

M A L A C C A S E C U R I T I E S
S D N B H D

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INDUSTRIAL TRAINING REPORT

M⁺Online
Equipping Traders For The Win

01 MAR 2023 - 15 AUG 2023

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EXECUTIVE SUMMARY

This report is prepared for the Industrial Training of my course on human resource management. I was accepted to do my internship at Malacca Securities Sdn. Bhd., located in Kuala Lumpur. Malacca Securities Sdn Bhd was first founded in 1963 under the name Malacca Traders, located in Malacca. The company grew and evolved over time to become what it is today, becoming a publicly traded company in 1992.

I need to complete my industrial training for six months, from 1st of March to 15th of August. I was placed under the licensing and human resources department. My role and responsibility are to support licence renewal processes. I am assisting in tracking all Remisier's license, and Marketing Representative (MR) renewal dates. As for the human resources department, I was assigned to monitor and manage employee attendance, advertise jobs, and set interview dates for candidates.

In this report, I mentioned the SWOT analysis, SWOT matrix, and PESTEL analysis of the company. SWOT analysis is used to evaluate the company's strengths, weaknesses, opportunities, and threats. In this report, I was conducting SWOT analysis for Malacca Securities, specifically for the HR department.

At the end of this report, I am making a discussion and providing recommendations for Malacca Securities to overcome the weaknesses of their HR departments. This report also includes a conclusion, references, and appendices to complete the report.

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2.0 COMPANY'S PROFILE



Figure 2.0 Company's Logo

2.1 NAME

Malacca Securities Sdn Bhd (KL Eco City Branch).

2.2 LOCATION

Malacca Securities Sdn Bhd operates several branches throughout Malaysia. The headquarters is situated at 1,3&5, Business Park Melaka, Jalan Ppm 9, Plaza Pandan Malim, 75250 Melaka. During my internship, I had the opportunity to work at the KL Eco City Branch, specifically at BO1-A-13A, Level 13A, Menara 2 No.3, Jalan Bangsar, Kampung Haji Abdullah Hukum, 59200 Kuala Lumpur.



Figure 2.2 Company's Location

2.3 BACKGROUND

Malacca Securities Sdn Bhd was first founded as a partnership in 1963 under the name Malacca Traders as a small brokerage firm located in Malacca. Over the years, the company expanded and developed into what it is today, becoming a publicly traded company in 1992. Their specialties are stockbroking, financial advisory, equity trading, investment education, and discretionary trading. They have made it through numerous times of global financial instability, particularly the one that occurred in 1997.

After the year 2000, when the stock market became more efficiently structured and risk management procedures were put into place, we were able to make a successful comeback. At this time, the company has 16 branches around Malaysia. These locations are spread out across the Klang Valley, Penang, Johor, Pahang, Ipoh, and Kedah.

Their mission is to facilitate the expansion of their clients' wealth and the development of their financial literacy. As a result, they educate their clients by offering them a variety of educational opportunities, including workshops, training, and tools, so that they are able to effectively invest in the stock market. Because "Equipping Traders for the Win" is the motto of the company, all clients may have complete confidence that their needs as customers will always come first in our planning.

Due to the ongoing process of digitalization in Malaysia, the company began an online trading platform that was later rebranded as M+ Online in 2012. This marked the beginning of the company's shift in focus to going digital. Another significant advance was made with the launch of our artificial intelligence (AI) tools, Elfstone and mPower. AI provides assistance to investors during the decision-making process, so this was a very important step forward.

During the pandemic, they were forced to adapt and immediately change, and as a result, they established online account registration to simplify the procedure for the customers. Then, they started winning prizes such as the Bursa Excellence Prizes and the Retail Investor Campaign because of consistent support from our customers.

Next, they constantly strive to provide all their clients and others with greater benefits because of their desire to grow. Their Corporate Finance Department gives financial advice to institutions and corporations. They offered a service called "Discretionary Trading" to their retail clients that lets them trade on their account. For Muslim clients, they also started the first Shariah discretionary trade in Malaysia.

Then, with the establishment of MULA Advisory, they also expanded into financial planning. In addition to their financial services, they offer software development and innovative solutions through their subsidiary, Empower Hub.

