



UNIVERSITI
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MARA

MS Village
Foods
The First 'Muruku'
Maker To The World

INDUSTRIAL TRAINING REPORT

MS VILLAGE (M) FOODS SDN BHD



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EXECUTIVE SUMMARY

This report describes and explains my journey of internship training at MSV FOODS within 24 weeks for 6 months to fulfill the requirement for Apprenticeship (BA243). The training started from 1 March 2023 until 15 August 2023 with an estimated duration of 24 weeks. MSV FOODS is a food and manufacturing industry that's called in Malaysia "Muruku". The internship training was located at PT 5041, Jalan Industri 2, Kawasan Perindustrian Mambang Diawan, Kampar, Perak. During internship training,

I was exposed to new duties, cultures, and values in office management. This is the first time I've encountered a real-world work environment, as both administration and human resources are vastly different from what I learned in my Bachelor of Human Resources Management (Hons) programme. Initially, I found it hard and challenging to adapt to the new environment and surroundings of the work, but I eventually adapted and continued to learn from my MSV Foods colleagues. These experiences assist in my personal development and prevent me from making the same errors during my internship. My supervisors provide me with constructive feedback whenever I make an error, which I've found to be quite useful for learning and adjusting to the new environment. I realized that while it is natural for humans to make mistakes, we can avoid repeating them by following the procedures.

Aside from that, the internship programme exposed me to the company's operations, which is vastly different from what I learned in the classroom. During my internship training, I was confronted with shorter deadlines, which increased my work productivity and critical thinking when creating new content or completing assigned tasks. Moreover, I am able to increase my self-confidence and sense of responsibility during the internship period. This could be considered preparation for my future career path.

In summary, I think that this Integrated Internship Programme at MSV Foods gives me different work experiences, work cultures, and work values that are important for me to start my future job path. By doing a job, I think that this programme helps the student get used to and ready for the real world of work. I also learned that students should work on their language skills, especially in Bahasa Malaysia and English, to improve their ability to speak and write.

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2.0 COMPANY PROFILE

2.1 Company's Name

MS Village Foods (M) SDN. BHD

2.2 Address/Location

MSV FOODS has a factory in Kampar, Perak. The full address is at PT 5041, Jalan Industri 2, Kawasan Perindustrian Mambang Diawan, Kampar, Perak, Malaysia. The location is about 3 kilometers from my house. The estimated time of arrival from my house is about 7 to 15 minutes, depending on traffic.



Figure 2.2: Maps

2.0 COMPANY PROFILE

2.3 Operation Hours

Monday through Saturday, from 8.30 a.m. to 5 p.m.

2.4 Company Background

The factory has been in operation since 1989. The first year of exportation since 2008. The number of employees ranges from 11 to 50. Before the COVID-19 pandemic, the total revenue was below \$1 million. However, current revenue was still insufficient before the COVID-19 pandemic. However, this company was still able to operate during the COVID-19 pandemic, when the majority of businesses were forced to cease operations due to their inability to survive. M.S. Village Foods (M) SDN. BHD was founded in 1989 and is the most experienced manufacturer of Oriental Spicy Traditional Snack "Muruku," Snack Nuts, Coated Peanuts, Snack Crackers, and many others. The fact that MSV Foods specializes in producing a variety of Snack Food Varieties has allowed it to become one of the foremost companies in the Food industry. Through the dedication of every Employee, Management, and, not to be forgotten, the support of every Consumer, they had reached a level of which others could be proud and aspire. Performance and quality were monitored and maintained in every aspect of this practice, which earned them a great deal of recognition from certified organizations and helped them achieve a great deal of success with their products.

2.5 Vision

While maintain the healthy lifestyle and a balanced diet, SpizUp? Brand products must be a world favorite snack and reach the popularity similar to biscuits and chocolates.

2.6 Mission

M. S. Village Foods (M) Sdn. Bhd strives to provide tasty and quality snacks through motivated and committed experts working together exceed the expectations of suppliers, employees and all our consumers.

2.7 Objective/Goal

We have achieved tremendous growth in this short period through the hard work of our employees, management and of course with the support our of beloved consumers. We take this opportunity to express our sincere appreciation to all our consumers.

M.S Village Foods (M) SdnBhd is also involves in producing in-house snack brand SpizUp? to introduce in the global market arena.

2.8 Organizational Structure

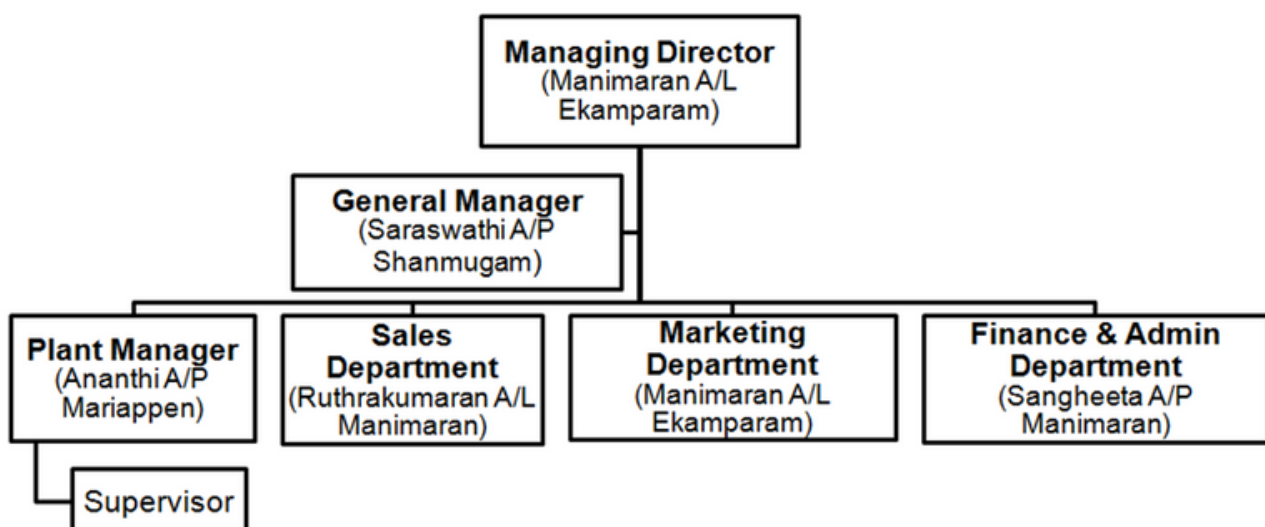


Figure 2.8: Organizational chart

2.9 Product offered.

Among the product offered by the company such as murukku star, sesame curry peanuts, curry peanuts, coated green peas, wasabi coated green peas, murukku pakoda, murukku sivel, murukku pakoda sivel, skillless broad beans, spicy skinless broad beans, murukku mixture, murukku mixed peanuts, dhal spicy and murukku ommopodi.

This is the ingredient that been used in murukku such as Green peas, Broad beans, Chickpeas, Peanuts, Blanched Peanuts, Dhal varieties, Tropical Starch, Aniseed, Cumin seeds, White pepper, Black Pepper, Bishop's weed, Sugar, Garlic, Onion, Salt, Chilli, Corn flour, Sesame seeds, Palm Oil, Curry leaf, Coriander leaves are some of the nutritional ingredients we use to help you appeal to health-conscious consumers of all ages. We choose the highest quality oils for our frying, baking, and coating applications to ensure the superior stability, flavour, and mouthfeel that our customers expect.



Figure 2.9: Picture of product

3.0 TRAINING'S REFLECTION

3.1 Duration

The period of the internship is 24 weeks, which is 6 months, starting from March 1, 2023, to August 15, 2023. MSV Foods works Monday through Saturday. The working hours are from 8.30 a.m. until 5.00 p.m. for work in the office, but for employees in the operation area, they also have overtime after 5.00 p.m. if they still have not completed the task for that day but work in the office does not have overtime work.

