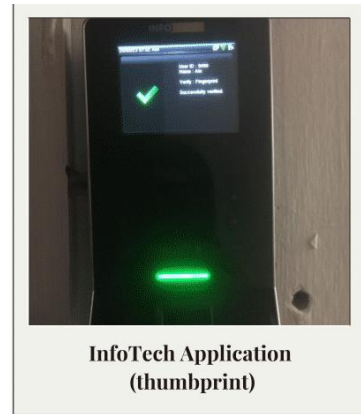
Make DIY for new clocking form



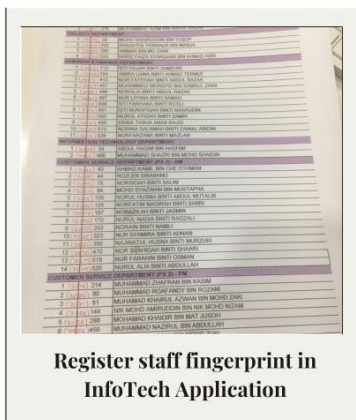
Key-in staff time-slip



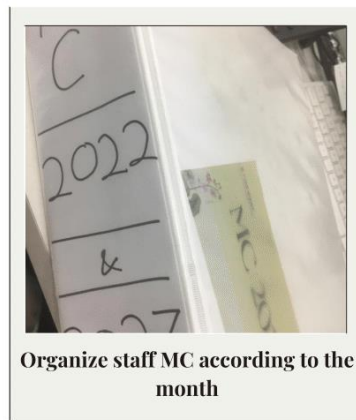
Create excel table for late or absent staff



InfoTech Application (thumbprint)



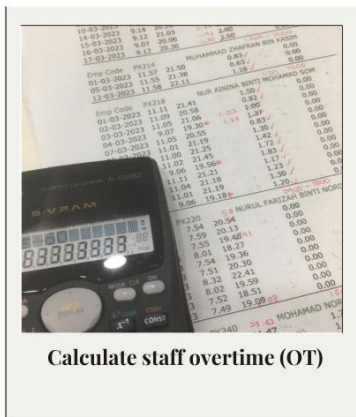
Register staff fingerprint in InfoTech Application



Organize staff MC according to the month



File in HR Department



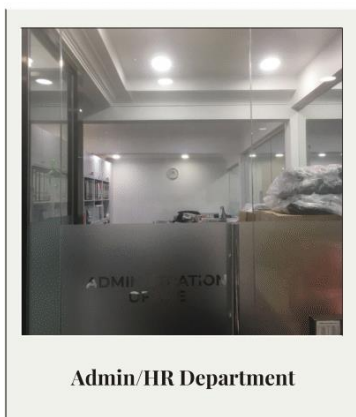
Calculate staff overtime (OT)



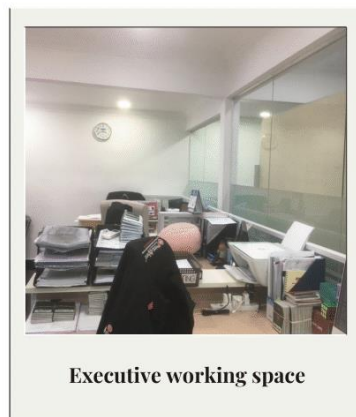
Check staff attendance



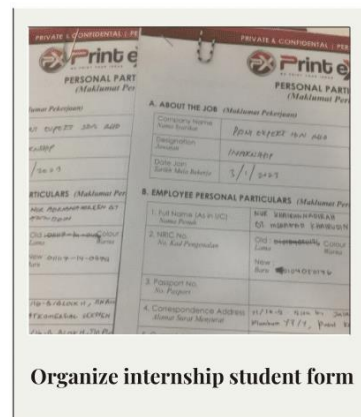
Arrange and label staff t-shirt according to the size



