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UNIVERSITI  
TEKNOLOGI  
MARA



**FACULTY OF BUSINESS MANAGEMENT (HONS.) HUMAN RESOURCES  
MANAGEMENT**

**HRM666 - INDUSTRIAL TRAINING REPORT AT CSF ADVISERS SDN BHD**

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## **EXECUTIVE SUMMARY**

The duration of my industrial training requirement was 6-month at CSF Advisers Sdn. Bhd. And along with the time as well, I gained a lot of experience and memorable moment with everyone in my department as I am the youngest among my colleague. Before I started my industrial training at CSF Advisers Sdn Bhd, I am preparing my resume and other documents in order for me to send to companies that I have the thought in order for me to do my industrial training which will help me to get the position in the company.

CSF Advisers Sdn. Bhd. is a telecommunication company that is known as Data centre. CSF Advisers Sdn. Bhd. is located at Cyberjaya, Selangor and the reason on why I choose this company because is the reason I chose is a very strategic location for me industrial training and I have facilities to go to work compared to other locations. In CSF Advisers Sdn. Bhd., I was assigned to be in the Human Resource Department which is same with my major course during study. In this department, they managed about event, medical claim, recruitments and also payroll. I studied the payroll system and calculated the overtime of employees who worked on shift hours, in addition I searched for events and contacted resort and hotels for survey purposes.

Other than that, I made filings about employee medical claims and various other work related to human resources. In every company, they will have SWOT Analysis which it is one of the ways where the company can derive towards growth in order for them to know in what should be done and what are shouldn't. As for CSF Advisers Sdn. Bhd. which is a data centre company, there are several points of SWOT Analysis that I discovered.

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## 2.0 COMPANY'S PROFILE



Figure 1: Map Location of CSF Advisers Sdn. Bhd.



Figure 2: The building of CSF Advisers



Figure 3: Example of data centre that use in CSF Advisers Sdn Bhd

CSF Advisers Sdn. Bhd. was founded in 1991. The owner of this company is Billy Lee Kok Chi who has over more than 20 years of experience. The company's line of business is to offer data center services to all our customers. CSF Advisers Sdn. Bhd. located in Cyberjaya, Selangor. CSF Advisers is basically engaged in the business of providing a full range of services related to data centers. CSF Consultants has experience in managing and operating more than 1,000,000 square feet of data center white space which includes one of the largest data center facilities in Malaysia. Our subsidiary company Atlas CSF has undertaken contract

work to build and install over 200 data centers and computer support facilities in Malaysia. Our customers include government-related organizations, financial institutions, companies in the telecommunications industry and the oil and gas industry. CSF Advisers is also a company that supplies services such as servers, data storage and also network fiber between servers.

Since I became an HR intern, my department departs on the ground floor and I do not have access to the upper floor, this is because I want to maintain data security. CSF Advisers also provide their staff with all the equipment they need such as laptops, accessories, desks, pantries, and many other facilities. The company provides surau for Muslims. The pantry provided in my department can accommodate more than ten people at a time and also a coffee machine for us to make drinks for breakfast. Another benefit provided by CSF Advisers is the welfare of their employees. Everyone will celebrate if an employee has a promotion, a festive day or another good thing that happens in their family like a new baby. They will also make monetary contributions for employees. if among family members in an accident or death. The company also does job rotation in the department.

### **Vision**

To maintain our position as the largest neutral carrier Telco Hub in Malaysia.

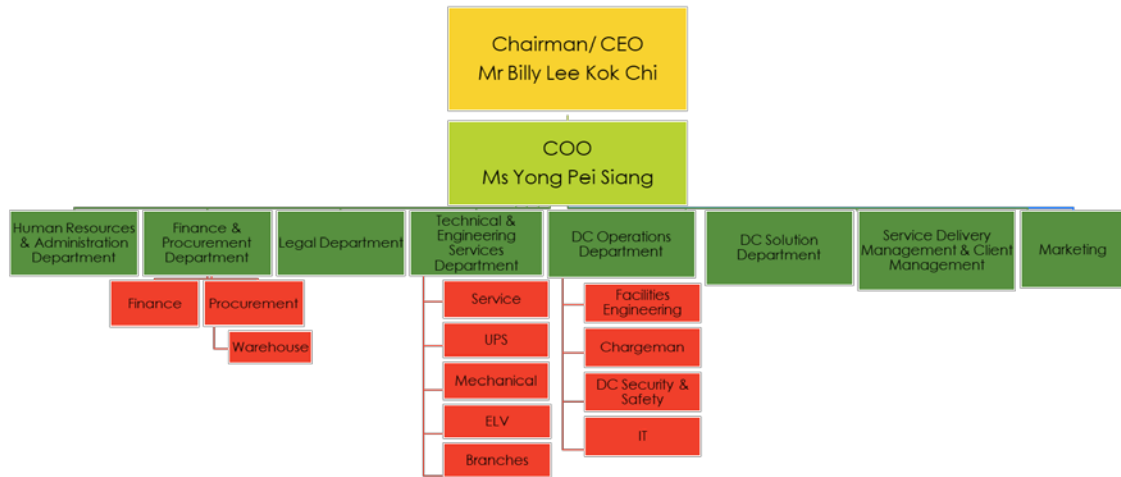
### **Mission**

We strive to provide the best infrastructure for telecommunication provider to inter-exchange voice, data and internet traffic.

### **Transformation**

To transform CX1 from wholesale Data Centre business model to major Telecommunication Hub (Telco Hub) in Malaysia.

Just like other companies, CSF Advisers also have their own organizational structure. Organization structure is very important to know the hierarchy and it will help employees to refer who when they need to solve problems and decisions. Below is the organizational structure for Humans Resource Department:



**Chart 1: Organization Chart of CSF Advisers**

### 3.0 TRAINING REFLECTION

In this section, I will reflect and express everything that happened to me during my training period that started on March 1, 2023 until August 15, 2023. My working hours start at 8:30 am to 5:30 pm from Monday to Friday and I was given 1 hour for rest time.

In every organization or company, there will always be rules and regulations in order for employees to follow the rules. Since I came to the office, there has been Work from Home (WFH) due to renovation and every staff here has their time for WFH. WFH is only for staff but not for interns like me. So, at that time every day I have come to the office and done the assigned tasks me. In this organization, I was placed in the Human Resources Department and my first task was to handle the employee's medical claim letter which should be placed in the application that the company uses such as: E-Office and in Excel as a record.

Within two weeks I have to learn everything about filing, make overtime calculations for employees who have a shift schedule and not, update the employee's medical information. Also upgrade my HRM knowledge in employment law 1955. My supervisor is very helpful in doing all the tasks, if I make a mistake, she will reprimand me well.

In addition, I also learned about employee training searches, changing the new logo for all company forms and letters and also calculated overtime. For me it is not an easy job because salary calculation requires efficient monitoring. this is because it involves the money of

someone who earns a living. Next, I also help my supervisor to pack all the files that will be taken upstairs for storage. This is because our office downstairs is going to be renovated soon, so in the meantime we will all have to work from home. I was also given many tasks to contact Human Resource related companies like HRDC, MDEC and many more to register for training, handle profiles and so on. Not only that, I also have to contact the new applicants to schedule an interview and remind them to reply to my SV email to get their information.

Next, our company needs to prepare all the information for the Audit so for my department, I need to find certificates and employee qualifications for preparation. For employees who do not have a record, I need to email them and contact them if they do not respond to my email. Furthermore, for the Audit that will take place but it is only an internal audit. I need to do a performance appraisal matrix as well as enter their new basic salary and make calculations for bonuses and salary increments for all employees. For me, this part is quite challenging because there are many formulas that need to be used, I also need to refer to other parts to bring consistency to the matrix.

For the clinic claim to the company, I need to make a summary and total for each department. I do this every month, the same with internships allowance and overtime for all staff who claim. Every 20th of the month I have to do a month to day summary, salary breakdown for this one department and also, I have to use the e-office application to issue all claims that employees claim from the company related to work. On may, I also helped my supervisor a lot to go to the warehouse to pack files and documents from the human resources department that the company wanted to remove or keep from the human resources department. I am also often given the task of making a letter for an offer letter for incoming intern students, and a bonus letter as well as a salary increase letter for all staff who deserve it.