3.2 Department

MSV FOODS This factory does not have a specific department right now after the COVID-19 pandemic. Before this, the companies had specific departments in management, but after the pandemic, every department needed to close and just focus on a few people to do work in management. Even though this company does not have a specific department, every important person in the company will take over in every area, such as marketing, finance, and so on. People in the office are only a few people. Because this company is not a big company, just operating in small teams. So, because of that, I have been assigned work in the admin area that focuses on key data entry for the company. I had the honour of being supervised by Mr. Manimaran A/L Ekamparam, who is the manager at MSV Foods.

3.3 Roles, Responsibilities, Task and Assignment

My roles and responsibilities as an intern include work in the admin area that focuses on data entry like updating sales, keying in the cost of raw materials, and other costs. Then, keep in touch with the customer for payment or other problems. My responsibilities at MSV Foods include keying in all data using the AutoCount System.

First and foremost, my responsibility during my internship is to record the purchase of raw materials in the Purchase Order, Good Receive Note, and Purchase Invoice, as well as the total of purchases in the same shop in the A/P Payment. Before proceeding to key in the data, I need to arrange the receipts by date, starting first in the month until the end of the month. I need to key in all the data for buying raw materials by unit of price. Based on this, the company will know the current price of the raw material and if it is rising.

Next, my responsibility is to key in all the data regarding expenses. For example, items for factory use like plastic, stickers, and so on. Besides that, I need to key in regarding billing, like the electric bill, water bill, and internet bill. I need to key in the accrual bill and pay the bill. From this company, you can directly check the system to see what payments are not complete or pending.

Then, my responsibilities I need to check the touch n go and smart-pay transactions of the driver while travelling to Kuala Lumpur, Johor Bahru, Penang, Kedah, and many more. I need to check the transaction during the day of travel, for example, two days. So, for smart pay, I must check either the driver's top-up smart pay card or how many times the driver has put fuel in the truck. The same goes for touch n go, the top-up by the driver is the same as the money transfer to the driver, and you know the price charged during the exit toll. After that, I will key in the data in the system, and if I want to know the balance card, I just check in the system without checking on the website for Smart Pay and Touch n Go.

Last but not least, my responsibilities are to key in salary employees in the system and print out the voucher payment for the salary. First, I get the task of calculating the salary of staff because companies want to pay in advance to the employee.

Finally, I also have responsibilities to write an email to the customer about giving a discount, getting the wrong invoice number, getting an update on an order, and so on. I will write an email after that, and I will check first with my supervisor before sending the email. In addition, my responsibilities are to arrange the document in the file and make the labelling.

3.4 Benefit - Intrinsic and Extrinsic

For my internship, I get an allowance of RM600 every month. The allowances I get are very beneficial for me because I can use them for my meals. With the balance of my allowance, I can save. This is because I did not want to spend money on transportation because I use my own transportation. I think the allowance I can get from the company is a very large amount because I stay at my own house, so I don't need to use much money.

During my internship, I gained new knowledge about working and about myself. First of all, what I get is about improving my communication skills with others. I am able to communicate with all workers, even if they are not in the same area of the factory. This helps me build my confidence because I am able to communicate with other teams.

Besides that, my benefit is that I get to improve my computer literacy. This is because I am able to use the computer, printer, and so on in the office. Even when my supervisor is not in the office, I am able to manage the situation. Computer skills involve the ability to learn and operate various technologies. Hardware skills allow you to physically operate a computer, and this can be as simple as knowing how to switch devices on and off. Software skills help you efficiently use computer programmed and applications. There are some software skills employers may consider prerequisites to employment, like using spreadsheets or knowing a certain coding language.

4.0 SWOT ANALYSIS

A SWOT analysis is a method for identifying a company's or project's strengths, weaknesses, opportunities, and threats. SWOT analysis is mostly used by organisations, from small businesses and non-profits to big businesses, but SWOT can also be used for personal goals. Even though it's simple, a SWOT analysis is a powerful tool that can help businesses find competitive growth opportunities. It helps improve the business and team and keep up with market trends.

SWOT refers to internal activities that are performing successfully as strengths. Weaknesses in SWOT are internal projects that aren't doing as well as they should. Opportunities in SWOT come from your current strengths and weaknesses, as well as any efforts from the outside that will make your business more competitive. These could be weaknesses that they want to fix or places that they didn't find in the first two steps of their analysis. Threats in SWOT are things that could cause problems. Threats are different from flaws because they are outside of your control (Raeburn, 2022).

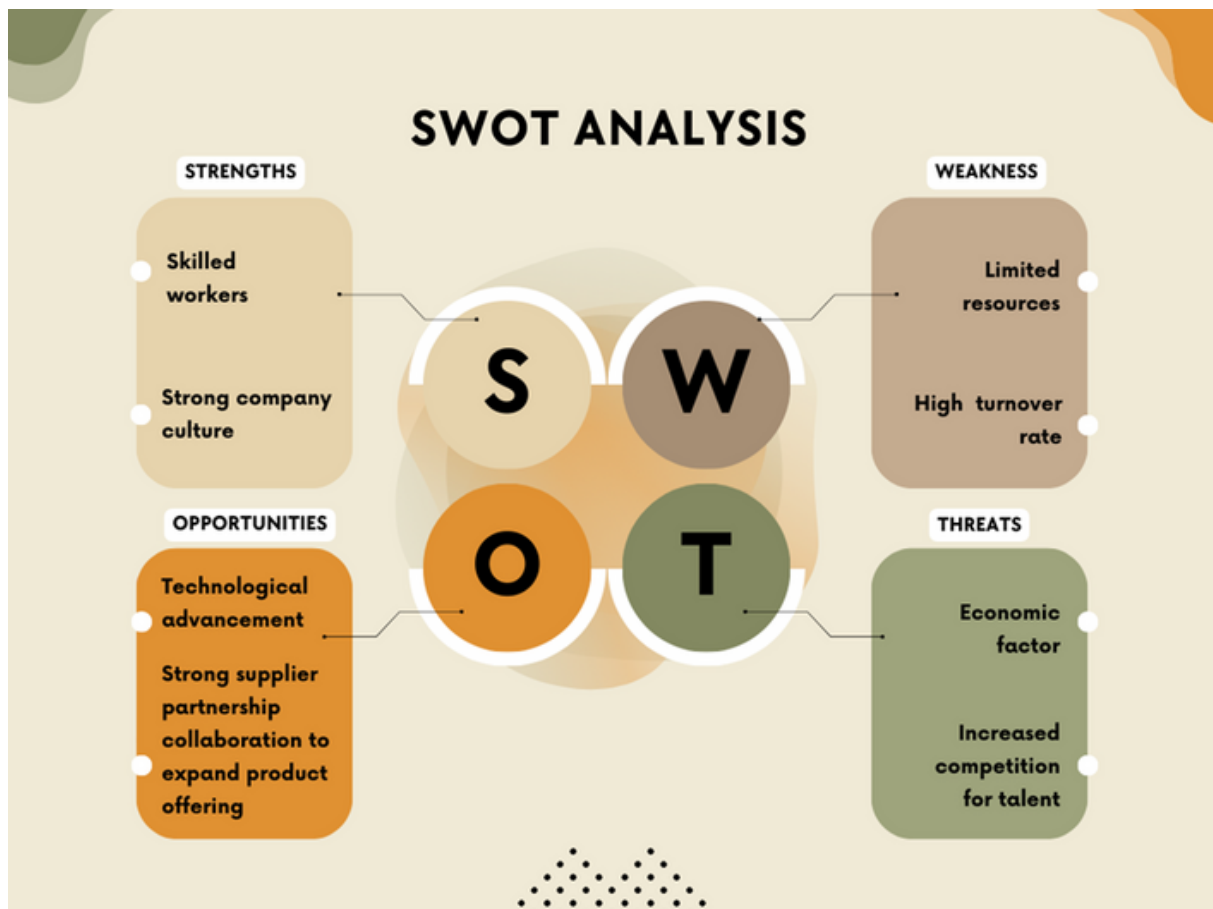


Figure 4.0: Swot analysis

4.1 STRENGTH

4.1.1 Skilled workforces

Skilled labour refers to highly trained, educated, or experienced segments of the workforce that can complete more complex mental or physical tasks on the job. Skilled labour is often specialised and may require a prolonged period of training and experience. As stated in (Singh, 2022) semi-skilled jobs made up 62.3% of all open jobs (5.34 million), while skilled jobs and low-skilled jobs made up 24.7% and 13% of jobs, respectively.