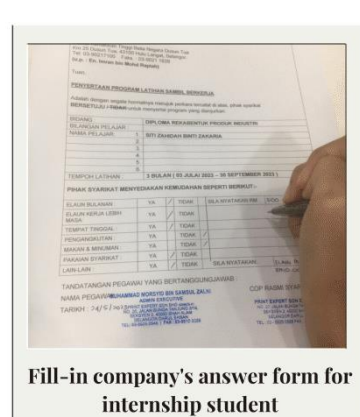
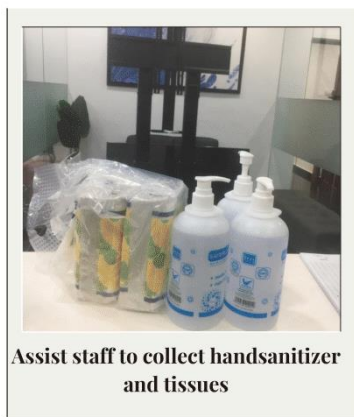
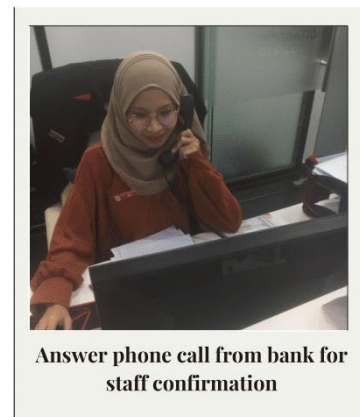
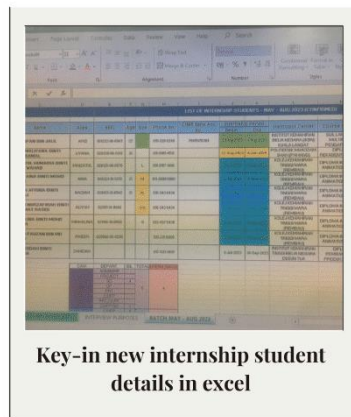
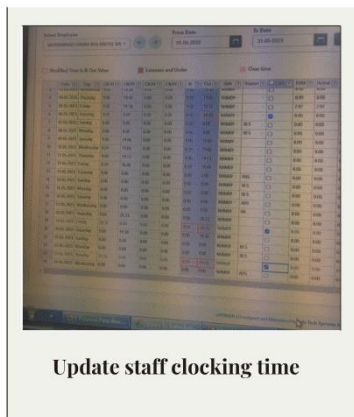
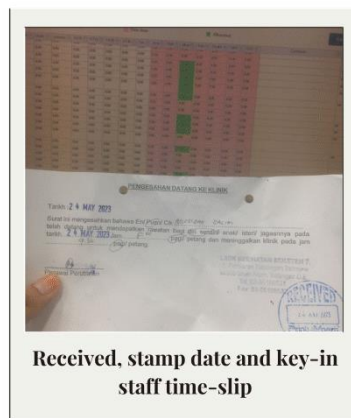
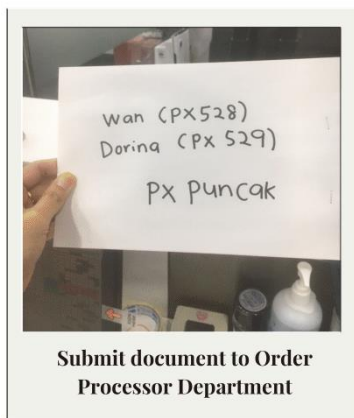
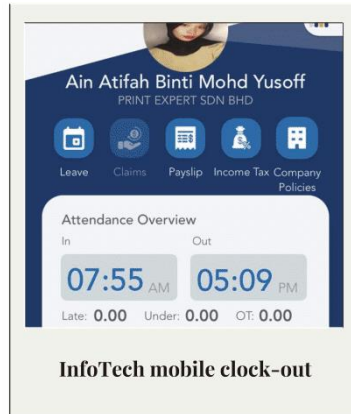
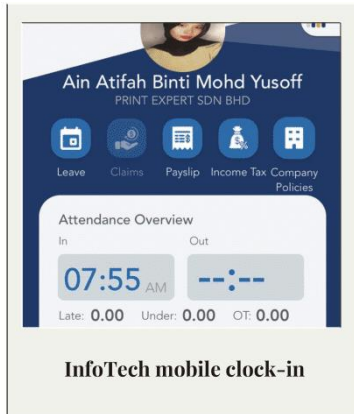
Admin/HR Department