Additional information, the company gave me an allowance of RM 700 during my internship. I also got days off on weekends. I have taken leave for Hari Raya Puasa and as a student intern we are also given public holiday leave just like permanent employees here. All the company's activities also need to be followed and the badminton sport that I participated in March 2023, the joint breaking of fast ceremony was also held at the end of March 2023. The company also always holds a potluck feast when it wants to celebrate Ramadan and Hari Raya. I joined in bringing food and helping them tidy up the pantry.

#### 4.0 SWOT ANALYSIS

In every organization, it is a need for them to have SWOT Analysis in order for them to identify the possibilities, potential as well as in managing the organization towards their objectives. SWOT Analysis is a tool used for strategic planning and strategic management in organizations. It can be used effectively to build organizational strategy and competitive strategy. I am going to continue with the discussion of SWOT Analysis that has in CSF Advisers Sdn. Bhd. This shows that the importance of having SWOT Analysis in an organization in order for them to derive the management and organization to achieve their goals and objectives through internally as well as externally. Without this SWOT organization cannot do their job operations well.





## **4.1 Strength**

### **4.1.1 Flexible Working Hours**

The first element of SWOT analysis describes the strengths of an organization. These strengths include what the organization does well, and should be seen from both the point of view and the point of view of the people, who come into contact with the organization. Strength is an internal factor in an organization. It may be among employees or getting the best employees is also a strength for a company. In this strength section, I will share some of the strengths of CSF Advisers Sdn Bhd. during my internship at the organization. Flexibility in scheduling for employees is a virtue of this organization. All permanent employees are permitted to work at home, as are those who use laptops, provided they accomplish the tasks assigned by their respective departments.

Any work schedule that considerably deviates from the conventional, office-based 9am to 5pm standard is considered flexible working. Working from home and having flexible hours. Working from home is exactly what it says as work carried out by employees in their own homes. CSF Advisers allow working at home is for the reason to reduce the Covid-19 virus that from 2019 happened in Malaysia and until now this tradition is used to make sure they do the work and, in a week, they also need to come to the office.

In Malaysia, 69% of respondents to the study indicated that they would like to continue working from home until the COVID-19 vaccination is widely available. In addition, 73% of respondents said they wouldn't feel secure at work until all of their coworkers had received vaccinations. More than 7 out of 10 responders from Malaysia indicated they would feel uncomfortable at work until those around them have received the full COVID-19 vaccination.

The use of remote work is most common in professions that are not location-specific. Professional, technical, financial, and information-based businesses could be able to provide the option of working from home. Those who work in manufacturing, construction, or logistics are unlikely to. Additionally, this is a positive for this business because flexible working hours will make employees feel safer and more at ease. as long as they are able to finish their work and provide profits for the business.

Employees have higher faith in the organization they work for because of these factors in this organization. This is due to the fact that it is expected for individuals to priorities their health and safety during a pandemic. Employees anticipate their employers to go above and beyond the call of duty to safeguard their health and safety. Companies should, at the very least,

enforce rigorous health and safety policies and permit those who can work from home to do so.

Employees that have flexible work schedules might come in and out of the office at different times. For instance, even though our office's regular business hours are 8:30 am to 5:30 pm, employees are allowed to arrive a little after that time as long as they do so before 10 am. Flexible hours are good for persons who frequently collaborate with coworkers and for those who have caregiving duties at specific times of the day. Employees don't have to rush to go to work with simple regulations because this flexibility is also provided because the company's location is where the office is located, and of course traffic jams in the morning are very common.

#### **4.1.2 Skilled Manpower Workers**

As you are aware, CSF Advisers is a Data Centre business. CSF stands for Complete Secure Facilities, and the job is only done by highly qualified individuals with credentials, such as technicians and chargemen. I believe that having a skilled workforce is advantageous for any business because it helps you build your company's reputation and achieve long-term success. If you are fortunate enough to have a professional team that believes in your company and loves its work, your business will be able to prosper in a competitive and always changing industry.

As a result, this business only recruits individuals who are certified, giving our clients greater confidence in the quality of our services. For me a skilled worker constantly goes above and beyond in fulfilling their duties and has the necessary credentials for the position. A professional workforce is also totally committed to your company or organization, whether it be by offering first-rate customer service or making sure that each task is carried out with greater care and attention.

A trained labour is crucial in today's economy, in my opinion, regardless of the business. In summary, companies that put a high priority on productivity, efficiency, quality work, loyalty, and a happy workplace, as well as giving their staff members access to new chances for growth and development, will prosper. By doing this, the company will help their business develop while still having a great working relationship with their personnel. Employees that

want advanced talents can take use of training programmes to advance their skills and those of the CSF Advisers team as a whole.

One benefit of the organization where I receive industrial training is that their employees is aware of their credentials and talents. Having highly skilled personnel offers several advantages for the business that enable it to expand even further, one of which is the ability to maximize Employees who are skilled and productive are specialists in their fields, which improves business productivity for this corporation. Customers or clients need a high degree of confidence from a firm with a Data Centre background to protect their company's data, which is of course private and confidential. CSF Advisers has grown effectively and won customers' trust because to the presence of highly skilled workers.

#### **4.1.3 Positive relationship employer with employee.**

The next strength is having a positive working relationship with employers. This may enable employers to keep their workers for extended periods of time. similar to CSF Advisers, who are deeply concerned with how businesses and employees interact. As an illustration, this corporation will annually award bonuses through performance reviews that are conducted in March and paid out in June. So that they can be eligible for pay rises, big bonuses, and even promotions, employees can try to demonstrate their talents and skills within a year.

Additionally, the reward centre is activated in workplace relationships that value cooperation, trust, and fairness. This encourages subsequent interactions that foster trust, respect, and employee confidence, with workers seeing the best in one another and motivating one another to perform well (Geue, 2017). This can be applied to my firm or one in Malaysia to boost employee engagement.

Positive social connections at work have a direct impact on the physiological functions of the body. Heaphy and Dutton (2008) claim that positive social interactions help to improve physiological intelligence by enhancing the cardiovascular, immune, and neuroendocrine systems. These improvements include improved immune responses, improved immune responses, and improved hormonal patterns.

In short, when employees experience positive relationships, the body's ability to build, maintain and repair itself is enhanced both inside and outside the workplace. With the existence of this relationship between employees and employers can lead to many good things including

a good connection, sharing information and employees will prefer to go to work and they will enjoy working. Also, it will build trust in employees to work and contribute their energy and knowledge to the company.

## **4.2 Weaknesses**

### **4.2.1 Work overload.**

An organization must have both strengths and weaknesses, therefore in the case of CSF Advisers, the weakness I can identify is overwork, which can cause stress. This is because there is a lot of work and not enough hands to complete it, which can be stressful for an employee. When a person's capacity to handle the demands of their job is exceeded, such as when working longer hours, this is when workload occurs.

Workload is a metaphor for the pressure of the clock, the loss of time, and the aggravation of not being able to do the assignment in the allotted time. Because work must be finished by a specific time, employees are forced to work long hours, often at the expense of other aspects of their lives, which contributes to overburden. The impression that there is too much to do in too little time is added to the long hours. Additionally, because there isn't enough time to relax, eat, or attend to more crucial matters, this can affect the emotional tension of workers. Furthermore, this happens because in one department there is only one employee who manages all the things and tasks that are required, this is what causes why there is excessive work but has flexible working hours.

Additionally, studies have shown that an workload negatively impacts employee performance, which in turn negatively impacts job satisfaction. Employee performance can be enhanced and job satisfaction increased with the use of efficient incentive programmes and appropriate training (Tahir, Yusoff, Azam, Khan, & Kaleem, 2012). In this study, the researcher discovered that workplace stress brought on by various problems, including workload, colleague behaviour, etc., becomes dangerous not only for him but also for the organisation, which has a negative impact on job satisfaction. By offering training, orientation, and remuneration packages that should be commensurate to employee opportunities, this pressure can be decreased (Obiora & Iwuoha, 2013). Because of this, a company must strike a balance

between its assets and liabilities if it wants to keep workers who are familiar with workplace practises.

Workload and work stress lead to fatigue, which the World Health Organization describes as a form of chronic work stress that drains energy and reduces effectiveness. Fifty percent of workers have quit because of burnout. Heavy workloads lead to burnout because employees feel little control over their work. They mentally distance themselves from colleagues and become increasingly negative about their situation. Cynicism coupled with long hours takes away the joy of work and increases fatigue.

#### **4.2.2 Short-staffed**

The following drawback is Understaffing is the state of not having enough employees to carry out the regular tasks of your company. It can also refer to having just enough employees to finish the job, provided that they all or the most of them perform at their highest level. The amount of work at CSF Advisers, the organization I conduct industrial training for, is enormous even if your team completes its daily obligations because it lacks the time and resources to take on any extra projects.