Following that, the company received various honours, particularly from the Bursa Excellence honours and the Retail Investor Campaign. They evolved from a small-town broker to a well-known broker with services in high demand.

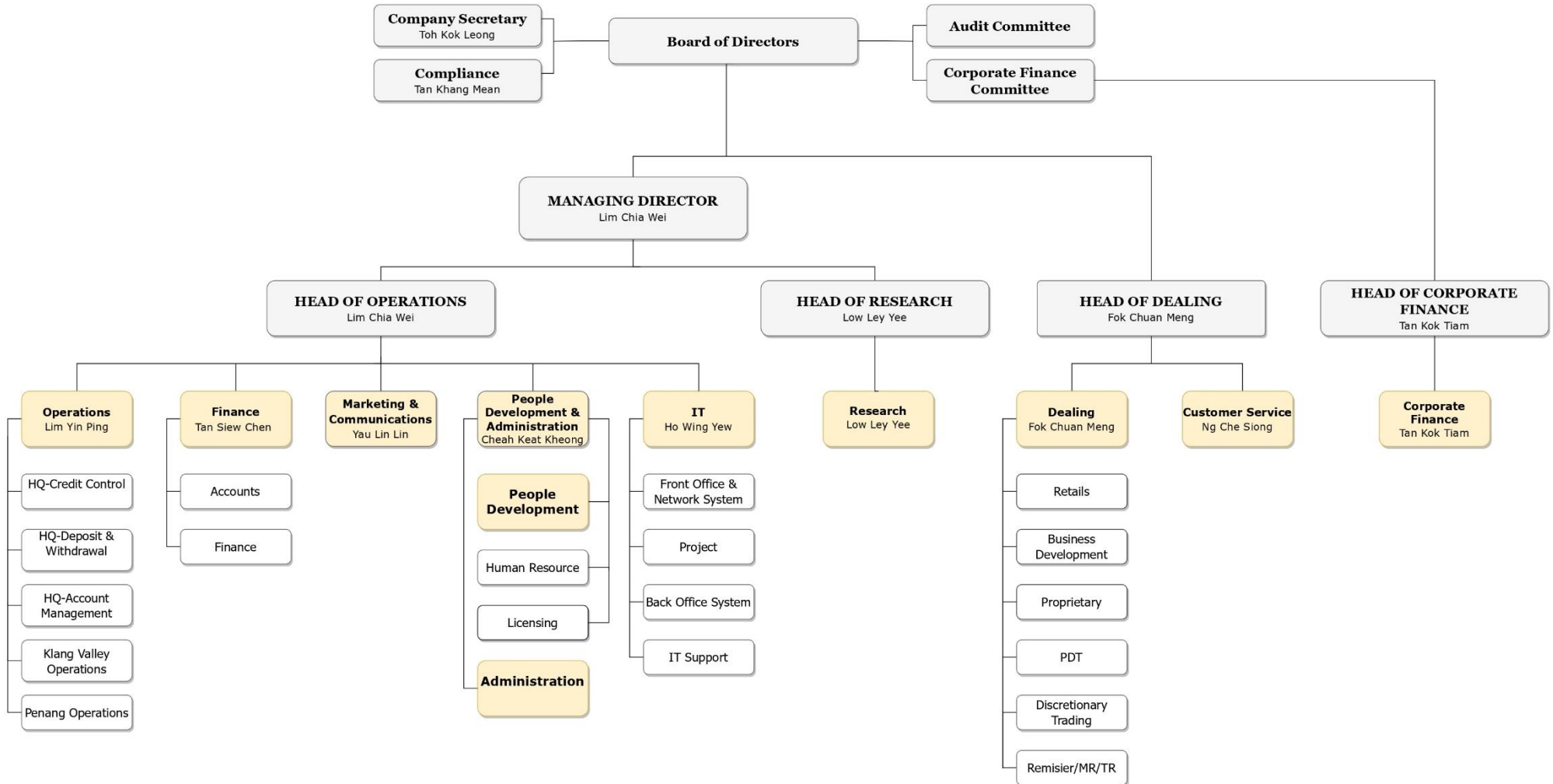
2.4 VISION

The preferred broker in achieving your financial goals

2.5 MISSION

The mission of Malacca Securities is they believe that it is their responsibility to guide clients to achieve their financial goals. We understand that a financially literate individual is a foundation to achieving their financial goals, which is why we strive to provide our clients with the appropriate knowledge.