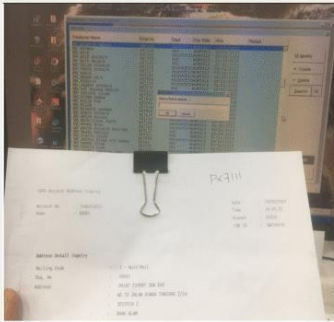


Executive working space

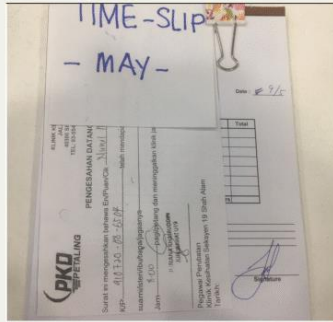


Organize internship student form

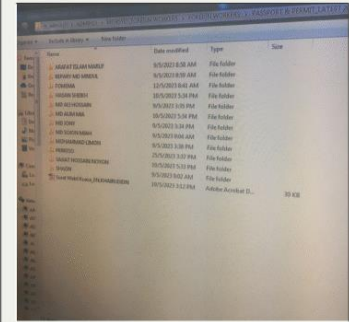




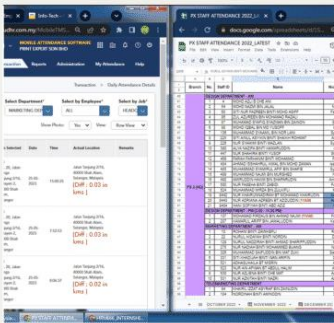
Key-in foreign worker CIMB account number



Organize staff time slip according to the date



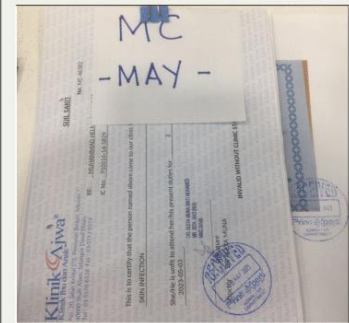
Check foreign's worker passport and permit



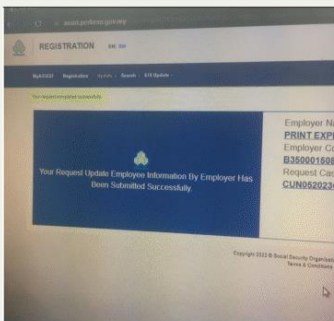
Check staff attendance



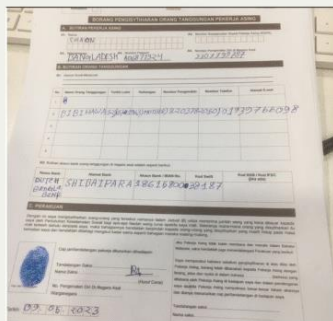
Assist staff collect tissue from HR Department



Organize staff MC according to the date



Successfully key-in all foreign's worker details in PERKESO PORTAL



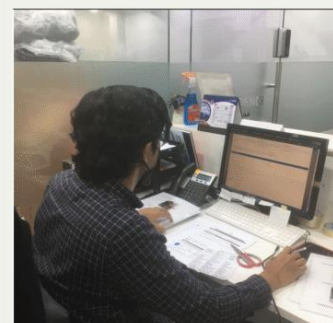
Update foreigner's worker witnesses details



Collect double-sided tape from Purchasing Department



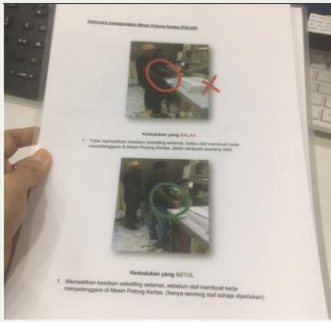
Stick double sided tape on the new printed SOP