Long-term and short-term workers come in many forms. It is conceivable to have many employees sick or on vacation at the same time during a temporary labor shortage. This can also cause if other employees are on leave, the remaining employees do not get their leave as they want. This can last a day or a week, but business usually picks up again after that. Long-term understaffing can impact your business and productivity if you don't do something to fix it. CSF Advisers went through a long period of time where a significant amount of work was completed solely by current staff.

Due to the lack of staff that can result in overwork and affect the mental and physical health of employees, this company's weakness will be linked to other weaknesses. Not only will the weaknesses of the company be found, but this will also lead to better modifications being made to the company.

### **4.2.3 Conflict among employees**

"Disagreement between two or more people working together for a common goal" is the definition of conflict in the workplace. It takes place as a result of divergent viewpoints, drives, and objectives. Conflicts can frequently result from organizational inadequacies. A defect in an employee's personality, poorly conveyed instructions, a lack of resources, or inaccurate presumptions about how to conduct a process or procedure could all be considered weaknesses. The management should develop strategies to handle problems rather than just trying to put an end to them when they happen.

Everyone has different thoughts, backgrounds and perspectives and has different values and worldviews. Every employee expresses conflict in their own particular way. What occurred to CSF Advisers was as follows. Even if the strength of a good working relationship is only between employers and employees, there are still many disagreements and sources of unhappiness inside the ranks of employees. The lack of action by the superiors in dealing with this issue is reflected in the prevalence of factions, rumours, and low employee involvement.

Additionally, this conflict might occasionally arise as a result of the behaviour of other workers, whose attitudes cause the employee to feel uneasy. In order to improve employee harmony, managers must also influence the culture of the company. Employees need to have harmonious relationships with coworkers in addition to working and getting paid at their jobs. People are not all exactly the same. They differ in terms of their nature, traits, viewpoints, and backgrounds. It's beneficial to have a variety of personalities at work since it makes the environment more interesting. Diversity has advantages of its own. However, personality clashes frequently lead to conflict at work. Extroverts may perceive introverts as too shy and restrained whereas introverts may perceive extroverts as being overly loud and outgoing. Conflict at work typically results from people's inability to comprehend and cope with personality differences.

## **4.3 Opportunity**

### **4.3.1 Technology Advancement**

Among the opportunities that CSF Advisers can get is technology advancement. What we can see is that more and more employers are turning to remote workforce recruitment. The reason for doing this is that they can offer employees flexible working hours to increase overall productivity. CSF Advisers has advanced technology such as Data Centre and productivity software that facilitate effective communication. Now, we can use the server to store and edit data on a remote server and can be accessed from more than one laptop. It is a platform that allows businesses to conduct activities safely.

CSF Advisers backs up data in the server so that if for some reason we lose data then we can restore it. Also, we have different forms of this technology which are public, private and hybrid. Depending on our business needs, we can use any one form of server, or we can use all three. With productivity software, we work with several collaborations with agencies around the world thus eliminating the need for an in-person office environment. Productivity software operates in real time keeping members up to date with changes.

The potential presented by this technological advancement will allow CSF Advisers to further widen their service network. This company is now working on a new technology-related project that should have a good effect on the business. The data centre for CSF Advisers' corporate entity can expand to accommodate new technology developments and the ensuing rise in complexity.

### **4.3.2 Collaboration with Outside Agencies**

The next opportunity is collaboration with outside agencies. Collaboration is when two or more individuals or groups work together to achieve an objective by exchanging ideas and thoughts. Almost every professional function and sector relies on collaboration skills. This concept is important because it can help you increase productivity at work, accelerate professional growth and produce better results in teams. This is what happened to CSF Advisers where this company collaborates together with the IT company Velo-Technologies Sdn Bhd in an effort to increase business to the international market.

As well as choosing to outsource their IT environment to Velo-technologies Sdn Bhd in a joint venture to the Data Centre, CSF Advisers decided to develop and maintain their own Data Centre. In actuality, they work closely with Velo Technologies, which offers IT services to this business. For businesses looking to outsource their IT infrastructure, CSF Advisers also offers secure Data Centre space, electricity, and connectivity (ping, power, and plumbing).

Among the opportunities that Organizations running a Data Center business can do is help their remote workforce in a number of ways. By equipping their employees with the right productivity tools and equipment, modifying their IT infrastructure to support a hybrid model of face-to-face and remote work, and using endpoint security technologies to improve the protection of remote workers, businesses can create supportive work environments. remote worker success. By collaborating with companies that focus on IT only, it is possible to keep the Data Center network more secure for customers who use CSF Advisers services.

In collaboration with the IT company, many things are very easy for CSF Advisers, including office hours workers can work from home because we use laptops and can connect to servers provided by the company and collaboration with IT provides access to VPN for all laptops. When it comes to working from home, organizations must prioritize security. Businesses have long used VPNs for secure and encrypted remote communications. CSF Advisers actually prioritizes VPNs to create what is referred to as a software defined perimeter (SDP) around remote networks, which adds greater security and protection to these businesses. Among the outcomes of collaborating with Velo-technologies Sdn Bhd is ensuring WiFi Access for all business and also being able to increase the network of better services for this company.

In conclusion, CSF Advisers has the chance to work more closely with more other agencies in order to grow its clientele and establish solid ties with major agency organizations.



## **4.4 Threats**

### **4.4.1 Cybercrime**

Cybercrime is one of the threats that CSF Advisers must handle. Cybercrime, often known as computer crime, is the use of computers for unlawful activities like fraud, the trafficking of child pornography and other intellectual property, identity theft, and privacy invasion. As computers have become increasingly significant in business, entertainment, and government, cybercrime, particularly via the Internet, has grown in significance.

Although this hazard is common in the tech industry, it should not be ignored. This should prompt CSF Advisers to improve their IT controls and increase the security of all stored data, especially private company documents. Cybercrime, as a whole, includes a variety of actions. On the one hand, there are crimes that involve egregious invasions of a person's or an organization's privacy, such as assaults on the reliability of information held in digital storage and the use of illegally obtained digital information to threaten, harass, or extort a company or person.

According to the statistics of the number of cyber threat incidents reported to CyberSecurity Malaysia through MyCERT in 2022, according to the type of crime, there were 4,741 reported cases that were caused by fraud. This matter is no stranger to but has a negative impact on the company's economy. Other cases are such as malicious code, intrusion, spam and others which do not exceed 1,500 cases. In addition, according to our research, this cybercrime generally results in the loss of private corporate information and intellectual property, both of which are obviously bad for the organization. Online fraud and financial crime, frequently brought on by the theft of personally identifiable information (PII), financial manipulation, and the use of confidential corporate information regarding future mergers or advanced knowledge performance reports for publicly traded firms that has been stolen. Additionally, the corporation must pay all of these expenses because cybercrime is a hazard.

For me, not only CSF Advisers need to be aware of this threat, but all business centers that use technology need to be aware that this threat of cybercrime has a very negative impact on your business. In fact, all organizations need to find solutions and find ways to solve problems if unexpected things happen. We have a chargeman who works shifts that are 24 hours a day to control anything unwanted from happening to the Data Centre or the server technology that we

use to deliver service to consumers, as I observed when I was doing industrial training at CSF Advisers. We therefore have a lower percentage of bad things to ensure when working with personnel that have full business trust.

#### **4.4.2 Competitors Offer Better Remuneration for Employees**

The next threat for CSF Advisers is, Competitors Offer Better Remuneration for Employees, which is any organization that is able to offer more salary and benefits to employees in any department as long as they have a lot of skills and experience. For example, CSF Advisers has employees who are skilled technicians and chargemen who of course have recognized skills and they also have the right to get a salary comparable to their qualifications. Employee benefits are additional remuneration or rewards given to your staff members above and beyond their base pay. The Employment Act of 1955 mandates a number of benefits, including yearly vacation, sick days, working hours, etc. Any additional perks, like insurance, retirement plan choices, training, and many more, are viewed as extras. Companies can use their ingenuity in this area to create alluring advantages that will help them win the talent battle.