2.6 ORGANIZATIONAL CHART OF MALACCA SECURITIES SDN BHD



3.0 TRAINING'S REFLECTION

3.1 DURATION

As part of the requirements for my degree at Universiti Teknologi MARA, I must participate in an industrial training programme that lasts for a total of six months, equivalent to 24 weeks. My internship began on the 20th of February, a few weeks earlier than it was scheduled to start. The exact date for my internship is on 1st March 2023 and I will finish on 15th of August 2023. I am employed for a standard five-day workweek, starting at 8:30 in the morning and finishing at 5:45 in the evening every day.

3.2 DEPARTMENT

I have been given the responsibility for carrying out licencing duties within the People Development department. Following the company's restructuring, the licencing operation has changed and now falls under the responsibility of the Business Operations department. I had the honour of being supervised by Ms. Neo Siew Ling, who holds the respected position of Manager of Licensing. I was also changed to the HR department, where I was supervised by Mrs. Yong Siew Lain, Manager of HR.

3.3 ROLES AND RESPONSIBILITIES

My roles and responsibilities as an intern under Licensing Department are focusing on licensing process and daily basis administration task.

First and foremost, my roles and responsibilities is supporting license renewal processes. I am assisting in tracking all Remisier's license, and Marketing Representatives (MR) renewal dates, communicating with license holders and MR, and ensuring that renewal applications are submitted on time. For license and MR renewal, they need to comply with the Securities Commission Malaysia by providing us certificate of attendance of their training. For license holder, they need to obtain 20CPE points. As for MR, they need to complete 5days of training.

After that, I am also responsible for replying email and send reminder email for regarding their License and MR renewal. This email will be sent 3 months earlier to give them time to complete their requirement which Remisier need to complete 20CPE points while MR need to complete 5days training. Once they completed all the requirements, I will prepare their declaration fit and properness and email to them. This

declaration is for renewal applications that need to be submitted before their anniversary date. This form can be sent by walk-in or by courier services. I need to handle walk-in Remisier or MR for submission of declaration form. In addition, after received all the declarations form, I need to key-in Bankruptcy Search in e-Insolvency system for Remisier and MR by months.

Next, I also responsible in recruitment process of Marketing Representatives. I need to prepare onboarding documents and assist them for documents signature. If they are around Kuala Lumpur, they need to come to our office and if they are not around Kuala Lumpur, we will post the documents to the nearest Malacca Securities Branch. To save time and work efficiently, I was assigned by my Supervisor to use autocrat function for the onboarding documents. I was successfully complete the task assigned using the autocrat function.

Then, I also handled the registration for the training that was provided for Remisier and MR to attend for their renewal. The purpose of training is to ensure that professionals continue learning and remain current with developments in their industries. I need to register their name on behalf of Malacca Securities Sdn Bhd. I was assigned to prepare a Google Form and use the Form Mule function, which automatically sends an email to all the participants when they fill out the Google Form. Once their registration is confirmed, I will send an email to them and to informed them. I always need to follow-up with all the participants to remind them to attend the training.

My role and responsibilities include providing administrative support. I am responsible for general administrative tasks such as data entry, organising files, filing, scanning, and photocopying documents. This could also include handling phone calls and responding to provide Remisiers and MR with information about the business or resolve any queries they may have.

Last, I am also responsible for a few Human Resources tasks, which include managing staff attendance, the recruitment process, specifically posting jobs, and compensation and benefits, which include creating manual tickets and generating invoices from HealthMetric. I got exposed to HR tasks because I was transferred from licencing to the HR department.

3.4 BENEFITS

Throughout my internship, I received an RM500.00 allowance per month. The allowance was granted to me to assist with my daily expenses and transportation costs during my time at the organisation. The allowance that was provided was beneficial in covering various expenses like meals, transportation to the workplace, and other costs that occurred throughout my internship.

For the past 6 months of my industrial training, I have gained numerous benefits, including upskilling my soft skills and improving my technical skills and knowledge. From what I have seen, my communication skills have improved since my job requires me to interact with people, where I need to handle walk-in Remisier and MR, and also make and receive phone calls. Apart from that, it boosts my confidence level to interact with others.