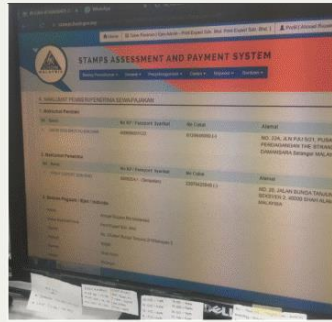
Assist Encik Morsyid



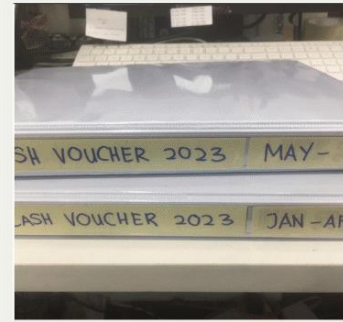
Passing new printed SOP to the HR



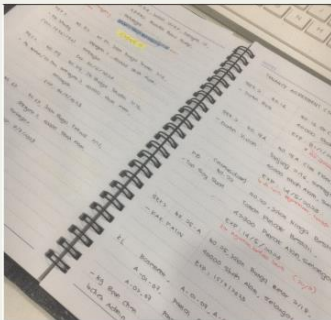
Received new printed SOP from
Printing Department



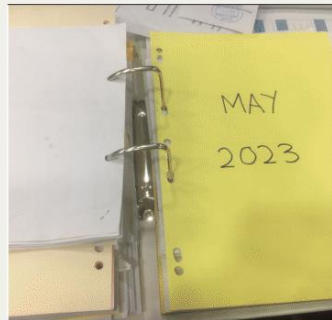
Fill-in stamping application for
tenancy agreement



Organized cash voucher in file



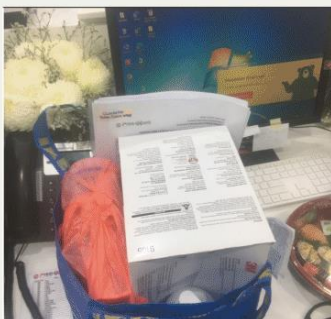
Update any tenancy agreement to
be renewed



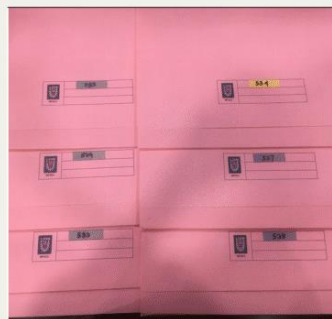
Organized staff MC in file for May



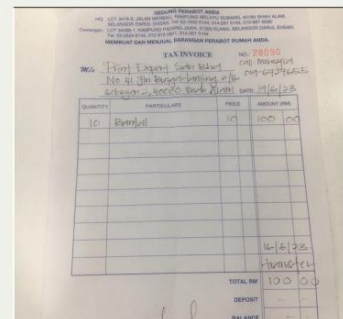
Placed foreign staff document in
file



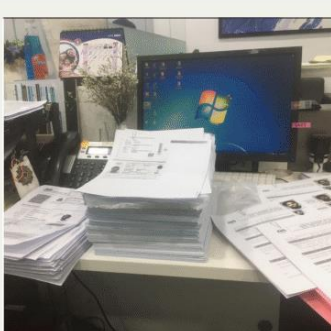
Packing handsanitizer, face mask
and staff clocking form



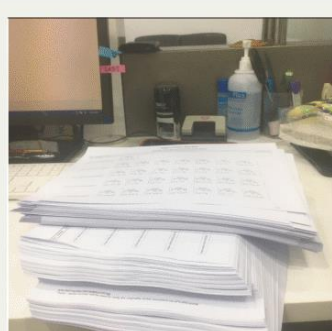
Organize resigned staff document
in file