The company has a pool of talented and experienced employees who can work in various divisions. Skilled workers in this company possess the knowledge, experience, and expertise necessary to perform their tasks efficiently and effectively. This company has a skilled workforce that is able to do the work in all areas of the factory, such as mixed spices, frying, mixed flour, cleaning, and so on. They can quickly adapt to the new process of making "muruku" leading to higher productivity levels in the workplace.

They have often had a deep understanding of their field and are capable of problem-solving if something happens during frying or packing. They can contribute innovative ideas and solutions to managers, leading to process improvements in marketing the product, cost savings, and competitive advantages.

Even though this company has small teams to process the muruku," it has solid teams to operate the production from mixed herbs, mixed flour, frying, and packing. From their small teams, they can handle diverse tasks and quickly acquire new skills, making them valuable assets in dynamic and evolving industries.

4.1.2 Strong company culture

Strong company culture in terms of positive aspects of the organisation's culture, such as values, employee engagement, and a supportive work environment. In this company, a strong company culture fosters high levels of employee engagement. When employees feel connected to the company's values and mission, they are more likely to be motivated, passionate, and dedicated to their work, which is what this management does for their employees. As stated, (Coursera, 2023) employee engagement leads to increased productivity and overall job satisfaction from employee to company.

Based on my observation, when this company has a strong company culture, it promotes collaboration and teamwork among employees. When individuals share common values and a sense of belonging, they are more inclined to work together, share knowledge, and support each other. This leads to improved communication, innovation, and problem-solving capabilities. This happens at MSV Foods when their workers work together to solve a task or problem.

Lastly, I see that a strong company culture can increase productivity. A positive work culture enhances productivity levels. Employees who feel valued and supported are more likely to be motivated and focused on achieving organizational goals. Additionally, a culture that encourages work-life balance and well-being can contribute to higher productivity by reducing burnout and enhancing overall job satisfaction.

4.2 WEAKNESS

4.2.1 Limited resources.

Limited resource constraints occur when project managers lack the necessary resources to meet the requirements and achieve the desired outcome. An undertaking may encounter limited human resources, materials, equipment, or financial resources. Constraints include deficits, limitations, and hazards in the project plan that impact the availability, capacity, and accessibility of those resources and indicate that they are insufficient to meet the resource demand.

This company has constraints or limitations, such as budgetary constraints and a lack of adequate manpower. This company lacks workers to move work faster due to a lack of staff. In this company, when there is a lack of adequate manpower, the daily production of goods is also reduced. As stated in (Contributor, 2020) Productivity depends on how many people are working. When more people are ready to work, projects can be done faster, or a company can take on more projects. On the other hand, businesses can't do their jobs because they don't have enough people to do them. Lack of efficiency means less income and profit, which in some cases means the business can't stay in business.

In addition, budget problems are also a big constraint for this company because of the increased cost of raw materials, and this company has just started increasing sales more steadily after the COVID-19 pandemic. All costs need to be better controlled to ensure that the company can be carried out continuously without stopping production. Besides that, to expand the business more widely.

4.2.2 High turnover rate

High turnover can be both a positive and a bad thing. However, the effects of a high turnover rate extend beyond operational inconveniences. It influences employee morale and productivity, as well as the company's products and services, when an organization experiences a high turnover rate. So, high turnover also costs a lot of money. According to (Sorongon, 2022) the other top industries with high turnover rates are entertainment, accommodation, and retail, all of which rely significantly on frontline workers.

The company experiences a high turnover rate of employees. For example, every time a new employee enters, they will quit their jobs. The longest only lasts for a month, and the shortest is half a day. When there is a high turnover rate, causing increased recruitment and training costs and potential disruption to productivity and workflow for this company.

The cost of replacing an employee is greater than the cost of retaining them. Restarting the entire recruitment procedure requires time and resources. If the company's turnover rate is high, such as when many employees leave at the same time, it can result in increased costs associated with recruiting a replacement, decreased morale among the remaining employees in the company, a shortage of experienced and knowledgeable workers, and people losing belief in the team's abilities. When employee turnover has such major repercussions, it makes sense for the company to keep track of it so that required action may be taken when it becomes excessive.

4.3 OPPORTUNITIES

4.3.1 Technological advancements

Human resources can leverage technological advancements, such as automation in kitchen operations or system data companies, to enhance efficiency and attract tech-savvy professionals. Fundamentally, technological advancement is our endeavor to comprehend how things function so that we can further develop processes, goods, and services to advance and simplify our lives. Technological advancement refers to our efforts to comprehend how things function and apply this knowledge to the creation of new items.

Although these companies are small, their use of technology is great. From jobs in the kitchen into their office using high technology. For example, the furnishings in their kitchens use high-quality machines imported from abroad for hundreds of thousands of dollars. In addition, the use of the system in the office also uses a quality system, so the price is also high, in the tens of thousands. According to (Bolden-Barrett, 2020) 44% of people who work in places that have recently added automation said that technology has taken over parts of their jobs.

It's hard to imagine how a business would work without technology. The way businesses engage their customers has changed because of advancements in technology. From putting goods or services on the market to getting them to customers, technology is an important part of the process. Businesses can market high-quality goods and services to a wider range of people.

4.3.2 Strong Supplier Partnerships Collaborations to Expand Product Offerings.

I can see is that this company has strong supplier partnerships and collaborations, which can enhance its competitiveness. By leveraging the strengths of suppliers, the company can enhance its competitiveness in the market. This can result in a stronger market position and an improved ability to win contracts or attract customers.

The company collaborated with Mydin a long time ago, even during COVID 19, but they still cooperated while cooperation with other companies during COVID 19 had to be terminated because the situation did not allow them to continue cooperating. The company still cooperates in collaboration with Mydin and supplies products throughout all branches of Mydin (Ali, 2021).

In addition, strong collaboration can improve market expansion. Collaborations with other companies can provide opportunities to enter new markets or expand geographical reach. This can help the company tap into untapped customer segments and increase its market share.

4.4 THREATS

4.4.1 Economic factors

Economic fluctuations, such as rising costs of raw materials or changes in consumer spending, can impact the company's financial stability and subsequently influence human resources activities, hiring and compensation. According to (Shah, 2022) increasing cost of raw materials cost of doing business goes up.

Besides that, economic factors can influence consumer behavior and preferences, leading to shifts in demand patterns and a need for organizations to adapt their products, services, and marketing strategies accordingly because of the changing economy. This is what the company is experiencing now to meet the needs of customers. In addition, an economic recession can also lead to reduced consumer spending, lower demand for products or services, and decreased business profitability. For example, companies need to change their demand during an economic recession to make sure they can sustainably supply the product.

Lastly, inflation and rising labor costs During inflation, the current rising prices and inflationary pressures can increase the cost of raw materials, labor, and other inputs, thereby reducing profit margins and eroding purchasing power. This is what the company is experiencing right now. Inflationary pressures and increasing labor costs can put upward pressure on wages and benefits, increasing the overall compensation expenses for the organization. For example, the company struggles to pay the salaries of its employees. The need to manage the outflow of money, such as the need to cut costs by buying fewer raw materials.