Additionally, I have made significant progress in managing my time effectively. I ensure that I meet all deadlines for licence and MR renewals, MR terminations, and tasks assigned by my supervisor. Moreover, I consistently arrive at my office before 8:30 am.

In addition, I have also seen that my technical skills and knowledge have increased during my internship. I learned numerous unusual things, including autocrat and Form Mule functions, which this is the first time I have been exposed to. Since most of my job involves replying to emails, I can see that my writing skills have also improved. My supervisor always taught me the correct way to reply to emails.

4.0 SWOT ANALYSIS

Conducting a SWOT analysis for the Human Resources department is crucial for identifying its strengths, weaknesses, opportunities, and threats. This analysis helps establish effective strategies to enhance the department's performance and achieve organisational goals.

Strengths are internal characteristics and qualities that provide an organisation or department with a competitive or positive advantage over others. The internal factors within the HR department have the potential to guide the organisation towards achieving its goals.

Next, weaknesses refer to internal factors that may place an organisation at a disadvantage compared to its competitors. The weaknesses may include the fact that the organisation may not have enough skills and knowledge, have limited resources, rely on outdated technology and more. By identifying weaknesses, organisations are able to acknowledge and understand the areas that require improvement.

Furthermore, opportunities refer to the external factors that an organisation can leverage to its advantage. Opportunities may come about due to various factors such as market trends, emerging technologies, shifts in consumer preferences, and others. Identifying opportunities helps organisations take advantage of external circumstances to grow and achieve success.

Last is threat, which refers to external factors that can potentially prevent the growth of an organisation. Threats can arise from multiple factors, such as competitors, economic downturns, regulations, technological advancements, and more. By acknowledging potential threats, organisations may develop plans to overcome them.

SWOT Analysis of Malacca Securities Sdn Bhd

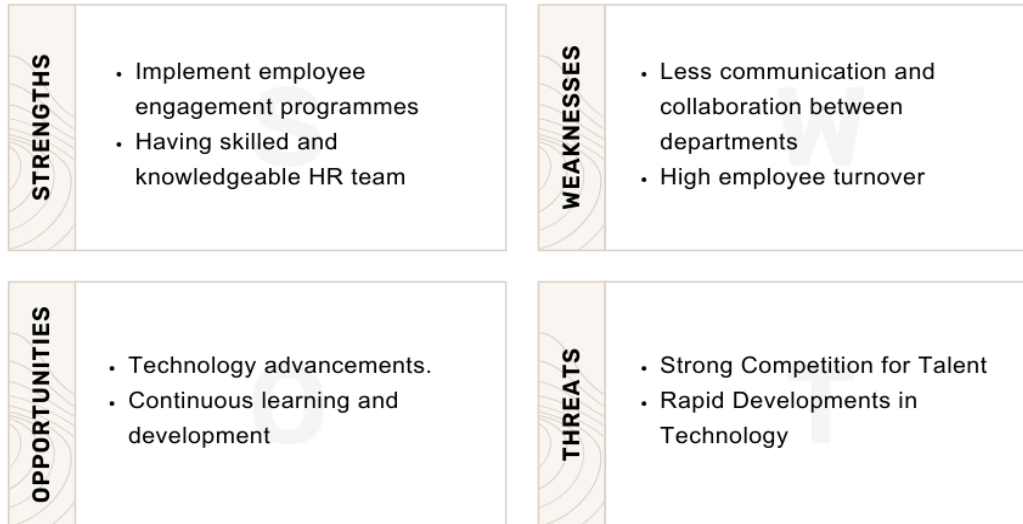


Figure 4.0 SWOT Analysis of Malacca Securities Sdn. Bhd.

4.1 STRENGTHS

4.1.1 Implement Employee Engagement Programmes

Pathak (2021) said that employee engagement program is a way for a company to figure out what steps to take to improve employee engagement. Because of this, we can identify the specific aspects that drive employee engagement, learn about the challenges faced by the employees, and provide targeted solutions.