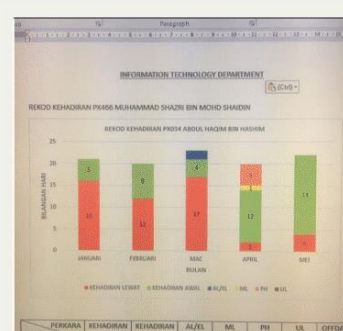
Submit bills to finance
department



Organize foreign staff document
neatly



Organized staff attendance for
data analysis



Handle data analysis for staff
attendance



UNIVERSITI TEKNOLOGI MARA

ENDORSEMENT OF OUR ORIGINAL REPORT

Coordinator

Unit Jaminan Kualiti Akademik (UJKA)
Universiti Teknologi MARA Cawangan Perlis
02600 Arau
Perlis

Sir

ENDORSEMENT OF OUR ORIGINAL REPORT FOR PROPOSAL/DISSERTATION/THESIS/PROJECT PAPER/ ASSIGNMENT

With reference to the work of the candidate below:

Name : AIN ATIFAH BINTI MOHD YUSOFF

Matric No. : 2020844738

Faculty : FACULTY OF BUSINESS AND MANAGEMENT

Programme : BA243

Title : INDUSTRIAL TRAINING REPORT AT PRINT EXPERT SDN BHD

Percentage of Our original Report : 0%

I am pleased that the proposal/thesis/dissertation/project paper/ assignment of the above candidate has fulfilled the Our original percentage of the university's requirement.

Thank you.

1st advisor's signature and stamp

Name:

DR. SHARIFAH KHAIROL MUSAIRAH SYED ABDUL MUTALIB
Senior Lecturer
Faculty of Business and Management
Universiti Teknologi MARA Perlis Branch

6 August 2023

Date

** Please attach 1st page of our original report.

Document Information

Analyzed document	AIN ATIFAH BINTI MOHD YUSOFF_2020844738_HRM666_INTERNSHIP REPORT AT PRINT EXPERT_.pdf (D172307688)
Submitted	2023-07-23 14:28:00
Submitted by	
Submitter email	2020844738@student.uitm.edu.my
Similarity	0%
Analysis address	skmusairah.UiTM@analysis.ouriginal.com

Sources included in the report

Entire Document

HR INTERNSHIP (HRM666) 1 MARCH - 15 AUGUST 2024 INDUSTRIAL TRAINING REPORT DR SHARIFAH KHAIROL MUSAIRAH BINTI SYED ABDUL MUTALIB NAME: AIN ATIFAH BINTI MOHD YUSOFF STUDENT ID: 2020844738 PREPARED FOR: 1. PROGRAM: BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCE MANAGEMENT (BA243) SUPERVISOR NAME: MUHAMMAD MORSYID BIN SAMSUL ZALNI

i DECLARATION

ii EXECUTIVE SUMMARY This Industrial Training Report (HRM666) explains the administrative/human resource department internship I successfully completed over the six-month period from 1st March 2023 to 15 August 2022 at Print Expert Sdn Bhd. I have engaged in several tasks during my industrial training at Print Expert SDN. BHD. Implementing this industrial training has given me a deeper understanding of issues relating to administration and human resource management in a firm. In addition, I can gain valuable work experience in my field of study and show off my soft skills. In addition to that, I have grown to be more professional, skilled, brave, and confident than I was before. This report has a few basic points, in general. First, there is the student profile, which includes a current version of my updated resume. The second is the company profile, which provides information on the company's name, location, history, vision, and mission as well as its availability, shared values, organizational structure, and the goods and services it provides. The third section of the training reflection will talk about the period, the department to which I was assigned, the tasks, positions, and advantages that I was given throughout my internship at Print Expert SDN. BHD. The company's SWOT analysis comes in fourth. An investigation into the Print Expert's internal and external environments is the goal of a SWOT analysis, which identifies and analyzes the organization's strengths and weaknesses as well as the possibilities and threats to which it is exposed. Discussion and advice come in at number five. The conversations about the company were directed by the results of the SWOT analysis. Then, suggestions will be put forward to make sure that any problems that can have an impact on the performance of the organization can be resolved as soon as possible.