4.4.2 Increased competition for talents

Increasing competition for talent means that it is getting harder and harder to find and keep good employees at a time when there aren't enough workers to replace the baby boomers who are leaving the workforce in advanced economies. Having the right skills to fuel growth is becoming the new currency in business, as many organizations are starting to deal with a growing skills gap that threatens their ability to compete and thrive (Newsroom, ,2021).

Firstly, with increased competition for talents, there will be limited access to skilled individuals. As the competition for talented individuals intensifies, it becomes more challenging for organizations to attract and retain highly skilled employees. This is because of competition for talent, which will affect company production. This scarcity of talent can hinder a company's growth and innovation potential.

Next, when there is more competition for talented people, labor costs often go up. Organizations may need to offer more competitive pay packages or extra benefits to attract and keep the best talent, which can put a strain on their budget and lower their profits.

Last but not least, loss of competitive advantage If a company fails to attract and retain top talent, its competitors may gain an advantage by acquiring those skilled individuals. This can result in the loss of competitive edge and market share, as competitors may have access to better talent pools for driving innovation, productivity, and customer satisfaction.

Lastly, what I observe is that increased talent competition influences organizational culture. Increased competition for talent may result in a higher employee turnover rate within an organization. Frequently losing skilled workers can disrupt the culture, morale, and team dynamics of an organization. It can also result in an increase in burden for current employees, which can negatively affect their productivity and job satisfaction.

5.0 SWOT MATRIX

	Strength	Weaknesses
	<ol style="list-style-type: none"> 1. Skilled workforces 2. Strong company relation 	<ol style="list-style-type: none"> 1. Limited resources 2. High turnover rate
<p>Opportunities</p> <ol style="list-style-type: none"> 1. Technological advancement 2. Strong supplier partnerships or collaboration to expand service offerings. 	<p>(S1, O1) MSV FOODS can enhance their skilled worker by improving their knowledge to using advance technology to get more produce product in one day. Also, they can add extra skilled and make them be knowledgeable employees.</p> <p>(S2, O2) MSV FOODS should maintain their strong relation with partners to gain more benefit which is they can be able to get collaboration with others organization to supply their product to others. So, they able to gain more profit for their business.</p>	<p>(W1, O1) With limited budget they can benefit by using the technology for the benefit for the company. For example, they can use technology for market their product for advertising and because of that they can expand their product to many customers.</p>
<p>Threats</p> <ol style="list-style-type: none"> 1. Economic factors 2. Increased competition for talents 	<p>(S1, T2) It is important for MSV Foods to have knowledgeable and dedicated employees to retain highly skilled employees.</p>	<p>(W2, T2) Retaining skilled workers by attracting interest to continue for a long time is important for MSV Foods to reduce the turnover rate.</p>

6.0 PESTEL

A PESTEL analysis is a strategic framework commonly used to evaluate a company's operating environment. In the past, the framework was referred to as a PEST analysis, an acronym for Political, Economic, Social, and Technological more recently, the framework was expanded to include Environmental and Legal factors.

6.1 Technological factor

The technological factors that impact a business include the emergence of new technologies, such as robotics, as well as the prevalence of infrastructure for somewhat older technologies. The prevalence of mobile phones, Internet access, and automation are three crucial technological factors.

Changes in technology affect a business's positioning. For the manufacturing and industry of food by using technology, making it easier for employees to do the job. Technology is very helpful for companies to use. At the same time quick and easy. This company, even a small business, used the best quality of machines for production. For example, machine packaging makes it easiest for employees to pack.

Technological factors show how companies and industries use technology to make and sell goods and services or run their operations. Businesses that keep up with technological changes can use them to come up with new strategies and improve the ones they already have. In addition to technological advances, customers may also have access through social media, websites, and so on.

6.2 Economic Factors

A factor in the economy has a direct effect on the economy and how well it does, which in turn has a direct effect on the business and how well it does financially. Some of these factors are interest rates, the number of people working or not working, the cost of raw materials, and the foreign exchange rate.

Economic factors have an impact on a company because they stress the cost of raw materials for every product. The cost increased not only by one or two cents but by a very high amount, such as one or two ringgit per item. It puts a burden on all sellers because of the increased raw materials they also need to increase their products. At the same time, the customer will also feel the increased value of the product they always buy.

7.0 DISCUSSION & RECOMMENDATION

7.1 Limited resources

7.1.1 Restructure their business plan.

Firstly, for the limited resources the solution I think is to restructure their business plan. They need to figure out what the biggest problem is for their company right now. They need to figure out what went wrong with the business that might have led to lower profits, ongoing costs, or new growth. They need to figure out what it is because it could cost them a lot of money and affect their business. If their business has had this problem for a long time, it's likely because their business structure has become unstable and needs to be fixed. Changes need to be made to the way the business is run because they don't know how to effectively manage the money. Because the operation was smaller, they were able to get rid of the weakest part of their business and focus on what they did best.

7.2 High turnover rate

7.2.1 Offer employee incentives.

First things first, I think the best way to decrease the turnover rate is to offer employee incentives. When giving incentives, the employee will be happy for compensation. Human nature is happy when it comes to getting something of value. So, by giving incentives, they are more comfortable working for long periods of time because they feel motivated.

In a competitive market, it is essential to distinguish the company from the competition. Offering incentives to employees is an excellent way for a business to distinguish itself from its competitors in order to attract top talent and prevent high turnover rates. You should be able to find an employee incentive that matches your company's budget and culture. Today, job seekers are not only seeking well-paying positions. They desire to work for employers who provide more than just compensation. Finally, when companies recognise employees for their work through incentive programmes, they will be more engaged and motivated in the workplace.

7.3 Economic factor

7.3.1 Combine speed and stability

Organizational agility is a company's ability to quickly change or adapt to the market, which is always moving and changing. It is made up of two main parts: speed and steadiness. In the first case, a business needs to be flexible and quick to adapt to the changing times. This means that it needs to be creative and active in how it thinks and acts. However, it also needs a set of core elements to make sure it stays successful and can grow. So, the last part of security, or the strong backbone, becomes very important.

7.4 Increased competition for talent

7.4.1 Increased compensation

Because there is a lot of competition for top talent, companies that want to grow quickly must be ready to meet or beat their employees' salary expectations. Over the past year, pay has gone up anywhere from 5 to 15%. When it comes to paying potential employees, it is no longer enough to give them a salary that is in the average salary range. To make up for these things, companies can go above and beyond the market rate when it comes to hiring new talent and keeping their current workers. Even though pay has gone up in the tech sales field, pay has gone up in businesses by an average of 3.9% this year, according to a report from the Conference Board. This is the fastest rate of wage growth since 2008 (Betts, 2022).

8.0 CONCLUSION

In short, this internship has been a great and fulfilling experience. In conclusion, I can say that working at MSV Foods has taught me a lot. It goes without saying that the office parts of the work I've done aren't perfect and could be better if I had more time. But this work has made me learn many new things and develop my skills. As someone who had never managed work before, it gave me opportunities to learn new things about how to manage office management work. I've learned the most about how important it is to be able to handle my time and motivate myself.

This experience I got from this gives me opportunities to expand my career in office management. It is because I'm doing an internship different from my course because I'm doing admin work also certain about accounting. So, it gives me more knowledge about office management. I can say that understanding in the job scope has increased day by day.

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10.0 APPENDICES

So Crunchy, So Crispy, Sooooo Tasty!