Manager of People Development have come up with an idea to implement Monthly Booster program where all employees of Malacca Securities have a bonding time at the end of work time. The program will begin at 5.15pm until 5.45pm. Managing Director, Lim Chia Wei provides insights into the company by sharing the success of the company and congratulating all their employees who work hard to achieve it.

Next, a cake-cutting ceremony is organised for employees who celebrate their birthdays during specific months as part of the monthly booster programme. In addition, they also organize interesting activities such as plank challenges in which all employees of Malacca Securities in each branch can participate. They provide interesting gifts to all the winners.

These initiatives can assist employees in establishing connections with one another, which can ultimately contribute to fostering a positive work culture. Miles (2022) expressed that employee engagement is important because it can make the bonds between employees stronger and, most importantly, boost employees' motivation to work harder by giving their best for the company.

4.1.2 Having Skilled and Knowledgeable HR Team

Human Resources professionals require many talents to succeed. HR professionals need role-specific, soft, business, digital, and data skills. These abilities can help HR professionals develop and improve company performance. (Erik van Vulpen, 2023)

During my internship period, I noticed that Malacca Securities has a skilled and knowledgeable HR team. They had expertise in recruitment, employee relations, and more. Both managers and executive HR are proactive in carrying out their duties as HR. Pavlou (2022) mentioned that a good HR employee has numerous social skills such as honesty, workplace professionalism, good manners, and more. This is what I have seen from them. They really possessed most of the skills that are needed in an HR employee.

They also have a strong recruitment and selection process. They will observe them thoroughly before recruiting them as employees at Malacca Securities. This strength will enable them to identify the best talent to work for the company, ensuring that the company has the most capable and skilled employees.

4.2 WEAKNESSES

4.2.1 Lack of Communication and Collaboration between Departments

When it comes to effectively updating information in the workplace, communication is the key. Failure to communicate effectively will result in a communication gap between employees, which will lead to misunderstanding as well as losses in terms of time, productivity, and efficiency.

One of the main challenges that may obstruct the smooth flow of information, coordination of activities, and successful completion of HR work is the lack of effective communication and collaboration within the HR department and with other departments. Potential outcomes of this problem include misunderstandings, delays, and lost possibilities for synergy.

During my tenure as an intern over the past few months, I have observed a notable weakness within the organization, namely a lack in effective communication and collaboration among different departments. Miscommunications have frequently occurred between the HR department and other departments of Malacca Securities, particularly in the context of new hiring. The hiring process will experience a delay due to a problem that may pose challenges to the departments as they are currently facing a shortage of employees. According to Drew (2022), this weaknesses can give bad impacts to the employees itself which can make them less productive and also the customer potential to leave due to poor customer service.

4.2.2 High Employee Turnover

Employee turnover, which can be high or low, refers to the quantity of employees who decide to leave the organisation. In the majority of scenarios, it is necessary to find new employees to take the place of these individuals who are leaving. Employee turnover is frequently caused by making poor hiring decisions and engaging in bad management practises (Verlinden, 2023).

Based on what I have observed, it appears that several staff members have decided to submit their resignations following the company implemented a restructuring plan. The restructuring plan is necessary for a few departments to work on a day and night shift. Previously, all employees were only required to work during normal working hours. In my opinion, this is related to the employees' resistance to the new restructuring plan's implementation of new policies and procedures.

The restructuring is necessary due to the company's expansion into new markets, including the global market, which operates in different time zones than Malaysia. Before implementing the new plan, it is crucial to engage in thorough discussions with the department that is directly involved in the new restructuring plan. According to Kelchner (2019), there are a few ways to overcome the employee's resistance, which include education, employee involvement, and support that can help them adjust to the new plan.

As the company undergoes restructuring, it is important that the HR department takes on the responsibility of providing support to the employees by educating them on various ways in which the company will benefit once the restructuring plan is implemented. This support will assist individuals in preparing themselves mentally and physically, enabling them to effectively adapt to the proposed plan.

4.3 OPPORTUNITIES

4.3.1 Technology Advancements - Wide job advertisement sites

As stated by Martin (2023), HR managers utilise technology to enhance the efficiency of their tasks and improve their decision-making abilities. In the current era, a programme has been developed specifically designed to address this need. By embracing and utilising technology, HR departments can find ways to simplify processes, automate administrative tasks, enhance data analytics, and improve overall efficiency. Because of this, HR professionals may be able to devote more of their attention to strategic projects and other activities with a higher value.