All companies value a person's ability and vast experience to use that to advance the company and of course competitors know easy ways for employees in competing companies to work with them, for example by offering even better remuneration. According to data from Malaysia, "Attractive salary and benefits" are the most significant employee value proposition (EVP) that Malaysian respondents look for in an ideal employer, with that percentage expected to rise to 74% in 2022 as a result of an annual growth rate of 2%. At 70%, an increase of 1% from the previous year, "good work life remaining" came in second place. The economy has been significantly impacted by the COVID-19 outbreak, but the labor market is quickly rebounding. To rapidly scale up their operations and growth projects, businesses are hiring fresh talent. Job seekers now have the chance to bargain for greater pay and perks to improve their work-life balance and standard of living in Malaysia thanks to the increased demand for competent people across industries.

To keep up with changing personnel demands, business executives and HR professionals must develop new strategies and policies. The growing cost of living and inflation are major

concerns for many Malaysians. Employees would likely search for a job with another company that offers a more attractive income and can meet their expectations to retain their quality of life if their salary does not suit their needs. After a year, CSF Advisers will be threatened by this threat. Performance reviews are also conducted, but if the employees are dissatisfied with the salary increase they receive, which is not commensurate with their contributions, they may decide not to stay at the current company.

## 5.0 SWOT MATRIC

	<p><b>Strengths</b></p> <ol style="list-style-type: none"> <li>1. Flexible working hours</li> <li>2. Skilled Manpower Workers</li> <li>3. Positive relationship employer with employee</li> </ol>	<p><b>Weakness</b></p> <ol style="list-style-type: none"> <li>1. Overload work</li> <li>2. Short-staffed</li> <li>3. Conflict among employee</li> </ol>
<p><b>Opportunities</b></p> <ol style="list-style-type: none"> <li>1. Technology Advancement</li> <li>2. Collaboration with outside agencies</li> </ol>	<p><b>SO, Strategies</b></p> <ol style="list-style-type: none"> <li>1. Increase more remote workers (s1, o1)</li> <li>2. Expanding and held social events (s2, o2)</li> </ol>	<p><b>WO Strategies</b></p> <ol style="list-style-type: none"> <li>1. Manage over work with technology (w1, o1)</li> <li>2. Increase recruitment staff for more promotion (w2, o2)</li> </ol>
<p><b>Threats</b></p> <ol style="list-style-type: none"> <li>1. Cybercrime</li> <li>2. Competitors offer better remuneration for employees.</li> </ol>	<p><b>ST Strategies</b></p> <ol style="list-style-type: none"> <li>1. Organize a long-term strategies (s1, t1)</li> <li>2. Enhance training for employees (s2, t2)</li> </ol>	<p><b>WT Strategies</b></p> <ol style="list-style-type: none"> <li>1. Recruits more cyber security expert (w1, t1)</li> <li>2. Improve staff bonuses and benefits for retention (w2, t2)</li> </ol>

## **6.0 DISCUSSION AND RECOMMENDATION**

### **1.0 Recruits more cyber security expert**

In my opinion, for more security for CSF Advisers which is a Data Center company, it is necessary to have many staff who are more skilled in operating the system and are also skilled in IT. The operating systems that keep organizations running can be protected, as is well known, with the help of cybersecurity professionals. They have the education required to assess security solutions, establish security guidelines, and assist companies in handling phishing, malware, breaches, and other security-related problems. Cybersecurity specialists play a critical role in developing cyber security strategies and putting those strategies into practice through the use of cyber security methods. If there is a serious internal problem, CSF Advisers does not need to hire cyber security experts from outside to manage it as we have employees who already have certificates in that regard.

### **2.0 Increase staff bonuses and benefits for retention**

I believe that all business should retain its current staff members to prevent employee turnover. To satisfy the needs of long-term employees, it is important to keep them on board. For example, offering bonuses and pay increases can help employees feel appreciated by their employers. My opinion is that CSF Advisers should pay employees a wage commensurate with their efforts, and that showing your staff members that their labour is valued should be your top focus. Fair compensation is by far the most crucial factor on this list; without paying workers what their time is worth, it would be difficult to keep them on board.

In addition to being paid fairly for their time and effort, employees should also be able to afford the cost of living where they reside, have their pay periodically adjusted for inflation, and receive additional compensation based on their level of expertise on the job. to mature Additionally, the employee's reward should increase along with their workload. Employees who have been working for a while may think twice before resigning or looking for another job because of the annual bonuses and salary increases.

### **3.0 Increase training for employees**

The third idea is that CSF Advisers could enhance employee training. Training is an investment that pays off handsomely. Training not only encourages the development of skills but also conveys to workers their worth. Training is crucial because it gives workers the chance to broaden their knowledge and enhance their job-related abilities, making them more productive at work. Employee training is expensive, but if done consistently, it pays off greatly.

The knowledge and abilities of employees can also be increased through training. Programmes for training employees help them get the information and skills they need to keep up with changing business needs. These enhancements will raise staff productivity, which will benefit CSF Advisers by boosting an organization's profitability and efficiency. Employees can learn things like work ethics, interpersonal communication, and safety through training. Additionally, it complies with the advice from the performance assessment. Training programmes can be created for staff members to help satisfy these objectives when employee performance reviews for an organization indicate a need for improvement in a particular subject or ability. Training can therefore target specific problem areas and work towards fixes.

## **7.0 CONCLUSION**

In conclusion, CSF Advisers Sdn Bhd is one of the biggest Data Centre facilities in Malaysia despite having significant flaws. CSF Advisers Sdn Bhd still needs to focus on a few things, such increasing their network and branch locations nationwide. Additionally, they have the option to request aid from the government and work with external organizations. Because CSF Advisers has vast experience managing and running more than 1,000,000 square feet of Data Centre white space, they also need to advertise their services.

Finally, all staff members must strive and work hard in order to realise the vision, mission, and goals of CSF Advisers. All employees must be honest, refrain from corruption, and always offer Malaysia social security and protection in addition to the greatest Data Centre services to clients.

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## 9.0 APPENDIX

Document Information	
Analyzed document	REPORT INTERNSHIP - NABILA SHAZLIN IZWANIE BINTI MOHD NAIM.pdf (D172065456)
Submitted	2023-07-14 03:19:00
Submitted by	MUHAMMAD AIMAN BIN ARIFIN
Submitter email	aimanarifin@uitm.edu.my
Similarity	11%
Analysis address	aimanarifin.UITM@analysis.ouriginal.com

Sources included in the report	
<b>SA</b>	<b>UNIVERSITI TEKNOLOGI MARA (UiTM) / INDUSTRIAL TRAINING REPORT_NURNASREN NISHA BINTI ZAIDI_2019230886.pdf</b> Document INDUSTRIAL TRAINING REPORT_NURNASREN NISHA BINTI ZAIDI_2019230886.pdf (D142819457) Submitted by: 2019230886@student.uitm.edu.my Receiver: nsyamillah.UITM@analysis.ouriginal.com
<b>W</b>	URL: <a href="https://www.csf-group.com/">https://www.csf-group.com/</a> Fetched: 2021-08-14 01:30:50
<b>W</b>	URL: <a href="https://www.randstad.com.my/hr-trends/workforce-trends/89-cent-malaysia-workers-want-to-work-f..">https://www.randstad.com.my/hr-trends/workforce-trends/89-cent-malaysia-workers-want-to-work-f..</a> Fetched: 2023-07-14 03:19:00
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<https://secure.urkund.com/view/164434618-725544-933060#> 1/25

Figure 1: Ouriginal Result.



Figure 2: Joining event company.



Figure 3: Making call for arrange an interview candidate.