Figure 10.0: Tagline product



Figure 10.1: Picture ingredient use



Figure 10.2: Front view of company



Figure 10.2: Company detail



Figure 10.4:
Activities employee



Figure 10.5 View of
my place in office



Figure 10.6: View of
front door

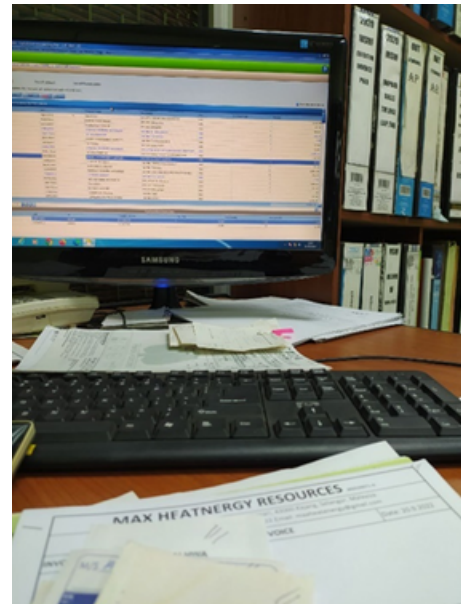


Figure 10.7: Key in data



Figure 10.8: Check
account statement



Figure 10.9: Key in touch n
go and smartpay



Figure 10.11: Key in data

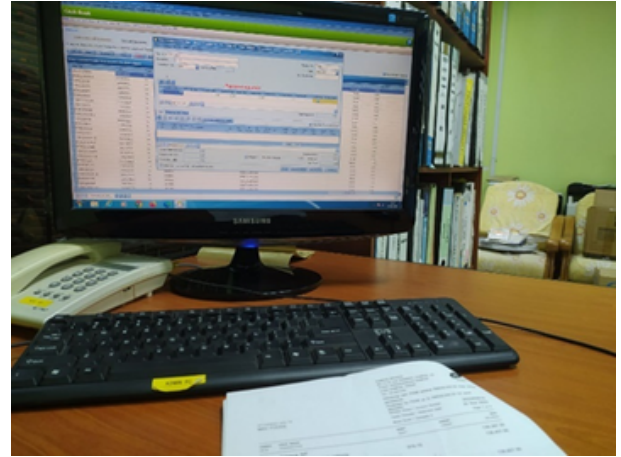


Figure 10.12: Autocount system



Figure 10.12: Arrange and stapler coupon







Figure 10.13: Arrange follow with coupon number.

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INDUSTRIAL TRAINING REPORT MS VILLAGE FOODS D A T I N E L I Y N A Z I R A B I N T I M A T N A Z I R N O R A I N M A S L I Z A B I N T I R O S L E E 2 1 J U L Y 2 0 2 3 P R E P A R E D B Y : 2 0 2 1 1 1 9 8 7 P R E P A R E D F O R : D R N U R S Y A M I L A H B I N T I A N N U A R R B A 2 4 3 6 B A D V I S O R : E X A M I N E R :

1 | Page EXECUTIVE SUMMARY This report describes and explains my journey of internship training at MSV FOODS within 24 weeks for 6 months to fulfill the requirement for Apprenticeship (BA243). The training started from 1 March 2023 until 15 August 2023 with estimated duration of 24 weeks. MSV FOODS is a food and manufacturing industry that's called in Malaysia "Muruku". The internship training was located at PT 5041, Jalan Industri 2, Kawasan Perindustrian Mambang Diawan, Kampar, Perak. During internship training, I was exposed to new duties, cultures, and values in office management. This is the first time I've encountered a real-world work environment, as both administration and human resources are vastly different from what I learned in my Bachelor of Human Resources Management (Hons) program. Initially, I found it hard and challenging to adapt to the new environment and surroundings of the work, but I eventually adapted and continued to learn from my MSV Foods colleagues. These experiences assist in my personal development and prevent me from making the same errors during my internship. My supervisors provide me with constructive feedback whenever I make an error, which I've found to be quite useful for learning and adjusting to the new environment. I realized that while it is natural for humans to make mistakes, we can avoid repeating them by following the procedures. Aside from that, the internship program exposed me to the company's operations, which is vastly different from what I learned in the classroom. During my internship training, I was confronted with shorter deadlines, which increased my work productivity and critical thinking when creating new content or completing assigned tasks. Moreover, I am able to increase my self-confidence and sense of responsibility during the internship period. This could be considered preparation for my future career path. In summary, I think that this Integrated Internship Program at MSV Foods gives me different work experiences, work cultures, and work values that are important for me to start my future job path. By doing a job, I think that this program helps the student get used to and ready for the real world of work. I also learned that students should work on their language skills, especially in Bahasa Malaysia and English, to improve their ability to speak and write.

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ACKNOWLEDGEMENT Praise to Allah for six months I completed my internship, which began on March 1, 2023, this year, until the end of August 15, 2023. I finally successfully completed my Industrial training report. For the remaining 6 months that I have to continue my training in order to complete my course, I pray to Allah, hoping my journey is under His blessing. I also would like to extend my gratitude to the most precious persons in my life, my family, for all their moral and financial support, and also to my friends for never-endingly reminding me to always be honest and trustworthy during my training here. As for my advisor from Universiti Teknologi Mara Perlis (UITM), Datin Eliy Nazira Binti Mat Nazir I'd like to thank you for all the advice and criticism, which has helped me a lot with my report. Finally, I would like to extend my appreciation to my industrial supervisor, Mr. Manimaran A/L Ekamparam, for giving me the chance to work as an intern at the MSV Foods company. Also, for giving me help and being patient with me while I worked as a trainee here. I'll never forget the assistance and compassion that everyone at MSV Foods showed me when I worked there, and I'm very grateful for that. I'm very lucky to work with people who are always willing to help, and I've never felt left out. Lastly, I want to extend my thanks to the industrial training coordinator Dr Nur Syamilah Binti Annua rfor helping me and my friend get a place for an internship. Before I can finish my subject study and graduate, I have to work at MSV Foods for six (6) months as part of my internship. During the six months I've been working here, I've learned a lot of new things that will be very helpful to me when I go out into the real world of work. Industrial training is now a required part of the curriculum for college students, especially for those who studied at IPTA. The goal of this action is to give students a taste of what it's like to work in the real world before they graduate. In addition to finishing the course, it helps students get ready for real-world problems and learn how to solve them. The students will benefit from this experience since they will be better prepared for the workforce after graduation. Aside from that, it can teach students how to improve their soft skills, such as how to work with others and connect with them. At college, students usually talk to people their own age, but when they start working, they have to talk to people of different ages.

5 | Page Depending on the institution of study, the time it takes to finish an internship is different. Most courses have a training period of 6 months, but some only take 3 months. The length of the training period is not a good way to measure whether or not a student will get the most out of the course. Even six months of training wouldn't help if the students didn't know how to make the most of the chance they were given. So, it's important to take advantage of the opportunities we're given and make the most of them, since this experience is priceless and won't be the same when we're working. Working here has taught me a lot of useful things. I know that what you learn in theory is never the same as what you do in real life. There's a lot more to learn than what you can find in a book. For example, we can't learn the proper way to talk to other people from a book unless we put it into practise. I also learned that it is very important to know how to work as a team, especially when you work for a large company. Time is another important thing to keep in mind if you want to finish the job. As everyone knows, the world of work is very different from the world of school. By getting industry training, students will hopefully be well-prepared and have a lot of confidence to help the community. When students work in industry, they have to take on a lot of responsibility and do it in an honest and sincere way. Thank you.

6 | Page 1.0 STUDENT PROFILE

7 | Page 2.0 COMPANY'S PROFILE 2.1 Company's Name MS VILLAGE FOODS SDN BHD 2.2 Address/Location MSV FOODS has a factory in Kampar, Perak. The full address is at PT 5041, Jalan Industri 2, Kawasan Perindustrian Mambang Diawan, Kampar, Perak, Malaysia. The location is about 3 kilometres from my house. The estimated time of arrival from my house is about 7 to 15 minutes, depending on traffic. 2.3 Operation Hours Monday through Saturday, from 8.30 a.m. to 5 p.m. 2.4 Company Background The factory has been in operation since 1989. The first year of exportation since 2008. The number of employees ranges from 11 to 50. Before the COVID-19 pandemic, the total revenue was below \$1 million. However, current revenue was still insufficient before the COVID-19 pandemic. However, this company was still able to operate during the COVID-19 pandemic, when the majority of businesses were forced to cease operations due to their inability to survive.