In this era, there are numerous advertisement sites that available for HR professionals to utilise. These platforms can be used to find new talents for the company. There are several advantages related to using these platforms. These advantages include reaching a larger audience, finding the most suitable candidate for a specific job, saving time, easily filtering candidates, and more. It will help to improve the recruitment process. The HR department of Malacca Securities has utilised various job advertisement platforms such as LinkedIn, JobStreet, Indeed, and other similar sites to promote the available job opportunities.

Other than that, they also approached public and private universities to promote the new vacancies in their career website. The universities that have been successfully sign up an account includes UiTM, MMU, UTAR, MSU and Sunway University. This will encourage fresh graduates to apply for the job.

4.3.2 Continuous Learning and Developments

The meaning of continuous learning and development is when an individual actively seeks out new perspectives, approaches, and behaviours, and takes the necessary steps to assess and enhance their performance according to National Institutes of Health (2023).

Charlie Schilling, the President of Enterprise Business and Workforce Development mentioned that companies can help decrease burnout, enhance employee engagement, and promote job satisfaction by offering learning and development opportunities to their employees (Perna, 2023). It is important for the HR team to keep learning about various knowledge areas, which can help them pursue personal and professional development goals.

Due to continuous learning and development, there are numerous benefits that HR teams can gain, including enhanced skills and knowledge, improved employee engagement, effective talent management, and the ability to easily adapt to new changes in technology. Technology is growing at such a rapid pace that it is critical for HR departments to be aware of trends to make their work more efficient. Following the changes in the law and continuously expanding knowledge is important to the HR department which it can help the department stay competitive.

In addition, continuous learning and development encourage the HR departments to work together with managers and employees in order to find areas where skills are lacking, come up with plans for training programmes, and establish paths for career development that match both the goals of the organisation and the aspirations of the employees.

4.4 THREATS

4.4.1 Strong Competition for Talents

The first threat for HR department is strong competition for talents. Strong competition for talent refers to competition among organisations to attract, retain, and develop the most skilled and capable employees. (Heymans, 2023). In a competitive job market, attracting and retaining top talent can be challenging. Other organizations may offer more attractive compensation packages, career growth opportunities, or unique employee benefits, posing a threat to the HR department's talent acquisition and retention strategies.

Due to this problem, the turnover of employees could potentially be higher, which may result in lost sales, decreased productivity, increased recruitment costs, and time spent on training new employees that could have been avoided. As mentioned by The Star (2023), according to a recent survey conducted on LinkedIn, the primary reason why employees choose to leave an organisation is the absence of learning and development opportunities that would allow them to develop in their careers followed by compensation and benefits.

However, it is important for HR departments to come up with good strategies to attract and retain employees. Jenny (2019) stated that there are several strategies that can be used to attract and retain employees. These include being creative in talent outreach, implementing a profit-sharing system, promoting employee engagement, and providing opportunities for career growth and recognition.

4.4.2 Rapid Technological Advancements

CFI Team (2023) mentioned that technological advancement refers to the investigation and subsequent implementation of new and improved approaches in the production of goods. The advancements in technology result in an important improvement in the productivity of labour, capital, and other essential factors of production.

If the HR department fails to effectively adapt and leverage technology, the rapid pace of technological advancements can indeed pose a significant threat. The impact of this may be observed in various aspects such as processes, communication, and the ability to stay updated with industry trends. Due to this particular issue, the HR department may encounter challenges in managing costs in order to stay aligned with the constantly evolving technology.

In order to enhance HR's job or task, they might require the latest technology. This can significantly save time and enhance overall efficiency as compared to relying on traditional methods, which tend to be more time-consuming in completing the job.