**Figure 4: Joining and helping for potluck Hari Raya.**



**Figure 5: Joining Iftar event.**



**Figure 6 & 7: Helping to set up birthday celebration's staff.**

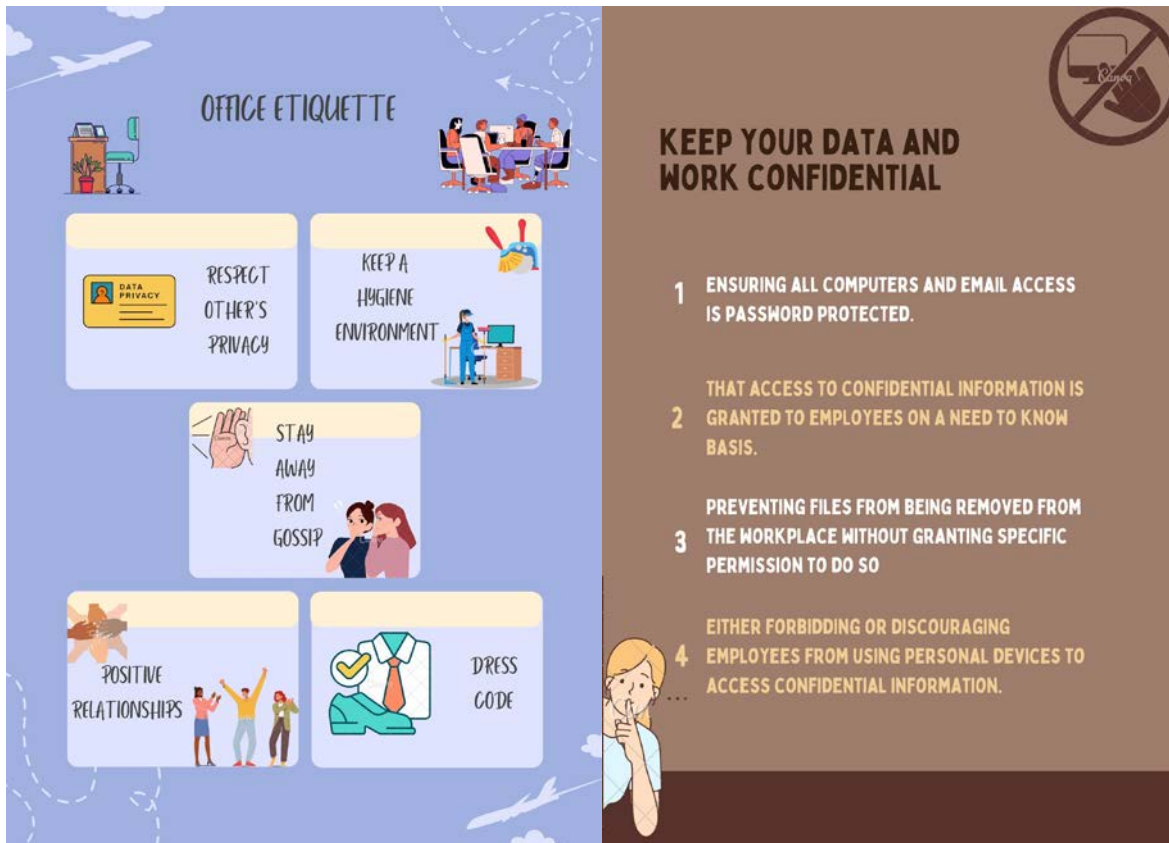


Figure 8&9: Making a poster for reminder every week.



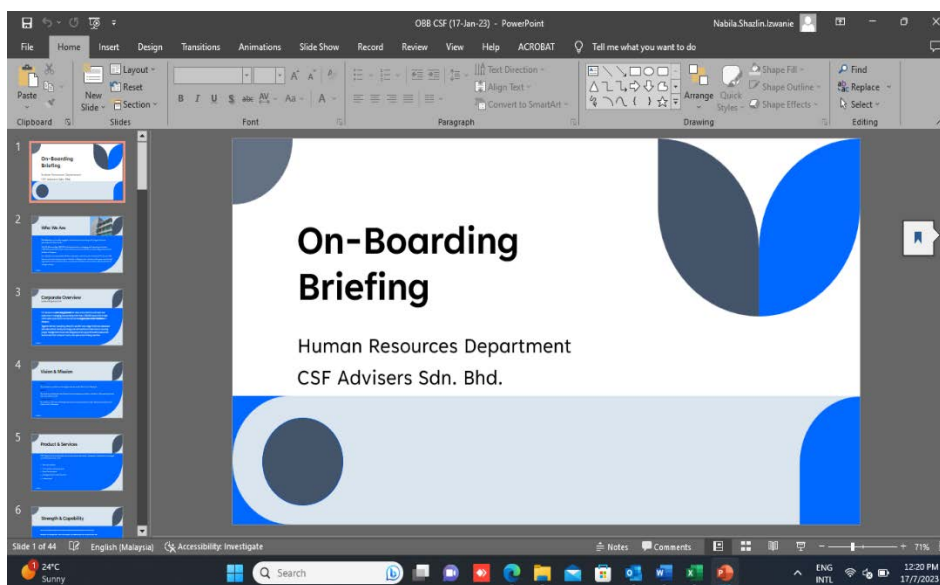
Figure 10&11: Making a poster for reminder every week.



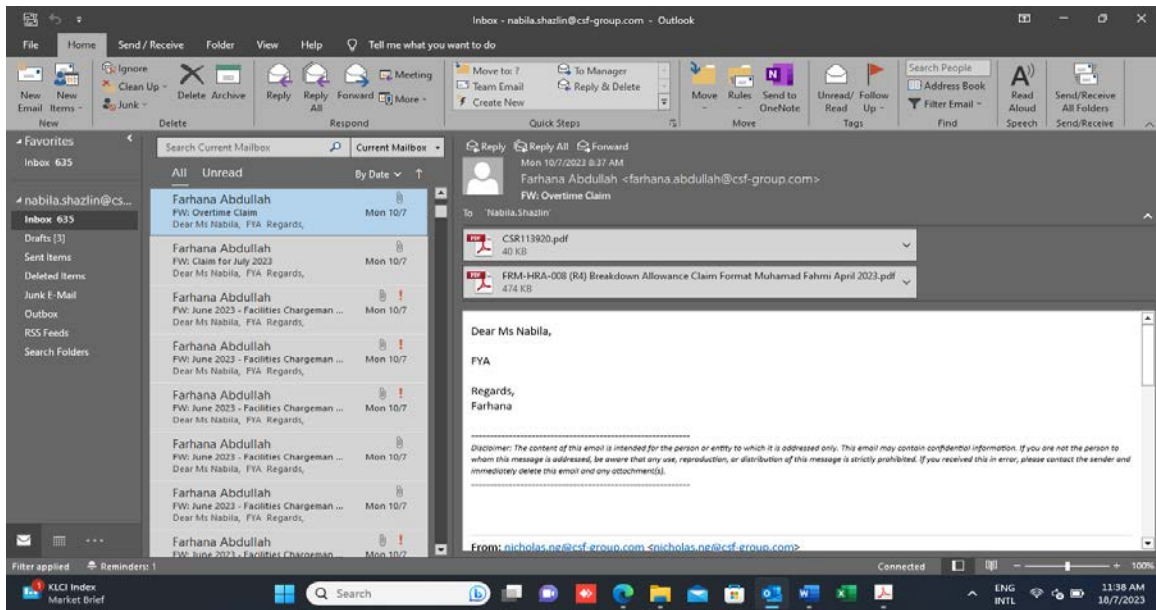
**Figure 12&13: Helping supervisor cleaning Hr.'s document at warehouse.**



**Figure 14: Joining activities sport's company: playing badminton.**



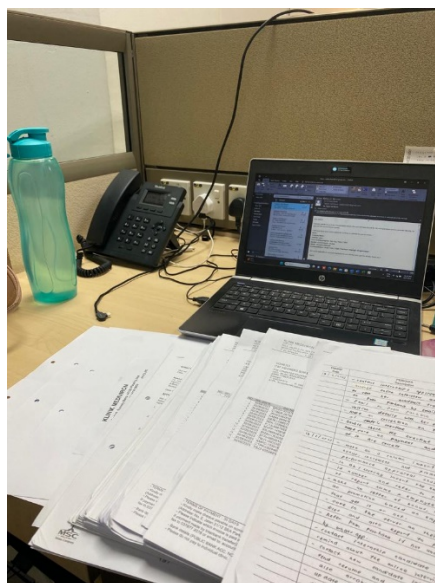
**Figure 15: Edit On-boarding Briefing and conduct briefing for new staff.**



**Figure 16: Calculate overtime every month.**

Name	Date modified	Type	Size
Medical	19/6/2023 10:58 AM	Adobe Acrobat D...	21 KB
Miscellaneous	19/6/2023 11:00 AM	Adobe Acrobat D...	11 KB
TESD - Medical	19/6/2023 11:02 AM	Adobe Acrobat D...	10 KB
TESD - Travelling	19/6/2023 11:07 AM	Adobe Acrobat D...	61 KB
Travelling	19/6/2023 10:59 AM	Adobe Acrobat D...	61 KB