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M.S. Village Foods (M) SDN. BHD was founded in 1989 and is the most experienced manufacturer of Oriental Spicy Traditional Snack "Muruku," Snack Nuts,

Coated Peanuts, Snack Crackers, and many others. The fact that MSV Foods specialises in producing a variety of Snack Food Varieties has allowed it to become one of the foremost companies in the Food industry. Through the dedication of every Employee, Management, and, not to be forgotten, the support of every Consumer, they had reached a level of which others could be proud and aspire. Performance and quality were monitored and maintained in every aspect of this practise, which earned them a great deal of recognition from certified organisations and helped them achieve a great deal of success with their products.

8 | Page 2.5 Vision While maintain the healthy lifestyle and a balanced diet, SpizUp? Brand products must be a world favorite snack and reach the popularity similar to biscuits and chocolates. 2.6 Mission M. S. Village Foods (M) Sdn. Bhd strives to provide tasty and quality snacks through motivated and committed experts working together exceed the expectations of suppliers, employees and all our consumers. 2.7 Objective/Goal We have achieved tremendous growth in this short period through the hard work of our employees, management and of course with the support our of beloved consumers. We take this opportunity to express our sincere appreciation to all our consumers. M.S Village Foods (M) SdnBhd is also involves in producing in-house snack brand SpizUp? to introduce in the global market arena. 2.8 Organizational Structure

9 | Page 2.9 Product offered. Among the product such as murukku star, sesame curry peanuts, curry peanuts, coated green peas, wasabi coated green peas, murukku pakoda, murukku sivel, murukku pakoda sivel, skillless broad beans, spicy skinless broad beans, murukku mixture, murukku mixed peanuts, dhal spicy and murukku ommopodi. This is the ingredient that been used in murukku

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such as Green peas, Broad beans, Chickpeas, Peanuts, Blanched Peanuts, Dhal varieties, Tropical Starch, Aniseed, Cumin seeds, White pepper, Black Pepper, Bishop's weed, Sugar, Garlic, Onion, Salt, Chilli, Corn flour, Sesame seeds, Palm Oil, Curry leaf, Coriander leaves are some of the nutritional ingredients we use to help you appeal to health-conscious consumers of all

ages. We choose the highest quality oils for our frying, baking, and coating applications to ensure the superior stability, flavour, and mouthfeel that our customers expect.

10 | Page 3.0 TRAINING'S REFLECTION 3.1 Duration The period of the internship is 24 weeks, which is 6 months, starting from March 1, 2023, to August 15, 2023. MSV Foods works Monday through Saturday. The

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working hours are from 8.30 a.m. until 5.00 p.m. for

work in the office, but for employees in the operation area, they also have overtime after 5.00 p.m. if they still have not completed the task for that day, but work in the office does not have overtime work. 3.2 Department MSV FOODS This factory does not have a specific department right now after the COVID-19 pandemic. Before this, the companies had specific departments in management, but after the pandemic, every department needed to close and just focus on a few people to do work in management. Even though this company does not have a specific department, every important person in the company will take over in every area, such as marketing, finance, and so on. People in the office are only a few people. Because this company is not a big company, just operating in small teams. So, because of that, I have been assigned work in the admin area that focuses on key data entry for the company. I had the honour of being supervised by Mr. Manimaran A/L Ekamparam, who is the manager at MSV Foods. 3.3 Roles, Responsibilities, Task and Assignment My roles and responsibilities as an intern include work in the admin area that focuses on data entry like updating sales, keying in the cost of raw materials, and other costs. Then, keep in touch with the customer for payment or other problems. My responsibilities at MSV Foods include keying in all data using the AutoCount System. First and foremost, my responsibility during my internship is to record the purchase of raw materials in the Purchase Order, Good Receive Note, and Purchase Invoice, as well as the total of purchases in the same shop in the A/P Payment. Before proceeding to key in the data, I need to arrange the receipts by date, starting first in the month until the end of the month. I need to key in all the data for buying raw materials by unit of price. Based on this, the company will know the current price of the raw material and if it is rising.

11 | Page Next, my responsibility is to key in all the data regarding expenses. For example, items for factory use like plastic, stickers, and so on. Besides that, I need to key in regarding billing, like the electric bill, water bill, and internet bill. I need to key in the accrual bill and pay the bill. From this company, you can directly check the system to see what payments are not complete or pending. Then, my responsibilities I need to check the touch n go and smart-pay transactions of the driver while travelling to Kuala Lumpur, Johor Bahru, Penang, Kedah, and many more. I need to check the transaction during the day of travel, for example, two days. So, for smart pay, I must check either the driver's top-up smart pay card or how many times the driver has put fuel in the truck. The same goes for touch n go, the top-up by the driver is the same as the money transfer to the driver, and you know the price charged during the exit toll. After that, I will key in the data in the system, and if I want to know the balance card, I just check in the system without checking on the website for Smart Pay and Touch n Go. Last but not least, my responsibilities are to key in salary employees in the system and print out the voucher payment for the salary. First, I get the task of calculating the salary of staff because companies want to pay in advance to the employee. Finally, I also have responsibilities to write an email to the customer about giving a discount, getting the wrong invoice number, getting an update on an order, and so on. I will write an email after that, and I will check first with my supervisor before sending the email. In addition, my responsibilities are to arrange the document in the file and make the labelling.

3.4 Benefit – Intrinsic and Extrinsic

For my internship, I get an allowance of RM600 every month. The allowances I get are very beneficial for me because I can use them for my meals. With the balance of my allowance, I can save. This is because I did not want to spend money on transportation because I use my own transportation. I think the allowance I can get from the company is a very large amount because I stay at my own house, so I don't need to use much money. During my internship, I gained new knowledge about working and about myself. First of all, what I get is about improving my communication skills with others. I am able to communicate with all workers, even if they are not in the same area of the factory. This helps me build my confidence because I am able to communicate with other teams.

12 | Page Besides that, my benefit is that I get to improve my computer literacy. This is because I am able to use the computer, printer, and so on in the office. Even when my supervisor is not in the office, I am able to manage the situation. Computer skills involve the ability to learn and operate various technologies. Hardware skills allow you to physically operate a computer, and this can be as simple as knowing how to switch devices on and off. Software skills help you efficiently use computer programmed and applications. There are some software skills employers may consider prerequisites to employment, like using spreadsheets or knowing a certain coding language.

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4.0 SWOT ANALYSIS

A SWOT analysis is a method for identifying a company's or project's strengths, weaknesses, opportunities, and threats. SWOT analysis is mostly used by organisations, from small businesses and non-profits to big businesses, but SWOT can also be used for personal goals. Even though it's simple, a SWOT analysis is a powerful tool that can help businesses find competitive growth opportunities. It helps improve the business and team and keep up with market trends. SWOT refers to internal activities that are performing successfully as strengths. Weaknesses in SWOT are internal projects that aren't doing as well as they should. Opportunities in SWOT come from your current strengths and weaknesses, as well as any efforts from the outside that will make your business more competitive. These could be weaknesses that they want to fix or places that they didn't find in the first two steps of their analysis. Threats in SWOT are things that could cause problems. Threats are different from flaws because they are outside of your control (Raeburn, 2022). Figure 4.0: Swot Analysis