5.0 SWOT MATRIX

		STRENGTHS	WEAKNESSES
		<ul style="list-style-type: none"> • Implement employee engagement programmes • Having skilled and knowledgeable HR team 	<ul style="list-style-type: none"> • Lack of communication and collaboration between departments • High employee turnover
OPPORTUNITIES	<ul style="list-style-type: none"> • Technology advancements. • Continuous learning and development 	<p>S2, O1</p> <p>The HR team at Malacca Securities is skilled and knowledgeable, allowing them to easily adapt to technological advancements.</p>	<p>W1, O2</p> <p>The HR team needs to address the issue of poor communication and collaboration between departments. They should take proactive measures to resolve this problem by engaging in continuous learning and development.</p>
THREATS	<ul style="list-style-type: none"> • Strong Competition for Talent • Rapid Developments in Technology 	<p>S2, T1</p> <p>It is important for Malacca Securities to have a competent and educated HR team in order to develop effective strategies for attracting top talents.</p>	<p>W2, T1</p> <p>Engaging with employees is of utmost importance for the HR team in order to effectively reduce employee turnover, especially considering the fierce competition that exists in the industry.</p>

Figure 5.0 SWOT Matrix

6.0 PESTEL ANALYSIS

6.1 Technology

Technological factors refer to the progress and innovations in technology that may influence various industries and organizations. To remain competitive and take advantage of new opportunities, organizations must ensure that they stay up to date with technological trends.

As for the HR teams of Malacca Securities, they also rely on technology to perform their daily job or task, especially in the recruitment process. With the existence of various job advertisement websites, it is easier for them to promote new vacancies and find top talents that are also looking for a job. The job advertisement websites that they have used are LinkedIn, JobStreet, Indeed, and more. Other than all these platforms, they also approached private universities that offer free job postings on their websites. By posting new vacancies on these platforms, it will help them find the right talent for the company.

Rapid advancement of technology can also become a burden for HR teams. Due to limited resources, they might not stay aligned with the evolution of technology. Technology can be quite expensive, which can pose a challenge for small businesses that may not have the financial resources to invest in it. However, it is important to note that technology offers several benefits for businesses, particularly in the field of human resources. It helps to streamline HR processes, making them more efficient and less time-consuming. Additionally, it reduces the need for excessive paperwork and enhances the accuracy of data management. With the use of technology, it will improve the employee experience, promote organizational growth, and provide effective human resource management within an organization.

7.0 DISCUSSION AND RECOMMENDATION

7.1 Lack of Communication and Collaboration between Departments

A common issue that is often observed in many organisations is the lack of communication and collaboration between different departments. It can cause ineffectiveness, miscommunication, and poor performance. Nevertheless, it is possible to take certain measures to tackle this issue while improving communication and collaboration among departments.

From my point of view, I would recommend the HR department of Malacca Securities provide communications and collaboration training. These courses could include workshops on conflict resolution, effective communication, or team building. This kind of training enables employees to learn and develop, ultimately boosting their morale. Glass (2022) also mentioned that to solve this issue by providing communication training.

I would suggest this communication and collaboration training because they have already implemented the monthly booster program which this initiative also can make their employees engage and communicate with each other. This implementation encourages employees from various departments get establish connections and so on promote positive work culture.

The purpose of communication and collaboration training is to provide employees with the ability to effectively communicate, establish strong working relationships, and successfully collaborate with one another. By developing and improving these skills, employees can improve efficiency, productivity, the environment, and the success of the company.

7.2 High Employee Turnover

For the past few months, Malacca Securities has been facing high employee turnover due to restructuring. This happened because of employees resisted to change with the implementation of new working procedures. This change is required as the company expands into new markets, particularly the global market, which operates in a different time zone than Malaysia, where the company needs to work on a shift basis.

In my opinion, I would suggest the HR team of Malacca Securities provide support to the employees who are directly involved with the restructuring plan. According to Morain and Aykens (2023), employers need to have two-way communication during the change process. By having these honest discussions regarding the change,

employees get the opportunity to express their feelings and points of view. This will help to enhance understanding and encourage a sense of belonging towards change. It is essential to have a detailed conversation with their employees before making any changes.

Overall, once the change process is applied, HR teams need to evaluate the outcome of the process. Once the change is applied, organisations must perform a thorough review and learn from it. This evaluation provides a full insight into the effectiveness of the applied ideas and assists in identifying areas for improvement if needed.

8.0 CONCLUSION

In summary, this industrial training course encouraged me to enhance and develop my skills and knowledge. I have gained a lot of useful experience over the last six months by getting involved in real work. Since this is my first job in a large company, it is challenging for me, but I am grateful for the advice provided from my supervisors and colleagues.