**Figure 17: Conduct to export all claims in E-office to pdf every month.**



**Figure 18: Conduct to filing and record all the medical claim and certificate.**

TEAM BUILDING COMPARISON - Excel

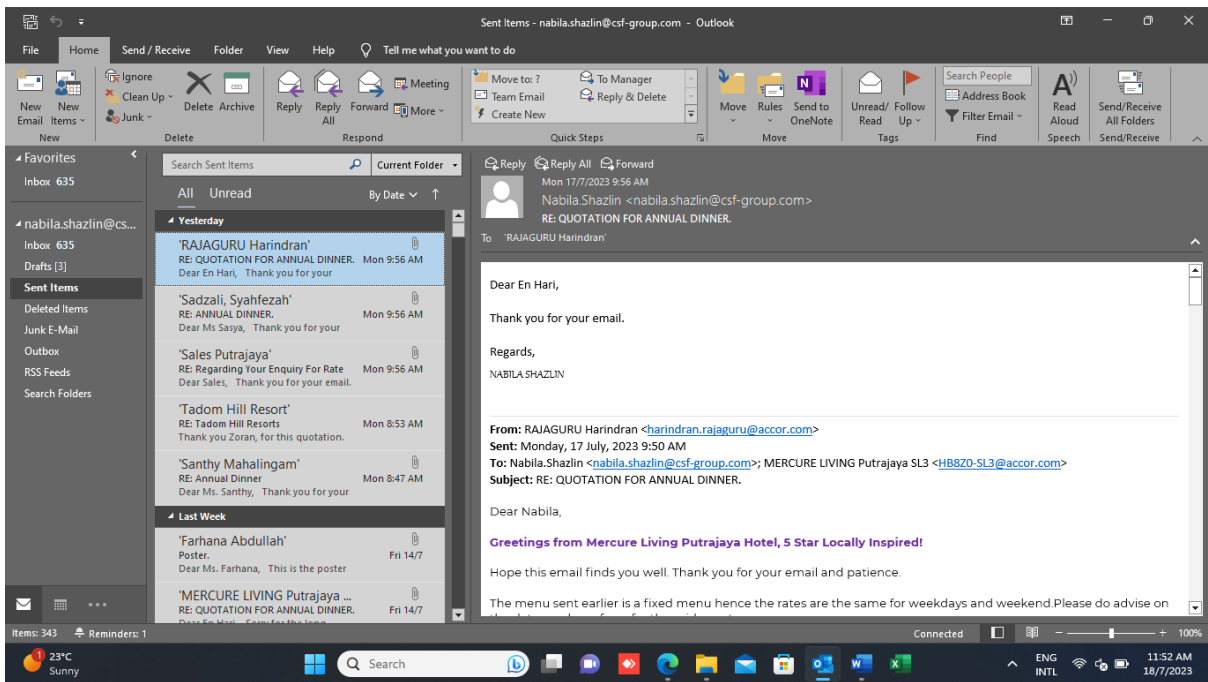
Trainer Provider	QUALITY MINDS	CROSS SURVIVE	TADOM HILL RESORT	UNIVERSAL TEAM
Venue	TADOM HILL BANTING	TADOM HILL BANTING	TADOM HILL BANTING	CYBERVIEW RESORT & SPA, CYBERJAYA
Price	GRAND TOTAL: 42,198 Nett	GRAND TOTAL: RM98,760 (PRICE INCLUSIVE OF SST 6%)		GRAND TOTAL: 30,848.00 x 2 = RM61,692 (PRICE INCLUSIVE OF SST 6%)
Time	Date: TBC 10am - 730 pm (D1) 8am - 230 pm (D2)	Date: TBC 7am - 7pm (D1) 9am - 6pm (D2)	Date: TBC 9am - 930pm (D1) 730am - 1245pm (D2)	Date: TBC 8am - 10pm (D1) 7am - 2pm (D2)
Trainer	ROBERT SIVA (HRDF) TERESA OOI (HRDF)	CHASE LEV (HRDF) KELVIN WEE (HRDF)	MOH AZHAR BIN ZAINAL (HRDF) IKMAL HISHAM BIN MOHD HASHIM (HRDF)	COACH ZEG (HRDF)
Meal provided	1 Breakfast, 2 Morning Tea, 2 Lunch, 2 Evening Tea, 1 Dinner	1 Breakfast, 2 Morning Tea Break, 2 Lunch, 2 Afternoon Tea Break, 1 Dinner		1 Breakfast, 2 Lunch, 3 Tea Break, 1 Dinner
Training Room	YES PROVIDED (Hall)	YES PROVIDED (Seminar Room)		YES PROVIDED (Seminar Meeting Hall)
Activity	• COLOUR OF LOVE • NAME BINGO • BUEVO GAME • TEAM FORMATION • TRAFFIC JAM • THE MOLE • STRATEGIC TEAM AMAZING RACE • TEAM KARACKE • FLAGS RAISING	• TEAM TAGGING AND ICE BREAKING • TEAM FORMATION • BREAKING RECORD • BLIND BUILDERS • CIRCLE OF TRUST • AMAZING RACE • SAVING THE EGG		• ICE BREAKER • TEAM FORMATION • TONG WASTE • MARSHMALLOW CHALLENGE • EXPLORE
Min & Max/ per session	20 pax max	35 pax max	20 Pax max	20 Pax max
Person in Charge	MISS TERESA OOI	ENICK AARDH		ENICK SAUFI

Figure 19: Making a team building proposal and comparison.

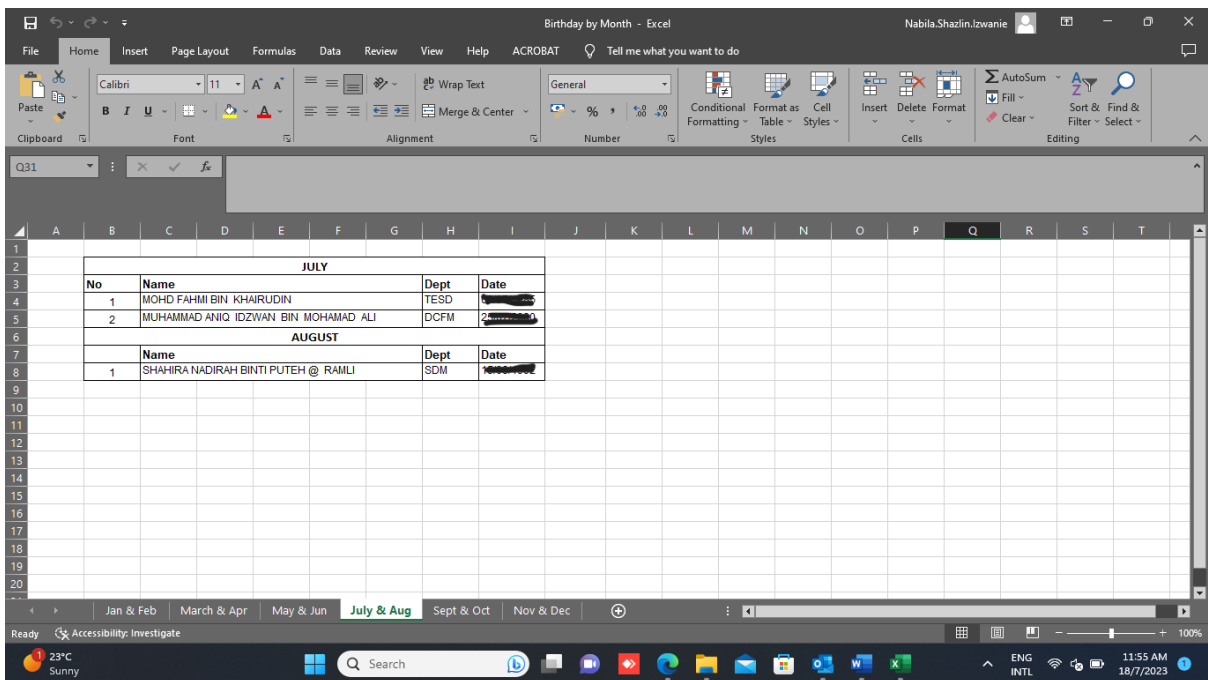
ANNUAL GRAND DINNER 2023 COMPARISON 2 - Excel