14 | Page 4.1 STRENGTH 4.1.1 Skilled workforces Skilled labour refers to highly trained, educated, or experienced segments of the workforce that can complete more complex mental or physical tasks on the job. Skilled labour is often specialised and may require a prolonged period of training and experience. As stated in (Singh, 2022) semi-skilled jobs made up 62.3% of all open jobs (5.34 million), while skilled jobs and low-skilled jobs made up 24.7% and 13% of jobs, respectively. The company has a pool of talented and experienced employees who can work in various divisions. Skilled workers in this company possess the knowledge, experience, and expertise necessary to perform their tasks efficiently and effectively. This company has a skilled workforce that is able to do the work in all areas of the factory, such as mixed spices, frying, mixed flour, cleaning, and so on. They can quickly adapt to the new process of making "muruku" leading to higher productivity levels in the workplace. They have often had a deep understanding of their field and are capable of problem-solving if something happens during frying or packing. They can contribute innovative ideas and solutions to managers, leading to process improvements in marketing the product, cost savings, and competitive advantages. Even though this company has small teams to process the muruku," it has solid teams to operate the production from mixed herbs, mixed flour, frying, and packing. From their small teams, they can handle diverse tasks and quickly acquire new skills, making them valuable assets in dynamic and evolving industries. 4.1.2 Strong company culture Strong company culture in terms of positive aspects of the organisation's culture, such as values, employee engagement, and a supportive work environment. In this company, a strong company culture fosters high levels of employee engagement. When employees feel connected to the company's values and mission, they are more likely to be motivated, passionate, and dedicated to their work, which is what this management does for their employees. As stated, (Coursera, 2023) employee engagement leads to increased productivity and overall job satisfaction from employee to company.

15 | Page Based on my observation, when this company has a strong company culture, it promotes collaboration and teamwork among employees. When individuals share common values and a sense of belonging, they are more inclined to work together, share knowledge, and support each other. This leads to improved communication, innovation, and problem-solving capabilities. This happens at MSV Foods when their workers work together to solve a task or problem. Lastly, I see that a strong company culture can increase productivity. A positive work culture enhances productivity levels. Employees who feel valued and supported are more likely to be motivated and focused on achieving organizational goals. Additionally, a culture that encourages work-life balance and well-being can contribute to higher productivity by reducing burnout and enhancing overall job satisfaction. 4.2 WEAKNESS 4.2.1 Limited resources. Limited resource constraints occur when project managers lack the necessary resources to meet the requirements and achieve the desired outcome. An undertaking may encounter limited human resources, materials, equipment, or financial resources. Constraints include deficits, limitations, and hazards in the project plan that impact the availability, capacity, and accessibility of those resources and indicate that they are insufficient to meet the resource demand. This company has constraints or limitations, such as budgetary constraints and a lack of adequate manpower. This company lacks workers to move work faster due to a lack of staff. In this company, when there is a lack of adequate manpower, the daily production of goods is also reduced. As stated in (Contributor, 2020) Productivity depends on how many people are working. When more people are ready to work, projects can be done faster, or a company can take on more projects. On the other hand, businesses can't do their jobs because they don't have enough people to do them. Lack of efficiency means less income and profit, which in some cases means the business can't stay in business. In addition, budget problems are also a big constraint for this company because of the increased cost of raw materials, and this company has just started increasing sales more steadily after the COVID-19 pandemic. All costs need to be better controlled to ensure that

16 | Page the company can be carried out continuously without stopping production. Besides that, to expand the business more widely. 4.2.2 High turnover rate High turnover can be both a positive and a bad thing. However, the effects of a high turnover rate extend beyond operational inconveniences. It influences employee morale and productivity, as well as the company's products and services, when an organization experiences a high turnover rate. So, high turnover also costs a lot of money. According to (Sorongon, 2022) the other top industries with high turnover rates are entertainment, accommodation, and retail, all of which rely significantly on frontline workers. The company experiences a high turnover rate of employees. For example, every time a new employee enters, they will quit their jobs. The longest only lasts for a month, and the shortest is half a day. When there is a high turnover rate, causing increased recruitment and training costs and potential disruption to productivity and workflow for this company. Because of high turnover The cost of replacing an employee is greater than the cost of retaining them. Restarting the entire recruitment procedure requires time and resources. If the company's turnover rate is high, such as when many employees leave at the same time, it can result in increased costs associated with recruiting a replacement, decreased morale among the remaining employees in the company, a shortage of experienced and knowledgeable workers, and people losing belief in the team's abilities. When employee turnover has such major repercussions, it makes sense for the company to keep track of it so that required action may be taken when it becomes excessive. 4.3 OPPORTUNITIES 4.3.1 Technological advancements Human resources can leverage technological advancements, such as automation in kitchen operations or system data companies, to enhance efficiency and attract tech-savvy professionals. Fundamentally, technological advancement is our endeavor to comprehend how things function so that we can further develop processes, goods, and services to

17 | Page advance and simplify our lives. Technological advancement refers to our efforts to comprehend how things function and apply this knowledge to the creation of new items. Although these companies are small, their use of technology is great. From jobs in the kitchen into their office using high technology. For example, the furnishings in their kitchens use high-quality machines imported from abroad for hundreds of thousands of dollars. In addition, the use of the system in the office also uses a quality system, so the price is also high, in the tens of thousands. According to (Bolden-Barrett, 2020) 44% of people who work in places that have recently added automation said that technology has taken over parts of their jobs. It's hard to imagine how a business would work without technology. The way businesses engage their customers has changed because of advancements in technology. From putting goods or services on the market to getting them to customers, technology is an important part of the process. Businesses can market high-quality goods and services to a wider range of people. 4.3.2 Strong Supplier Partnerships Collaborations to Expand Product Offerings. I can see is that this company has strong supplier partnerships and collaborations, which can enhance its competitiveness. By leveraging the strengths of suppliers, the company can enhance its competitiveness in the market. This can result in a stronger market position and an improved ability to win contracts or attract customers. The company collaborated with Mydin a long time ago, even during COVID 19, but they still cooperated while cooperation with other companies during COVID 19 had to be terminated because the situation did not allow them to continue cooperating. The company still cooperates in collaboration with Mydin and supplies products throughout all branches of Mydin (Ali, 2021). In addition, strong collaboration can improve market expansion. Collaborations with other companies can provide opportunities to enter new markets or expand geographical reach. This can help the company tap into untapped customer segments and increase its market share.

18 | Page 4.4 THREATS 4.4.1 Economic factors Economic fluctuations, such as rising costs of raw materials or changes in consumer spending, can impact the company's financial stability and subsequently influence human resources activities, hiring and compensation. According to (Shah, 2022) increasing cost of raw materials cost of doing business goes up. Besides that, economic factors can influence consumer behavior and preferences, leading to shifts in demand patterns and a need for organizations to adapt their products, services, and marketing strategies accordingly because of the changing economy. This is what the company is experiencing now to meet the needs of customers. In addition, an economic recession can also lead to reduced consumer spending, lower demand for products or services, and decreased business profitability. For example, companies need to change their demand during an economic recession to make sure they can sustainably supply the product. Lastly, inflation and rising labor costs During inflation, the current rising prices and inflationary pressures can increase the cost of raw materials, labor, and other inputs, thereby reducing profit margins and eroding purchasing power. This is what the company is experiencing right now. Inflationary pressures and increasing labor costs can put upward pressure on wages and benefits, increasing the overall compensation expenses for the organization. For example, the company struggles to pay the salaries of its employees. The need to manage the outflow of money, such as the need to cut costs by buying fewer raw materials. 4.4.2 Increased competition for talents Increasing competition for talent means that it is getting harder and harder to find and keep good employees at a time when there aren't enough workers to replace the baby boomers who are leaving the workforce in advanced economies. Having the right skills to fuel growth is becoming the new currency in business, as many organizations are starting to deal with a growing skills gap that threatens their ability to compete and thrive (Newsroom, ,2021). Firstly, with increased competition for talents, there will be limited access to skilled individuals. As the competition for talented individuals intensifies, it becomes more

19 | Page challenging for organizations to attract and retain highly skilled employees. This is because of competition for talent, which will affect company production. This scarcity of talent can hinder a company's growth and innovation potential. Next, when there is more competition for talented people, labor costs often go up. Organizations may need to offer more competitive pay packages or extra benefits to attract and keep the best talent, which can put a strain on their budget and lower their profits. Last but not least, loss of competitive advantage If a company fails to attract and retain top talent, its competitors may gain an advantage by acquiring those skilled individuals. This can result in the loss of competitive edge and market share, as competitors may have access to better talent pools for driving innovation, productivity, and customer satisfaction. Lastly, what I observe is that increased talent competition influences organizational culture. Increased competition for talent may result in a higher employee turnover rate within an organization. Frequently losing skilled workers can disrupt the culture, morale, and team dynamics of an organization. It can also result in an increase in burden for current employees, which can negatively affect their productivity and job satisfaction.