The HR department and the licencing department have both given helpful insights into the duties of each department. Throughout my internship, I was given a lot of tasks and responsibilities to help the department with its work. I have gained countless benefits throughout my internship at the company, where I get to learned about licencing and HR job. My supervisors are also helping me adapt to the environment by giving me guidance on how to perform the task or job. It takes me awhile to understand how the work functions.

Furthermore, I acquired a significant understanding of the various strengths and weaknesses found within the human resources departments. In this report, I have provided additional information and elaborated on the details of each SWOT analysis. There are still several areas in human resources departments that are needed for improvement.

In addition, I would really like to express my gratitude to Malacca Securities Sdn Bhd for giving me these opportunities to complete my industrial training and thank you to all my supervisors and my colleagues for taking care of me by lending a hand when I was in need. They have also provided me with many accommodations, such as an allowance, a laptop, Wi-Fi, an access card, and more. The treatment given to me is so much appreciated.

Overall, the internship has been an invaluable opportunity that has enabled me to acquire valuable hands-on experience, broaden my understanding of both the licensing and HR processes, and significantly contribute to my professional growth and development in ways that will have a lasting impact on my future career endeavours.

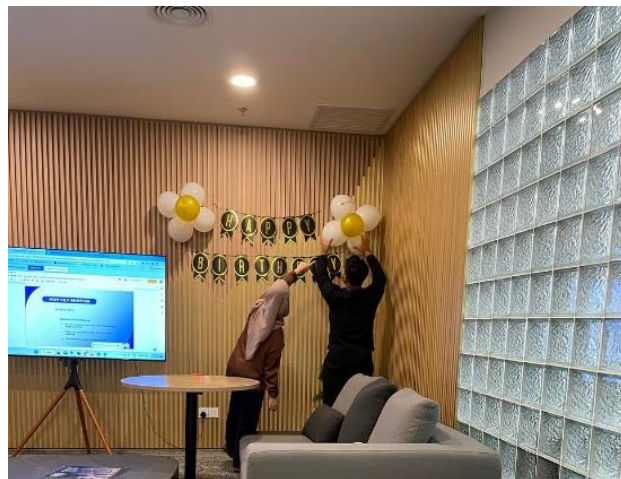
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10.0 APPENDICES

Monthly Booster Programmes



Iftar Dinner Event



Product Launching Event



Raya Gifts for Muslim Remisier and Staff



Raya Celebration



Handle Walk-in Remisiers and Marketing Representatives



Handling Company T-shirts





UNIVERSITI TEKNOLOGI MARA

ENDORSEMENT OF OUR ORIGINAL REPORT

Coordinator

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

Sir

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

With reference to the work of the candidate below:

Name : Mohammad Hazim Bin Aman
Matric No. : 2021504879
Faculty : Business and Management
Programme : BA243 Human Resource Management
Title : Industrial Training at Malacca Securities Sdn Bhd

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.

1st advisor's signature and stamp

Name: [NIK AZLINA NIK ABDULLAH](#)
[Pensyarah Kanan](#)
[Fakulti Pengurusan dan Perniagaan](#)
[UITM cawangan Perlis](#)

15/7/2023

Date

** Please attach 1st page of original report.

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i EXECUTIVE SUMMARY This report is prepared for the Industrial Training of my course on human resource management. I was accepted to do my internship at Malacca Securities Sdn. Bhd., located in Kuala Lumpur. Malacca Securities Sdn Bhd was first founded in 1963 under the name Malacca Traders, located in Malacca. The company grew and evolved over time to become what it is today, becoming a publicly traded company in 1992. I need to complete my industrial training for six months, from 1st of March to 15th of August. I was placed under the licensing and human resources department. My role and responsibility are to support licence renewal processes. I am assisting in tracking all Remisier's license, and Marketing Representative (MR) renewal dates. As for the human resources department, I was assigned to monitor and manage employee attendance, advertise jobs, and set interview dates for candidates. In this report, I mentioned the SWOT analysis, SWOT matrix, and PESTEL analysis of the company. SWOT analysis is used to evaluate

SA

MATCHING BLOCK 1/5

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the company's strengths, weaknesses, opportunities, and threats. In this