1) DORSETT PUTRAJAYA	INTERNATIONAL BUFFET DINNER MENU D	2) DOUBLE TREE PUTRAJAYA
<b>INTERNATIONAL BUFFET DINNER MENU A</b> AYAM MASAL LEMAK TERBUK DENGAN KENTANG STEAMED SEABASS FILET WITH GINGER AND CORIANDER BEEF KUNG PO SEAFOOD STEW WITH TOMATO SAUCE AND MEDITERRANEAN VEGETABLES SAYUR CAMPUR GORENG DENGAN TALHU SPAGHETTI WITH CHICKEN BOLOGNAISE STEAMED WHITE RICE <b>RAW SALAD</b> CORN KERNEL, BROCCOLI, CALIFLOOWER TRIO CAPSICUM, ONION RING, CHICK PEAS CHERRY TOMATO WITH FRESH BASIL SHREDDED CARROTS, SLICE RED CABBAGE SLICED JAPANESE CUCUMBER <b>COMPOSED SALADS</b> POTATOES SALAD, MIN FAT TAUOULLE SALAD SEAFOOD COCKTAIL SALAD, PASTA SAUSAGE SALAD <b>LOCAL SALAD</b> 2 TYPES OF KERABU PLATTER ANEKA ULAM ULAMAN SAMBAL BELACAN ANEKA KEBABOY <b>MIXED LETTUCE</b> WITH CHOICES OF DRESSING THOUSAND ISLAND, HONEY MUSTARD DRESSING, CAESAR DRESSING, LEMON VINAIGRETTE AND MAYONNAISE BREAD CROUTON, CHILI FLAKES, CRISPY BEEF BITS AND SHAVED	<b>INTERNATIONAL BUFFET DINNER MENU D</b> <b>MAIN COURSE</b> DEEP-FRIED CRISPY CHICKEN WITH THAI MANGO SALAD ASAM PEGAS BAYAL DOMINAN BENDI DAN TERUNG GRILL BEEF WITH BLACK PEPPER SAUCE SAUTEED SOULD RING WITH CELERY AND SWEET PEA ALUO GOBHI SEAFOOD AGLO OUDO PASTA STEAMED WHITE RICE <b>RAW SALAD</b> CORN KERNEL, BROCCOLI, CALIFLOOWER TRIO CAPSICUM, ONION RING, CHICK PEAS CHERRY TOMATO WITH FRESH BASIL SHREDDED CARROTS, SLICE RED CABBAGE SLICED JAPANESE CUCUMBER <b>COMPOSED SALADS</b> CAJUN CHICKEN PLATTER WITH SPICY MAYO, SEAFOOD COCKTAIL, CABBAGE COLESLAW WITH RAISIN, THAI PRAWN SALAD <b>LOCAL SALAD</b> 2 TYPES OF KERABU PLATTER ANEKA ULAM ULAMAN SAMBAL BELACAN ANEKA KEBABOY <b>ASSORTED LETTUCE</b> CHOICE OF DRESSING THOUSAND ISLAND, HONEY MUSTARD DRESSING, CAESAR DRESSING, LEMON VINAIGRETTE AND MAYONNAISE	<b>INTERNATIONAL BUFFET MENU 1</b> <b>APPETIZER</b> MALAYSIAN STYLE MARRINATED BEEF SALAD SMOKED SALMON WITH ROMANE AND TESHANE DRESSING FRENCH BEAN, PIMENTO, PEAR AND ONION SALAD SMOKED DUCK, YELLOW CHEDDAR, ONION AND PINEAPPLE SALAD <b>SALAD BAR &amp; CONDIMENTS</b> BABY ROMANE LETTUCE & MEXICAN GREENS CHERRY TOMATO, YOUNG CORN, BEETROOT, CUCUMBER, GRATED CARROTS, CAPSICUM SHAVED PARMESAN, BLACK PEPPER GRISSINI, GHERKIN, PICKLES, ONION, OLIVES <b>DRESSINGS</b> THOUSAND ISLAND, FRENCH DRESSING, CAESAR DRESSING, ASIAN SESAME DRESSING THAI DRESSING, OLIVE OIL AND BALSAMIC VINEGAR <b>SOUP</b> CREAM OF PUMPKIN SOUP <b>MEAT</b> SELECTION OF FRESHLY BAKED BREAD ROLLS & BUTTER CARVING STATION SLOW COOKED RIB EYE WITH CHIMICHURRI SPREAD AND PEPPER CORN <b>MAIN COURSE</b> SAMBAL PUTUH GORENG BERSAMA TELUR PUYUH DOLMETS, LAMB LEG, BAKED VEGETABLES
<b>INTERNATIONAL BUFFET MENU 2</b> <b>APPETIZER</b> MARRINATED VEGETABLES SALAD, PETA CHEESE & TUNA PANZANELLA OF TOMATO, MOZZARELLA & CRUNCHY BREAD SMOKED CHICKEN SALAD WITH FRENCH BEANS AND TOMATO NZ MUSSEL AND FUSILLI SALAD <b>SALAD BAR &amp; CONDIMENTS</b> BABY ROMANE LETTUCE & MEXICAN GREENS CHERRY TOMATO, YOUNG CORN, BEETROOT, CUCUMBER, GRATED CARROTS, CAPSICUM SHAVED PARMESAN, BLACK PEPPER GRISSINI, GHERKIN, PICKLES, ONION, OLIVES <b>DRESSINGS</b> THOUSAND ISLAND, FRENCH DRESSING, CAESAR DRESSING, ASIAN SESAME DRESSING THAI DRESSING, OLIVE OIL AND BALSAMIC VINEGAR <b>SOUP</b> IMMEDIATE SOUP <b>MEAT</b> SELECTION OF FRESHLY BAKED BREAD ROLLS & BUTTER CARVING STATION PERCOK MARRINATED ROASTED CHICKEN	<b>MAIN COURSE</b> NAVARIN OF LAMB DOLMETS WITH FRESH VEGETABLES MARRINATED VEGETABLES SALAD, PETA CHEESE & TUNA	

Figure 20: Making an annual dinner proposal and comparison.



**Figure 21: Contact person in charge for annual dinner and team building by email and call.**



**Figure 22: Making a listing of birthday's staff by month.**

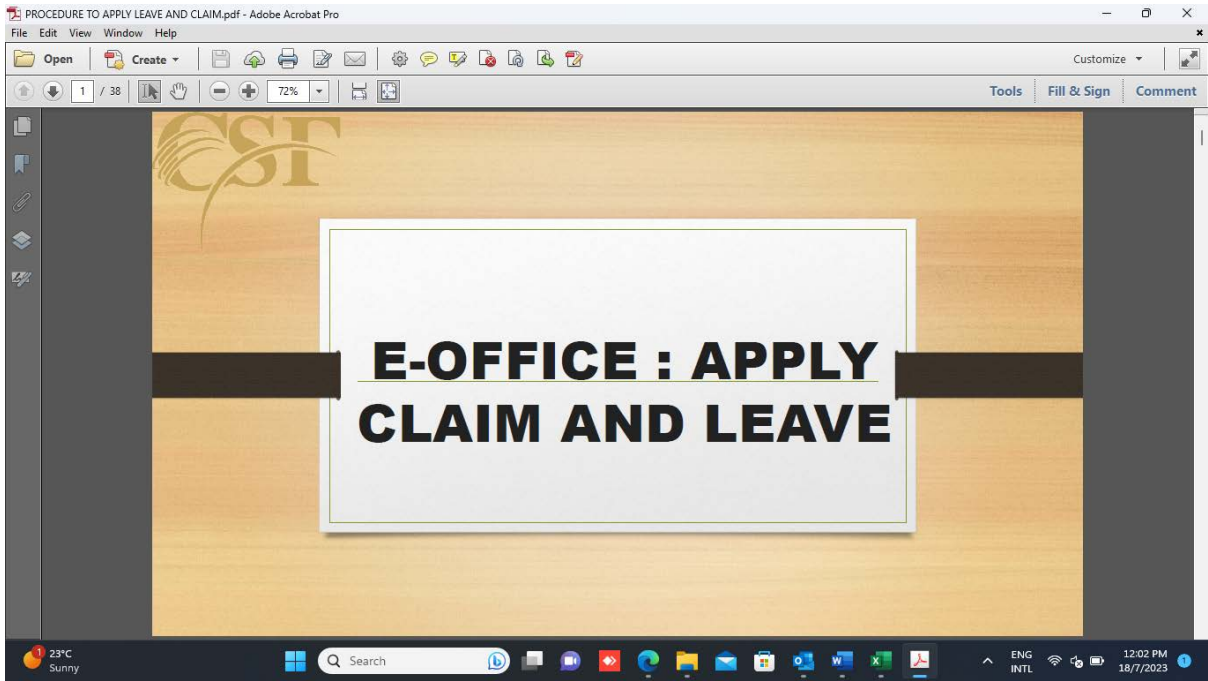


Figure 23: Making a procedure to apply claim and leave in E-office for new staff.