20 | Page 5.0 SWOT MATRIX Strength 1. Skilled workforces 2. Strong company relation Weaknesses 1. Limited resources 2. High turnover rate Opportunities 1. Technological advancement 2. Strategic supplier partnerships or collaboration to expand service offerings. (S1, O1) MSV FOODS can enhance their skilled worker by improving their knowledge to using advance technology to get more produce product in one day. Also, they can add extra skilled and make them be knowledgeable employees. (S2, O2) MSV FOODS should maintain their strong relation with partners to gain more benefit which is they can be able to get collaboration with others organization to supply their product to others. So, they able to gain more profit for their business. (W1, O1) With limited budget they can benefit by using the technology for the benefit for the company. For example, they can use technology for market their product for advertising and because of that they can expand their product to many customers. Threats 1. Economic factors 2. Increased competition for talents (S1, T2) It is important for MSV Foods to have knowledgeable and dedicated employees to retain highly skilled employees. (W2, T2) Retaining skilled workers by attracting interest to continue for a long time is important for MSV Foods to reduce the turnover rate.

21 | Page 6.0 PESTEL A PESTEL analysis is a strategic framework commonly used to evaluate a company's operating environment. In the past, the framework was referred to as a PEST analysis, an acronym for Political, Economic, Social, and Technological more recently, the framework was expanded to include Environmental and Legal factors. 6.1 Technological factor The technological factors that impact a business include the emergence of new technologies, such as robotics, as well as the prevalence of infrastructure for somewhat older technologies. The prevalence of mobile phones, Internet access, and automation are three crucial technological factors. Changes in technology affect a business's positioning. For the manufacturing and industry of food by using technology, making it easier for employees to do the job. Technology is very helpful for companies to use. At the same time quick and easy. This company, even a small business, used the best quality of machines for production. For example, machine packaging makes it easiest for employees to pack. Technological factors show how companies and industries use technology to make and sell goods and services or run their operations. Businesses that keep up with technological changes can use them to come up with new strategies and improve the ones they already have. In addition to technological advances, customers may also have access through social media, websites, and so on. 6.2 Economic Factors A factor in the economy has a direct effect on the economy and how well it does, which in turn has a direct effect on the business and how well it does financially. Some of these factors are interest rates, the number of people working or not working, the cost of raw materials, and the foreign exchange rate. Economic factors have an impact on a company because they stress the cost of raw materials for every product. The cost increased not only by one or two cents but by a very high amount, such as one or two ringgit per item. It puts a burden on all sellers because of the

22 | Page increased raw materials they also need to increase their products. At the same time, the customer will also feel the increased value of the product they always buy.

23 | Page 7.0 DISCUSSION & RECOMMENDATION 7.1 Limited resources 7.1.1 Restructure their business plan. Firstly, for the limited resources the solution I think is to restructure their business plan. They need to figure out what the biggest problem is for their company right now. They need to figure out what went wrong with the business that might have led to lower profits, ongoing costs, or new growth. They need to figure out what it is because it could cost them a lot of money and affect their business. If their business has had this problem for a long time, it's likely because their business structure has become unstable and needs to be fixed. Changes need to be made to the way the business is run because they don't know how to effectively manage the money. Because the operation was smaller, they were able to get rid of the weakest part of their business and focus on what they did best. 7.2 High turnover rate 7.2.1 Offer employee incentives. First things first, I think the best way to decrease the turnover rate is to offer employee incentives. When giving incentives, the employee will be happy for compensation. Human nature is happy when it comes to getting something of value. So, by giving incentives, they are more comfortable working for long periods of time because they feel motivated. In a competitive market, it is essential to distinguish the company from the competition. Offering incentives to employees is an excellent way for a business to distinguish itself from its competitors in order to attract top talent and prevent high turnover rates. You should be able to find an employee incentive that matches your company's budget and culture. Today, job seekers are not only seeking well-paying positions. They desire to work for employers who provide more than just compensation. Finally, when companies recognise employees for their work through incentive programmes, they will be more engaged and motivated in the workplace.

24 | Page 8.0 CONCLUSION In short, this internship has been a great and fulfilling experience. In conclusion, I can say that working at MSV Foods has taught me a lot.

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It goes without saying that the office parts of the work I've done

aren't perfect and could be better if I had more time. But this work has made me learn many new things and develop my skills. As someone who had never managed work before, it gave me opportunities to learn new things about how to manage office management work. I've learned the most about how important it is to be able to handle my time and motivate myself. This experience I got from this gives me opportunities to expand my career in office management. It is because I'm doing an internship different from my course because I'm doing admin work also certain about accounting. So, it gives me more knowledge about office management. I can say that understanding in the job scope has increased day by day.

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27 | Page 10.0 APPENDICES Figure 10.0: Tagline company Figure 10.1: Picture ingredients use Figure 10.2: Front view of company Figure 10.3: Company detail

28 | Page Figure 10.4: Activities employee Figure 10.5 View of my place in office Figure 10.6: View of front door Figure 10.7: Key in data Figure 10.8: Check account statement Figure 10.9: Key in touch n go and smartpay

29 | Page Figure 10.11: Key in data Figure 10.12: Autocount system Figure 10.12: Arrange and stapler coupon Figure 10.13: Arrange follow with coupon number

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..... 4 1.0 STUDENT PROFILE

..... 6 2.0 COMPANY'S PROFILE

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..... 7 2.3 Operation Hours

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..... 9 3.0 TRAINING'S REFLECTION

10 3.1 Duration

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M.S. Village Foods (M) SDN. BHD was founded in 1989 and is the most experienced manufacturer of Oriental Spicy Traditional Snack "Muruku," Snack Nuts,

M.S Village Foods (M) Sdn Bhd was established in 1998 and is one of the most experienced " Muruku" Oriental Spicy traditional snack crackers, snack nuts,

W <http://msvfoods.com/index.htm>

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<p>such as Green peas, Broad beans, Chickpeas, Peanuts, Blanched Peanuts, Dhal varieties, Tropical Starch, Aniseed, Cumin seeds, White pepper, Black Pepper, Bishop's weed, Sugar, Garlic, Onion, Salt, Chilli, Corn flour, Sesame seeds, Palm Oil, Curry leaf, Coriander leaves are some of the nutritional ingredients we use to help you appeal to health-conscious consumers of all</p> <p>W http://msvfoods.com/index.htm</p>		<p>such as Green peas, Broad beans, Chick Peas , Peanuts, Blanched Peanuts, Dhal varieties, Tropical Starch, Aniseed, Cumin seeds, White pepper, Black Pepper, Bishop's weed, Sugar, Garlic, Onion, Salt, Chili, Corn flour, Sesame seeds, Palm Oil, Curry leaf, Coriander leaves to help you appeal to health-conscious consumers at all</p>		
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Perlis

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ASSIGNMENT**

With reference to the work of the candidate below:

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Matric No. : 2021111987

Faculty : BUSINESS AND MANAGEMENT

Programme : BACHELOR DEGREE IN HUMAN RESOURCES MANAGEMENT (HONS)

Title : INDUSTRIAL TRAINING REPORT

Percentage of Our Original Report : **7%**

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

Thank you.

21 JULY 2023

1stadvisor's signature and stamp
Name: ELIY NAZIRA BINTI MAT NAZIR

Date

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