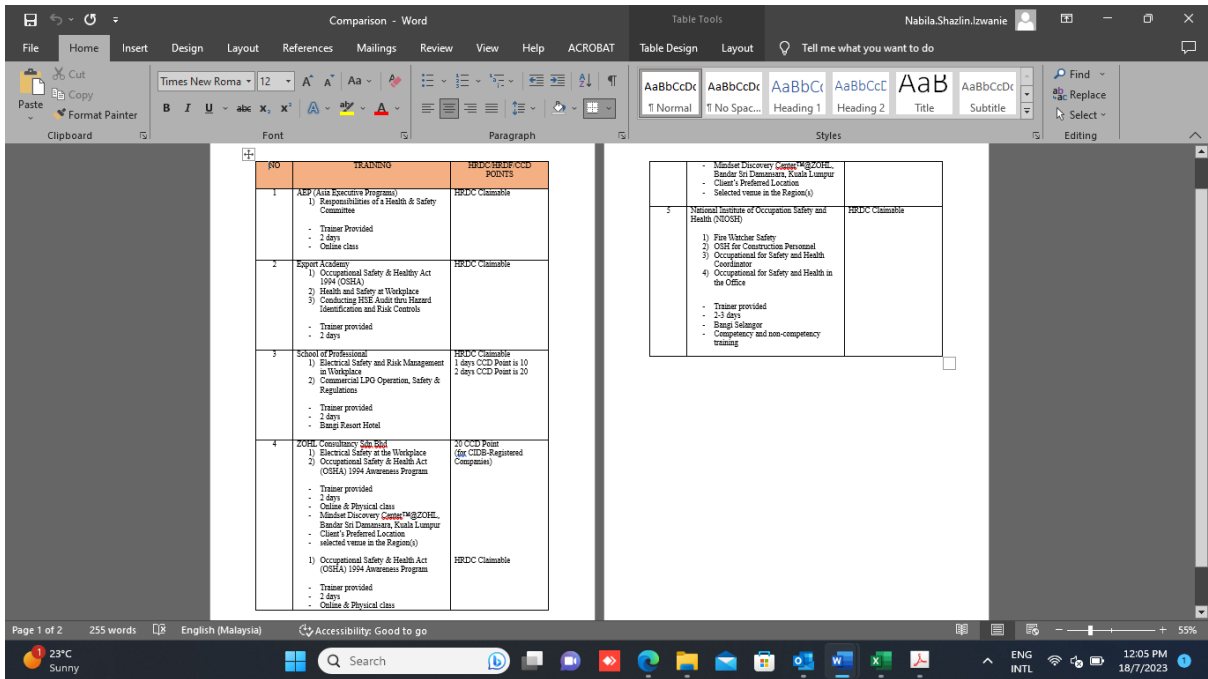
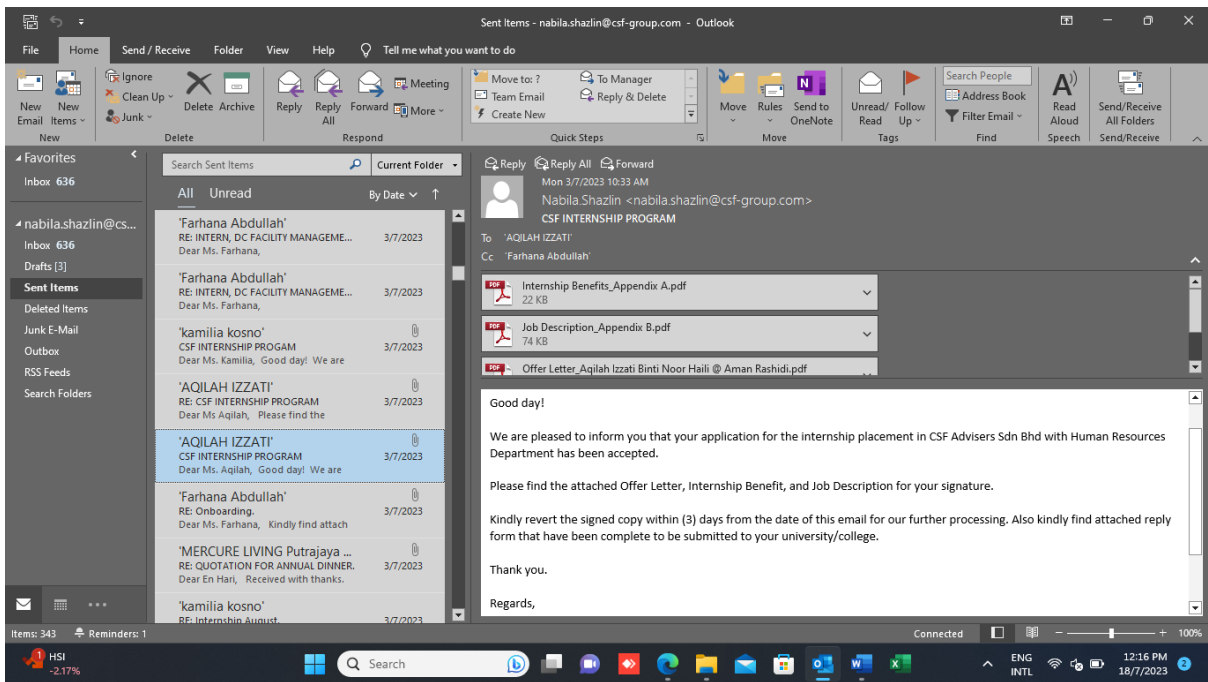
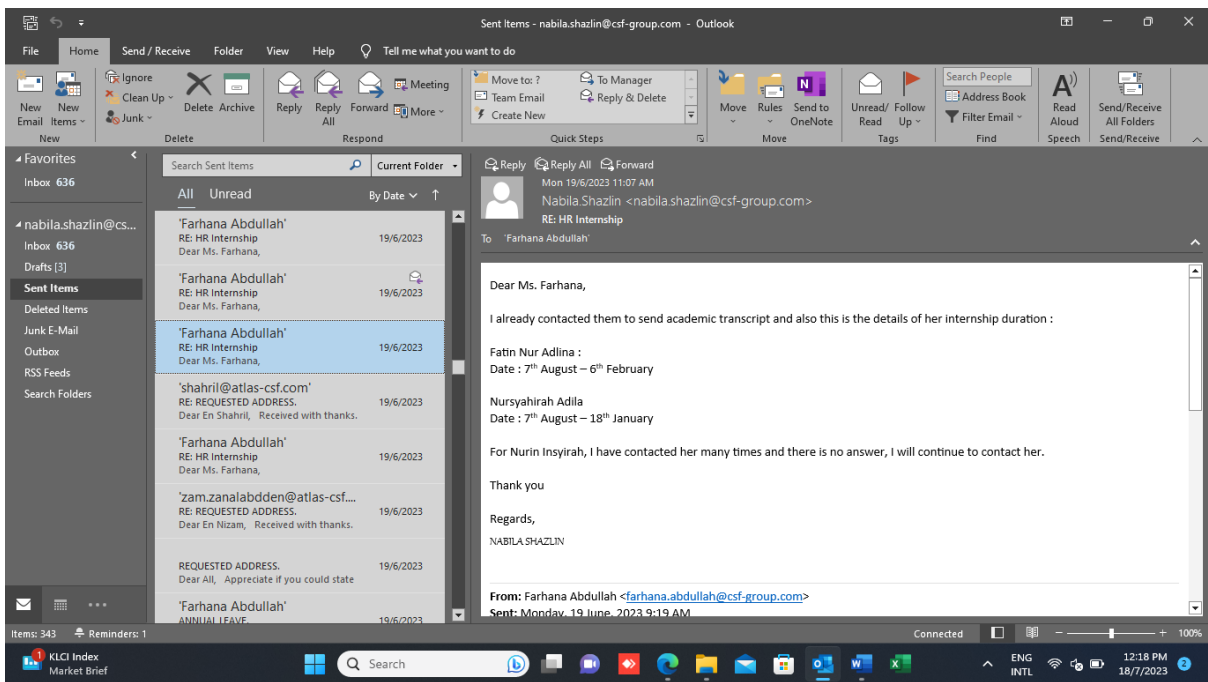


Figure 24: Find and make a comparison of training for staff.





**Figure 25: Make an offer letter, job description, internship benefit and email to the candidates.**



**Figure 26: Contact intern candidate, arrange an interview with the available date and time of interviewer by email.**